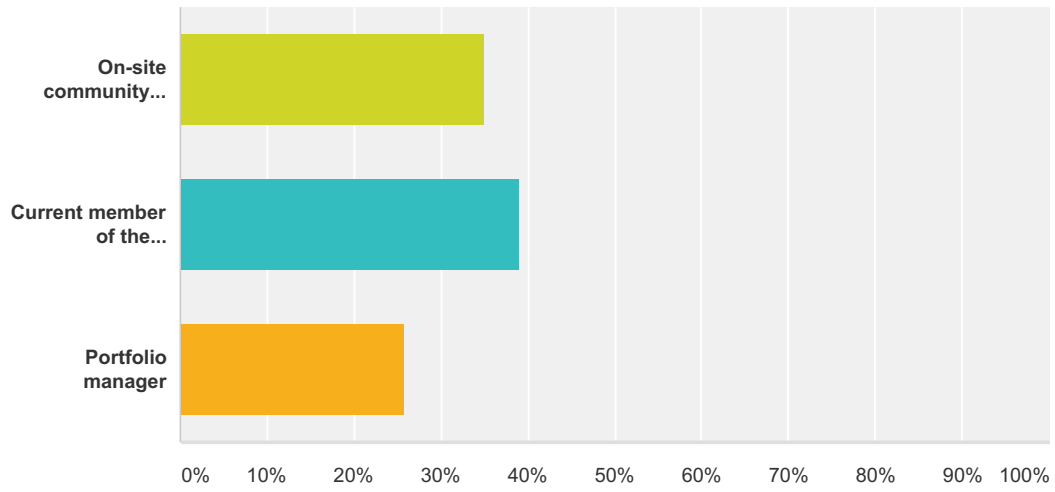


Q1 Please indicate your relationship to the association.

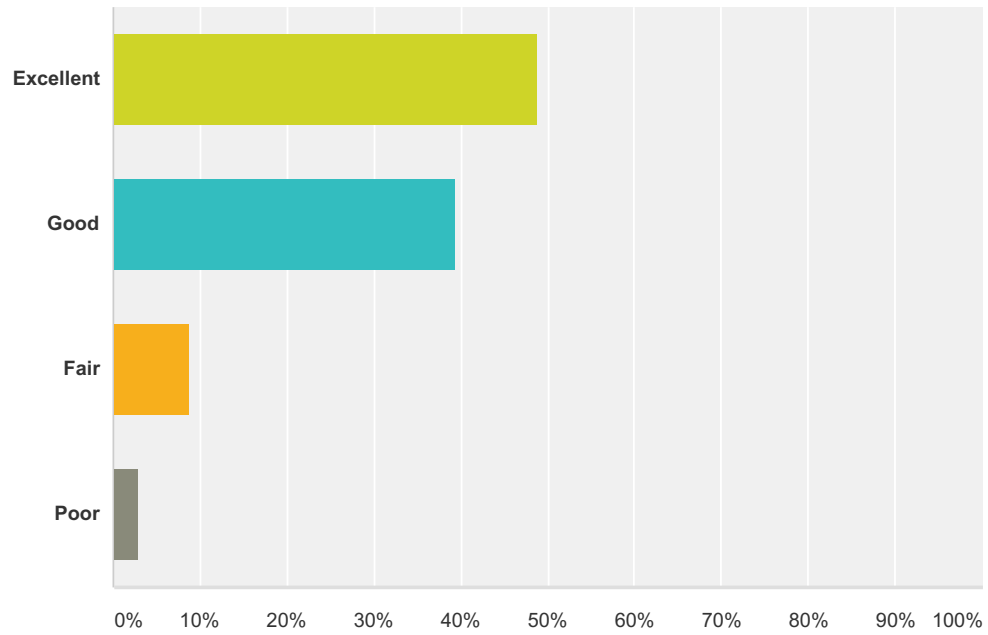
Answered: 1,013 Skipped: 25



Answer Choices	Responses
On-site community manager	35.13% 339
Current member of the association board	38.96% 376
Portfolio manager	25.91% 250
Total	965

Q3 How would you assess your association's overall financial situation?

