


COMMUNITY ASSOCIATIONS REMAIN

Preferred Places to Call Home

2024 HOMEOWNER SATISFACTION SURVEY

U.S. research and analysis for condominiums,
homeowners associations, and housing cooperatives





Community Associations Remain Popular with American Homeowners

For the past 19 years, the Foundation for Community Association Research has conducted a biennial Homeowner Satisfaction Survey to gauge the experiences and opinions of residents living in community associations nationwide. Commissioned by the Foundation, Zogby International has led the survey for the past several editions, using consistent methodology and questions over time to benchmark results and track trends year over year.

The 2024 survey, conducted between March 6 and March 27, targeted a broad spectrum of homeowners and condominium association members. A total of 3,006 respondents participated, providing a nationally representative sample with a margin of error of +/- 1.8 percentage points at a 95% confidence level. This rigorous methodology ensures that the data is demographically reflective of the adult population residing in community associations across the U.S.

The survey results offer valuable insights into key aspects of community association living, including resident satisfaction, board engagement, governance practices, and the integration of technology. By using the same set of questions every other year, we are able to benchmark shifts in sentiment and satisfaction, providing a clear picture of how community associations impact quality of life, property values, and neighborhood dynamics over time.

To explore the full findings and see how the 2024 results compare to previous years, visit our dashboard on the Foundation's website foundation.caionline.org/hss or download the full report.

THE RESULTS ARE IN!
For the tenth time in 19 years, Americans living in homeowners associations, condominiums, and housing cooperatives say they're overwhelmingly satisfied in their communities

86% of residents rate their overall community association experience as very good or good (60%) or neutral (26%).

82% say members of their elected governing board absolutely or for the most part, strive to serve the best interests of the community as a whole.

72% say the manager provides value and support to residents and the community as a whole.

63% say the rules in the community protect and enhance property values.

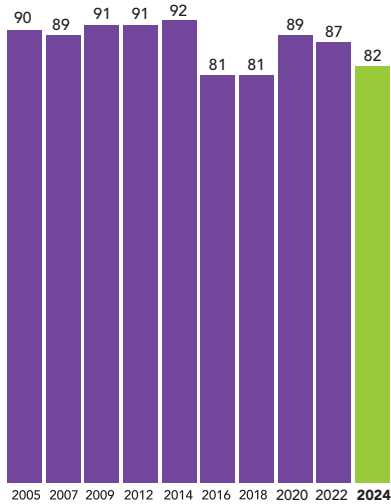
94% of community association residents get along with their immediate neighbors (neutral, well, or very well).

70% of respondents attend board meetings, indicating healthy community engagement.

62% would attend even more frequently if remote options were consistently available.

The Association Experience & Effective Board Leadership

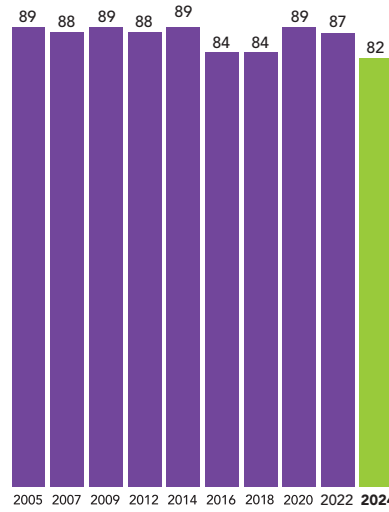
Overall, would you say you are on friendly terms with your current community association board, or would you say you are on unfriendly terms with them?



