



LARGE-SCALE ASSOCIATION

>> survey results

JUNE 2016

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Foundation for Community Association Research
6402 Arlington Boulevard, Suite 500
Falls Church, VA 22042
(888) 224-4321
www.cairf.org



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CAI's Large-Scale Managers (LSM) Committee represents onsite managers who work for a large-scale community, defined as a community providing municipal type services with a minimum of 1,000 units or minimum of 1,000 acres and a minimum of \$2 million operating budget. The committee provides input on education curriculum, best practices, public policies related to management or operations of large-scale community associations, or identifying what is of value to the large-scale manager membership.

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FOREWORD

During the last 40 years of the 20th century, the phenomena of community associations came to be the standard bearer for new housing communities in the United States. As counties and municipalities embraced the community association model for new housing, land developers looked for creative and innovative ways to blend their real estate offerings with a variety of environmental backdrops and recreational offerings. Many municipal governments viewed this new community housing concept as a means to transfer various public works and recreational responsibilities to a third party, which possessed the ability to assess property owners for the administration of these varied services. The result was collaboration between numerous visionary developers and municipal governments. This cooperation opened tracks of land to a variety of land uses helping foster the expansion of large-scale community associations across the USA. Community association living is now prevalent in many parts of the world. These communities boast amenities such as golf, tennis, stables, ski runs, country clubs, leisure trails, fitness facilities, ball fields, playgrounds, parks, clubhouses, theaters, newsletters and other communications tools, garden plots, aquatic offerings and facilities to meet the needs of hobbyists for all manner of leisure pursuits.

With all of these amenities and home offerings, many practical needs arose such as roadway maintenance, stormwater infrastructure, water and sewer plants, retention ponds, lakes, refuse pick up, security, shoreline management, along with numerous similar services. All of this infrastructure requires scheduled maintenance and the technical skills to keep these offerings operational. Thus was born the large-scale community association, which in many ways operates as a mini-town. Each large-scale community has its own unique characteristics; however, they all have similarities. This Large-Scale Association Survey provides information on how these large-scale communities are similar and how they are unique.

The information contained in these pages will benefit large-scale managers, real estate developers, land planners, municipal governments, and private citizens seeking information on the array of amenities and services that large scale communities across the United States have to offer.

T. Peter Kristian, CMCA®, LSM®, PCAM®
Chair, CAI Large-Scale Managers Committee, 2012 – 2015

PREFACE

The Large-Scale Managers Committee of the Community Associations Institute (CAI) has been concerned for some time that reported data concerning large-scale community associations (LSAs) has dealt either primarily with sales data or with histories of major large-scale associations such as Reston, Virginia, Columbia Maryland or The Woodlands, Texas. Accordingly, the Committee formed a LSA Survey Team to create a survey that would more broadly explore the community services, governance services and business services provided by LSAs to their members and residents in five types of LSAs.

LSA Survey Team

- Peter Kristian, CMCA®, LSM®, PCAM®
- Joe Bunting, CMCA®, AMS®, LSM®, PCAM®
- Jim Dodson, CPM®, LSM®, CCAM®, PCAM®
- Drew R. Mulhare, CMCA®, LSM®, PCAM®, Broker (VA)
- Jim Romine, MCM, LSM®, PCAM®

CAI Staff Support

- Crystal L. Wallace, IOM, CAE
Vice President, Membership & Chapter Relations Community Associations Institute

LSA Survey Team Coordinator

- Clifford J. Treese

Survey Production, Distribution & Analysis

- Catherine Patterson, MOSAK

PREFACE continued

Significance of Community Association Housing

As a related outcome, the Survey will become an important part of the **Community Association Fact Book** to be published late this May/June 2016 by the **Foundation for Community Association Research**.

As of Q4 2015, using the **Federal Reserve Flow of Funds, Report Z.1, Financial Accounts of the U.S., Balance Sheet Tables**, it can be estimated that association housing, as a part of all owner occupied housing, had these two important economic impacts:

- The homes in any kind community association (condominium, cooperative, planned community) – ranging from 2-unit urban infill condominiums to LSAs, had an aggregate estimated market value of over \$5 trillion and,
- In terms of **Residential Fixed Investment** and in terms of providing Housing Services as measured in the **National Economic Accounts**, that associations contributed 3%-4% to this country's Gross Domestic Product (GDP).

Associations not only are places to live, but they are places to work and a source of jobs – LSAs are primary examples of these features.

PREFACE continued

Use of the Survey

It is hoped that the data in the Survey will benefit these types of LSAs depending on their development status:

- Those in the planning stage, that are still working with local government and analyzing land use and environmental matters as well as marketing studies.
- Those existing LSAs that are still in development and for which build-out is in the future and flexibility exists.
- Those LSAs that are at build-out, but who are constantly searching for new ideas for governance, management and the delivery of services.

The Survey only reached a small part of the estimated 6,000 to 9,000 LSAs in the U.S. Consideration should be given to expanding the distribution base for the Survey according to the LSA categories, especially those communities that meet the requirements housing 55+ owners.

Also, the Survey, while detailed, is not comprehensive, for instance:

- Data regarding staff salaries, benefits, and turnover was not sought.
- Also, the value of “volunteer services” was not queried and evaluated.
Incidentally, the **average value of volunteer time in 2015 was \$23.07 per hour.**

Similarly, the role of LSAs as stewards of the environment deserves greater discussion as those activities depicted in the Survey would surely provide important lessons for many associations regardless of size.

PREFACE continued

Concluding Comments

Community associations – condominiums, cooperatives and planned communities – now represent the greatest extension of housing and ownership opportunities since the **Land Grant Ordinances** at the beginning of this country and the **GI Bill** after WWII.

The current growth of housing in LSAs, in particular, represents a significant refinement and improvement in land subdivision practices that began just after the Civil War. Those early proto-LSAs created 125+ years ago were designed primarily for the wealthy. Further, those early LSAs did not operate within a system that required complex administrative coordination that linked local development requirements to land planning, master plans and residential finance – all culminating in and depending upon sophisticated LSA management coupled with active LSA volunteer governance to ensure the long-term success of the project.

Today, while working in a close relationship with regulatory officials, community associations in general, and LSAs in particular provide extraordinary services typically considered municipal services, such as recreation, storm water management, and in some cases, maintenance of roadways and neighborhood security.

Today, LSAs are not just for the wealthy. Today, LSAs are developed, operated and governed within a refined, unified system that enhances the total environment—including quality of life—for community members and their guests. The LSA story of today, as demonstrated in the Survey, really is quite remarkable.

Large-Scale Association Requirements

LARGE-SCALE ASSOCIATION ONLINE SURVEY

To be defined as a Large-Scale Association, a community must meet three requirements: 1) provide municipal type services 2) contain at least 1,000 lots, units, or acres 3) have an operating budget of \$2,000,000 or more. The following tables represent how the survey respondents answered questions about those three requirements.

Provide Municipal Services?					
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Yes	78.8%	61.9%	75.0%	78.6%	75.0%
No	21.2%	38.1%	25.0%	21.4%	25.0%

Contain At Least 1,000 Lots, Units, or Acres?					
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Yes	98.5%	95.2%	95.0%	78.6%	100.0%
No	1.5%	4.8%	5.0%	21.4%	0.0%

Operating Budget of \$2,000,000 or More?					
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Yes	89.4%	100.0%	90.0%	100.0%	100.0%
No	10.6%	0.0%	10.0%	0.0%	0.0%

Housing and Demographics

PRIMARY USE & LIFESTYLE THEME

Large-Scale Associations (LSAs) are defined by five Primary Use and Lifestyle Theme categories: Age Restricted, Mixed Use, Private Club, Residential, and Resort/Residential. Those categories are defined below. The largest percentages of respondents surveyed fell into either the Residential (44.3%) or Resort/Residential (26.8%) categories.

Residential: A community which may have a mix of housing types along with association common area including clubhouse, recreational, and maintenance facilities.

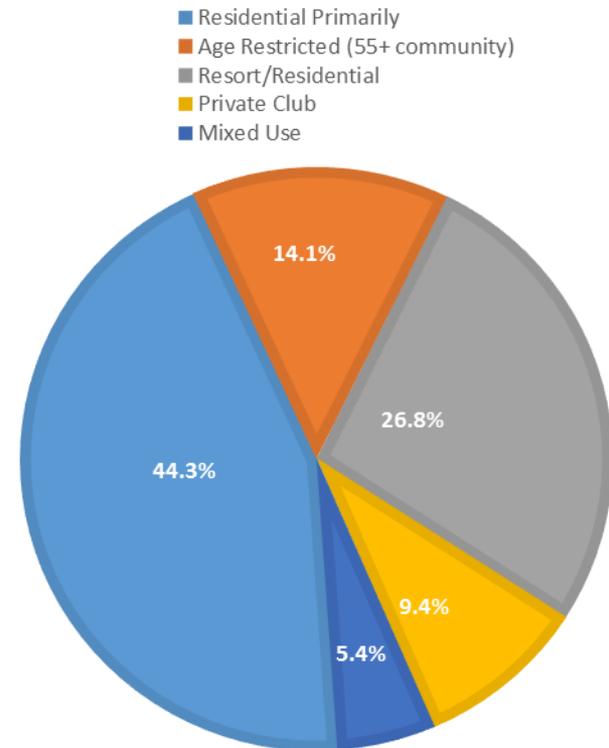
Age Restricted: A “55 years old and older” (also called 55+) community subject to the Housing for Older Persons Act (HOPA). It may have a variety of amenities, a clubhouse, maintenance facilities, dining services, and other services.

Resort/Residential: In addition to residential properties, this community includes golf courses, marinas, ski areas, hotel, timeshares, and/or other amenities which may be owned by the association or a separate entity, but it is still considered part of the overall concept or master plan of the community.

Private Club: Similar to Resort/Residential but access is limited to members only.

Mixed Use: A residential community with a significant public retail and commercial aspect; by example, but not limited to public retail or commercial space on the first floor with residential units in upper floors.

PRIMARY USE & LIFESTYLE THEME



SECONDARY USES & THEMES

A large portion of Residential, Resort/Residential, and Mixed Use LSAs identify as having a Family secondary use. Over 90% of Age Restricted LSAs do not identify with any secondary uses. Many of the Private Club LSAs identify as having a Family secondary use, but half do not identify with any.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Family	83.3%	9.5%	75.0%	42.9%	75.0%
Campground	3.0%	0.0%	20.0%	7.1%	0.0%
Special Tax/Purpose District	9.1%	0.0%	7.5%	14.3%	12.5%
Downtown/City Center	4.5%	0.0%	2.5%	0.0%	12.5%
New Urbanism	6.1%	0.0%	0.0%	0.0%	25.0%
Transit/Pedestrian Oriented	6.1%	0.0%	5.0%	0.0%	0.0%
None of the above	16.7%	90.5%	22.5%	50.0%	0.0%

MEDIAN YEAR OF EVENTS

The following table shows the median year of Incorporation, First Sale, Transition of Control, Completion, and Build-Out according to primary use category.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Incorporation	1987	1985	1977	1983	1996
First Sale	1987	1984	1976	1979	1998
Transition of Control	1998	1997	1992	1994	2002
Completion	2014	2002	1997	2001	2016
Build Out	2016	2002	2020	2004	2011

ACRES, LOTS, UNITS NOW AND AT BUILD OUT

The tables below show the median number of Acres, Lots, Lots with Units, and Units per Acre now and at build out across the five primary use categories.

Now	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Acres Total	2,097	397	1,778	944	1,593
Lots	2,600	1,371	2,300	1,235	1,200
Lots with Units	2,488	1,382	1,900	1,244	3,033
Units per Acre	2	4	1.97	1.1	3
Build Out	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Acres Total	2,100	397	1,756	1,000	1,896.5
Lots	2,901	1,382	2,364	1,425	2,970
Lots with Units	3,000	1,507	2,163	1,500	3,716.5
Units per Acre	2	4	1.95	1.3	3

HOMES BY UNIT STYLES

The table below shows the median number of homes by unit style by the five primary use types. Detached Single Family homes are the most common style of home across all five primary use categories.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	66	21	40	14	8
Detached Single Family	1,935	851	1,644	1,050	1,611
2-4 Units per Building	240	500	41	167	548
5+ Units per Building	62	13	31	0	941

HOMES BY NUMBER OF STORIES

The table below shows the median number of homes by stories. 1-2 Story homes are the most common style of home across all five primary use categories.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	55	19	34	14	6
1-2 Stories	2,040	1,632	1,388	1,144	2,709
3-4 Stories	0	0	0	0	4
5+ Stories	0	0	0	0	0

ESTIMATED POPULATION BY OCCUPANCY STYLE

The table below shows the median estimated populations by occupancy style. Full-time Owners are the most common occupants across all five primary use categories. The second most common occupancy style for Residential and Mixed Use communities are the Renters, but for Age Restricted, Resort/Residential, and Private Club it is Part Time/Seasonal Owners.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	52	18	32	12	5
Full-Time Owner	2,243	1,346	1,337	584	2,180
Part-Time/Seasonal Owner	100	619	600	400	54
Renter	299	120	140	15	450

ESTIMATED POPULATION BY AGE GROUP

The table below shows the median population of residents by age group. Residential, Resort/Residential, and Mixed Use LSAs' largest populations tend to be in the Adult (19-54) range, while Age Restricted and Private Club LSAs' largest populations tend to be in the Adult (55 & over) segment. Please note that by law, Age Restricted LSAs need to have a predominately 55+ residential population.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	51	13	30	10	5
Child (18 & under)	1,050	0	606	148	300
Adult (19-54)	2,900	100	1,548	594	1,800
Adult (55 & over)	1,764	2,500	1,500	1,650	750

STREETS AND PATHS/TRAILS OWNED OR MAINTAINED

The LSAs themselves tend to own/maintain the most miles of streets and paths/trails as compared to the local governments or other organizations.

		Median Miles				
		Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
Entity	n=	56	18	33	14	5
Association	Streets Owned	10	8	13.3	9	2
	Streets Maintained	9.5	8	13.3	8.5	2
	Paths/Trails Owned	5	3	5	2.5	4
	Paths/Trails Maintained	5	3	5	2.5	15
Local Government	Streets Owned	2.5	0	0	0	30
	Streets Maintained	1.6	0	0	0	30
	Paths/Trails Owned	0	0	0	0	3
	Paths/Trails Maintained	0	0	0	0	0
Other Organization	Streets Owned	0	0	0	0	2
	Streets Maintained	0	0	0	0	2
	Paths/Trails Owned	0	0	0	0	0
	Paths/Trails Maintained	0	0	0	0	0

LAND USE RESTRICTIONS

Large percentages of Residential, Age Restricted, Resort/Residential, and Private Club communities reported having land use restrictions on Conservation Areas, and Wetlands/Waterways.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	58	18	34	14	5
Conservation Area	51.7%	38.9%	47.1%	50.0%	20.0%
Wetlands, Waterways	60.3%	44.4%	55.9%	71.4%	40.0%
Historic	17.2%	11.1%	20.6%	7.1%	0.0%
Cultural	5.2%	0.0%	14.7%	0.0%	0.0%
Special Flood Hazard	20.7%	16.7%	26.5%	14.3%	40.0%
Other	20.7%	5.6%	11.8%	14.3%	0.0%
None of the above	20.7%	38.9%	26.5%	28.6%	40.0%

DEVELOPER'S INVOLVEMENT

Except for Mixed Use LSAs, a majority of LSAs reported that developers did not have any involvement with their LSA any longer.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	59	19	35	14	6
Controls the Board	18.6%	10.5%	8.6%	0.0%	50.0%
Serving on the Board	15.3%	10.5%	8.6%	14.3%	33.3%
Limited Veto Power	0.0%	10.5%	8.6%	7.1%	16.7%
Still Building	22.0%	21.1%	20.0%	14.3%	33.3%
Ability to Annex Land	15.3%	15.8%	8.6%	7.1%	33.3%
None of the above	62.7%	78.9%	71.4%	85.7%	33.3%

Governance Facts & Services

TYPE OF ASSOCIATION

A very large percentage of all LSAs identify as Planned Communities.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	51	16	29	13	5
Condominium	3.9%	18.8%	3.4%	7.7%	0.0%
Cooperative	0.0%	0.0%	0.0%	0.0%	0.0%
Planned Community	96.1%	81.3%	96.6%	92.3%	100.0%

ORGANIZATIONAL STRUCTURES

Most communities, regardless of Primary Use, reported being structured on a Master Association/Sub-Association basis.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	51	16	29	13	5
Master Association	82.4%	81.3%	82.8%	76.9%	100.0%
Sub Association	56.9%	50.0%	55.2%	53.8%	80.0%
Utility District	15.7%	6.3%	10.3%	0.0%	0.0%
Special Tax/Special Purpose District	15.7%	0.0%	10.3%	7.7%	40.0%
Community Service Organization (CA Only)	0.0%	6.3%	6.9%	0.0%	0.0%
Community Service Corporation	0.0%	6.3%	0.0%	7.7%	0.0%
Conservancy/Foundation	17.6%	6.3%	13.8%	0.0%	20.0%
None of the above	9.8%	18.8%	10.3%	23.1%	0.0%

