



COMMUNITY ADVOCACY • SYSTEM ACCOUNTABILITY • SOLUTIONS FOR ALL

IN THEIR WORDS



HOMEOWNERS



BOARD
MEMBERS



MANAGERS



TENANTS

CASA Alliance Homeowner Experience Study

RESEARCH SOURCE LINKS

Public First-Person Narratives from the
CASA Alliance Homeowner Experience Study

A sampling of the 2,050 narratives included in the study.

Visit [In Their Own Words Study | CASA Alliance](#) to purchase and download the full Excel database and metrics report.

IN THEIR OWN WORDS

A Comprehensive Study of Community Association
Homeowner, Board Member, Manager,
and Tenant Experiences

VICKI MACHALE
CASA ALLIANCE FOUNDER
“ 2,050 NARRATIVES



CASA Alliance.org

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Real experiences. Real patterns.
Real insight for a stronger future.

IN THEIR WORDS | READER GUIDE

ABOUT THIS RESEARCH SAMPLE

This volume contains 450 public first-person narratives from the 2,050 narratives included in the In Their Words study: 100 satisfied homeowners, 100 dissatisfied homeowners, 100 board members, 50 satisfied managers, 50 dissatisfied managers, and 50 tenants.

This is a reading sample, not a random statistical sample. The findings and percentages in the full study are based on the complete research databases, not on this 450-record volume.

The descriptions are neutral summaries of what each person publicly reported. They preserve the experience used in the research, but they do not independently prove every allegation or establish how often an experience occurs across all community associations.

ABOUT THE SOURCE LINKS

The links in this document go to the original public source where each first-person narrative was located. Depending on the source, the experience may not appear immediately at the top of the page.

Satisfied homeowner and board-member narratives were often found within comments or discussion below an original post rather than in the original post itself. They were a little more difficult to locate, but they were there. In those cases, the link may open to the original discussion and readers may need to expand or scroll through the comments to find the specific first-person experience used in the study.

Dissatisfied homeowner narratives were generally the easiest to locate because dissatisfied homeowners were more likely to create the original post themselves to describe what happened, ask for help, or explain a problem. Those links are therefore more likely to open directly to the narrative used in the study.

Manager narratives were found primarily on Indeed and Glassdoor. A link may open to a company's main review page rather than directly to one individual review, and other employee reviews may appear alongside it. Readers may need to scroll or use the available job title, location, date, or review heading to locate the specific narrative. Some platforms may also require a login.

Because the research was not conducted as a company-by-company search, some management companies appear more often than others simply because more qualifying public narratives were located for those companies. Many management companies are not represented at all. The number of narratives connected to a company should not be interpreted as a measure of its size, quality, complaint rate, or satisfaction, or overall performance.



HOW TO USE THIS REPORT AND DATABASE

You can simply read through the narratives and decide for yourself whether the findings in the study are supported by what people actually described. The source material can also be used as a starting point for deeper work.

- **Journalists**

Use the records to identify recurring issues, locate first-person experiences, develop story ideas, compare stakeholder perspectives, and follow original sources into deeper reporting.

- **Legislators and policymakers**

Use the narratives to see what homeowners, board members, managers, and tenants report from different positions inside the same system, and to identify recurring organizational conditions that may deserve closer review.

- **Industry professionals**

Compare homeowner and board experiences with what managers report about workload, staffing, authority, leadership, systems, training, and support. The records can also help identify where practices appear to be working and where similar breakdowns keep surfacing.

- **Researchers, advocates, attorneys, and other readers**

Review the original sources, test the findings, apply different coding methods, compare categories, develop new research questions, or use the database as a starting point for independent analysis.

LOOK FOR YOURSELF

The purpose of providing the source material is not to ask readers to simply accept the conclusions of the study. It is to give them enough of the underlying evidence to review, question, verify, and explore for themselves.

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WHAT EACH RECORD CONTAINS

CASA record ID | available community/property type and state | neutral narrative summary | supporting details | clickable original-source link

Satisfied Homeowner Narrative Records

1. H001 Unknown | State: Unknown

The homeowner values subsidized insurance, complete yardwork, and snow removal.

Details reported: Insurance support, yardwork, and snow service are explicitly described.

[Read the original public narrative](#)

2. P097 Condo | State: California

The homeowner values gradual inflation-based fee increases, strong reserves, current reserve studies, planned maintenance, short-term-rental restrictions, and financial cushioning against unexpected events.

Details reported: Purchased in 2015; fees increased gradually; reserves and maintenance planning are described as strong; anti-short-term-rental rules existed; equity reportedly more than tripled.

[Read the original public narrative](#)

3. H023 Townhome | State: Unknown

The homeowner values the practical benefits of shared exterior maintenance.

Details reported: Townhouse form requires coordinated common-property work.

[Read the original public narrative](#)

4. H054 Single-family or attached community implied | State: Unknown

The homeowner values a heated pool, tennis courts, reasonable fees, absence of complaint letters, community potlucks, and strong funding.

Details reported: Monthly dues are stated as \$100; association is described as well funded.

[Read the original public narrative](#)

5. P158 Unknown | State: California

The homeowner values a close-knit neighborhood governed by common sense and compassion.

Details reported: No specific dues or services are identified.

[Read the original public narrative](#)

6. P001 Townhome | State: Unknown

The HOA handles exterior services, reduces the homeowner's workload, supports extended travel, and keeps the lawns consistently maintained.

Details reported: Monthly dues stated as \$110; lawn care, snow removal, trash service, and sprinklers are included; service schedules are predictable.

[Read the original public narrative](#)

7. P006 Unknown | State: Unknown

The homeowner values low dues, neighborhood improvements, a members-only pool, recurring social events, cleanup days, and board members who do the work and manage the association well.

Details reported: Ten-year experience; low annual dues; neighborhood improvements; community pool; Easter egg hunt; monthly food trucks; block parties; cleanup days.

[Read the original public narrative](#)

8. P263 Single-family homes | State: California

The homeowner values quick approval of a deck, solar installation, backyard redesign, bright door colors, and low-water landscaping.

Details reported: Prior and current HOAs approved major exterior projects; commenter reports almost no routine interaction.

[Read the original public narrative](#)

9. P007 Unknown | State: Unknown

The homeowner defines satisfaction as rarely hearing from the HOA while still receiving road snow removal and limited enforcement of severely neglected lawns.

Details reported: Thirteen-year residence; dues stated as \$100 per year; roads are plowed; lawn enforcement is described as limited to severe neglect.

[Read the original public narrative](#)

10. P012 Condo | State: Unknown

The homeowner values a two-year owner-occupancy period before leasing because they believe it limits investor purchases and preserves an owner-occupied community.

Details reported: The HOA adopted a two-year ownership and residency requirement before a unit could be rented; the commenter says it curbed investor buyers.

[Read the original public narrative](#)

11. P122 Single-family homes implied | State: Colorado

The homeowner values inexpensive pools, yard maintenance, snow shoveling, exterior storm-damage repair, and otherwise relaxed governance.

Details reported: One HOA cost about \$45 per month; another about \$240 per month; services included pools, yard maintenance, snow removal, and hail-related exterior repair.

[Read the original public narrative](#)

12. P014 Single-family community implied | State: Unknown

The homeowner accepts architectural restrictions and costs in exchange for amenities, security, shared standards, and maintenance of community infrastructure.

Details reported: Pool, gym, playgrounds, security, and road paving are identified; the commenter states the HOA faced a major paving expense.

[Read the original public narrative](#)

13. P019 Unknown | State: Unknown

The homeowner values upkeep of neighborhood appearance, rule compliance, property-value protection, and management companies that work with owners before fines are imposed.

Details reported: The HOAs addressed eyesores and rule compliance; the commenter reports being able to work with management companies to correct violations before fines.

[Read the original public narrative](#)

14. P427 Townhouse and prior HOA home | State: Colorado

The homeowner values snow removal, lawn care, green space, roofs, exterior repairs, a new deck, pool access, and free clubhouse rental.

Details reported: Commenter reports two positive HOAs and received a new deck through the association.

[Read the original public narrative](#)

15. P020 Condo | State: Unknown

The homeowner values competent management of finances and property, moderate dues increases, no special assessments, adequate upkeep, and freedom from exterior maintenance.

Details reported: Eight-year residency; dues rose modestly most years; no special assessments; property was maintained; exterior maintenance was handled by the association.

[Read the original public narrative](#)

16. P022 Single-family community implied | State: Unknown

The homeowner values inexpensive amenities, community events, a laid-back board, practical warnings before fines, and tolerance for temporary everyday situations.

Details reported: Pool and household dues are stated; common landscaping, pool, entrance decorations, and summer food-truck events are funded; three warnings precede fines.

[Read the original public narrative](#)

17. P053 Townhouse | State: Connecticut

The homeowner values reliable lawn care, snow removal, garbage service, prompt resolution of grounds issues, and HOA responsibility for siding, roofing, and structural matters.

Details reported: Lawn care, snow removal, and garbage service are reported without problems; grounds issues are resolved within about a week; siding, roofing, structures, and related insurance are HOA responsibilities.

[Read the original public narrative](#)

18. P023 Single-family home implied | State: Unknown

The homeowner values being mostly left alone while the HOA prevents extreme exterior conditions such as unusable vehicles and highly unusual paint schemes.

Details reported: Dues are stated as under \$100 per year.

[Read the original public narrative](#)

19. P028 Unknown | State: Unknown

The homeowner values shared snowplowing and planned saving for future private-road paving, while also valuing member attendance and oversight.

Details reported: Dues stated as \$300 per year; snowplowing is funded; savings are being accumulated toward an estimated \$25,000 repaving project; two meetings are held annually.

[Read the original public narrative](#)

20. P510 Single-family community | State: Delaware

The homeowner values a pool, clubhouse, snowplowing, streetlights, and pothole repair.

Details reported: Annual dues stated as approximately \$350.

[Read the original public narrative](#)

21. P030 Unknown | State: Unknown

The homeowner values stable low dues, transparent use of funds for grounds and waterway maintenance, and reasonable property-condition rules.

Details reported: Dues stated as about \$100 per year and unchanged for about 15 years; funds maintain grounds, ponds, and waterways.

[Read the original public narrative](#)

22. P032 Townhouse | State: Unknown

The homeowner values broad exterior maintenance and infrastructure services combined with a low-key board and flexibility on exterior finishes.

Details reported: Dues stated as \$230 per month; roof, exterior walls, grass, trees, bushes, streets, parking lots, sidewalks, and snow plowing are covered.

[Read the original public narrative](#)

23. P225 Single-family neighborhood implied | State: Florida

The homeowner values entry improvements, landscaping, holiday golf-cart parades, a yard sale, and food-truck notices.

Details reported: Annual dues stated as \$40; HOA purchased a sign, trimmed shrubs, planted palms, and organized events.

[Read the original public narrative](#)

24. P036 Townhouse and current home | State: Unknown

The homeowner values an HOA that successfully pursued a developer for defective construction and another HOA that gives advance courtesy notice before maintenance enforcement.

Details reported: Past HOA won a multimillion-dollar construction case and repaired termite damage, pipes, fire barriers, and units; current HOA provides courtesy inspections and advance maintenance notices.

[Read the original public narrative](#)

25. P041 Single-family development implied | State: Unknown

The homeowner values free community events, a stocked lake, a very large pool, restrained enforcement, and HOA-funded repairs beyond the association's stated responsibility.

Details reported: Annual dues stated as \$400; holiday barbecues, food, drinks, fireworks, an 11-acre stocked lake, a 12,000-square-foot pool, and some concrete-alley repairs are provided.

[Read the original public narrative](#)

26. P267 Single-family home | State: Florida

The homeowner values low annual dues, basic property upkeep, and a board recently changed through resident voting.

Details reported: Annual dues stated as \$220; homes are on lots slightly over half an acre.

[Read the original public narrative](#)

27. P043 Condo | State: Unknown

The homeowner values straightforward handling of building insurance, flood insurance, sewer costs, reserve buffering, and unplanned expenses without a property manager.

Details reported: HOA covers building and flood insurance, sewer utility, and a small financial buffer; unplanned costs have been handled without issue.

[Read the original public narrative](#)

28. P047 Single-family home implied | State: Unknown

The homeowner values an insured, staffed community pool that costs less than maintaining a private pool and board assistance with a recurring illegal-parking problem.

Details reported: Annual dues are less than the cost of private-pool chemicals; lifeguards, snacks, ice cream, and pool insurance are provided; board helped document and report commercial vehicles and trailers.

[Read the original public narrative](#)

29. P498 Single-family community implied | State: Florida

The homeowner values parks, pool, tennis, basketball, gigabit internet, cable channels, common-area landscaping, and dedicated RV storage.

Details reported: Monthly dues stated as about \$100; financial documents are posted online.

[Read the original public narrative](#)

30. P051 Planned community with townhomes and single-family homes | State: Unknown

The homeowner values low interference and a broad bundle of snow removal, waste services, landscaping, television, high-speed internet, and pool access.

Details reported: Dues stated as \$220 per month; snow removal, trash, recycling, some landscaping and mowing, TV, 500/500 internet, and four pools are included.

[Read the original public narrative](#)

31. P056 Condo | State: Unknown

The homeowner values bundled utilities, security, elevators, parking-garage operations, savings for future costs, building cleanliness, maintenance, and reasonable shared-living rules.

Details reported: Assessment covers utilities other than electricity, security, elevators, parking garage, and savings for future special assessments.

[Read the original public narrative](#)

32. P591 Single-family home implied | State: Florida

The homeowner values 24-hour gated security, cable with premium channels, internet, flexible appearance standards, polite communication, and responsive management.

Details reported: Monthly dues stated as \$199.

[Read the original public narrative](#)

33. P059 Single-family neighborhood implied | State: Unknown

The homeowner values an owner-occupancy requirement that prevented immediate rental conversion and created an opportunity to buy the home, while the HOA otherwise remains unobtrusive.

Details reported: Rental requires two years of primary-residence ownership; homeowner reports one and a half years with no HOA issues.

[Read the original public narrative](#)

34. P067 Multi-unit building implied | State: Unknown

The homeowner values groundskeeping, trash collection, saving for exterior repairs, and otherwise being left alone.

Details reported: Fees pay groundskeepers and municipal trash collection; remaining funds go to savings for exterior building repairs.

[Read the original public narrative](#)

35. P054 Condo | State: Illinois

The homeowner values the HOA's ability to handle a dangerous garage-door failure quickly, secure the building, prevent vehicle break-ins, and obtain a good repair price.

Details reported: Failed garage door was stabilized and repaired within two days after a replacement contractor was found; garage security was restored.

[Read the original public narrative](#)

36. P072 Single-family home implied | State: Unknown

The homeowner values yard upkeep, preventing neighboring short-term rentals, and an HOA that is mostly invisible unless a resident creates a significant problem.

Details reported: Yard maintenance and Airbnb prevention are identified.

[Read the original public narrative](#)

37. P073 Unknown | State: Unknown

The homeowner values being left alone while the HOA maintains the yard, shovels the sidewalk, and plows the driveway.

Details reported: Yard care, sidewalk shoveling, and driveway plowing are identified.

[Read the original public narrative](#)

38. P256 Single-family home | State: Maryland

The homeowner values restrictions preventing accumulation of cars, boats, recreational vehicles, and other yard clutter.

Details reported: No dues or services are identified.

[Read the original public narrative](#)

39. P077 Single-family home implied | State: Unknown

The homeowner values low dues, shared infrastructure, pollinator-friendly landscaping flexibility, limited rules, multiple warnings before fines, and homeowner voting before a fine is imposed.

Details reported: Annual dues stated as \$400; HOA maintains visitor parking, streetlights, mailboxes, and shared green spaces; fines require warnings and a homeowner majority vote.

[Read the original public narrative](#)

40. P080 Townhouse or condominium implied | State: Unknown

The homeowner values snow plowing through driveways, trash removal, fire-alarm service, geese control, grounds mowing, and association responsibility for exterior components.

Details reported: HOA handles snow, driveways, trash, fire alarms, geese removal, mowing, painting and repairs to windows, doors, fences, roof, garage door, and siding.

[Read the original public narrative](#)

41. P331 Detached single-family site condominium | State: Michigan

The homeowner valued garbage pickup, snow removal, common-element maintenance, and a pragmatic board.

Details reported: Monthly dues increased from \$30 in 2000 to \$50 in 2024; private roads were fully repaved in 2018.

[Read the original public narrative](#)

42. P082 Condo | State: Unknown

The homeowner values shared responsibility for roofs, roads, pool, landscaping, snow removal, sanitation, cable, and other large repairs.

Details reported: Eleven buildings; roofs, roads, pool, landscaping, snow removal, sanitation, and cable are covered; reserve funding is identified as important.

[Read the original public narrative](#)

43. P101 Single-family home | State: Unknown

The homeowner values very low dues, trash and recycling pickup, block parties, stable assessments, flexible architectural treatment, and intervention in an extreme rental-property nuisance.

Details reported: About \$20 per month includes trash and recycling; two annual block parties; no known special assessments; dues reportedly unchanged for about 20 years; purple front door and yard overhaul were accepted.

[Read the original public narrative](#)

44. H055 Townhome | State: Minnesota

The homeowner values low interference, competitive rates, exterior maintenance, and fully funded major projects.

Details reported: Recent work included concrete, driveways, roads, and roofs paid in full by the association.

[Read the original public narrative](#)

45. P123 Single-family subdivision implied | State: Unknown

The homeowner values common green-space and pool maintenance, control of abandoned vehicles and visible trash, and a mostly hands-off operating style.

Details reported: Common greenspace and pool are maintained; abandoned vehicles and trash conditions are addressed.

[Read the original public narrative](#)

46. P136 Townhome or attached home implied | State: Unknown

The homeowner values yard care, snow plowing, and association responsibility for roof and siding storm damage.

Details reported: HOA takes care of the yard, plowing, roof, and siding after storms.

[Read the original public narrative](#)

47. P177 Mixed subdivisions, townhomes, and apartments | State: Minnesota

The homeowner values easy project approvals, a pool, community center, walking trails, pocket parks, an ice rink, and advocacy by neighborhood associations.

Details reported: All parental project requests were approved; no notices in five years; pool, community center, trails, parks, and winter ice rink were maintained.

[Read the original public narrative](#)

48. P148 Single-family home | State: Unknown

The homeowner values broad freedom to modify the home and landscaping while the HOA requires only regular maintenance.