82% say they are on friendly terms with their association board

Friendly Terms

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



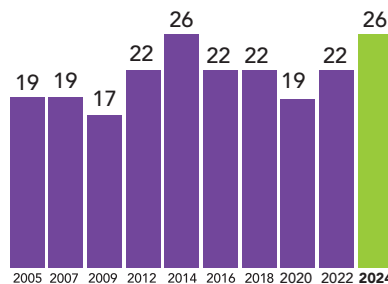
82% say members of their elected governing board “absolutely” or “for the most part” serve the best interests of their communities

Absolutely or for the most part

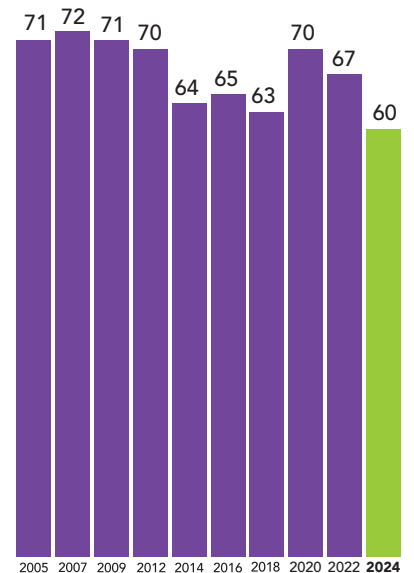
On a scale of one to five, with one being very bad and five being very good, how would you rate your overall experience living in a community association?



86% of residents rate their overall community association experience as good or very good (60%) or neutral (26%)



Neutral (3)

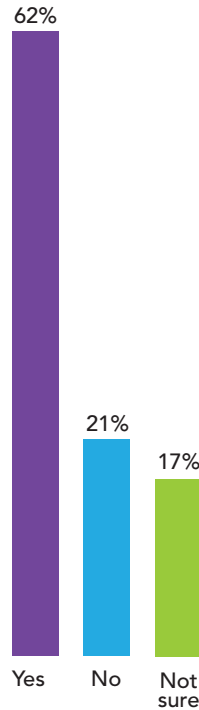


Good or Very Good (4+5)

Community Managers

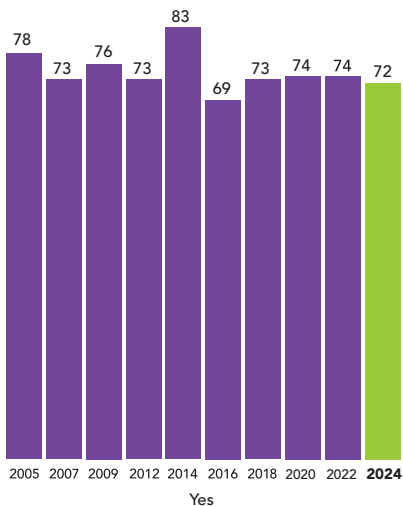


Does your association employ a community manager?



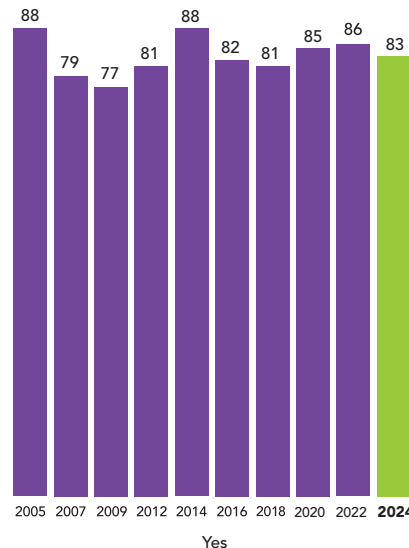
62% of associations employ a community manager, providing professional support and guidance to residents and their associations

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



72% of residents say their community managers provide value and support to residents and their associations

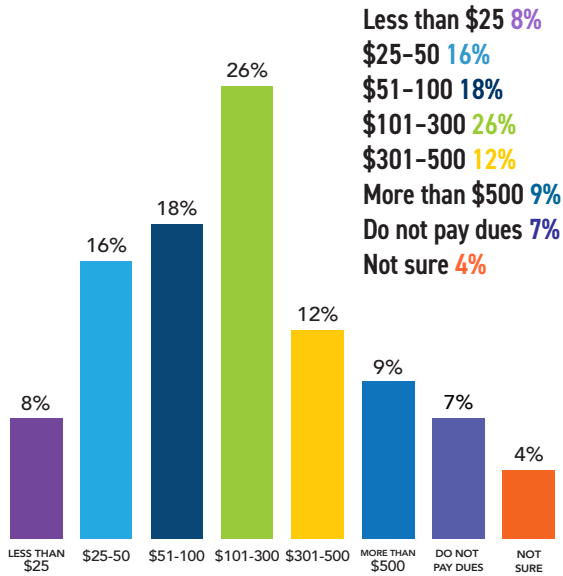
Was direct interaction with your community manager generally a positive experience?



