

Navigating the Complexities of Association Management

What's on executives' minds in 2023?



2023 could be a challenging year for association management companies. Between the tight labor market, increased costs of business, and the threat of recession, executives are struggling to keep costs low and morale high.

Here are the issues management company executives are focused on, according to our 2023 State of the Industry survey.

Top Investments

- Training & Employee Incentives
- Mental Health Support
- Upgraded Technology

Top Management Goals

- Increase Profit
- Expand Portfolio
- Grow Company



“As a small company where I manage, too, I’m working on trying to figure out the real cost per staff so as to make better choices in community retention and growth.”

-Survey Respondent

Bottom-Line Threats



Rising Costs

Inflation and the looming recession are top of mind for management executives.



Burnout

Community managers say they need more time and resources.



Recruitment

Finding talent that can handle workload and customer tensions is difficult.

The Top Association Challenges According to Management Executives include:

- Underfunded Reserves
- Homeowner Apathy
- Deferred Maintenance
- Delinquency
- Board/Staff Burnout

Help Wanted

It's a challenging labor market for our industry.

34%

Struggle to find **qualified talent.**

16%

Have **increased** management salaries.

Top Recruitment and Retention Tactics:

1. Increase Salaries
2. Cover Certification Costs
3. Remote Work Offerings
4. Healthcare & Other Benefits
5. Better Internal Support

It's time to Rethink Community.

This could all be a lot simpler. At CINC Systems, our mission is to make living in a professionally-managed community a great experience. Our solutions help solve the biggest challenges facing management companies so you can grow your portfolio and your bottom line.

We're ready to connect when you are.

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