

# HOMEOWNER AND CONDOMINIUM ASSOCIATION BOARD MEMBER SURVEY

John R. Lombard, Ph.D.  
Pamela A. Gibson, Ph.D.  
David Chapman, M.S.



Old Dominion University  
College of Business and Public Administration  
Center for Real Estate and Economic Development  
2089 Constant Hall  
Norfolk, Virginia 23529-0218  
[www.odu.edu/creed](http://www.odu.edu/creed)

Research sponsored by  
The Common Interest Community Management Information Fund  
Of  
The Virginia Department of Professional and Occupational Regulation  
And  
The Virginia Real Estate Board

June 2004

## **Executive Summary**

The Old Dominion University Center for Real Estate and Economic Development (CREED) conducted a survey for the Virginia Department of Professional and Occupational Regulation (DPOR), Real Estate Board, Common Interest Community Association Liaison (CICAL) to collect information on the nature of homeowner and condominium associations to better serve individual and association needs within the Commonwealth of Virginia. The survey consisted of 30 questions regarding the association's internal issues, services, management, assessments, and other characteristics.

The most commonly identified neighborhood problem was the need for street repair and maintenance improvement. In terms of the interaction within the association, the two most frequent responses were the lack of volunteers and of participation. The association's rules are the most often discussed item in membership forums.

More than half (60%) of the yearly assessments were less than \$800. Most respondents indicated that their associations had completed a reserve study in the last 5 years. Around one-third indicated that their association held liens against one or more of their members.

Participants rated their neighborhood as excellent or good in 85% of cases; interestingly, while 93% of the respondents said they enjoyed living in their community, only 82% said they would purchase another home in a community association.

The survey queried the respondents on whether they were aware if their board had contacted the CICAL to assist with addressing any of their association concerns; only 6% reported in the affirmative. However, over two-thirds of the group with some form of contact had positive responses. The implication is that CICAL is doing a good job, but that more outreach may be needed.

A statistical comparison was conducted between associations that were professionally managed and those that were not. Among other findings, a professionally managed community was typically larger (100-250 homes) and/or in a setting of multi-level/high rise attached units. Association assessments tended to be higher with more attention paid to finances (e.g., recent reserve fund studies, liens against past due members). Also of note is that there was neither a significant difference in a respondent's overall perception of their community nor in whether they would purchase another home in a community association.

The report provides the CICAL with a solid framework for continuing their efforts within the Commonwealth. The summaries that are provided will prove beneficial in broadening the understanding of housing characteristics and in the recommendation of state-wide housing policy and guidance.

## **Introduction**

The Common Interest Community Association Liaison (CICAL) serves as an information resource to Virginia housing communities that are owned or leased, having common areas, and sustained for the benefit of its members and residents by an owners' association. This form of community is commonly referred to as a "Common Interest Community" or CIC.

Section 55-528 of the Code of Virginia defines a Common Interest Community (CIC) as "real estate...which contains lots, at least some of which are residential or occupied for recreational purposes, and common areas to which a person, by virtue of his ownership of a lot, is a member of an association and is obligated to pay assessments provided for in a declaration." As such, Common Interest Communities may be further defined as establishments that share owned property, which is to be managed by the owners' association for the exclusive use of its members/residents so that they may govern themselves accordingly (Barton and Silvermon eds., 1994); based specifically on the tenets of shared ownership and association membership, CICs may include, but are not limited to, condominiums, planned unit developments, housing cooperatives, neighborhood associations, and residential parks.

The purpose of CICs is to establish community associations that provide governance to homeowners (members) who are required to make financial obligations to the organization and who are also subject to certain restrictions (Chapter 16, Veterans Administration pamphlet). By virtue of explicit financial and legal prerequisites of home ownership and community membership, CICs may be considered subdivisions of a common land area, to include private recreational facilities, wherein the entire neighborhood is owned, governed, and enforced by the association. Generally, CICs share the following characteristics: (1) the use of governing documents to define restrictions and obligations (covenants), (2) mandatory membership in a community association by property owners, (3) requirement to pay common area maintenance assessments, and (4) a shared property interest (Rosenberry and Treese, 1998).

Treese (2002) examined management by volunteers, community association management companies, site staff, and blended environments. In small communities of

less than 30-40 units, the choice of most was self-management. As the number of units increased to approximately 100 units and beyond, communities opted for either management companies or on-site staff; these types of arrangements reportedly manage about 50% and 30%, respectively, of all associations. Blended arrangements have ala carte features of self-management and professional management.

Given the complexity of financial and legal implications of CIC property management, even when managed by a professional firm, board members must be familiar with policy creation and implementation, financial management, and general maintenance practices (Jochum, 1995). Additionally, associations must be cognizant of ethical considerations (Kidder, 1999) and public policy matters (Seng, 1998) in order to distinguish between justifiable procedures and those that are not.

CICAL was instituted in 2001 by the General Assembly "...to serve as an information source...on issues relating to the governance, administration and operation of common interest communities" (Department of Professional and Occupational Regulation, 2004). In order to perform their function, CICAL must obtain and interpret information on the board organization, housing composition, and attitudinal factors within existing CIC components. Armed with this information, CICAL can optimize its assistance to its customers and perform certain functions, such as providing initial alternative dispute resolution services to CIC residents and their boards. Data regarding the issues faced by the CICs can provide a firm basis for future ideas and study.

This report is a summary and analysis of an extensive amount of information obtained from a recent survey administered to current or past Virginia Department of Professional and Occupational Regulation registered association board members across the Commonwealth of Virginia. The surveys were provided with the assurance of anonymity; that confidence has been maintained within this report; additionally, a wide range of characteristics was expected, with a sufficient number of replies received to permit adequate analysis and contrast.

## **Methodology**

### *The Survey*

The survey, provided in Appendix A, was distributed by The Old Dominion University Center for Real Estate and Economic Development (CREED), in an effort to collect accurate and helpful information on the associations and provide the aggregate findings to Virginia Department of Professional and Occupational Regulation (DPOR), Real Estate Board, Common Interest Community Association Liaison (CICAL) to better serve the individual and association needs.

The survey consisted of 30 questions and sub-items which elicited information regarding the association's issues/problems, services, board of directors/officers, relationship of respondent to community, board meetings, assessments, reserve funds, liens/delinquencies, communication, community management, public facilities, and characteristics of community.

The survey packet contained instructions on completing and returning the survey, via an enclosed business reply envelope. The instructions included statements regarding anonymity on behalf of the respondent, the agency (DPOR) requesting the information, and the reasons for the distributing the survey. The respondents were asked to include any additional comments in the return envelope or send an e-mail to [reedcenter@odu.edu](mailto:reedcenter@odu.edu).

### *The Sample*

A total of 3,271 surveys were mailed to individuals identified as current or past members of their local Homeowner/Condo Association Board; this listing was obtained from the Association Annual Reports submitted to the CICAL.

The database for mailings originally contained 3,332 names and addresses. The database was run through a postal update service to update zip codes and eliminate any undeliverable addresses. After the database was cleaned, 61 names and addresses were deleted, resulting in a mailing of 3,271 surveys. CREED prepared a Microsoft Access database for entering the survey answers prior to table conversion to SPSS for the statistical analysis.

## *Responses*

Reported responses and descriptive summaries are provided in Appendix B<sup>1</sup>; a narrative and interpretation of these results are found in the Results section of this article. Please note that the narrative does not include in its summaries instances where participants did not respond to an item; those items are considered “missing” and are excluded from analysis. For comparison purposes, the non-missing data used in the analyses are considered “valid” for analysis purposes, as we cannot generalize on non-responses because of the nature of this study (random responses, largely qualitative).

Values in the appendices are what were reported by the participants or sub-categorized based on the responses. In some cases, respondents may have misunderstood a question and provided answers far outside of an expected response. In those cases, the provided values were considered as outliers and removed from consideration if necessary.

Question 24 asked that the participant provide their top three opinions on specific association problems. However, many multiple responses were received; therefore, we re-categorized the question and looked at all responses for the analysis, seeking the common ground.

---

<sup>1</sup> 792 surveys were returned, providing a medium response rate of 24%. The survey was performed using an entire, known population; thus, the 95% confidence interval for this grouping, in terms of descriptive data, is +/- 3.03 percentage points. Given that respondents from the same association may have replied, some non-qualitative figures may be duplicative, but the random nature of the replies should provide adequate figures for discussion.

**Results**  
**Part I**  
**Item Overview**

*Respondent Composition*

As expected (based on the targeted survey group), almost all of the respondents either owned their unit (54.6%) or owned both their unit and the lot (45.1%).

*Board Composition*

Survey participants reported a range of maximum allowable terms of office for Board of Directors members as anywhere from 1 year to unlimited length. However, the reported median value was 3 years, with this figure also being the plurality of the responses. Only 8% of the respondents reported a maximum number of consecutive terms a Board of Directors member could serve; the median response was 2 terms.

Home owners comprised the overwhelming number of board members, although some associations allowed non-resident owners, tenants or developer/builders. An average board consisted of 5 homeowner members.

*Professional Community Management*

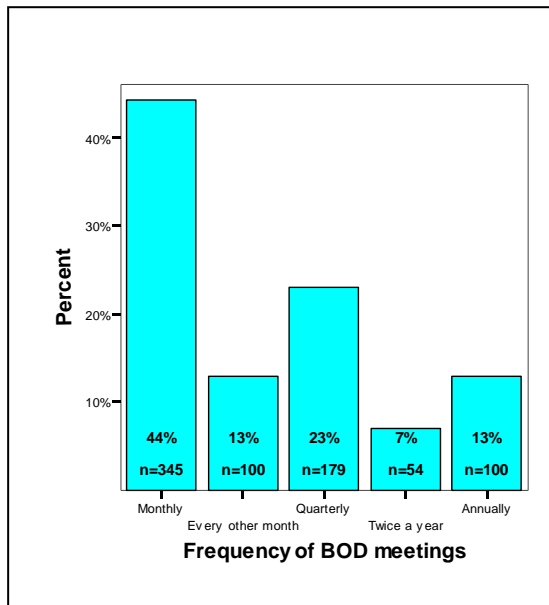
The majority of the responses (58%) indicated that their communities were managed by a professional company or paid employee; this question was tied to Question 21 which asked “Is your community

managed by a professional management company or a paid employee?” On average, the professionally managed communities had been administered for about 10 years. Additionally, the participants reported a number of professional services purchased (Table 1); landscaping, legal, and accounting

<b>What professional services does your community purchase?</b>		
	Responses	Percentage (%) of all responses
Landscaping	675	32%
Legal	577	27%
Accounting	444	21%
Building related	228	11%
Pool services	185	9%
Real estate	24	1%
Total	2133	100%

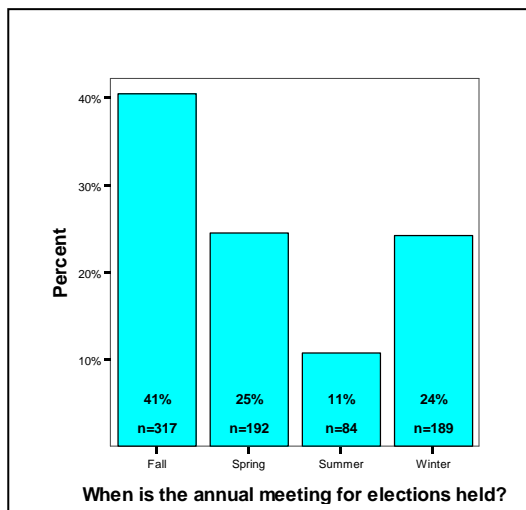
[Multiple responses per item were provided by the respondents]

**Table 1**



(n = survey responses)

**Figure 1**



(n = survey responses)

**Figure 2**

services were the dominant reporting categories.