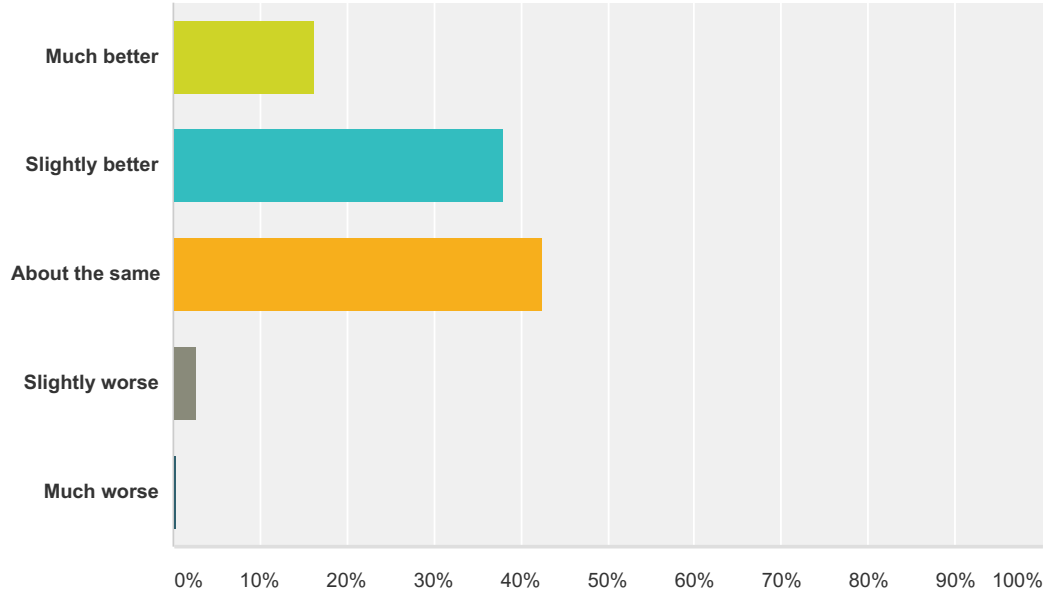
Answered: 843 Skipped: 195



Answer Choices	Responses	
Excellent	48.87%	412
Good	39.50%	333
Fair	8.78%	74
Poor	2.85%	24
Total		843

Q4 Looking ahead three to five years, how do you see your association's financial situation compared to today?

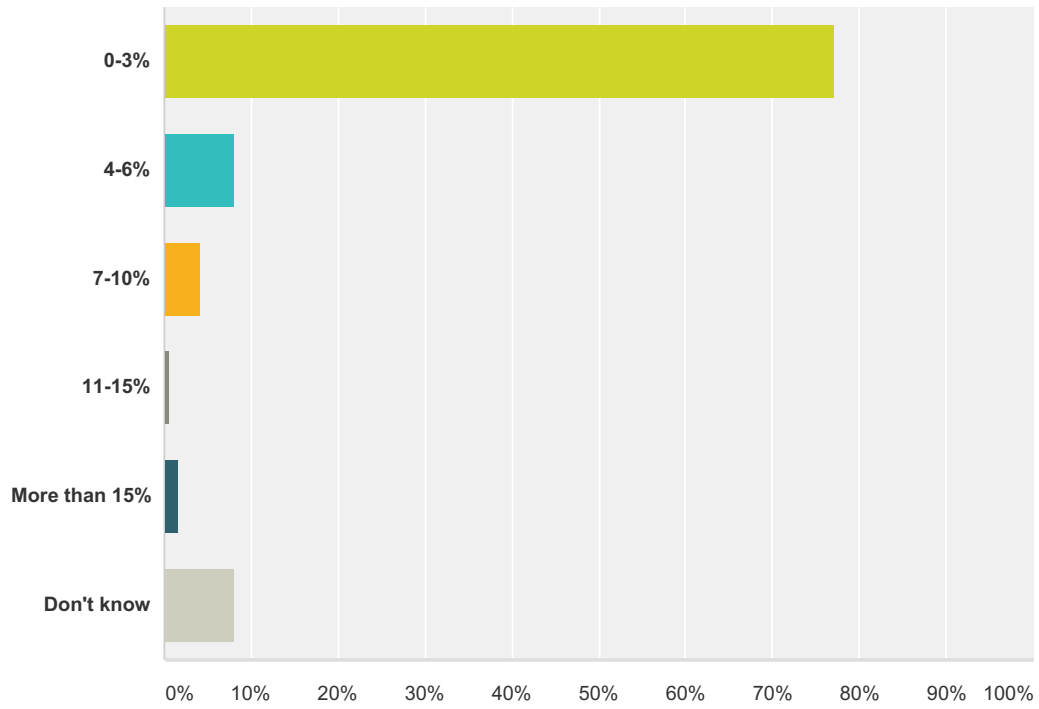
Answered: 843 Skipped: 195



Answer Choices	Responses
Much better	16.37% 138
Slightly better	37.96% 320
About the same	42.59% 359
Slightly worse	2.73% 23
Much worse	0.36% 3
Total	843

Q5 What percentage of the units in your community are vacant?

