



# Validation

## SIXTH NATIONAL SURVEY AFFIRMS COMMUNITY ASSOCIATION SUCCESS

For the sixth time in 11 years, Americans living in homeowners associations and condominiums have told pollsters they are overwhelmingly satisfied in their communities.

The March 2016 survey affirms the findings of almost identical national surveys conducted in 2005, 2007, 2009, 2012 and 2014. The 2016 survey was conducted by Zogby Analytics for the Foundation for Community Association Research.

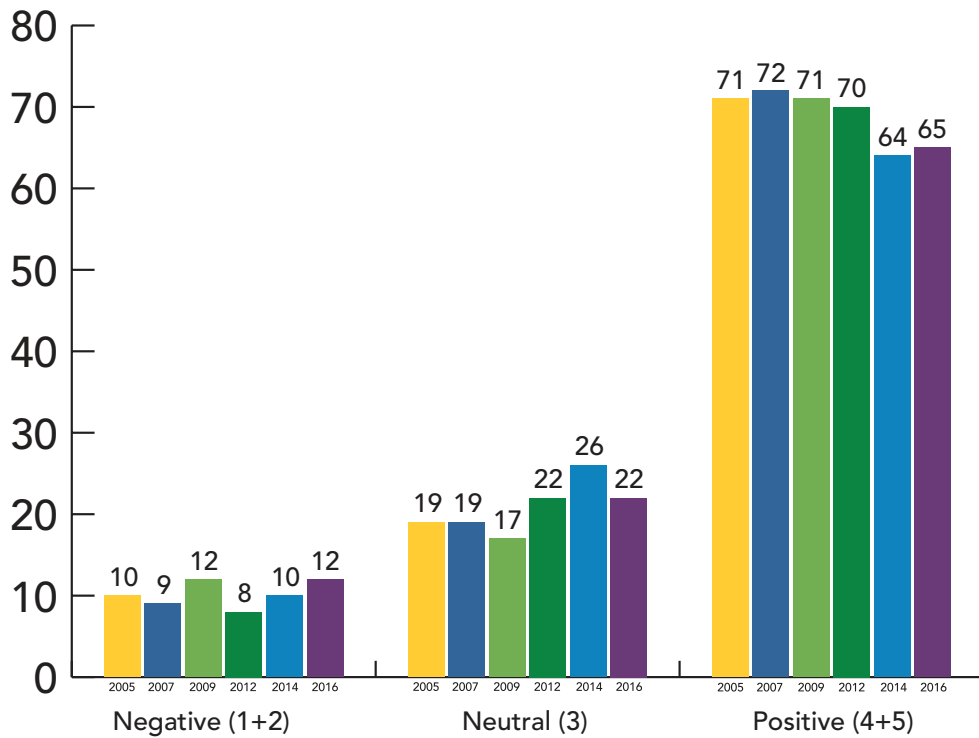
The findings from the six surveys are strikingly consistent and rarely vary a standard margin error for national, demographically representative surveys.

- By large majorities, most residents rate their overall community experience as positive or, at worst, neutral.
- They say their association board members serve the best interests of their communities.
- They say their community managers provide valuable support to residents and their associations.
- They support community association rules because they protect and enhance property values.

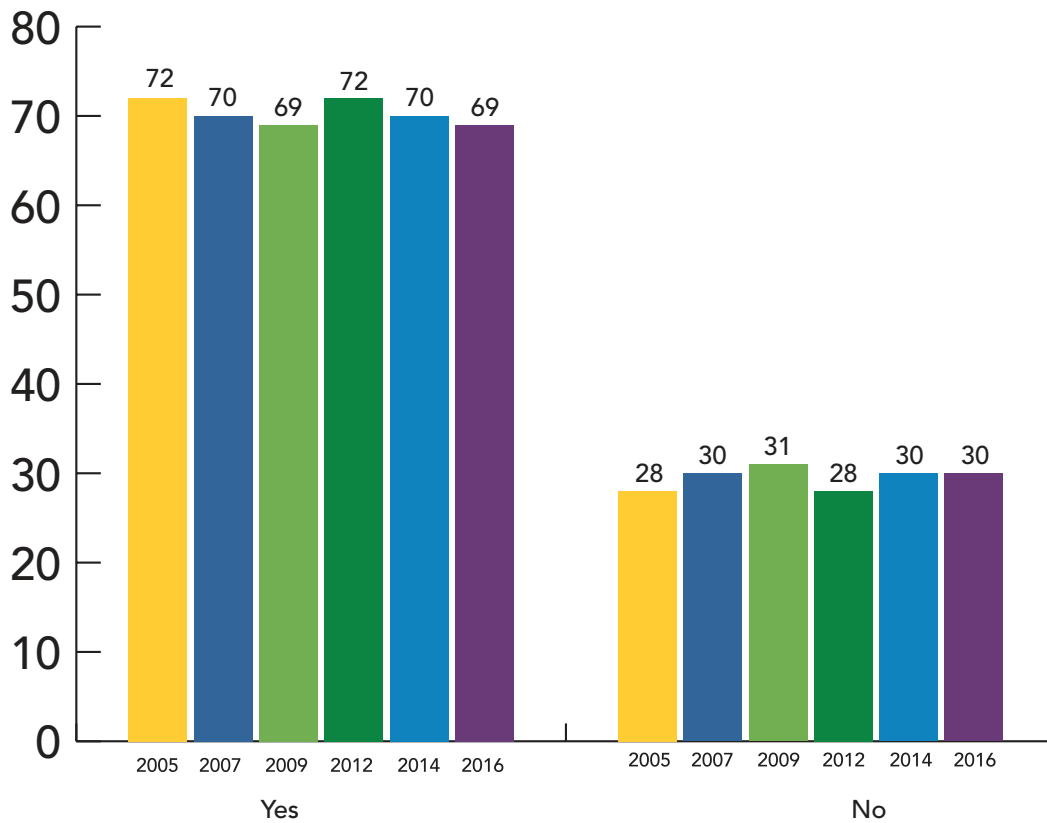
The findings objectively refute the unfounded and unsubstantiated myth that the community association model of governance is failing to serve the best interests of Americans who choose to live in common-interest communities.