In a similar vein, community assessment fees provide lawn and planting, trash collection, traffic signs, street maintenance, parking, and exterior repair services. The survey asked for additional input on what fees were used for; among frequently cited services were various types of recreational facilities (tennis or basketball courts, jogging paths), community activities, utilities, and insurance.

### *Board Meetings*

Board meetings are reported to be held on a regular basis throughout the year, as would be expected within an organization with an official charter or formal by-laws (Figure 1). Monthly meetings were reported in a plurality (44%) of the meeting frequencies; bi-monthly meetings were the reported median value. No more than 13% reported meeting on a per annum basis. Minutes are taken at 97% of each meeting; 94% of the

meetings are open to all of the association members. Members are generally notified of Board of Directors meetings by their newsletter or a posted notice. The annual meeting to elect new board members is commonly held in the Fall (Figure 2).

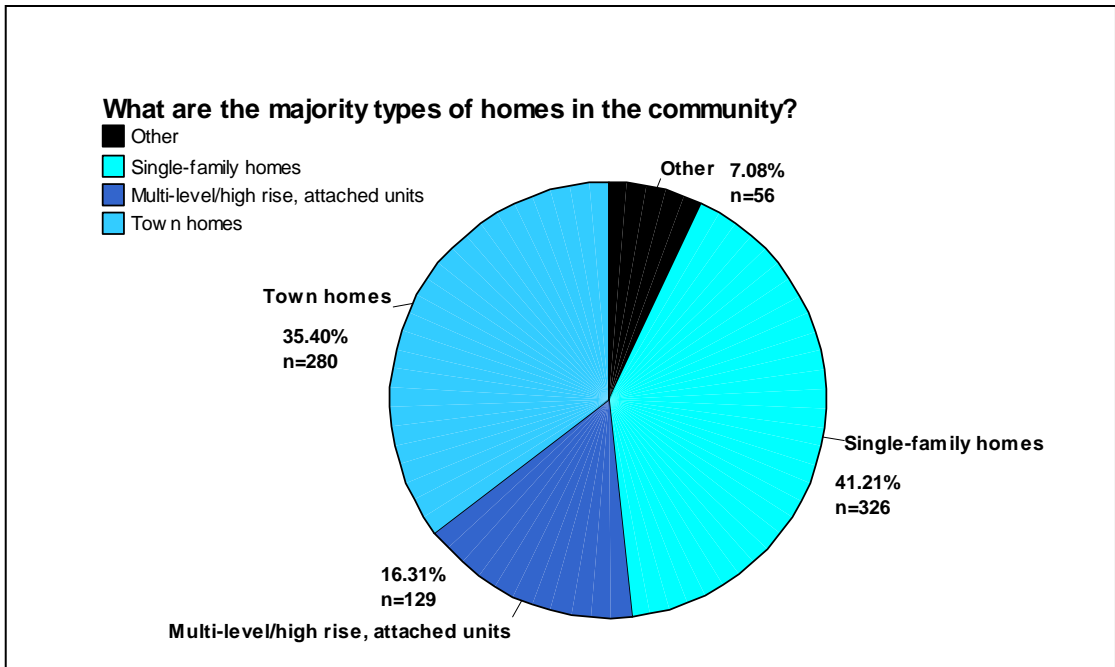
*Owner's Issues from Forums Prior to Board Meetings*

The rules of the association are the most frequently discussed item in owner forums, followed by landscaping and parking (Table 2). In addition to directly prompted items, the survey asked for additional reactions; common amongst the free-form responses were problems with children; noise; building/home, road, and sidewalk maintenance; dues delinquencies; trash; architectural modifications and standards; and speeding.

What issues are raised most frequently in your owner's forums prior to your board meeting?		
	Responses	Percentage (%) of all responses
Rules	329	24%
Landscaping	292	22%
Parking	241	18%
Pets	168	12%
Other responses	315	23%
Total	1345	100%

[Multiple responses per item were provided by the respondents]

**Table 2**



(n = survey responses)

**Figure 3**

### *Neighborhood*

Most of the homes reported were single-family dwellings (41%); the next largest grouping consisted of townhomes (35%) (Figure 3).

A small percentage (7%) of survey recipients provided in “Other” that they were part of a condominium community; however, the definition of condominium can cross a wide range of structures and was not specifically called out in the survey.

Survey participants were asked to report the general range in size of their communities; most (42%) appeared to live in communities of 26-100 homes or units; 84% lived in communities with 250 or less homes or units. Only 8% of the respondents reported living in gated communities; the difference in responses for community size between gated and non-gated areas was not statistically significant.

Communications in the neighborhoods was generally reported to be via newsletters.

### *Neighborhood Problems*

Participants provided a wide range of responses on their perception for needed public facilities in their neighborhoods; multiple responses were elicited. By far, the most common response was the need for street repair and maintenance improvement; enhancement to lighting, landscaping, sidewalks and traffic signs/lights followed as important items. In addition to the given survey choices, the survey provided the opportunity for additional reactions; however, the common free-form answers were generally restatements of the survey’s prompts.

### *Association Problems*

The survey revealed strong responses to the question of the top problems facing the association (Table 3). By far, the two most common replies were the lack of volunteers and lack of participation. While low levels of voluntary civic engagement may be a general societal problem (Putnam, 2000), the proportion of answers to the query is outwardly surprising, given the economic investment in their real estate by the homeowners.

Participants also had the opportunity to describe other association problems, but many of these open-ended responses were similar to concerns expressed elsewhere (fee collection, funds) or were restatements of the survey interrogative.

*Financial*

Reported 2003 assessments ranged from \$0 to \$4.4M.

However, we believe that the latter figure and others similar to it were inadvertently reported for the community as a whole, while some may have been simple typographical errors; further, none of the respondents with extreme assessment values provided additional comments that might allow us to recode their responses. Therefore, given the extreme skew that would result, we looked at ranges of assessment values to ameliorate the confounding sums. Given this tacit assumption, we found that yearly assessments ranged in the \$0-\$800 range for 60% of the respondents with the median value being \$640/year. The type of housing was a significant factor in the assessments; single family homes had overall lower assessments, while multi-level, high-rise units had higher fees<sup>2</sup>.

Most (91%) of the respondents said that their community association had a reserve fund. A large portion (72.8%) of the participants said that their associations had completed a reserve study in the last 5 years (in order to determine the amount needed in reserve and the amount required for collection each month). Only 13% reported delinquencies for their reserve fund. In contrast, 34% indicated that their association held liens against one or more of their members; please note that a lien could be held for reasons other than the reserve fund (overdue maintenance fees, club fees, etc.).

What do you feel are the top problems facing your association today?		
	Responses	Percentage (%) of all responses
Lack of volunteers	548	26%
Lack of participation	546	26%
Violation of rules	434	21%
Lack of enforcement of governing documents	131	6%
Board personalities and conduct	104	5%
Lack of knowledge/cooperation	82	4%
Management by professional agency	65	3%
Other responses	158	8%
Total	2068	100%

[Multiple responses per item were provided by the respondents]

**Table 3**

<sup>2</sup> This result, as well as all others mentioned as significant, was found during statistical analyses performed on the dataset. In this particular case, we performed a nonparametric test (Kruskal-Wallis) and found a significance level of  $p < .01$ .

Communities that had professional management had a statistically significant difference in having liens against members<sup>3</sup>, indicating greater due diligence in recovering debt.

### *Respondent Opinions*

Participants were asked to rate their neighborhood as excellent, good, fair, or poor; 85% rated their neighborhood as good or better. While 93% of the respondents said they enjoyed living in their community, unexpectedly only 82% said they would purchase another home in a community association.

### *Relationship with DPOR*

The survey queried the respondents on whether they were aware if their board had contacted the Virginia liaison for communities with common properties (i.e., CICAL) to assist with addressing any of their association concerns; only 47 of the participants reported in the affirmative. However, within the group that had or knew of some form of contact, over two-thirds of the responses were of a positive nature.

### *Differences in Responses Due to Respondent Delay of Mailing*

An analysis of the approximate first 8% and the final 8% of surveys, based on date returned, showed no significant differences in the types of responses offered<sup>4</sup>. Thus, we find no temporal bias and cannot reject the supposition that there are not any differences in the length of delay of the respondent (promptness v. hesitation) and their attitudes towards their associations and communities.

### *Miscellaneous Comments*

We noted other comments provided by the respondents. In some associations, terms are staggered for certain offices; for example, an At-Large Board of Directors member might have a different length in office than a director. Some associations have sub-association under a master, over-arching body. Fees may vary depending on the type of structure (e.g., number of bedrooms, house type, square footage). Board meetings may

---

<sup>3</sup> A chi-square test was performed with a significant value of  $p < .01$  found.

<sup>4</sup> Tests of statistical independence were performed with non-significant values of  $p > .05$  reported.

be held three times/year. Appendix D provides the free-form comment sections for a closer examination and overview.

There were a number of statistically significant correlations between individual responses, but very few pairs would be considered as having high correlations; many pairings may have been spurious, had rates of low pairings or, at a minimum, would require further detailed inquiry.<sup>5</sup>

---

<sup>5</sup> The correlations were significant at the  $p < .05$  level, but the correlation statistics ( $r^2$ ) were not considered high.

**Results**  
**Part II**  
**Professional and Non-Professional Community Management**  
**Differences in the Sample**

As stated above, nearly 60% of the responses revealed that their communities were managed by a professional company or paid employee (Question 21) and the professionally managed communities had been administered for an average of 10 years.

Using the above information, a statistical comparison of communities with and without professional services was performed; a number of statistically significant results were uncovered within the sample and are discussed below. Table 4 illustrates a number of these findings; Appendix C displays the significant results, as well as several non-significant findings that were highlighted for discussion<sup>6</sup>.

In the discussion below, the dialogue will assume that the association is professionally managed, unless otherwise noted.

*Board of Directors*  
Board meetings were more frequent in professionally managed communities, with a median of monthly sessions vice quarterly gatherings for the non-professionally managed areas; this difference could be attributed to a number of items. For example, one of the significant findings was that a professionally

		Is the community managed by a professional company or paid employee?	
		Yes	No
<b>What are the majority types of homes in the community?</b>	Other	<b>87.3%</b>	12.7%
	Single-family homes	37.1%	<b>62.9%</b>
	Multi-level/high rise, attached units	<b>87.1%</b>	12.9%
	Town homes	<b>64.3%</b>	35.7%
<b>What is the approximate number of homes/units in the community?</b>	1-25	27.8%	<b>72.2%</b>
	26-100	<b>54.7%</b>	45.3%
	100-250	<b>79.5%</b>	20.5%
	250 or more	<b>77.0%</b>	23.0%
<b>2003 Assessments (\$ per year) (Banded)</b>	<= 200	33.2%	<b>66.8%</b>
	201 - 500	48.7%	<b>51.3%</b>
	501 - 800	<b>55.2%</b>	44.8%
	801 - 2100	<b>70.4%</b>	29.6%
	>= 2101	<b>77.5%</b>	22.5%

**Table 4**

<sup>6</sup> Significant results were considered when  $p \leq .05$ ; non-significant findings were assumed when  $p > .05$ .

managed community was typically larger (median of 100-250 homes) and/or in a setting of multi-level/high rise attached units, while volunteer-based associations were smaller (median range of 26-100 homes) and/or had a propensity to contain single family homes.; the larger or more dense environment would imply a need for a greater level of oversight and community dependence.