Details reported: More than one year of residence; several home and landscape modifications completed without issue.

[Read the original public narrative](#)

49. P153 Single-family home | State: Unknown

The homeowner values family activities, boating, swimming in a lifeguarded lake, maintained streets, reasonable dues, design flexibility, and required upkeep.

Details reported: Neighborhood is almost 50 years old; lake recreation and family activities are provided; streets are maintained.

[Read the original public narrative](#)

50. P113 Single-family home | State: Missouri

The homeowner expresses strong attachment to the HOA and neighborhood while questioning the economics of repairing a failing pond.

Details reported: Four-acre pond; proposed repair estimated at \$600,000-\$800,000; proposed assessment discussed as \$10,000 per property annually for three years.

[Read the original public narrative](#)

51. P189 Single-family community implied | State: Unknown

The homeowner values snow and waste services, trails, pools, clubhouse, lakes, sports courts, playgrounds, and family events.

Details reported: Monthly dues stated as \$90; amenities include trails, pools, clubhouse, man-made lakes, basketball, tennis, pickleball, playgrounds, festivals, egg hunts, and pool parties.

[Read the original public narrative](#)

52. P194 Single-family home | State: Unknown

The homeowner values common-area maintenance and enforcement against severe yard neglect and late-night parties at a rental property.

Details reported: Monthly dues stated as \$35; HOA fined the rental property manager and required professional cleanup.

[Read the original public narrative](#)

53. P499 Single-family gated community | State: Nevada

The homeowner values complete common landscaping, a pool, and gated-community conditions.

Details reported: HOA dues cover community appearance and the pool.

[Read the original public narrative](#)

54. P212 Condo | State: Unknown

The homeowner values responsive repairs, including fixing a malfunctioning gate and removing a dead tree.

Details reported: Gate was repaired and dead tree removed after the homeowner reported each issue; dues stated as \$420 per month for a one-bedroom unit.

[Read the original public narrative](#)

55. P214 Townhome-style condo | State: Unknown

The homeowner values neighbor familiarity, proactive maintenance, reserve funding, owner communication, fair treatment, and responsibility for interior restoration after a roof leak.

Details reported: Fifty units; 100% owner occupied; board pursued roofing contractor until a persistent leak was fixed and paid to restore interior drywall and paint.

[Read the original public narrative](#)

56. P552 Cabin | State: New Hampshire

The homeowner values a shared well that keeps annual water costs low and a small repair fund.

Details reported: Annual water-related dues are about \$200; community recently replaced the pump.

[Read the original public narrative](#)

57. P230 Single-family home implied | State: Unknown

The homeowner values common-area upkeep and standards that preserved neighborhood appearance over eight years.

Details reported: HOA handles common areas and exterior standards; neighborhood still looks as good as when the homeowner moved in.

[Read the original public narrative](#)

58. P242 Single-family community implied | State: Unknown

The homeowner values bundled trash, recycling, snowplowing, streetlights, road maintenance, pool care, lifeguards, and common-area landscaping.

Details reported: Community is in an unincorporated area with lower taxes; HOA provides services often supplied by a city.

[Read the original public narrative](#)

59. P569 Condo | State: New Jersey

The homeowner values a good management company and a generally positive eight-year experience.

Details reported: A temporary special assessment was nearing completion.

[Read the original public narrative](#)

60. P243 Retirement community | State: Unknown

The homeowner values tennis, pickleball, multiple pools, lap pools, hot tubs, golf, clubhouses, restaurants, libraries, meeting rooms, banquet rooms, and arts classes.

Details reported: Community includes four swimming pools, three lap pools, three hot tubs, sixty-three holes of golf, and four clubhouses; dues also maintain roads and common areas.

[Read the original public narrative](#)

61. P245 Single-family community implied | State: Unknown

The homeowner values paying collectively for early-morning road snowplowing rather than arranging or performing it individually.

Details reported: HOA plows neighborhood roads when it snows.

[Read the original public narrative](#)

62. P133 Single-family home | State: New York

The homeowner values perceived higher resale value and protection from extreme neighboring paint and vehicle-storage choices.

Details reported: Homeowner reports comparable homes inside the HOA sell for somewhat more than those outside it.

[Read the original public narrative](#)

63. P246 Single-family community implied | State: Unknown

The homeowner values discounted fuel service, low-cost gigabit internet, and outdoor mesh Wi-Fi.

Details reported: Reports a service that fills residents' cars overnight at a community lot below nearby gas-station pricing; gigabit internet costs \$20 per month and outdoor mesh Wi-Fi serves a park.

[Read the original public narrative](#)

64. P261 Single-family desert community implied | State: Unknown

The homeowner values a \$50 annual association that generally causes no problems and protects native desert habitat.

Details reported: HOA intervened once when a neighbor fed coyotes; brush-clearing limits protect quail, javelina, bobcats, and other wildlife.

[Read the original public narrative](#)

65. P378 Townhouse | State: New York

The homeowner values landscaping, snow removal, general property maintenance, decent amenities, minimal involvement, and fair reversal of a disputed fine.

Details reported: HOA covers everything outside the townhouse; one neighbor successfully challenged an unfair issue.

[Read the original public narrative](#)

66. P272 Single-family community implied | State: Unknown

The homeowner values roads, pool, lighting, trails, water features, basketball, tennis, pickleball, playground, and frequent community events.

Details reported: HOA organizes pool parties, children's events, food trucks, a petting zoo, and maintains multiple recreational facilities.

[Read the original public narrative](#)

67. P277 Single-family home | State: Unknown

The homeowner values park and shared-area maintenance and standards preventing grass from becoming a driveway or extreme exterior color changes.

Details reported: HOA has functioned at a limited level for more than a decade; dues stated as roughly \$20 to \$25 per month in a follow-up.

[Read the original public narrative](#)

68. P474 Urban attached home or cooperative-style community implied | State: New York

The homeowner values water, taxes, a parking space, daily garbage, twice-weekly recycling, brick repointing, landscaping, and snow shoveling.

Details reported: Monthly maintenance is stated as \$400 and increased only about \$100 over twenty years.

[Read the original public narrative](#)

69. P281 Single-family community implied | State: Unknown

The homeowner values road maintenance, access-gate upkeep, common-area landscaping, a small park, and snowplowing.

Details reported: Annual dues stated as \$350; association also plans for eventual road replacement.

[Read the original public narrative](#)

70. P282 Single-family community implied | State: Unknown

The homeowner values a pool, pool house, clubhouse, playground, tennis court, basketball court, common-area maintenance, and neighborhood upkeep.

Details reported: Annual dues stated as approximately \$400; homeowner emphasizes careful budgeting and avoiding special assessments.

[Read the original public narrative](#)

71. P039 Single-family home | State: North Carolina

The homeowner values extensive amenities, negotiated vendor discounts, common-area maintenance, street lighting, seasonal decorations, common-sense rules, and responsive architectural approval.

Details reported: Annual HOA dues and separate country-club social dues are stated; HOA negotiates discounts for multiple home services; common landscaping and streetlights are covered; approvals reportedly return within a day or two.

[Read the original public narrative](#)

72. P283 Townhouse | State: Unknown

The homeowner values landscaping, snow removal, exterior walls and roof maintenance, master insurance, and gas service.

Details reported: Monthly dues stated as \$370; later update reports only a small temporary winter gas adjustment and no major surprises.

[Read the original public narrative](#)

73. P294 Attached housing implied | State: Unknown

The homeowner values snow removal, pool maintenance, roofs, exterior surfaces, landscaping, fences, and stronger response to pet-waste problems.

Details reported: Multiple exterior and common services are identified.

[Read the original public narrative](#)

74. P081 Single-family home implied | State: North Carolina

The homeowner values maintained yards, exterior upkeep, clean driveways, controlled trash storage, limits on derelict vehicles, and architectural standards.

Details reported: Reports positive experience across three HOA communities; describes common exterior-maintenance and appearance expectations.

[Read the original public narrative](#)

75. P298 Retirement community | State: Unknown

The homeowner values a community pool, boat ramps, included water, loose restrictions, and limits on RVs, trailer homes, and fishing cabins.

Details reported: Monthly dues stated as \$65; water use is included; board positions rotate frequently.

[Read the original public narrative](#)

76. P312 Unknown | State: Unknown

The homeowner values a fitness center, community garden, transit passes, airport shuttle, vent and chimney cleaning, dog park, fireworks, parades, food trucks, movie tickets, dog boarding, and car washes.

Details reported: Multiple transportation, maintenance, recreation, pet, and event benefits are identified.

[Read the original public narrative](#)

77. P305 Mostly single-family homes | State: North Carolina

The homeowner values twice-weekly food trucks, a farmers market, fitness park, dog parks, playground, sports field, walking trail, river kayak access, pool, gym, clubhouse, and full-yard landscaping.

Details reported: Monthly dues stated as \$100; HOA mows, treats, mulches, and prunes private yards as well as maintaining amenities.

[Read the original public narrative](#)

78. P316 Single-family subdivision | State: Unknown

The homeowner values stable dues, pool upkeep, clean and mowed common areas, and a board that declines to police trivial complaints.

Details reported: Annual dues stated as \$360 and largely unchanged for fifteen years.

[Read the original public narrative](#)

79. P319 Single-family lake community implied | State: Unknown

The homeowner values a dog swim, Easter egg hunt, food and dessert trucks, barbecues, fishing derby, outdoor movies, and neighborhood gatherings.

Details reported: Annual dues stated as \$550; association organizes numerous recurring events.

[Read the original public narrative](#)

80. H026 Single-family community implied | State: Ohio

The homeowner values snow service, common-area mowing, and easy access to association leadership.

Details reported: Board members are described as accessible.

[Read the original public narrative](#)

81. P323 Single-family community implied | State: Unknown

The homeowner values useful amenities, community events, annual scholarships, transparent spending information, and generally being left alone.

Details reported: HOA distributes a large document showing assessments and expenditures.

[Read the original public narrative](#)

82. P343 Single-family community implied | State: Unknown

The homeowner values protection from severe property neglect, unsafe backyard gun use, driveway auto repair, and access to shared amenities.

Details reported: Pool and gym are identified as examples of HOA-supported amenities.

[Read the original public narrative](#)

83. P274 Single-family home implied | State: South Carolina

The homeowner values quiet, friendly neighbors and a stable finished community rather than an unfinished builder-controlled promise.

Details reported: Household bought into a completed neighborhood and reports the HOA has been great.

[Read the original public narrative](#)

84. P380 Multiple HOA homes | State: Unknown

The homeowner values private security, horseback riding in prior communities, pool, broad greenbelts, landscaping, exterior home maintenance, roofs, and fencing.

Details reported: Current HOA maintains the exterior home and common amenities; homeowner reports never receiving a special assessment.

[Read the original public narrative](#)

85. P384 Single-family lakefront community | State: Unknown

The homeowner values resident voting, volunteer leadership, stable dues, entrance upkeep, a fishing pond, parks, and community property maintenance.

Details reported: Annual dues stated as \$250 and unchanged for nine years; residents vote on amendments, bylaws, and price increases.

[Read the original public narrative](#)

86. P137 Single-family neighborhood implied | State: Tennessee

The homeowner values a very low-cost HOA that pays for street lighting and entry landscaping.

Details reported: Annual dues stated around \$30; funds cover a street light and entrance landscaping.

[Read the original public narrative](#)

87. P394 Condo and single-family home | State: Unknown

The homeowner values coordinated insurance, roof and boiler replacement, reserve funding, soundproofing review, and fiscally sound management.

Details reported: Commenter reports experience in both a condo building and a single-family HOA; the condo has a large reserve.

[Read the original public narrative](#)

88. P400 Condo or planned community implied | State: Unknown

The homeowner values shared maintenance and access to large amenities that would otherwise be unaffordable.

Details reported: Clubhouse, pool, lakes, tennis courts, trails, lawns, and wooded areas are identified.

[Read the original public narrative](#)

89. P140 Single-family home | State: Tennessee

The homeowner values fast resolution of persistent dog barking and a dangerous retaining-wall condition that local government did not address.

Details reported: HOA fined a neighbor over overnight barking and required repair of a retaining wall that threatened the homeowner's house; dues stated as \$400 per year.

[Read the original public narrative](#)

90. P435 Detached condominium homes | State: Unknown

The homeowner values transparent finances, volunteer leadership, road maintenance, reasonable vendor pricing, and restrictions on short-term rentals.

Details reported: Annual dues stated as \$550; meetings occur twice yearly in person and by Zoom; invoices, bids, and bank balances are shown.

[Read the original public narrative](#)

91. P442 Condo | State: Unknown

The homeowner values snow removal within hours, shoveling, deicing, lawn care, landscaping, power washing, and low-drama neighbors.

Details reported: Monthly dues stated as \$100; community has twenty units.

[Read the original public narrative](#)

92. P109 Single-family homes | State: Texas

The homeowner values pools, parks, trails, gated-section maintenance, and standards preventing derelict vehicles.

Details reported: Prior HOA cost \$45 per month and included a playscape, pool, and green areas; current HOA costs \$75 per month and includes two pools, parks, trails, and gate maintenance.

[Read the original public narrative](#)

93. P444 Single-family home | State: Unknown

The homeowner valued maintained houses, controlled fencing and pools, and prevention of severe neglect.

Details reported: Former annual dues stated as about \$200.

[Read the original public narrative](#)

94. P477 Single-family historic neighborhood | State: Unknown

The homeowner valued neighborhood parties, food, entertainment, private snow removal, historic character, and optional low dues.

Details reported: Optional annual dues were approximately \$100 to \$150; most neighbors participated.

[Read the original public narrative](#)

95. P160 Single-family home | State: Texas

The homeowner values control of short-term rentals, parties, trash, yard conditions, and exterior presentation compared with nearby communities.

Details reported: Dues stated as \$75; nearby non-HOA or less-controlled areas are described as having many short-term rentals and related disturbances.

[Read the original public narrative](#)

96. P547 Single-family or attached planned community implied | State: Unknown

The homeowner values roofs, gutters, exterior painting, front-yard landscaping, backyard fences, common landscaping, pools, streets, lighting, gated security, and patrols.

Details reported: Twenty-five years of residence; current paid manager and staff replaced a less successful management-company period.

[Read the original public narrative](#)

97. P554 Attached home or condo implied | State: Unknown

The homeowner values no yard work, included gym access, protection from exterior repair costs, and neighborhood upkeep.

Details reported: Exterior issues are covered by the association.

[Read the original public narrative](#)

98. P061 Condo | State: Utah

The homeowner values a small community, relatively low costs, shared roof expenses, assigned parking and storage, a usable courtyard, good schools, and a favorable space-to-cost ratio.

Details reported: Eight units; two parking spaces; one storage unit; shared courtyard; building and property costs are divided among a small number of owners; property described as fairly well maintained.

[Read the original public narrative](#)

99. P586 Townhome | State: Unknown

The homeowner values full exterior maintenance except windows and foundation, related insurance, pool, sports courts, park, and lawn maintenance.

Details reported: Board is described as active and knowledgeable; maintenance is described as proactive.

[Read the original public narrative](#)

100. P599 Single-family rural community | State: Unknown

The homeowner values a neighborhood marina, private boat launch, beach area, horse trails, biking trails, and building rules that mirror local codes.

Details reported: Monthly dues stated as \$17.

[Read the original public narrative](#)

Dissatisfied Homeowner Narrative Records

1. 516 Condominium | State: Arizona

A condominium owner reported that a \$1 million emergency assessment was imposed after earlier repair proposals failed, although the repair items had appeared in a 2017 reserve study and the owner purchased in 2023 without receiving meeting minutes showing the pending assessment process.

Details reported: Reserve study; meeting minutes; prior failed vote; purchase documents; \$10,000 unit assessment; payment options

[Read the original public narrative](#)

2. 69 Unknown | State: Unknown

After an unusually large assessment increase, a homeowner reviewed association records and found no election records for at least seven years. Existing records indicated appointed directors were serving beyond the one-year term reportedly allowed by state law and the governing documents.

Details reported: Association records; state-law and CCR provisions; assessment history

[Read the original public narrative](#)

3. 458 Condominium | State: Unknown

A condominium owner reported a \$12,700 assessment for roof replacement after the association's insurer attributed the damage to a storm that occurred before the owner purchased the unit.

Details reported: Assessment email; insurance denial; storm dates; ownership timeline; management correspondence

[Read the original public narrative](#)

4. 202 Inherited house in HOA | State: California

A Southern California homeowner who inherited a house through a trust reported four years of unpaid HOA dues totaling about \$5,000. The association added approximately \$600 in attorney fees, \$1,000 in interest, \$500 in late charges, and \$2,500 in yard-related fines, then required detailed financial disclosures for a payment arrangement.

Details reported: Debt-validation response; collection notice; fee breakdown; payment-arrangement form; stated violation fines

[Read the original public narrative](#)

5. 540 Condominium | State: Idaho

A condominium owner reported paying a \$7,000 roof assessment after the board demanded payment within one week and threatened liens, later discovering a bylaw provision requiring thirty days' notice and approval at a special owner meeting.

Details reported: Assessment demand; one-week deadline; lien threat; payment records; governing-document notice and voting provision

[Read the original public narrative](#)

6. 46 Condominium in 15-story building | State: Massachusetts

A condominium buyer reports a roughly \$500,000 unit share of a long-deferred exterior renovation assessment about one year after purchasing for approximately \$1.5 million. The prior seller's estate did not disclose a specific upcoming assessment, although the project had reportedly been discussed for years.

Details reported: Meeting history; reserve information; seller disclosures; project history

[Read the original public narrative](#)

7. 312 Condominium | State: New York

A condominium owner reported that additional association fees were not disclosed at closing. The board required all contact through management, denied records and repair requests, increased fees, and did not provide clear information about insurance and ownership records.

Details reported: Closing disclosures; fee history; records requests; repair request; insurance status; financial reports

[Read the original public narrative](#)

8. 484 Townhome | State: Illinois

A townhome owner reported being required to fund code-related balcony repairs through a large assessment with installment or association-loan options after learning the decision had been made before the purchase.

Details reported: Assessment notice; prior decision timing; purchase timeline; payment options; association loan terms; balcony code issue

[Read the original public narrative](#)

9. 74 New-construction community | State: California

Two years after purchasing new construction, homeowners received a \$6,000 emergency assessment for shared-area insurance that the builder had previously paid but reportedly had not disclosed. The charge appeared after control transferred to the management company.