SUB-ASSOCIATIONS

Of the LSAs that do have sub-associations, Mixed Use have more on average than the other primary use categories.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	29	8	16	7	4
Average # of Sub Associations	11	9	11	16	20

BOARD OF DIRECTORS MEMBERS AND MEETINGS

Except Mixed Use LSAs, each primary use type had a median of 0 developer board members and 7 owner board members. Mixed Use had a median of 1 developer board member and 5 owner board members. All primary use categories of LSAs had a median of 11-13 board meetings per year.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	51	16	29	13	5
Developer Board Members	0	0	0	0	1
Owner Board Members	7	7	7	7	5
# of Board Meetings per Year	12	13	12	12	11

COMMUNITY ASSOCIATION COMMITTEES

A majority of all LSAs, regardless of primary use, have Activities/Social Recreation/Community Life, Architectural Control/Design Review, and Finance/Budget/Insurance/Asset Protection committees. Private Clubs in particular also tend to have Nominating Committees, and Security & Safety committees.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	51	16	29	13	5
Activities/Social/Recreation/Community Life	72.5%	56.3%	62.1%	61.5%	60.0%
Architectural Control/Design Review	88.2%	87.5%	89.7%	92.3%	100.0%
Audit	15.7%	25.0%	27.6%	30.8%	20.0%
Capital Improvement/Replacement	27.5%	43.8%	27.6%	7.7%	20.0%
Community Relations	13.7%	43.8%	24.1%	15.4%	0.0%
Communications	43.1%	43.8%	51.7%	30.8%	20.0%
Covenants/Alternative Dispute Resolution	43.1%	50.0%	62.1%	46.2%	40.0%
Emergency Preparedness	19.6%	50.0%	31.0%	38.5%	0.0%
Environment/"Green"/Landscape/Conservation/Lakes	31.4%	31.3%	37.9%	53.8%	40.0%
Executive	29.4%	25.0%	37.9%	38.5%	20.0%
Facilities & Projects/Maintenance/New Construction	35.3%	62.5%	37.9%	30.8%	20.0%
Finance/Budget/Insurance/Asset Protection	62.7%	81.3%	93.1%	76.9%	60.0%
Government & Public Affairs	9.8%	25.0%	10.3%	23.1%	20.0%
Historical	5.9%	6.3%	3.4%	0.0%	0.0%
Legislative Action Committee	0.0%	6.3%	3.4%	0.0%	0.0%
Nominating Committee (Board of Directors)	37.3%	56.3%	58.6%	76.9%	20.0%
Personnel/Human Resources (HR)	17.6%	25.0%	17.2%	0.0%	20.0%
Property/Contracts	11.8%	18.8%	13.8%	0.0%	0.0%
Public Relations/Branding	5.9%	25.0%	6.9%	0.0%	0.0%
Security & Safety	37.3%	37.5%	51.7%	69.2%	0.0%
Strategic Planning	21.6%	43.8%	41.4%	30.8%	0.0%
Technology	13.7%	12.5%	17.2%	15.4%	0.0%
Volunteer Management & Recruitment	5.9%	6.3%	13.8%	0.0%	0.0%
Transition from Developer Control	2.0%	0.0%	0.0%	7.7%	20.0%
Wildlife	5.9%	12.5%	6.9%	7.7%	0.0%
Other	39.2%	25.0%	34.5%	69.2%	60.0%
None of the above	2.0%	0.0%	0.0%	0.0%	0.0%

COMMITTEE MEETING FREQUENCY PER YEAR

For most LSAs, the Architectural Control/Design Review committees meet the most frequently per year. As an outlier however, one Age Restricted Primary Use community reported that their Historical committee meets 100 times per year.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
Activities/Social/Recreation/Community Life	9	12	9	11	5
Architectural Control/Design Review	18	18	18	16	15
Audit	3	9	3	3	12
Capital Improvement/Replacement	6	11	9	6	6
Community Relations	7	11	7	5	N/A
Covenants/Alternative Dispute Resolution	10	10	8	7	8
Emergency Preparedness	4	8	8	5	N/A
Environment/"Green"/Landscape/Conservation/Lakes	9	19	12	11	5
Executive	7	11	7	5	2
Facilities & Projects/Maintenance/New Construction	10	20	10	5	2
Finance/Budget/Insurance/Asset Protection	10	17	9	9	10
Government & Public Affairs	6	8	9	5	2
Historical	8	100	5	N/A	N/A
Legislative Action Committee	N/A	12	10	N/A	N/A
Nominating Committee (Board of Directors)	4	16	5	4	3
Personnel/Human Resources (HR)	3	7	3	N/A	1
Property/Contracts	7	12	5	N/A	N/A
Public Relations/Branding	12	10	5	N/A	N/A
Security & Safety	8	10	9	9	N/A
Strategic Planning	6	10	9	7	N/A
Technology	7	5	10	12	N/A
Volunteer Management & Recruitment	5	12	10	N/A	N/A
Transition from Developer Control	12	N/A	N/A	6	8
Wildlife	9	7	7	8	N/A
Communications	9	12	10	14	2

STANDING AND AD HOC COMMITTEES

LSAs, regardless of primary use category, have more standing committees on average than Ad Hoc committees.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	29	13	5
Standing Committees	5.2	8.6	7.2	7.3	5.0

n=	51	16	28	12	4
Ad Hoc Committees	1.5	2.9	2.5	2.6	0.8

POLICY GOVERNANCE

For the most part, LSAs are fairly evenly split on their use of Policy Governance, and Modified Policy Governance.

Policy Governance					
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	16	28	13	5
Yes	54.0%	50.0%	42.9%	53.8%	40.0%
No	46.0%	50.0%	57.1%	46.2%	60.0%

Modified Policy Governance					
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	16	28	13	5
Yes	44.0%	43.8%	42.9%	53.8%	60.0%
No	56.0%	56.3%	57.1%	46.2%	40.0%

ANNUAL MEETING QUORUM

The table below shows the median Annual Meeting quorum percentage for LSAs across primary use types.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	29	13	5
Annual Meeting Quorum	21.5%	10.0%	27.5%	30.0%	15.0%

ANNUAL MEETING PARTICIPATION METHOD

Across all primary use types, the largest median percentage of members do not participate in the Annual Meeting. A large percentage of Private Club members also attend by proxy.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	5
In Person	3.5%	10.0%	6.0%	17.0%	2.0%
By Proxy	20.0%	5.0%	20.0%	39.0%	15.0%
Video/TV/Internet	0.0%	0.0%	0.0%	0.0%	0.0%
By Audio/Call-In	0.0%	0.0%	0.0%	0.0%	0.0%
Do Not Participate	72.5%	42.0%	65.0%	30.0%	84.0%

ANNUAL MEETING VOTING METHODS

For Residential and Resort/Residential LSAs, the highest median percentage of members do not vote. For Age Restricted, Private Club and Mixed Use LSAs, the largest median percentage of members vote via Paper Ballots.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	5
Paper Ballots	30.0%	52.0%	36.5%	70.0%	51.0%
Electronic Ballots at the Meeting	0.0%	0.0%	0.0%	0.0%	0.0%
Electric Ballots Online	0.0%	0.0%	0.0%	0.0%	0.0%
Do Not Vote	62.5%	40.0%	51.0%	30.0%	49.0%

ANNUAL MEETING VOTING SUPERVISION

The largest percentages of Residential, Age Restricted, and Resort/Residential LSAs reported using only internal committees to supervise voting at annual meetings. Private Club LSAs largely either use both an internal committee and external third party or internal committee only. Mixed Use LSAs largely either use an external third party or internal committee.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	5
Both Internal Committee & External Third Party	28.0%	26.7%	25.0%	38.5%	20.0%
External Third Party	30.0%	20.0%	25.0%	23.1%	40.0%
Internal Committee	42.0%	53.3%	50.0%	38.5%	40.0%

COOPERATION AND COMPLIANCE METHODS

The table below shows the average ranking of resolution methods to issues of cooperation and compliance, with 1 being the most common. Across all LSAs, informal discussion is the most common method used.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	27	11	2
Informal discussion	1.0	1.0	1.1	1.0	1.0
n=	43	15	26	11	2
Formal hearing	2.5	2.4	2.3	2.2	2.5
n=	28	12	12	7	1
Mediation - third party	4.0	3.8	3.8	3.4	4.0
n=	18	13	10	4	0
Arbitration - third party	5.2	4.9	4.9	4.3	N/A
n=	36	12	21	10	1
Litigation	4.4	5.6	4.7	4.6	3.0
n=	38	12	24	9	1
Internal Dispute Resolution	2.3	2.7	2.6	2.6	2.0

REASONS FOR DISPUTES

The table below shows the average ranking of reasons for disputes, with 1 being the most common. On average, architectural review/design review were the most common reasons for dispute for Residential, Age Restricted, and Mixed Use LSAs. Rules – maintenance of facilities/property was the most common for Resort/Residential LSAs. Rules – vehicles/parking was most common for Private Club LSAs.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	48	14	25	13	2
Architectural review/design review	2.1	2.6	2.9	3.2	1.0
n=	37	10	14	12	1
Rules - pets	3.6	4.3	3.9	4.4	5.0
n=	39	13	18	12	2
Rules - vehicles/parking	3.4	3.5	3.6	2.7	3.0
n=	31	12	16	6	0
Rules - use of facilities	4.8	3.9	5.1	4.8	N/A
n=	42	13	22	9	2
Rules - maintenance of facilities/property	3.2	3.2	2.4	4.4	3.0
n=	20	8	13	7	0
Children -nuisance	6.9	5.8	7.0	5.6	N/A
n=	27	8	14	11	0
Traffic measures	5.1	4.3	3.8	3.9	N/A
n=	37	11	25	13	2
Levied fines & penalties	3.7	4.0	3.3	3.8	3.0

RELATIONSHIP WITH LOCAL GOVERNMENT AND PUBLIC OFFICIALS

A very large percentage of LSAs reported that they do have a relationship with local government and public officials. Out of those that reported having a relationship, most qualified the relationship as either Favorable or Very Favorable.

Relationship with Local Gov and Public Officials?					
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	4
Yes	98.0%	93.3%	89.3%	100.0%	100.0%
No	2.0%	6.7%	10.7%	0.0%	0.0%

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	14	25	13	4
Unfavorable	2.0%	0.0%	0.0%	0.0%	0.0%
Neutral	14.3%	21.4%	8.0%	30.8%	0.0%
Favorable	57.1%	35.7%	56.0%	38.5%	50.0%
Very Favorable	26.5%	42.9%	36.0%	30.8%	50.0%

INDIRECT INVOLVEMENT WITH LOCAL GOVERNMENT AND PUBLIC OFFICIALS

The largest percentages of communities reported permitting political signs, holding forums on issues, and having a polling place in the association.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	4
Permit political signs	36.0%	66.7%	28.6%	23.1%	25.0%
Hold "Forums" on issues	60.0%	80.0%	46.4%	46.2%	50.0%
Have a polling place in the association	38.0%	60.0%	39.3%	38.5%	25.0%
Permit electioneering by candidates	14.0%	33.3%	17.9%	23.1%	25.0%
Hold advocacy meetings on issues	36.0%	26.7%	21.4%	23.1%	25.0%
Newsletter permits campaign ads	10.0%	20.0%	17.9%	7.7%	0.0%
Other	18.0%	20.0%	39.3%	46.2%	25.0%
None of the above	8.0%	6.7%	10.7%	7.7%	0.0%

DIRECT INVOLVEMENT WITH LOCAL GOVERNMENT AND PUBLIC OFFICIALS (BOARD MEMBERS)

The largest percentage of LSAs indicated that their board members participate in meetings with the local government and public officials.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	4
Participate in meetings	70.0%	40.0%	53.6%	23.1%	100.0%
Provide testimony	40.0%	33.3%	21.4%	23.1%	25.0%
Serve on committees or task forces	38.0%	26.7%	17.9%	23.1%	25.0%
Elected/appointed to an office	22.0%	13.3%	10.7%	23.1%	0.0%
Legislative Action Committee - local issues	12.0%	13.3%	10.7%	15.4%	0.0%
Legislative Action Committee - CAI issues	8.0%	26.7%	14.3%	7.7%	25.0%
Negotiated reimbursement for duplicate services	12.0%	0.0%	10.7%	0.0%	0.0%

DIRECT INVOLVEMENT WITH LOCAL GOVERNMENT AND PUBLIC OFFICIALS (STAFF)

The largest percentage of LSAs indicated that their staff participate in meetings with the local government and public officials.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	4
Participate in meetings	62.0%	60.0%	64.3%	69.2%	50.0%
Provide testimony	46.0%	40.0%	39.3%	46.2%	25.0%
Serve on committees or task forces	36.0%	33.3%	32.1%	30.8%	25.0%
Elected/appointed to an office	2.0%	6.7%	3.6%	7.7%	0.0%
Legislative Action Committee - local issues	18.0%	20.0%	25.0%	30.8%	25.0%
Legislative Action Committee - CAI issues	38.0%	20.0%	46.4%	30.8%	25.0%
Negotiated reimbursement for duplicate services	14.0%	13.3%	21.4%	15.4%	0.0%

DIRECT INVOLVEMENT WITH LOCAL GOVERNMENT AND PUBLIC OFFICIALS (RESIDENTS)

The largest percentage of LSAs indicated that their residents participate in meetings with the local government and public officials and serve on committees or task forces.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	28	13	4
Participate in meetings	66.0%	66.7%	53.6%	61.5%	75.0%
Provide testimony	48.0%	53.3%	25.0%	46.2%	50.0%
Serve on committees or task forces	54.0%	80.0%	57.1%	84.6%	75.0%
Elected/appointed to an office	44.0%	53.3%	39.3%	30.8%	50.0%
Legislative Action Committee - local issues	20.0%	26.7%	10.7%	53.8%	25.0%
Legislative Action Committee - CAI issues	2.0%	20.0%	0.0%	7.7%	0.0%
Negotiated reimbursement for duplicate services	2.0%	6.7%	3.6%	0.0%	0.0%

IMPORTANCE OF LOCAL GOVERNMENT SERVICES – RESIDENTIAL

Residential LSAs reported that, in terms of importance of services provided by local governments, Police Presence, Fire & Rescue Services, Emergency Services, Zoning and Usage, and Utilities (water & sewer) were the most critical or very important services. Government Support was generally rated as Not At All Important.

Residential (n=50)						
Service	1 - Not At All Important	2 - Slightly Important	3 - Important	4 - Very Important	5 - Critical	N/A
Animal Control/Rescue	6.0%	12.0%	44.0%	26.0%	4.0%	8.0%
Building Code/Code Enforcement	12.0%	10.0%	24.0%	34.0%	14.0%	6.0%
Police Presence	4.0%	4.0%	14.0%	34.0%	42.0%	2.0%
Fire & Rescue Services	2.0%	0.0%	8.0%	30.0%	60.0%	0.0%
Emergency Response	2.0%	0.0%	6.0%	30.0%	62.0%	0.0%
Engineering Services	10.0%	14.0%	26.0%	28.0%	14.0%	8.0%
Facilities	18.0%	12.0%	24.0%	14.0%	8.0%	24.0%
Utilities - water & sewer	4.0%	2.0%	10.0%	38.0%	40.0%	6.0%
Zoning & Usage	4.0%	6.0%	36.0%	40.0%	12.0%	2.0%
Economic Opportunity	8.0%	16.0%	30.0%	26.0%	6.0%	14.0%
Governmental Support	28.0%	16.0%	14.0%	14.0%	0.0%	28.0%
Environmental Impact Studies	10.0%	12.0%	44.0%	20.0%	4.0%	10.0%
Environmental Regulations	12.0%	6.0%	46.0%	20.0%	8.0%	8.0%
Storm Water Management	0.0%	14.0%	18.0%	32.0%	28.0%	8.0%
Disaster Preparedness & Response	2.0%	8.0%	28.0%	32.0%	20.0%	10.0%

IMPORTANCE OF LOCAL GOVERNMENT SERVICES – AGE RESTRICTED

Age Restricted LSAs reported that, in terms of importance of services provided by local governments, Police Presence, Fire & Rescue Services, and Emergency Services were the most critical or very important services. Facilities were generally rated as the least important.

Age Restricted (n=15)						
Service	1 - Not At All Important	2 - Slightly Important	3 - Important	4 - Very Important	5 - Critical	N/A
Animal Control/Rescue	0.0%	20.0%	40.0%	26.7%	6.7%	6.7%
Building Code/Code Enforcement	13.3%	20.0%	13.3%	33.3%	13.3%	6.7%
Police Presence	0.0%	0.0%	26.7%	53.3%	6.7%	13.3%
Fire & Rescue Services	0.0%	0.0%	0.0%	20.0%	66.7%	13.3%
Emergency Response	0.0%	0.0%	6.7%	20.0%	66.7%	6.7%
Engineering Services	6.7%	40.0%	26.7%	13.3%	0.0%	13.3%
Facilities	26.7%	20.0%	20.0%	0.0%	0.0%	33.3%
Utilities - water & sewer	0.0%	6.7%	20.0%	33.3%	33.3%	6.7%
Zoning & Usage	0.0%	33.3%	20.0%	26.7%	13.3%	6.7%
Economic Opportunity	0.0%	26.7%	26.7%	26.7%	6.7%	13.3%
Governmental Support	13.3%	46.7%	20.0%	0.0%	0.0%	20.0%
Environmental Impact Studies	13.3%	20.0%	40.0%	0.0%	6.7%	20.0%
Environmental Regulations	13.3%	26.7%	33.3%	0.0%	6.7%	20.0%
Storm Water Management	0.0%	13.3%	26.7%	26.7%	20.0%	13.3%
Disaster Preparedness & Response	0.0%	6.7%	33.3%	33.3%	20.0%	6.7%

IMPORTANCE OF LOCAL GOVERNMENT SERVICES – RESORT/RESIDENTIAL

Resort/Residential LSAs reported that Fire & Rescue Services, Emergency Services, and Utilities (water & sewer) were the most critical or very important services. Facilities and Government Support were generally either rated N/A or Not At All Important.