The findings below compare results from the six surveys conducted since 2011. Totals may not equal 100 percent due to rounding and "don't know" answers.

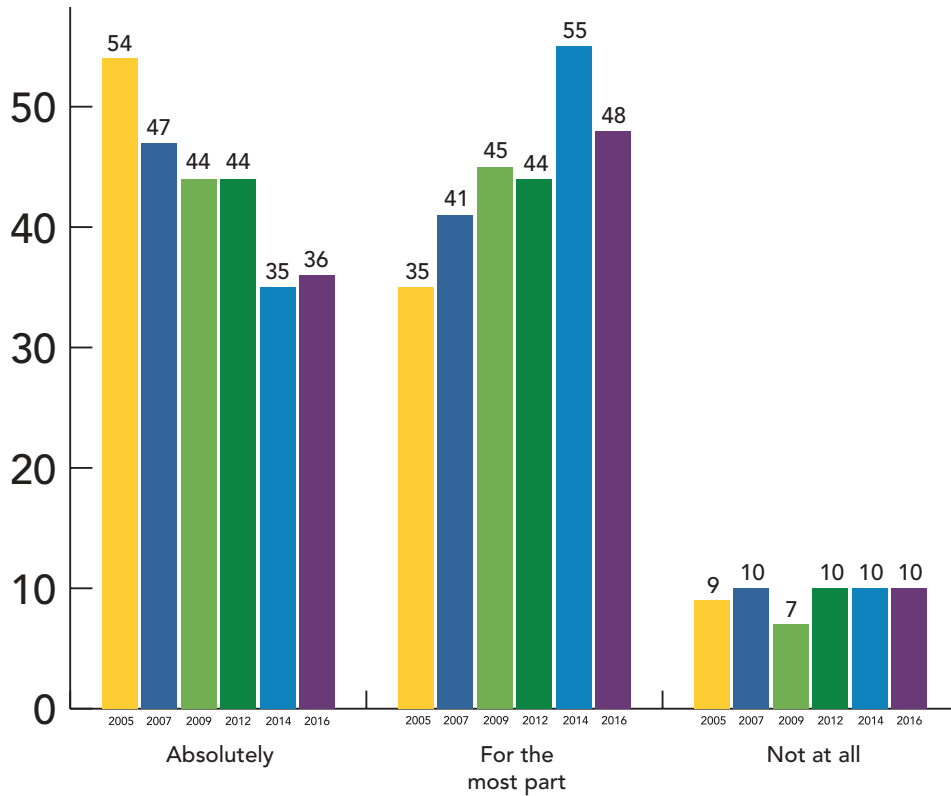
On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?