Within professionally administered environs, posted notices and/or newsletters were the most likely method to inform members of Board of Directors meetings in professionally managed communities. Oddly enough, the Board of Directors in those professionally managed enclaves tended to have meetings in the Fall or Winter, as compared to non-professionally managed counterparts who had a propensity to meet in the Spring or Summer. Directors of professionally managed associations had slightly longer maximum lengths of terms of office; however, an examination of the data shows that the result isn't large (less than a year difference).

### *Neighborhood*

A website or a newsletter tended to be more prevalent as the method of community communication in professionally managed associations.

### *Community Services*

Responses regarding professional services from fees by those participants living in areas under professional management were more probable to have included the items asked in Questions 22 and 23 (see Appendix A). This is most likely attributed to increased oversight ability by community staff.

### *Neighborhood Problems*

As indicated above, issues in the community could be spurred by the ability or perception of professional management as being responsible in taking charge. Items that were revealed as significant in those areas included problems with parking, landscaping, sidewalks, and traffic signs/improvements. Lack of participation was more of a reported problem among the professionally managed communities, but, on the positive side,

reporting of the lack of enforcement of the governing document was less significant as were the need for street repairs.

### *Financial*

Professionally managed communities tended to have higher assessments, with a median range of \$801-\$2100 as compared to a range of \$201-\$500. Those communities were more apt to have a reserve fund, a completed reserve fund study (within the last five years), and reserve fund delinquencies. This group of respondents also reported a higher rate of liens against members; this may be attributed to the presence of professional management and collection of debt.

### *Respondent Opinions*

Within professionally or non-professionally managed communities, there was neither a significant difference in a respondent's overall perception of their community nor in whether they would purchase another home in a community association. An examination of the query on whether the respondent enjoyed living in their community was too universal for a statistical comparison (valid responses of "yes" equaled 93%).

### *Regression Analysis*

As indicated above, there are known, bivariate relationships between professionally and non-professionally managed communities. Using the survey data, a multivariate investigation (logistic regression) was performed on the data (Appendix E); the exploration was used to confirm, within the sample, that there were certain impacts that professional management had on assessments, reserve study, liens, home types, and the number of units in the community.

The regression inferred that assessments were higher in professionally managed communities. Reserve studies were more likely to have been done, as well as pressure being placed on delinquent residents. Professional staff was less likely to be a presence in a single family community; multi-level/high rise/attached unit complexes were over 8 times more likely to be part of a professionally managed community than single family homes. However, the greatest impact were the odds of having a presence in communities

with 100 or more units; for example, areas with 250 or more units were over 13 times more likely to be professionally managed than a community with 25 or less homes.

## Discussion

### *Conclusions*

The data provided a good baseline for further examination into Virginia CICs. For example, the results of the surveys showed good descriptive data for items such as the average board size (5) and length of office (3 years). Although the number of professionally managed communities was large but less than expected, we must consider that Virginia CICs may have different characteristics than those nationwide and, in fact, on an intra-state basis. Whether professionally managed or not, the survey revealed that the most common professional services are landscaping, legal, and accounting; there may be great opportunities for economies of scale in the contracting of those services.

In terms of the problems within the associations and social capital, the most common two responses were the lack of volunteers and lack of participation. While both are nationwide problems (Putnam, 2000), the cognizance of these may help stem intra-community problems, particularly when dealing in arbitration or community counseling.

One of the significant findings was that a professionally managed community was typically larger (100-250 homes) and/or in a setting of multi-level/high rise attached units; this implication matches previous references. The survey results inferred that professionally managed communities were apt to have more financial involvement than non-professionally managed neighborhoods.

An item of interest was the lack of knowledge of whether CICAL had been contacted for assistance, as nearly every respondent reported a problem of some nature. However, the nature of the CIC's problem(s) may have been such that CICAL's specific assistance may not have been required.

### *Future Research*

The survey brought up a number of further questions worthy of future study. For example, one unexplored question is the age of the development and the length of term of the current (contracted) professional management firm and any past contractors. Is there a common ratio or contractor term length?

If people are satisfied with where they live and like their current communities, why are there a large number of residents who would not live in such an area again? There may be a “confounder” that has not been considered; subtle factors from one or more influences in the neighborhood could be causing a deleterious effect. A more granular level of detailed analysis might possibly reveal these hidden factors.

A full analysis of community assessment fees would be relevant to explore what the CICs are budgeting for services and whether there are disparities in assumptions or the actual service costs. To extend this further, exploration into any current cooperative ventures between community associations would be relevant to see if economies of scale do exist.

Additionally, during the course of any forthcoming studies, an indication of the respondent’s location in Virginia (by major area) should be acquired, so that both exclusive and inclusive breakdown of characteristics may be observed. Differences in cost-of-living and income may vary greatly within the state boundaries and, therefore, separate analyses would be useful to find unique challenges across the geographical length and width.

Although CICs are not new, the growth of them in the last 10-30 years has been tremendous; there is a remarkable potential for future research beyond what was mentioned above:

“The proliferation of common interest communities is a relatively new phenomenon in the U.S., and little formal academic research has been done in this field. Possible research topics include evaluating: the organizational behavior of common interest communities, the extent to which they contribute to the maintenance of the housing stock, the extent to which restrictions in these communities affect the market value of the housing, and the impact of legislative micro-management on the operation of these communities, to name a few.”  
(Rosenberry and Treese, 1998)

## References

- Barton, S. E., & Silverman, C. (1994). *Common interest communities: Private governments and the public interest*. Berkeley, CA: Institute of Governmental Studies Press.
- Department of Professional and Occupational Regulation. (2004). The Common Interest Community Association Liaison. Retrieved May 24, 2004, from [http://www.state.va.us/dpor/cic\\_lia.htm](http://www.state.va.us/dpor/cic_lia.htm)
- Jochum, N. T. (1995, November-December). Training your condominium board. *Journal of Property Management*, 60(6), 46-48.
- Kidder, R. M. (1999, Oct). Guiding responsible discussion about ethics. *Association Management*, 51(10), 88(7).
- Putnam, R. D. (2000). *Bowling Alone: The Collapse and Revival of American Community*. New York: Simon & Schuster.
- Rosenberry, K., & Treese, C. (1998). *Issues Shaping the Creation and Operation of Common Interest Communities*. Presented at the European Network For Housing Research Annual Conference, Cardiff, Wales.
- Seng, M. P. (1998, November-December). Fair housing - condo style (impact of fair housing laws on condominium associations). *Journal of Property Management*, 63(6).
- Treese, Clifford J. (2002). *Introduction to Community Association Management, Governance, and Services*. Community Associations Press.

# Appendix A

## Home Owner and Condominium Association Board Member Survey

### Instrument

## Home Owner and Condominium Association

### Board Member Survey

The Old Dominion University Center for Real Estate and Economic Development (CREED) is conducting research on homeowner/condo associations sponsored by the Commonwealth of Virginia, Department of Professional and Occupation Regulation, Real Estate Board.

You have been identified as the current or past member of your local Homeowner/Condo Association Board by the Association Annual Report submitted to the Commonwealth of Virginia, Department of Professional and Occupational Regulation, Real Estate Board.

We greatly appreciate your participation in this important study. After you complete the survey, please seal it in the pre-paid envelope that came with the survey and drop it in the mail.

- This study has been made possible by a grant from the Commonwealth of Virginia, Department of Professional and Occupational Regulation (DPOR), Real Estate Board.
- Please do not write your name anywhere on this survey.
- Individual responses will not be reported, but the aggregated findings will be compiled and provided to DPOR to better serve you and your association needs.
- Your participation is appreciated and extremely important to collecting accurate and helpful information about your association.

---

1. What best describes your relationship with your community? (check one)

I own my unit/home

I own my unit/home and the lot

I own a share of stock (co-op)

I am a tenant

2. What is the maximum allowable length of the term of office for members of the board of directors?

In Years \_\_\_\_\_ Years

Not sure

3. Are there a maximum number of consecutive terms a board member may serve?

Yes

If so, how many? \_\_\_\_\_ terms

No

Not sure

4. Who currently comprises your board membership? (Check all that apply):
- Homeowners
  - Developers/Builders
  - Non-resident Owner and Tenant
  - Other
5. How many homeowners (resident and non-resident) are currently on the board of directors?
- Number on the board \_\_\_\_\_ homeowners
  - Not sure
6. How often are your board meetings held?
- Monthly
  - Every other month
  - Quarterly
  - Twice a year
  - Annually
7. Are minutes taken at each meeting?
- Yes
  - No
8. What issues are raised most frequently in your owner's forums prior to your board meeting?
- Pets
  - Parking
  - Rules
  - Landscaping
  - Other \_\_\_\_\_
9. Are board meetings open to all association membership?
- Yes
  - No
10. How are owners notified of upcoming meetings of the board of directors?
- Posted notice
  - Newsletter
  - Special letter
  - Other \_\_\_\_\_

11. When is your annual meeting held to elect new board members?

Fall

Spring

Summer

Winter

12. How much was the 2003 assessments of your association?

\$\_\_\_\_\_year

13. Has your community done a reserve study in the past 5 years to determine the amount needed in reserve and to be collected each month?

Yes

No

14. Does your community association have a reserve fund?

Yes

No

15. If you have a reserve, are there currently any delinquencies for the reserve fund?

Yes

No

16. Does the association currently hold any liens against any members?

Yes

No

17. What are the majority types of homes that are found in your community?

(Check one)

Single-family homes

Multi-level/high rise, attached units

Town homes

Other \_\_\_\_\_

18. What is the approximate number of homes/units in your community?

1-25

26-100

100-250

250 or more

19. Is there a need for improved public facilities in your neighborhood?

(Check all that apply).

Street repair and maintenance

Street lighting

Street trees and landscaping

Curbs

Sidewalks

Storm sewers

Sanitary sewer improvements

Power surges/spikes

Additional traffic signs/lights

Other \_\_\_\_\_

20. Which best describes your overall perception of your neighborhood? (Check one)

Excellent condition – needs no improvements

Good condition – needs little improvements

Fair condition – needs some improvements

Poor condition – needs major improvements

21. Is your community managed by a professional management company or a paid employee?

Yes

If so, how long has it been professionally managed \_\_\_\_\_ Years

No

22. What professional services does your community purchase? (Check all that apply)

Landscaping

Pool Services

Accounting

Legal

Building related (architectural, construction)

Real estate

23. What services do your community assessment fees provide?  
(Check all that apply).

- Lawn and planting bed care
  - Exterior repairs to units
  - Parking
  - Swimming pool
  - Community center
  - Street Maintenance
  - Recreational fields
  - Entrance and other traffic signs
  - Trash collection
  - Water service
  - Sewage/sanitation service
  - Electric service
  - Security services
  - Other \_\_\_\_\_
- 

24. What do you feel, if any, are the **top three** problems facing your association today?  
Please number them in priority from 1 through 3.

- Lack of participation of members in community meetings and events.
  - Violation of community members of the rules and governing documents
  - Individual Board member personalities and conduct
  - Lack of enforcement of the governing documents
  - Lack of volunteers to serve on the Board, committees or in other capacities
  - Management by the professional agency or paid employee
  - Lack of knowledge/cooperation from local government agencies
  - Other \_\_\_\_\_
-

25. How does your community communicate? (Check all that apply).

- Website
- Newsletter
- Mailbox flyers
- Word of Mouth
- Email
- Other \_\_\_\_\_

26. Are you aware if your board has contacted the Virginia liaison for communities with common properties to assist with addressing any of your association concerns?