Resort/Residential (n=28)						
Service	1 - Not At All Important	2 - Slightly Important	3 - Important	4 - Very Important	5 - Critical	N/A
Animal Control/Rescue	7.1%	17.9%	46.4%	14.3%	0.0%	14.3%
Building Code/Code Enforcement	0.0%	7.1%	39.3%	35.7%	3.6%	14.3%
Police Presence	3.6%	7.1%	28.6%	28.6%	25.0%	7.1%
Fire & Rescue Services	0.0%	3.6%	7.1%	32.1%	57.1%	0.0%
Emergency Response	0.0%	3.6%	3.6%	35.7%	57.1%	0.0%
Engineering Services	10.7%	17.9%	39.3%	14.3%	0.0%	17.9%
Facilities	21.4%	10.7%	21.4%	3.6%	0.0%	42.9%
Utilities - water & sewer	3.6%	3.6%	7.1%	32.1%	32.1%	21.4%
Zoning & Usage	3.6%	17.9%	57.1%	10.7%	3.6%	7.1%
Economic Opportunity	14.3%	7.1%	46.4%	17.9%	0.0%	14.3%
Governmental Support	17.9%	21.4%	17.9%	3.6%	3.6%	35.7%
Environmental Impact Studies	10.7%	25.0%	25.0%	21.4%	0.0%	17.9%
Environmental Regulations	10.7%	17.9%	32.1%	25.0%	3.6%	10.7%
Storm Water Management	7.1%	17.9%	25.0%	28.6%	10.7%	10.7%
Disaster Preparedness & Response	0.0%	3.6%	42.9%	28.6%	14.3%	10.7%

IMPORTANCE OF LOCAL GOVERNMENT SERVICES – PRIVATE CLUB

Private Club LSAs reported that Fire & Rescue Services, Emergency Services, Zoning & Usage, Utilities (water & sewer), and Disaster Preparedness & Response were the most critical or very important services. Engineering Services, Facilities, Economic Opportunity, Government Support, and Environmental Impact Studies were generally either rated N/A or Not At All Important.

Private Club (n=13)						
Service	1 - Not At All Important	2 - Slightly Important	3 - Important	4 - Very Important	5 - Critical	N/A
Animal Control/Rescue	0.0%	23.1%	15.4%	15.4%	15.4%	30.8%
Building Code/Code Enforcement	0.0%	46.2%	23.1%	15.4%	15.4%	0.0%
Police Presence	0.0%	15.4%	30.8%	15.4%	38.5%	0.0%
Fire & Rescue Services	0.0%	0.0%	7.7%	15.4%	69.2%	7.7%
Emergency Response	0.0%	7.7%	7.7%	23.1%	61.5%	0.0%
Engineering Services	38.5%	7.7%	7.7%	15.4%	7.7%	23.1%
Facilities	30.8%	7.7%	23.1%	0.0%	0.0%	38.5%
Utilities - water & sewer	7.7%	7.7%	15.4%	15.4%	46.2%	7.7%
Zoning & Usage	0.0%	15.4%	23.1%	30.8%	15.4%	15.4%
Economic Opportunity	15.4%	7.7%	30.8%	7.7%	7.7%	30.8%
Governmental Support	38.5%	15.4%	7.7%	0.0%	0.0%	38.5%
Environmental Impact Studies	23.1%	15.4%	30.8%	0.0%	7.7%	23.1%
Environmental Regulations	7.7%	15.4%	38.5%	7.7%	15.4%	15.4%
Storm Water Management	7.7%	15.4%	7.7%	30.8%	23.1%	15.4%
Disaster Preparedness & Response	0.0%	0.0%	23.1%	53.8%	23.1%	0.0%

IMPORTANCE OF LOCAL GOVERNMENT SERVICES – MIXED USE

Mixed Use LSAs reported that Fire & Rescue Services, Emergency Response, Zoning & Usage, Utilities (water & sewer), Economic Opportunity, and Disaster Preparedness & Response were the most critical or very important services. Engineering Services, Government Support, and Environmental Impact Studies were generally either rated N/A or Not At All Important.

Mixed Use (n=4)						
Service	1 - Not At All Important	2 - Slightly Important	3 - Important	4 - Very Important	5 - Critical	N/A
Animal Control/Rescue	0.0%	25.0%	50.0%	25.0%	0.0%	0.0%
Building Code/Code Enforcement	0.0%	0.0%	25.0%	0.0%	50.0%	25.0%
Police Presence	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%
Fire & Rescue Services	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
Emergency Response	0.0%	0.0%	0.0%	25.0%	75.0%	0.0%
Engineering Services	25.0%	25.0%	0.0%	0.0%	50.0%	0.0%
Facilities	0.0%	25.0%	25.0%	0.0%	25.0%	25.0%
Utilities - water & sewer	0.0%	0.0%	0.0%	25.0%	50.0%	25.0%
Zoning & Usage	0.0%	25.0%	0.0%	0.0%	75.0%	0.0%
Economic Opportunity	0.0%	25.0%	0.0%	50.0%	25.0%	0.0%
Governmental Support	0.0%	50.0%	0.0%	0.0%	0.0%	50.0%
Environmental Impact Studies	0.0%	0.0%	50.0%	0.0%	0.0%	50.0%
Environmental Regulations	0.0%	0.0%	75.0%	0.0%	0.0%	25.0%
Storm Water Management	0.0%	25.0%	0.0%	50.0%	0.0%	25.0%
Disaster Preparedness & Response	0.0%	25.0%	0.0%	0.0%	50.0%	25.0%

SATISFACTION WITH LOCAL GOVERNMENT SERVICES – RESIDENTIAL

Of those Residential LSAs that received the services from local government, most reported as being Satisfied or Very Satisfied with all the services except for Economic Opportunity, Government Support, Environmental Impact Studies, and Environmental Regulations which were rated with Neutral satisfaction.

Residential						
Services	n=	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
Animal Control/Rescue	43	7.0%	2.3%	32.6%	55.8%	2.3%
Building Code/Code Enforcement	41	0.0%	14.6%	26.8%	43.9%	14.6%
Police Presence	47	0.0%	6.4%	19.1%	38.3%	36.2%
Fire & Rescue Services	49	0.0%	2.0%	6.1%	38.8%	53.1%
Emergency Response	49	0.0%	2.0%	8.2%	38.8%	51.0%
Engineering Services	41	0.0%	9.8%	34.1%	51.2%	4.9%
Facilities	31	0.0%	6.5%	38.7%	41.9%	6.5%
Utilities - water & sewer	45	4.4%	2.2%	22.2%	48.9%	22.2%
Zoning & Usage	47	0.0%	8.5%	46.8%	36.2%	8.5%
Economic Opportunity	39	0.0%	7.7%	64.1%	23.1%	5.1%
Governmental Support	22	0.0%	27.3%	54.5%	13.6%	4.5%
Environmental Impact Studies	40	0.0%	7.5%	65.0%	22.5%	5.0%
Environmental Regulations	40	0.0%	7.5%	62.5%	25.0%	5.0%
Storm Water Management	46	0.0%	8.7%	34.8%	39.1%	17.4%
Disaster Preparedness & Response	45	0.0%	0.0%	46.7%	42.2%	8.9%

SATISFACTION WITH LOCAL GOVERNMENT SERVICES – AGE RESTRICTED

Of those Age Restricted LSAs that received the services from local government, most reported as being Satisfied or Very Satisfied with all the services except for Building Code/Code Enforcement, Engineering Services, Governmental Support, Environmental Impact Studies, and Environmental Regulations. The latter four services are mostly rated with neutral satisfaction.

Age Restricted (55+ community)						
Services	n=	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
Animal Control/Rescue	15	0.0%	0.0%	26.7%	53.3%	6.7%
Building Code/Code Enforcement	11	18.2%	9.1%	18.2%	36.4%	18.2%
Police Presence	12	0.0%	0.0%	8.3%	50.0%	41.7%
Fire & Rescue Services	13	0.0%	0.0%	0.0%	38.5%	53.8%
Emergency Response	14	7.1%	0.0%	7.1%	35.7%	42.9%
Engineering Services	11	9.1%	18.2%	36.4%	27.3%	9.1%
Facilities	5	0.0%	0.0%	20.0%	60.0%	20.0%
Utilities - water & sewer	13	0.0%	15.4%	23.1%	46.2%	15.4%
Zoning & Usage	14	0.0%	21.4%	21.4%	42.9%	7.1%
Economic Opportunity	13	7.7%	0.0%	23.1%	53.8%	7.7%
Governmental Support	9	11.1%	11.1%	44.4%	22.2%	11.1%
Environmental Impact Studies	9	0.0%	11.1%	55.6%	22.2%	11.1%
Environmental Regulations	9	0.0%	11.1%	44.4%	33.3%	11.1%
Storm Water Management	12	0.0%	16.7%	16.7%	58.3%	8.3%
Disaster Preparedness & Response	13	0.0%	15.4%	7.7%	46.2%	30.8%

SATISFACTION WITH LOCAL GOVERNMENT SERVICES – RESORT/RESIDENTIAL

Of those Resort/Residential LSAs that received the services from local government, most reported as being Satisfied or Very Satisfied with many of the services except for Animal Control/Rescue, Engineering Services, Facilities, Governmental Support, Environmental Impact Studies, Environmental Regulations, Storm Water Management, and Disaster Preparedness & Response which were rated with neutral satisfaction.

Resort/Residential						
Services	n=	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
Animal Control/Rescue	22	4.5%	13.6%	40.9%	27.3%	13.6%
Building Code/Code Enforcement	24	0.0%	8.3%	29.2%	54.2%	8.3%
Police Presence	25	0.0%	12.0%	28.0%	32.0%	28.0%
Fire & Rescue Services	28	0.0%	0.0%	14.3%	28.6%	57.1%
Emergency Response	28	0.0%	0.0%	14.3%	28.6%	57.1%
Engineering Services	20	0.0%	10.0%	40.0%	45.0%	5.0%
Facilities	10	0.0%	20.0%	40.0%	20.0%	20.0%
Utilities - water & sewer	21	0.0%	4.8%	23.8%	57.1%	14.3%
Zoning & Usage	25	0.0%	20.0%	28.0%	40.0%	12.0%
Economic Opportunity	20	0.0%	15.0%	35.0%	45.0%	5.0%
Governmental Support	13	0.0%	7.7%	69.2%	15.4%	7.7%
Environmental Impact Studies	20	0.0%	5.0%	50.0%	40.0%	5.0%
Environmental Regulations	22	0.0%	9.1%	50.0%	36.4%	4.5%
Storm Water Management	24	0.0%	8.3%	41.7%	41.7%	4.2%
Disaster Preparedness & Response	25	4.0%	0.0%	52.0%	24.0%	20.0%

SATISFACTION WITH LOCAL GOVERNMENT SERVICES – PRIVATE CLUB

Of the Private Club LSAs that received the services from local government, most reported as being Satisfied or Very Satisfied with Animal Control, Police Presence, Fire & Rescue Services, Emergency Response, and Utilities – water & sewer. Building Code/Code Enforcement, Economic Opportunity, and Governmental Support generally received unsatisfied or neutral satisfaction scores.

Private Club						
Services	n=	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
Animal Control/Rescue	10	0.0%	0.0%	30.0%	50.0%	10.0%
Building Code/Code Enforcement	13	7.7%	23.1%	30.8%	30.8%	7.7%
Police Presence	13	0.0%	0.0%	7.7%	61.5%	30.8%
Fire & Rescue Services	12	0.0%	0.0%	0.0%	33.3%	66.7%
Emergency Response	13	0.0%	0.0%	7.7%	38.5%	53.8%
Engineering Services	5	0.0%	0.0%	80.0%	20.0%	0.0%
Facilities	4	0.0%	0.0%	50.0%	50.0%	0.0%
Utilities - water & sewer	11	0.0%	0.0%	36.4%	45.5%	18.2%
Zoning & Usage	11	0.0%	9.1%	36.4%	45.5%	9.1%
Economic Opportunity	7	0.0%	14.3%	57.1%	28.6%	0.0%
Governmental Support	3	0.0%	0.0%	100.0%	0.0%	0.0%
Environmental Impact Studies	7	0.0%	0.0%	71.4%	28.6%	0.0%
Environmental Regulations	11	0.0%	0.0%	54.5%	36.4%	0.0%
Storm Water Management	10	10.0%	10.0%	30.0%	40.0%	10.0%
Disaster Preparedness & Response	16	0.0%	18.8%	31.3%	31.3%	0.0%

SATISFACTION WITH LOCAL GOVERNMENT SERVICES – MIXED USE

Of the Mixed Use LSAs that received the services from local government, most reported as being Satisfied or Very Satisfied with all services except for Government Support, Economic Opportunity, Environmental Impact Studies, Environmental Regulations, Storm Water Management, or Disaster Preparedness & Response. Those services generally either had a neutral or satisfied score.

Mixed Use						
Services	n=	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
Animal Control/Rescue	4	0.0%	0.0%	25.0%	50.0%	25.0%
Building Code/Code Enforcement	3	0.0%	0.0%	33.3%	33.3%	33.3%
Police Presence	4	0.0%	25.0%	25.0%	25.0%	25.0%
Fire & Rescue Services	4	0.0%	0.0%	25.0%	50.0%	25.0%
Emergency Response	4	0.0%	0.0%	25.0%	50.0%	25.0%
Engineering Services	3	0.0%	0.0%	33.3%	66.7%	0.0%
Facilities	3	0.0%	0.0%	33.3%	66.7%	0.0%
Utilities - water & sewer	3	0.0%	0.0%	0.0%	100.0%	0.0%
Zoning & Usage	4	0.0%	0.0%	25.0%	50.0%	25.0%
Economic Opportunity	4	0.0%	0.0%	50.0%	25.0%	25.0%
Governmental Support	2	0.0%	0.0%	100.0%	0.0%	0.0%
Environmental Impact Studies	2	0.0%	0.0%	100.0%	0.0%	0.0%
Environmental Regulations	3	0.0%	0.0%	66.7%	33.3%	0.0%
Storm Water Management	3	0.0%	0.0%	66.7%	33.3%	0.0%
Disaster Preparedness & Response	3	0.0%	0.0%	33.3%	66.7%	0.0%

SPECIAL TAX/SPECIAL PURPOSE DISTRICTS

Of the LSAs that reported having a Special Tax/Special Purpose district, most reported that their Board Members were routinely involved in the functioning. On average Residential and Mixed Use have the most (3) Special Tax/Purpose districts, whereas Resort/Residential and Private Club on average only had 1.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	8	0	3	1	2
Board Members	75.0%	0.0%	100.0%	100.0%	100.0%
Staff	75.0%	0.0%	33.3%	100.0%	0.0%
Members	75.0%	0.0%	33.3%	100.0%	50.0%
Avg Special Tax/Purpose Districts	3	N/A	1	1	3

FUNCTIONS OF SPECIAL PURPOSE/SPECIAL TAX DISTRICTS

The following table shows the specific functions of the LSAs' Special Purpose/Special Tax Districts.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	8	0	3	1	2
Environmental Maintenance/Landscaping	50.0%	N/A	33.3%	100.0%	50.0%
Infrastructure/road maintenance	37.5%	N/A	0.0%	100.0%	50.0%
Trash Services	37.5%	N/A	0.0%	0.0%	0.0%
Water & Sewer	12.5%	N/A	0.0%	0.0%	50.0%
Police	25.0%	N/A	0.0%	0.0%	0.0%
Recreation	12.5%	N/A	0.0%	0.0%	50.0%
Fire & Rescue	12.5%	N/A	0.0%	0.0%	0.0%
Religious	12.5%	N/A	0.0%	0.0%	0.0%
Improper Answer	25.0%	N/A	66.7%	0.0%	0.0%

