

FLCAJ 2011-2012

Salary and Information Survey



WASHINGTON—A steady decline in the number of Americans applying for weekly unemployment benefits is the latest signal that the U.S. economy has strengthened and businesses may be poised to step up hiring. ~ *Associated Press*, December 8, 2011.

“Poised” is an interesting word. It refers to position rather than activity. The Florida labor market needs activity, not passivity.

As most who are reading this are aware, 2011 was another difficult financial year in the Florida community association industry, although

there seems to be some resurgence in the economy. Hopefully that will eventually trickle down into salaries.

One of the resources *FLCAJ* has available is data from CondoJobs Recruiting Service. Job openings and manager movement usually indicate a strong job market. When job offerings are reduced, as is the case for 2011, it usually means that managers are holding on to what they have. There have been many seasons when managers have had the opportunity to advance their careers by making a move to larger communities with more responsibility and income potential. There is a more cautious approach now.

According to a just-released survey conducted by Community Associations Institute (CAI), financial difficulties are a common theme nationwide in community associations. Forty-six percent of community managers say their client associations face “serious” problems as a result of the housing and economic downturn, while 10 percent describe the impact as severe. The results are similar to those of an identical survey conducted in September 2010.

About a quarter of community managers say more than five percent of their units are vacant. This is largely due to foreclosures, the inability of nonresident owners to sell or rent their properties, or owners simply walking away from their mortgages—and homes. Another 30 percent of managers report vacancy rates of three to five percent.

“High delinquency rates place tremendous pressure on associations to meet their obligations to the homeowners who are paying their fair share,” says CAI Chief Executive Officer Thomas M. Skiba, CAE. “When some owners—including lenders that have foreclosed on homes and now own them—don’t pay their share, other homeowners often must make up the difference in higher regular assessments or special assessments. Associations must still pay their bills.”

The survey showed that associations are taking a variety of steps to address budgetary shortfalls:

- 50 percent have increased homeowner assessments
- 40 percent have reduced contributions to reserve accounts that are set aside for major maintenance and repairs
- 39 percent have reduced landscaping services
- 38 percent have deferred maintenance of common elements
- 38 percent have postponed planned capital improvement projects
- 28 percent have reduced professional costs or management fees
- 22 percent have borrowed from their reserve accounts
- 20 percent have levied special assessments¹

FIGURE 1
Breakdown of Responses
by Florida Region for 2011

Southeast	36%
Southwest	29%
Central	20%
Panhandle	9%
Northeast	6%

FIGURE 2
Type of Community Survey Respondents

Survey Year	2011	2010	2009	2008	2007
Condominium	80%	68%	70%	85%	79%
HOA	20%	23%	26%	9%	18%
Cooperative	—	6%	4%	6%	3%
Paid Manager	82%	83%	86%	73%	84%

FIGURE 3
Community Profile

Survey Year	2011	2010	2009	2008	2007
Average Number of Units	588	426	490	357	336
Average Price	\$505,952	392,921	504,943	469,141	574,813
Average Budget	\$1,951,174	1,219,589	1,404,461	1,229,815	1,194,371
Average Age	31	28	25	27	24
Oceanfront	54%	38%	64%	57%	62%

The relevance of the CAI survey to this survey is that the CAI survey confirms that the nationwide trend to reduce expenditures includes reducing professional costs or management fees.

This is the eleventh year that Advantage Publishing Company has compiled the Salary and Information Survey. This year’s data was compiled from a Web-based survey form that was available in October and November. We also used data gathered from the “Salary Calculator” on www.condojobs.com. Finally, we took into consideration jobs that are currently offered by CondoJobs Recruiting Service.

Note: The Salary and Information Survey is a “Florida only” survey. Although we receive responses from managers and board members

¹*CICs Face Continuing Financial Issues, CAI. Release 12/8/2011.*

from other states, we only include those from Florida communities. Although we are confident that the survey is relevant and useful and reflects an accurate picture for community managers, we stress that it is a random polling and not represented as a scientific survey.

The Survey

By a narrower than usual margin, Southeast Florida returned the largest percentage (36 percent) of responses (Figure 1). Southwest Florida was well represented with 29 percent.

This year's survey is heavily weighted toward condominiums with eighty percent of surveys

returned indicating that type of community association. Eighty-two percent use a paid manager, down one percent from 2011 (Figure 2).

