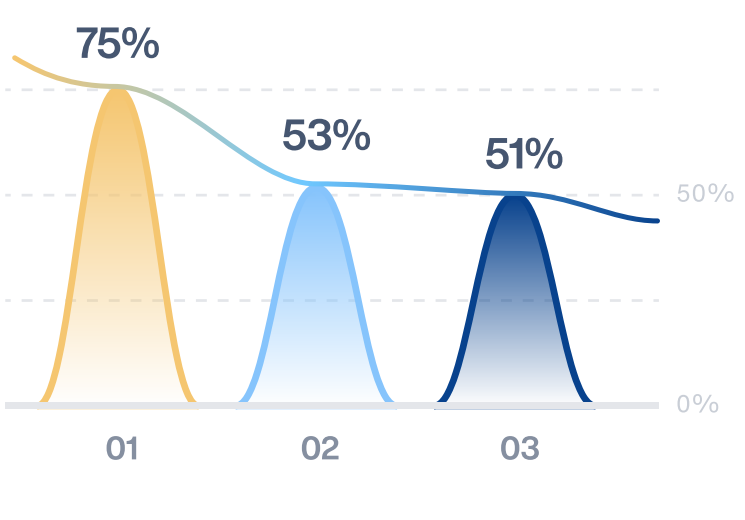


Community association industry survey

# Board member expectations & experiences

To discover what board members look for in an association management company, insights as to why they may switch management companies, and the kinds of technologies they use or expect, AppFolio partnered with HOA-USA to survey HOA and COA board members. Here are a few of the key survey findings.



## Top 3 responsibilities boards expect management companies to handle

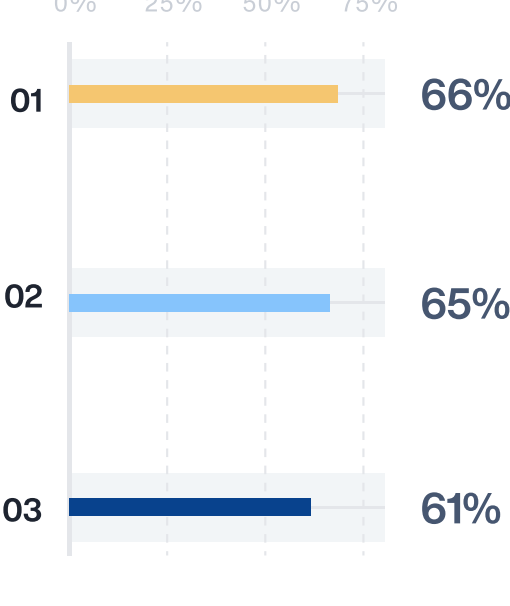
- 01 Funds management & financial reporting
- 02 Quickly provide information & keep homeowners informed
- 03 Collect dues & assessments

Board members who would recommend their current or most recent management company

23%

## Top 3 reasons boards switch management companies

- 01 Unresponsiveness
- 02 Failure to quickly follow through on projects
- 03 Overall poor customer service

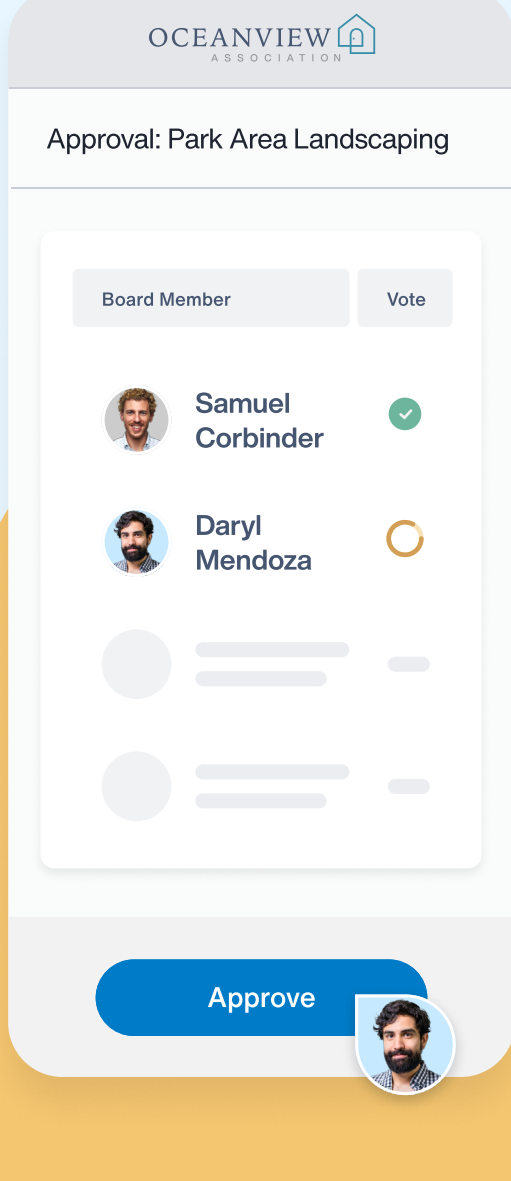


57%

Board members who say technology is very important for an association management company to use

## Top 3 most valuable digital tools for board members

- 01 Online portal



Oceanview Association

### Send Bulk Email

Recipients

Oceanview Association

Message

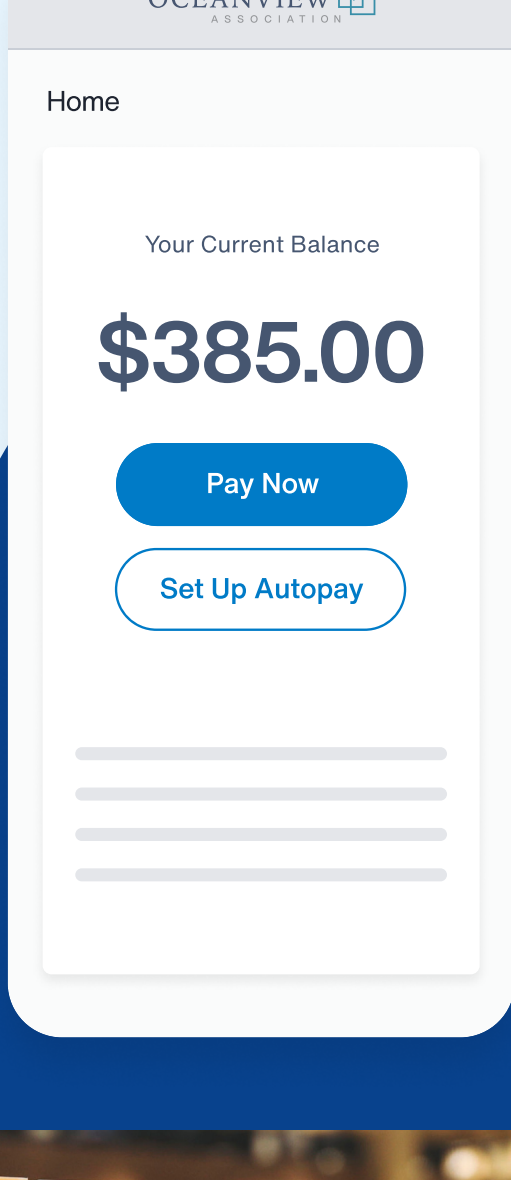
Hello Everyone! We look forward to seeing you at tonight's board meeting! It's at 7 o'clock in the Grand Hall, or you can join via Zoom. The link is in your Online Portal calendar.

Send

Cancel

- 02 Email

- 03 Online payments



## Board members value tech above all else

72%

Board members who say lack of access to online tools would influence their decision when choosing a new management company