- Yes   
If so, was your encounter helpful? \_\_\_\_\_

No

27. Do you enjoy living in your community?

- Yes
- No
- Not sure

28. Would you purchase another home in a community association?

- Yes
- No

29. Would you be willing to assist us in distributing a future survey to your association membership?

- Yes
- No

30. Would you describe your association as a "gated" community?

- Yes
- No

If you have any additional comments, please include them in the return envelope or send an e-mail to [reedcenter@odu.edu](mailto:reedcenter@odu.edu)

Please place the completed survey in the stamped self-addressed envelope and drop it in the mail.

THANK YOU FOR YOUR PARTICIPATION!

# Appendix B

## Home Owner and Condominium Association Board Member Survey

### Responses

**Question #1**  
**What best describes your relationship with your community?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	I own my unit	431	54.4	54.6	54.6
	I own my unit and the lot	356	44.9	45.1	99.7
	I own a share of stock	1	0.1	0.1	99.9
	I am a tenant	1	0.1	0.1	100.0
	Total	789	99.6	100.0	
Missing	System	3	0.4		
Total		792	100.0		

**Question #2**  
**What is the maximum allowable length of the term of office for members of the board of directors?**

**Max length in office for BOD members (range)**

			Values:
N	Valid	657	1= 1 year
	Missing	135	2= 2 years
Median		3.00	3= 3 years
Range		3	4= 4 years-unlimited term
Minimum		1	
Maximum		4	
Percentiles	25	2.00	
	50	3.00	
	75	4.00	

**Max length in office for BOD members (range)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 year	77	9.7	11.7	11.7
	2 years	117	14.8	17.8	29.5
	3 years	288	36.4	43.8	73.4
	4 years-unlimited term	175	22.1	26.6	100.0
	Total	657	83.0	100.0	
Missing	System	135	17.0		
Total		792	100.0		

**Question #3**

**Are there a maximum number of consecutive terms a board member may serve?**

Max length in office for BOD members (term limit)		
N	Valid	521
	Missing	271
Mean		2.74
Median		3.00
Std. Deviation		1.829
Skewness		7.246
Std. Error of Skewness		0.107
Kurtosis		76.316
Std. Error of Kurtosis		0.214
Range		24
Minimum		1
Maximum		25
Percentiles	25	2.00
	50	3.00
	75	3.00

Max length in office for BOD members (term limit)						
		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	1	77	9.7	14.8	14.8	
	2	117	14.8	22.5	37.2	
	3	288	36.4	55.3	92.5	
	4	17	2.1	3.3	95.8	
	5	6	0.8	1.2	96.9	
	6	9	1.1	1.7	98.7	
	8	1	0.1	0.2	98.8	
	9	1	0.1	0.2	99.0	
	10	1	0.1	0.2	99.2	
	11	1	0.1	0.2	99.4	
	16	1	0.1	0.2	99.6	
	23	1	0.1	0.2	99.8	
	25	1	0.1	0.2	100.0	
	Total		521	65.8	100.0	
	Missing	System	271	34.2		
Total		792	100.0			

**Max # of consecutive terms for BOD members?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	651	82.2	82.6	82.6
	Yes	65	8.2	8.2	90.9
	Not sure	72	9.1	9.1	100.0
	Total	788	99.5	100.0	
Missing	System	4	0.5		
Total		792	100.0		

**Max # of consecutive terms (Range)**

N	Valid	66	Values:
	Missing	726	1= 1
Median		2.00	2= 2
Range		3	3= 3
Minimum		1	4= 4+
Maximum		4	
Percentiles	25	2.00	
	50	2.00	
	75	2.25	

**Max # of consecutive terms (Range)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1	11	1.4	16.7	16.7
	2	39	4.9	59.1	75.8
	3	11	1.4	16.7	92.4
	4+	5	0.6	7.6	100.0
	Total	66	8.3	100.0	
Missing	System	726	91.7		
Total		792	100.0		

**Question #4**

**Who currently comprises your board membership?**

Responses	(More than one response permitted for this item)
Homeowners	785
Non-resident Owner and Tenant	51
Developers, Builders	21
Other	12

**Question #5**

**How many homeowners (resident and non-resident) are currently on the board of directors?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No homeowners on the board	7	0.9	0.9	0.9
	There are homeowners on the board	775	97.9	99.1	100.0
Total		782	98.7	100.0	
Missing	System	10	1.3		
Total		792	100.0		

**# on the BOD**

N	Valid	775
	Missing	17
Mean		5.46
Median		5.00
Std. Deviation		5.819
Skewness		22.929
Std. Error of Skewness		0.088
Kurtosis		596.081
Std. Error of Kurtosis		0.175
Range		157
Minimum		0
Maximum		157
Percentiles	25	4.00
	50	5.00
	75	6.00

**# on the BOD**

		Frequency	Percent	Valid Percent	Cumulative Percent
	0	3	0.4	0.4	0.4
	1	7	0.9	0.9	1.3
	2	9	1.1	1.2	2.5
	3	131	16.5	16.9	19.4
	4	77	9.7	9.9	29.3
	5	321	40.5	41.4	70.7
	6	44	5.6	5.7	76.4
	7	95	12.0	12.3	88.6
Valid	8	15	1.9	1.9	90.6
	9	55	6.9	7.1	97.7
	10	7	0.9	0.9	98.6
	11	6	0.8	0.8	99.4
	15	2	0.3	0.3	99.6
	17	1	0.1	0.1	99.7
	20	1	0.1	0.1	99.9
	157	1	0.1	0.1	100.0
	Total	775	97.9	100.0	
Missing	System	17	2.1		
Total		792	100.0		

**Question #6**

**How often are your board meetings held?**

**Frequency of BOD meetings**

N	Valid	778
	Missing	14
Median		2.00
Range		4
Minimum		1
Maximum		5
	25	1.00
Percentiles	50	2.00
	75	3.00

Values:

- 1= Monthly
- 2= Every other month
- 3= Quarterly
- 4= Twice a year
- 5= Annually

**Frequency of BOD meetings**

		Frequency	Percent	Valid Percent	Cumulative Percent
	Monthly	345	43.6	44.3	44.3
	Every other month	100	12.6	12.9	57.2
	Quarterly	179	22.6	23.0	80.2
	Twice a year	54	6.8	6.9	87.1
	Annually	100	12.6	12.9	100.0
	Total	778	98.2	100.0	
Missing	System	14	1.8		
Total		792	100.0		

**Question #7**  
**Are minutes taken at each meeting?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	2.8	2.8	2.8
	Yes	764	96.5	97.2	100.0
	Total	786	99.2	100.0	
Missing	System	6	0.8		
Total		792	100.0		

**Question #8**

**What issues are raised most frequently in your owner's forums prior to your board meeting?**

Responses	(More than one response permitted for this item)
Rules	329
Landscaping	292
Parking	241
Pets	168
Other responses	315

**Question #9**

**Are board meetings open to all association membership?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	51	6.4	6.5	6.5
	Yes	736	92.9	93.5	100.0
	Total	787	99.4	100.0	
Missing	System	5	0.6		
Total		792	100.0		

**Question #10**

**How are owners notified of upcoming meetings of the board of directors?**

	Responses (More than one response permitted for this item)
Notification of meetings via newsletter	335
Notification of meetings via posted notice	284
Notification of meetings via special letter	201
Email, website, internet	66
Other methods	147

**Question #11**

**When is your annual meeting held to elect new board members?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fall	317	40.0	40.5	40.5
	Spring	192	24.2	24.6	65.1
	Summer	84	10.6	10.7	75.8
	Winter	189	23.9	24.2	100.0
	Total	782	98.7	100.0	
Missing	System	10	1.3		
Total		792	100.0		

**Question #12**  
**How much was the 2003 assessment of your association?**

**2003 Assessments (\$ per year)**

N	Valid	696
	Missing	96
Mean		45,000.90
Median		640.00
Std. Deviation		287,214.935
Skewness		10.358
Std. Error of Skewness		0.093
Kurtosis		123.078
Std. Error of Kurtosis		0.185
Range		4,400,000
Minimum		0
Maximum		4,400,000
Percentiles	25	200.00
	50	640.00
	75	1,629.00

**2003 Assessments (\$ per year) (Banded)**

N	Valid	696
	Missing	96
Median		3.00
Range		4
Minimum		1
Maximum		5
Percentiles	25	1.00
	50	3.00
	75	4.00

Values:

- 1= <= 200
- 2= 201 - 500
- 3= 501 - 800
- 4= 801 - 2100
- 5= >= 2101

**2003 Assessments (\$ per year) (Banded)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<= 200	185	23.4	26.6	26.6
	201 - 500	117	14.8	16.8	43.4
	501 - 800	118	14.9	17.0	60.3
	801 - 2100	142	17.9	20.4	80.7
	>= 2101	134	16.9	19.3	100.0
	Total	696	87.9	100.0	
Missing	System	96	12.1		
Total		792	100.0		

**Question #13**

**Has your community done a reserve study in the past 5 years to determine the amount needed in reserve and to be collected each month?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	212	26.8	27.2	27.2
	Yes	568	71.7	72.8	100.0
	Total	780	98.5	100.0	
Missing	System	12	1.5		
Total		792	100.0		

**Question #14**

**Does your community association have a reserve fund?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	9.0	9.0	9.0
	Yes	716	90.4	91.0	100.0
	Total	787	99.4	100.0	
Missing	System	5	0.6		
Total		792	100.0		

**Question #15**

**If you have a reserve, are there currently any delinquencies for the reserve fund?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	628	79.3	87.3	87.3
	Yes	91	11.5	12.7	100.0
	Total	719	90.8	100.0	
Missing	System	73	9.2		
Total		792	100.0		

**Question #16**

**Does the association currently hold any liens against any members?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	506	63.9	66.2	66.2
	Yes	258	32.6	33.8	100.0
	Total	764	96.5	100.0	
Missing	System	28	3.5		
Total		792	100.0		

**Question #17**

**What are the majority types of homes that are found in your community?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Other	56	7.1	7.1	7.1
	Single-family homes	326	41.2	41.2	48.3
	Multi-level/high rise, attached units	129	16.3	16.3	64.6
	Town homes	280	35.4	35.4	100.0
	Total	791	99.9	100.0	
Missing	System	1	0.1		
Total		792	100.0		

**Question #18**

**What are the approximate number of homes/units in your community?**

What are the approx # of homes/units in the community?