**FIGURE 4
Manager Profile**

Survey Year	2011	2010	2009	2008	2007
Average Years in Management	16	7	16	9	13
Average Years in Current Job	7	6	6	6	6
Age	59	56	55	53	54
Male	61%	56%	55%	49%	47%
Female	34%	44%	42%	47%	44%
Couple	5%	—	3%	4%	9%
Sells/Rents Units	8%	15%	12%	20%	16%

**FIGURE 5
Manager Compensation**

Survey Year	2011	2010	2009	2008	2007
Salary	\$55,332	53,894	54,786	60,033	54,312
Housing Provided	8%	11%	11%	6%	14%
Health Insurance	66%	69%	65%	65%	70%
Dental	32%	32%	39%	33%	30%
Car Allowance	38%	42%	42%	35%	45%
Bonus	\$2,877	2,957	2,837	2,712	3,373
Vacation Days	15	14	15	16	15
Sick Days	7	7	6	6	6
Retirement Available	14%	7%	12%	7%	10%

**FIGURE 6
Total Income/Region for 2011**

Southeast	\$56,910
Southwest	\$56,576
Central	\$51,140
Panhandle	\$50,303
Northeast	\$48,846

**FIGURE 7
Total Income/Number of Units**

Number of Units	Average Salary	Percent of Responses
1001+	\$64,332	14%
501-1000	\$56,604	17%
401-500	\$55,542	6%
301-400	\$57,690	10%
201-300	\$56,757	13%
101-200	\$51,761	22%
-100	\$49,341	18%

**FIGURE 8
Total Income/Price of Units**

Average Price	Average Salary	Percent of Responses
\$1,000,001+	\$64,035	6%
\$500,001-\$1,000,000	\$60,518	17%
\$400,001-\$500,000	\$53,732	10%
\$300,001-\$400,000	\$56,238	16%
\$200,001-\$300,000	\$53,173	22%
-\$200,000	\$49,026	29%

**FIGURE 9
Total Income/Annual Budget**

Budget	Average Salary	Percent of Responses
Over \$2,000,001	\$64,635	22%
\$1,500,001-\$2,000,000	\$57,442	17%
\$1,000,001-\$1,500,000	\$55,483	21%
\$500,001-\$1,000,000	\$49,320	26%
Under \$500,000	\$43,549	14%

**FIGURE 10
Total Income/Length of Employment**

Time on Current Job	Average Salary	Percent of Responses
20+ years	\$67,618	7%
15-19 years	\$63,290	6%
10-14 years	\$61,403	11%
7-9 years	\$56,027	12%
4-6 years	\$55,116	28%
0-3 years	\$47,643	36%

FIGURE 11
Average Hourly Wages

Survey Year	2011	2010	2009	2008	2007
Assistant Manager	\$21.54	19.09	20.31	19.04	20.72
Bookkeeper	\$19.33	21.09	19.76	19.19	18.80
Rental Manager	\$13.93	18.63	19.85	15.53	15.03
Doorman	\$12.33	11.41	11.83	14.35	11.26
Grounds Supervisor	\$21.52	17.17	18.11	14.25	16.76
Groundskeeper	\$12.50	11.61	11.90	11.25	11.09
Housekeeping Supervisor	\$12.90	13.53	13.65	12.80	12.76
Housekeeping	\$12.18	12.04	11.75	11.08	11.18
Maintenance Chief	\$22.18	20.48	19.54	19.91	18.86
Maintenance Man	\$16.00	14.56	15.01	14.61	13.55
Secretary	\$16.88	14.89	14.74	14.88	13.53
Security Chief	\$16.67	15.79	16.15	15.75	—
Security	\$11.33	11.57	11.83	10.83	10.53
Valet	\$8.59	7.97	9.35	7.00	8.15
Average # of Employees	10	12	10.2	10.8	7.6

The average manager in Florida's community associations is likely to be a 59-year-old male with sixteen years of management experience and seven years on the

current job. Women continue to find good opportunity in the industry and 34 percent of our surveys returned indicated a woman manager (Figure 4).

There is both good news and bad news in manager salaries. The good news is that, on average, they did not trend downward. The bad news is that they are still below the 2008 average (Figure 5).

On a regional level, Southwest Florida continued to gain ground on Southeast Florida with less than \$1,000 separating them (Figure 6).

The next four charts (Figures 7-10) present income in relation to the size of the community, average price of units, annual budget, and length of employment. The final chart (Figure 11) lists hourly salaries for the most commonly used positions.

The Salary and Information Survey depends entirely on our readers, and we want to thank all who responded whether by the Web survey or the CondoJobs website. We hope this information will be helpful in evaluating salaries in your own community. Please e-mail questions to info@flcaj.com.

FLCAJ would like to thank all those who participated in this year's salary survey. We hope you find it insightful and informative. ■

Katzman Garfinkel & Berger

Law and Learning Center

Come Visit and Take a Tour

Hosting FREE:

- Board Member Certification Courses
- Board Member Boot Camp® Series
- Continuing Manager Education
- Community Forums with Legislators and Guest Lectures

The Environment:

- Beautifully appointed meeting spaces
- Lending Library and Reading Rooms with Community Association resource materials
- 6 acre campus-like setting on a lake
- Video Conferencing and Wifi

We Speak Condo

COMMUNITY ADVOCACY NETWORK

Attorneys at Law

KATZMAN GARFINKEL & BERGER

COMMITTED TO COMMUNITY

KGBlawFirm.com

Call Toll Free: 855-KGB-FIRM or
Email: info@kgblawfirm.com