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Critique of CAI 20007 HOA satisfaction survey

1. The sponsor of the survey, not Zogby who conducted the survey, was a CAI division, Foundation for Community Association Research. "The Foundation supports [Community Associations Institute \(CAI\)](#), a national organization dedicated to fostering vibrant, competent, harmonious community associations." CAI PR VP Frank Rathbun is also a VP of the Foundation.

The survey was not sponsored by an independent organization that one would hope was seeking the facts, such as a public interest or civics group, a university study group, or even an information-seeking state legislature.

2. The selected sample of some 709 telephone calls, which came from, "Samples are randomly drawn from telephone CDs of national listed sample." I'm not sure what "national list sample" really means. You can buy telephone directory CDs, but this national sample tag is questionable.
 - a. About 61% were 50+ reflecting increasing potential problems with retired people dealing with compulsory fees. (There are no "tax" breaks for medical or old age; inadequate reserves.) US Census data for 2000 shows 27.3% of the total population are 50 and over.
 - b. College and post-grad made up 68% of the survey. (US Census shows 24.4% or, if "some college is included, 86% in HOAs vs 51.8% in US).
 - c. Minority groups were only 11% of the sample. The 2000 US Census shows a total 24.8% for Black/African American and Hispanic/Latino.
 - d. Incomes of over \$50,000 comprised 79% of the respondents. US Census shows 41.9% with incomes over \$50,000).
 - e. A tabular look:

<u>Category</u>	<u>HOA Survey</u>	<u>US Census</u>
Age 50+	61%	21%
Education: college + / some college	68% / 86%	24.4% / 51.8%
Minority	11%	24.8%
Incomes over \$50,000	79%	44.9%