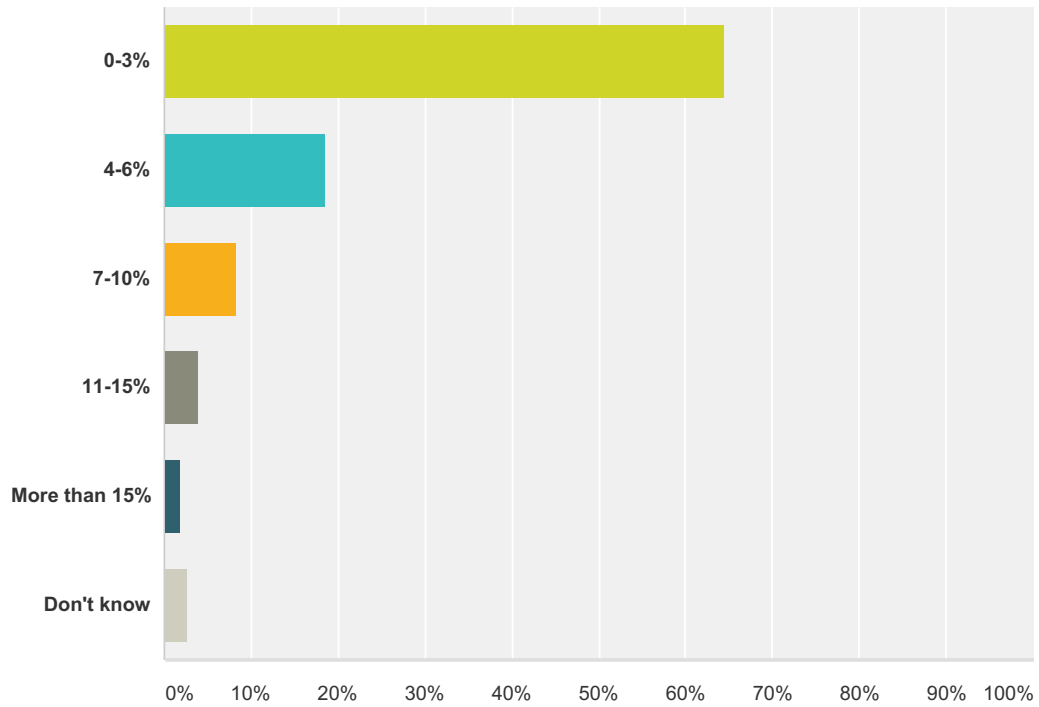
Answered: 843 Skipped: 195



Answer Choices	Responses	Count
0-3%	77.22%	651
4-6%	8.07%	68
7-10%	4.27%	36
11-15%	0.71%	6
More than 15%	1.66%	14
Don't know	8.07%	68
Total		843

Q6 What is the current rate of assessment delinquency?

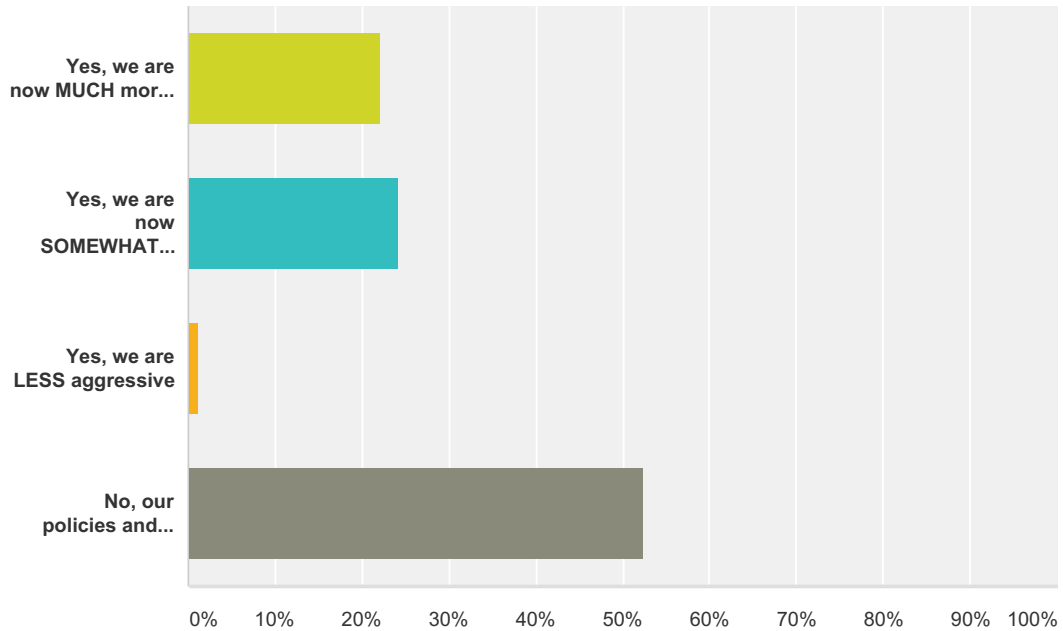
Answered: 843 Skipped: 195



Answer Choices	Responses
0-3%	64.53% 544
4-6%	18.62% 157
7-10%	8.42% 71
11-15%	3.91% 33
More than 15%	1.90% 16
Don't know	2.61% 22
Total	843

Q7 Does your association pursue assessment delinquencies differently now than it did before the mortgage foreclosure crisis and economic downturn?