Details reported: Assessment notice; purchase timeline; developer turnover; insurance cost

[Read the original public narrative](#)

10. 109 Condominium | State: California

A condominium association approved an approximately \$80,000 emergency assessment after a contractor identified structural concerns involving stairs and potential unit access restrictions. The community had limited reserves, and the owner sought the initial report and information about contractor selection.

Details reported: SB 326 inspection; contractor assessment; emergency-assessment amount; reserve condition; report request

[Read the original public narrative](#)

11. 38 Condominium | State: Washington

A first-time condominium buyer received a \$90,000-per-unit assessment three months after purchase, paid \$46,000 upfront through family loans, and then faced doubled monthly dues. The seller, who had served as board vice president, reportedly stated that no upcoming assessment was known despite a project history dating back years.

Details reported: Assessment notice; seller disclosure; board statements; legal consultation

[Read the original public narrative](#)

12. 59 Rural acreage HOA | State: Unknown

A homeowner in a 20-property association with no common property requested insurance policies, invoices, bids, meeting minutes, and conflict disclosures after learning that a board member was a partner in an insurance firm specializing in HOA coverage.

Details reported: Records request; board-member business affiliation; insurance documents requested

[Read the original public narrative](#)

13. 67 Townhome with shared underground garage | State: Minnesota

A townhome buyer discovered recurring water intrusion and cracked concrete walls in an underground garage after purchase. The association confirmed that the condition had existed for years, while the seller's disclosure denied cracks, leakage, flooding, or foundation problems.

Details reported: Seller disclosure; original listing photos; HOA confirmation; observed water intrusion

[Read the original public narrative](#)

14. 562 Prospective condominium purchase | State: California

A first-time buyer reported that a 423-unit condominium association was considering a \$3.3 million assessment, had increased dues twice in one year, and had deferred roof and foundation work while reserves remained materially underfunded.

Details reported: Meeting minutes; reserve-funding percentage; proposed assessment; dues increases; roof and foundation history; pending litigation

[Read the original public narrative](#)

15. 277 Townhome association | State: Illinois

A 128-unit association imposed a major roof-and-siding assessment after reserve studies and audits had warned for years that funding needed to increase.

Details reported: Reserve studies; audits; board letters; assessment financing terms

[Read the original public narrative](#)

16. 577 Condominium | State: Texas

A condominium owner reported that a prolonged common-area leak generated unbudgeted plumbing and water costs, left reserve cash negative, and led the board president to advance approximately \$10,000 personally while owners were asked to replenish reserves without receiving the requested supporting records.

Details reported: Financial statements; approximately \$12,000 in plumbing expenses; negative reserve cash; requested water bills; contractor reports; invoices; leak-detection findings; meeting records; requested loan approval documentation

[Read the original public narrative](#)

17. 503 HOA community | State: Colorado

An owner reported that governing documents had been adopted by the board without the membership process the owner expected, contained added language, lacked recording information, and were used alongside a records form that conditioned production on a stated purpose.

Details reported: Governing documents; board adoption history; signatures; county-recording status; records-request form; prior counsel and board changes

[Read the original public narrative](#)

18. 587 Condominium | State: California

A six-unit condominium owner reported a second approximately \$1,000 assessment within two months, later learned that no board meetings or votes had occurred for more than a year, and was told the majority owner who served as president made a vote unnecessary.

Details reported: Assessment notice; invoice; eight-month delay; two-week payment deadline; prior water-heater assessment; HOA representative's statement; absence of meeting minutes; partial roof-repair invoice

[Read the original public narrative](#)

19. 286 Condominium | State: Massachusetts

Condominium owners were told to pay a large repair assessment or face liens. The meeting was called on short notice, minutes were not taken, and the stated need for the work changed.

Details reported: Assessment demand; meeting notice; lack of minutes; HOA communications; engineer involvement

[Read the original public narrative](#)

20. 93 Condominium | State: Illinois

A condominium owner in the Chicago suburbs learned of a special assessment exceeding \$3,000 for elevator upgrades while already paying approximately \$600 per month in dues. The owner sought information about voting, notice, contractor selection, and access to project details.

Details reported: Assessment amount; monthly dues; elevator project

[Read the original public narrative](#)

21. 555 Condominium | State: Washington

A first-time condominium buyer reported learning one month after closing that siding and roofs past their stated useful life would generate an assessment exceeding \$20,000 for the unit.

Details reported: Closing timeline; first board meeting; reserve-funding level; asset age; \$3 million total assessment; unit allocation

[Read the original public narrative](#)

22. 111 Single-family home likely | State: Unknown

A homeowner received an annual inspection notice requiring documentation or removal of existing trees and repainting of a drainage pipe that had been present before purchase. The conditions had not been cited during the association's prior resale inspection.

Details reported: Listing photographs; annual inspection notice; prior resale inspection

[Read the original public narrative](#)

23. 444 Condominium | State: Texas

A condominium owner reported a proposed assessment of approximately \$4,000 per unit and an anticipated dues increase after water-loss and plumbing expenses depleted association reserves.

Details reported: Financial statements; requested water bills; contractor reports; invoices; leak-detection findings; meeting records

[Read the original public narrative](#)

24. 18 Condominium likely | State: Unknown

A new homeowner reports a \$10,000 roof assessment followed by an additional \$5,000 assessment. The owner was told that the association had been sued but was not given the identity of the plaintiff or the reason.

Details reported: Assessment amounts; roof project; lawsuit referenced

[Read the original public narrative](#)

25. 73 High-rise condominium | State: Connecticut

A poster assisting a condominium owner reports years of large annual assessments, including a \$5,000 assessment that year, in a building where one investor owned approximately 75 percent of the units and controlled the association. The owner had not yet obtained the budget.

Details reported: Ownership concentration; annual assessment history; right-of-first-refusal provision

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26. 43 Condominium | State: Washington

Residents of a small 1987 condominium complex received an email requiring \$19,000 per unit for roofs, siding, shutters, gutters, downspouts, and painting. The poster questioned why the work was not covered by reserves.

Details reported: Association email; project list; assessment amount

[Read the original public narrative](#)

27. 285 Single-family home likely | State: Florida

A buyer received one set of governing documents during approval and later faced enforcement under additional rule documents that appeared on the portal after purchase.

Details reported: Closing documents; HOA approval materials; county records; later portal documents

[Read the original public narrative](#)

28. 251 Condominium or attached-unit community | State: Unknown

A homeowner received a \$12,700 reconstruction loss assessment for roof damage that the association's insurer attributed to a 2018 storm. The owner bought in 2020, and the owner's loss-assessment policy would not cover an event that occurred before the policy began.

Details reported: Assessment email; insurer denial; storm dates; purchase date; loss-assessment policy; management response

[Read the original public narrative](#)

29. 445 Home in developing community | State: Unknown

A homeowner reported receiving notices for approximately \$2,000 in assessments, receiving no response to a request for itemization, and facing a 3.5% credit-card processing charge through the required payment platform.

Details reported: Delinquency notices; assessment amount; owner email; payment-platform fee; lien language

[Read the original public narrative](#)

30. 469 HOA community | State: Unknown

A homeowner reported that the board announced an assessment for road repairs approximately one month after an approval meeting failed to reach quorum, without holding or announcing another meeting.

Details reported: Assessment email; governing-document voting requirement; failed quorum; reserve-fund information; road-repair purpose

[Read the original public narrative](#)

31. 134 Townhouse | State: Massachusetts

A recent townhouse buyer learned that the roof was old enough to threaten insurance availability and that reserves were insufficient for replacement. The self-managed association considered either a one-time assessment or a community loan.

Details reported: Roof age; reserve shortfall; insurance concern; financing options discussed at meeting

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32. 230 Single-family neighborhood | State: Unknown

After challenging a covenant vote and reviewing governing records, a homeowner reported that the board resisted producing records and that meeting minutes had been changed to make prior actions appear consistent with the bylaws.

Details reported: Covenant vote; mailed ballots; records request; governing documents; meeting minutes

[Read the original public narrative](#)

33. 559 Condominium | State: Washington

A long-term condominium owner reported being given two months to pay \$6,500 for new roofs across three buildings and nine units.

Details reported: Assessment notice; two-month deadline; \$6,500 unit amount; three-building and nine-unit project; reserve history; prior roof concerns

[Read the original public narrative](#)

34. 168 Condominium buyer | State: Unknown

A prospective condominium buyer working lower-wage jobs asked how common assessments around \$15,000 were and whether any insurance product could protect an owner from major renovation or project costs.

Details reported: Prospective purchase; concern about \$15,000 assessment exposure; insurance question

[Read the original public narrative](#)

35. 500 Condominium | State: Florida

A condominium owner reported that a roof-repair collection exceeded project costs and that repeated calls, emails, and a formal records request concerning the balance received no response.

Details reported: Roof-repair collection; project cost; remaining balance; formal records request; four calls and emails

[Read the original public narrative](#)

36. 44 Condominium | State: Colorado

A Denver condominium owner reports a \$16,000 share of an elevator-replacement assessment funded by raising monthly payments from about \$600 to nearly \$1,700 for 15 months. The owner's loss-assessment insurance denied coverage.

Details reported: Two contractor proposals; assessment schedule; insurance denial

[Read the original public narrative](#)

37. 434 Recently purchased home | State: Unknown

A recent buyer received an assessment soon after purchase and sought prior meeting minutes and disclosure information.

Details reported: Assessment notice; closing timeline; estoppel or disclosure documents; meeting minutes

[Read the original public narrative](#)

38. 514 Townhouse community | State: North Carolina

A townhouse owner reported that a \$3,328 roof assessment first failed an owner vote, after which a second vote was conducted and announced as approved while delinquent owners' votes were excluded.

Details reported: Two owner votes; assessment amount; roof-replacement purpose; owner-good-standing rule; reserve concern

[Read the original public narrative](#)

39. 103 Single-family home likely | State: Florida

A family member with power of attorney reports that a homeowner with cognitive decline missed an approximately \$2,000 assessment. The account was referred to counsel, a short payment plan was declined, attorney fees continued increasing, and foreclosure was threatened.

Details reported: Assessment notice; power of attorney; medical records; attorney communications; foreclosure threat

[Read the original public narrative](#)

40. 409 HOA property | State: Georgia

A homeowner reported complying with requests and providing documents but continued to receive fines and could not obtain confirmation that collections would be stopped.

Details reported: Compliance documentation; account ledger; generic response; collection concern

[Read the original public narrative](#)

41. 505 Condominium | State: Arizona

A condominium owner reported that a \$6,500-per-unit roof assessment failed to obtain majority approval despite an aging flat roof, low reserves, and loss of insurance coverage for leaks.

Details reported: Roof age; assessment proposal; owner vote; insurance coverage limitation; reserve balance

[Read the original public narrative](#)

42. 28 Single-family community likely | State: North Carolina

An association proceeded with an approximately \$1,100-per-home assessment for mandatory stormwater repairs after a membership vote failed for lack of quorum. The board declined requests for the contractor quote, project budget, cost breakdown, and related financial records.

Details reported: DEQ involvement; assessment vote; contractor quote referenced; reserve spending; records requests

[Read the original public narrative](#)

43. 456 Condominium | State: Unknown

A condominium owner reported a \$3,133 assessment for roof replacement on three of six buildings, although the owner's building was not included in the current project.

Details reported: Assessment notice; building count; roof condition; insurance-decline information

[Read the original public narrative](#)

44. 216 Former HOA property | State: Georgia

A former Georgia homeowner received a fine and possible-lien notice more than six months after selling the home. The original lawn-resodding violation had been deferred until spring, closing counsel reported notifying the HOA of the sale, but management continued sending documents under the former owner's name.

Details reported: Original warning letter; agreement to defer work; closing documents; post-sale paystubs; later fine and lien notice

[Read the original public narrative](#)

45. 153 New-construction community | State: Unknown

A first-time homeowner received delinquency notices for approximately \$2,000 in assessments while paying monthly dues to both a master association and a community association. The owner requested an itemization, received no response, and faced a 3.5 percent credit-card processing fee through the payment system.

Details reported: Delinquency notices; approximately \$2,000 assessment balance; two association obligations; payment fee; unanswered itemization request

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46. 104 Condominium complex | State: Unknown

A condominium board proposed a \$1,500-per-unit assessment totaling \$210,000 after borrowing from reserves to pay operating bills, facing delinquent accounts, and spending substantially more than budgeted on plumbing and maintenance.

Details reported: Board letter; reserve-account loan; budget and actual maintenance figures; assessment calculation

[Read the original public narrative](#)

47. 572 Condominium | State: Michigan

A condominium owner reported receiving an itemized management-company invoice after a failed water heater affected a neighboring unit, despite not hiring the company or agreeing to the charges, and receiving only automated acknowledgments to repeated written disputes.

Details reported: Emergency-call response; drywall openings; two company-owned dehumidifiers; itemized invoice exceeding \$3,000; written requests for bylaw authority; continuing mailed demands and threatened late fees

[Read the original public narrative](#)

48. 333 Unknown | State: Florida

A homeowner discovered an additional charge added to an automatic HOA payment for alleged property damage by a household member or guest. Management had no supporting details, and the HOA had not responded to the evidence request.

Details reported: Bank notice; automatic withdrawal; management response; request for proof

[Read the original public narrative](#)

49. 302 Recently purchased home | State: Tennessee

A buyer learned after closing that the seller had unpaid HOA dues. The association demanded payment from the buyer and threatened a lien while the title company reviewed responsibility.

Details reported: HOA invoices; title-insurance claim; closing history; lien threat

[Read the original public narrative](#)

50. 102 Single-family HOA likely | State: Florida

A homeowner shared management-company emails stating that the board had made decisions outside meetings, terminated vendors without following contracts, restricted management access to financial accounts, and directed an insurance check to a board-controlled investment account. The management company announced termination of its contract.

Details reported: Management-company emails; vendor-contract concerns; investment-account access; insurance-check handling

[Read the original public narrative](#)

51. 574 Condominium | State: California

A condominium owner reported requesting a cost breakdown for a proposed assessment of approximately \$200,000 per unit and being told the construction company's cost information was proprietary while contingency, overhead, and insurance were embedded within a pie chart.

Details reported: \$20 million proposed assessment; approximately \$200,000 per unit; request for cost breakdown; proprietary-work-product response; percentage pie chart; embedded contingency, overhead, and insurance

[Read the original public narrative](#)

52. 96 Townhome community | State: New Jersey

A townhome community received an emergency assessment of \$250 per month for six months, totaling approximately \$519,000, for snowstorm-related repairs. The poster reports that the board approved the charge at an unannounced emergency meeting and filled a board vacancy without the notice and owner vote described in the bylaws.

Details reported: Assessment letter; bylaws; repair list; board-meeting history

[Read the original public narrative](#)

53. 125 Single-family home likely | State: Florida

A homeowner with storm-related roof damage received a threat of an HOA lien unless a protective roof tarp was removed, while the homeowner was actively disputing insurance coverage and feared additional water damage if the tarp came off.

Details reported: Roof tarp; adjuster work; insurance lawsuit; HOA correspondence threatening lien

[Read the original public narrative](#)

54. 585 Condominium | State: Unknown

A condominium owner reported that the association imposed a two-month payment schedule for a special assessment connected to water-damage work in one unit and escalated the remaining balance despite ongoing partial payments.

Details reported: \$212 regular dues; existing \$77 assessment; \$1,708 new assessment; two \$854 installments; \$854 payment; \$100 monthly payments; notice of intent to lien; collections referral; attorney fees; interest

[Read the original public narrative](#)

55. 546 Condominium | State: Florida

A condominium owner reported repeated interior repairs caused by approximately twenty leaks over five years, obtaining roof replacement after attorney involvement, and then receiving no response on later exterior damage and maintenance requests.

Details reported: Five-year leak history; repeated drywall and flooring replacement; attorney involvement; roof replacement; nine-month maintenance requests

[Read the original public narrative](#)

56. 600 Condominium | State: California

A condominium owner reported that comparable units under a different association continued selling near \$280,000 while units in the subject association sold near \$140,000, and attributed the difference partly to the higher monthly assessment and the association's lack of reserves.

Details reported: Assessment history; \$127 and \$427 monthly amounts; association reserve status; delinquency levels; recent comparable sales; real-estate agent discussion

[Read the original public narrative](#)

57. 511 Condominium | State: Florida

A condominium owner reported that meetings were not available by video or audio, agendas were mailed, and information concerning a new \$300,000 assessment was not available online.

Details reported: Mailed agendas; lack of online minutes and financials; assessment communication; out-of-town ownership

[Read the original public narrative](#)

58. 584 Condominium | State: California

A California condominium owner reported learning of a large roof-repair assessment through a posted notice after four years of paying approximately \$450 per month in regular dues.

Details reported: Posted assessment notice; approximately \$20,000 owner share; \$450 monthly dues; roof-repair history; complex size

[Read the original public narrative](#)

59. 252 Unknown | State: Unknown

A homeowner received a law-firm letter stating that a \$798.59 lien had been filed for allegedly unpaid \$35 annual assessments dating to 2019. The household reported paying regular HOA fees automatically and receiving no earlier delinquency notices, letters, or calls.

Details reported: Law-firm lien letter; claimed annual assessment history; automatic payment history; lack of prior notices

[Read the original public narrative](#)

60. 17 Unknown | State: Unknown

The board announced a special assessment for road repairs after a prior meeting failed to reach the voting quorum required by the governing documents. No additional meeting was announced before the board stated it had enough votes.

Details reported: Association email; governing-document quorum requirement; prior meeting outcome

[Read the original public narrative](#)

61. 95 Rental property in HOA | State: Colorado

An owner reports an approximately \$15,000-per-unit siding assessment that the association planned to finance through a community loan and recover through higher monthly dues. The owner asked to pay the unit share upfront but was told uniform billing would still require participation in the loan.

Details reported: Assessment estimate; board response; governing-document language; prior assessment history

[Read the original public narrative](#)

62. 518 Condominium community | State: California

A condominium owner reported that a code-compliance project exceeded its original budget by more than 100%, followed by a \$9,000 assessment, a proposed \$938 monthly assessment for forty-two months, and a \$5.5 million loan vote.

Details reported: Prior assessment; project change orders; dues increases; emergency-assessment notice; loan proposal; contractor history

[Read the original public narrative](#)

63. 486 Condominium | State: Massachusetts

A condominium owner reported a \$100,000 structural repair, a \$3,000-to-\$4,000 unit assessment due within six months, and difficulty obtaining bank statements, receipts, bills, and contracts.