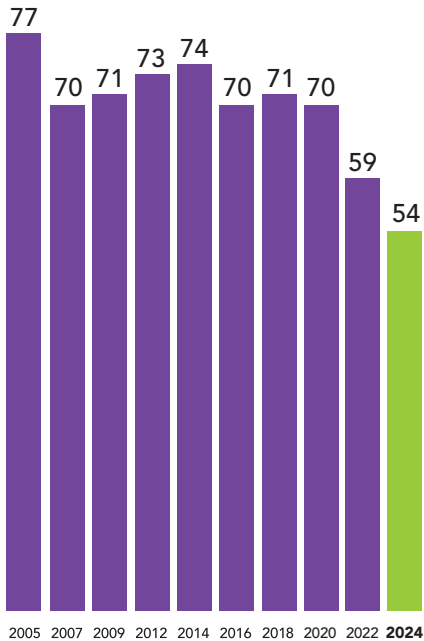
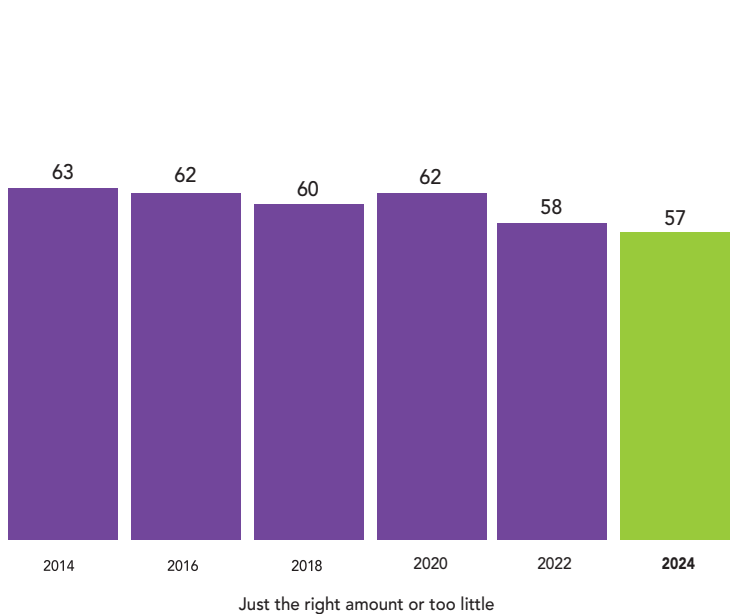
83% of residents who had direct contact with their community manager say it was a positive experience

Assessments

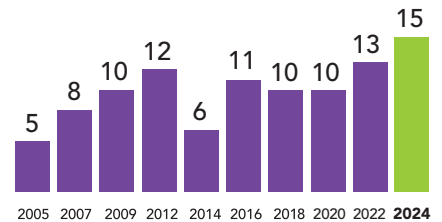
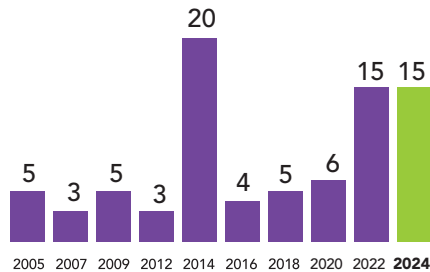
Which of the following best describes the amount of assessments you currently pay to your community association per month?



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?