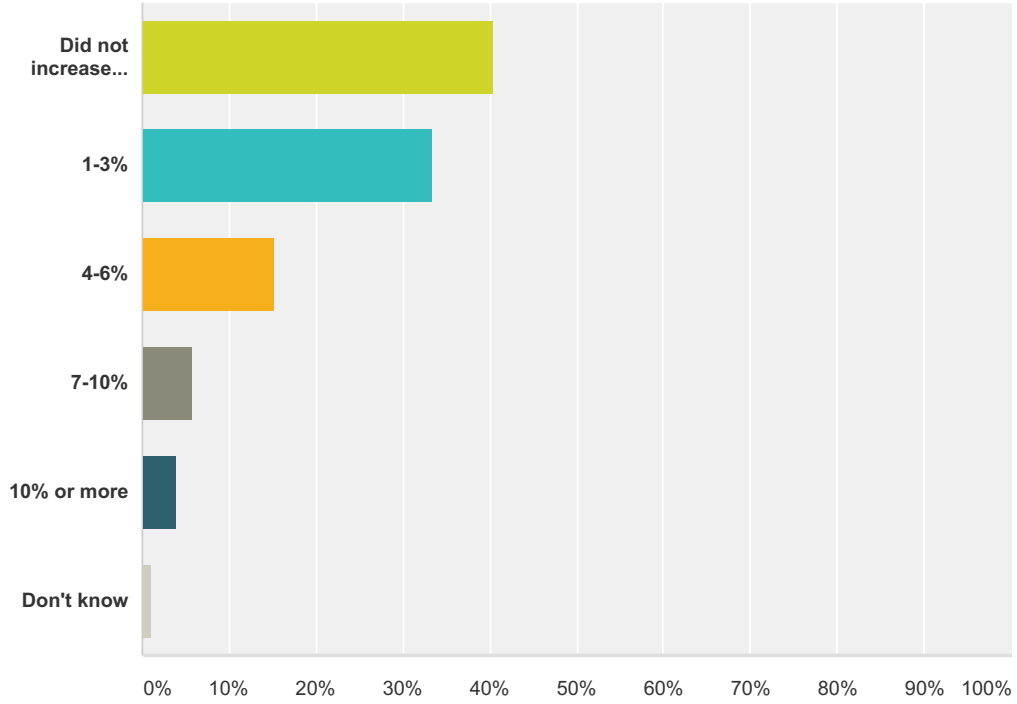
Answered: 843 Skipped: 195



Answer Choices	Responses	
Yes, we are now MUCH more aggressive	22.18%	187
Yes, we are now SOMEWHAT more aggressive	24.20%	204
Yes, we are LESS aggressive	1.19%	10
No, our policies and approach remain largely consistent	52.43%	442
Total		843

Q8 By what percentage did you increase assessments during the most recent budgetary cycle?

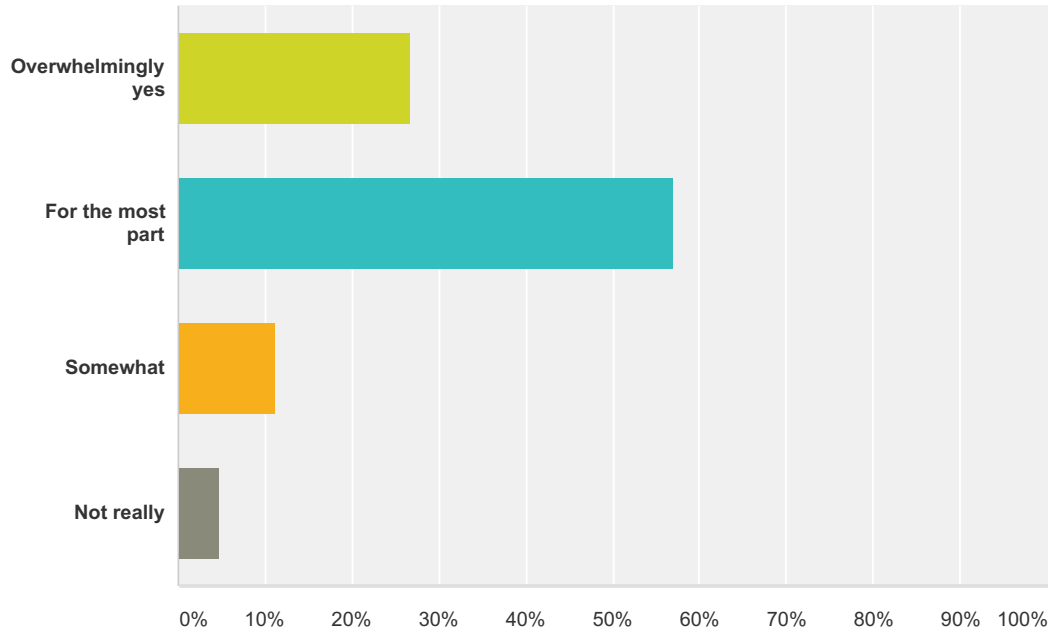
Answered: 843 Skipped: 195



Answer Choices	Responses
Did not increase assessments	40.57% 342
1-3%	33.33% 281
4-6%	15.18% 128
7-10%	5.81% 49
10% or more	4.03% 34
Don't know	1.07% 9
Total	843

Q9 Thinking about the services and amenities provided by the association, do you think your owners believe they are getting a good value for their assessment dollar?