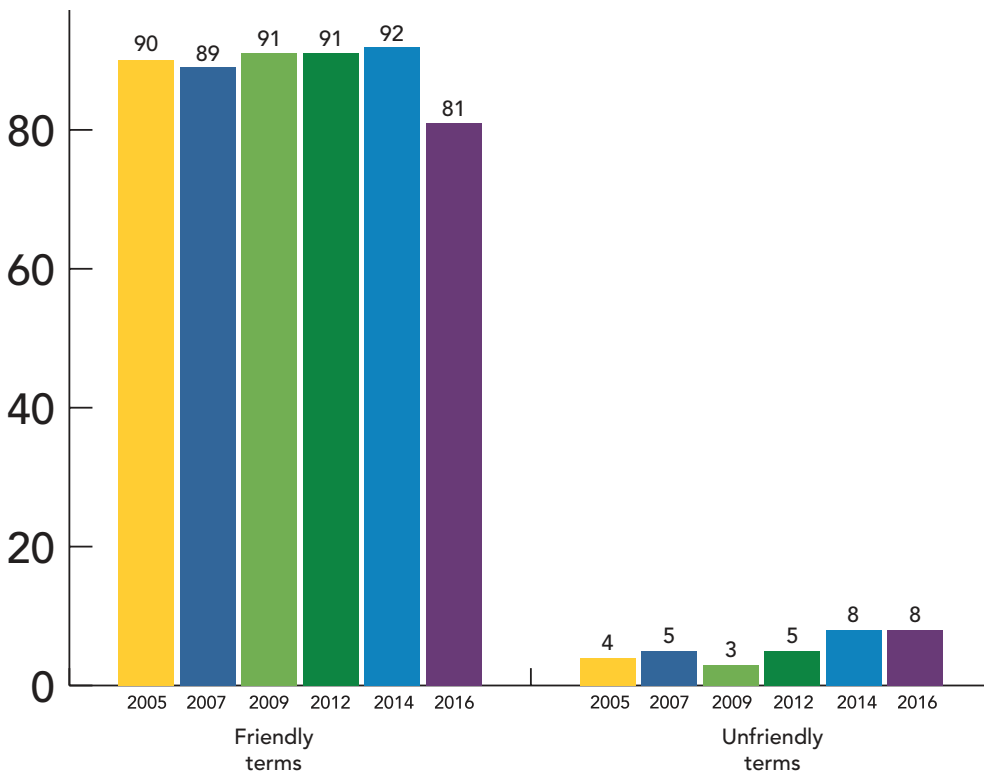
In your current community, have you ever attended any community association board meetings?



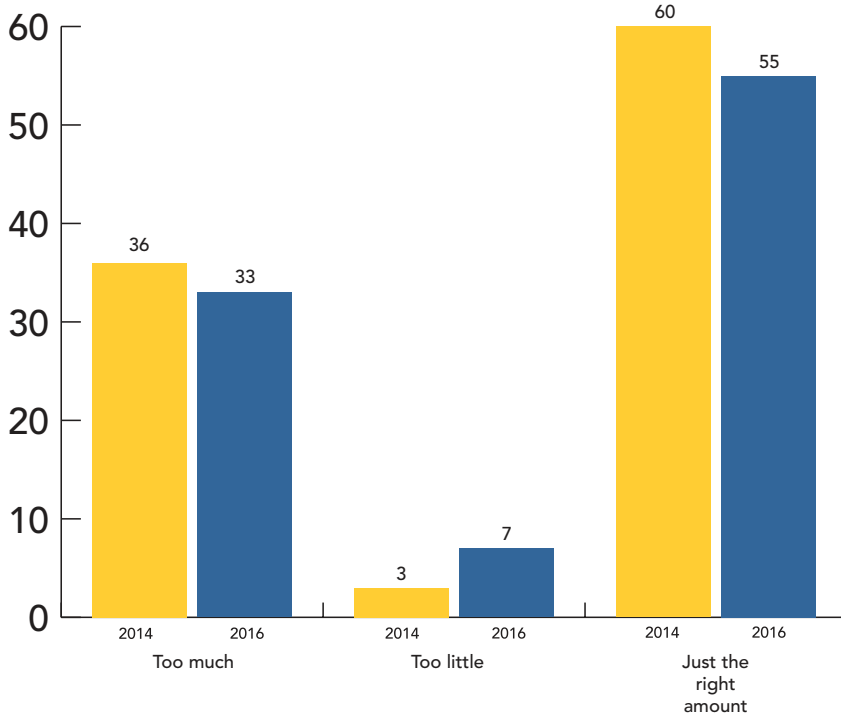
Do you think the members of your elected governing board strive to serve the best interests of the community as a whole?