Details reported: State inspection; repair estimate; assessment notice; payment plan; financial-record requests

[Read the original public narrative](#)

64. 248 Condominium | State: Georgia

A graduate student living in a father's condominium completed flood remediation, including drying, cabinet removal, and drywall replacement. The HOA's law firm later threatened a lien for failure to remediate even though the owner had received no prior HOA communication and had receipts and visible contractor activity.

Details reported: Drywall receipts; contractor work; law-firm letter; power of attorney; scheduled HOA meeting

[Read the original public narrative](#)

65. 427 Townhome development | State: Colorado

A townhome owner reported that the community remained under developer control, had no homeowner board, and was not receiving normal dues billing or management communication.

Details reported: Purchase timeline; developer-control status; missing dues collection; communication attempts

[Read the original public narrative](#)

66. 476 Condominium | State: Oregon

A condominium owner reported that the association was proposing a \$65,000-per-unit special assessment and asserting that approval by two-thirds of the board was sufficient.

Details reported: Assessment proposal; per-unit amount; CC&R provision; board-approval position

[Read the original public narrative](#)

67. 116 Single-family home likely | State: Oregon

A homeowner who had been told at closing that the HOA was defunct received a demand for approximately five years of dues, including months before ownership, after four years without prior notices or HOA documents at closing.

Details reported: Closing paperwork; newly received dues notice; CC&Rs located after demand; title insurance

[Read the original public narrative](#)

68. 521 Condominium | State: California

A condominium owner reported that dues had remained too low to fund roof replacement and that an \$8,055-per-unit assessment was adopted with the first payment due the following month.

Details reported: Assessment notice; \$8,055 unit amount; installment schedule; roof-replacement purpose; prior dues history

[Read the original public narrative](#)

69. 49 Condominium | State: Florida

A condominium owner reports a roughly \$60,000-per-unit assessment for exterior repairs and updates, with limited project detail, little response to requests for information, and threatened collection or foreclosure for nonpayment.

Details reported: Assessment letter; general project description; emails requesting detail

[Read the original public narrative](#)

70. 541 Single-family home | State: Illinois

A homeowner reported making repeated email and telephone requests for shed-approval instructions without receiving a response, then later being directed to replace the shed siding and metal roof.

Details reported: Prior emails; telephone calls; website search; later application; screenshots of contact attempts; governing-document response period

[Read the original public narrative](#)

71. 447 Condominium | State: Unknown

A condominium owner reported receiving notice of an assessment of nearly \$9,000 for required exterior safety repairs after purchasing the unit the previous year.

Details reported: Assessment letter; stated safety-repair purpose; payment deadline; purchase timeline

[Read the original public narrative](#)

72. 593 Townhome | State: Florida

A townhome owner reported that the camera and other cited conditions had existed for approximately three years, management relied on a different July document, and neighbors also reported receiving a sudden group of violations after years of limited enforcement.

Details reported: Four violation notices; homeowner portal documents; management-provided July document; security-camera rule; ACC application; neighbor reports; prior management transition

[Read the original public narrative](#)

73. 463 Condominium | State: California

A condominium owner reported notice of an approximately \$20,000 assessment for general repairs in a large attached-home community and identified the roof as a long-deferred maintenance item.

Details reported: Posted assessment notice; meeting notice; monthly-dues amount; stated repair purpose

[Read the original public narrative](#)

74. 211 Rental property in HOA | State: Texas

A rental-property owner received the first accurate notice of unpaid HOA fees only after legal fees had been added and foreclosure was threatened. Earlier notices had been sent to the rental property and then to an incorrectly transposed mailing address, despite the owner having provided the correct address at closing.

Details reported: Foreclosure-warning letter; prior incorrect addresses; proof of correct closing address; approximately \$1,200 legal fee

[Read the original public narrative](#)

75. 519 Condominium investment property | State: Missouri

A condominium owner reported increased dues, absent reserve funding, no financial statements for more than twelve months, ignored owner emails, and intermittent snow, trash, and pool service despite those expenses appearing in the budget.

Details reported: Forward-looking budget; missing financial statements; owner emails; reserve-fund status; maintenance and service history; failed budget quorum

[Read the original public narrative](#)

76. 154 Condominium | State: Unknown

A condominium owner who had purchased the unit the prior year received notice requiring nearly \$9,000 by March 1 for safety-related repairs outside the unit.

Details reported: Assessment letter; stated exterior safety-repair purpose; payment deadline

[Read the original public narrative](#)

77. 165 Unknown | State: Unknown

A neighborhood was notified in November 2024 of a special assessment intended to reimburse approximately \$31,000 in legal expenses incurred between mid-2021 and mid-2023. The homeowner questioned whether the governing documents permitted assessment of those historical costs.

Details reported: Special-assessment notice; governing-document clause; legal-fee period and amount

[Read the original public narrative](#)

78. 533 Condominium | State: Colorado

A newer condominium owner reported an approximately \$453,000 roof assessment for eighteen units after an insurer estimated the repair at \$358,000.

Details reported: Assessment notice; two-week notice period; insurer repair estimate; project-services charge; contingency charge; unit count

[Read the original public narrative](#)

79. 266 Unknown | State: Unknown

A homeowner learned that an assessment had been placed in a separate account. Management repeatedly failed to locate or accept payment, closed help tickets, added late fees, and later said the account was in collections.

Details reported: Assessment letter; account number; help tickets; emails; call history; late fees

[Read the original public narrative](#)

80. 586 Townhome | State: New Jersey

A townhome owner reported that the reserve fund was empty and that the new estate manager said the board could impose the assessment without a membership vote.

Details reported: Assessment email; management transition; listed project categories; telephone statement from estate manager; reserve-fund status

[Read the original public narrative](#)

81. 495 Condominium | State: California

A condominium owner reported a \$20,000 assessment for structural repairs to an aging building, payable in full within 120 days.

Details reported: Assessment approval; structural-repair purpose; per-unit amount; 120-day deadline; no financing

[Read the original public narrative](#)

82. 580 Single-family home | State: Georgia

A homeowner reported that copies of prior violation notices were produced only after the account reached collections, the landscaping condition was then corrected, and the collector continued pursuing the full balance while direct account access remained unavailable.

Details reported: Collections letter; copies of violation notices; request for mailing proof; USPS response regarding tracking; corrected landscaping; blocked account access

[Read the original public narrative](#)

83. 597 Condominium | State: Texas

A condominium owner reported paying annual special assessments and increasing monthly dues for several years after the loss of association funds, while a police case remained open and an insurance claim had previously been denied.

Details reported: Police case; prior insurance denial; recurring annual special assessments; \$2,400 assessment notice; eight-month payment option; increasing monthly dues

[Read the original public narrative](#)

84. 39 Condominium | State: California

A San Francisco condominium owner reports a \$50,000 share of a \$2.8 million assessment for fire-alarm upgrades and balcony inspection work, on top of approximately \$1,000 in monthly dues.

Details reported: Assessment notice; project scope; city-code requirements

[Read the original public narrative](#)

85. 139 Former homeowner after mortgage foreclosure | State: Washington

A former homeowner whose property was foreclosed in February reports that the HOA sought the full \$400 annual assessment from surplus foreclosure proceeds rather than prorating the charge to the period of ownership.

Details reported: Annual dues amount; foreclosure date; HOA lien claim against surplus

[Read the original public narrative](#)

86. 513 Condominium complex | State: California

Condominium owners reported that plumbing invoices exceeding \$30,000 were missed during a management-email transition, the operating account became negative, \$86,000 was borrowed from reserves, and a \$1,500-per-unit assessment was proposed.

Details reported: Vendor invoices; obsolete management email; auto-reply; operating-account balances; reserve transfer; assessment notice

[Read the original public narrative](#)

87. 466 Townhouse | State: North Carolina

A townhouse owner reported receiving a proposed roofing assessment of more than \$6,000 after owning the property for approximately one year.

Details reported: Assessment letter; roofing purpose; ownership timeline; owner-vote requirement

[Read the original public narrative](#)

88. 12 Mixed townhomes and apartments | State: Virginia

After a city water-meter error reportedly undercounted neighborhood consumption, the HOA and management company issued a \$1,920 special assessment to each unit to recover the difference.

Details reported: City meter notice; special-assessment letter; attorney involvement mentioned

[Read the original public narrative](#)

89. 556 Condominium | State: California

A condominium owner reported a proposed assessment of approximately \$200,000 per unit and being denied basic cost information for subprojects, overhead, and insurance before the vote.

Details reported: Assessment proposal; \$20 million total; approximately \$200,000 unit allocation; cost-breakdown request; proprietary-work-product response

[Read the original public narrative](#)

90. 506 Condominium | State: Unknown

A condominium household reported monthly dues of approximately \$1,000 and a newly announced \$50,000 unit assessment for fire-alarm upgrades and balcony inspection work.

Details reported: Assessment notice; \$2.8 million total; \$50,000 unit share; fire-alarm upgrade; balcony inspection; purchase timeline

[Read the original public narrative](#)

91. 197 Unknown | State: Oregon

An Oregon association lost litigation over a homeowner's short-term rental and was countersued. The board then imposed a \$622.73 assessment on each household with less than a month to pay the legal debt.

Details reported: Assessment letter; lawsuit and countersuit outcome; payment deadline

[Read the original public narrative](#)

92. 1 Townhouse | State: Colorado

Townhouse owners were notified of an \$8,000-per-unit assessment connected to a project priced above \$2 million. The poster reports disagreement among board members, an insurance claim filed and accepted without prior homeowner notice, and reliance on one contractor estimate.

Details reported: Zoom meeting statements; insurance claim; contractor estimate mentioned

[Read the original public narrative](#)

93. 114 Home with limited-common-area backyard | State: Unknown

After a neighbor reported a basement leak, the HOA stated it could enter the poster's property, remove a concrete patio, regrade the yard, charge the owner, and place a lien if unpaid. The stated basis was photographs and a contractor opinion, without an independent drainage study or elevation measurements.

Details reported: HOA letter; contractor opinion; photographs; requested drainage or engineering evidence

[Read the original public narrative](#)

94. 35 Condominium | State: Colorado

A condominium owner reports an \$8,500 special assessment with eight days' notice followed about eleven months later by a \$20,500 assessment with one month to pay. The stated projects included common-area repairs and insurance costs, while some previously announced work remained incomplete.

Details reported: Assessment notices; list of intended projects; payment-plan requests

[Read the original public narrative](#)

95. 279 Mid-rise condominium | State: Georgia

A condominium association imposed a major assessment for roofs and balcony fascia after prior underfunding. Work lagged behind schedule, and the first completed roof was described as poorly performed.

Details reported: Assessment schedule; insurance concern; project timeline; observed roofing work

[Read the original public narrative](#)

96. 83 Condominium | State: Unknown

A condominium owner received a \$4,000 assessment due within one month and reported that the charge arose from reserve shortfalls and storm-related insurance costs. The owner considered selling or refinancing to pay it.

Details reported: Assessment notice images; reserve and insurance-cost discussion

[Read the original public narrative](#)

97. 442 Condominium | State: Unknown

A condominium household reported an \$8,500 assessment with eight days' notice followed approximately eleven months later by a \$20,500 assessment due within one month.

Details reported: Assessment notices; payment deadlines; payment-plan request; stated project list; insurance-cost explanation

[Read the original public narrative](#)

98. 425 Condominium or HOA property | State: Colorado

A homeowner reported that the assessment notice attributed the charge to dues that had not kept pace with expenses and to general repairs and improvements over future years.

Details reported: Assessment letter; stated operating shortfall; future repair language

[Read the original public narrative](#)

99. 599 Single-family home | State: Texas

A homeowner reported curing the original lawn condition, receiving verbal and written confirmation that it was closed, and later being fined for long grass and weeds in another area of the property without receiving new photographs or notice.

Details reported: Original violation photographs; portal messages; telephone confirmation; management email confirming closure; later fine letter; fine-waiver request; portal timeline

[Read the original public narrative](#)

100. 438 Single-family home | State: North Carolina

A homeowner reported that an area of the yard near a community entrance sign was excavated without prior notice, left unfinished with exposed wiring, and remained unaddressed after two emails.

Details reported: Site condition; exposed wiring; two emails; landscaping history

[Read the original public narrative](#)

Board Member Narrative Records

1. BM239 Single-family HOA | State: Unknown

Treasurer of a self-managed 20-home HOA describes ten years of service, difficulty recruiting directors, concentrated workload, and a pending infrastructure-related special assessment.

Experience balance: Mixed positive and negative

What worked: Believes continued service helps ensure work is completed properly.

What did not: Has wanted to quit; performs secretary duties because another officer does not; expects residents to say they were not...

[Read the original public narrative](#)

2. BM002 Unknown | State: Unknown

New board member wants to contribute but receives little engagement from other directors.

Experience balance: Negative only

What worked: Expresses a desire to learn, participate, and use board time constructively.

What did not: Reports silent treatment, one-word responses, and confusion about a management-company representative serving on the...

[Read the original public narrative](#)

3. BM020 Single-family community implied | State: Unknown

Homeowner organizer became president after replacing a secretive board and began investigating finances, reserves, and governance.

Experience balance: Mixed positive and negative

What worked: Values transparency, publication of minutes and financials, homeowner participation, and orderly transition planning. **What did not:** Reports prior secrecy, weak participation, unclear reserves, financial crisis, and former directors who no longer lived...

[Read the original public narrative](#)

4. BM053 HOA | State: Texas

Texas board participant describes structured board and membership meetings and an owner-assisted cost review that produced major savings.

Experience balance: Positive only

What worked: Praises transparency, document access, owner participation at appropriate times, and successful cost reduction. **What did not:** Criticizes unmanaged social-media debate and excessive vendor pricing.

[Read the original public narrative](#)

5. BM160 Condominium | State: Unknown

Former seven-year condo director says board service was enjoyable and manageable until a new couple displaced the prior board and stopped a long-planned pipe project.

Experience balance: Mixed positive and negative

What worked: Takes pride in keeping dues restrained while completing necessary work and describes the earlier board experience... **What did not:** Criticizes successor leadership for halting infrastructure work and controlling communication.

[Read the original public narrative](#)

6. BM075 Townhome | State: Colorado

Vice president documents extensive management nonperformance and asks how the board can obtain accountability or refunds.

Experience balance: Negative only

What worked: Shows persistence through working sessions, escalation to the CEO, documentation, and plans to replace the company. **What did not:** Reports four community managers, incorrect financials, unaddressed flooding risks, uncompleted work orders, and...

[Read the original public narrative](#)

7. BM091 HOA; exact type unknown | State: Connecticut

Director describes creating official Microsoft 365 accounts, archived board email, committee accounts, and Teams broadcasts to preserve records.

Experience balance: Mixed positive and negative

What worked: Praises centralized accounts, archived communications, committee addresses, and community access to board meetings. **What did not:** Notes prior legal disputes in which personal-email use complicated discovery and upset current and former directors.

[Read the original public narrative](#)

8. BM294 Condominium | State: Washington

Former director describes leaving at the end of a term while the condominium faced extensive overdue exterior maintenance.

Experience balance: Negative only

What worked: Provides a post-service view of unresolved capital obligations. **What did not:** Reports uncertainty about current finances after resignation and identifies siding and decks among overdue work.

[Read the original public narrative](#)

9. BM236 Condominium association | State: Unknown

Board member describes documenting organizational and legal concerns, building community support, and helping replace four directors through an election.

Experience balance: Mixed positive and negative

What worked: Reports that the community voted out the president, vice president, and two directors and began financial reform. **What did not:** Describes prior miscommunication, lack of organization, and alleged illegal or improper conduct by former directors.

[Read the original public narrative](#)

10. BM055 Two small HOAs | State: California

Experienced director explains why both small associations maintained fully funded reserves despite different asset profiles.

Experience balance: Positive only

What worked: Praises disciplined reserve funding and formal restoration plans after reserve use. **What did not:** Implicitly rejects the idea that small or low-maintenance associations do not need adequate reserves.

[Read the original public narrative](#)

11. BM249 HOA | State: Unknown

Board member describes joining with two other homeowners after repeated conflicts involving directors employed by management companies and helping replace the prior board.

Experience balance: Mixed positive and negative

What worked: New board emphasizes live-and-let-live enforcement, payment plans, fee reductions, and vendor renegotiation. **What did not:** Reports prior conflicts of interest, quorum concerns, costly decisions, and owner distrust.

[Read the original public narrative](#)

12. BM289 HOA | State: Unknown

Former director describes stable dues and a substantial surplus during early homeowner control, followed by higher dues, legal costs, and a management contract under later leadership.

Experience balance: Negative only

What worked: Uses comparative financial history to evaluate governance changes across board terms. **What did not:** Reports being bullied off the board and later objects to a management contract allegedly entered without homeowner...

[Read the original public narrative](#)

13. BM015 Lake association | State: Texas

Former director describes financial and infrastructure changes completed before the board was removed through a low-quorum election.

Experience balance: Mixed positive and negative

What worked: Reports changing assessments to a property-based method, improving association finances, and arranging a dam repair. **What did not:** Describes being voted out after a low-turnout election and criticizes current voting practices involving non-deeded...

[Read the original public narrative](#)

14. BM062 Condo | State: Iowa

New president asks what financial records should be reviewed after officer turnover in a very small condo association.

Experience balance: Negative only

What worked: Values transparency, monthly oversight, and prevention of unauthorized spending. **What did not:** Expresses concern that annual-only reporting could allow improper expenses to go unnoticed.

[Read the original public narrative](#)

15. BM257 Condominium | State: California

President describes buying into a condominium with no reserve study or reserve funding, followed by full board turnover, legal consultation, and extensive self-education.

Experience balance: Mixed positive and negative

What worked: Current board is attempting to understand and correct inherited financial and governance failures. **What did not:** States that the experience changed the narrator's view of the purchase and would now lead them to advise others to...

[Read the original public narrative](#)

16. BM291 HOA | State: Unknown

Director describes a formal spending threshold that allows management to handle small repairs while reserving larger commitments for board review.

Experience balance: Positive only

What worked: Uses delegated authority with explicit financial limits. **What did not:** Seeks to prevent staff without sufficient context from committing the association to unwanted expenditures.

[Read the original public narrative](#)

17. BM111 Single-family HOA under developer control | State: Unknown

Current director warns a prospective candidate that homeowner directors have little practical power while the developer holds the board majority.