N	Valid	792
	Missing	0
Median		2.00
Range		3
Minimum		1
Maximum		4
Percentiles	25	2.00
	50	2.00
	75	3.00

Values:

- 1= 1-25
- 2= 26-100
- 3= 100-250
- 4= 250 or more

**What are the approx # of homes/units in the community?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-25	160	20.2	20.2	20.2
	26-100	329	41.5	41.5	61.7
	100-250	175	22.1	22.1	83.8
	250 or more	128	16.2	16.2	100.0
	Total	792	100.0	100.0	

**Question #19**  
**Is there a need for improved public facilities in your neighborhood?**

	Responses (More than one response permitted for this item)
Street repair and maintenance improvement needed	276
Street lighting improvement needed	147
Street trees and landscaping improvement needed	119
Sidewalk improvement needed	119
Additional traffic signs/lights improvement needed	112
Curb improvement needed	70
Storm sewers improvement needed	67
Power surges/spikes improvement needed	57
Sanitary sewer improvements needed	22
Other responses	116

**Question #20a (Recoded)**

**Which best describes your overall perception of your neighborhood?**

Overall perception of the neighborhood		
N	Valid	774
	Missing	18
Median		2.00
Range		2
Minimum		1
Maximum		3
Percentiles	25	2.00
	50	2.00
	75	2.00

**Overall perception of the neighborhood (Recoded)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent condition	151	19.1	19.5	19.5
	Good condition	508	64.1	65.6	85.1
	Fair or Poor condition	115	14.5	14.9	100.0
	Total	774	97.7	100.0	
Missing	System	18	2.3		
Total		792	100.0		

**Question #21**

**Is the community managed by a professional company or paid employee?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	322	40.7	41.7	41.7
	Yes	451	56.9	58.3	100.0
	Total	773	97.6	100.0	
Missing	System	19	2.4		
Total		792	100.0		

**# of years professionally managed (1-30+)**

	Frequency	Percent	Valid Percent	Cumulative Percent
0	1	0.1	0.3	0.3
1	5	0.6	1.3	1.6
2	11	1.4	3.0	4.6
3	11	1.4	3.0	7.5
4	25	3.2	6.7	14.2
5	23	2.9	6.2	20.4
6	16	2.0	4.3	24.7
7	26	3.3	7.0	31.7
8	17	2.1	4.6	36.3
9	14	1.8	3.8	40.1
10	41	5.2	11.0	51.1
11	3	0.4	0.8	51.9
12	20	2.5	5.4	57.3
13	5	0.6	1.3	58.6
14	6	0.8	1.6	60.2
Valid 15	40	5.1	10.8	71.0
16	7	0.9	1.9	72.8
17	9	1.1	2.4	75.3
18	11	1.4	3.0	78.2
19	7	0.9	1.9	80.1
20	36	4.5	9.7	89.8
21	2	0.3	0.5	90.3
22	5	0.6	1.3	91.7
23	1	0.1	0.3	91.9
24	4	0.5	1.1	93.0
25	11	1.4	3.0	96.0
26	2	0.3	0.5	96.5
27	1	0.1	0.3	96.8
28	1	0.1	0.3	97.0
30	11	1.4	3.0	100.0
Total	372	47.0	100.0	
Missing System	420	53.0		
Total	792	100.0		

**# of years professionally managed (Banded)**

N	Valid	372
	Missing	420
Median		2.00
Range		3
Minimum		1
Maximum		4
Percentiles	25	2.00
	50	2.00
	75	4.00

**Values:**

- 1= <= 5
- 2= 6 - 10
- 3= 11 - 15
- 4= >= 16

**# of years professionally managed (Banded)**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<= 5	76	9.6	20.4	20.4
	6 - 10	114	14.4	30.6	51.1
	11 - 15	74	9.3	19.9	71.0
	>= 16	108	13.6	29.0	100.0
	Total	372	47.0	100.0	
Missing	System	420	53.0		
Total		792	100.0		

**Question #22**

**What professional services does your community purchase?**

	Responses (More than one response permitted for this item)
Landscaping	675
Legal	577
Accounting	444
Building related	228
Pool services	185
Real estate	24

**Question #23**

**What services do your community assessment fees provide?**

	Responses (More than one response permitted for this item)
Lawn and planting bed care	645
Trash collection	437
Entrance and other traffic signs	420
Street maintenance	417
Parking	384
Exterior repairs to units	286
Sewage/sanitation service	221
Water service	217
Swimming pool	204
Recreation fields	161
Electric service	134
Community center	116
Security services	104
Other responses	250

**Question #24**

**What do you feel, if any, are the top three problems facing your association today?**

	Responses (More than one response permitted for this item)
Lack of volunteers	548
Lack of participation	546
Violation of rules	434
Lack of enforcement of governing documents	131
Board personalities and conduct	104
Lack of knowledge/cooperation	82
Management by prof agency	65
Other responses	158

**Question #25**

**How does your community communicate?**

	Responses (More than one response permitted for this item)
Newsletter	534
Mailbox flyers	357
Word of mouth	356
Email	316
Website	199
Other responses	152

**Question #26**

**Are you aware if your board has contacted the Virginia liaison for communities with common properties to assist with addressing any of your association concerns?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	683	86.2	93.6	93.6
	Yes	47	5.9	6.4	100.0
	Total	730	92.2	100.0	
Missing	System	62	7.8		
Total		792	100.0		

**Question #27**  
**Do you enjoy living in your community?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	16	2.0	2.1	2.1
	Yes	700	88.4	93.2	95.3
	Not sure	35	4.4	4.7	100.0
	Total	751	94.8	100.0	
Missing	System	41	5.2		
Total		792	100.0		

**Question #28**  
**Would you purchase another home in a community association?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	134	16.9	18.0	18.0
	Yes	610	77.0	82.0	100.0
	Total	744	93.9	100.0	
Missing	System	48	6.1		
Total		792	100.0		

**Question #29**  
**Would you be willing to assist us in distributing a future survey to your association**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	311	39.3	42.7	42.7
	Yes	417	52.7	57.3	100.0
	Total	728	91.9	100.0	
Missing	System	64	8.1		
Total		792	100.0		

**Question #30**  
**Would you describe your association as a gated community?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	693	87.5	92.4	92.4
	Yes	57	7.2	7.6	100.0
	Total	750	94.7	100.0	
Missing	System	42	5.3		
Total		792	100.0		

Appendix C

Professional  
and  
Non-Professional  
Community Management

Differences in the Sample

Supporting Data

	Is the community managed by a professional company or paid employee?	N	Mean Rank	Sum of
Question 2a Max length in office for BOD members (range)	No	261	300.98	78555.0
	Yes	382	336.36	128491.0
	Total	643		

Question 2a Max length in office for BOD members (range)

Mann-Whitney U	44364
Asymp. Sig. (2-tailed)	0.012

	Is the community managed by a professional company or paid employee?	N	Mean Rank	Sum of
Question 2b Max length in office for BOD members (term limit)	No	199	217.00	43182.5
	Yes	310	279.40	86612.5
	Total	509		

Question 2b Max length in office for BOD members (term limit)

Mann-Whitney U	23283
Asymp. Sig. (2-tailed)	0.000

	Is the community managed by a professional company or paid employee?	N	Mean Rank	Sum of
Question 6 Frequency of BOD meetings	No	314	465.43	146146.5
	Yes	447	321.69	143794.5
	Total	761		

Question 6 Frequency of BOD meetings

Mann-Whitney U	43667
Asymp. Sig. (2-tailed)	0.000

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	18	4	22
Question 7 Are minutes taken at each meeting?	No	Expected Count	9.2	12.8	22.0
	Yes	Count	302	445	747
		Expected Count	310.8	436.2	747.0
Total		Count	320	449	769
		Expected Count	320.0	449.0	769.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.068	1	0.000
N of Valid Cases	769		

0 cells (.0%) have expected count less than 5. The minimum expected count is 9.15.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	259	285	544
Question 8b Issue - Parking	No response	Expected Count	226.6	317.4	544.0
	Yes	Count	63	166	229
		Expected Count	95.4	133.6	229.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	26.788	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 95.39.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	246	253	499
Question 10a Notification of meetings via posted notice	No	Expected Count	207.9	291.1	499.0
	Yes	Count	76	198	274
		Expected Count	114.1	159.9	274.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	33.834	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 114.14.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	209	236	445
Question 10b Notification of meetings via newsletter	No	Expected Count	185.4	259.6	445.0
	Yes	Count	113	215	328
		Expected Count	136.6	191.4	328.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.169	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 136.63.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 11 When is the annual meeting for elections held?	1 Fall	Count	108	205	313
		Expected Count	128.4	184.6	313.0
	2 Spring	Count	94	92	186
		Expected Count	76.3	109.7	186.0
	3 Summer	Count	41	39	80
		Expected Count	32.8	47.2	80.0
	4 Winter	Count	70	114	184
		Expected Count	75.5	108.5	184.0
	Total	Count	313	450	763
		Expected Count	313.0	450.0	763.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	16.590	3	0.001
N of Valid Cases	763		

0 cells (.0%) have expected count less than 5. The minimum expected count is 32.82.

		Is the community managed by a professional company or paid employee?	N	Mean Rank	Sum of
Question 12a 2003 Assessments (\$ per year) (Banded)	No		303	268.65	81400.5
	Yes		376	397.50	149459.5
	Total		679		

Question 12a 2003 Assessments (\$ per year) (Banded)	
Mann-Whitney U	35345
Asymp. Sig. (2-tailed)	0.000

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	143	65	208
Question 13 Within the last 5 years, has a reserve study been done?	No	Expected Count	87.2	120.8	208.0
	Yes	Count	176	377	553
		Expected Count	231.8	321.2	553.0
Total		Count	319	442	761
		Expected Count	319.0	442.0	761.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	84.639	1	0.000
N of Valid Cases	761		

0 cells (.0%) have expected count less than 5. The minimum expected count is 87.19.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	62	9	71
Question 14 Does the community association have a reserve fund?	No	Expected Count	29.6	41.4	71.0
	Yes	Count	258	439	697
		Expected Count	290.4	406.6	697.0
Total		Count	320	448	768
		Expected Count	320.0	448.0	768.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	67.097	1	0.000
N of Valid Cases	768		

0 cells (.0%) have expected count less than 5. The minimum expected count is 29.58.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	255	359	614
Question 15 If a reserve exists, are there any delinquencies?	No	Expected Count	241.4	372.6	614.0
	Yes	Count	21	67	88
		Expected Count	34.6	53.4	88.0
Total		Count	276	426	702
		Expected Count	276.0	426.0	702.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.070	1	0.002
N of Valid Cases	702		

0 cells (.0%) have expected count less than 5. The minimum expected count is 34.60.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	251	249	500
Question 16 Does the association have any liens against members?	No	Expected Count	212.6	287.4	500.0
	Yes	Count	67	181	248
		Expected Count	105.4	142.6	248.0
Total		Count	318	430	748
		Expected Count	318.0	430.0	748.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	36.459	1	0.000
N of Valid Cases	748		

0 cells (.0%) have expected count less than 5. The minimum expected count is 105.43.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	7	48	55
Question 17 What are the majority types of homes in the community?	0 Other	Expected Count	22.9	32.1	55.0
		Count	202	119	321
	1 Single-family homes	Expected Count	133.9	187.1	321.0
		Count	16	108	124
	2 Multi-level/high rise, attached units	Expected Count	51.7	72.3	124.0
		Count	97	175	272
	3 Town homes	Expected Count	113.5	158.5	272.0
		Count	322	450	772
Total	Expected Count	322.0	450.0	772.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	124.860	3	0.000
N of Valid Cases	772		

0 cells (.0%) have expected count less than 5. The minimum expected count is 22.94.