Community Facts & Services

COMMUNITY WIDE EVENTS

When asked what are the top three most important community-wide events based on owner participation, a large majority of LSAs reported having an event celebrating some type of national holiday.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	48	15	25	12	4
National holiday	79.2%	60.0%	76.0%	66.7%	25.0%
Religious holiday	29.2%	0.0%	8.0%	16.7%	25.0%
Music/Concerts	16.7%	33.3%	20.0%	16.7%	25.0%
Seasonal Social	25.0%	13.3%	36.0%	8.3%	25.0%
Food Focused	10.4%	6.7%	20.0%	25.0%	0.0%
Sports/Active	45.8%	40.0%	16.0%	58.3%	0.0%
Town Hall/General meetings	2.1%	20.0%	12.0%	16.7%	0.0%
Purely Social	2.1%	26.7%	12.0%	16.7%	25.0%
Health Focused	6.3%	6.7%	0.0%	0.0%	25.0%
Yard Sale/Marketplace/Swap	16.7%	33.3%	12.0%	0.0%	25.0%
Annual Meeting	8.3%	6.7%	16.0%	8.3%	0.0%
Arts/Cultural/Entertainment (non-music)	22.9%	26.7%	20.0%	8.3%	75.0%
Charity	6.3%	13.3%	4.0%	25.0%	25.0%
Carnival	4.2%	0.0%	12.0%	0.0%	0.0%
Association/Local-Specific	16.7%	13.3%	8.0%	16.7%	0.0%

COMMUNITY WIDE ACTIVITIES/SPECIAL INTERESTS

When asked what are the top three most important activities/special interests based on owner participation, LSAs reported a wide variety of items.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	45	15	22	11	3
Team Sports	15.6%	33.3%	4.5%	0.0%	0.0%
Swimming/aquatic fitness	35.6%	20.0%	22.7%	18.2%	0.0%
Golf	11.1%	33.3%	27.3%	63.6%	0.0%
Tennis	20.0%	20.0%	9.1%	27.3%	33.3%
Music	11.1%	26.7%	18.2%	0.0%	33.3%
Cards/Bingo	6.7%	13.3%	0.0%	18.2%	0.0%
Hiking/Biking/Running	13.3%	0.0%	13.6%	9.1%	0.0%
Charity/Volunteering	20.0%	0.0%	0.0%	9.1%	0.0%
Cooking/Social dining	11.1%	6.7%	22.7%	27.3%	0.0%
Arts and Crafts	4.4%	26.7%	4.5%	0.0%	0.0%
Fishing/Boating	11.1%	0.0%	22.7%	0.0%	0.0%
Camping	6.7%	0.0%	4.5%	9.1%	0.0%
Club Events/Classes (Non-specified)	8.9%	20.0%	9.1%	9.1%	0.0%
Social Clubs	2.2%	6.7%	9.1%	0.0%	0.0%
Dancing	4.4%	13.3%	4.5%	9.1%	0.0%
Fitness/Recreation-General	11.1%	26.7%	27.3%	9.1%	66.7%
Garage/Yard Sales	2.2%	6.7%	4.5%	0.0%	33.3%
Theatre	6.7%	6.7%	0.0%	0.0%	0.0%
Discussion forums	4.4%	20.0%	9.1%	9.1%	0.0%
Wine tasting	4.4%	6.7%	4.5%	0.0%	0.0%
Other*	31.1%	13.3%	18.2%	18.2%	33.3%

*Other includes responses that had only 2 or fewer similarly categorized activities.

WEBSITE ISSUES

Most LSAs, regardless of primary use category have not had website issues.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Cybersquatting	8.2%	6.7%	3.7%	7.7%	0.0%
Hacking	10.2%	6.7%	3.7%	7.7%	0.0%
Long down time from programming updates or issues	14.3%	13.3%	7.4%	7.7%	0.0%
Long down time from Distributed Denial of Service	2.0%	0.0%	0.0%	0.0%	0.0%
Other adverse website experience	8.2%	6.7%	0.0%	15.4%	0.0%
None of the above	75.5%	80.0%	88.9%	69.2%	100.0%

WEBSITE FUNCTIONS – USED BY RESIDENTS

The table below shows website functions and what percentage of LSAs have residents that use them. Most LSAs reported that their residents use their website to obtain documents, pay dues/fees/assessments, and list association notices (except for Mixed Use).

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Provide Work Orders	32.7%	53.3%	22.2%	23.1%	25.0%
Disaster Recovery & Aftermath	36.7%	53.3%	44.4%	30.8%	25.0%
Disaster Preparation & Warnings	49.0%	60.0%	59.3%	46.2%	25.0%
Non-Association Notices	42.9%	60.0%	25.9%	7.7%	25.0%
Pay Dues/Fees/Assessments	73.5%	60.0%	77.8%	53.8%	100.0%
List Association Notices	57.1%	80.0%	55.6%	69.2%	25.0%
Post Paid Advertisements	24.5%	13.3%	18.5%	0.0%	0.0%
Post For Sale Items (not real estate)	55.1%	60.0%	40.7%	30.8%	75.0%
Vote	32.7%	20.0%	14.8%	15.4%	0.0%
Post Real Estate Listings	16.3%	33.3%	33.3%	23.1%	50.0%
Provide Chatrooms	18.4%	13.3%	11.1%	7.7%	25.0%
Provide Town Hall Forums	26.5%	46.7%	18.5%	23.1%	25.0%
Obtain Documents	91.8%	100.0%	100.0%	84.6%	100.0%

WEBSITE FUNCTIONS – USED BY STAFF

The table below shows website functions and what percentage of LSAs have staff that use them. A majority of staff in all primary use themes use the website for disaster preparation warnings and list association notices.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Disaster Recovery & Aftermath	44.9%	73.3%	59.3%	53.8%	50.0%
Provide Work Orders	26.5%	46.7%	25.9%	23.1%	0.0%
Disaster Preparation & Warnings	55.1%	86.7%	77.8%	53.8%	50.0%
Non-Association Notices	40.8%	60.0%	25.9%	15.4%	25.0%
List Association Notices	71.4%	80.0%	70.4%	69.2%	75.0%
Pay Dues/Fees/Assessments	16.3%	6.7%	14.8%	15.4%	0.0%
Post Paid Advertisements	4.1%	0.0%	11.1%	0.0%	25.0%
Post For Sale Items (not real estate)	12.2%	13.3%	7.4%	0.0%	0.0%
Post Real Estate Listings	0.0%	13.3%	29.6%	15.4%	25.0%
Vote	2.0%	0.0%	0.0%	7.7%	0.0%
Provide Chatrooms	4.1%	6.7%	3.7%	0.0%	0.0%
Provide Town Hall Forums	8.2%	26.7%	7.4%	7.7%	25.0%
Obtain Documents	61.2%	73.3%	55.6%	46.2%	25.0%

WEBSITE FUNCTIONS – USED BY CONTRACTORS/OTHERS

The table below shows website functions and what percentage of LSAs have contractors or others that use them. For the most part, contractors do not seem to use community websites much, except for some which use them to obtain documents.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	50	15	27	13	4
Disaster Recovery & Aftermath	2.0%	6.7%	11.1%	7.7%	0.0%
Disaster Preparation & Warnings	2.0%	13.3%	11.1%	7.7%	0.0%
Provide Work Orders	4.1%	0.0%	3.7%	7.7%	0.0%
Non-Association Notices	8.2%	0.0%	3.7%	0.0%	0.0%
List Association Notices	8.2%	6.7%	7.4%	7.7%	0.0%
Post Paid Advertisements	8.2%	26.7%	11.1%	0.0%	0.0%
Pay Dues/Fees/Assessments	0.0%	0.0%	0.0%	7.7%	0.0%
Post For Sale Items (not real estate)	4.1%	6.7%	11.1%	0.0%	0.0%
Post Real Estate Listings	6.1%	0.0%	25.9%	0.0%	0.0%
Provide Chatrooms	2.0%	0.0%	0.0%	0.0%	0.0%
Vote	0.0%	0.0%	0.0%	7.7%	0.0%
Provide Town Hall Forums	2.0%	0.0%	0.0%	0.0%	0.0%
Obtain Documents	32.7%	46.7%	40.7%	30.8%	50.0%

WEBSITE FUNCTIONS – NOT USED

The table below shows website functions and the percentages of LSAs that do not have those functions. Most LSAs report that they do not use their website to post paid advertisements, post real estate listings, provide chatrooms, or provide town hall forums.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Disaster Recovery & Aftermath	40.8%	20.0%	33.3%	38.5%	25.0%
Disaster Preparation & Warnings	20.4%	6.7%	11.1%	23.1%	25.0%
Non-Association Notices	42.9%	33.3%	59.3%	84.6%	50.0%
Provide Work Orders	61.2%	20.0%	59.3%	69.2%	75.0%
List Association Notices	4.1%	0.0%	7.4%	7.7%	0.0%
Post Paid Advertisements	69.4%	73.3%	66.7%	100.0%	75.0%
Post For Sale Items (not real estate)	42.9%	40.0%	55.6%	69.2%	25.0%
Pay Dues/Fees/Assessments	26.5%	40.0%	18.5%	46.2%	0.0%
Post Real Estate Listings	83.7%	60.0%	48.1%	69.2%	50.0%
Provide Chatrooms	81.6%	86.7%	88.9%	92.3%	75.0%
Provide Town Hall Forums	73.5%	53.3%	77.8%	76.9%	50.0%
Vote	67.3%	80.0%	85.2%	84.6%	100.0%
Obtain Documents	6.1%	0.0%	0.0%	15.4%	0.0%

SOCIAL MEDIA AND ELECTRONIC MESSAGING

Most LSAs reported utilizing email blasts and Facebook. Over half of Age Restricted LSAs also have a dedicated TV channel or website bulletin board.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Chatroom	6.1%	13.3%	11.1%	0.0%	0.0%
Facebook	59.2%	40.0%	55.6%	61.5%	25.0%
LinkedIn	8.2%	0.0%	11.1%	23.1%	25.0%
Twitter	24.5%	13.3%	22.2%	23.1%	25.0%
YouTube	20.4%	46.7%	22.2%	38.5%	25.0%
Pinterest	4.1%	6.7%	7.4%	7.7%	25.0%
Instagram	10.2%	13.3%	3.7%	0.0%	0.0%
Screen Sharing	10.2%	6.7%	11.1%	7.7%	0.0%
Google+	8.2%	13.3%	14.8%	15.4%	0.0%
Email Blast	89.8%	86.7%	70.4%	92.3%	100.0%
Dedicated TV Channel	22.4%	53.3%	14.8%	38.5%	25.0%
Website Bulletin Board	51.0%	53.3%	48.1%	38.5%	50.0%
Other	20.4%	6.7%	14.8%	7.7%	0.0%
None of the above	0.0%	6.7%	7.4%	0.0%	0.0%

MARKETING AND PUBLIC RELATIONS

A majority of all LSAs utilize newsletters in paper and electronic formats, as well as special association information packets in paper format. Most Residential, Age Restricted, Resort/Residential, and half of Mixed Use LSAs also reported having a logo.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Newsletter (paper format)	81.6%	80.0%	74.1%	69.2%	50.0%
Newsletter (electronic, online, or emailed)	83.7%	80.0%	70.4%	84.6%	75.0%
Newspaper (paper format)	16.3%	26.7%	29.6%	38.5%	0.0%
Newspaper (electronic, online, or emailed)	14.3%	26.7%	25.9%	30.8%	0.0%
Blog	10.2%	13.3%	7.4%	15.4%	0.0%
Video/YouTube	20.4%	40.0%	18.5%	46.2%	25.0%
Service Mark (a legally registered name or designation used for a service)	10.2%	6.7%	14.8%	7.7%	0.0%
Trademark (a legally registered name for a product)	30.6%	20.0%	14.8%	15.4%	50.0%
Logo (may or may not be a service mark, but is unique to the community)	61.2%	60.0%	66.7%	30.8%	50.0%
Tag Line (a catchphrase or slogan)	28.6%	46.7%	29.6%	7.7%	0.0%
Special Association Information Packet (paper format)	67.3%	86.7%	70.4%	84.6%	75.0%
Special Association Information Packet (CD, DVD or memory stick)	28.6%	33.3%	29.6%	15.4%	50.0%
Special Association Information Packet (electronic, online, or emailed)	32.7%	60.0%	44.4%	23.1%	25.0%
None of the above	2.0%	0.0%	0.0%	0.0%	0.0%

FORMAL SATISFACTION SURVEY

A majority of LSAs do conduct formal satisfaction surveys, except for Resort/Residential and Mixed Use which were evenly split.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	49	15	27	13	4
Yes	57.1%	60.0%	48.1%	69.2%	50.0%
No	42.9%	40.0%	51.9%	30.8%	50.0%

SATISFACTION SURVEY FORMATS

A majority of LSAs conduct formal satisfaction surveys through paper or electronic surveys. A majority of Resort/Residential, Private Club, and Mixed Use LSAs also utilize town hall-style meetings.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	28	9	13	9	2
Paper Survey	53.6%	88.9%	76.9%	66.7%	50.0%
Electronic or Online Survey	78.6%	88.9%	92.3%	100.0%	100.0%
Focus Group Sessions	35.7%	44.4%	15.4%	44.4%	50.0%
Town Hall-Style Meetings	35.7%	55.6%	61.5%	55.6%	100.0%

SATISFACTION SURVEY DEVELOPMENT

Most LSAs use community association staff to develop their satisfaction surveys. A majority of Resort/Residential communities also utilize a third party agency.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	28	9	13	9	2
Community association staff	57.1%	66.7%	92.3%	66.7%	50.0%
A third-party agency (e.g. professional consultant or market research firm)	42.9%	33.3%	69.2%	44.4%	50.0%
Other	39.3%	44.4%	15.4%	22.2%	50.0%

SATISFACTION SURVEY FREQUENCY

The largest percentage of LSAs reported that they do not have a set frequency for their surveys, however there was no majority response for any primary use type.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	28	9	13	9	2
Annually	28.6%	11.1%	7.7%	22.2%	0.0%
Every 2 years	3.6%	33.3%	15.4%	22.2%	50.0%
Every 3 years	25.0%	11.1%	30.8%	0.0%	0.0%
No set frequency	35.7%	44.4%	30.8%	33.3%	50.0%
Other	7.1%	0.0%	15.4%	22.2%	0.0%

OVERALL SATISFACTION FROM SURVEYS

A very large majority of all LSAs reported that their community members are either satisfied or very satisfied overall with their communities.

Primary Use Theme	n=	1 - Very Unsatisfied	2 - Unsatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied
Age Restricted	9	0.0%	0.0%	0.0%	33.3%	66.7%
Mixed Use	3	0.0%	0.0%	0.0%	0.0%	66.7%
Private Club	11	9.1%	0.0%	0.0%	18.2%	54.5%
Residential	29	6.9%	0.0%	0.0%	41.4%	48.3%
Resort/Residential	13	7.7%	0.0%	7.7%	23.1%	61.5%

SERVICES PROVIDED – STAFF

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	48	15	27	13	4
Fire and Rescue Protection	0.0%	0.0%	11.1%	15.4%	0.0%
Storage & Parking - Boats & RVs	16.7%	46.7%	37.0%	46.2%	25.0%
Security/Safety	45.8%	33.3%	81.5%	61.5%	25.0%
Covenant/Rules Enforcement	97.9%	100.0%	100.0%	100.0%	100.0%
Water - Potable	8.3%	0.0%	7.4%	7.7%	0.0%
Electric Vehicle Charging Station	0.0%	20.0%	3.7%	0.0%	0.0%
Senior Daycare	0.0%	6.7%	3.7%	0.0%	0.0%
Transportation	0.0%	33.3%	11.1%	23.1%	0.0%
Water - Reclaimed	6.3%	0.0%	7.4%	23.1%	0.0%
Child Daycare	2.1%	0.0%	0.0%	7.7%	0.0%
Social Programming	79.2%	86.7%	74.1%	69.2%	50.0%
Recreation	79.2%	93.3%	74.1%	69.2%	50.0%
Sewer	4.2%	0.0%	7.4%	23.1%	0.0%
Fitness/Wellness	41.7%	66.7%	44.4%	46.2%	25.0%
Debris Removal - Wildfire/Disasters	18.8%	26.7%	51.9%	7.7%	25.0%
Disaster Mitigation Response	22.9%	26.7%	51.9%	46.2%	0.0%
Electric	0.0%	0.0%	3.7%	7.7%	0.0%
Lake Management	27.1%	33.3%	37.0%	38.5%	50.0%
Wildlife Management	8.3%	20.0%	33.3%	15.4%	0.0%
Emergency Response/EMT	8.3%	13.3%	22.2%	23.1%	0.0%
Water Control - Dams	20.8%	6.7%	40.7%	38.5%	0.0%
Land Management/Conservation	22.9%	26.7%	40.7%	38.5%	0.0%
Snow Removal	22.9%	6.7%	33.3%	23.1%	0.0%
Code/Zoning Enforcement	20.8%	13.3%	18.5%	15.4%	0.0%
Water Control - Reservoirs	10.4%	6.7%	18.5%	23.1%	0.0%
Animal Control/Rescue	2.1%	20.0%	33.3%	23.1%	0.0%
Pest Control	16.7%	33.3%	44.4%	30.8%	25.0%
Water Conservation	20.8%	20.0%	37.0%	46.2%	0.0%

