

Community Associations & COVID-19

POOL OPENINGS

Survey Results

JULY 2020

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Some of the biggest questions community association board members and managers have faced during the COVID-19 pandemic and reopening phases have centered around pools.

Is it (or will it) open? Why isn't it open? Why haven't my assessments decreased if the pool is closed? What practices do I need to follow if the pool is open? How is the community keeping residents who use the pool safe?

The answers behind these questions are complicated. Community associations have to consider guidance from the Centers for Disease Control and Prevention, state and local requirements, their ability to set and enforce rules, liability, resident sentiment, safety, expenses, and more. The decisions should be tailored to each community and specific to their unique circumstances.

Community Associations Institute (CAI) conducted a survey of board members, managers, and other stakeholders in the industry from late June to early July to understand how and why community associations made decisions regarding their pool(s). The survey results include data collected from more than 1,000 respondents representing more than 2,200 communities from 39 states in the U.S. Highlights of the findings include:

- Only 7% of respondents report that their community opened their pool on time; and 40% report their pool is closed.
- Several factors were behind the decision of the communities that did not open their pool as regularly scheduled, including: fear of exposure to legal liability (58%); fear of spreading COVID-19 (50%); and attorney recommendation (48%).
- The communities that opened their pool reported instituting several new procedures, including: prohibiting guests (60%); requiring residents to sign a liability waiver (39%); and requiring residents to bring their own chairs (36%).
- Expenses related to the pool are higher than budgeted due to COVID-19 in roughly 35% of communities.

Some of the findings could reflect the different approaches taken by government in each state to slow the spread of COVID-19 and the differing philosophies on reopening. For example:

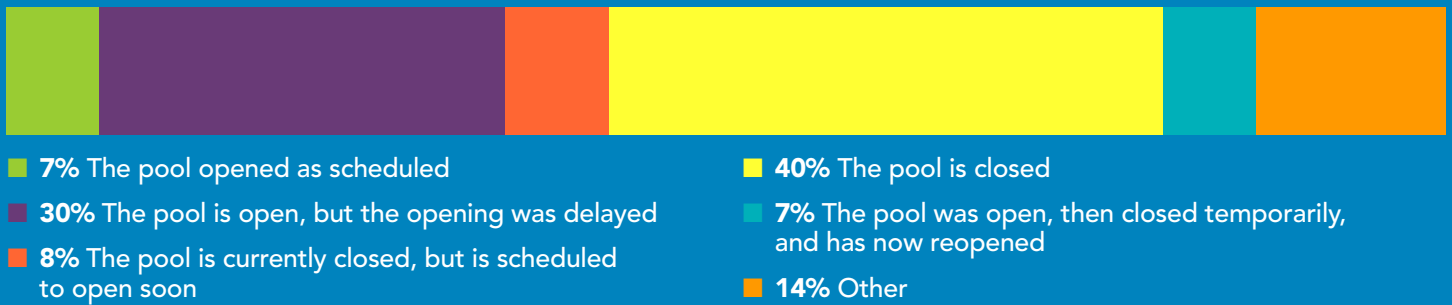
- More than 80% of respondents in New Jersey, 56% in Maryland, and 55% in Pennsylvania reported their pool is closed. These states had some of the more prolonged and restrictive stay-at-home orders.
- By contrast, fewer than 10% of respondents in Florida, 24% in Texas, and 29% in North Carolina reported their pool is closed. These states had some of the shorter and least restrictive stay-at-home orders.
- In New Jersey in particular, fear of exposure to legal liability (84%), lack of insurance coverage (74%), and attorney recommendation (74%) kept pools closed.
- For the communities that opened pools, those in Texas (71%), Nevada (71%), Arizona (70%), and California (66%) lead the way in prohibiting guests.
- In Texas, 65% of communities require residents to sign a liability waiver, and 44% require residents to bring their own chairs.

The data highlighted in the report include overall responses and some state-specific findings. More than 470 community association board members, 540 managers, and 70 other stakeholders in the industry replied to the survey. CAI received the most responses from California (150), New Jersey (110), Florida (104), Virginia (89), and Texas (75). The vast majority (92%) report that their community engages a professional community association manager or management company (full-time, part-time, or contract).

To Swim or Not To Swim

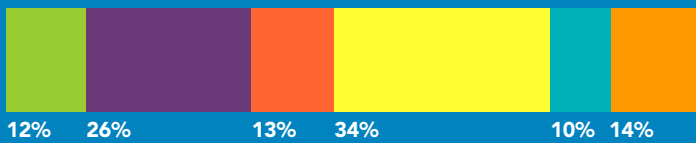
If your community association has a pool, what is the status of the pool opening?