		N	Mean Rank	Sum of
Question 18 What is the approx # of homes/units in the community?	Is the community managed by a professional company or paid employee?			
	No	322	295.21	95057.5
	Yes	451	452.54	204093.5
	Total	773		

Question 18 What is the approx # of homes/units in the community?	
Mann-Whitney U	43055
Asymp. Sig. (2-tailed)	0.000

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	195	304	499
Question 19a Street repair and maintenance improvement needed	No	Expected Count	207.9	291.1	499.0
		Count	127	147	274
	Yes	Expected Count	114.1	159.9	274.0
		Count	322	451	773
Total		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.849	1	0.050
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 114.14.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	285	369	654
Question 19c Street trees and landscaping improvement needed	No	Expected Count	272.4	381.6	654.0
		Count	37	82	119
	Yes	Expected Count	49.6	69.4	119.0
		Count	322	451	773
Total		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.458	1	0.011
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 49.57.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 19e Sidewalk improvement needed	No	Count	283	372	655
		Expected Count	272.8	382.2	655.0
	Yes	Count	39	79	118
		Expected Count	49.2	68.8	118.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.243	1	0.039
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 49.15.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 19i Additional traffic signs/lights improvement needed	No	Count	285	376	661
		Expected Count	275.3	385.7	661.0
	Yes	Count	37	75	112
		Expected Count	46.7	65.3	112.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.005	1	0.045
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 46.65.

	Is the community managed by a professional company or paid employee?	N	Mean Rank	Sum of
Question 20a (Recoded)	No	321	371.96	119398.0
Overall perception of the neighborhood	Yes	450	396.02	178208.0
	Total	771		

Question 20a (Recoded) Overall perception of the neighborhood

Mann-Whitney U	67717
Asymp. Sig. (2-tailed)	0.079

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 22a Landscaping	No	Count	77	25	102
		Expected Count	42.5	59.5	102.0
	Yes	Count	245	426	671
		Expected Count	279.5	391.5	671.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	55.348	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 42.49.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 22b Pool services	No	Count	289	302	591
		Expected Count	246.2	344.8	591.0
	Yes	Count	33	149	182
		Expected Count	75.8	106.2	182.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	54.202	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 75.81.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 22c Accounting	No	Count	239	94	333
		Expected Count	138.7	194.3	333.0
	Yes	Count	83	357	440
		Expected Count	183.3	256.7	440.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	218.318	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 138.71.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 22d Legal	No	Count	151	49	200
		Expected Count	83.3	116.7	200.0
	Yes	Count	171	402	573
		Expected Count	238.7	334.3	573.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	127.159	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 83.31.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 22e Building related	No	Count	290	257	547
		Expected Count	227.9	319.1	547.0
	Yes	Count	32	194	226
		Expected Count	94.1	131.9	226.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	99.354	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 94.14.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	320	429	749
Question 22f Real estate	No	Expected Count	312.0	437.0	749.0
	Yes	Count	2	22	24
		Expected Count	10.0	14.0	24.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.316	1	0.001
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 10.00.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	104	39	143
Question 23a Lawn and planting bed care	No	Expected Count	59.6	83.4	143.0
	Yes	Count	218	412	630
		Expected Count	262.4	367.6	630.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	69.698	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 59.57.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	277	220	497
Question 23b Exterior repairs to units	No	Expected Count	207.0	290.0	497.0
	Yes	Count	45	231	276
		Expected Count	115.0	161.0	276.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	113.519	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 114.97.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	246	156	402
Question 23c Parking	No	Expected Count	167.5	234.5	402.0
	Yes	Count	76	295	371
		Expected Count	154.5	216.5	371.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	131.560	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 154.54.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	291	285	576
Question 23d Swimming pool	No	Expected Count	239.9	336.1	576.0
		Count	31	166	197
	Yes	Expected Count	82.1	114.9	197.0
		Count	322	451	773
Total		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	73.083	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 82.06.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	306	353	659
Question 23e Community center	No	Expected Count	274.5	384.5	659.0
		Count	16	98	114
	Yes	Expected Count	47.5	66.5	114.0
		Count	322	451	773
Total		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	41.976	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 47.49.

		Is the community managed by a professional company or paid employee?		Total
			No	Yes
		Count	177	188
Question 23f Street maintenance	No	Expected Count	152.0	213.0
		Count	145	263
	Yes	Expected Count	170.0	238.0
		Count	322	451
Total		Expected Count	322.0	451.0
				773

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.302	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 152.04.

		Is the community managed by a professional company or paid employee?		Total
			No	Yes
		Count	269	348
Question 23g Recreation fields	No	Expected Count	257.0	360.0
		Count	53	103
	Yes	Expected Count	65.0	91.0
		Count	322	451
Total		Expected Count	322.0	451.0
				773

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.745	1	0.029
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 64.98.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 23h Entrance and other traffic signs	No	Count	193	173	366
		Expected Count	152.5	213.5	366.0
	Yes	Count	129	278	407
		Expected Count	169.5	237.5	407.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	35.090	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 152.46.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 23i Trash collection	No	Count	230	120	350
		Expected Count	145.8	204.2	350.0
	Yes	Count	92	331	423
		Expected Count	176.2	246.8	423.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	152.324	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 145.80.

		Is the community managed by a professional company or paid employee?		Total
		No	Yes	
Question 23j Water service	No	Count	293	563
		Expected Count	234.5	563.0
	Yes	Count	29	210
		Expected Count	87.5	210.0
Total	Count	322	773	
	Expected Count	322.0	773.0	
		Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square		91.993	1	0.000
N of Valid Cases		773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 87.48.

		Is the community managed by a professional company or paid employee?		Total
		No	Yes	
Question 23k Sewage/sanitation service	No	Count	290	558
		Expected Count	232.4	558.0
	Yes	Count	32	215
		Expected Count	89.6	215.0
Total	Count	322	773	
	Expected Count	322.0	773.0	
		Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square		87.837	1	0.000
N of Valid Cases		773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 89.56.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	278	364	642
Question 23l Electric service	No	Expected Count	267.4	374.6	642.0
	Yes	Count	44	87	131
		Expected Count	54.6	76.4	131.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.225	1	0.040
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 54.57.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	297	375	672
Question 23m Security services	No	Expected Count	279.9	392.1	672.0
	Yes	Count	25	76	101
		Expected Count	42.1	58.9	101.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	13.659	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 42.07.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	112	125	237
Question 24a1 Lack of participation	No response in survey	Expected Count	98.7	138.3	237.0
		Count	210	326	536
	1 Response in survey	Expected Count	223.3	312.7	536.0
		Count	322	451	773
Total		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.413	1	0.036
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 98.72.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
		Count	258	388	646
Question 24d1 Lack of enforcement of governing documents	No response in survey	Expected Count	269.1	376.9	646.0
		Count	64	63	127
	1 Response in survey	Expected Count	52.9	74.1	127.0
		Count	322	451	773
Total		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.774	1	0.029
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 52.90.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 25a Website	No	Count	264	314	578
		Expected Count	240.8	337.2	578.0
	Yes	Count	58	137	195
		Expected Count	81.2	113.8	195.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.227	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 81.23.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 25b Newsletter	No	Count	142	111	253
		Expected Count	105.4	147.6	253.0
	Yes	Count	180	340	520
		Expected Count	216.6	303.4	520.0
Total	Count	322	451	773	
	Expected Count	322.0	451.0	773.0	

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	32.404	1	0.000
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 105.39.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 25d Word of mouth	No	Count	160	264	424
		Expected Count	176.6	247.4	424.0
	Yes	Count	162	187	349
		Expected Count	145.4	203.6	349.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	5.938	1	0.015
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 145.38.

		Is the community managed by a professional company or paid employee?		Total	
		No	Yes		
Question 25e Email	No	Count	170	292	462
		Expected Count	192.5	269.5	462.0
	Yes	Count	152	159	311
		Expected Count	129.5	181.5	311.0
Total		Count	322	451	773
		Expected Count	322.0	451.0	773.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11.157	1	0.001
N of Valid Cases	773		

0 cells (.0%) have expected count less than 5. The minimum expected count is 129.55.

		Is the community managed by a professional company or paid employee?		Total
			No	Yes
		Count	61	69
Question 28 Would you purchase another home in a community association?	No	Expected Count	54.4	75.6
		Count	244	355
	Yes	Expected Count	250.6	348.4
		Count	305	424
Total		Expected Count	305.0	424.0

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.681	1	0.195
N of Valid Cases	729		

0 cells (.0%) have expected count less than 5. The minimum expected count is 54.39.

# Appendix D

Free Form Comments  
from  
Questions 8, 19, 23, 24, and 26

Supporting Data

\*\*\*\*\*

*Please note: the following sections are the comments provided in the "Other" or descriptive categories. Some of the surveys were not legible, but have been corrected where possible. The responses have been placed in alphabetical order.*

\*\*\*\*\*

**8e - What issues are raised most frequently in your owner's forums prior to your board meeting? (Other)**

1) Cigarette butts, 2) trash, 3) parking, 4) pets	Bldg maint.	Delinquencies
A few want to run the meetings but don't want to serve on the board	Bldg. Maint.	Delinquencies & arc violations
Abiding by covenant rules	Boat dock maintenance	Delinquent dues, trash
Adverse possession issues of common property	Budget	Delinquent payments
Annual meeting preparation	Budget	Developers' failure to provide architecture board - membership from homeowners.
Any specific item sent in by letter from a homeowner / tenant	Budget	Development
Appearance of trash areas	Budget and maint.	Development around us
Architectural review -- pound\$ dam maintenance	Budget items	Discussion of what needs to be done. Usually no action taken
Architectural, improvements	Budget/money issues	Do not have forums.
Architectural change requests	Building maint. (i.e. Painting, roof replacement, siding, etc.)	Dues
Architectural changes	Building maintenance	Dues
Architectural control	Building maintenance	Dues
Architectural guidelines	Building management	Dues
Architectural guidelines	Building violations	Dues \$ homeowner complaints
Architectural issues	Capital improvements	Dues & projects
Architectural modifications & review	Capital improvements	Dues / fees
Architectural review	Capital replacements (roof, etc.)	Dumpsters are #1 concern
Architectural review board - home improvement	Care & maint. Assoc property	Encroachment on common property by adjacent community
Architectural review of homes	Changes to residents' home	Enforcement of covenants
Architecture	Children	Exterior maint.
Architecture	Children	Exterior maint.
Architecture	Collecting dues	Exterior maint.
Architecture compliance	Collections	Failure to pay dues.
Architecture issues	Common area & lake	Fees
Architecture issues	Common area maintenance	Fences
Architecture review	Common road	Few issues - non board members seldom attend
Assessments + road repair	Community pool	Few issues raised - BOD generally addresses problems as they occur
Assoc. Dues/amts	Condo fees	Finance
ATV's	Construction	Finance, contracts
Barking dogs, & not on leash; covenant enforcement	Construction of HOA community signs	Finances
Beaver (yes, I'm serious)	Contract for services	Finances
Behavior of children	Crime, adjoining development, use of facilities	
	Damage from other units	
	Delinquent assessments	