SERVICES PROVIDED – CONTRACTOR

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	48	15	27	13	4
Storage & Parking - Boats & RVs	8.3%	6.7%	11.1%	7.7%	0.0%
Fire and Rescue Protection	8.3%	6.7%	0.0%	0.0%	0.0%
Security/Safety	33.3%	53.3%	25.9%	38.5%	25.0%
Covenant/Rules Enforcement	4.2%	0.0%	0.0%	15.4%	0.0%
Electric Vehicle Charging Station	2.1%	0.0%	3.7%	7.7%	0.0%
Water - Potable	10.4%	6.7%	14.8%	15.4%	25.0%
Senior Daycare	8.3%	6.7%	11.1%	0.0%	0.0%
Transportation	2.1%	20.0%	18.5%	0.0%	0.0%
Child Daycare	14.6%	0.0%	11.1%	0.0%	0.0%
Water - Reclaimed	4.2%	13.3%	3.7%	15.4%	25.0%
Social Programming	16.7%	6.7%	7.4%	15.4%	25.0%
Recreation	25.0%	33.3%	22.2%	15.4%	25.0%
Fitness/Wellness	27.1%	53.3%	33.3%	23.1%	25.0%
Sewer	10.4%	6.7%	11.1%	7.7%	0.0%
Debris Removal - Wildfire/Disasters	33.3%	73.3%	33.3%	30.8%	25.0%
Disaster Mitigation Response	25.0%	40.0%	25.9%	46.2%	25.0%
Lake Management	45.8%	46.7%	51.9%	46.2%	25.0%
Electric	39.6%	60.0%	48.1%	46.2%	25.0%
Wildlife Management	29.2%	20.0%	25.9%	38.5%	25.0%
Emergency Response/EMT	10.4%	13.3%	11.1%	30.8%	25.0%
Land Management/Conservation	20.8%	33.3%	3.7%	0.0%	0.0%
Water Control - Dams	10.4%	0.0%	7.4%	15.4%	0.0%
Snow Removal	25.0%	20.0%	11.1%	7.7%	25.0%
Code/Zoning Enforcement	2.1%	0.0%	3.7%	0.0%	0.0%
Animal Control/Rescue	20.8%	6.7%	14.8%	23.1%	25.0%
Water Control - Reservoirs	8.3%	13.3%	7.4%	7.7%	0.0%
Pest Control	68.8%	86.7%	63.0%	76.9%	50.0%
Water Conservation	12.5%	13.3%	22.2%	0.0%	25.0%

SERVICES PROVIDED – LOCAL GOVERNMENT

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	48	15	27	13	4
Storage & Parking - Boats & RVs	4.2%	0.0%	3.7%	0.0%	0.0%
Security/Safety	39.6%	46.7%	33.3%	15.4%	75.0%
Fire and Rescue Protection	91.7%	93.3%	96.3%	92.3%	100.0%
Covenant/Rules Enforcement	6.3%	13.3%	3.7%	0.0%	0.0%
Electric Vehicle Charging Station	10.4%	6.7%	11.1%	7.7%	0.0%
Senior Daycare	14.6%	6.7%	11.1%	7.7%	25.0%
Water - Potable	81.3%	93.3%	74.1%	69.2%	75.0%
Transportation	39.6%	40.0%	29.6%	38.5%	25.0%
Child Daycare	4.2%	0.0%	7.4%	7.7%	25.0%
Social Programming	12.5%	6.7%	11.1%	0.0%	50.0%
Water - Reclaimed	54.2%	66.7%	44.4%	46.2%	50.0%
Recreation	20.8%	0.0%	11.1%	0.0%	50.0%
Fitness/Wellness	8.3%	0.0%	7.4%	0.0%	50.0%
Debris Removal - Wildfire/Disasters	60.4%	33.3%	63.0%	38.5%	100.0%
Sewer	87.5%	93.3%	74.1%	69.2%	100.0%
Disaster Mitigation Response	68.8%	73.3%	74.1%	46.2%	100.0%
Lake Management	20.8%	13.3%	18.5%	15.4%	0.0%
Wildlife Management	68.8%	80.0%	51.9%	46.2%	75.0%
Electric	62.5%	46.7%	37.0%	61.5%	75.0%
Emergency Response/EMT	87.5%	86.7%	92.6%	53.8%	100.0%
Land Management/Conservation	54.2%	40.0%	40.7%	30.8%	50.0%
Snow Removal	14.6%	6.7%	18.5%	7.7%	0.0%
Water Control - Dams	43.8%	40.0%	37.0%	30.8%	25.0%
Code/Zoning Enforcement	95.8%	100.0%	92.6%	92.3%	100.0%
Animal Control/Rescue	87.5%	93.3%	66.7%	53.8%	100.0%
Pest Control	25.0%	0.0%	11.1%	0.0%	25.0%
Water Control - Reservoirs	43.8%	53.3%	29.6%	23.1%	50.0%
Water Conservation	50.0%	53.3%	48.1%	38.5%	25.0%

CONCIERGE SERVICES PROVIDED TO OWNERS/RESIDENTS

Most Age Restricted, Resort/Residential, Private Club LSAs offer AED Availability as a service. A majority of Resort/Residential and Private Club LSAs offer exterior house checks.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Fix flats, battery charge	17.0%	0.0%	30.8%	53.8%	25.0%
Interior house check	8.5%	20.0%	19.2%	30.8%	0.0%
Exterior house check	38.3%	33.3%	76.9%	69.2%	25.0%
Pendant alarm - medical alarm assistance	2.1%	0.0%	11.5%	38.5%	0.0%
Receive, store packages	10.6%	13.3%	26.9%	15.4%	0.0%
Electric vehicle charging stations	0.0%	13.3%	3.8%	7.7%	0.0%
AED availability	34.0%	73.3%	65.4%	84.6%	25.0%
Courtesy shuttle service	0.0%	26.7%	19.2%	23.1%	0.0%
Other	6.4%	0.0%	7.7%	23.1%	25.0%
None of the above	48.9%	26.7%	11.5%	7.7%	50.0%

ENVIRONMENTAL ACTIVITIES

A majority of LSAs engage in recycling and water control/conservation measures.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Recycling	83.0%	93.3%	57.7%	84.6%	75.0%
Composting	31.9%	20.0%	26.9%	15.4%	0.0%
Community garden	34.0%	46.7%	15.4%	7.7%	0.0%
Solar panels or systems	31.9%	53.3%	26.9%	30.8%	25.0%
Water control and conservation measures	57.4%	60.0%	53.8%	69.2%	50.0%
Environmental awareness education programs	46.8%	53.3%	46.2%	38.5%	0.0%
Programs to encourage plant and animal biodiversity	25.5%	33.3%	26.9%	23.1%	0.0%
Scientific analysis of wildlife or habitat	23.4%	26.7%	30.8%	7.7%	0.0%
Earth Day or similar celebrations	31.9%	20.0%	26.9%	23.1%	0.0%
Indoor air quality improvement programs	6.4%	6.7%	3.8%	0.0%	0.0%
Reclamation of common property for conservation or areas of native vegetation	29.8%	33.3%	42.3%	23.1%	0.0%
Restoration of sensitive common property including marshes, wetlands, deserts, beaches, edges of ponds, streams, rivers	23.4%	40.0%	30.8%	38.5%	0.0%
Increase community areas dedicated to parks and playgrounds	23.4%	20.0%	53.8%	15.4%	25.0%
Soil erosion control measures	51.1%	53.3%	42.3%	38.5%	25.0%
Other - please specify	8.5%	6.7%	7.7%	23.1%	25.0%
None of the above	6.4%	0.0%	11.5%	0.0%	25.0%

PARTIES RESPONSIBLE FOR SECURITY FUNCTIONS

Residential, Resort/Residential, and Private Club LSAs mostly utilize association staff and/or contractors for their security functions. Age Restricted LSAs mostly utilize contractors or volunteers/neighborhood watch.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Association Staff	40.4%	26.7%	61.5%	38.5%	25.0%
Contractor	44.7%	60.0%	38.5%	61.5%	25.0%
Contracted Police	19.1%	20.0%	7.7%	7.7%	0.0%
Volunteers/Neighborhood Watch	36.2%	46.7%	19.2%	7.7%	75.0%
Other	23.4%	6.7%	11.5%	15.4%	25.0%

ARMED SECURITY PERSONNEL

Except for Private Clubs and Mixed Use LSAs, most do not allow their security personnel to carry firearms. Private Clubs and Mixed Use were evenly split.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Yes	29.8%	0.0%	30.8%	46.2%	50.0%
No	70.2%	100.0%	69.2%	53.8%	50.0%

PERMITTED SECURITY PERSONNEL FUNCTIONS

Most LSAs permit their security to observe and report. Large percentages of Resort/Residential and Private Club LSAs provide for the issuance of citations and security services on common property.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Issue citations	52.2%	33.3%	76.9%	76.9%	25.0%
Detain offenders	26.1%	20.0%	23.1%	23.1%	0.0%
Provide security services on private property	15.2%	20.0%	42.3%	61.5%	0.0%
Provide security services on Common Property	52.2%	46.7%	92.3%	76.9%	25.0%
Observe & report	87.0%	93.3%	80.8%	92.3%	75.0%
Other	23.9%	13.3%	23.1%	7.7%	25.0%

SECURITY ASSISTANCE FROM LOCAL LAW ENFORCEMENT

A large majority of all LSAs receive assistance from local law enforcement.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Yes	91.5%	93.3%	84.6%	100.0%	100.0%
No	8.5%	6.7%	15.4%	0.0%	0.0%

GATED ENTRANCES

On average, all LSAs have about 3 gated entrances, except for Mixed Use which have an average of 2.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Average Gated Entrances	3	3	3	3	2

SURVEILLANCE AND CONTROL OF GATES

A majority of all LSAs have full-time staff who maintain surveillance and control of gates 24/7.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	25	11	21	12	2
Staff - part time	24.0%	9.1%	19.0%	0.0%	0.0%
Staff - full time, 24x7	64.0%	72.7%	90.5%	91.7%	50.0%
Transponder readers for Radio Frequency Identification Devices	44.0%	63.6%	52.4%	41.7%	50.0%
Video and audio surveillance for remote control of gate	56.0%	45.5%	52.4%	75.0%	50.0%
Bar code readers	44.0%	18.2%	23.8%	41.7%	50.0%
License plate readers	16.0%	27.3%	28.6%	33.3%	50.0%
Clickers (e.g. gate opener clickers)	36.0%	27.3%	23.8%	16.7%	50.0%
Other	24.0%	18.2%	14.3%	16.7%	0.0%

OTHER METHODS TO MONITOR ACTIVITIES

A majority of LSAs also use video surveillance and security personnel in cars/trucks to monitor activities.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Video surveillance	72.3%	53.3%	84.6%	84.6%	25.0%
Drone surveillance	0.0%	0.0%	3.8%	7.7%	0.0%
Security personnel in vehicles	57.4%	66.7%	88.5%	76.9%	50.0%
Security personnel in carts	10.6%	20.0%	38.5%	53.8%	0.0%
Security personnel on bicycles/Segways	8.5%	0.0%	15.4%	15.4%	0.0%
Security personnel on walking patrols	19.1%	20.0%	42.3%	23.1%	0.0%
Alarm Stations	10.6%	13.3%	34.6%	15.4%	25.0%
Other - please specify	6.4%	6.7%	7.7%	7.7%	0.0%
None of the above	14.9%	6.7%	0.0%	0.0%	25.0%

AMENITIES AND FACILITIES

This table shows the percentage of community associations that have certain amenities and facilities.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Ponds	59.6%	53.3%	52.0%	38.5%	50.0%
Lakes	46.8%	13.3%	72.0%	69.2%	75.0%
Rivers & streams	23.4%	33.3%	44.0%	15.4%	0.0%
Beach boardwalks/lake piers/bridges over water or wetlands	31.9%	13.3%	52.0%	46.2%	50.0%
Marina - boats	10.6%	0.0%	28.0%	30.8%	25.0%
Boat/kayak storage	25.5%	0.0%	40.0%	46.2%	25.0%
Boat/kayak launch facilities	34.0%	0.0%	52.0%	38.5%	75.0%
RV, travel trailer storage & parking	12.8%	40.0%	32.0%	30.8%	25.0%
Public parks	36.2%	13.3%	4.0%	0.0%	25.0%
Private parks	72.3%	66.7%	72.0%	38.5%	75.0%
Dining	17.0%	40.0%	60.0%	69.2%	25.0%
Cellular communication tower	29.8%	20.0%	28.0%	30.8%	25.0%
Playgrounds	87.2%	20.0%	76.0%	69.2%	75.0%
Pavilions/shelters/overlooks	72.3%	46.7%	76.0%	53.8%	50.0%
Community centers/clubhouses	76.6%	100.0%	80.0%	84.6%	75.0%
Restrooms	80.9%	80.0%	84.0%	84.6%	25.0%
Tennis court(s)	68.1%	93.3%	72.0%	76.9%	50.0%
Golf course(s)	34.0%	60.0%	56.0%	69.2%	25.0%
Bocce/petanque/shuffleboard	21.3%	93.3%	40.0%	38.5%	25.0%
Athletic fields (soccer, baseball)	48.9%	20.0%	36.0%	23.1%	25.0%
Athletic courts (basketball, volleyball)	61.7%	33.3%	52.0%	53.8%	0.0%
Trails, paths, walks, hiking, cycling	83.0%	66.7%	76.0%	69.2%	50.0%
Pools & spas	85.1%	93.3%	72.0%	76.9%	25.0%
Children's pools/splash zones	53.2%	0.0%	56.0%	30.8%	0.0%
Fitness/wellness centers	48.9%	93.3%	56.0%	84.6%	25.0%
Nature viewing/nature experience	46.8%	26.7%	56.0%	30.8%	25.0%
Arts & crafts	29.8%	86.7%	40.0%	38.5%	0.0%
Horse riding trails	12.8%	6.7%	24.0%	0.0%	0.0%
Specialty clubs & interest groups	42.6%	86.7%	64.0%	61.5%	50.0%
Other	19.1%	33.3%	20.0%	23.1%	25.0%

AMENITIES AND FACILITIES – COUNTS

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	28	8	13	5	2
Ponds (Count)	5	11	5	8	22
n=	22	2	18	9	3
Lakes (acre-feet)	117.5	14	210	111	71
n=	11	5	11	2	0
Rivers & streams (miles)	5	4	3	10.3	N/A
n=	15	2	13	6	2
Beach boardwalks/lake piers/bridges over water or wetlands (miles)	2	0.38	1	0.63	0.75
n=	5	0	7	4	1
Marina slips	40	N/A	111	139	22
n=	12	0	10	6	1
Boat/kayak storage facilities	2	N/A	2	3	3
n=	16	0	13	5	3
Boat/kayak launch facilities	2	N/A	2	1	1

AMENITIES AND FACILITIES – COUNTS

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	6	6	8	4	1
RV, travel trailer storage & parking (acres)	4.5	2	2	2	1
n=	17	2	1	0	1
Public parks (acres)	15	48	12	N/A	64
n=	34	10	18	5	3
Private parks (acres)	10	10	8	10	3
n=	8	6	15	9	1
Dining seats	210	357	150	350	160
n=	14	3	7	4	1
Cellular communication towers	2	1	1	1	10
n=	41	3	19	9	3
Playgrounds	4	1	2	1	1
n=	34	7	19	7	2
Pavilions/shelters/overlooks	3	3	2	3	3

AMENITIES AND FACILITIES – COUNTS

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	36	15	20	11	3
Community centers/clubhouses	2	2	1	2	1
n=	36	15	20	11	3
Total Sq Footage	8,750	30,000	10,000	30,000	5,500
n=	38	12	21	11	1
Restrooms	9	12	10	6	10
n=	32	14	18	10	2
Tennis courts	6	4	6	7	8
n=	16	9	14	9	1
Golf holes	18	18	18	27	54
n=	10	14	10	5	1
Bocce/petanque/shuffleboard courts	3	4	2	2	8
n=	23	3	9	3	1
Athletic fields (soccer, baseball)	6	2	5	5	1

AMENITIES AND FACILITIES – COUNTS

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	29	5	13	7	0
Athletic courts (basketball, volleyball)	3	2	3	1	N/A
n=	39	10	19	9	2
Trails, paths, walks, hiking, cycling (miles)	10	7.5	7	3.5	20.5
n=	40	14	18	10	1
Pools & spas	3	4	2	3	4
n=	40	14	18	10	1
Pools & spas (Sq Ft)	5,650	8,000	4,350	5,250	5,000
n=	25	0	14	4	0
Children's pools/splash zones (Sq Ft)	400	N/A	500	1,000	N/A
n=	23	14	14	11	1
Fitness/wellness centers (Sq Ft)	1,200	4,000	1,938	3,500	4,400
n=	22	4	14	4	1
Nature viewing/nature experience (acres)	100	65	292.5	28	0.5

AMENITIES AND FACILITIES – COUNTS

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	14	13	10	5	0
Arts & crafts (Sq Ft)	850	5,000	1,000	1,000	N/A
n=	6	1	6	0	0
Horse riding trails (miles)	18	4	20	N/A	N/A
n=	20	13	16	8	2
Specialty clubs & interest groups	14	55	9	15	10

Business Facts & Services

FEDERAL TAX FORMS

A large majority of Age Restricted and Mixed Use LSAs file 1120-H tax forms .

