

# Are the HOAs okay?

Inside the Growing Dissatisfaction Among HOA Board Members



**Our 2023 State of the Industry Report**, which surveyed HOA boards across the country, revealed frustration among members — and hard truths for association management companies.

Here's a look at the **top complaints among board members and reasons to reconsider** the “business as usual” approach.

## Homeowner apathy.

When the homeowners don't care, the community as a whole suffers.



## Burnout.

HOA boards are burnt out — and they perceive management staff to be, too.



## Underfunded reserves.

Inaction can lead to consequences, especially as costs continue to rise.



## Deferred maintenance.

Concerns around aging infrastructure have been top of mind.



## Outside investors.

More short-term rental properties can mean less engaged communities.

## 56% of respondents

were either **not satisfied** or **completely dissatisfied** with their current management company.

## What can management companies do better?

According to HOA board members:

- Attend board meetings
- Hire high-performing managers
- Improve communication and response times
- Provide a mobile app for homeowners
- Be accurate and thorough with financials and maintenance

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**“We need communication. We need meetings. We need finance reports. Anything we pay for, we should be allowed access.”**

-Survey Respondent

## It's time to Rethink Community.

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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