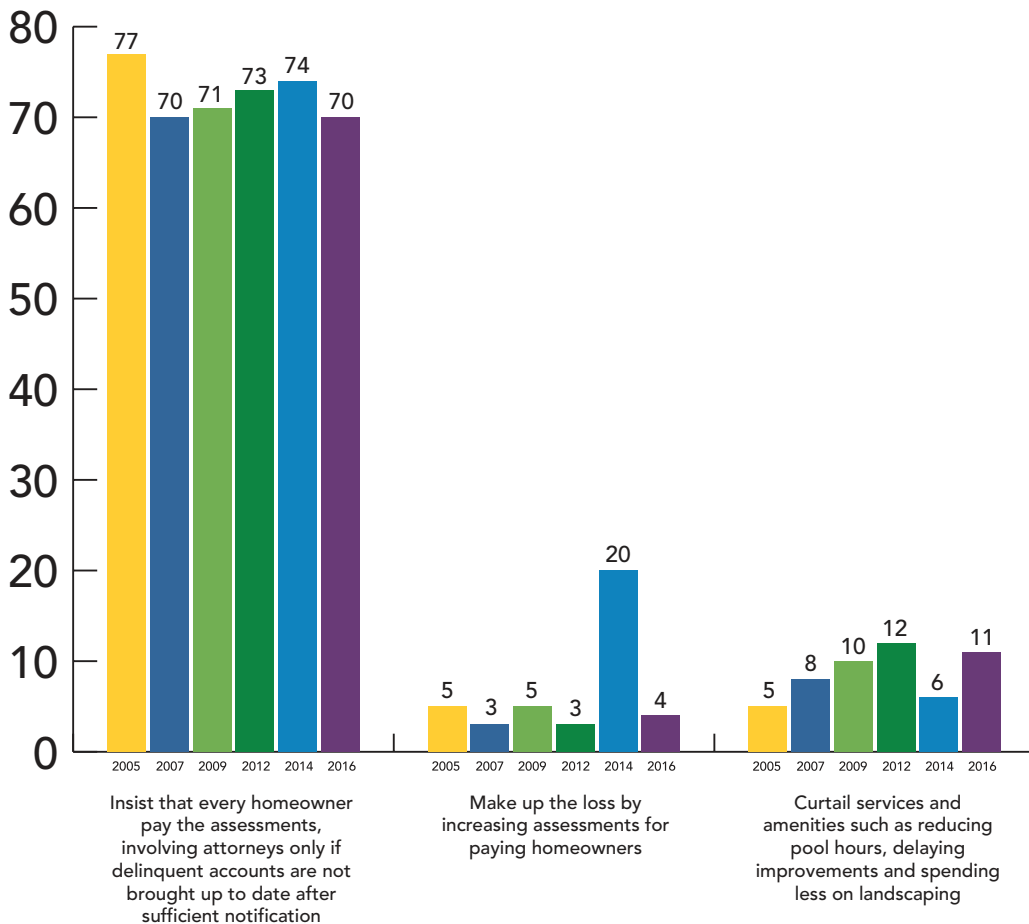
Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?



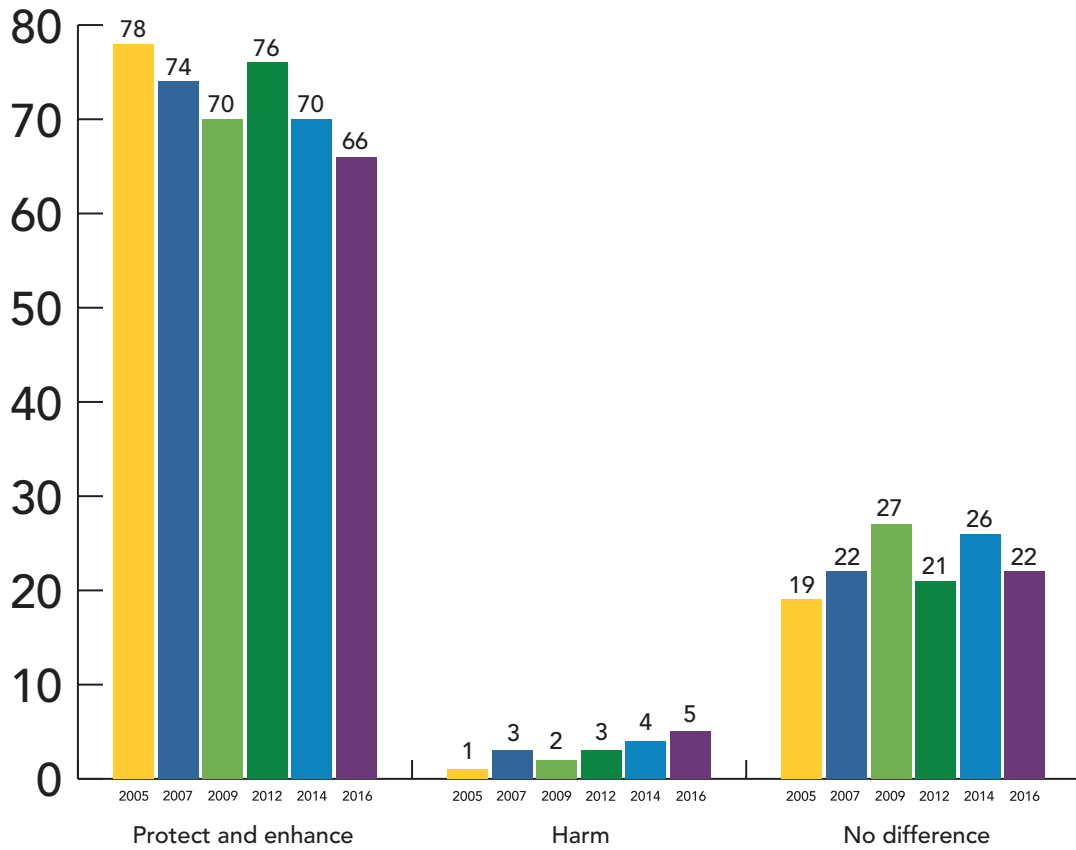
And thinking about the amount of your overall assessments that you pay for the services provided by your association, do you feel the amount of your assessments is too much, too little, or just the right amount?