Insist that every homeowner pay the assessments, involving attorneys only if delinquent accounts are not brought up to date after sufficient notification

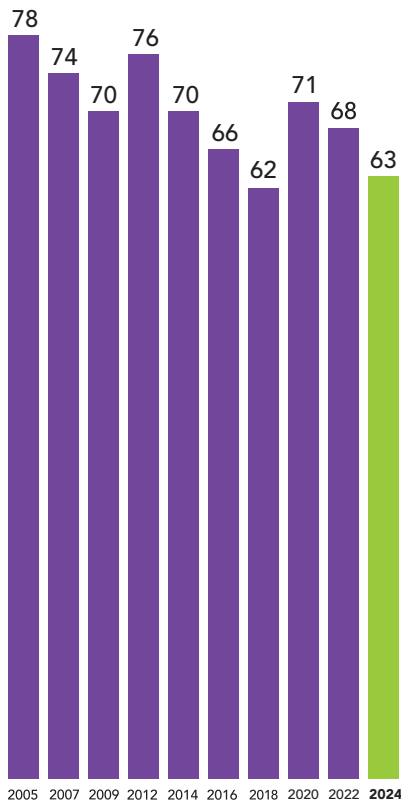
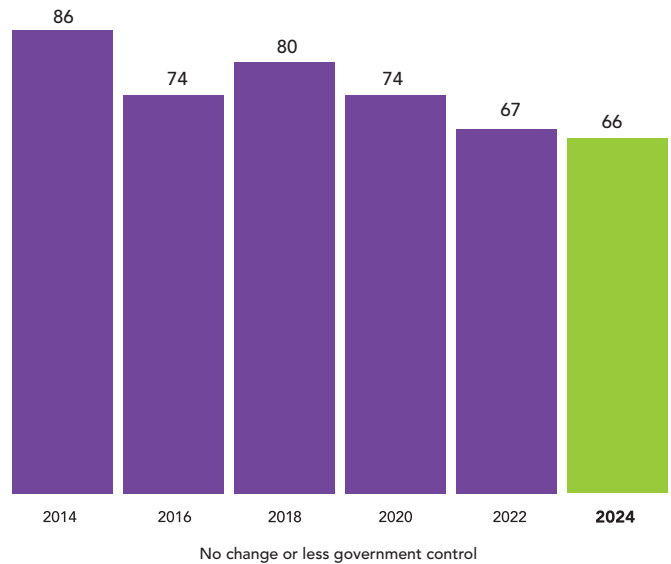
Make up the loss by increasing assessments for paying homeowners

Curtail services and amenities such as reducing pool hours, delaying improvements, and spending less on landscaping

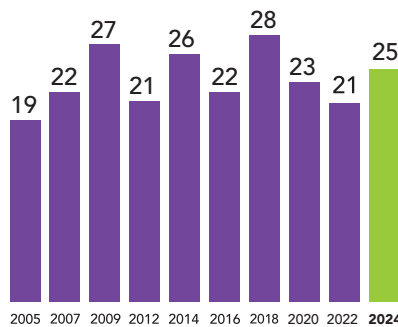
Community Association Governance

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?

66% of residents prefer either **no change or less government control** within their association



Protect and enhance



No difference

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

87% of residents say their association's **rules protect and enhance property values (63%)** or have a neutral effect (25%); only 7% say the rules harm property values

Community Association Superlatives

Best aspects of living in a community association, average top responses from 2005–2024

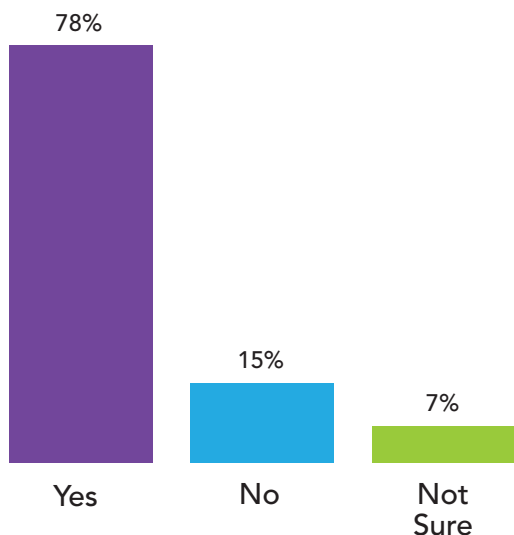
- 22% Clean/attractive neighborhood
- 22% Safe neighborhood
- 17% Nothing bad
- 15% Maintenance-free neighborhood
- 11% Property values
- 8% Responsible neighbors
- 8% Everybody knows the rules
- 6% Amenities like swimming pools and tennis courts
- 5% Quiet neighborhood
- 3% You have a say in the rules