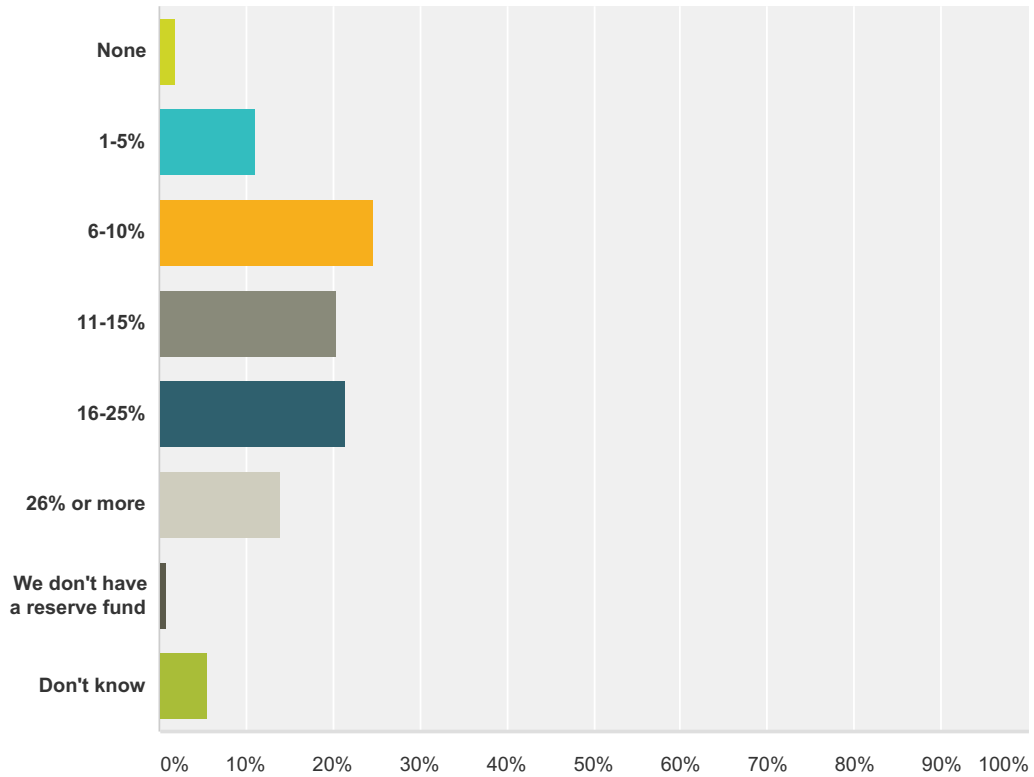
Answered: 843 Skipped: 195



Answer Choices	Responses	
Overwhelmingly yes	26.81%	226
For the most part	57.06%	481
Somewhat	11.27%	95
Not really	4.86%	41
Total		843

Q10 About what percentage of your association's annual assessment income is currently set aside in a reserve fund for major repairs and replacements?

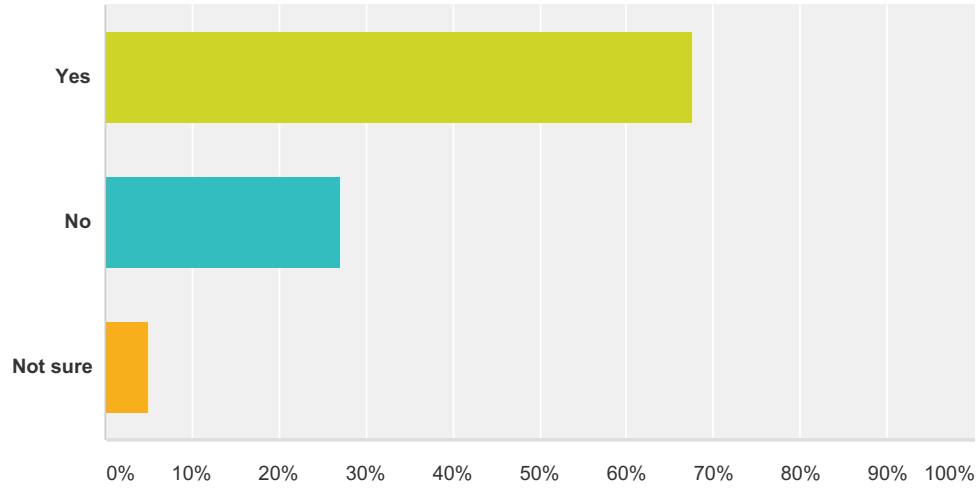
Answered: 843 Skipped: 195



Answer Choices	Responses
None	1.78% 15
1-5%	11.03% 93
6-10%	24.67% 208
11-15%	20.40% 172
16-25%	21.59% 182
26% or more	14.00% 118
We don't have a reserve fund	0.83% 7
Don't know	5.69% 48
Total	843

Q11 Do you believe the association has adequate reserve funds for future repairs and replacements?