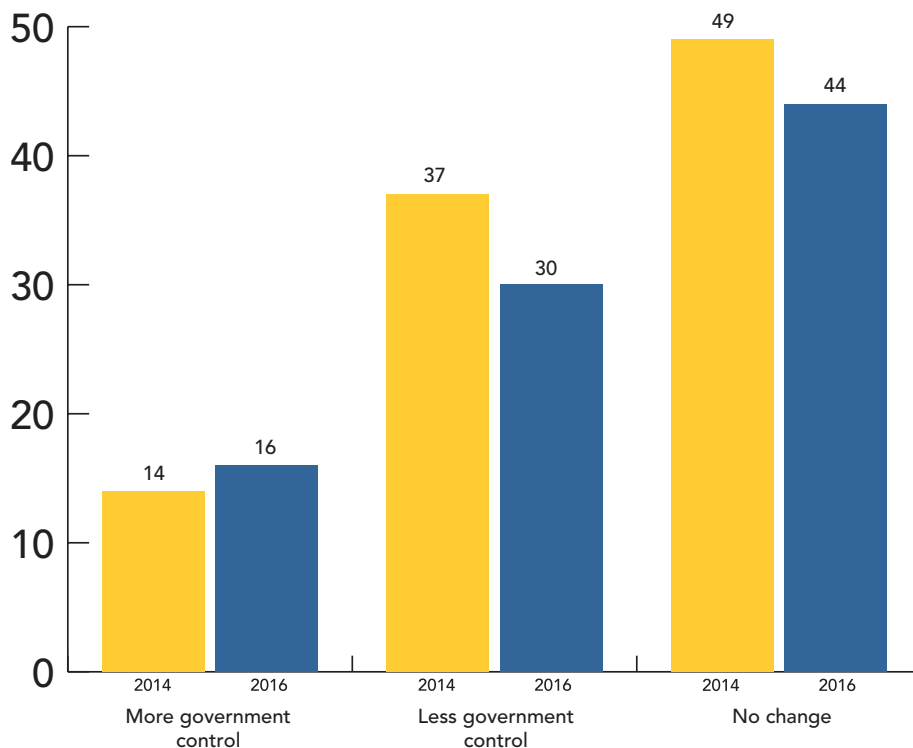
What do you think your community should do when residents neglect to pay their assessments?



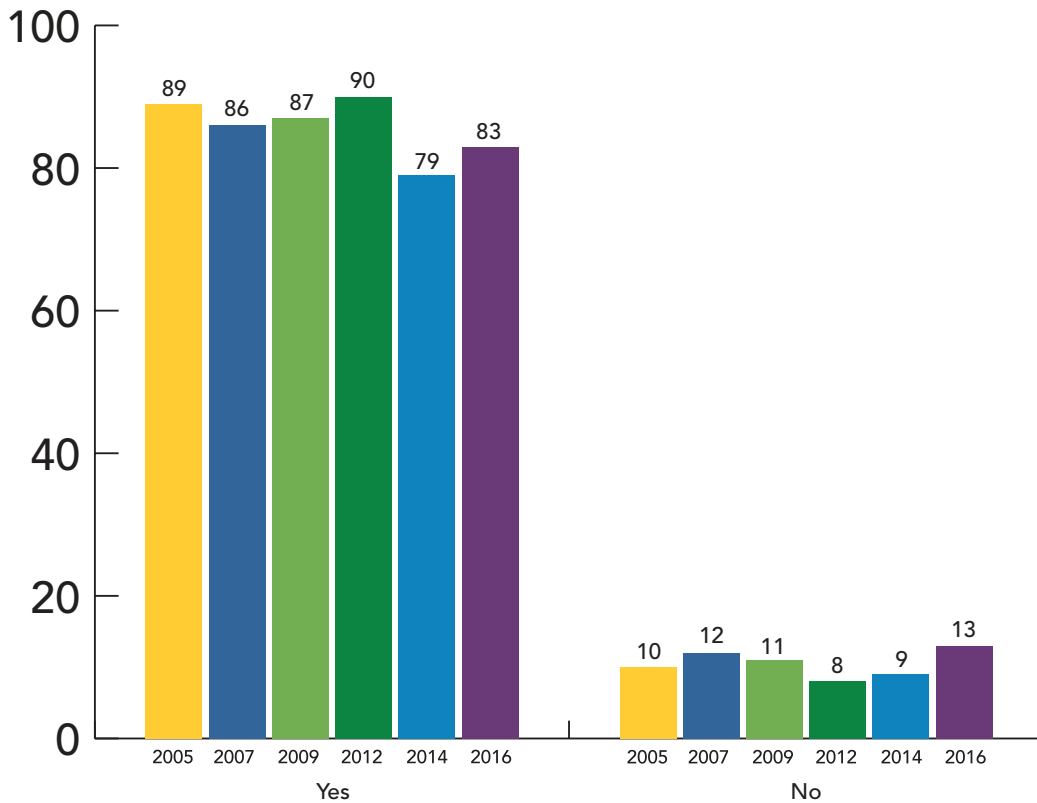
Do the rules in your community protect and enhance property values, harm them or make no difference?