Worst aspects of living in a community association, average top responses from 2005–2024

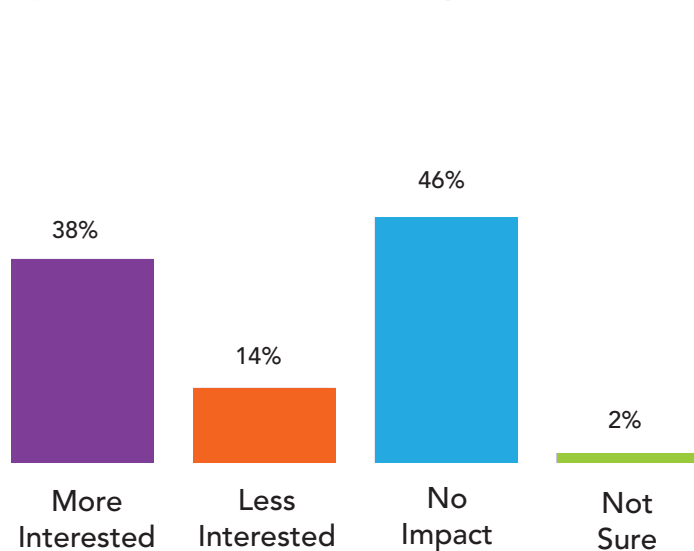
- 18% Paying dues
- 17% Restrictions on exterior home improvements
- 10% Restrictions on parking
- 9% The rules
- 8% Dealing with neighbors/ members
- 7% Dissatisfaction with the board
- 7% Restrictions on landscaping
- 6% Nothing good
- 2% Meetings

Community Association Homebuyers

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



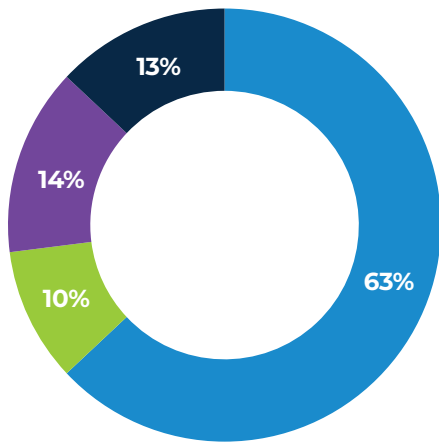
Did the fact that your current home is in a community association make you more interested or less interested about purchasing or renting your home, or did it have no impact?



COMMUNITY ASSOCIATION MEETINGS

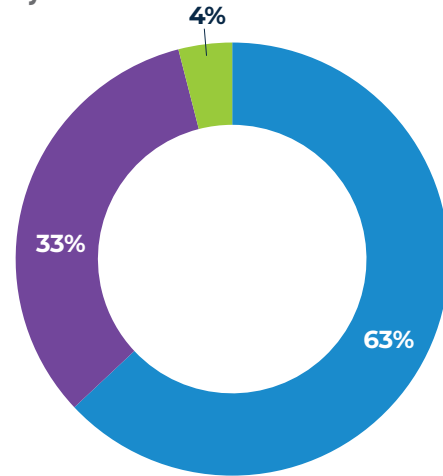
On average, community association residents connect three to four times per year with their community's governing board.

Are your board meetings and annual meetings available for in person, remote, or hybrid participation?