Experience balance: Mixed positive and negative

What worked: Provides realistic guidance about timing, governing-document limits, and when homeowner participation may become... **What did not:** Describes service under developer control as frustrating and largely symbolic because the developer can outvote...

[Read the original public narrative](#)

18. BM237 Townhome HOA | State: West Virginia

New vice president reports discovering that the board ignored homeowner requests for a budget-ratification vote after announcing a 300% dues increase.

Experience balance: Negative only

What worked: Director raised the statutory-vote issue after joining the board. **What did not:** Reports a budget with incomplete figures, ignored owner requests, and resistance after the issue was raised.

[Read the original public narrative](#)

19. BM123 Unknown | State: Unknown

President says they joined after helping remove problematic directors and now struggles to find enough homeowners willing to serve.

Experience balance: Mixed positive and negative

What worked: Takes responsibility for putting money where their mouth was and believes the board now operates competently. **What did not:** Describes running the HOA as unpleasant and reports very low volunteer and annual-meeting participation.

[Read the original public narrative](#)

20. BM185 Condominium | State: Unknown

Director wants to respond to an owner's public accusation about contractor vetting but hesitates to act without board authority.

Experience balance: Negative only

What worked: Shows concern for fulfilling duties and avoiding unilateral action. **What did not:** Reports that half the board will not respond and feels frustrated and unsupported.

[Read the original public narrative](#)

21. BM126 Condominium | State: Unknown

Director describes rebuilding a budget after developer turnover left the association with artificially low dues and a major reserve shortfall.

Experience balance: Mixed positive and negative

What worked: Takes pride in sweating over realistic budgets, funding reserves, and keeping rules common-sense and reasonable. **What did not:** Hates raising fees and reports inherited underfunding caused by developer-set pricing.

[Read the original public narrative](#)

22. BM262 HOA | State: Unknown

President describes delegation, precedent, and accountability as essential to distributing volunteer workload and treating owners consistently.

Experience balance: Positive only

What worked: Uses defined roles and past decisions to prevent one officer from absorbing all responsibilities. **What did not:** Warns that presidents can unintentionally become the default person for every task when other directors are not...

[Read the original public narrative](#)

23. BM100 Beach condo development | State: Unknown

Former director resigned after the board divided common-element property into separate parcels against counsel's advice.

Experience balance: Mixed positive and negative

What worked: Shows concern for title integrity and adherence to legal advice. **What did not:** Reports that the parcel split benefited the developer and clouded the titles of all 42 units.

[Read the original public narrative](#)

24. BM264 Single-family HOA | State: Unknown

Former director says repeated requests for a reserve study were overruled before the narrator lost the seat in a coordinated election effort.

Experience balance: Negative only

What worked: Attempted to introduce long-term financial planning while also supporting basic standards enforcement. **What did not:** Reports insufficient board support for a reserve study and loss of voting support.

[Read the original public narrative](#)

25. BM263 HOA | State: Unknown

Long-serving board participant describes recurring cycles of internal conflict, loss of support, temporary withdrawal, and later return to governance.

Experience balance: Mixed positive and negative

What worked: Views board service as a way to monitor operations and make positive changes despite repeated interpersonal conflict. **What did not:** Reports that dominant personalities and shifting alliances can make continued service untenable.

[Read the original public narrative](#)

26. BM245 Condominium | State: California

New director reports discovering severe underfunding and asks whether to remain and pursue an eight-to-ten-year turnaround or sell.

Experience balance: Negative only

What worked: Director is considering long-term reform despite the personal financial and time burden. **What did not:** Reports low meeting attendance, difficulty reaching quorum, and expected inability to approve a special assessment.

[Read the original public narrative](#)

27. BM032 Single-family community implied | State: Unknown

Director helped force overdue turnover from builder control after years of arbitrary enforcement.

Experience balance: Mixed positive and negative

What worked: Values community organizing, turnover, and resisting unnecessary rules. **What did not:** Criticizes arbitrary enforcement, newly empowered directors who want more regulation, and the risk that boards become...

[Read the original public narrative](#)

28. BM261 HOA | State: Unknown

Former director describes using rolling financial analysis, reserve planning, and lifecycle-cost thinking to guide maintenance and capital decisions.

Experience balance: Positive only

What worked: Advocates long-term budgeting and spending more upfront when it reduces repeated repair costs. **What did not:** Warns that short-term financial snapshots can obscure seasonal costs and future capital needs.

[Read the original public narrative](#)

29. BM036 Townhome | State: Texas

Former president describes a major turnaround followed by exhaustion and conflict with management and other directors.

Experience balance: Mixed positive and negative

What worked: Reports settling a long-running legal dispute, replacing roofs, obtaining reserve and road studies, repairing a... **What did not:** Describes management incompetence, inflated vendor costs, director conflict, emotional abuse, and severe burnout.

[Read the original public narrative](#)

30. BM296 Condominium | State: Illinois

Former director describes lending the association \$2,000 during a cash shortage, later resigning, and encountering repayment conflict.

Experience balance: Negative only

What worked: Used personal funds to bridge an association repair shortage but without robust formal controls. **What did not:** Reports chronic repair demands, absent directors, financial stress, and later accusations regarding prior board...

[Read the original public narrative](#)

31. BM045 Condo | State: District of Columbia

Long-serving director describes a seven-unit building where only three owners have carried board work for five years.

Experience balance: Mixed positive and negative

What worked: Praises the projects completed by the active owners and is willing to consider structured solutions. **What did not:** Reports burnout, unequal labor, low meeting participation, and frustration with owners who expect maintenance without...

[Read the original public narrative](#)

32. BM281 Townhome HOA | State: West Virginia

Director describes trying to rebuild an underfunded association through owner education, visual presentations, committees, and a major dues increase.

Experience balance: Negative only

What worked: Seeks member participation in choosing between higher assessments and shifting roof responsibility to homeowners. **What did not:** Reports low reserves, aging roofs, and concern about becoming the sole long-term volunteer with needed technical skills.

[Read the original public narrative](#)

33. BM050 Townhome | State: Colorado

Former director sold and left after five years of failed attempts to address large projects and minimal reserves.

Experience balance: Mixed positive and negative

What worked: Successfully helped pass special assessments for new roofs. **What did not:** Reports severe burnout, health impacts, threats, owner resistance, weak fellow directors, poor management, and refusal...

[Read the original public narrative](#)

34. BM051 Condo | State: California

Experienced condo director argues against paying board members and favors oversight rather than micromanagement.

Experience balance: Positive only

What worked: Praises community-minded volunteers and well-run boards that protect the property as an investment. **What did not:** Warns that compensation could attract people serving for money and that poor boards may micromanage.

[Read the original public narrative](#)

35. BM071 Condo | State: California

New director describes becoming demoralized while confronting severe deferred maintenance, no reserves, insurance shock, and owner attacks.

Experience balance: Mixed positive and negative

What worked: Praises the president's leadership and feels committed to protecting the community and personal investment. **What did not:** Hates the role after six months and reports attacks, drama, major deferred maintenance, no reserves, and overwhelming...

[Read the original public narrative](#)

36. BM086 Condo or HOA association | State: Unknown

Board participant says directors often endure irrationality and conflict while trying to comply with law, governing documents, and best practices.

Experience balance: Negative only

What worked: Values doing what is legally and operationally right even when difficult. **What did not:** Describes conflict with homeowners and volunteers unwilling to understand association requirements.

[Read the original public narrative](#)

37. BM088 Townhome / condo association | State: New York

New director joined after harassment drove others off while the association confronted an enormous reserve shortfall and urgent structural work.

Experience balance: Mixed positive and negative

What worked: Believes the current board is making the best available decision and joined to support necessary maintenance. **What did not:** Reports tens of millions in deferred maintenance, possible \$60,000-plus special assessments, owner rage, resignations,...

[Read the original public narrative](#)

38. BM046 HOA; exact type unknown | State: Unknown

President describes a self-managed association with weak reserves, owner dependence, and slow change.

Experience balance: Negative only

What worked: Supports term limits, emergency action, and realistic owner responsibility.

What did not: Reports inadequate prior reserve funding, difficult owners, and owners expecting to be spoon-fed information.

[Read the original public narrative](#)

39. BM197 Small HOA | State: Unknown

Former president joined as a compromise candidate, cleaned up governance problems, amended documents, and repeatedly had to restrain fellow directors from exceeding authority.

Experience balance: Mixed positive and negative

What worked: Takes pride in fixing problems and learning the law and documents well enough to hold later boards accountable. **What did not:** Reports legal exposure, management-company resignation, weak fellow-director participation, and excessive focus on...

[Read the original public narrative](#)

40. BM269 HOA | State: Unknown

Director explains that management should execute board direction while the board retains responsibility for strategy, budgets, vendors, and resident issues.

Experience balance: Positive only

What worked: Uses management expertise for legal and procedural guidance without surrendering governance authority. **What did not:** Warns that boards can allow management to accumulate power by abdicating their own responsibilities.

[Read the original public narrative](#)

41. BM001 Single-family community implied | State: Unknown

Board member asks how to respond to a former director who spreads misinformation about drainage, dues, collections, and board decisions.

Experience balance: Mixed positive and negative

What worked: The board follows legal advice, performs collections, maintains a drainage pond, and is trying to communicate factual... **What did not:** Describes repeated misinformation, community confusion, personal attacks, and conflict caused by a former board member.

[Read the original public narrative](#)

42. BM166 Unknown | State: Unknown

Finance-involved director describes difficulty obtaining explanations from another board member who questions reserves while pursuing a costly landscaping project.

Experience balance: Negative only

What worked: Values annual reserve studies, community transparency, and accurately explaining each director's position. **What did not:** Reports repeated silence, weak engagement, and inconsistent financial claims from a fellow director.

[Read the original public narrative](#)

43. BM163 Townhome community | State: Unknown

Director says reasonable, transparent governance and open votes have produced trust, quiet meetings, and successful roof replacement across a 575-home community.

Experience balance: Mixed positive and negative

What worked: Takes pride in competent contractors, visible improvements, workflow tools, and a positive reputation. **What did not:** Notes that some expressive homeowners require patience and emotional detachment.

[Read the original public narrative](#)

44. BM153 Townhouse HOA | State: Unknown

New director expresses enthusiasm but says the community is effectively starting from zero with only a one-page set of bylaws.

Experience balance: Negative only

What worked: Shows strong motivation to learn and help build basic governance systems. **What did not:** Faces a lack of foundational documents and uncertainty about duties.

[Read the original public narrative](#)

45. BM034 Attached community | State: Unknown

Board volunteer describes a service-heavy association with restrained enforcement, reserve planning, and low owner participation.

Experience balance: Mixed positive and negative

What worked: Values low-cost bundled services, complaint-based enforcement, reserve saving, and shared rules. **What did not:** Reports chronic board vacancies, weak meeting attendance, owner resistance to dues, and complaints about...

[Read the original public narrative](#)

46. BM284 HOA | State: Unknown

Long-serving director describes a relatively low-conflict association using digital communication and remote participation while retaining mailed violation notices.

Experience balance: Positive only

What worked: Supports digital operations and reports a constructive relationship with the management company. **What did not:** Notes that a fining structure became necessary only after repeated complaints involving two owners.

[Read the original public narrative](#)

47. BM223 Unknown | State: Texas

Former director says a candidate who campaigned on better communication later failed to produce timely minutes, notices, agendas, and social-media updates after being elected.

Experience balance: Mixed positive and negative

What worked: Values timely records, legal notice compliance, and documented communication. **What did not:** Reports that criticism was easier than performing the actual secretary work and left after that faction gained control.

[Read the original public narrative](#)

48. BM023 Unknown | State: Unknown

Treasurer says proposed solutions are ignored by directors unwilling to confront real problems.

Experience balance: Negative only

What worked: Reports generating ideas and trying to address substantive association issues. **What did not:** Describes fellow directors as unwilling to listen or spend money and says the role is increasing anxiety.

[Read the original public narrative](#)

49. BM006 Single-family HOA | State: Unknown

Board member seeks strategies for handling a resident who submits frequent minor complaints and repeatedly contacts management.

Experience balance: Mixed positive and negative

What worked: Describes the board as laid-back and interested in avoiding nitpicky enforcement. **What did not:** Reports repeated calls, emails, self-directed inspections, and pressure on the board and manager.

[Read the original public narrative](#)

50. BM227 Single-family HOA | State: Missouri

Director says the association had effectively one board member for about five years and that the current board exists to correct more than thirty years of mismanagement.

Experience balance: Negative only

What worked: Shows willingness to enter governance for reform rather than enjoyment. **What did not:** Reports long-term mismanagement, unqualified prior leadership, and chronic inability to recruit volunteers.

[Read the original public narrative](#)

51. BM159 Condominium / prior community type unknown | State: Unknown

Former long-serving director acknowledges making mistakes early, says good board work requires substantial time and learning, and has declined repeated invitations to serve again.

Experience balance: Mixed positive and negative

What worked: Shows self-awareness, emphasizes listening to members, understanding law and documents, and explaining decisions... **What did not:** Reports exhaustion after ten to twelve years and a strong desire for free time.

[Read the original public narrative](#)

52. BM009 Unknown | State: Unknown

First-time board member was immediately elected president and sought broad advice before beginning the role.

Experience balance: Positive only

What worked: Shows enthusiasm, initiative, and willingness to learn. **What did not:** Expresses uncertainty because this is the person's first board experience.

[Read the original public narrative](#)

53. BM162 Condominium | State: Unknown

Experienced condo director says board service is worthwhile because it provides direct visibility, even though one extremely difficult owner caused a well-liked manager to resign.

Experience balance: Mixed positive and negative

What worked: Encourages good people to serve and sees difficult periods as manageable.

What did not: Reports one owner's behavior was severe enough to drive out a strong manager.

[Read the original public narrative](#)

54. BM116 Unknown | State: Unknown

Former director says boards must follow governing documents and budgets but observed projects benefiting board members being completed ahead of higher-need work.

Experience balance: Negative only

What worked: Values rule-following, budgeting, and prioritization by need. **What did not:** Criticizes owners who expect all costs to be covered by dues and criticizes preferential project sequencing for...

[Read the original public narrative](#)

55. BM200 Unknown | State: Unknown

Director joined to preserve a social committee but became embroiled in secret-meeting disputes, management-company politics, inconsistent instructions, and retaliation.

Experience balance: Mixed positive and negative

What worked: Tried to maintain community events and call out the same off-meeting voting practices reform candidates had previously... **What did not:** Reports being ostracized, targeted, accused over events, and told to quit.

[Read the original public narrative](#)

56. BM225 Condominium | State: Maine

Sole director faces about \$53,000 in deferred maintenance with roughly \$25,000 in reserves and resistance to dues increases or special assessments.

Experience balance: Negative only

What worked: Recognizes that existing reserves may be insufficient and is actively researching financing options. **What did not:** Faces owner resistance, fixed-income concerns, deferred maintenance, and fear that directors might have to guarantee an...

[Read the original public narrative](#)

57. BM074 Townhome | State: California

Long-serving director describes decades of self-managed capital projects while the association now faces inadequate funds, owner apathy, and leadership burnout.

Experience balance: Mixed positive and negative

What worked: Praises completed siding, pool, plumbing, governing-document, gutter, banking, financial-review, and reserve-study work... **What did not:** Reports inadequate funds, extreme owner apathy, deferred work, weak fellow-director follow-through, aging leadership,...

[Read the original public narrative](#)

58. BM082 Condo | State: California

Former president describes routing association mail through a registered address and using reasonable dispute resolution.

Experience balance: Positive only

What worked: Praises win-win solutions and says the board avoided small-claims disputes by acting reasonably. **What did not:** Implicitly criticizes boards that escalate unnecessarily or behave abusively.

[Read the original public narrative](#)

59. BM077 Small community | State: Unknown

Director describes self-management as burdensome but manageable when work is completed properly.

Experience balance: Mixed positive and negative

What worked: Values knowing that association work is being done correctly and uses software to support operations. **What did not:** Reports concentrated workload, owner resistance to software costs, infrastructure pressure, and expected assessment...

[Read the original public narrative](#)

60. BM120 Single-family HOA implied | State: Unknown

Six-year president says the volunteer role consumes about twenty hours weekly and up to thirty during pool season despite full-time professional management.

Experience balance: Negative only

What worked: Takes pride in continued unpaid community service and handling substantial operational complexity. **What did not:** Describes an exceptionally heavy workload involving vendors, compliance, projects, and seasonal pool operations.

[Read the original public narrative](#)

61. BM013 Single-family HOA | State: Illinois

Long-serving director describes a tiny association unable to attract volunteers or professional management and struggling with an inflexible fellow director.

Experience balance: Mixed positive and negative

What worked: Credits the difficult director with doing good work and asking valuable questions; also expresses openness to... **What did not:** Reports volunteer scarcity, impending resignation, interpersonal conflict, wasted time, and inability to find a...

[Read the original public narrative](#)

62. BM037 Unknown | State: Unknown

New director discovers a poorly rated management company and questions how it was hired.

Experience balance: Negative only

What worked: Shows initiative in investigating management performance shortly after joining. **What did not:** Reports serious concern after finding one-star public ratings across multiple platforms.

[Read the original public narrative](#)

63. BM090 Condo | State: Georgia

Former leader resigned after escalating governance, ethics, influence, and personal-safety concerns.

Experience balance: Mixed positive and negative

What worked: Credits the sitting board with formally reviewing and rejecting an improper management-company replacement proposal. **What did not:** Reports informal pressure, accusations, attempted influence by a former director and associate, trespass, hostility,...

[Read the original public narrative](#)

64. BM184 Condominium / mixed-use HOA | State: California

Former San Diego president says the first months uncovered alleged theft, self-signed management checks, conflicted directors, depleted reserves, and years of deferred maintenance.

Experience balance: Mixed positive and negative

What worked: Takes pride in stopping leaks, restoring accountability, rebuilding reserves, and helping owners where possible. **What did not:** Reports burnout, hostility, prior-board favoritism, management misconduct, and severe underfunding.

[Read the original public narrative](#)

65. BM214 Unknown | State: Unknown

Former president says the board required three bids when possible and documented when the local market could not provide them.

Experience balance: Negative only

What worked: Values competitive bidding, written explanations, and independent research. **What did not:** No major association-specific negative issue is described.

[Read the original public narrative](#)

66. BM194 Condominium | State: Florida

Four-year director who had begun a PhD and had a baby missed the statutory candidate deadline but still wanted to continue serving.