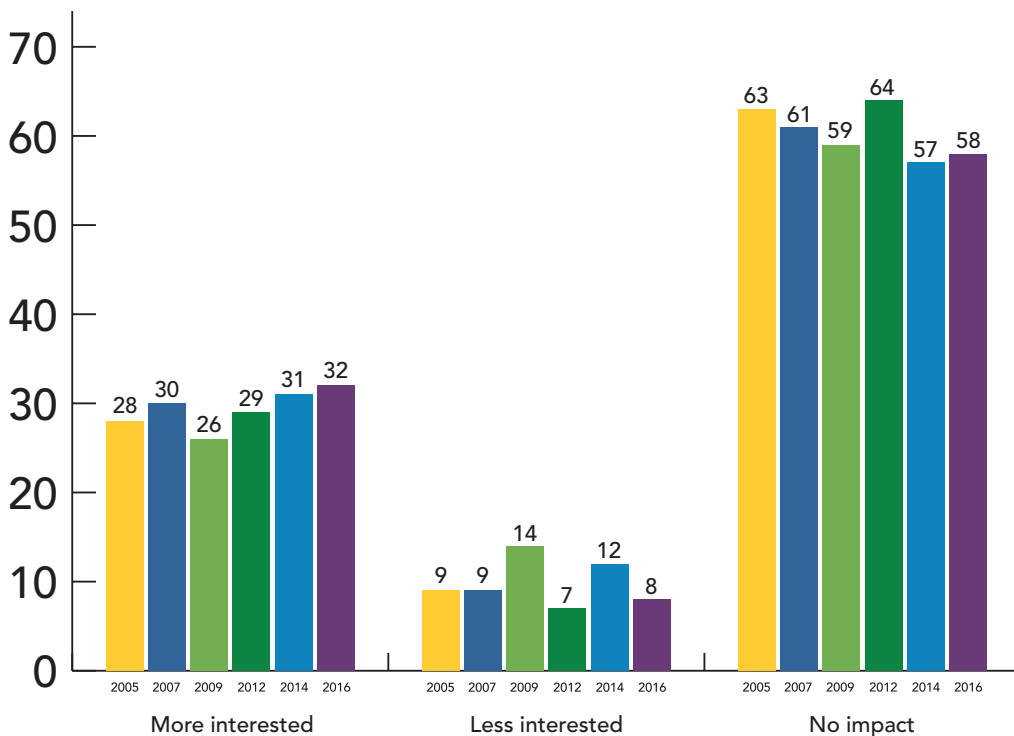
The governance of community associations is subject to differing state laws and regulations. Would you like to see more or less government control of these associations, or would you prefer no change?



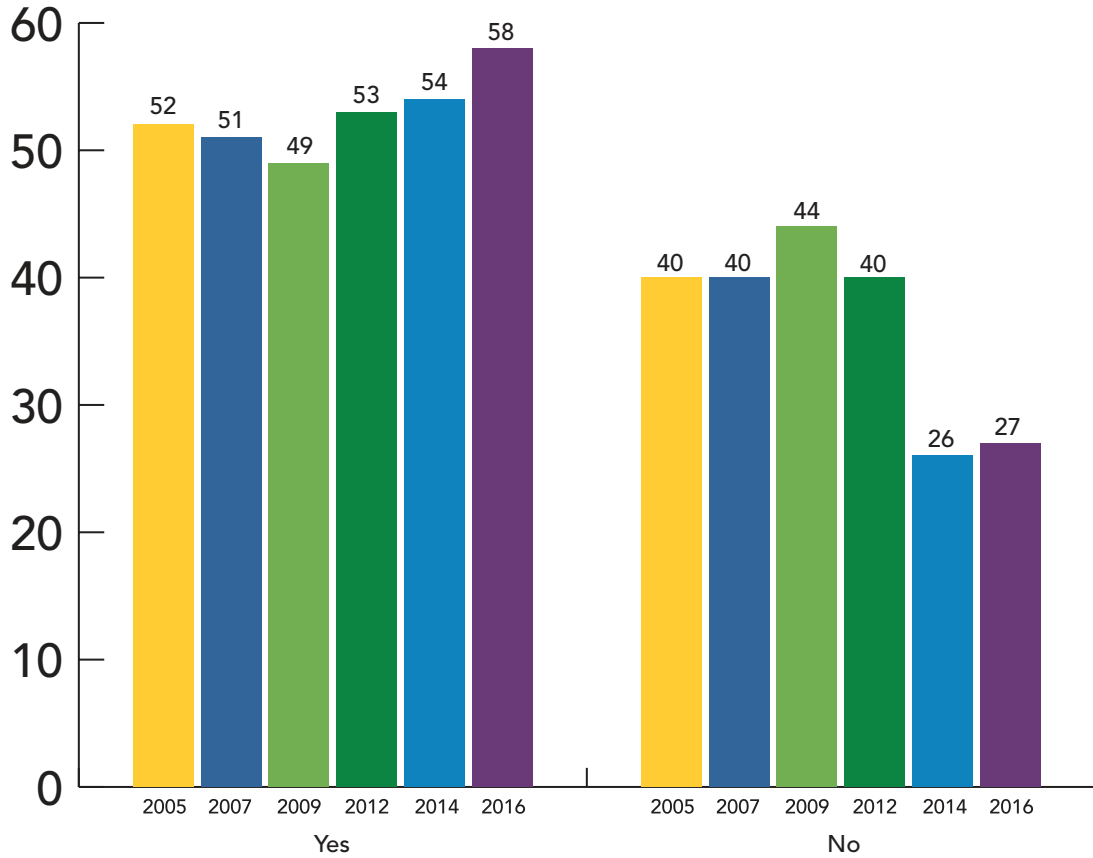
When you were considering the purchase or rental of your current home, were you told that it was in a community association?