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	46	15	24	13	4
1120-H	37.0%	86.7%	45.8%	46.2%	75.0%
1120	45.7%	20.0%	45.8%	38.5%	0.0%
990	30.4%	13.3%	20.8%	23.1%	25.0%
Other IRS forms	6.5%	6.7%	4.2%	0.0%	0.0%

INTERNAL REVENUE CODES

Only relatively small numbers of LSAs identify as any of the following IRS codes.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	46	15	24	13	4
277	8.7%	6.7%	20.8%	7.7%	0.0%
528	26.1%	33.3%	29.2%	23.1%	25.0%
501(c)(3)	17.4%	20.0%	12.5%	30.8%	25.0%
501(c)(4)	34.8%	26.7%	37.5%	15.4%	25.0%
501(c)(7)	4.3%	13.3%	4.2%	15.4%	0.0%
501(c)(12)	0.0%	0.0%	0.0%	0.0%	0.0%
Other	13.0%	6.7%	0.0%	15.4%	25.0%

TAXABLE COMMON AREAS

Residential, and Mixed Use LSAs were evenly split as to whether their common areas are subject to location taxation. A majority of Resort/Residential and Age Restricted communities' common areas are not subject to local taxation while a majority of Private Club LSAs' common areas are taxed.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	46	15	24	13	4
Yes	47.8%	40.0%	20.8%	61.5%	50.0%
No	52.2%	60.0%	79.2%	38.5%	50.0%

TAX DEDUCTIBLE SPECIAL TAX/SPECIAL PURPOSE PAYMENTS

When asked if payments to their Special Tax/Special Purpose Districts were tax deductible, most LSAs said no, except for Mixed Use which was evenly split.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	8	0	3	1	2
Yes	37.5%	N/A	33.3%	0.0%	50.0%
No	62.5%	N/A	66.7%	100.0%	50.0%

*NOTE: Sample sizes this small must only be treated as directional and not representative of the whole population.

ANNUAL OPERATING SURPLUS

Most LSAs do have annual operating surpluses.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	46	15	24	13	4
Yes	76.1%	66.7%	79.2%	53.8%	100.0%
No	23.9%	33.3%	20.8%	46.2%	0.0%

ANNUAL OPERATING SURPLUS DISTRIBUTED

Most Resort/Residential and Mixed Use LSAs apply their annual operating surplus to their reserve fund.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	35	10	19	7	4
Used to increase next year's budget income	45.7%	50.0%	47.4%	42.9%	0.0%
Returned to members	0.0%	0.0%	5.3%	0.0%	0.0%
Applied to reserve fund	54.3%	50.0%	78.9%	42.9%	75.0%
Applied to capital improvement fund	45.7%	30.0%	21.1%	14.3%	25.0%
Other	8.6%	20.0%	10.5%	14.3%	0.0%

RESIDENTIAL RELATED REVENUE

A majority of all LSAs get residential related revenue from Residential assessments for Operating Funds, Reserve Assessments for Replacement Funds, and Amenity/Services Fees.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	47	15	26	13	4
Residential Assessments for Operating Funds, excluding use fees charged to individual residential owners	95.7%	93.3%	100.0%	92.3%	100.0%
Reserve Assessments for Replacement Funds	71.7%	86.7%	79.2%	61.5%	75.0%
Capital Improvement Fund Assessments Funds	43.5%	60.0%	37.5%	53.8%	0.0%
Use of Amenities/Services Fees	71.7%	66.7%	70.8%	61.5%	50.0%
Fees Charged at Resale	67.4%	66.7%	41.7%	69.2%	50.0%
Cooperation & Compliance Charges	58.7%	53.3%	79.2%	61.5%	25.0%
Reimbursement from Government for Duplicate Services Provided	13.0%	0.0%	12.5%	7.7%	25.0%
Government Grants Received	10.9%	13.3%	12.5%	15.4%	0.0%
General Revenue Sharing from Government	0.0%	0.0%	0.0%	0.0%	0.0%
State or Federal Disaster Assistance	0.0%	0.0%	4.2%	0.0%	0.0%
Interest/Investment Funds Received	60.9%	60.0%	83.3%	61.5%	25.0%
Other residential related (not commercial) revenue	23.9%	0.0%	16.7%	7.7%	25.0%

RESIDENTIAL RELATED REVENUE

The following table shows the median annual revenue generated by each residential related revenue source.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	44	14	24	11	4
Residential Assessments for Operating Funds, excluding use fees charged to individual residential owners	3,176,082	3,387,547	3,672,500	5,760,800	1,575,000
n=	33	13	19	8	3
Reserve Assessments for Replacement Funds	675,000	432,000	576,000	405,000	154,000
n=	20	9	9	7	0
Capital Improvement Fund Assessments Funds	300,000	37,500	92,000	200,000	N/A
n=	33	10	17	7	2
Use of Amenities/Services Fees	30,000	105,000	200,000	453,000	151,650
n=	31	10	10	8	2
Fees Charged at Resale	26,550	50,000	22,500	85,000	357,750
n=	27	8	19	8	1
Cooperation & Compliance Charges	6,000	1,000	12,000	5,500	4,500
n=	6	0	3	1	1
Reimbursement from Government for Duplicate Services Provided	135,741	N/A	15,000	144,000	68,000
n=	5	2	3	2	0
Government Grants Received	17,000	287,500	50,000	1,801,500	N/A
n=	0	0	1	0	0
State or Federal Disaster Assistance	N/A	N/A	0	N/A	N/A
n=	28	9	20	8	1
Interest/Investment Funds Received	15,500	25,000	10,000	8,055	25,000
n=	11	0	4	1	1
Other residential related (not commercial) revenue	90,000	N/A	12,500	479,400	42,000

DISASTER ASSISTANCE BY GOVERNMENT LEVELS

A large majority of LSAs did not apply for any disaster assistance.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	46	15	24	13	4
County	0.0%	0.0%	12.5%	0.0%	0.0%
State	2.2%	0.0%	4.2%	7.7%	0.0%
Federal	6.5%	6.7%	4.2%	0.0%	0.0%
We did not apply for any disaster assistance	93.5%	93.3%	87.5%	92.3%	100.0%

COMMERCIAL RELATED REVENUE

With the exception of Mixed Use LSAs, most associations receive nominal revenue from commercial activities.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	46	15	24	13	4
Commercial assessments	19.6%	0.0%	16.7%	23.1%	50.0%
Commercial leases	4.3%	6.7%	20.8%	0.0%	0.0%
Commercial profit revenue	2.2%	6.7%	4.2%	7.7%	0.0%
Other	8.7%	6.7%	29.2%	7.7%	0.0%
None of the above	71.7%	80.0%	45.8%	61.5%	50.0%

COMMERCIAL RELATED REVENUE

The table below shows the average commercial related revenues per each source.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	8	0	4	3	2
Commercial assessments	410,870	N/A	863,340	333,915	38,000
n=	2	1	5	0	0
Commercial leases	458,381	26,000	24,435	N/A	N/A
n=	1	1	1	1	0
Commercial profit revenue	20,000	265,000	100,000	18,000	N/A
n=	4	1	7	1	0
Other	283,881	14,000	2,516,540	800,000	N/A

ANNUAL OPERATING EXPENSE

General and Administrative and Land Management/Maintenance were some of the largest operating expenses on average for all LSAs. Age Restricted communities on average had fairly high Maintenance of Buildings and Facilities expenses as well.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	44	15	22	13	4
General and Administrative	1,203,690	1,363,653	2,245,375	1,800,552	678,536
n=	44	13	20	13	3
Training & Education, Certifications	29,063	16,652	9,852	13,243	9,140
n=	43	15	20	12	3
Land Management & Maintenance	1,222,990	2,512,910	410,526	1,076,295	280,033
n=	42	14	20	13	3
Dams, Lakes, Ponds, Mgmt. & Maintenance	66,750	123,399	75,819	50,083	45,718
n=	43	13	20	12	3
Maintenance of Buildings and Facilities	522,383	2,359,080	685,158	543,638	171,988
n=	42	13	17	9	3
Community Services/Social Services	102,998	312,077	17,161	71,622	5,038
n=	44	13	19	12	4
Recreation & Amenities/Parks and Rec	514,513	1,252,477	350,440	1,076,126	290,431
n=	43	13	19	13	4
Security & Safety	368,469	613,768	648,010	1,037,939	285,780
n=	43	14	20	12	4
Risk Management & Insurance	251,592	410,949	198,750	137,356	99,169
n=	43	13	21	11	4
Operating Contingency	102,936	41,995	82,235	80,143	48,750

MONITORING RESERVES

A majority of LSAs use staff and a professional reserve specialist.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
Association staff	23.3%	0.0%	28.6%	23.1%	25.0%
A professional reserve specialist	16.3%	20.0%	4.8%	7.7%	0.0%
Staff and a professional reserve specialist	51.2%	66.7%	61.9%	61.5%	75.0%
Staff and an engineer or architect	2.3%	6.7%	0.0%	7.7%	0.0%
Other	7.0%	6.7%	4.8%	0.0%	0.0%

MAPPING AND INVENTORY OF INFRASTRUCTURE

A majority of LSAs do map and inventory their infrastructure.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
Yes	67.4%	80.0%	81.0%	100.0%	75.0%
No	32.6%	20.0%	19.0%	0.0%	25.0%

MAPPING AND INVENTORY TAKING

LSAs tend to use a variety of sources to map and inventory their component infrastructure.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	29	11	17	13	3
Used information from the developer	69.0%	45.5%	52.9%	53.8%	66.7%
Used information from the Reserve Study	82.8%	100.0%	82.4%	61.5%	100.0%
Hired an engineer/architect	27.6%	27.3%	64.7%	53.8%	0.0%
Used a GIS-type mapping system	58.6%	9.1%	41.2%	23.1%	33.3%
Used government information	31.0%	0.0%	41.2%	15.4%	33.3%
Used information from the CPA	10.3%	36.4%	23.5%	15.4%	0.0%
Other	13.8%	0.0%	0.0%	15.4%	33.3%

RESERVE STUDY FREQUENCY

Residential communities mostly either review their reserve study annually or every 3 years. Age Restricted communities mostly reported either reviewing annually or every 2 years. Resort/Residential community associations mostly review annually. Three of the four Mixed Use community associations review every 3 years.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
No set time frame	4.7%	0.0%	0.0%	7.7%	0.0%
Annually	39.5%	40.0%	66.7%	30.8%	25.0%
Every 2 years	9.3%	40.0%	4.8%	15.4%	0.0%
Every 3 years	30.2%	13.3%	14.3%	30.8%	75.0%
Other	11.6%	6.7%	9.5%	7.7%	0.0%
We do not formally review	4.7%	0.0%	4.8%	7.7%	0.0%

DOLLAR VALUE OF ASSETS AND FUNDS

The table below shows the median dollar amounts per fiscal year of the LSAs' assets and funds. Balance sheet assets and reserve funds on hand had the highest dollar amounts overall.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	14	21	13	4
Balance sheet assets, beginning fiscal year	4,147,176	4,324,647	5,600,000	5,200,000	3,301,622
n=	43	14	21	13	4
Reserve funds on hand, beginning fiscal year	2,134,093	1,833,381	1,856,922	1,600,000	1,670,000
n=	41	13	20	13	4
Capital improvement funds on hand, beginning fiscal year	165,074	42,500	134,827	350,000	1,337,293
n=	43	14	21	13	4
Reserve Fund contribution, current fiscal year	522,000	601,250	564,000	396,800	312,550
n=	41	13	20	13	4
Capital Improvement Fund contribution, current fiscal year	35,630	10,000	0	95,000	237,500
n=	42	14	20	13	4
Largest single expenditure, current fiscal year	290,500	235,377	342,000	519,996	88,663

RESERVE FUND METHOD

The largest percentage of LSAs use full funding reserve funding methods.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
Full funding	48.8%	40.0%	38.1%	30.8%	75.0%
Baseline funding	11.6%	13.3%	14.3%	23.1%	0.0%
Threshold funding	39.5%	33.3%	42.9%	30.8%	25.0%
Statutory funding	0.0%	6.7%	4.8%	0.0%	0.0%
No funding	0.0%	6.7%	0.0%	15.4%	0.0%

SHORT-TERM DEBT

Most LSAs do not have short-term debt. Private Clubs on average had the highest short-term debt.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
Yes	11.6%	20.0%	9.5%	30.8%	0.0%
No	88.4%	80.0%	90.5%	69.2%	100.0%

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	5	2	2	4	0
Average Short Term Debt	471,574	57,500	165,000	2,249,367	N/A

LONG-TERM DEBT

Most LSAs do not have long-term debt.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
Yes	16.3%	13.3%	28.6%	23.1%	0.0%
No	83.7%	86.7%	71.4%	76.9%	100.0%

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	7	1	6	3	0
Average Long Term Debt	1,630,262	100,000	2,256,739	4,896,670	N/A

LINE OF CREDIT

The majority of LSAs do not have lines of credit.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	15	21	13	4
Yes	32.6%	46.7%	38.1%	38.5%	0.0%
No	67.4%	53.3%	61.9%	61.5%	100.0%

MANAGEMENT SERVICES STAFFING

Over half of Residential, Resort/Residential, Private Club, and Mixed Use LSAs use Staff Members Only for their management-related services. Half of Age Restricted LSAs use Staff Members and a Management Co/Third Party.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	14	21	13	4
Staff Member and Management Co./Third Party	23.3%	50.0%	28.6%	23.1%	0.0%
Management Company Only	23.3%	21.4%	14.3%	15.4%	25.0%
Staff Members Only	53.5%	28.6%	57.1%	61.5%	75.0%

SERVICES PROVIDED BY MANAGEMENT COMPANY OR THIRD PARTY

Of the LSAs that reported having a management company or third party, a large majority of them reported that the management company and/or third party handles financial management and general administration.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	20	10	9	5	1
Financial management	95.0%	100.0%	77.8%	80.0%	100.0%
General administration	65.0%	70.0%	44.4%	60.0%	100.0%
Recreation services	30.0%	40.0%	44.4%	0.0%	100.0%
Amenity services	30.0%	40.0%	44.4%	0.0%	0.0%
Safety/security services	25.0%	10.0%	44.4%	0.0%	0.0%
Maintenance services	45.0%	40.0%	55.6%	40.0%	100.0%
Other	15.0%	10.0%	33.3%	0.0%	0.0%

MANAGEMENT OR THIRD PARTY MEMBERSHIP IN CAI

Of those LSAs that reported having a management company or third party, most said that the management company or third party are members of CAI.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	20	10	9	5	1
Yes	90.0%	90.0%	88.9%	80.0%	100.0%
No	10.0%	10.0%	11.1%	20.0%	0.0%

FINANCIAL REPORTS EXAMINED BY CPA

All LSAs reported that their annual financial reports are examined by a CPA.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	14	21	13	4
Yes	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%

FINANCIAL REPORTS EXAMINED BY CPA

Almost all audit reports completed by LSAs are reviewed by a CPA. Review and Compilation reports, for the most part, are not examined by a CPA.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	14	21	13	4
Audit	97.7%	92.9%	95.2%	100.0%	75.0%
Review	18.6%	21.4%	28.6%	23.1%	25.0%
Compilation	4.7%	14.3%	14.3%	7.7%	0.0%

FULL-TIME/PART-TIME EMPLOYMENT

Most LSAs employ full-time or part-time workers for general administration, member services support, and general maintenance and public works. Very few employ full- or part-time engineers.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	43	14	21	13	4
General administration	90.7%	92.9%	95.2%	92.3%	100.0%
Member services support	67.4%	85.7%	81.0%	84.6%	75.0%
General maintenance and public works	79.1%	85.7%	81.0%	100.0%	75.0%
Safety/security	32.6%	35.7%	66.7%	53.8%	25.0%
Risk management & insurance	14.0%	28.6%	23.8%	15.4%	0.0%
Parks & recreation/community life	51.2%	64.3%	47.6%	30.8%	50.0%
Conservancy/environment	11.6%	21.4%	19.0%	7.7%	0.0%
Horticulture/land & lakes management	30.2%	35.7%	42.9%	30.8%	0.0%
Golf course	7.0%	35.7%	28.6%	38.5%	0.0%
Tennis	20.9%	14.3%	19.0%	38.5%	25.0%
Restaurant/dining	2.3%	7.1%	33.3%	53.8%	0.0%
Engineer	7.0%	0.0%	9.5%	7.7%	0.0%
Other	20.9%	35.7%	23.8%	0.0%	25.0%

FULL TIME EMPLOYMENT

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	37	13	20	12	4
General administration	6	8	6	7	5
n=	25	10	17	9	3
Member services support	3	3	2	3	7
n=	32	12	16	12	2
General maintenance and public works	10	9	10	4	2
n=	13	5	14	6	1
Safety/security	17	7	11	22	1
n=	4	4	4	2	0
Risk management & insurance	2	1	1	1	N/A
n=	19	8	9	3	1
Parks & recreation/community life	3	7	6	5	1
n=	5	3	4	1	0
Conservancy/environment	1	7	1	2	N/A
n=	9	5	8	4	0
Horticulture/land & lakes management	6	36	2	5	N/A
n=	2	5	6	4	0
Golf course	10	21	8	17	N/A
n=	4	2	4	4	1
Tennis	1	2	1	3	2
n=	0	1	7	5	0
Restaurant/dining	N/A	30	6	22	N/A
n=	3	0	2	1	0
Engineer	1	N/A	1	2	N/A

