

2025 CAI

# Annual Report

Empowering Communities.  
Enriching Lives.



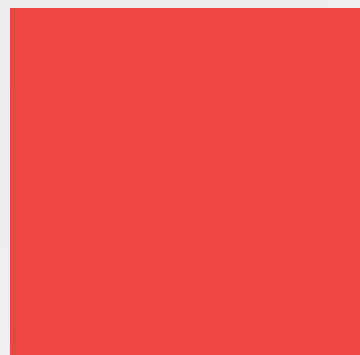
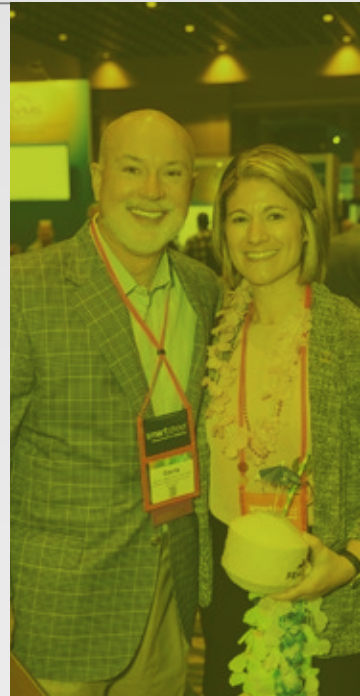
# 2025 CAI Annual Report

A Focus on Wellness, Innovation,  
Modernization, and Engagement

In 2025, CAI experienced a lot of changes and progress. Under the leadership of new Chief Executive Officer Dawn Bauman, CAE, the organization is rethinking and retooling its products and services to better meet the needs of an ever-expanding membership.

CAI remains committed to ensuring the community association housing model is understood, respected, and supported through legislative policy, education, and professional standards.

CAI's communications, education and support, and public outreach continue to build awareness and positive sentiment of the industry. These important efforts reinforce CAI's position as a leading source on community associations, housing policy, and community governance.



# Membership: Milestones and Growth

CAI membership surpassed 50,000. Membership growth and retention represent the value community association industry professionals, volunteers, and business partners see in the resources, relationships, and advocacy support CAI offers.

CAI launched a new Mentor Match initiative to support professional growth and connect community association professionals. The program matches early career professionals with seasoned experts to gain insights and share knowledge that will support thriving communities.

## A Year of Impact by the Numbers

### MEMBERSHIP

Total Members:

**51,170**



Retention Rate:

**80.07%**

### MENTOR MATCH



**33** mentors

**67** mentees

**11** active relationships

### CHAPTERS



**500+** In-person chapter events



**3,000+** Volunteers



**15+** Live hybrid education programs



**500+** Board of directors members



**90+** In-person tradeshow & mini expos



**\$27.4 Million** 2025 Collective Annual Chapter Operations



**350+** Live virtual education programs



**113** Chapter Staff



**375+** In-person social and networking events



**7 years** Chapter Executive Director Average Tenure



**350+** Committees

# Advocacy Wins

CAI advocacy efforts are designed to influence state and federal laws and regulations benefiting community associations and the community association housing model.

CAI continues to emphasize the importance of preventative maintenance and safety in all common interest communities. Since the June 2021 collapse of the Champlain Towers South condominium in Surfside, Fla., CAI remains committed to improving condominium safety and preventing future tragedies. CAI is dedicated to educating residents, board members, community managers, business partners, legislators, and regulators about the benefits of structurally sound and fiscally responsible communities and the strengths of professional community management.

CAI's efforts to highlight maintenance and safety along with strong governance and professional expertise are bearing fruit. More than a dozen states have passed legislation improving oversight and long-term planning for condominium communities. These changes signal a growing recognition that regular inspections, preventive maintenance, and funded reserves are essential to protecting investments and lives.

This year, CAI also continued its fight to protect community associations against burdensome reporting requirements under the Corporate Transparency Act. U.S. citizens and entities are now exempt from filing sensitive information that could deter volunteerism. CAI received the Power of Associations Silver Award from the American Society of Association Executives for its comprehensive campaign regarding the act.