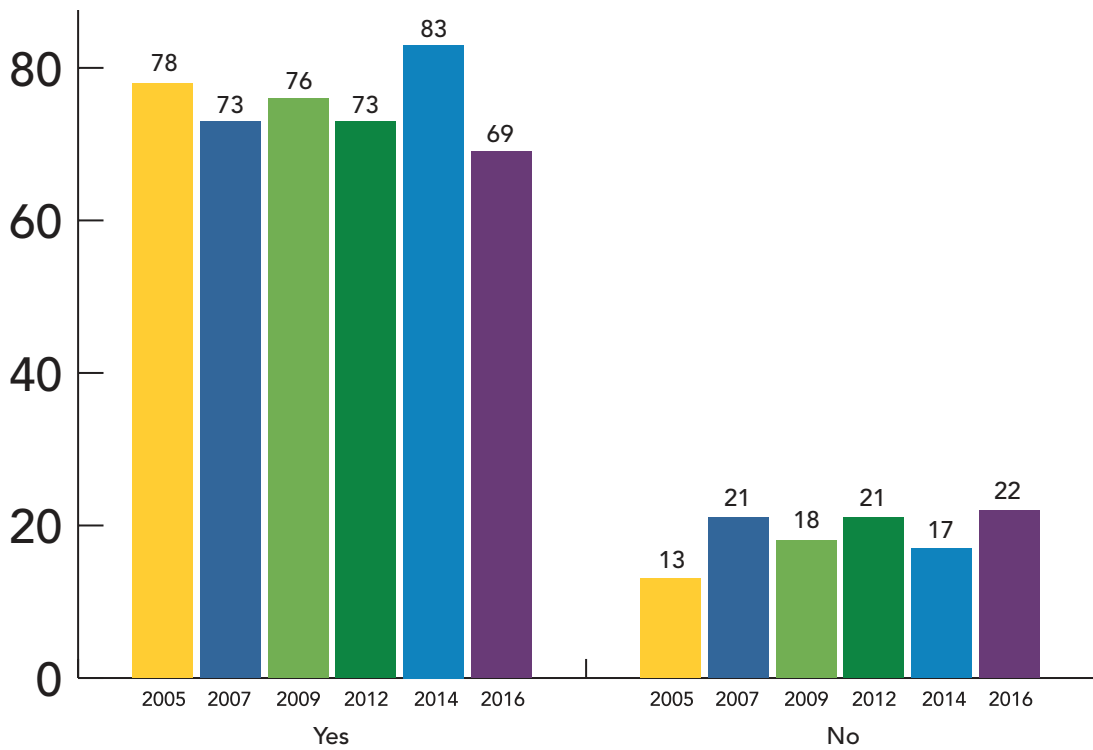
Did the fact that your current home is in a community association make you more interested or less interested about purchasing or renting your home, or did it have no impact?