OVERALL RESULTS

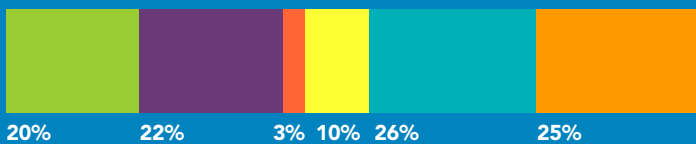


STATE RESULTS

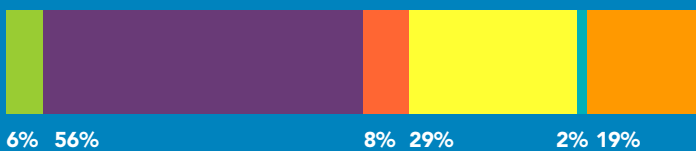
CALIFORNIA



FLORIDA



NORTH CAROLINA



TEXAS



TOP 5 STATES

The Pool Is Closed

1. New Jersey—80%
2. Maryland—56%
3. Pennsylvania—55%
4. Nevada—38%
5. California—34%

Pool Opened, But Delayed

1. Texas—62%
2. North Carolina—56%
3. Nevada—33%
4. California—26%
5. Pennsylvania—25%

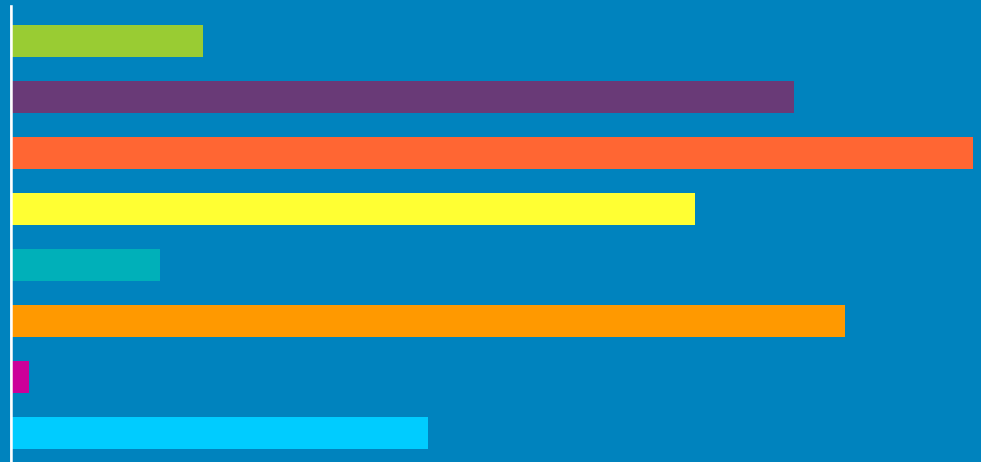
as of July 7

Behind Pool Delays and Closures

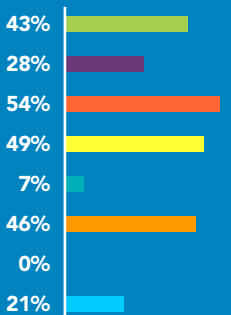
If the community board chose to not open the pool as regularly scheduled, which of the following factors led to the decision?

OVERALL RESULTS

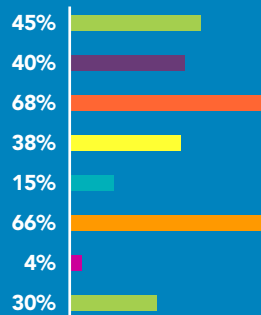
- 48% Attorney recommendation
- 39% Lack of insurance coverage
- 58% Fear of exposure to legal liability
- 42% Inability to meet local, state, or federal requirements for pool openings
- 9% Inability to secure lifeguard
- 50% Fear of spreading COVID-19
- 1% Residents requested the pool remain closed
- 25% Other