During 2025, CAI also engaged with officials from the Federal Housing Finance Agency, Freddie Mac, and Fannie Mae regarding condominium lending guidelines. CAI proposed updates such as clarifying insurance requirements, removing impractical rules, and ensuring secure access to eligibility.

The CAI Board of Trustees approved a revised public policy on assessment increase limitations that strengthens a board's ability to manage finances responsibly by adjusting assessments.



## 2025 CONGRESSIONAL ADVOCACY SUMMIT

**195** ATTENDEES

145 Congressional meetings with 82 representatives and 64 senators

**2** CAI HERO OF ASSOCIATION AWARDS PRESENTED TO MEMBERS OF CONGRESS

2025 Hero of Associations (HOA) honorees. During the summit, California Rep. Young Kim and North Carolina Sen. Ted Budd were honored with CAI's 2025 Hero of Associations (HOA) Award for their leadership and support for the millions of residents living in community associations.

## ADVOCACY & LEGISLATIVE IMPACT

36 State legislative action committees

572 State LAC members

16 Federal LAC members

20 Government and public affairs committee members

30,500+ CAI advocates

400+ Advocacy ambassadors

1,350+ CAI's advocacy X followers

## BILLS IMPACTING COMMUNITY ASSOCIATIONS

2,552 State bills

61 Local bills

103 Federal bills

2,781 Total bills tracked

79% Bills ending with a successful or neutral outcome for the community association industry

## GRASSROOTS OUTREACH

31,633 Emails sent to state and federal legislators by CAI advocates through nine federal campaigns and 65 state campaigns

8,900 CAI advocates who contacted state and federal elected officials

445 Members of Congress contacted by a CAI advocate/constituent

2,890 CAI advocates who participated in at least one federal campaign



**8,688**

emails sent to members of Congress



**8,500+**

CAI advocates who contacted state legislators



**23,000+**

Number of emails sent to state legislators



**12**

State LAC capitol days

## POLITICAL ACTION COMMITTEE

FEDERAL:

**\$23,477**

Funds raised

FEDERAL:

**\$22,500**

Contributions

**8**

Number of active state PACs

**\$75,968**

Total funds raised by state PACs

**\$50,450**

Total campaign contributions distributed

**41**

Total campaign supported

# Education: Sharing Knowledge and Support

Providing valuable and accessible education programs for professionals and volunteers is a top priority of the organization. In 2025, CAI unveiled an updated M-202: Association Communications course. The self-paced, virtual course features updated content, audio narration, optional closed captioning, and interactive quizzes.

The M-400: Wellness in the Workplace also was launched as an online course.

Additionally, CAI created a new online course for homeowners based on *Community Association Living*. The free course provides a foundation for homeowners and serves as a primer to the Board Leader Certificate program.



**11,000+**

MANAGERS, HOMEOWNERS, AND BUSINESS PARTNERS PARTICIPATING IN CAI EDUCATION



31 Virtual courses

1,967 Virtual course participants



9 In-person courses

143 In-person course participants



4,199 Online courses taken



27 International courses

387 International course participants



391 Community Association Living course participants



870 CAI Board Leader Certificate registrants



104 Business Partners Essentials online course participants

**6,696** TOTAL COURSES TAKEN

## PROGRAMS WITH THE BEST ATTENDANCE

**165** REGISTRANTS

Fannie and Freddie Condo Lending requirements

**104** REGISTRANTS

Mental Health and Burnout

**89** REGISTRANTS

From Chaos to Collaboration: Board Conflict

## WEBINARS

**4,051**

PARTICIPANTS

**COMMUNITY CONVERSATIONS LIVE** presents a valuable opportunity for members to discuss pressing industry issues



**1,786**

PARTICIPANTS

**LARGEST ATTENDANCE:** Enhancing Professionalism While Prioritizing Health



# Events: A Smashing Success

In-person learning and networking is another top priority. CAI hosts several events throughout the year that offer opportunities to gain new skills, exchange ideas, and have a little bit of fun.