PART-TIME EMPLOYMENT

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	29	8	13	7	3
General administration	2	4	2	1	2
n=	21	9	11	5	2
Member services support	3	3	4	1	4
n=	23	7	12	7	3
General maintenance and public works	2	13	4	1	2
n=	13	2	11	2	0
Safety/security	7	1	4	3	N/A
n=	3	1	3	1	0
Risk management & insurance	0	0	0	0	N/A
n=	16	6	10	3	1
Parks & recreation/community life	25	23	23	9	1
n=	2	3	3	0	0
Conservancy/environment	1	0	2	N/A	N/A
n=	9	4	7	3	0
Horticulture/land & lakes management	1	3	7	0	N/A
n=	2	4	5	4	0
Golf course	13	49	10	9	N/A
n=	6	1	4	3	1
Tennis	3	0	2	3	2
n=	0	1	7	6	0
Restaurant/dining	N/A	15	19	16	N/A
n=	3	0	1	1	0
Engineer	0	N/A	0	1	N/A

PROFESSIONAL DESIGNATIONS OF LEAD ADMINISTRATIVE OFFICER

Large percentages of all community associations have Lead Administrative Officers with CMCA, AMS, and PCAM designations.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
CMCA	88.1%	78.6%	71.4%	76.9%	75.0%
AMS	71.4%	71.4%	61.9%	38.5%	75.0%
LSM	26.2%	14.3%	19.0%	38.5%	25.0%
PCAM	71.4%	71.4%	47.6%	46.2%	75.0%
CIRMS	2.4%	0.0%	0.0%	0.0%	0.0%
RS	2.4%	0.0%	0.0%	0.0%	0.0%
CCAM	11.9%	0.0%	28.6%	30.8%	0.0%
CPM	9.5%	0.0%	0.0%	0.0%	0.0%
ARM: Accredited Residential Manager	2.4%	0.0%	0.0%	0.0%	0.0%
ARM: Associate in Risk Management	2.4%	0.0%	0.0%	0.0%	0.0%
CAM	9.5%	14.3%	9.5%	38.5%	25.0%
CCE	2.4%	0.0%	0.0%	7.7%	0.0%
MCM: Master Club Manager	0.0%	0.0%	0.0%	0.0%	0.0%
MCM: Master Community Manager	7.1%	7.1%	9.5%	7.7%	0.0%
CPRP	0.0%	7.1%	0.0%	0.0%	0.0%
CPRE	0.0%	0.0%	0.0%	0.0%	0.0%
AFO	2.4%	7.1%	4.8%	7.7%	0.0%
CPSI	0.0%	0.0%	0.0%	0.0%	0.0%
AIA	0.0%	0.0%	0.0%	0.0%	0.0%
ASLA	0.0%	0.0%	4.8%	0.0%	0.0%
Real Estate, residential or commercial designation	11.9%	0.0%	14.3%	23.1%	0.0%
Insurance	2.4%	0.0%	0.0%	0.0%	0.0%
CPA	2.4%	7.1%	4.8%	0.0%	0.0%
Other	11.9%	28.6%	4.8%	23.1%	25.0%
None of the above	0.0%	0.0%	9.5%	0.0%	0.0%

PROFESSIONAL DESIGNATIONS OF ONSITE STAFF

Large percentages of all community associations have onsite staff with CMCA and AMS designations.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
CMCA	61.9%	50.0%	52.4%	15.4%	75.0%
AMS	52.4%	7.1%	42.9%	0.0%	75.0%
LSM	7.1%	0.0%	4.8%	0.0%	0.0%
PCAM	23.8%	7.1%	28.6%	7.7%	0.0%
CIRMS	0.0%	0.0%	0.0%	0.0%	0.0%
RS	0.0%	0.0%	0.0%	0.0%	0.0%
CCAM	4.8%	0.0%	19.0%	7.7%	0.0%
CPM	2.4%	0.0%	0.0%	0.0%	0.0%
ARM: Accredited Residential Manager	0.0%	0.0%	0.0%	0.0%	0.0%
ARM: Associate in Risk Management	0.0%	0.0%	0.0%	0.0%	0.0%
CAM	2.4%	0.0%	4.8%	15.4%	25.0%
CCE	0.0%	0.0%	0.0%	7.7%	0.0%
MCM: Master Club Manager	0.0%	0.0%	0.0%	0.0%	0.0%
MCM: Master Community Manager	0.0%	0.0%	0.0%	0.0%	0.0%
CPRP	7.1%	14.3%	4.8%	0.0%	0.0%
CPRE	0.0%	0.0%	0.0%	0.0%	0.0%
AFO	7.1%	14.3%	9.5%	7.7%	0.0%
CPSI	2.4%	0.0%	0.0%	0.0%	0.0%
AIA	0.0%	0.0%	0.0%	0.0%	0.0%
ASLA	0.0%	0.0%	0.0%	0.0%	0.0%
Real Estate, residential or commercial designation	7.1%	0.0%	14.3%	15.4%	0.0%
Insurance	0.0%	0.0%	4.8%	0.0%	0.0%
CPA	14.3%	0.0%	9.5%	0.0%	0.0%
Other	11.9%	14.3%	4.8%	23.1%	25.0%
None of the above	21.4%	35.7%	28.6%	30.8%	25.0%

PROFESSIONAL DESIGNATIONS OF ONSITE STAFF

The following table shows the median number of onsite staff with the various designations listed.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
PCAM	2	1	1	2	N/A
LSM	1	N/A	1	N/A	N/A
CMCA	2	1	2	3	2
AMS	2	6	2	N/A	2
CCAM	4	N/A	4	2	N/A
CPM	1	N/A	N/A	N/A	N/A
CAM	2	N/A	1	5	4
CCE	N/A	N/A	N/A	2	N/A
CPRP	1	2	1	N/A	N/A
AFO	1	2	2	1	N/A
CPSI	1	N/A	N/A	N/A	N/A
Real Estate, residential or commercial designation	2	N/A	3	2	N/A
Insurance	N/A	N/A	1	N/A	N/A
CPA	1	N/A	1	N/A	N/A

PROFESSIONAL DESIGNATIONS OF CONTRACTED MANAGEMENT STAFF

Half or more Residential, Age Restricted, Private Use, and Mixed Use community association contracted management staff have PCAM, CMCA, or AMS designations. 80% of Private Clubs reported having LSM designations.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	20	10	9	5	1
CMCA	70.0%	80.0%	44.4%	80.0%	100.0%
AMS	60.0%	70.0%	33.3%	60.0%	100.0%
LSM	50.0%	30.0%	0.0%	80.0%	0.0%
PCAM	75.0%	90.0%	44.4%	80.0%	100.0%
CIRMS	10.0%	10.0%	0.0%	20.0%	0.0%
RS	15.0%	0.0%	22.2%	20.0%	0.0%
CCAM	10.0%	20.0%	22.2%	40.0%	0.0%
CPM	10.0%	0.0%	11.1%	0.0%	0.0%
ARM: Accredited Residential Manager	5.0%	0.0%	0.0%	0.0%	0.0%
ARM: Associate in Risk Management	10.0%	0.0%	0.0%	0.0%	0.0%
CAM	10.0%	0.0%	22.2%	0.0%	0.0%
CCE	10.0%	0.0%	0.0%	0.0%	0.0%
MCM: Master Club Manager	0.0%	0.0%	0.0%	0.0%	0.0%
MCM: Master Community Manager	5.0%	0.0%	0.0%	0.0%	0.0%
CPRP	0.0%	10.0%	0.0%	0.0%	0.0%
CPRE	0.0%	0.0%	0.0%	0.0%	0.0%
AFO	0.0%	10.0%	0.0%	0.0%	0.0%
CPSI	5.0%	0.0%	0.0%	0.0%	0.0%
AIA	0.0%	0.0%	11.1%	0.0%	0.0%
ASLA	0.0%	0.0%	11.1%	0.0%	0.0%
Real Estate, residential or commercial designation	15.0%	20.0%	33.3%	0.0%	0.0%
Insurance	10.0%	10.0%	22.2%	20.0%	0.0%
CPA	35.0%	10.0%	33.3%	20.0%	0.0%
Other	10.0%	0.0%	0.0%	20.0%	0.0%
None of the above	10.0%	10.0%	11.1%	20.0%	0.0%

ASSOCIATION MEMBERS OF CAI

A majority of LSAs have a GM, Executive Director or COO that is a member of CAI. Except for Resort/Residential LSAs, a majority also have Senior Staff that are members of CAI. Committee Members and Residents tend to not be members.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
GM, Executive Director or COO	95.2%	85.7%	90.5%	92.3%	100.0%
Senior Staff	76.2%	71.4%	47.6%	53.8%	50.0%
Board Member	47.6%	64.3%	38.1%	30.8%	25.0%
Committee Member	7.1%	0.0%	4.8%	0.0%	0.0%
Resident	4.8%	0.0%	0.0%	0.0%	0.0%
None of the above	0.0%	7.1%	4.8%	0.0%	0.0%

LEAD ADMINISTRATOR WORKING TOWARD LSM

Most Residential, Age Restricted, and Mixed Use LSAs have lead administrator's working towards an LSM designation.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	31	12	17	8	3
Yes	54.8%	66.7%	47.1%	25.0%	100.0%
No	45.2%	33.3%	52.9%	75.0%	0.0%

STAFF OR MANAGEMENT ATTENDED LSM WORKSHOP

A large majority of all LSAs reported that staff or management services have attended CAI's Large-Scale Manager's Workshop.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	88.1%	71.4%	76.2%	84.6%	100.0%
No	11.9%	28.6%	23.8%	15.4%	0.0%

CAI ANNUAL CONFERENCE

A large majority of LSAs' staff and management have attended a national CAI Conference.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	88.1%	64.3%	71.4%	92.3%	100.0%
No	11.9%	35.7%	28.6%	7.7%	0.0%

STAFF OR MANAGEMENT ATTENDED NATIONAL CAI LAW SEMINAR

Except for Mixed Use LSAs, about 2/3 community associations reported that their association staff or management services have not attended a CAI Law Seminar.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	33.3%	35.7%	33.3%	30.8%	50.0%
No	66.7%	64.3%	66.7%	69.2%	50.0%

REGULAR USE OF ASSOCIATION ATTORNEY

Almost all LSAs use an association attorney on a regular basis.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	97.6%	92.9%	100.0%	100.0%	100.0%
No	2.4%	7.1%	0.0%	0.0%	0.0%

ASSOCIATION ATTORNEY CAI MEMBERSHIP

For the majority of LSAs except for Mixed Use types, their association attorneys are members of CAI.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	41	13	21	13	4
Yes	78.0%	92.3%	57.1%	61.5%	25.0%
No	22.0%	7.7%	42.9%	38.5%	75.0%

CAI COLLEGE OF COMMUNITY ASSOCIATION LAWYERS MEMBERSHIP

The majority of Residential and Age Restricted LSAs have an association attorney who is a member of the CAI College of Community Association Lawyers. The majority of the Resort/Residential, Private Club, and Mixed Use LSAs do not.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	41	13	21	13	4
Yes	65.9%	92.3%	33.3%	38.5%	25.0%
No	34.1%	7.7%	66.7%	61.5%	75.0%

ASSOCIATION ATTORNEY ATTEND A CAI LAW SEMINAR

A majority of Residential and Age Restricted communities have association attorneys who have attended a CAI Law Seminar. The other primary use categories of LSAs are fairly evenly split as to whether their association attorney did or did not attend a CAI Law Seminar.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	41	13	21	13	4
Yes	75.6%	84.6%	47.6%	53.8%	50.0%
No	24.4%	15.4%	52.4%	46.2%	50.0%

THIRD PARTY RESERVE SPECIALIST

A majority of LSAs do use a third party Reserve Specialist.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	73.8%	100.0%	61.9%	84.6%	75.0%
No	26.2%	0.0%	38.1%	15.4%	25.0%

THIRD PARTY RESERVE SPECIALIST RS DESIGNATION

A large majority of LSAs reported that their third party reserve specialist does have an RS designation from CAI.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	31	14	13	11	3
Yes	93.5%	78.6%	76.9%	100.0%	66.7%
No	6.5%	21.4%	23.1%	0.0%	33.3%

STAFF OR MANAGEMENT PERFORM RESERVE STUDY

Most LSAs reported that their staff or management services company staff do not perform their reserve study.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	38.1%	14.3%	42.9%	23.1%	0.0%
No	61.9%	85.7%	57.1%	76.9%	100.0%

RS DESIGNATION OF RESERVE STUDY STAFF OR MANAGEMENT

Of those LSAs who have staff or a management services company perform their reserve study, the majority of the staff or management services company do not have an RS designation.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	16	2	9	3	0
Yes	31.3%	0.0%	11.1%	33.3%	N/A
No	68.8%	100.0%	88.9%	66.7%	N/A

CPA CAI MEMBERSHIP

A large percentage of Residential LSAs reported that their CPA is a CAI member. A majority of Resort/Residential and Private Club LSAs reported that their CPAs were not CAI members. Age Restricted and Mixed Use were evenly split.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	73.8%	50.0%	38.1%	38.5%	50.0%
No	26.2%	50.0%	61.9%	61.5%	50.0%

CIRMS DESIGNATION

A majority of Residential, Resort/Residential, and Private Club LSAs reported that their risk management and insurance specialist does not have a CIRMS designation from CAI. A majority of Age Restricted LSAs reported that their risk management and insurance specialist do have CIRMS Designations. Mixed Use LSAs were evenly split.

	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n=	42	14	21	13	4
Yes	38.1%	64.3%	19.0%	38.5%	50.0%
No	61.9%	35.7%	81.0%	61.5%	50.0%

Crosstabs By Geography & Function

INTRODUCTION TO CROSSTABS BY GEOGRAPHY & FUNCTION

The following slides contain aggregate data from our sample of LSAs across various geographic categories including Census/NAR Regions, Census Divisions, and HUD/FEMA Regions.

- U.S. Census Regions/NAR Regions – the US Census and National Association of Realtors® (NAR) both categorize states into the same four following regions:
 - **Midwest:** Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Ohio, South Dakota, Wisconsin
 - **Northeast:** Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont
 - **South:** Alabama, Arkansas, Delaware, District of Columbia, Florida, Georgia, Kentucky, Louisiana, Maryland, Mississippi, North Carolina, Oklahoma, South Carolina, Tennessee, Texas, Virginia, West Virginia
 - **West:** Alaska, Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Utah, Washington, Wyoming

- Census Divisions – The US Census further categorizes the 4 regions into 9 divisions:
 - **East North Central:** Illinois, Indiana, Michigan, Ohio, Wisconsin
 - **East South Central:** Alabama, Kentucky, Mississippi, Tennessee
 - **Mid Atlantic:** New Jersey, New York, Pennsylvania
 - **Mountain:** Arizona, Colorado, Idaho, Montana, Nevada, New Mexico, Utah, Wyoming
 - **New England:** Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
 - **Pacific:** Alaska, California, Hawaii, Oregon, Washington
 - **South Atlantic:** Delaware, District of Columbia, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia
 - **West North Central:** Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota
 - **West South Central:** Arkansas, Louisiana, Oklahoma, Texas

INTRODUCTION TO CROSSTABS BY GEOGRAPHY & FUNCTION

- HUD/FEMA Regions– The Department of Housing & Urban Development (HUD) and Federal Emergency Management Agency (FEMA) both categorize the states into 10 regions:
 - **Region 1:** Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont
 - **Region 2:** New Jersey, New York
 - **Region 3:** Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia
 - **Region 4:** Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee
 - **Region 5:** Illinois, Indiana, Michigan, Minnesota, Ohio, Wisconsin
 - **Region 6:** Arkansas, Louisiana, New Mexico, Oklahoma, Texas
 - **Region 7:** Iowa, Kansas, Missouri, Nebraska
 - **Region 8:** Colorado, Montana, North Dakota, South Dakota, Utah, Wyoming
 - **Region 9:** Arizona, California, Hawaii, Nevada
 - **Region 10:** Alaska, Idaho, Oregon, Washington

Please note that our sample of data does not include LSAs from the following states: Alabama, Alaska, Arkansas, Delaware, District Of Columbia, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Massachusetts, Michigan, Minnesota, Missouri, Montana, Nebraska, New Mexico, North Dakota, Oklahoma, Oregon, Rhode Island, South Dakota, Vermont, West Virginia, Wisconsin, Wyoming.