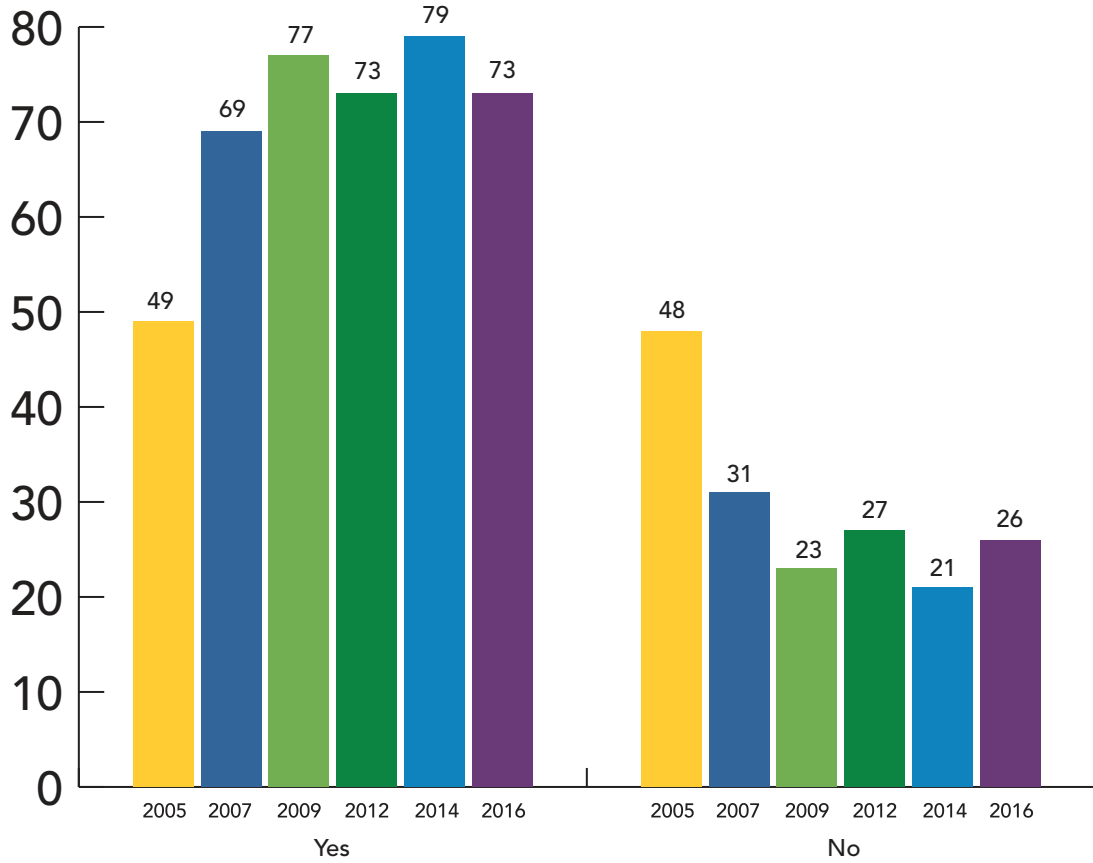
Does your association employ a community manager?



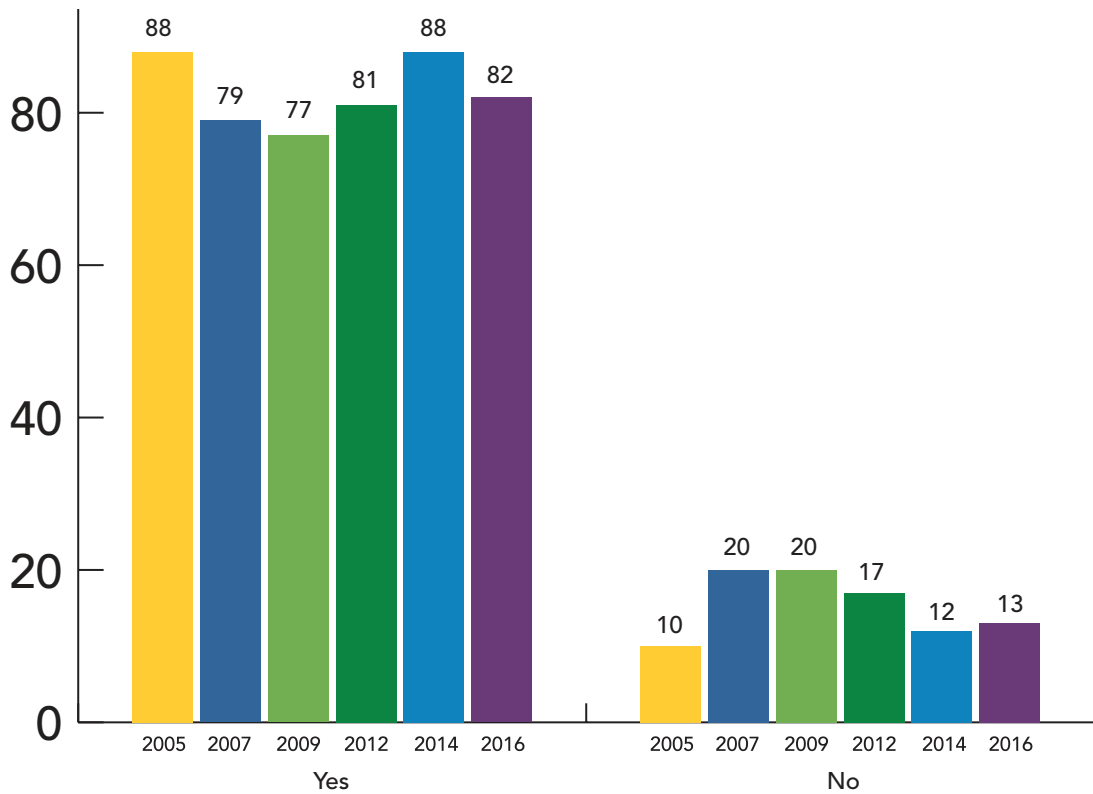
In your view, does the manager provide value and support to residents and the community as a whole?



Have you had any direct interaction with your community manager?



Was it generally a positive experience?





With more than 34,000 members dedicated to building better communities, CAI works in partnership with 60 chapters to provide information, education and resources to community associations and the professionals who support them. CAI's mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in communities that are preferred places to call home. Visit [www.caionline.org](http://www.caionline.org) or call (888) 224-4321.