Finances	Lawn mowing	Noise complaints
Finances, maint.	Lighting, water bills	Noise complaints
Finances, some landscaping issues, neighborhood maintenance	Litter	Noise, maint, & general appearance
Financial	Maint.	None: members typically do not attend
Financial	Maint.	Non-homeowners say annual assessment is too high
Financial matters	Maint.	O.S. maintenance
Financial matters	Maint. & decorating lobbies	Ongoing maint.
Funding	Maint. Of the buildg.	Others rarely attend
Future projects	Maint., budget	Outside maintenance
Garbage collection, water/sewer bills	Maint., decorating	Overdue account
Garbage/waste disposal	Maint./improvements	Owners rarely attend
General maint.	Maintenance	Painting and siding replacement
General maintenance	Maintenance	Painting, road maintenance
Getting BOD to live up to obligations of BOD for HOA	Maintenance	Parking is a close second
Governance issues	Maintenance	Past due accounts, problems, repairs, contract monitoring, normal business, etc.
Home maint.	Maintenance (trees, structure, paint, etc)	Past due fees
Home maint.	Maintenance costs	Paving
Home owner to home owner	Maintenance dues	Paying dues, late fees - collection actions
Housing depreciation	Maintenance issues	Pool
HVAC / elevators	Maintenance of 95 yr old bldg	Pool issues, budget, covenant violations
If meetings were held, it would be how to get dues paid. Which are why \$ /ys. They would be!	Maintenance projects/contacts	Pool, community ctr
Illegible	Maintenance repair	Preventative or remedial maint.
Impact of new road construction on community property	Maintenance, fees to low, no reserve fund	Private road condition
Improvements	Maintenance/upkeep	Private road maint.
Improvements and repairs	Masterboard	Private road maintenance
Increasing pressure on roads from increasing development around us; nature trails, water-pressure, relationship to other nearby assoc	Mixed bag of items	Property condition
Infighting	Modification to homes	Property maint.
Infrastructure improvements, fees	Money	Property maint.
Insurance	Money	Public safety
Insurance \$\$ increasing	Money	Rarely any problems
Insurance, covenant compliance	Money	Recreation dues
Lack of sidewalks	Money - how to spend	Recycling, pool
Lake weed control	Money/repairs	Relationship with master association
Landscape of open space comm.; architectural review comm.	Money-reserve	Renovation, assessment
Late payment of dues	Neighbor board issues, local development	Renters
Laundry rooms	Neighbor disputes	Renters
Lawn + home maintenance	New construction	Repair issues
	Newsletter, finance issues	Repairs
	No amenities to show for ples	Repairs
	No issues	Repairs
	No issues raised	Repairs
	No recurring pattern	Repairs
	No single issue	Repairs
	Noise	Repairs
	Noise	Repairs
	Noise	Repairs

Repairs	Roads, common area	Traffic and covenants
Repairs	maintenance	enforcement
Repairs (painting, etc)	RV parking	Traffic problems/children
Repairs and replacements	Safety and maintenance	playing in streets, upkeep
Repairs, maint.	Satellite dishes	Trash
Replacement of decks,	Satellite dishes	Trash
grounds, free	Security	Trash
removal/shrub removal &	Security	Trash
replacement	Security	Trash & general maint. Of
Request for more	Security; home upkeep	property
parties/events	Smoking fumes	Trash at curb
Road	Snow removal, land usage	Trash collection, fences
Road condition	Social activities	Trash in bags + kids playing
Road fees	Social, sound barriers	in street
Road fund	Specific homeowner	Trash pick-up, kids playing
Road improvements	Speed through subdivision +	in the streets
Road maint.	rules	Trash placed curbside for
Road maint.	Speeding	collection too early
Road maint.	Speeding	Trash/recycling/pickup
Road maint.	Speeding	Trash/recycle pickup
Road maint., non-paid dues	Speeding, unwanted student	Varies - no one item stands
Road maint/bond	parking from large county	out
Road maintenance	high school adjacent to out	Various
Road maintenance	community and vandalism	Vendor contract performance
Road maintenance	from same HS students	Violations architectural,
Road maintenance	Speeding; lack of public	maintenance
Road problems	street lights; lack of	Violations in general
Road repair	crosswalks	Water construction
Road repairs	Standards (architectural)	Water damage
Roads	Street lights	Water system
Roads	Stucco leaks	
Roads	Surrounding construction,	
Roads & covenants	road maint, some	
Roads and water	disgruntled homeowners	
impoundments, also speed.	Telecommunication	
	Tenant conducts	

**19j - Is there a need for improved public facilities in your neighborhood? (Other)**

"we occupy private land"	House fences	sewers, curbs, and
2 items above are budget	Lake maintenance	sidewalks
items for '04	Land owned by assoc. Not	Parking
Add'l parking	public	Parking
Aging pond	Landscaping	Parking
All adequate	Landscaping - small	Parking lot
Any improvement is strictly	walkways by doors; all	Parks - too much bldg going
up to owner. Road upkeep	efis must be repaired/	on
& common lot resp. Of	wood rot under siding	Pick up trash
assn.	(poor construction)	Police patrols
Better maint of easements,	More frequently enforced	Pool / clubhouse / tennis
ex. Power lines properly	public parking i.e., not	count maintenance.
buried after repair,	within parking signs	Poor private water co. ;
cleaning storm sewers	Municipal water supply	Poquoson pays for trash bags,
Better speed enforcement	Need to replace some	our community pays for
Bmp pond maint.	overgrown shrubs, add a	dumpsters. Have at least
Brick	little landscaping	5% of the city trying to
Clubhouse improvements	New fence	dump in our dumpsters in
(too small)	New roads	lieu of paying for trash
Common area landscaping	No	bags - costs our
Community lighting	No	community an extra
Community property, maint.	No public facilities in our	\$5,000/yr.
& improvement	cluster	Power outages
Condo assoc responsible for	No public facilities, assn.	Power outages too often
majority of above	Responsibility	Power water cleaning of
Constraining light pollution	No solution sign, pet pick up,	under road culverts
Country setting 3-5 acre lots	trash cans	Private community
Crosswalks needed	None	Private community - well and
(commented they have	None	septic - power outages are
private streets and that	None	common and frustrating
they have done it all)	None	Private property
Declarant is still on bond for	None	Private property that is not
site plan improvements.	None	city funded
County supervisor's office	None	Private street - handle
has been made aware of	None	everything except
delays	Not public areas - but	power/sewer
Docks, pav..., other assets	common areas are	Private streets
Drainage from public	responsible for	Private streets
highway on to property	Our community has no lights,	Procedures to curb speeders
Drainage in common areas	sidewalks and curbs.	Public water pressure
Enforcement of existing	Lights are needed.	Rejoins to sports courts
covenants	Community is too cheap to	Relatively new community,
Facilities private to	purchase them.	no improvements needed
community, no	Our street is privately owned.	Roads
improvement needed.	We have been attempting	Roads + right of ways are
Fixed as needed	to get VDOT to take	private
Flood control	ownership of our street but	Roofs
Garbage from dumpster	due to issues beyond our	Said that all are privately
blows around detracting	control, they will not take	owned
from the overall	ownership. We are,	Scott's run - erosion of our
appearance	therefore, responsible for	property - scheduled by
Homes have poly "buty (?)	street maintenance except	county several years ago -
Plumbing		never repaired

Self-contained community  
Shoulder repair  
Sidewalk repair  
Siding, roofs, fences,  
landscaping - homeowners  
choose not to keep the  
complex in good repair  
Signage  
Some, by no means majority,  
feel we need sanitary  
sewer (all are now on  
septic). Our water system  
is privately owned -outside  
the association - and fees  
are high compared to  
municipal water system  
Speed bumps  
Speed bumps  
Speed control  
Speed hump/tables  
Speed humps!  
Speeding and cut thru traffic

Street clean-up, grass  
mowing - inadequate  
Street lights we didn't wait on  
county funds - community  
paid on state roads  
Street sweeping and litter  
collection  
Streets are privately owned  
Swimming pool  
Tennis court needs improved  
maint.  
The above are on private  
property and assoc.  
Expenses  
The street lights are actually  
needed on a county road  
There are no "public"  
facilities - everything  
above is maintained or  
improved by the condo  
assoc.  
Traffic

Traffic calming  
Traffic calming device  
Traffic enforcement  
Transportation needed  
Trash along street and  
sidewalks  
VDOT has been irresponsible  
to requests for the past ten  
years  
We are a new community  
(1993) + have no major  
needs.  
We are a small rural assoc.  
We maintain our own dirt  
roads. We do not rely on  
other county/gov service.  
We are still under  
development  
We don't have problem  
normally.  
Would like underground  
power lines

### 23 - What services do your community assessment fees provide? (Other)

(checked)	Common areas only for lawn and beds, tot lots (2), tennis court, basketball court	Exterior maintenance: powerwashing, painting
24 hour front desk, guest announcement, package receipts, in-house maint.		Fishing pier - maint. & lights
Accounting service, insurance - big expense	Common ground	For common areas
Attorney, secretary/treasurer salary, etc.	Common ground landscaping (utility strip grass and street island plants), streets, curb & gutter & street lights, snow removal	Front entrance maint., developing amenities on assoc. Common land
Auto fire alarm monitoring/help call - auto elevator monitoring/help call	Common ground mowing	Gas
Basic cable	Common has pond & insurance costs	Gas for heating and cooking, hot water
Basketball and tennis courts	Common pier area +dorks	Gas lamps/natural power for sign - entrance
Beach, deck & dock maint., forestry park maint.	Commons & road upkeep	Gas service
Boat dock	Community activity	Grass cutting
Boat launch ramp	Community center is separate assessment	Grass cutting next to road, boat ramp rental fee, snow removal, legal fees
Boatrap + community docks maintenance	Community center party room, cable TV, gas, library, pest control	Gutter cleaning
Building insurance	Community events (primarily for children)	Hallway, stairwell cleaning weekly, sprinkler system, snow removal
Building insurance	Community street lights	Heat, insurance
Cable & dock maint.	Cutting grass of storm water pond & insurance only	Heating oil
Cable service	Daily maint. Employee who takes care of day-day maint. And repair	Insurance
Cable TV	Dam & lake	Insurance
Cable TV	Docks & sea walls	Insurance
Cable, (electricity = street lights)	Electric - common only, not indiv units	Insurance
Common area cleaning	Electric - pool, parking lots lights; insurance, prof. Fees	Insurance for common areas
Common area dock	Electric and security for common areas - janitor and maint.	Insurance for common areas, housekeeping for common areas, management services
Common area irrigation	Electric for entrance lamps; insurance for assoc. Officers	Insurance on common land 4.
Common area landscaping, tennis count, common area street lights	Electricity - common areas	Insurance, legal services
Common area liability insurance	Electricity - common areas only	Insurance, legal services
Common area maint.	Electricity for street lighting	Insurance, snow removal
Common area maint. , social functions	Electricity for street lights	Insurance, snow removal
Common area maint., (grass cutting)	Entrance column & lights	Insurance, snow removal
Common area maint., not individual, snow removal, gate maint.,	Entrance maintenance / landscaping -- pond & dam maintenance.	Insurance, taxes, gas, hot water, regular fees, property mgmt, SCC fee
Common area maint., stormwater drainage, street lights	Exterior - roofs & gutters only	Internet provider
Common area repairs		Lake
Common area work, insurance		Lake access ramp & dock
Common areas		Lake maintenance
Common areas - mgmt. Co., painting, "our yearly budget imp....(illegible)		Lake mgmt
		Landscape common areas only
		Laundry facilities, lighting
		Lawn - was marked off , leaving only planting bed care as checked off;

community center -  
bathhouse written beside  
it'; also campground,  
beach facilities,  
playground, road side  
mowing (summer)  
Lawn and bed - "common  
areas"  
Lawn care includes irrigation  
Lawn maintenance  
Lawn only, board of directors  
& assoc's, workman's  
comp. Coverage  
Lawn service common areas  
Lawn/planting bed care for  
common areas only  
Legal for rules enforcement,  
newsletter  
Legal, audit, accountg  
Liability , insurance, flood  
insurance, property  
insurance (ie fire, wind  
etc)  
Liability insurance for  
common area  
Lighting  
Lighting - street  
Maint of common - roof,  
gutters - cleaning for  
property  
Maint. Of street signs, curb  
house #'s, community  
events  
Maint./painting/deck coating  
of common elements  
Maintain common areas  
Maintain common areas  
Maintain lake & common  
areas  
Maintain private park  
representing homeowner  
interests  
Maintenance of common  
areas  
Management of  
administratives (legal,  
acct, etc)  
Management service  
Master insurance policy  
Master insurance policy  
Mgmt co.  
Mgmt co.  
Mgmt. Fees  
Mgmt. Fees  
Mgmt., lawn care, snow  
removal, recycling