Experience balance: Mixed positive and negative

What worked: Demonstrates continued commitment despite major personal demands.

What did not: Administrative timing threatened continuation even though four seats would remain open.

[Read the original public narrative](#)

67. BM234 Condominium | State: Oregon

Director who joined amid a severe reserve deficit describes limiting work to near-term safety maintenance after a prior roof replacement depleted reserves.

Experience balance: Negative only

What worked: Current board is prioritizing hazard prevention and confronting inherited financial conditions. **What did not:** Association is reported at 1% funded with a \$1.3 million reserve deficit and has postponed noncritical maintenance.

[Read the original public narrative](#)

68. BM007 Unknown | State: Unknown

Experienced participant explains the division between board direction and management execution.

Experience balance: Mixed positive and negative

What worked: Values clear role separation, management support, budgets, reserve studies, project bids, maintenance, minutes, and... **What did not:** Notes that the association defers heavily to management on budget and insurance matters.

[Read the original public narrative](#)

69. BM167 Townhouse HOA | State: Unknown

Experienced board member says directors should not be hounded for every answer and describes a well-managed townhouse association whose previously strong reserves were reduced by a 50% roof-cost increase.

Experience balance: Mixed positive and negative

What worked: Appreciates professional management and recognizes that even sound planning cannot eliminate unexpected inflation. **What did not:** Expresses strong aversion to constant owner demands for responses.

[Read the original public narrative](#)

70. BM072 Single-family homes | State: Kentucky

President says nearly all operational work falls on one person because fellow directors and management fail to perform.

Experience balance: Negative only

What worked: Shows persistence in reviewing financials, records, legal matters, inspections, and communications. **What did not:** Reports management neglect, inactive directors, reimbursement delays, missing inspections, and \$25,000 in delinquent...

[Read the original public narrative](#)

71. BM171 Unknown | State: Unknown

Director says board service has been worthwhile because the board focuses on improvements, works with homeowners, and avoids aggressive fine collection.

Experience balance: Mixed positive and negative

What worked: Takes pride in forgiving charges, helping homeowners, and planning visible community improvements. **What did not:** Notes that the work can become chaotic and that planned improvements will require a special assessment.

[Read the original public narrative](#)

72. BM041 Unknown | State: Unknown

President emphasizes delegation, precedent, equal treatment, committees, and clear division of labor with management.

Experience balance: Negative only

What worked: Praises established records, committee participation, management support, and consistent decision-making. **What did not:** Warns against presidents carrying all work and implies volunteer engagement must be actively built.

[Read the original public narrative](#)

73. BM110 Unknown | State: Unknown

Newly elected president seeks guidance and responds positively to advice to learn governing documents, applicable law, and meeting procedure.

Experience balance: Mixed positive and negative

What worked: Shows openness to education before exercising authority. **What did not:** Has little experience and needs foundational governance knowledge.

[Read the original public narrative](#)

74. BM028 Condo | State: Illinois

President describes an inclusive operating structure in contrast to another president accused of unilateral conduct.

Experience balance: Mixed positive and negative

What worked: Values transparency, inclusion of the vice president, and shared access to management and legal communications. **What did not:** Criticizes presidents who exclude other directors or act as though rules do not apply to them.

[Read the original public narrative](#)

75. BM031 Townhome or condo community implied | State: Virginia

President of a five-member volunteer board discusses whether a director should be compensated for management-like work.

Experience balance: Negative only

What worked: Believes directors should volunteer for the good of the community and is open to carefully structured alternatives if... **What did not:** Would oppose a board member demanding a salary and sees compensation as a governance risk.

[Read the original public narrative](#)

76. BM104 Single-family HOA | State: Florida

Former president offers assistance based on a decade leading a 74-home Florida HOA and prior experience in other board positions.

Experience balance: Mixed positive and negative

What worked: Shows willingness to mentor newer directors and share long-term governance experience. **What did not:** No specific negative operating issue is described in the quoted comment.

[Read the original public narrative](#)

77. BM048 Mixed single-family and townhome community | State: Virginia

Treasurer describes trying to address another long-serving director's property violations and alleged failure to follow board duties.

Experience balance: Negative only

What worked: Supports consistent enforcement, fiduciary compliance, documented hearings, and reserve investment oversight. **What did not:** Reports severe stress, board conflict, alleged self-dealing, and difficulty removing a twenty-year director.

[Read the original public narrative](#)

78. BM131 Unknown | State: California

Former treasurer says the worst problems came from fellow directors who refused education, ignored bylaws, conducted business privately, and created unfair precedents.

Experience balance: Mixed positive and negative

What worked: Consistently advocated transparency, homeowner rights, open meetings, legal compliance, and informed service. **What did not:** Vowed never to serve again or buy in another HOA after repeated internal-governance failures.

[Read the original public narrative](#)

79. BM195 HOA / condominium association | State: California

Former California president explains that directors must have access to records, contracts, budgets, cameras, and management information because the board remains responsible for the association.

Experience balance: Mixed positive and negative

What worked: Emphasizes fiduciary responsibility, document access, and informed oversight. **What did not:** Warns that management cannot replace board accountability and may charge the association for extensive requests.

[Read the original public narrative](#)

80. BM121 Townhouse condominium | State: Maryland

Director describes another board member as harassing colleagues, obstructing basic maintenance, and repeatedly threatening litigation when outvoted.

Experience balance: Negative only

What worked: Wants the association to complete basic needs such as gutter cleaning and seeks a lawful governance solution. **What did not:** Reports severe internal-board conflict and is close to resigning.

[Read the original public narrative](#)

81. BM039 Single-family homes | State: Unknown

President describes meaningful accomplishments and strong relationships alongside heavy workload, complaints, and legal risk.

Experience balance: Mixed positive and negative

What worked: Praises process improvements, maintenance improvements, neighbors, fellow directors, and the community manager. **What did not:** Reports frequent yelling, trivial complaints, board vacancies, apathy, 15-plus weekly hours, and rising litigation.

[Read the original public narrative](#)

82. BM191 Condominium | State: California

Youngest director says boots-on-the-ground work falls disproportionately on them while longer-serving directors blame them publicly for collective decisions.

Experience balance: Negative only

What worked: Continues working with vendors and handling issues despite political attacks. **What did not:** Reports dirty election tactics, inactive directors, neighborhood hostility, and doubts about whether service is worth...

[Read the original public narrative](#)

83. BM136 Unknown | State: Unknown

Director says community involvement motivated service, but HOA work feels less useful than other civic roles and the poster wants to move.

Experience balance: Mixed positive and negative

What worked: Values community participation and attempts to preserve sanity in neighborhood governance. **What did not:** Expresses frustration and regret about spending civic energy on HOA conflict.

[Read the original public narrative](#)

84. BM201 Townhouse HOA | State: Unknown

Long-serving director warns that resigning from an already understaffed board can trigger receivership or expensive outside control.

Experience balance: Mixed positive and negative

What worked: Shows persistence and concern about association continuity even when personally conflicted. **What did not:** Describes periods of being the sole director and fear that appointed management could drain reserves through fees.

[Read the original public narrative](#)

85. BM155 Unknown | State: Unknown

First-year president says some fellow directors attempted to force a resignation after the poster organized a leadership change.

Experience balance: Negative only

What worked: Shows determination to continue despite internal opposition. **What did not:** Reports active efforts by other board members to make the president quit.

[Read the original public narrative](#)

86. BM205 Unknown | State: Unknown

Long-serving reform leader recruited reasonable neighbors, replaced prior hostile personalities, and shifted the culture toward community focus.

Experience balance: Mixed positive and negative

What worked: Takes pride in an 'us for us' model rather than owners-versus-board conflict. **What did not:** Still encounters occasional renter and owner misconduct and cannot find a successor.

[Read the original public narrative](#)

87. BM176 Unknown | State: Unknown

Former long-serving director says a five-person board performed management-company functions without compensation.

Experience balance: Negative only

What worked: Shows extensive sustained volunteer commitment. **What did not:** Implicitly contrasts unpaid prior service with a proposal to pay a current president for similar work.

[Read the original public narrative](#)

88. BM003 Single-family community implied | State: California

Long-serving director asks whether volunteer board members should meet privately with individual homeowners outside formal channels.

Experience balance: Mixed positive and negative

What worked: Recognizes the homeowner's desire to be heard and uses formal meeting opportunities to address disputes. **What did not:** Views private lobbying requests as burdensome for volunteers with jobs and families.

[Read the original public narrative](#)

89. BM014 Unknown | State: California

First-time director asks what association records, contracts, property areas, cameras, budgets, and audit information a board member may access.

Experience balance: Mixed positive and negative

What worked: Shows curiosity, concern for oversight, and willingness to review spending and contracts. **What did not:** Reports difficulty obtaining clear answers and indicates an unresolved situation involving access and authority.

[Read the original public narrative](#)

90. BM087 Condo | State: California

Recently resigned director asks whether a resignation letter describing dysfunction may be shared with incoming directors.

Experience balance: Negative only

What worked: Values institutional memory, candor with new directors, and homeowner awareness. **What did not:** Describes board politics, management defensiveness, one director's influence over management, lack of support for new...

[Read the original public narrative](#)

91. BM212 Unknown | State: Unknown

Introverted homeowner joined because the board could not function and the property was deteriorating, then built enforcement, collections, education, and professional support systems.

Experience balance: Mixed positive and negative

What worked: Takes pride in protecting the investment, educating themselves, recruiting skilled volunteers, and improving operations. **What did not:** Describes major workload, shabby property, years of unpaid dues, weak enforcement systems, and intrusive owner access...

[Read the original public narrative](#)

92. BM151 Condominium | State: Illinois

Chicago condo president says the role was accepted because no one else would serve and the alternative was hiring management, but the poster still feels unqualified and overwhelmed.

Experience balance: Negative only

What worked: Shows concern about doing the job thoughtfully and seeks education rather than pretending expertise. **What did not:** Feels trapped, poorly equipped, unable to understand bylaws, and short on time because of a demanding job.

[Read the original public narrative](#)

93. BM199 Unknown | State: Unknown

Former treasurer says owners should be able to inspect management contracts because transparency builds trust, while contract negotiation and ratification remain board functions.

Experience balance: Mixed positive and negative

What worked: Values records access and clear division between owner information rights and board authority. **What did not:** No association-specific failure is described.

[Read the original public narrative](#)

94. BM208 Single-family HOA implied | State: Unknown

Experienced director joined a new community's board after receiving an immediate violation notice and now promotes welcoming, humane communication.

Experience balance: Mixed positive and negative

What worked: Takes pride in changing how new residents are treated. **What did not:** Criticizes enforcement-first communication that begins with fines rather than help.

[Read the original public narrative](#)

95. BM027 Unknown | State: Unknown

Vice president dislikes continued service but worries that completed work will be lost if no one replaces the board.

Experience balance: Mixed positive and negative

What worked: Expresses pride and protective concern for prior board work. **What did not:** Does not want to continue and reports the same succession problem as the president.

[Read the original public narrative](#)

96. BM056 Condo | State: California

Former condo director advises a new board confronting underfunded reserves and an urgent insurance premium.

Experience balance: Mixed positive and negative

What worked: Supports using a special assessment for an unforeseen major expense while simultaneously addressing long-term funding. **What did not:** Warns that underfunded reserves create both immediate and structural problems.

[Read the original public narrative](#)

97. BM247 HOA | State: Unknown

President says HOA horror stories motivated board service and describes a low-maintenance association with limited common responsibilities and little owner conflict.

Experience balance: Mixed positive and negative

What worked: Joined to help prevent abusive governance and now oversees a narrow service scope. **What did not:** No major conflict reported; annual meetings reportedly do not draw angry crowds.

[Read the original public narrative](#)

98. BM280 HOA | State: Unknown

Former long-term director describes serving to prevent personal agendas while maintaining shared landscaping, recreation, irrigation, and stormwater assets.

Experience balance: Mixed positive and negative

What worked: Uses periodic reserve studies, annual assessment authority, training, and scheduled maintenance to protect services and... **What did not:** Recognizes that HOA governance is necessary for communities with extensive privately maintained infrastructure.

[Read the original public narrative](#)

99. BM004 Unknown | State: Unknown

Board member explains a hybrid approach to homeowner communications through management and limited direct conversation.

Experience balance: Mixed positive and negative

What worked: Will listen to owners, take concerns to the board, and describes service as thankless but rewarding. **What did not:** Rejects providing personal contact information or acting as on-call customer service.

[Read the original public narrative](#)

100. BM010 Single-family homes | State: Unknown

Long-serving president describes extremely low meeting participation while continuing regular homeowner interaction and annual dues increases.

Experience balance: Mixed positive and negative

What worked: Praises a good board that splits the workload and says the association tries to be reasonable with residents. **What did not:** Reports almost no owner attendance and no one willing to take over the presidency.

[Read the original public narrative](#)

Satisfied Manager Narrative Records

1. M206 CCMC | State: Arizona

Community Manager - Praised benefits, training, executive access, professional development tools, and remote-work flexibility.

Factors reported: Benefits; Training; Leadership access; Growth; Flexibility; Technology

[Read the original public narrative](#)

2. M224 Action Property Management | State: California

Community Manager - Praised positive culture, supportive systems, and technology that reduced the industry's natural workload.

Factors reported: Culture; Support; Technology; Workload systems

[Read the original public narrative](#)

3. M434 Goodwin & Company | State: Texas

Community Association Manager - Praised above-average compensation, more than twenty support departments, reduced basic-call burden, inclusive culture, and regular team-building.

Factors reported: Pay; Administrative support; Culture; Teamwork; Workload

[Read the original public narrative](#)

4. M406 Spectrum Association Management | State: Unknown

Manager - Praised the team, management support, learning systems, and the company's ability to educate employees entering without industry experience.

Factors reported: Teamwork; Leadership; Training; Learning; Support

[Read the original public narrative](#)

5. M440 FirstService Residential | State: Arizona

Executive-Level HOA Community Association Manager - Described the work as stressful but challenging and praised advancement opportunities, teamwork, leadership, corporate culture, and flexible manager hours.

Factors reported: Advancement; Teamwork; Leadership; Flexibility; Industry pressure

[Read the original public narrative](#)

6. M194 CAMS | State: North Carolina

Assistant Community Manager - Praised learning the mechanics of HOAs, meeting supportive people, and a friendly, relaxed but challenging culture.

Factors reported: Learning; Career entry; Culture; Challenge; Relationships

[Read the original public narrative](#)

7. M376 Associa | State: Florida

Community Association Manager - Operations - Praised improved team treatment, supportive management, new training programs, and clearer workload accountability.

Factors reported: Leadership; Training; Support; Workload visibility; Culture

[Read the original public narrative](#)

8. M370 The Management Trust | State: Nevada

Community Association Manager - Praised colleagues and leadership, manageable workload, strong office morale, and accessible help.

Factors reported: Leadership; Support; Work-life balance; Culture; Workload

[Read the original public narrative](#)

9. M094 RowCal | State: Colorado

Community Association Manager - A long-tenured industry manager praised technology, compensation, and concern for employees and clients.

Factors reported: Technology; Pay; Culture

[Read the original public narrative](#)

10. M429 RISE Association Management Group | State: Texas

Community Association Manager - Praised culture, coworkers, client focus, teamwork, extensive training, cross-functional learning, and feeling valued.

Factors reported: Culture; Teamwork; Client service; Training; Learning; Recognition

[Read the original public narrative](#)

11. M428 HOA Organizers | State: Unknown

Community Manager - Said the company intentionally uses internal systems and team members to absorb administrative work, allowing managers to focus on clients and service quality.

Factors reported: Administrative support; Systems; Teamwork; Client service; Workload

[Read the original public narrative](#)

12. M323 PS Management | State: Texas

HOA Property Manager - Praised an exceptionally helpful team, office environment, and vendors, while noting heavy workloads and limited training.

Factors reported: Teamwork; Support; Vendors; Workload; Training

[Read the original public narrative](#)

13. M134 SpectrumAM | State: Texas

Manager - Praised company culture, training, and support while acknowledging stress from upset board members and homeowners.

Factors reported: Culture; Training; Support; Board pressure; Homeowner pressure

[Read the original public narrative](#)

14. M355 Association Management, Inc. | State: Texas

Community Manager - Praised advancement opportunities, coworkers, and consistently positive management in a fast-paced workplace.

Factors reported: Advancement; Coworkers; Leadership; Culture; Workload

[Read the original public narrative](#)

15. M432 Sentry Management | State: Florida

Community Manager - Praised varied work, supportive management, learning, communication growth, confidence, and empathy developed through the role.

Factors reported: Variety; Leadership; Support; Learning; Professional development

[Read the original public narrative](#)

16. M367 Goodwin Management | State: Texas

Community Manager - Praised leadership and back-office support, competitive salaries, long employee tenure, and a strong company culture.

Factors reported: Leadership; Administrative support; Pay; Retention; Culture

[Read the original public narrative](#)

17. M348 HOA Community Solutions | State: Unknown

Assistant Community Manager - Praised flexible hours, kind staff, and managers who listened well, while noting that pay was on the lower end.

Factors reported: Flexibility; Coworkers; Leadership; Employee voice; Pay

[Read the original public narrative](#)

18. M379 Golden Estate Management | State: California

HOA Property Manager - Praised organized operations, resident communication, vendor relationships, and teamwork with maintenance and landscaping staff.

Factors reported: Organization; Resident relationships; Vendors; Teamwork

[Read the original public narrative](#)

19. M433 Community Management LLC | State: Louisiana

Community Association Manager - Described a rewarding role with autonomy, strong executive support, available guidance, and collaboration across departments.

Factors reported: Autonomy; Support; Leadership; Teamwork; Meaning; Workload

[Read the original public narrative](#)

20. M381 Pinnacle Community Association Management | State: Florida

Community Association Manager - Praised management and the properties in the portfolio while noting a need for more training and advancement opportunities.

Factors reported: Leadership; Portfolio quality; Training; Advancement

[Read the original public narrative](#)

21. M437 City Property Management | State: Arizona

On-Site Community Association Manager - Praised passionate, caring, forward-thinking executives and said the company managed communities the right way.

Factors reported: Leadership; Values; Employee care; Client service

[Read the original public narrative](#)

22. M231 The Prescott Companies | State: California

Assistant Community Manager - Praised professional learning, a supportive team, and an enjoyable workplace.