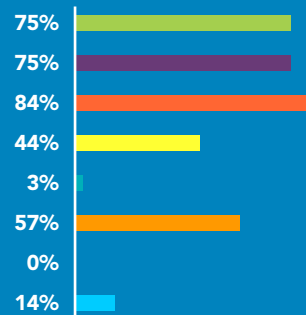
STATE RESULTS



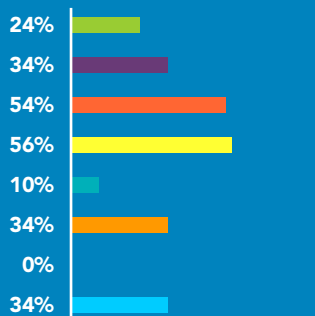
CALIFORNIA



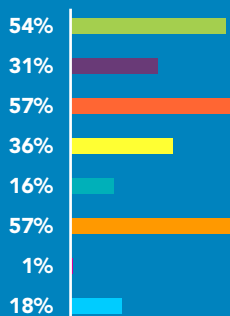
MARYLAND



NEW JERSEY



NORTH CAROLINA



TEXAS

TOP 5 STATES

Following Attorney Recommendation

1. New Jersey—75%
2. Pennsylvania—65%
3. Texas—54%
4. Maryland—45%
5. California—43%

Fearing Exposure to Legal Liability

1. New Jersey—84%
2. Pennsylvania—70%
3. Maryland—68%
4. Texas—57%
5. California and North Carolina—54%

as of July 7

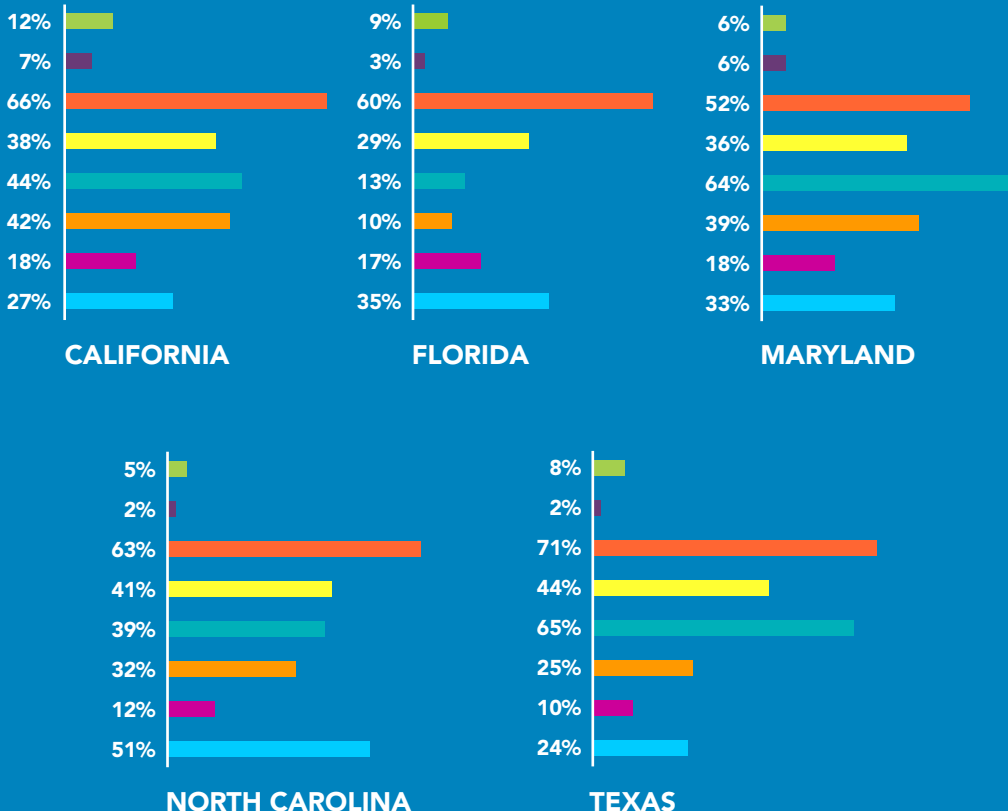
Pool Procedures

Which of the following new practices were put into place to open the pool?