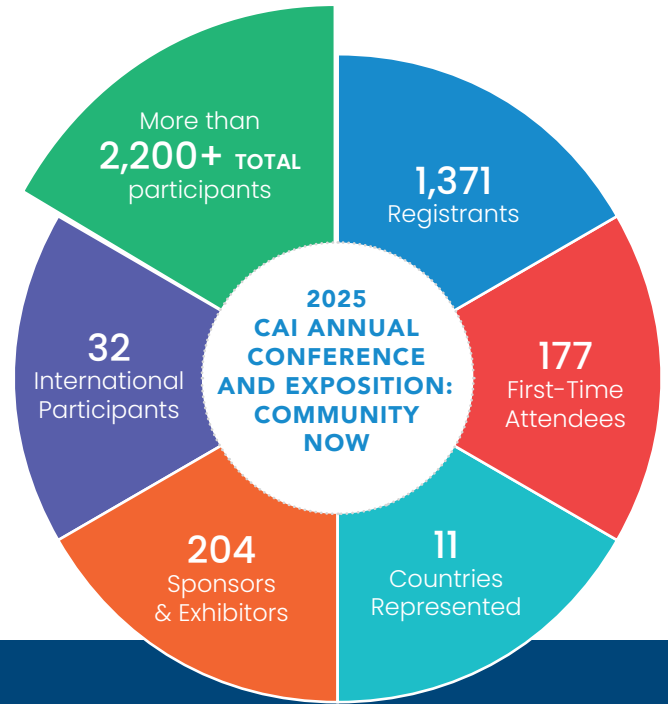
## 2025 CEO-MC Retreat



## 2025 Large-Scale Managers Workshop



## 2025 High-Rise Managers Workshop



# Professional Designations

Earning professional credentials and designations indicate a high level of knowledge and expertise that community association leaders can rely on to help govern and protect their community. The number of new credentials awarded increased by 15%.



# Resources: A Wealth of Valuable Information

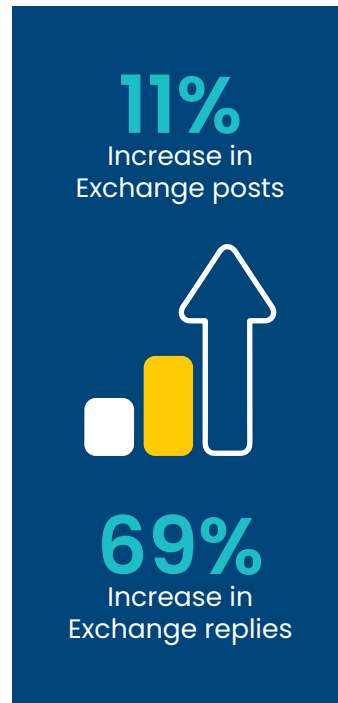
CAI prides itself in offering a wide variety of print and digital resources to aid community association professionals and volunteers in their work to build and strengthen community. This year, CAI Press published the *Community Association Manager Handbook*, *Board Member Handbook*, *Managing Mental Health*, and *Selecting Management*.

*Managing Mental Health: A Guide to Building Resilience and Finding Balance in Community Associations* exemplified CAI's continued commitments to the importance of wellness in the community association industry. The book highlights the journeys, challenges, successes, and advice shared by experts in the field.

CAI's periodicals *Common Ground* magazine and *Community Manager* newsletter continued to feature in-depth information and examples on how volunteers and professionals can improve their communities. Popular and valuable resources such as *CAI@Home* and *Law Reporter* e-mail newsletters were redesigned to modernize and streamline access to content.

Digital sites HOAresources and Ungated blog engaged CAI members and the general public on key issues, trends, and tips on topics such as assessments, communication, governance, insurance, rules, and more.

The CAI Exchange highlighted the vibrant community of CAI members. It remains the most engaging, exclusive digital home for members to share best practices, discuss challenges, and connect with thought leaders.



**5,925**  
CAI Press  
books sold



**27,500+**  
users accessing *Common Ground*  
and *Community Manager*  
digital publications




**36,443**  
HOAresources  
homepage  
visits


# Enhancing the Industry's Image

CAI's *Love Where You Live and Love Where You Work* campaigns highlight the people and moments that make community association living and management meaningful.