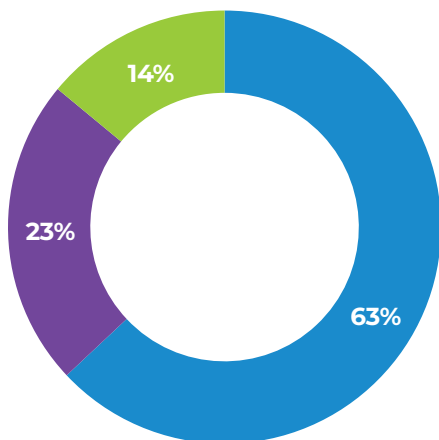
■ In person ■ Hybrid ■ Remote ■ Not sure

Have you been a more frequent attendee of community meetings because they are available remotely?



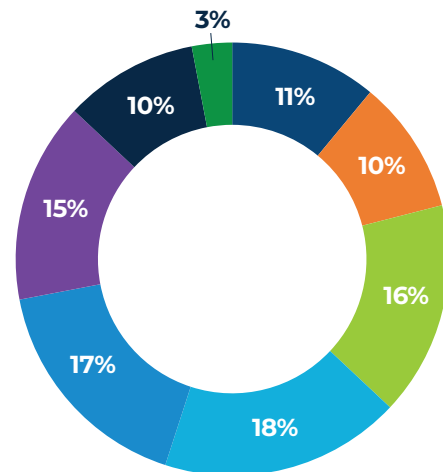
■ Yes ■ No ■ Not sure

Would you be a more frequent attendee of community meetings if they were available remotely?



■ Yes ■ No ■ Not sure

How many times per year, on average, would you say you have contact with your community association board?

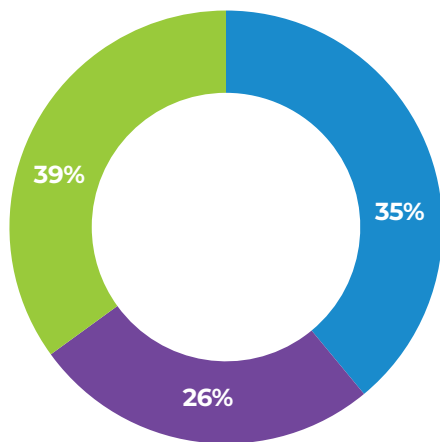


■ Zero ■ 1 ■ 2 ■ 3 ■ 4 ■ 5-9 ■ 10 or more ■ Not sure

TECHNOLOGY AND COMMUNICATION

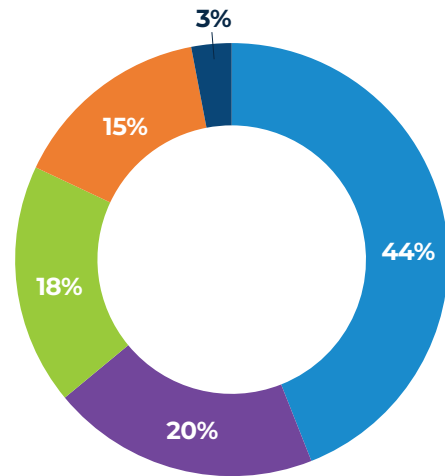
Respondents to the 2024 Homeowner Satisfaction Survey indicated a preference for electronic methods in association operations.

How do you prefer to vote in community association decisions?



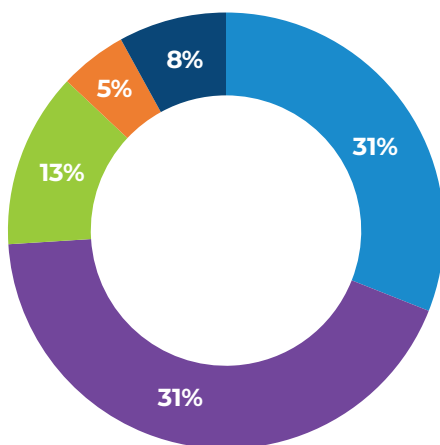
■ Electronically ■ Paper ballot ■ Equally prefer

How do you prefer to make payments for your community association assessments?