Factors reported: Learning; Training; Team support; Culture

[Read the original public narrative](#)

23. M321 Inframark | State: Texas

Community Manager - Praised the culture, positive staff, continual learning, and the day-to-day work of managing communities.

Factors reported: Culture; Coworkers; Learning; Job satisfaction

[Read the original public narrative](#)

24. M327 RealManage | State: Illinois

On-Site Community Association Manager - Praised progressive leadership, professional development, career growth, and advancement opportunities.

Factors reported: Leadership; Culture; Professional development; Advancement

[Read the original public narrative](#)

25. M404 HOAMCO | State: Unknown

HOA Community Manager / Condo Specialist - Praised accessible upper management, support, training, and an owner who interacted with employees, describing a large company with a small-company feel.

Factors reported: Leadership; Support; Training; Culture; Owner accessibility

[Read the original public narrative](#)

26. M430 Crest Management Company | State: Texas

Assistant Community Manager - Praised a professional, organized, supportive culture, approachable knowledgeable leadership, growth, and investment in employee success.

Factors reported: Culture; Support; Leadership; Growth; Employee development

[Read the original public narrative](#)

27. M384 Keystone Association Managers | State: Unknown

Community Manager - Praised mutual support among staff and said the supportive environment improved efficiency.

Factors reported: Teamwork; Support; Culture; Efficiency

[Read the original public narrative](#)

28. M426 Otis HOA Management | State: Unknown

Associate Property Manager - Praised coworkers, employee voice, appreciation of strengths, community interaction, growth, and continuous learning.

Factors reported: Teamwork; Employee voice; Recognition; Growth; Learning; Community interaction

[Read the original public narrative](#)

29. M358 Triton Property Management | State: Unknown

Community Association Manager - Praised pay, communication, workplace atmosphere, and the team while noting that top-level communication could improve and the company was busy.

Factors reported: Pay; Communication; Culture; Teamwork; Workload

[Read the original public narrative](#)

30. M202 CCMC | State: Florida

Community Manager - Praised education, pay, benefits, health insurance, inviting culture, innovation, and thorough training.

Factors reported: Training; Pay; Benefits; Culture; Innovation; Leadership

[Read the original public narrative](#)

31. M222 Action Property Management | State: Unknown

Community Manager - Said internal support, flexibility, compensation, and strong leaders helped offset a thankless, after-hours industry.

Factors reported: Support; Flexibility; Pay; Leadership; Industry pressure; After-hours work

[Read the original public narrative](#)

32. M240 Goodwin & Company | State: Unknown

Community HOA Manager - Praised employee happiness, work-life balance, positive atmosphere, and senior management attention to staff wellbeing.

Factors reported: Work-life balance; Culture; Leadership; Employee wellbeing

[Read the original public narrative](#)

33. M314 Spectrum Association Management | State: Unknown

Community Manager - Praised leadership, culture, training, and support while describing busy periods as expected for the role.

Factors reported: Leadership; Culture; Training; Support; Workload

[Read the original public narrative](#)

34. M195 FirstService Residential | State: Texas

HOA Portfolio Manager - Praised coworker support, growth opportunities, friendly colleagues, team-building events, learning, and stated core values.

Factors reported: Support; Advancement; Culture; Learning; Values

[Read the original public narrative](#)

35. M303 CAMS | State: Unknown

Community Manager - Said support and encouragement were present from the first day and that coworkers ensured the manager had what was needed to succeed.

Factors reported: Support; Teamwork; Onboarding; Resources

[Read the original public narrative](#)

36. M021 Associa | State: Hawaii

Community Manager - Said the industry has high turnover because of clientele, while the company provided pay and administrative and management support.

Factors reported: Homeowner pressure; Pay; Administrative support

[Read the original public narrative](#)

37. M360 The Management Trust | State: Unknown

HOA Manager / LLC Project Manager - Praised employee support, education, and a culture that promoted learning and development.

Factors reported: Culture; Support; Training; Professional development

[Read the original public narrative](#)

38. M186 RowCal | State: Illinois

Community Manager - Praised a kind, patient, welcoming culture where asking for help felt safe and the local branch still felt supported by the larger company.

Factors reported: Culture; Psychological safety; Team support; Inclusion

[Read the original public narrative](#)

39. M383 RISE Association Management Group | State: Unknown

Community Manager - Praised onboarding, supportive management and coworkers, attractive work locations, training, and help during challenging incidents.

Factors reported: Onboarding; Leadership; Coworkers; Training; Support

[Read the original public narrative](#)

40. M212 CCMC | State: Nevada

Community Manager - Praised integrity, decision-making, employee care, and community commitment; would have stayed if a transfer were available.

Factors reported: Culture; Values; Leadership; Retention; Transfer options

[Read the original public narrative](#)

41. M309 Action Property Management | State: Unknown

Senior Community Manager - Praised technology, community-care support that absorbs most routine calls, and a consistently positive culture, while noting weekly office attendance.

Factors reported: Technology; Administrative support; Culture; Work arrangement

[Read the original public narrative](#)

42. M234 Goodwin & Company | State: Colorado

Community Manager - Praised leadership accountability, process improvement, transparency, schedule flexibility, and support that made long days sustainable.

Factors reported: Leadership; Accountability; Work-life balance; Support; Transparency

[Read the original public narrative](#)

43. M068 Spectrum Association Management | State: Texas

Community/Site Manager - Praised onboarding, instruction, and team support; left only for higher pay and regretted leaving.

Factors reported: Training; Team; Pay

[Read the original public narrative](#)

44. M251 FirstService Residential | State: Unknown

Community Manager - Praised supportive culture, motivation, teamwork, and encouragement toward professional goals.

Factors reported: Culture; Teamwork; Support; Growth

[Read the original public narrative](#)

45. M282 CAMS | State: South Carolina

Assistant Community Manager - Praised employee care, advancement, hybrid work, helpful managers, and access to additional training.

Factors reported: Employee care; Advancement; Flexibility; Leadership; Training

[Read the original public narrative](#)

46. M312 CCMC | State: Unknown

Onsite Manager - Praised leadership guidance, involvement, encouragement, growth, personal attention to employees and clients, core values, and relationships.

Factors reported: Leadership; Growth; Employee care; Values; Relationships

[Read the original public narrative](#)

47. M223 Action Property Management | State: California

Community Manager - Praised teamwork, tools, support, professionalism, and coworkers who actively helped each other.

Factors reported: Teamwork; Technology; Support; Culture; Professionalism

[Read the original public narrative](#)

48. M182 Goodwin & Company | State: Texas

Community Manager - Praised growth, technology, training, benefits, credential incentives, flexibility, and an encouraging management team.

Factors reported: Growth; Technology; Training; Benefits; Credentials; Flexibility

[Read the original public narrative](#)

49. M193 CCMC | State: Unknown

Onsite Manager - Praised leadership guidance, involvement, encouragement, growth, personal attention, core values, and strong employee-client relationships.

Factors reported: Leadership; Growth; Values; Employee care; Client relationships

[Read the original public narrative](#)

50. M225 Action Property Management | State: California

Community Manager - Praised values, service quality, continuous in-house training, and opportunities to grow management skills.

Factors reported: Values; Training; Growth; Teamwork; Client service

[Read the original public narrative](#)

Dissatisfied Manager Narrative Records

1. M345 RealManage | State: California

Community Association Manager - Reported chronic overwork, inadequate leadership and administrative support, below-market pay, turnover, no growth path, and unsustainable work-life balance.

Factors reported: Training; Support; Leadership; Pay; Turnover; Advancement; Work-life balance

[Read the original public narrative](#)

2. M256 Associa | State: Colorado

Community Manager - Reported no training, poor pay, excessive responsibility, and inherited communities already angry with prior management.

Factors reported: Training; Pay; Workload; Client dissatisfaction; Turnover cycle

[Read the original public narrative](#)

3. M242 FirstService Residential | State: Texas

Assistant Community Manager - Reported poor communication, no formal training, HR confidentiality concerns, no raises, and a toxic culture.

Factors reported: Leadership; Communication; Training; HR trust; Raises; Culture

[Read the original public narrative](#)

4. M463 Community Management Associates | State: Alabama

Community Association Manager - Reported evening and weekend expectations, no support or training, preferential treatment, unrealistic demands, and competing priorities.

Factors reported: Culture; Work-life balance; Support; Training; Favoritism; Workload

[Read the original public narrative](#)

5. M441 Spectrum Association Management | State: Texas

Community Manager - Praised benefits and peer collaboration but reported inconsistent leadership, unusable PTO, weak structure, poor communication, limited accountability, and disrespectful handling of departures.

Factors reported: Benefits; Teamwork; Leadership; PTO; Processes; Communication; Accountability; Retaliation

[Read the original public narrative](#)

6. M412 Lifetime HOA Management | State: Texas

Community Manager - Reported retaliatory and reactive leadership, lack of training and standard procedures, a toxic environment, and fear-based management.

Factors reported: Leadership; Training; Processes; Culture; Retaliation

[Read the original public narrative](#)

7. M275 RowCal | State: Minnesota

Community Manager - Praised some coworkers but identified workload, support, and culture as the central problems.

Factors reported: Workload; Support; Culture; Coworkers

[Read the original public narrative](#)

8. M226 Action Property Management | State: California

Community Manager - Reported long hours, low pay, inadequate benefits, little training, and being left largely on their own.

Factors reported: Pay; Training; Benefits; Workload; Support

[Read the original public narrative](#)

9. M411 The Management Trust | State: Arizona

Community Manager - Reported hiring inexperienced managers without practical instruction on governing documents, vendors, or team processes.

Factors reported: Training; Onboarding; Vendors; Teamwork

[Read the original public narrative](#)

10. M291 HOAMCO | State: Arizona

General Manager / Community Association Manager - Reported excessive portfolios, unprofessional and unsupportive culture, low pay, and no development opportunities.

Factors reported: Portfolio size; Culture; Support; Pay; Advancement

[Read the original public narrative](#)

11. M474 LPI Property Management | State: Texas

Property Manager / Assistant Property Manager - Reported condescending and emotionally abusive management, no raises or reviews, minimal training, unpaid overtime, and required use of personal equipment.

Factors reported: Leadership; Culture; Pay; Training; Overtime; Resources

[Read the original public narrative](#)

12. M133 SpectrumAM | State: Texas

Customer Relations Manager / Community Manager / Mentor - Described rapidly changing procedures, a heavy burden on community managers, many personalities to satisfy, and weak support during difficult homeowner interactions.

Factors reported: Training pace; Process change; Workload; Homeowner pressure; Support

[Read the original public narrative](#)

13. M460 Morris Management | State: Washington

Community Association Manager - Reported high turnover, little owner involvement, no training or support, condescension, and severe employee distress.

Factors reported: Turnover; Training; Support; Leadership; Workload; Pay

[Read the original public narrative](#)

14. M453 Sierra Community Management | State: Unknown

HOA Manager - Reported cliques, retaliation, insufficient training, and workload shifted onto assistants by managers.

Factors reported: Leadership; Culture; Retaliation; Training; Workload

[Read the original public narrative](#)

15. M449 SummitCove.com | State: Colorado

HOA Manager - Reported misleading benefit claims, no remote-work flexibility, little property-management education, favoritism, and unequal workloads.

Factors reported: Culture; Benefits; Flexibility; Training; Favoritism; Workload

[Read the original public narrative](#)

16. M105 Advance HOA Management | State: Colorado

Community Manager - Reported receiving a full portfolio within three days with no training and immediately fielding homeowner calls despite weak support systems.

Factors reported: Training; Portfolio assignment; Homeowner calls; Support systems

[Read the original public narrative](#)

17. M413 Quantum Leap Property Management | State: Texas

Community Manager - Reported no training, no employee support, senior-management gossip, toxic culture, and lack of structure.

Factors reported: Training; Support; Leadership; Culture; Processes

[Read the original public narrative](#)

18. M391 Blue Mountain Community Management | State: Unknown

Community Manager - Reported that an entire department was eliminated during a busy period and its workload shifted to community managers without meaningful pay adjustments or relief.

Factors reported: Staffing; Workload; Pay; Corporate change; Retaliation concern

[Read the original public narrative](#)

19. M452 Classic Property Management | State: Texas

Community Manager - Praised a supportive HOA vice president but reported that upper management overworked leaders and failed to communicate about an acquisition.

Factors reported: Corporate change; Leadership; Workload; Communication

[Read the original public narrative](#)

20. M415 Portico Property Management | State: Texas

Community Manager - Reported favoritism in promotion and pay decisions, a selective open-door policy, and a corporate culture that undermined fairness.

Factors reported: Favoritism; Advancement; Pay; Leadership; Culture

[Read the original public narrative](#)

21. M450 Buckingham Property Management | State: California

Community Manager - Reported severe understaffing, rapid turnover, overworked supervisors, minimal support, weak training, and delayed action on major problems.

Factors reported: Staffing; Turnover; Leadership; Support; Training

[Read the original public narrative](#)

22. M285 CAMS | State: South Carolina

Community Manager - Described workplace drama, scapegoating, inconsistent praise, and alleged unethical behavior involving management and boards.

Factors reported: Culture; Leadership; Trust; Board relations; Ethics

[Read the original public narrative](#)

23. M139 Cadden Community Management | State: Arizona

Community Association Manager - Reported excessive hours, low pay, pressure to take on more work to earn more, weak support, gossip, and poor treatment from management.

Factors reported: Long hours; Pay structure; Workload; Support; Leadership; Culture

[Read the original public narrative](#)

24. M462 Watson Association Management | State: Florida

Licensed Community Association Manager - Reported full-time expectations in a part-time role, unequal treatment, no support, weak training, and difficulty learning required software.

Factors reported: Workload; Fairness; Support; Training; Technology

[Read the original public narrative](#)

25. M414 HOA Management Services | State: Kansas

Community Manager - Reported toxic culture, weak management and training, conflicting instructions, blame, and unusually high turnover.

Factors reported: Culture; Leadership; Training; Communication; Turnover

[Read the original public narrative](#)

26. M103 Goodwin & Company | State: Texas

HOA Portfolio Community Manager - Said compensation rises with the number of communities managed, but better communities were assigned through favoritism and workload growth came at a personal cost.

Factors reported: Portfolio size; Pay structure; Favoritism; Workload

[Read the original public narrative](#)

27. M387 Neighborhood Management | State: Alabama

Community Association Manager - Reported favoritism, inappropriate management conduct, after-hours and weekend expectations, little appreciation, and excessive workload.

Factors reported: Favoritism; Leadership; Workload; Work-life balance; Recognition

[Read the original public narrative](#)

28. M362 Castle Breckenridge Management | State: California

HOA Property Manager - Reported poor upper management, a cliquish culture, weak coworker support, inconsistent pay, and inadequate training for new managers.

Factors reported: Leadership; Culture; Support; Pay; Training

[Read the original public narrative](#)

29. M361 Navigate Community Management | State: Unknown

HOA Manager - Praised some coworkers but described favoritism by the owner and high turnover tied to unequal treatment.

Factors reported: Favoritism; Leadership; Turnover; Culture

[Read the original public narrative](#)

30. M392 Premier Community Association Management | State: Unknown

Community Manager - Reported inadequate staffing, lack of training, excessive workload, no salary increase, inconsistent policies, and unresponsive human resources.

Factors reported: Staffing; Training; Workload; Pay; Policy consistency; HR

[Read the original public narrative](#)

31. M042 Sentry Management | State: Idaho

Community Manager - Liked coworkers but described nonstop tasks, extreme stress, little support, and no training.

Factors reported: Workload; Support; Training

[Read the original public narrative](#)

32. M207 CCMC | State: South Carolina

Community Association Manager - Reported no career discussions, outside hiring over internal promotion, broken promotion promises, and outdated software.

Factors reported: Leadership communication; Advancement; Trust; Technology

[Read the original public narrative](#)

33. M183 RealManage | State: Texas

Community Manager - Reported continuous portfolio growth, a minimal raise after years, weak support, procedural barriers, and poor client retention.

Factors reported: Pay; Portfolio growth; Leadership support; Bureaucracy; Client retention

[Read the original public narrative](#)

34. M448 Associa | State: Maryland

Legum & Norman Community Manager - Reported weak hands-on training, unclear expectations, high workload across multiple communities, limited managerial capacity, and high turnover.

Factors reported: Training; Role clarity; Workload; Support; Turnover

[Read the original public narrative](#)

35. M130 FirstService Residential | State: Nevada

Community Manager - Praised networking opportunities but described feeling undervalued, lacking authentic leadership support, and working in a high-turnover culture.

Factors reported: Recognition; Leadership support; Turnover; Culture

[Read the original public narrative](#)

36. M136 Community Management Associates | State: Alabama

Community Association Manager - Described evening and weekend expectations, little support or training, preferential treatment, unrealistic demands, and too many competing priorities.

Factors reported: After-hours work; Support; Training; Favoritism; Workload

[Read the original public narrative](#)

37. M420 Spectrum Association Management | State: Unknown

Community Manager - Reported low pay, no raises, excessive workload, micromanagement, public criticism, and little management support.

Factors reported: Pay; Workload; Leadership; Support; Micromanagement; Culture

[Read the original public narrative](#)

38. M170 Lifetime HOA Management | State: Texas

Community Manager - Reported weak leadership, retaliation for feedback, little training, missing procedures, and a toxic culture.

Factors reported: Leadership; Retaliation; Training; SOPs; Culture

[Read the original public narrative](#)

39. M274 RowCal | State: Unknown

Community Manager - Described poor benefits, little remote support, an inner-circle culture, weak diversity, and a highly stressful workplace.

Factors reported: Culture; Benefits; Remote support; Inclusion; Stress

[Read the original public narrative](#)

40. M221 Action Property Management | State: California

Community Manager - Reported sink-or-swim onboarding, weak management support, and pressure to accept more properties or leave.

Factors reported: Training; Support; Portfolio growth; Leadership

[Read the original public narrative](#)

41. M339 The Management Trust | State: Oregon

Community Manager - Reported unethical practices, lack of accountability, and a hostile workplace despite valuing the community connection.

Factors reported: Ethics; Accountability; Culture; Leadership

[Read the original public narrative](#)

42. M267 RealManage | State: California

Community Association Manager - Reported overwork, constant turnover, below-standard pay, no growth, and little management support.

Factors reported: Workload; Turnover; Pay; Advancement; Work-life balance; Support

[Read the original public narrative](#)

43. M407 Associa | State: Indiana

Community Association Manager - Reported turnover, excessive portfolios, inadequate training, and no accountability or leadership support.