CAI continues to highlight stories that strengthen community belonging and showcase impactful events and relationships worldwide. When people love where they live and work, communities thrive.




**CAI SUSTAINED A STRONG MEDIA PRESENCE, REACHING AN AUDIENCE OF**  
**1.55 BILLION**



80.4%

of coverage was positive or neutral.

Media Mentions: 1,560  Reach: 1.55B

## SOCIAL MEDIA

CAI LINKEDIN PAGE SURPASSED **23,000 followers**

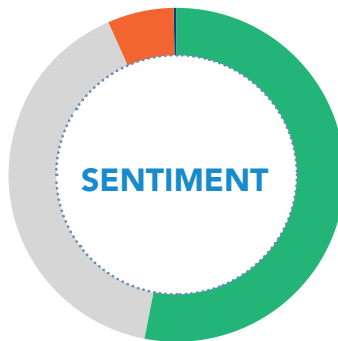
40% Increase

589 Total posts

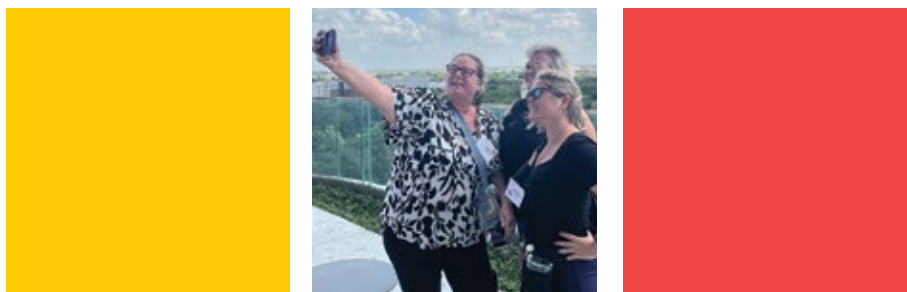
432,000 Total Impressions

35,600 Total Engagements

1,200 New social media followers






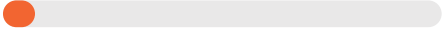
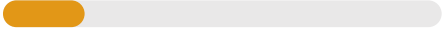
POSITIVE	4.07K	53.1%
NEUTRAL	3.11K	40.5%
NEGATIVE	474	6.18%
NOT RATED	21	0.27%