HUD: Department of Housing and Urban Development

FEMA: Federal Emergency Management Agency

CENSUS/NAR REGIONS

	Midwest				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	1	4	N/A	N/A
Lots + Lots w/units	N/A	2,094	24,445	N/A	N/A
Acres	N/A	177	13,820	N/A	N/A
Total Residents	N/A	1,797	14,137	N/A	N/A
Total Revenue	N/A	2,592,247	11,155,000	N/A	N/A
Total Staff	N/A	11	207	N/A	N/A

	Northeast				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	9	5	2	3	1
Lots + Lots w/units	29,029	9,020	11,560	5,326	5,720
Acres	16,111	2,301	2,826	1,263	N/A
Total Residents	45,150	3,980	16,020	3,645	N/A
Total Revenue	31,702,664	18,380,392	9,280,632	23,667,732	N/A
Total Staff	558	267	220	92	N/A

CENSUS/NAR REGIONS

	South				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	36	3	21	9	5
Lots + Lots w/units	233,345	19,440	59,310	24,748	14,249
Acres	93,568	4,870	50,387	18,714	5,565
Total Residents	284,953	17,934	47,475	22,735	23,848
Total Revenue	127,399,876	15,784,282	67,790,948	135,393,622	8,079,087
Total Staff	448	201	283	514	58

	West				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	21	12	13	2	2
Lots + Lots w/units	167,893	45,332	53,153	6,082	10,124
Acres	51,242	21,635	21,633	200	2,693
Total Residents	193,196	79,310	104,464	9,683	2,890
Total Revenue	71,251,872	7,315,498,646	85,572,888	9,946,392	3,675,900
Total Staff	792	790	677	98	13

CENSUS DIVISIONS

	East North Central				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	1	4	N/A	N/A
Lots + Lots w/units	N/A	2,094	24,445	N/A	N/A
Acres	N/A	177	13,820	N/A	N/A
Total Residents	N/A	1,797	14,137	N/A	N/A
Total Revenue	N/A	2,592,247	11,155,000	N/A	N/A
Total Staff	N/A	11	207	N/A	N/A

	East South Central				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	1	N/A	N/A	N/A	N/A
Lots + Lots w/units	10,091	N/A	N/A	N/A	N/A
Acres	5,000	N/A	N/A	N/A	N/A
Total Residents	7,300	N/A	N/A	N/A	N/A
Total Revenue	18,266,308	N/A	N/A	N/A	N/A
Total Staff	0	N/A	N/A	N/A	N/A

CENSUS DIVISIONS

	Middle Atlantic				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	8	4	2	2	1
Lots + Lots w/units	25,525	3,860	11,560	4,706	5,720
Acres	12,211	1,301	2,826	1,138	N/A
Total Residents	41,513	130	16,020	2,890	N/A
Total Revenue	25,817,890	1,088,392	9,280,632	22,811,632	N/A
Total Staff	469	108	220	80	N/A

	Mountain				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	7	7	3	N/A	2
Lots + Lots w/units	44,438	25,935	9,544	N/A	10,124
Acres	32,100	17,057	5	N/A	2,693
Total Residents	34,140	46,678	19,373	N/A	2,890
Total Revenue	20,042,419	28,055,991	1,815,018	N/A	3,675,900
Total Staff	236	723	0	N/A	13

CENSUS DIVISIONS

	New England				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	1	1	N/A	1	N/A
Lots + Lots w/units	3,504	5,160	N/A	620	N/A
Acres	3,900	1,000	N/A	125	N/A
Total Residents	3,637	3,850	N/A	755	N/A
Total Revenue	5,884,774	17,292,000	N/A	856,100	N/A
Total Staff	89	159	N/A	12	N/A

	Pacific				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	14	5	10	2	N/A
Lots + Lots w/units	123,455	19,397	43,609	6,082	N/A
Acres	19,142	4,578	21,628	200	N/A
Total Residents	159,056	32,632	85,091	9,683	N/A
Total Revenue	51,209,453	7,287,442,655	83,757,870	9,946,392	N/A
Total Staff	556	67	677	98	N/A

CENSUS DIVISIONS

	South Atlantic				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	26	2	19	9	4
Lots + Lots w/units	135,937	5,240	57,826	24,748	10,411
Acres	55,032	770	50,187	18,714	3,365
Total Residents	161,719	4,600	46,325	22,735	21,200
Total Revenue	73,355,944	6,893,293	66,705,043	135,393,622	8,079,087
Total Staff	369	30	267	514	58

	West South Central				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	9	1	2	N/A	1
Lots + Lots w/units	87,317	14,200	1,484	N/A	3,838
Acres	33,536	4,100	200	N/A	2,200
Total Residents	115,934	13,334	1,150	N/A	2,648
Total Revenue	35,777,624	8,890,989	1,085,905	N/A	N/A
Total Staff	79	171	16	N/A	N/A

HUD/FEMA REGIONS

	Region 1				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	1	1	N/A	1	N/A
Lots + Lots w/units	3,504	5,160	N/A	620	N/A
Acres	3,900	1,000	N/A	125	N/A
Total Residents	3,637	3,850	N/A	755	N/A
Total Revenue	5,884,774	17,292,000	N/A	856,100	N/A
Total Staff	89	159	N/A	12	N/A

	Region 2				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	3	3	N/A	1	1
Lots + Lots w/units	9,072	692	N/A	2,776	5,720
Acres	2,960	1,238	N/A	888	N/A
Total Residents	15,736	N/A	N/A	2,890	N/A
Total Revenue	8,685,500	N/A	N/A	4,052,632	N/A
Total Staff	102	N/A	N/A	17	N/A

HUD/FEMA REGIONS

	Region 3				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	17	2	7	1	1
Lots + Lots w/units	64,338	5,688	27,327	1,930	N/A
Acres	20,352	383	18,887	250	N/A
Total Residents	142,052	2,730	34,945	N/A	N/A
Total Revenue	51,710,498	4,981,685	16,722,066	18,759,000	N/A
Total Staff	424	115	353	63	N/A

	Region 4				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	15	1	14	9	3
Lots + Lots w/units	98,143	2,720	42,059	24,748	10,411
Acres	48,931	450	34,126	18,714	3,365
Total Residents	52,744	2,000	27,400	22,735	21,200
Total Revenue	57,044,144	3,000,000	59,263,609	135,393,622	8,079,087
Total Staff	312	23	134	514	58

HUD/FEMA REGIONS

	Region 5				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	1	4	N/A	N/A
Lots + Lots w/units	N/A	2,094	24,445	N/A	N/A
Acres	N/A	177	13,820	N/A	N/A
Total Residents	N/A	1,797	14,137	N/A	N/A
Total Revenue	N/A	2,592,247	11,155,000	N/A	N/A
Total Staff	N/A	11	207	N/A	N/A

	Region 6				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	9	1	2	N/A	1
Lots + Lots w/units	87,317	14,200	1,484	N/A	3,838
Acres	33,536	4,100	200	N/A	2,200
Total Residents	115,934	13,334	1,150	N/A	2,648
Total Revenue	35,777,624	8,890,989	1,085,905	N/A	N/A
Total Staff	79	171	16	N/A	N/A

HUD/FEMA REGIONS

	Region 8				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	3	1	1	N/A	1
Lots + Lots w/units	13,005	4,405	N/A	N/A	2,248
Acres	18,500	550	N/A	N/A	1,593
Total Residents	14,700	4,051	N/A	N/A	2,890
Total Revenue	3,801,276	3,056,000	N/A	N/A	1,649,000
Total Staff	31	30	N/A	N/A	2

	Region 9				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	16	10	12	2	1
Lots + Lots w/units	147,888	40,927	53,153	6,082	7,876
Acres	29,642	20,924	21,633	200	1,100
Total Residents	163,746	73,909	104,464	9,683	N/A
Total Revenue	66,070,606	7,308,077,146	85,572,888	9,946,392	2,026,900
Total Staff	761	745	677	98	11

HUD/FEMA REGIONS

	Region 10				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	2	1	N/A	N/A	N/A
Lots + Lots w/units	7,000	N/A	N/A	N/A	N/A
Acres	3,100	161	N/A	N/A	N/A
Total Residents	14,750	1,350	N/A	N/A	N/A
Total Revenue	1,379,990	4,365,500	N/A	N/A	N/A
Total Staff	N/A	15	N/A	N/A	N/A

STATES

	Arizona				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	4	6	1	N/A	1
Lots + Lots w/units	31,433	21,530	6,300	N/A	7,876
Acres	13,600	16,507	N/A	N/A	1,100
Total Residents	19,440	42,627	17,751	N/A	N/A
Total Revenue	16,241,143	24,999,991	N/A	N/A	2,026,900
Total Staff	205	693	N/A	N/A	11

	California				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	8	4	8	2	N/A
Lots + Lots w/units	54,252	19,397	42,007	6,082	N/A
Acres	9,592	4,417	20,625	200	N/A
Total Residents	50,209	31,282	80,138	9,683	N/A
Total Revenue	35,368,811	7,283,077,155	53,231,380	9,946,392	N/A
Total Staff	315	52	664	98	N/A

STATES

	Colorado				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	3	N/A	1	N/A	1
Lots + Lots w/units	13,005	N/A	N/A	N/A	2,248
Acres	18,500	N/A	N/A	N/A	1,593
Total Residents	14,700	N/A	N/A	N/A	2,890
Total Revenue	3,801,276	N/A	N/A	N/A	1,649,000
Total Staff	31	N/A	N/A	N/A	2

	Connecticut				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	1	N/A	N/A	N/A
Lots + Lots w/units	N/A	5,160	N/A	N/A	N/A
Acres	N/A	1,000	N/A	N/A	N/A
Total Residents	N/A	3,850	N/A	N/A	N/A
Total Revenue	N/A	17,292,000	N/A	N/A	N/A
Total Staff	N/A	159	N/A	N/A	N/A

STATES

	Florida				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	4	N/A	3	6	1
Lots + Lots w/units	7,429	N/A	4,445	14,224	6,040
Acres	19,757	N/A	3,463	6,514	2,365
Total Residents	3,131	N/A	7,742	12,335	6,400
Total Revenue	150	N/A	44,114,820	118,583,197	6,509,087
Total Staff	11	N/A	47	365	44

	Georgia				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	3	N/A	4	2	N/A
Lots + Lots w/units	12,940	N/A	17,506	9,300	N/A
Acres	7,596	N/A	20,400	9,500	N/A
Total Residents	10,707	N/A	9,399	7,100	N/A
Total Revenue	10,525,817	N/A	5,420,000	15,625,000	N/A
Total Staff	75	N/A	N/A	139	N/A

STATES

	Hawaii				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	4	N/A	2	N/A	N/A
Lots + Lots w/units	62,203	N/A	1,602	N/A	N/A
Acres	6,450	N/A	1,003	N/A	N/A
Total Residents	94,097	N/A	4,953	N/A	N/A
Total Revenue	14,460,652	N/A	30,526,490	N/A	N/A
Total Staff	241	N/A	13	N/A	N/A

	Illinois				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	1	3	N/A	N/A
Lots + Lots w/units	N/A	2,094	15,136	N/A	N/A
Acres	N/A	177	10,120	N/A	N/A
Total Residents	N/A	1,797	6,797	N/A	N/A
Total Revenue	N/A	2,592,247	11,155,000	N/A	N/A
Total Staff	N/A	11	207	N/A	N/A

STATES

	Maryland				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	2	N/A	1	N/A	N/A
Lots + Lots w/units	8,840	N/A	1,920	N/A	N/A
Acres	1,652	N/A	1,000	N/A	N/A
Total Residents	20,836	N/A	1,350	N/A	N/A
Total Revenue	5,500,222	N/A	N/A	N/A	N/A
Total Staff	4	N/A	N/A	N/A	N/A

	Nevada				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	N/A	1	N/A	N/A
Lots + Lots w/units	N/A	N/A	3,244	N/A	N/A
Acres	N/A	N/A	5	N/A	N/A
Total Residents	N/A	N/A	1,622	N/A	N/A
Total Revenue	N/A	N/A	1,815,018	N/A	N/A
Total Staff	N/A	N/A	N/A	N/A	N/A

STATES

	New Hampshire				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	1	N/A	N/A	1	N/A
Lots + Lots w/units	3,504	N/A	N/A	620	N/A
Acres	3,900	N/A	N/A	125	N/A
Total Residents	3,637	N/A	N/A	755	N/A
Total Revenue	5,884,774	N/A	N/A	856,100	N/A
Total Staff	89	N/A	N/A	12	N/A

	New Jersey				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	3	3	N/A	1	N/A
Lots + Lots w/units	9,072	692	N/A	2,776	N/A
Acres	2,960	1,238	N/A	888	N/A
Total Residents	15,736	N/A	N/A	2,890	N/A
Total Revenue	8,685,500	N/A	N/A	4,052,632	N/A
Total Staff	102	N/A	N/A	17	N/A

STATES

	New York				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	N/A	N/A	N/A	1
Lots + Lots w/units	N/A	N/A	N/A	N/A	5,720
Acres	N/A	N/A	N/A	N/A	N/A
Total Residents	N/A	N/A	N/A	N/A	N/A
Total Revenue	N/A	N/A	N/A	N/A	N/A
Total Staff	N/A	N/A	N/A	N/A	N/A

	North Carolina				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	2	1	3	N/A	N/A
Lots + Lots w/units	7,565	2,720	10,249	N/A	N/A
Acres	3,000	450	3,963	N/A	N/A
Total Residents	9,395	2,000	4,255	N/A	N/A
Total Revenue	7,642,971	3,000,000	3,377,039	N/A	N/A
Total Staff	81	23	22	N/A	N/A

STATES

	Ohio				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	N/A	1	N/A	N/A
Lots + Lots w/units	N/A	N/A	9,309	N/A	N/A
Acres	N/A	N/A	3,700	N/A	N/A
Total Residents	N/A	N/A	7,340	N/A	N/A
Total Revenue	N/A	N/A	N/A	N/A	N/A
Total Staff	N/A	N/A	N/A	N/A	N/A

	Pennsylvania				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	5	1	2	1	N/A
Lots + Lots w/units	16,453	3,168	11,560	1,930	N/A
Acres	9,251	63	2,826	250	N/A
Total Residents	25,777	130	16,020	0	N/A
Total Revenue	17,132,390	1,088,392	9,280,632	18,759,000	N/A
Total Staff	367	108	220	63	N/A

STATES

	South Carolina				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	5	N/A	4	1	2
Lots + Lots w/units	60,118	N/A	9,859	1,224	4,371
Acres	13,578	N/A	6,300	2,700	1,000
Total Residents	22,211	N/A	6,004	3,300	14,800
Total Revenue	20,608,898	N/A	6,351,750	1,185,425	1,570,000
Total Staff	145	N/A	65	10	14

	Tennessee				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	1	N/A	N/A	N/A	N/A
Lots + Lots w/units	10,091	N/A	N/A	N/A	N/A
Acres	5,000	N/A	N/A	N/A	N/A
Total Residents	7,300	N/A	N/A	N/A	N/A
Total Revenue	18,266,308	N/A	N/A	N/A	N/A
Total Staff	N/A	N/A	N/A	N/A	N/A

STATES

	Texas				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	9	1	2	N/A	1
Lots + Lots w/units	87,317	14,200	1,484	N/A	3,838
Acres	33,536	4,100	200	N/A	2,200
Total Residents	115,934	13,334	1,150	N/A	2,648
Total Revenue	35,777,624	8,890,989	1,085,905	N/A	N/A
Total Staff	79	171	16	N/A	N/A

	Utah				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	N/A	1	N/A	N/A	N/A
Lots + Lots w/units	N/A	4,405	N/A	N/A	N/A
Acres	N/A	550	N/A	N/A	N/A
Total Residents	N/A	4,051	N/A	N/A	N/A
Total Revenue	N/A	3,056,000	N/A	N/A	N/A
Total Staff	N/A	30	N/A	N/A	N/A

STATES

	Virginia				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	10	1	4	N/A	1
Lots + Lots w/units	39,045	2,520	13,847	N/A	N/A
Acres	9,449	320	15,061	N/A	N/A
Total Residents	95,439	2,600	17,575	N/A	N/A
Total Revenue	29,077,886	3,893,293	7,441,434	N/A	N/A
Total Staff	53	7	133	N/A	N/A

	Washington				
	Residential	Age Restricted	Resort/ Residential	Private Club	Mixed Use
n count	2	1	N/A	N/A	N/A
Lots + Lots w/units	7,000	0	N/A	N/A	N/A
Acres	3,100	161	N/A	N/A	N/A
Total Residents	14,750	1,350	N/A	N/A	N/A
Total Revenue	1,379,990	4,365,500	N/A	N/A	N/A
Total Staff	N/A	15	N/A	N/A	N/A

Appendix Methodology

METHODOLOGY

OVERVIEW & PARTNERSHIP

- Community Associations Institute commissioned MOSAK Advertising & Insights to collect and analyze data about the current scope, diversity, management, and governance of large-scale associations in the United States. MOSAK is a leading research provider in several industries. Since forming in 2000, MOSAK has successfully completed hundreds of quantitative and qualitative studies in a variety of jurisdictions.

SAMPLING

- Data was collected via an online survey deployed in October 2015 and open until December 2015.
- The Community Associations Institute sent the survey link via email to roughly 400 community association managers across the country.
- Participation rate was fairly high 149 / (roughly) 400 or 37.25%

COMPLETION STATUS

Completed:	63.1% (94)
Partially completed:	36.9% (55)

STATISTICAL VALIDITY

- The survey did not achieve a large enough sample size to be statistically valid at a 95% level of confidence with a 5% margin of error. The sample sizes for Age Restricted, Private Club, and Mixed use were particularly low. Results should only be considered directional and not truly representative of the population as a whole.