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2022 Homeowner Association Report Executive Summary

- The 2022 report contains information from **263 complaints*** filed against **180 HOAs/ Management Companies**. The number of complaints filed represents a **thirty-seven percent increase** when compared to the 192 complaints received from January 1, 2020- December 31, 2020.
- The complaints raised **705 concerns**, an **eighty-three percent increase**, with multiple included in a single complaint. The **top three types** of issues raised were: (1) Failure to adhere to and/or enforce covenants and bylaws (16.45%), (2) Failure to notify residents of Board actions (12.77%), (3) Request to access information/view documents ignored (9.93%).
- **Sixty-six percent** of complaints were closed indicating an adequate business response was received. Consumers were satisfied with the outcome of the complaint resolution process in **thirteen** complaints (**4%**). Examples of satisfactory resolutions include refunds/credits/adjustments being issued (**\$8,449**), requested documents being provided and repairs or maintenance being made.
- **Twelve percent** of complaints were **closed as "Abandoned"** due to the complainant's failure to submit the required HOA Supplemental Questionnaire. **Twelve percent** were also **closed "Undetermined"** due to disputed facts. A majority of these complaints were complex in nature and concerned transfer of the HOA from the developer to residents, fair elections and misappropriation of funds, among other issues.
- Only **4%** of complaints were **closed as "Unsatisfied"** due to a business' failure to respond. Thirty-three percent of complaints closed with this status were against HOAs managed by the same association management company, as was the case in the 2021 Report.
- **Top 3 Counties** for Complaints: 1. Horry (31.30%), 2. Richland (12.98%), 3. Beaufort (8.40%).

** DCA received 309 HOA complaints during calendar year 2021. Forty-six complaints were excluded from the report: 35 did not meet the statutory requirements for inclusion, 10 were duplicates and 1 was referred to the SC Human Affairs Commission.*

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