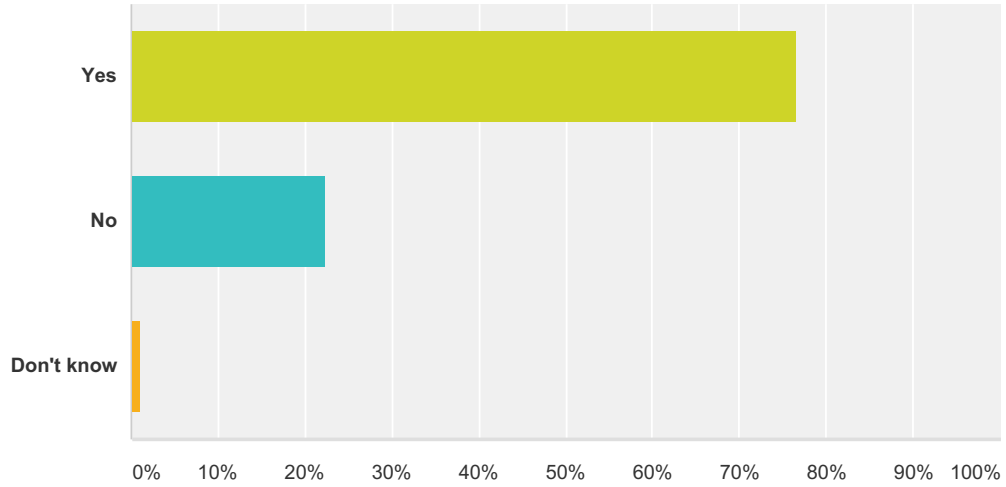
Answered: 843 Skipped: 195



Answer Choices	Responses	Count
Yes	67.73%	571
No	27.16%	229
Not sure	5.10%	43
Total		843

Q12 Is your reserve funding based on a reserve study, or reserve update(s), conducted by a professional reserve specialist?

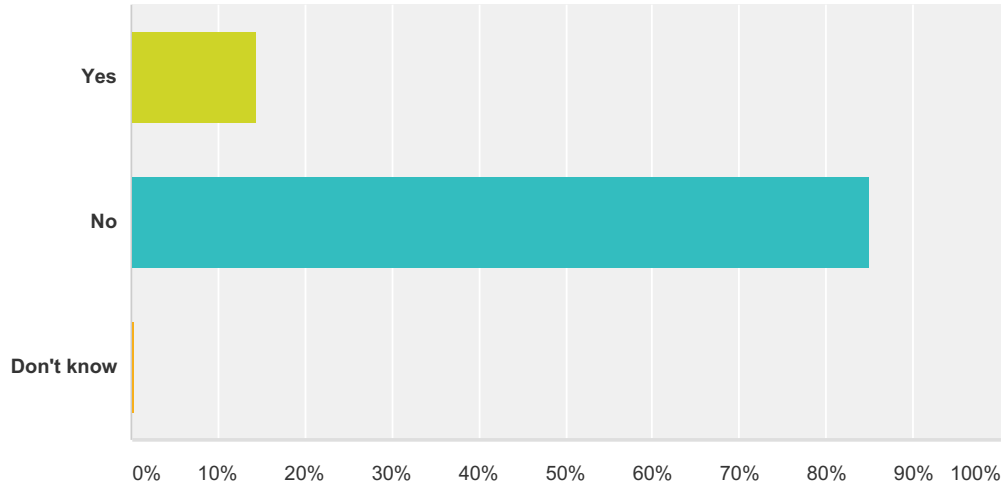
Answered: 843 Skipped: 195



Answer Choices	Responses
Yes	76.63% 646
No	22.30% 188
Don't know	1.07% 9
Total	843

Q13 Did the association levy a special assessment during the previous 12 months?