Mowing and care of common  
areas  
Mowing common areas  
Mowing common areas, legal  
fees  
Mowing common areas,  
maint. Basketball court  
Mowing common ground  
Mowing of common areas  
Mowing, snow removal  
Natural gas for heat, tot lot,  
street lighting  
Natural gas heating  
Natural gas, elevator service,  
heating/air cond. Service  
Neighborhood watch, legal  
fees, road consultants and  
engineers  
Night lights and common  
fence and common  
grounds maint.  
None -- we hold work parties.  
Not impressed with their  
security services  
Not swimming pool - hot tub  
Outside lighting  
Overflow parking lot  
Painting of exterior  
Painting of exterior wood  
trim, lawn care  
Parking = for pool, tennis  
court, boat ramp  
Parking lot snow removal,  
anti-icing, outdoor lighting  
Partial security in summer  
only after school is out  
Pay for street lights, paving,  
streets, replace, roofs.  
Pier maint. & street lights  
Pipe stem maintenance  
Playground  
Playground  
Playground for tots.  
Playgrounds, foot/bike path  
Pond maintenance  
Private boat ramp  
Projects - bridge construction  
Property mgmt.  
Property mgmt., snow  
removal, common ground  
maint.  
Public area maint.  
Recycling  
Recycling, newsletter, street  
lights, common ground

(tot lots) maint, tennis  
courts, insurance  
Recycling, snow removal  
Recycling, snow removal,  
exterior painting  
Repairs and replacements  
Retention ponds  
Road paving & maintenance  
Road repair, snow plow  
Roof repairs  
Salt water pier, parking area  
& boat ramp.  
Security - outside lighting  
Security lights only  
Sewage = all septic; lawn =  
common areas; marina for  
lake usage, lodge for  
parties & meetings, (2)  
beach areas, bath house,  
large picnic shelter, (9)  
reek areas around 275 acre  
lake, camp ground, tennis  
courts, lake dock areas  
Shuttle service to metro  
Sidewalk maintenance  
Snow  
Snow & ice removal  
Snow plowing  
Snow plowing all streets and  
community mailboxes area  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal  
Snow removal (sidewalks -  
parking lot)  
Snow removal (streets only)  
Snow removal +  
administrative costs  
Snow removal and common  
area maint.  
Snow removal as necessary  
Snow removal sidewalks  
+pashing lot, parking lot  
maint. Common area  
maintenance.

Snow removal, common area liab. Insurance	majority roads/streets maintained by VDOT,	provided by townhouse board
Snow removal, parking lot maintenance	'trash - extra \$35 annual fee', community owned	Tot lot, jogging paths, sewer/retention pond
Snow removal, req'd insurance	100 ac. Lake - tennis courts (2) \$20/yr fee"	Tot lots, exterior painting of ea. Home, fence repair & replacement, sidewalk & curb replacement, snow removal & sanding of roads, common area maint. (tree service & lawn)
Snow removal, sand	Telecommunication made available some withy \$ back to association - most not!	Total lot maintenance
Snow removal, shoveling	Telephone - security	Trash, recycling, snow removal, landscaping/mowing of common areas
Snow removal/plowing	Tennis	Tree & shrub maint., roof & gutter cleaning, irrigation
Snow removal/plowing in parking area	Tennis court	TV cable
Snow removal on association streets -- not individual lots	Tennis court & common areas & playground	TV, snow removal
Social activities, bus, trips	Tennis court, basketball court	Undeveloped community land
Storm drainage with in street right of way + fallen trees.	Tennis court, RV parking, entrance/common area lighting	Watch lights in townhouse area
Storm water mgmt. Systems	Tennis court, tot lot	Water, sewage, electric - common areas only
Street - private only; sports - reek facility	Tennis courts	We have an off-site professional property mgmt company to "run" the property and one on-site, full-time maintenance person. A separate professional mgmt. Firm handles the accounting (only).
Street lighting	Tennis courts	Wetland maint., social events - ie. Annual yard sale by community
Street lighting	Tennis courts	
Street lighting, lake accident insurance to include common area & water accidents	Tennis courts, basketball, annual pool party, USPS mail receptacles, web site	
Street lighting, water fountain care	Tennis courts, party room, handball courts, jogging trail, exercise room, maint. Of marina store, sauna	
Street lights	Tennis courts, total lots, snow removal	
Street lights	This assoc. Gives no services to us, only fines.	
Street lights	This is covered by monthly dues to the master board - other coverages are	
Street lights & playground		
Street lights, snow removal, insurance		
Street lutes		
'Swimming pool - extra \$75 annual meme. Fee',		

## 24 - What do you feel, are the top problems facing your association today?

None of the above	these members have	assoc. Activities, or don't
Only (1) checked	severe financial probs and	respect property of others
Only (2) checked, none	loss of income.	There are really no problems
numbered	Regular & major maint of	with above type items. The
Only 2 checked; no numeric	bldgs & roads	assoc currently faces some
values	Renters violating rule, 2. Pet	major capital projects and
Only 2 checked; no numeric	barking not under control.	is looking at funding
values	Resource (\$) to accomplish	alternatives.
Only checked not numbered	all own priorities.	Tie; 4 items rated
Parking policies	Response of gov't agencies	Timeliness of auditor's
People picking up after their	timely	reports --1; dealing with
pets/debris -- 1	Road repair, reserve fund	management for
Previous board member	issues	homeowners' share of
mistakes have no way to	Serious problems collecting	common costs -- 2.
correct. I.e.; arc sign offs	dues	Timely payment of annual
incorrectly approved, also	Since we are a voluntary	dues
- expensive corrections of	association, we feel	Too few have to do all the
incorrect homeowner	contend to have any	work
improvements are not	participation.	Too many rental units. Rental
supported by the court.`	Soaring insurance costs	owner apathy
Problem w/Loudon county	Special assessments are	Trash collection
providing sidewalks,	necessary when painting,	Vandalism by minors
streetlights	roofing, etc are necessary.	We are a small assoc w/ few
Re: b #2 specifics - timely	State legislation re comm.	simple covenants &
payment monthly condo	Assoc/condo act ins.	restrictions. Even 'rules
fee - approx. 10% (same	Provision flip-flopping,	violations' are minor.
10% ea. Time) continually	mortgage requests un-	We have great participation -
2+ months late. Of this	funded mandates	we're a "10"!
10% - 2.5% owe a full	Tenants don't follow rules	Wetlands issues
years dues and 5% owe 3-	well, or participate in	What to do with parking
4 months dues. All of		limitations.

**26 - Are you aware if your board has contacted the Virginia liaison for communities with common properties to assist with addressing any of your association concerns? (If so, was your encounter helpful?)**

Did not make contact	Sometimes	Yes
Didn't know it existed	Somewhat	Yes
Enlightening	Unable to get parties to cooperate	Yes
No	Very informative	Yes
No	Yes	Yes
No	Yes	Yes
No	Yes	Yes
No contact was ever made	Yes	Yes
Not very much	Yes	Yes – informative
Partially	Yes	
Provided needed policy info	Yes	

## Appendix E

### Statistical Analysis (Logistic Regression)

Professional Management and Inferences  
Related to Assessments, Reserve Studies,  
Liens, Home Types, and the Number of  
Units in the Community

Using the survey data, a multivariate investigation using logistic regression analysis was performed on Question 21 (“Is your community managed by a professional management company or a paid employee?”); the table below shows the full results. Our study was created to consider which situations (e.g., the tested variables) might provide us with significant indicators of the presence of professional community management. Thus, Question 21 was used as the dependent variable, with our interest based on the presence (“yes”) of professional administration of the community. Given that the question of management was strictly dichotomous (yes/no), the item was well-suited for logistic regression; furthermore, the independent variables were largely categorical in nature (of a nominal or ordered variety) and were also appropriate for this type of test.

Using the independent variables, our goal was to look at certain survey question combinations and uncover the odds that particular situations had a greater chance of being present in a professionally managed community. To provide an example from the table below: the odds of having “Liens on residents” were implied to be 2.217 times greater in a professionally managed community than at a non-professionally managed site.

Please note that a number of theoretically applicable survey questions (other than those shown in the table) were considered and tested as candidates for the final regression, but were excluded because of their lack of statistical significance.

Our pre-analysis of the data showed no unusual data within our sample; there were no apparent outliers and no extreme data points that could present problems in the regression calculations. Variable combinations containing missing values were excluded; we were able to use 654 of the 792 cases (82.6%). Additionally, a Hosmer and Lemeshow test of model fit ( $p > .325$ ) indicated that the model's estimates fit the survey data at an acceptable level.

The resulting regression infers, for the selected independent variables, that assessments were higher in professionally managed communities. Reserve studies were more likely to have been done, as well as liens being placed on delinquent residents. Professional staff was less likely to be a presence in a single family community; the odds of professional management at a multi-level/ high rise, attached unit site was 8.256 times greater. However, the greatest impact was the odds of having a presence in communities

with 100 or more units; for example, areas with 250 or more units had 13.261 times greater odds of being professionally managed than a community with 25 or less homes.

<b>Logistics Regression Table for Selected Variables</b>							
		<b>B</b>	<b>S.E.</b>	<b>Wald</b>	<b>df</b>	<b>Sig.</b>	<b>Exp(B)</b>
<b>2003 Assessments (\$ per year) (Banded)</b>	<= 200 (contrast indicator)			34.174	4	0.000	
	201 - 500	1.104	0.305	13.066	1	0.000	3.016
	501 - 800	0.767	0.325	5.552	1	0.018	2.153
	801 - 2100	1.730	0.343	25.392	1	0.000	5.640
	>= 2101	1.651	0.364	20.615	1	0.000	5.213
<b>Financial</b>	Recent reserve study	1.076	0.228	22.253	1	0.000	2.934
	Liens on residents	0.796	0.243	10.750	1	0.001	2.217
<b>What are the majority types of homes in the community?</b>	Other	2.145	0.519	17.104	1	0.000	8.543
	Single-family homes (contrast indicator)			40.728	3	0.000	
	Multi-level/ high rise, attached units	2.111	0.400	27.859	1	0.000	8.256
	Town homes	.963	.255	14.264	1	0.000	2.621
<b>What is the approx number of homes/units in the community?</b>	1-25 (contrast indicator)			58.227	3	0.000	
	26-100	1.259	0.276	20.770	1	0.000	3.521
	100-250	2.368	0.357	43.995	1	0.000	10.678
	250 or more	2.585	0.388	44.404	1	0.000	13.261
	Constant	-3.860	.360	114.984	1	0.000	.021
<p>B = the regression coefficient for the independent variable  S.E. = the standard error of the regression coefficient (B); a measure of how much the value may vary  Wald = a statistic used to determine the significance level (Sig.) of the regression coefficient (B); this value is <math>(B \cdot S.E.)^2</math>  df = degrees of freedom  Sig. = Significance level; for the above, the desired values are those less than 0.05; in this case, all of the variables meet the criteria  Exp(B) = the Odds Ratio (the exponential function to the B power (<math>e^B</math>))</p> <p>contrast indicator = The particular value or condition used as a reference point for the regression and odds ratio calculations (used for non-dichotomous or non-scaled variables)</p> <p>Dependent variable: "Is your community managed by a professional management company or a paid employee?"</p>							