



For Immediate Release

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National Leader for Largest Homeowner Association Group in the United States Visits Austin to Meet with Local Business Leaders in the HOA Industry

National Survey Shows The Overwhelming Majority of Citizens Who Live in Community Associations Are Satisfied with Their Homeowner Associations

Austin, Texas – November 21, 2013– The overwhelming majority of Americans who live in homeowner associations say they are satisfied with their association experience. For the fourth time in seven years, community association residents have told Zogby pollsters they are satisfied with their homeowner associations, condominium communities and cooperatives. Seven in 10 community association residents are satisfied in their communities, with only 8 percent expressing some level of discontent and 22 percent neither satisfied nor unsatisfied.

More than 62 million Americans live in an estimated 315,000 association-governed communities, from townhome communities and cooperatives to high-rise condominiums and city-sized master-planned communities. 24% of all U.S. homes are in community associations. Texas has the third highest number of homeowner associations in the United States with five million Texans living in 25,000-30,000 homeowner associations. These associations also employ thousands of workers and have an economic impact of over \$3 billion dollars to the Texas economy.

Tom Skiba, Chief Executive Officer of National Office of Community Associations Institute, is visiting Austin to meet with business leaders and attend the annual members meeting and director elections. Skiba will deliver an industry update including explaining how CAI works at the federal level and works to inform legislators on the purpose of common-interest communities and the value they deliver. **Skiba is available for interviews after the CEO forum breakfast at the Hyatt Place/Arboretum between 10:00 a.m. and 10:30 a.m. or at the Norris Conference Center luncheon between 1 p.m. and 2 p.m. when he speaks to members of the Austin Chapter of Community Associations Institute.**

The 2012 research findings, strikingly similar to the results of surveys conducted by Zogby International in 2005, 2007 and 2009, affirm the nationally representative tracking survey as an effective means of measuring the satisfaction of community association residents. The survey was sponsored by the Foundation for Community Association Research, a nonprofit organization affiliated with Community Associations Institute (CAI).

The public's perception of many institutions has declined steadily in recent years. Whether it is Wall Street, the U.S. Congress or industry, but that hasn't happened to community associations.

Critics of homeowner associations like to focus on largely isolated, anecdotal reports in the media. While there are serious issues in some communities, this research affirms that the vast majority of homeowner board members and professional managers are doing good work for the community associations they serve.

Key Statistics

- **\$1.6 Billion**- Total Dollars of service provided (based on Bureau of Labor Statistics estimate of \$21,79 per hour for volunteer time)
- **\$4.237 Trillion**- Value of homes in community associations, Q4 2012
- **\$20 Billion**-Dollars spent from accumulated reserve funds for the repair, replacement and enhancement of common property, e.g., replacing roofs, resurfacing streets, repairing swimming pools and elevators, meeting new environmental standards and implementing new energy-saving features
- **\$51 Billion** – Assessments collected from homeowners by associations in 2012

Key Findings

The findings are especially positive for the homeowner-volunteer leaders who serve on association boards, with almost 90 percent of residents saying board members “absolutely” or “for the most part” strive to serve the best interests of their communities. Only 10 percent of respondents expressed displeasure with their boards. Almost two million homeowners are elected by their fellow owners to serve on association boards. In Texas alone, volunteer board members volunteered their time to serve on boards totaling \$91,000,000 in value to their homeowner or community association.

Education and Training

CAI provides professional education for community managers, as well as a variety of tools and resources for the association board members and other homeowner leaders who play roles in the governance and management of their associations. “The education of managers and homeowner leaders is our primary reason for being,” says CAI Chief Executive Officer Tom Skiba, CAE. “Community association management is an increasingly complex business—and associations are businesses—so it’s more essential than ever that managers and homeowner leaders learn from the most respected experts in the field. That’s what we offer in our classroom and online courses, at our national and chapter events, in our publications and on our website.”

Skiba urges managers to take full advantage of CAI’s professional development program. “It’s the single most important thing managers can do for their client associations and their own careers,” he says. “Homeowners in every community deserve a professional manager who is trained, educated and always current on key issues and best practices that affect the well-being of the communities they serve.”

Skiba adds that homeowners need to “step up and play a constructive and positive role” in their associations. “You get out of your communities what you put into them,” he says. “There’s no substitute for active and constructive homeowner involvement and no better way to build a strong sense of community.”

Get more research findings at www.caionline.org/homeownerresearch.

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About Austin CAI

The award winning and nationally recognized Austin Chapter of Community Associations Institute (CAI) serves the educational, business, and networking needs of community associations in the greater Austin area. Members include condominium, cooperative, and homeowner associations as well as professional community managers and those who provide services and products to associations. The Austin Chapter has over 275 active members and is one of 60 Community Associations Institute chapters worldwide.

About CAI National

An international organization dedicated to building better communities, CAI provides information, education and resources to all community association stakeholders, including community managers and homeowner leaders.

Our mission is to inspire professionalism, effective leadership and responsible citizenship—ideals reflected in communities that are preferred places to call home.