Factors reported: Turnover; Portfolio size; Training; Leadership; Support

[Read the original public narrative](#)

44. M469 FirstService Residential | State: Texas

Assistant Community Manager - Reported poor communication, no formal training, lack of HR confidentiality, toxic culture, and no meaningful raises.

Factors reported: Communication; Training; HR; Culture; Pay

[Read the original public narrative](#)

45. M076 RealManage | State: California

Community Association Manager - Reported overwork, constant turnover, low pay, no growth path, and little management support.

Factors reported: Workload; Turnover; Pay; Support

[Read the original public narrative](#)

46. M162 Associa | State: Florida

Community Association Manager - Reported excessive property assignments inherited from prior managers, weak operational leadership, gossip, and a toxic work environment despite adequate equipment.

Factors reported: Portfolio size; Turnover; Leadership; Culture; Equipment

[Read the original public narrative](#)

47. M347 RealManage | State: Florida

Community Association Manager - Alleged that growth and contract acquisition were prioritized over communities, ethics, and service.

Factors reported: Growth pressure; Ethics; Client service; Corporate incentives

[Read the original public narrative](#)

48. M470 Associa | State: Texas

Community Association Manager - Reported overwork, below-market pay, payroll problems, deception, and no support from supervisors.

Factors reported: Workload; Pay; Payroll; Trust; Support; Leadership

[Read the original public narrative](#)

49. M342 RealManage | State: California

Director of Community Association Managers - Reported little senior-leadership support, internal conflict, broken promotion promises, and an inadequate pay increase.

Factors reported: Leadership; Support; Culture; Pay; Advancement

[Read the original public narrative](#)

50. M261 Associa | State: Unknown

Community Manager - Reported being assigned troubled communities before receiving enough preparation to stabilize them.

Factors reported: Training; Portfolio difficulty; Support; Client retention

[Read the original public narrative](#)

Tenant Narrative Records

1. T047 Single-family rental in HOA | State: North Carolina

North Carolina tenant said the lease made the tenant responsible for all HOA demands and fines, including pressure washing and exterior upkeep. The HOA initially refused...

Issue: Pass-through HOA duties and fines / denied governing... **Outcome:** Repeated compliance costs and unresolved fines; tenant...

[Read the original public narrative](#)

2. T024 Rental in HOA community | State: Nevada

Renters said their lease made them responsible for HOA fines, but the landlord repeatedly failed to provide the HOA rules despite requests. After receiving violation...

Issue: Rules not provided / violation responsibility shifted to... **Outcome:** Unresolved; renters sought guidance about responsibility...

[Read the original public narrative](#)

3. T058 Condominium tenant | State: Florida

South Florida condo tenant said the owners had rented the unit in violation of association rules. The tenant discovered the problem only after receiving tow stickers...

Issue: Unauthorized rental / threatened displacement / parking... **Outcome:** Association demanded departure; tenant sought advice while...

[Read the original public narrative](#)

4. T026 Single-family rental in HOA | State: Colorado

Tenant household said they disclosed having five vehicles before signing a two-year lease but were never told the property was in an HOA or given parking rules. After...

Issue: HOA not disclosed / parking enforcement / rules withheld /... **Outcome:** Ongoing fines and unresolved parking problem

[Read the original public narrative](#)

5. T097 Rental home in HOA community | State: Unknown

Renter received a law-office letter about unpaid HOA dues. The lease made the tenants responsible only for fines caused by violations and did not assign regular...

Issue: Unpaid HOA dues notice / law-firm collection / unclear... **Outcome:** Unresolved; household feared consequences despite no prior...

[Read the original public narrative](#)

6. T072 Townhome tenant | State: Utah

Utah townhome tenant said the HOA charged every resident \$100 after paving contractors knocked on doors to move cars, although the notice mentioned towing but no...

Issue: Unannounced mass fine / parking-lot maintenance /... **Outcome:** Tenant and neighbors were each assessed \$100 and disputed...

[Read the original public narrative](#)

7. T049 Condominium tenant | State: California

Southern California condo tenant said an HOA plumbing project involved unannounced water shutoffs, missed appointments, and invasive unit access. After plumbers missed...

Issue: Major repair access / inadequate notice / threatened daily... **Outcome:** Unresolved; tenant sought recourse and documentation

[Read the original public narrative](#)

8. T091 Townhome tenants | State: West Virginia

West Virginia townhome renters said the property management company repeatedly directed them to handle HOA questions themselves. The company had not supplied HOA...

Issue: Rules not provided / towing / responsibility fragmentation... **Outcome:** Ongoing; tenants were left to navigate HOA matters without...

[Read the original public narrative](#)

9. T005 Condominium tenant | State: California

Tenant said an assigned parking space became unavailable during maintenance. The tenant used an HOA-designated space during the hours allowed by the written rules, but...

Issue: Towing / uncommunicated parking-rule change / outdated... **Outcome:** Tow charge reimbursed; storage fees unresolved

[Read the original public narrative](#)

10. T051 Room renter in single-family HOA home | State: North Carolina

North Carolina room renter said the HOA issued a \$200 grass-parking fine based on photographs of an unknown woman and vehicle parked on the rental property while all...

Issue: Fine based on unidentified third party / no tenant appeal... **Outcome:** Tenant contacted homeowner; fine and hearing status...

[Read the original public narrative](#)

11. T003 Single-family rental; HOA involvement stated | State: Unknown

Tenant reported that after deciding not to renew, routine conditions suddenly generated repeated HOA violations involving parking, trash cans, lawn height, and flower...

Issue: Violation notices / pass-through administrative fees /... **Outcome:** Tenant alleged loss of appeal opportunity and repeated fees

[Read the original public narrative](#)

12. T030 Rental in HOA-governed community | State: Unknown

Renter said the HOA fined the landlord twice over the renter's girlfriend using guest parking, even though the posted rule defined a non-guest as someone staying more...

Issue: Guest parking / disputed rule interpretation / fines passed... **Outcome:** Landlord demanded that the renter pay \$150 in fines

[Read the original public narrative](#)

13. T038 Rental in HOA community | State: Florida

Three-year tenant said the HOA conducted another background check without notice and instructed the landlord not to renew, even though the landlord wanted the tenancy...

Issue: Unannounced rescreening / denied lease renewal / no stated... **Outcome:** Tenant received roughly one month to relocate

[Read the original public narrative](#)

14. T088 Shared rental home in HOA | State: Unknown

Tenant household rented a house through a property management company and soon received notice that the HOA did not allow renters. Management said the tenants had to...

Issue: Prohibited rental / forced displacement / undisclosed HOA... **Outcome:** Tenants faced early move-out and threatened pass-through...

[Read the original public narrative](#)

15. T004 Single-family rental in HOA | State: Texas

Tenant said they moved into a single-family home in an HOA and intentionally selected a landlord who retained responsibility for lawn maintenance, pest control, and...

Issue: Allocation of maintenance duties / prevention of HOA fines **Outcome:** Tenant chose rental based on landlord-provided maintenance

[Read the original public narrative](#)

16. T134 Condominium tenant | State: Unknown

Condo tenant was towed while out of town after the HOA used a Facebook page and bulletin-board notice that neither tenant nor landlord saw.

Issue: Towing / inadequate notice / inaccessible communication... **Outcome:** Landlord reimbursed tenant's towing costs

[Read the original public narrative](#)

17. T013 Single-family rental in HOA | State: Unknown

Tenant said the landlord rented the home without obtaining required HOA approval and used a six-month lease despite a twelve-month minimum. After move-in, the tenant's...

Issue: Unauthorized rental / missing parking approval / towing /... **Outcome:** Tenant wanted to terminate lease; landlord demanded notice...

[Read the original public narrative](#)

18. T144 Townhouse tenant | State: California

California townhouse renter said a new HOA rule effectively required tenants to pay \$200 per month for parking that had previously been included or available.

Issue: New parking fee / owner-tenant communication gap **Outcome:** Unresolved; tenant reviewed lease rights

[Read the original public narrative](#)

19. T002 Single-family rental in HOA | State: Florida

Tenant said the landlord had incurred the HOA's wrath. The HOA claimed it could evict the household at any time despite a valid lease through the following June. The...

Issue: Threatened displacement / owner-HOA dispute shifted to... **Outcome:** Unresolved; sought legal advice

[Read the original public narrative](#)

20. T019 Single-family rental in HOA | State: Florida

Tenant said a \$2,200 monthly rent bill increased to about \$4,500 after more than \$1,900 was added for an HOA lawn violation and sod replacement. The company also warned...

Issue: HOA violations / repair and capital costs passed through /... **Outcome:** Tenant paid the higher amount and sought options to recover...

[Read the original public narrative](#)

21. T008 Rental in HOA community | State: California

Renter said an HOA-contracted patrol company warned and then towed the renter's vehicle because registration tags were not displayed, although the vehicle was legally...

Issue: Towing / unclear complaint path / owner-HOA-tenant... **Outcome:** Vehicle retrieved for \$390; legality disputed

[Read the original public narrative](#)

22. T006 Single-family rental in HOA | State: Unknown

Tenant said HOA notices concerning trees and visible trash cans went to the landlord for more than 90 days without being passed along. By the time the tenant learned of...

Issue: Delayed violation notice / accumulated fines / rent-account... **Outcome:** Fines and additional rental charges remained disputed

[Read the original public narrative](#)

23. T009 Rental in HOA community | State: Unknown

Tenant said the HOA had the tenant's vehicle towed on two occasions to pressure the landlord over unpaid assessments. The tenant said the first incident cost \$340 after...

Issue: Tenant's vehicle used to enforce landlord's unpaid... **Outcome:** Tenant paid towing-related costs and reportedly paid...

[Read the original public narrative](#)

24. T064 Rental in HOA community | State: New Jersey

New Jersey renter said the HOA repeatedly towed a work vehicle while refusing the renter access to meetings, the board, or the association rules defining prohibited...

Issue: Repeated towing / inaccessible rules / no board access /... **Outcome:** Unresolved; renter sought an exemption but lacked direct...

[Read the original public narrative](#)

25. T010 Rental in HOA community | State: Unknown

Tenant said the HOA president harassed the tenant and had the tenant's vehicle towed for a parking violation that had not been enforced against comparable vehicles...

Issue: Selective parking enforcement / towing / inability to be... **Outcome:** Unresolved; tenant sought legal advice

[Read the original public narrative](#)

26. T075 Single-family or attached-home rental in HOA | State: Unknown

Renters received HOA demands concerning a satellite dish that was already attached before they moved in, while the rental company, owner, and association passed...

Issue: Preexisting alteration / satellite dish / owner-tenant... **Outcome:** Unresolved; renter documented notices and did not want...

[Read the original public narrative](#)

27. T031 Former condominium renter | State: Unknown

Former renter said the HOA repeatedly fined them for leaving a car in the assigned carport more than three days and refused to provide the CC&Rs directly because the...

Issue: Parking fines / governing documents withheld / alleged rule... **Outcome:** Renter paid the fines at the time and later questioned...

[Read the original public narrative](#)

28. T020 Single-family rental in HOA | State: Florida

Tenant household said the HOA threatened eviction because the landlord had not paid association fees unless the tenants redirected their rent to the association. The...

Issue: Owner assessment delinquency / threatened eviction / rent... **Outcome:** Unresolved; tenants sought help to avoid displacement

[Read the original public narrative](#)

29. T007 Rental in HOA community | State: Texas

Tenant said the landlord refused to obtain required HOA parking permits because of a dispute with the management company. The tenant's vehicle was ticketed and...

Issue: Parking permit withheld because of owner-management dispute... **Outcome:** Unresolved; tenant sought a way to compel landlord...

[Read the original public narrative](#)

30. T021 Condominium renter | State: California

Renter of four years said the HOA refused to provide association rules because they were only for owners, despite the tenant reporting a neighbor's business activity and...

Issue: Rules withheld from tenant / complaint handling / unequal... **Outcome:** Unresolved; tenant sought clarification of renter rights

[Read the original public narrative](#)

31. T025 Rental in HOA community | State: Nevada

Renters said the landlord paid a \$1,000 HOA fine for uncleared leaves and then billed them without ever forwarding the violation notices or giving them a chance to...

Issue: Delayed notice / large fine / no opportunity to cure or... **Outcome:** Landlord paid the fine and sought reimbursement from the...

[Read the original public narrative](#)

32. T027 Apartment or condominium rental in HOA | State: Florida

Renter said the HOA fined the household over an alleged additional occupant and disabled the guest access code. The renter feared the association could also deactivate...

Issue: Access-code suspension / occupancy enforcement / fear of... **Outcome:** Unresolved; renter sought legal guidance

[Read the original public narrative](#)

33. T053 Single-family rental in HOA | State: Arizona

Phoenix tenant said the household received an HOA parking violation supported by a photograph of a neighbor's vehicle. The nearly \$200 charge was removed, but the...

Issue: Misidentified vehicle / pass-through administrative fee /... **Outcome:** Main violation charge removed; \$35 administrative fee...

[Read the original public narrative](#)

34. T096 Condominium tenants | State: Washington

Washington condo tenant said the landlord represented the renters to the HOA as roommates. When property management announced an HOA structural survey, the person who...

Issue: Landlord misrepresentation to HOA / deceptive entry /... **Outcome:** Unresolved; tenants questioned landlord conduct and entry...

[Read the original public narrative](#)

35. T041 Townhouse renter | State: Florida

Renter said the landlord initially denied that an HOA existed, no rules were ever supplied, and a board member later announced that the renter was violating a newly...

Issue: HOA undisclosed / rules not supplied / new parking rule **Outcome:** Renter was accused of violating a rule they could not review

[Read the original public narrative](#)

36. T011 Rental managed by property management company | State: Unknown

Tenant said the HOA sent an initial weed notice and the tenant performed the requested work. The HOA later continued billing the property manager and owner without...

Issue: No follow-up notice / continuing weekly fines after... **Outcome:** \$750 reportedly accrued before tenant learned the violation...

[Read the original public narrative](#)

37. T044 Rental in HOA community | State: Florida

Tenants said the association gave them three days to redirect rent because the owner had not paid HOA fees, but the notice identified them only as unknown tenants.

Issue: Owner delinquency / three-day rent diversion demand /... **Outcome:** Tenants faced rapid payment redirection and possible...

[Read the original public narrative](#)

38. T048 Condominium renter | State: Unknown

Condominium renter said the HOA demanded that the renter's boyfriend complete an application, sign the rules, and pay about \$100 even though he only visited for a few...

Issue: Guest monitoring / application fee demand / privacy /... **Outcome:** Unresolved; tenant planned to challenge the demand

[Read the original public narrative](#)

39. T029 Single-family rental in gated HOA community | State: Texas

Tenant said the HOA denied gate access after more than two years in the community because the month-to-month lease had to be reverified. The HOA office said the tenant...

Issue: Gate access denied / lease reverification / tenant-status... **Outcome:** Unresolved; tenant sought help restoring access

[Read the original public narrative](#)

40. T120 Rental in HOA | State: Unknown

Tenant household accepted responsibility for HOA fines under the lease but said the landlord waited more than a month to relay the notice, allowing additional fines to...

Issue: Delayed notice / accumulating fines **Outcome:** Disputed additional fines

[Read the original public narrative](#)

41. T032 Rental in HOA community | State: Unknown

Renter said the lease imposed a \$25 processing charge whenever the property manager received an HOA warning letter, even when the association itself assessed no fine....

Issue: Administrative fee added to HOA warning / pass-through... **Outcome:** Tenant disputed whether the contractual fee had to be paid

[Read the original public narrative](#)

42. T046 Rental in HOA community | State: Unknown

Tenant said the community prohibited direct contact with the HOA board, forcing communication through the property manager and owner. After the property manager...

Issue: No direct board access / ignored roof leak / multi-step... **Outcome:** Tenant bypassed the required communication chain and...

[Read the original public narrative](#)

43. T122 Rental community | State: California

California renter sought reimbursement after a vehicle was towed without clear notice of a parking-rule change.

Issue: Towing / inadequate notice **Outcome:** Tenant sought reimbursement

[Read the original public narrative](#)

44. T045 Condominium renter | State: California

Renter said a garage leak reported for six months damaged the renter's vehicle paint, creating an estimated \$2,000 repair. The leak was fixed only after the renter...

Issue: Garage leak / delayed common-area repair / vehicle damage **Outcome:** Leak repaired; vehicle damage and reimbursement remained...

[Read the original public narrative](#)

45. T118 Shared rental in HOA | State: Florida

Florida tenant household faced HOA claims about too many unrelated occupants and parking, despite longstanding neighborhood practices.

Issue: Occupancy limits / parking / selective enforcement **Outcome:** Unresolved

[Read the original public narrative](#)

46. T095 Rental in HOA-controlled parking area | State: Unknown

Renter said an HOA-contracted towing company removed a damaged but stored vehicle after deeming it inoperable. The lease did not prohibit parking a damaged vehicle, and...

Issue: Vehicle towing / rule absent from lease / inaccessible HOA **Outcome:** Vehicle towed; tenant sought recourse and documentation

[Read the original public narrative](#)

47. T068 Condominium tenant | State: Arizona

Arizona condo renter used a storage room for bicycles for two years after a board member provided a key, then the board changed the locks and said only owners could use...

Issue: Amenity restriction / owner-only access / revoked storage... **Outcome:** Tenant lost access to storage and sought clarification of...

[Read the original public narrative](#)

48. T077 Shared single-family rental in HOA | State: Unknown

Five young adults renting an HOA house said neighbors repeatedly reported loud music, parties, excess occupants, and excess vehicles that the tenants said did not occur.

Issue: Repeated false violation notices / renter stereotyping /... **Outcome:** Ongoing; household sought help responding to reports for...

[Read the original public narrative](#)

49. T143 Apartment or condo tenant | State: Texas

Texas renter paying for a reserved parking space had the car towed because it was not registered in a towing-company system that had not been clearly communicated.

Issue: Towing / paid reserved space / inadequate registration... **Outcome:** Vehicle recovered after tow-yard process; costs disputed

[Read the original public narrative](#)

50. T106 Townhome tenants | State: Florida

Florida townhome renters paid a monthly HOA fee but received little communication; HOA contractors used their exterior electrical outlets for community parking-bay work.

Issue: Contractor utility use / poor notice / communication gap **Outcome:** Tenants contacted landlord to seek cost sharing

[Read the original public narrative](#)