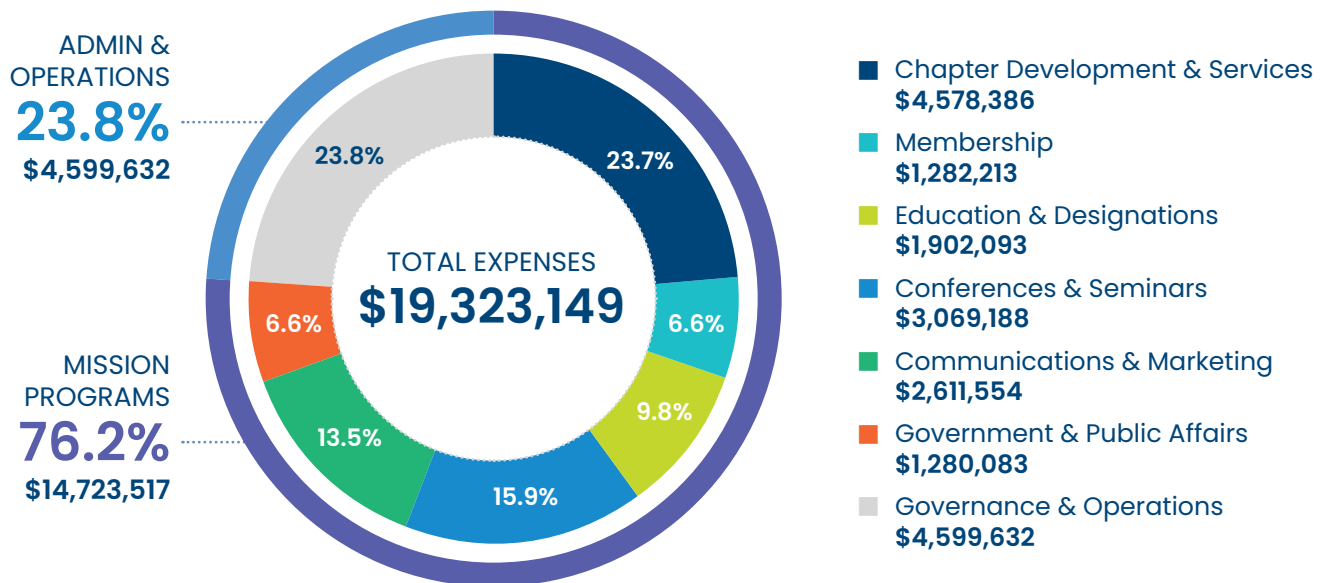


# Financial Info

Financial Year 2025 was a record-setting year, achieving \$20M in total revenues for the first time in the history of the organization. We closed the fiscal year with a positive operating margin, and continued growth in overall net assets, strengthening the organization’s long-term sustainability



Source	Share of revenue	% Share	FY25	vs FY24
Membership Dues		40.1%	\$8,038,488	▲ 10.4%
Education & Designations		23.6%	\$4,741,726	▲ 6.1%
Conferences & Events		20.9%	\$4,190,803	▲ 21.2%
Advertising & Publications		5.0%	\$1,008,599	▲ 0.5%
Investment & Other		10.4%	\$2,083,325	▲ 21.8%
<b>Total revenue</b>		<b>100%</b>	<b>\$20,062,941</b>	<b>+12.0%</b>





Annual Report  
Presidents Message

# Bursting with Pride

I am so proud to have served as president of the CAI Board of Trustees in 2025. Many members might not realize the time and energy the 15-member board puts in to support the efforts of this amazing organization. Last year, the board held robust conversations around policy governance, goals, the perception of the industry, and the CEO search.

Thank you to my fellow board of trustees for your support, input, collaboration, and passion: Matt Ober, Jeevan D’Mello, Kelly Zibell, Brian Butler, Delores Ferguson, Leslie Alvarez, Staci Gelfound, Joyce Sachs, Lucy Robertson, Matt Kuisle, Jessica Knutsen, Cam Adams, Cynthia Jones, and Erin Sweeney. You have made this a year to remember!

Through the CEO search process, we gained insights into the health and wellness of the organization. Engaging key stakeholders provided an opportunity to receive valuable feedback. We identified well-known strengths and ways to improve and expand the services and support we provide to CAI members. The board is committed to advancing the education and awareness of community associations.

It truly is an exciting time to embark on this journey with Dawn Bauman as CEO. I look forward to seeing the new ideas she will bring to the organization while maintaining the core functions we do so well. She is committed to the organization and the industry, which is invaluable.

Finally, I want to thank each and every member. Please continue to show up and engage with each another and share your positive stories about the amazing aspects of your communities and this industry.

Cheers to being well.

**MELISSA RAMSEY**, CMCA, AMS, LSM, PCAM  
2025 PRESIDENT

# A Vision for What’s Next

In my first six months as CEO, I have been focused on listening, learning, and positioning CAI for the future. It’s clear our strength lies in the dedication, commitment, and collaboration of individual members and chapters.

My vision for CAI is grounded in innovation, modernization, efficiency, and excellence to elevate the industry. We aim to support members by ensuring education, resources, and advocacy efforts are forward thinking and accessible. To that end, modernizing systems to embrace innovation, emerging technologies, and challenge traditional thinking are top priorities.

We remain committed to advancing the community association housing model through leadership, credibility, professional excellence, and effective advocacy.

The work ahead is important and I am honored to be on this journey with CAI’s incredibly capable members, leaders, chapters, and staff.

Let’s goooooooooooooooooooooooooooooo!

**DAWN M. BAUMAN**, CAE  
CAI CHIEF EXECUTIVE OFFICER



Community Associations Institute advances community association governance, management, and quality of life by inspiring professionalism, effective leadership, and responsible citizenship.

