



FLCAJ 2010–2011 Salary and Information Survey

When dealing with statistics regarding salaries and employment in today's economy, one approaches the task with a certain amount of apprehension. As we put the finishing touches on the 2010–2011 Salary and Information Survey, unemployment stands at 9.6 percent, that is, unless you live in Florida where it is 11.9 percent. Florida is in the unenviable company of Nevada, California, and Michigan and leads the Southern U.S. in this dismal statistic.

Unemployment is not the only issue. The financial echoes of the mortgage foreclosure crisis affect everyone in the industry we serve—property owners, board members, managers, and service providers. It goes without saying that foreclosed properties are also usually delinquent in assessments, which adds to the financial burden of the remaining property owners who are forced to pay shortfalls. Foreclosure delays are also adding to that burden.

Budgets are usually put in place at the beginning of the fiscal year and assume a certain percentage of assessments will be forthcoming to meet the needs of the community. Budgets that were tightened in 2008–2009 because of the general downward turn of the economy have been examined and reexamined in 2010 in an effort to find any excess that can be trimmed.

So what has been trimmed? According to a recently-published Community Associations Institute (CAI) survey, the first thing many communities do is postpone capital improvements. That is followed by reductions in landscaping services and reserves. Twelve percent are allowing residents to perform minor tasks within the community. Some of those tasks would certainly have been performed in the past by paid staff.

How have all these things affected managers and employee salaries? That is what this survey tries to answer. The Salary and Information Survey has been a mainstay in *FLCAJ* for the past twenty years. This year’s data was gathered from two sources. The first is a web-based survey form that was available on our website in October and November. We also use data that is gathered from the “Salary Calculator” on www.condojobs.com. There were 807 total responses. We are confident that the results represent an accurate picture of salaries for community managers and employees in Florida. Although we are confident that the survey is relevant and useful, we stress that it is a random polling and not represented as a scientific survey.

Note: The Salary and Information Survey is a “Florida only” survey. Although we receive responses from managers and board members from other states, we only include those from Florida communities.

The Survey

As in the past, the largest percentage of our responses (44 percent) came from the Southeast region (**Figure 1**). The concentration of condominium communities in that part of the state naturally leads to a concentration of managers. Southwest Florida continues to return the second most responses with 26 percent.

FIGURE 1
Breakdown of Responses by Florida Region for 2010

Southeast	44%
Southwest	26%
Central	17%
Panhandle	7%
Northeast	6%

FIGURE 2
Type of Community Survey Respondents

Survey Year	2010	2009	2008	2007	2006
Condominium	68%	70%	85%	79%	80%
HOA	23%	26%	9%	18%	16%
Cooperative	6%	4%	6%	3%	4%
Paid Manager	83%	86%	73%	84%	93%

FIGURE 3
Community Profile

Survey Year	2010	2009	2008	2007	2006
Average Number of Units	426	490	357	336	335
Average Price	\$392,921	504,943	469,141	574,813	561,740
Average Budget	\$1,219,589	1,404,461	1,229,815	1,194,371	1,249,031
Average Age	28	25	27	24	25
Oceanfront	38%	64%	57%	62%	64%

This year’s survey was returned by 68 percent condominium communities with 23 percent HOAs and a representation from cooperatives of six percent. Of those, 83 percent employ a paid manager, a slight drop from 86 percent from 2009 (**Figure 2**).

The average community surveyed for 2010 (**Figure 3**) is 28 years old, contains 426 homes, and has an annual budget of \$1,219,589, down from 2009.

Our composite profile reveals the average manager in Florida’s community associations is likely to be a 56 year-old male with seven years in management experience and six years on the current job. Women continue to gain ground in the industry, and 44 percent of our surveys returned indicated a woman manager. For the first time, there were no responses returned by husband/wife management teams. Fifteen percent of the managers surveyed also sell or rent units (**Figure 4**).

For the second year in a row salaries declined, although it is noted that bonuses were slightly up.