OVERALL RESULTS



STATE RESULTS



TOP 5 STATES

No Guests Allowed

1. Nevada and Texas—71%
2. Arizona—70%
3. California—66%
4. North Carolina—63%
5. Florida—60%

Liability Waiver Required

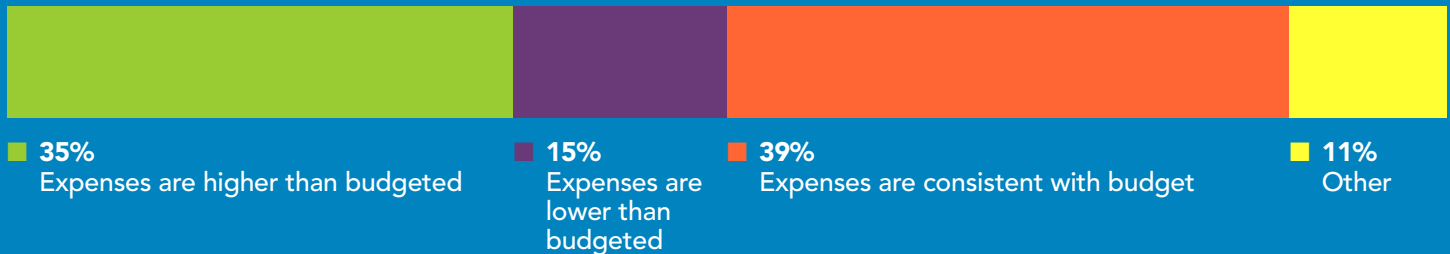
1. Texas—65%
2. Maryland—64%
3. California—44%
4. Pennsylvania—40%
5. North Carolina—39%

as of July 7

Cost Controls

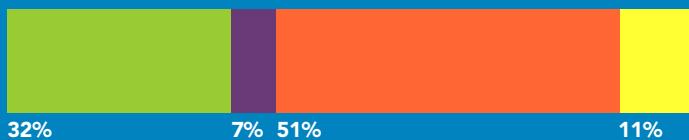
How did COVID impact expenses related to your community pool?

OVERALL RESULTS



STATE RESULTS

CALIFORNIA



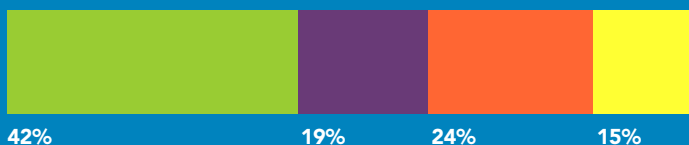
FLORIDA



MARYLAND



NEW JERSEY



TEXAS



TOP 5 STATES

Expenses Increased

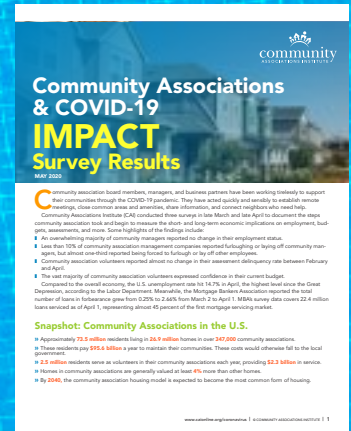
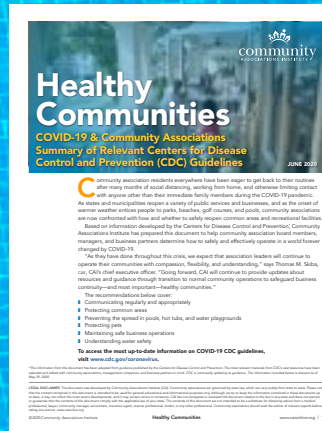
1. Texas—51%
2. Nevada—45%
3. North Carolina—44%
4. Arizona—38%
5. California—32%

“The board is asking residents to apply and pay for the season to determine the level of interest. In addition to the pool management company, we would be hiring an individual to monitor the COVID guidelines (masks, social distancing) and to wipe chairs and other touch points.”

as of July 7

Coronavirus Resources

- Comprehensive list of federal and state government actions related to COVID-19
- Sample forms, templates, and infographics to share in your community
- FAQs regarding community associations and COVID-19
- Access these resources and more at www.caionline.org/coronavirus.



Since 1973, Community Associations Institute (CAI) has been the leading provider of resources and information for homeowners, volunteer board leaders, professional managers, and business professionals in the nearly 350,000 community associations, condominiums, and co-ops in the United States and millions of communities worldwide. With nearly 45,000 members, CAI works in partnership with 36 legislative action committees and 64 affiliated chapters within the U.S., Canada, United Arab Emirates, and South Africa, as well as with housing leaders in several other countries including Australia, Spain, Saudi Arabia, and the United Kingdom.

A global nonprofit 501(c)(6) organization, CAI is the foremost authority in community association management, governance, education, and advocacy. Our mission is to inspire professionalism, effective leadership, and responsible citizenship—ideals reflected in community associations that are preferred places to call home. Visit us at www.caionline.org.

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