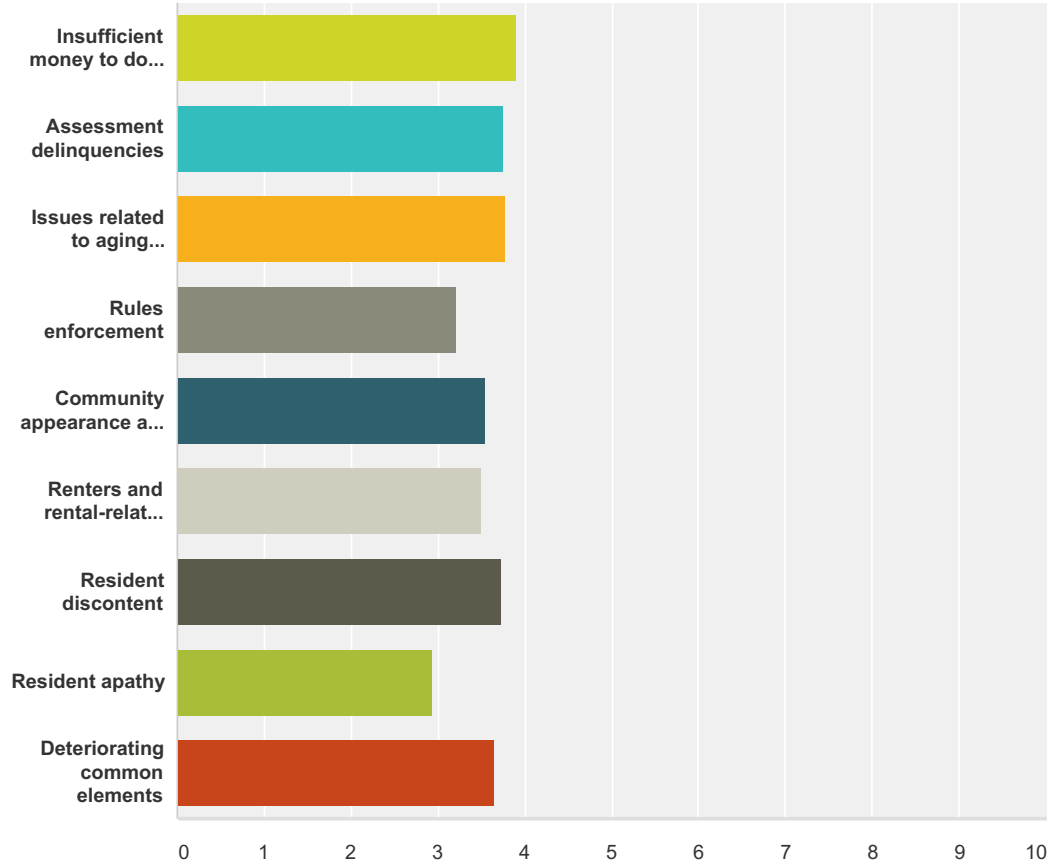
Answered: 843 Skipped: 195



Answer Choices	Responses	Count
Yes	14.47%	122
No	85.05%	717
Don't know	0.47%	4
Total		843

Q14 Every community faces common challenges. Please indicate the seriousness of the following issues in your association.

Answered: 841 Skipped: 197



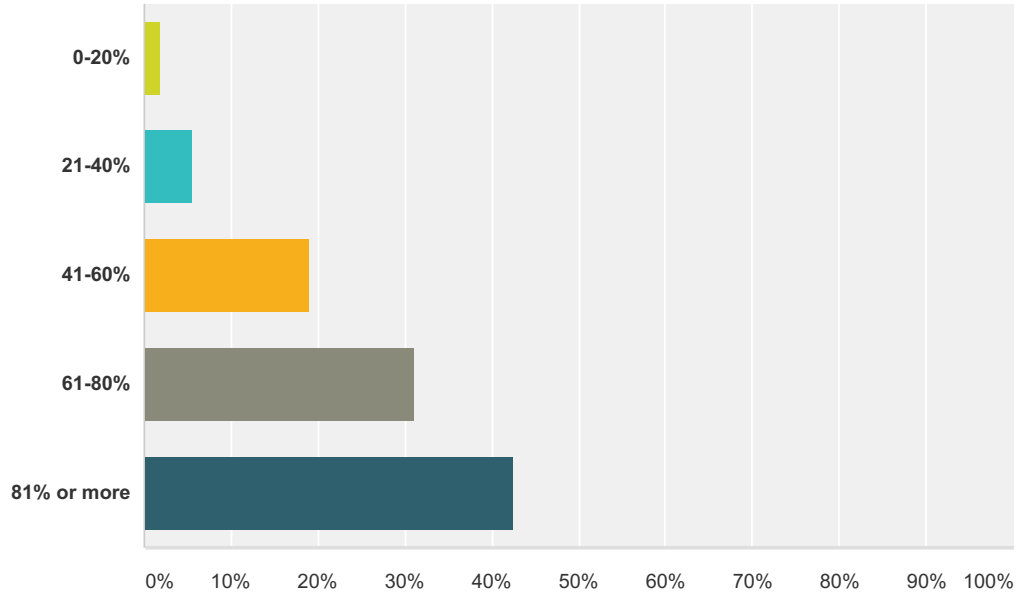
	Very serious	Somewhat serious	Moderate	Minor	Nonexistent	Total	Weighted Average
Insufficient money to do what needs to be done	6.83% 57	6.59% 55	18.56% 155	25.75% 215	42.28% 353	835	3.90
Assessment delinquencies	3.71% 31	7.43% 62	15.69% 131	55.81% 466	17.37% 145	835	3.76
Issues related to aging residents	2.92% 24	8.89% 73	20.71% 170	43.36% 356	24.12% 198	821	3.77
Rules enforcement	4.93% 41	15.64% 130	35.14% 292	41.76% 347	2.53% 21	831	3.21
Community appearance and curb appeal	6.00% 50	10.44% 87	24.73% 206	41.18% 343	17.65% 147	833	3.54
Renters and rental-related issues	7.16% 60	12.53% 105	20.64% 173	41.17% 345	18.50% 155	838	3.51
Resident discontent	2.17% 18	6.76% 56	17.01% 141	64.17% 532	9.89% 82	829	3.73

2015 Tracking Survey

Resident apathy	10.02% 84	23.75% 199	32.58% 273	28.88% 242	4.77% 40	838	2.95
Deteriorating common elements	4.91% 41	10.06% 84	20.12% 168	44.19% 369	20.72% 173	835	3.66

Q15 In your view, what percentage of your residents would say they are SATISFIED with the performance of the association's leadership team (board members and/or community managers)?