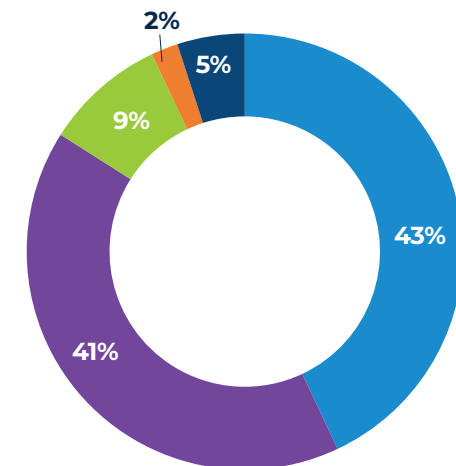
■ Electronic methods ■ Other methods ■ No preference
■ Traditional methods ■ Not use electronic

How effectively do you think technology is utilized by your community association for communicating changes to rules and regulations and enforcing them?



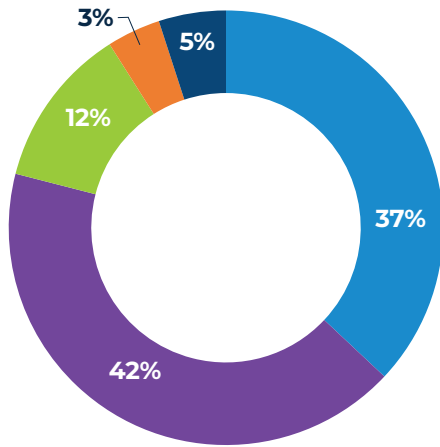
■ Very effectively ■ Somewhat effectively ■ Somewhat ineffectively
■ Somewhat ineffectively ■ Not sure

How important do you think it is for your community association to offer online forums or platforms for residents to discuss community matters and provide feedback?



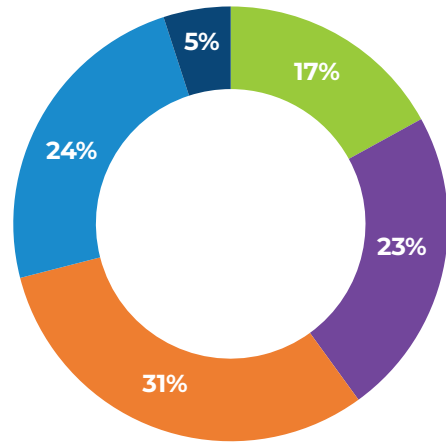
■ Very important ■ Somewhat important ■ Not very important
■ Not important at all ■ Not sure

How effective do you find the current methods of electronic communication (emails, newsletters, etc.) for keeping residents informed about community events, meetings, and important updates?



Very effectively Somewhat effectively Somewhat ineffectively Somewhat ineffectively Not sure

Have you encountered any challenges or concerns regarding the security of your personal information when using electronic systems for community association management (e.g., online payment portals, email communications)?

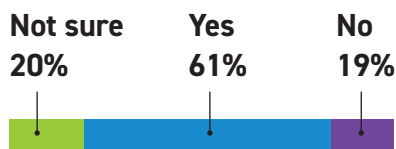


Frequently Occasionally Not really Never Not sure

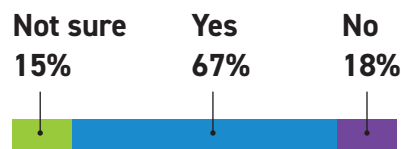
COMMUNITY ASSOCIATION RESERVES

Community associations should have funds in a separate account to pay for necessary repairs or replacement projects. These funds are normally known as the reserve account. The 2024 Homeowner Satisfaction Survey results provide essential information on community association reserves.

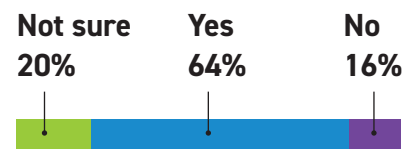
If you live in a condominium or homeowners association, does your community have a reserve study to help plan for repair and replacement of major components?