**FIGURE 4
Manager Profile**

Survey Year	2010	2009	2008	2007	2006
Average Years in Management	7	16	9	13	15
Average Years in Current Job	6	6	6	6	6
Age	56	55	53	54	54
Male	56%	55%	49%	47%	54%
Female	44%	42%	47%	44%	41%
Couple	—	3%	4%	9%	5%
Sells/Rents Units	15%	12%	20%	16%	14%

The 53,894 average salary figure was 1.6 percent lower than last year. If bonuses are factored in, the decrease falls to 1.2 percent. Salaries have actually remained fairly constant for the last five years except for a sharp increase in 2008, which corrected the following year.

The Southeast continues to lead the state in average salary followed by the Southwest. The regional hierarchy of salaries remained identical. All regions reported a downturn in salaries. (Figures 5 and 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.

**FIGURE 5
Manager Compensation**

Survey Year	2010	2009	2008	2007	2006
Salary	\$53,894	54,786	60,033	54,312	54,439
Housing Provided	11%	11%	6%	14%	13%
Health Insurance	69%	65%	65%	70%	70%
Dental	32%	39%	33%	30%	33%
Car Allowance	42%	42%	35%	45%	46%
Per Mile (Per Month Avg.)	.49/\$181	.50/\$146	.52/\$108	.44/\$103	.42/\$123
Bonus	\$2,957	2,837	2,712	3,373	2,213
Vacation Days	14	15	16	15	15
Sick Days	7	6	6	6	6
Retirement Available	7%	12%	7%	10%	13%

**FIGURE 6
Total Income/Region for 2010**

Southeast	\$56,909
Southwest	\$53,020
Central	\$51,001
Panhandle	\$48,709
Northeast	\$46,622

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

Number of Units	Average Salary	Percent of Responses
1001+	\$62,996	9%
501–1000	\$55,792	14%
401–500	\$53,085	9%
301–400	\$56,295	10%
201–300	\$52,457	17%
101–200	\$52,502	23%
–100	\$49,196	18%

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

Average Price	Average Salary	Percent of Responses
\$1,000,001+	\$66,615	7%
\$500,001–\$1,000,000	\$59,363	16%
\$400,001–\$500,000	\$58,162	12%
\$300,001–\$400,000	\$51,244	18%
\$200,001–\$300,000	\$50,900	22%
–\$200,000	\$48,494	25%

**FIGURE 9
Total Income/Annual Budget**

Budget	Average Salary	Percent of Responses
Over \$2,000,001	\$68,973	17%
\$1,500,001–\$2,000,000	\$54,738	20%
\$1,000,001–\$1,500,000	\$53,444	20%
\$500,001–\$1,000,000	\$49,834	28%
Under \$500,000	\$42,275	15%

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

Time on Current Job	Average Salary	Percent of Responses
20+ years	\$66,626	10%
15–19 years	\$64,710	4%
10–14 years	\$59,406	7%
7–9 years	\$60,328	10%
4–6 years	\$53,636	26%
0–3 years	\$47,157	43%

In each of these charts, more responsibility seems to equate in more income.

This year's survey is the first that reflects an almost across-the-board drop in hourly wages. (Figure 11)

The Salary and Information Survey depends entirely on our readers, and we want to thank all who responded

FIGURE 11
Average Hourly Wages

Survey Year	2010	2009	2008	2007	2006
Assistant Manager	\$19.09	20.31	19.04	20.72	19.00
Bookkeeper	\$21.09	19.76	19.19	18.80	16.52
Rental Manager	\$18.63	19.85	15.53	15.03	15.16
Doorman	\$11.41	11.83	14.35	11.26	10.44
Grounds Supervisor	\$17.17	18.11	14.25	16.76	14.85
Groundskeeper	\$11.61	11.90	11.25	11.09	11.45
Housekeeping Supervisor	\$13.53	13.65	12.80	12.76	12.84
Housekeeping	\$12.04	11.75	11.08	11.18	10.77
Maintenance Chief	\$20.48	19.54	19.91	18.86	17.82
Maintenance Man	\$14.56	15.01	14.61	13.55	13.11
Secretary	\$14.89	14.74	14.88	13.53	13.55
Security Chief	\$15.79	16.15	15.75	—	—
Security	\$11.57	11.83	10.83	10.53	10.45
Valet	\$7.97	9.35	7.00	8.15	9.00
Average # of Employees	12	10.2	10.8	7.6	—

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. ■

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