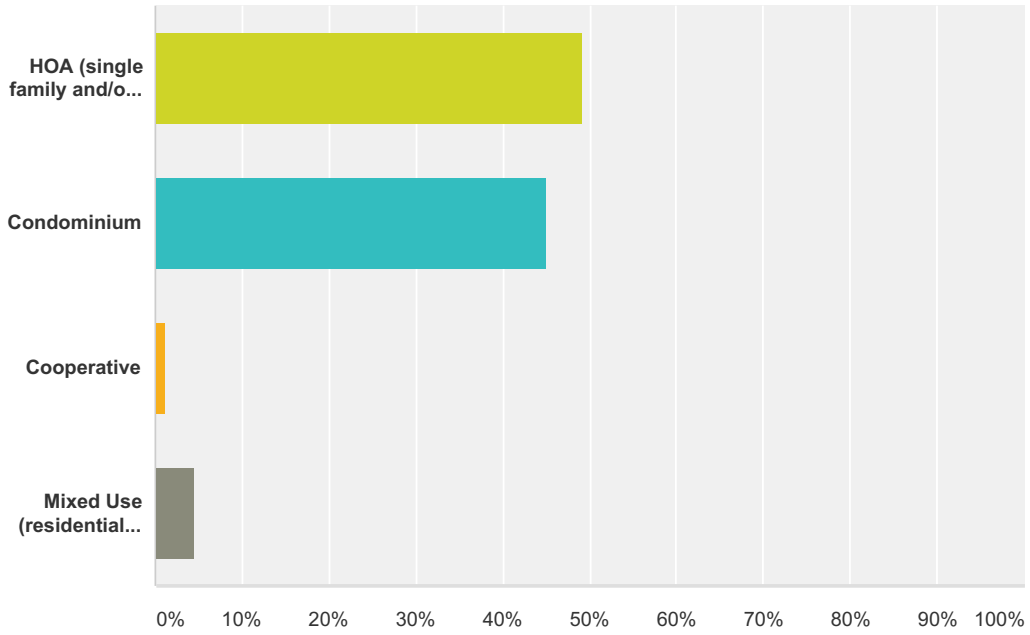
Answered: 843 Skipped: 195



Answer Choices	Responses	
0-20%	1.78%	15
21-40%	5.58%	47
41-60%	18.98%	160
61-80%	31.08%	262
81% or more	42.59%	359
Total		843

Q16 Please describe your community.

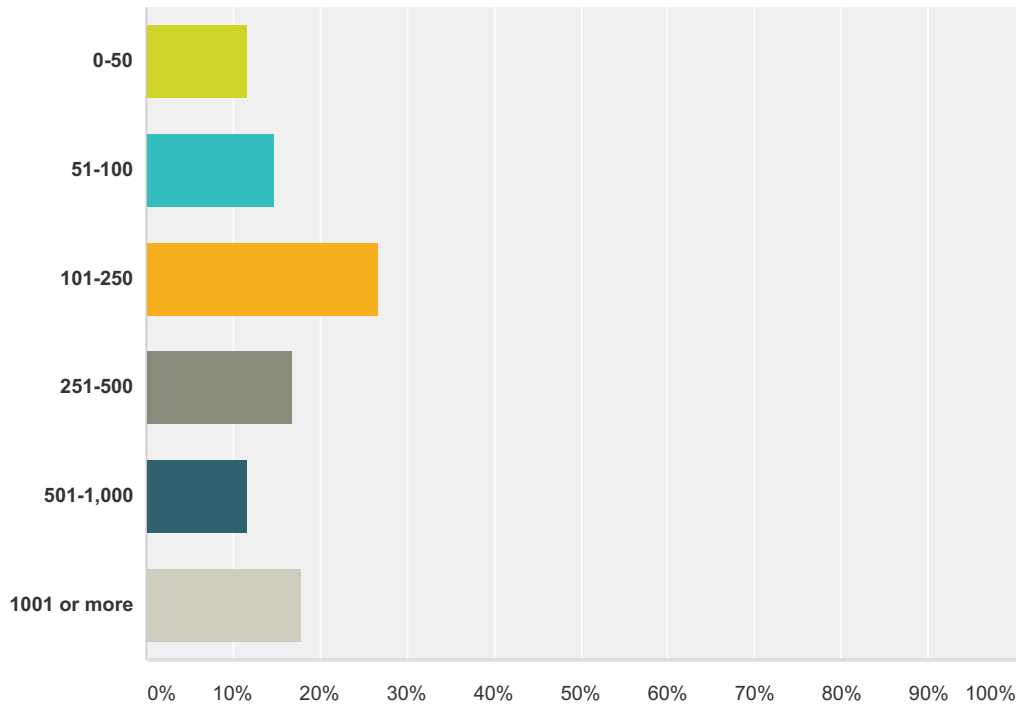
Answered: 841 Skipped: 197



Answer Choices	Responses
HOA (single family and/or townhomes)	49.23% 414
Condominium	45.07% 379
Cooperative	1.19% 10
Mixed Use (residential and business)	4.52% 38
Total	841

Q17 How many units does your association have?

Answered: 841 Skipped: 197



Answer Choices	Responses
0-50	11.77% 99
51-100	14.86% 125
101-250	26.75% 225
251-500	17.00% 143
501-1,000	11.65% 98
1001 or more	17.95% 151
Total	841