Do you support annually investing in your community to build a fund for future repair and replacement of major components owned by the community?



Does your community have a plan to fund the repair and replacement of major components owned by the community?

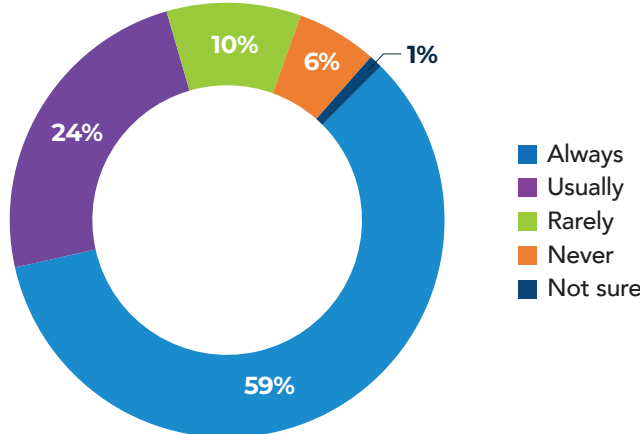


COMMUNITY ASSOCIATION RESIDENTS AND VOTING

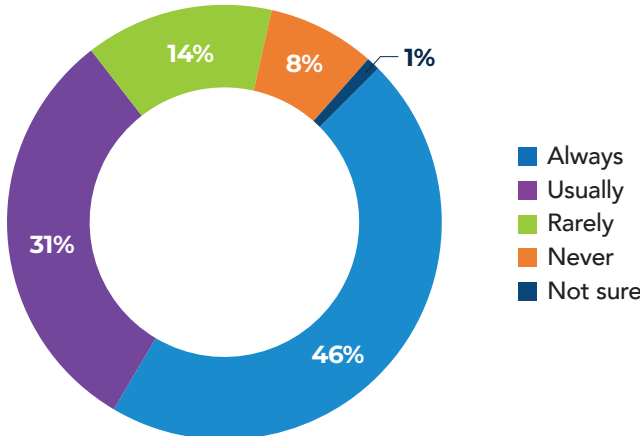
Civic involvement ranks high within community associations. The overwhelming majority (85%) of community association residents say they generally vote in national elections. The 2024 Homeowner Satisfaction Survey results provide essential information on the level of civic engagement by community association residents.



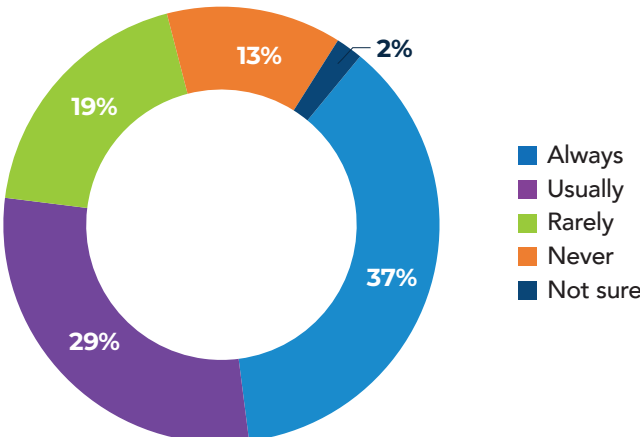
Do you generally vote in national elections?



Do you generally vote in state and local elections?



Do you generally vote in community elections for association board seats?





EXPLORE DATA IN MORE DETAIL ON
OUR HOMEOWNER SATISFACTION
SURVEY DASHBOARD.



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ABOUT THE FOUNDATION FOR COMMUNITY ASSOCIATION RESEARCH

Our mission—with your support—is to provide research-based information for homeowners, association board members, community managers, developers, and other stakeholders. Since the Foundation's inception in 1975, we've built a solid reputation for producing accurate, insightful, and timely information, and we continue to build on that legacy. Visit foundation.caionline.org.

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