

# If You're Happy and

# You Know It . . .

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Remember that children's song, "If You're Happy and You Know It, Clap Your Hands?" Well, over 70% of owners living in community associations are happy. Hard to believe, as you deal with increased collection activities, personality conflicts, rule violations and the other sometimes overwhelming issues confronting board members and managers.

But, the Zogby International research sponsored by the Foundation for Community Association Research says that over 70% of owners have a positive overall experience living in a community association. The 70% rating held up through surveys conducted by Zogby in 2005, 2007, and 2009. Zogby International is a respected independent public opinion research firm based in Utica, New York, and Washington, D.C. The findings from all three years' surveys are within a 3.8 percent margin of error.

The research confirms that:

- Residents are satisfied with their community associations.
- Association board members strive to serve the best interests of the community.
- Community managers provide value and support to associations.
- Association rules protect and enhance property values.
- Homeowners value the return they get for their association assessments.
- Residents do not want additional government intervention in their communities.

We recognize as volunteer board members and managers that the vocal few capture our attention, demand excessive amounts of board and staff time and create disharmony in their neighborhood. However, dedicated volunteer board members and association committee volunteers continue to provide the leadership required to keep their associations operating in a fiscally healthy manner to deliver the programs and services to the satisfied 70% of their silent owners.

A copy of the complete Zogby International Research brochure can be downloaded at [www.cairf.org/research](http://www.cairf.org/research). □

