



FLCAJ 2016–2017 Salary and Information Survey

Florida Community Association Journal is excited to present the 2016–2017 Salary and Information Survey. The Survey depends on our readers, and we want to thank all who responded whether by the Web survey or the CondoJobs website. We trust this information will be helpful in evaluating salary and benefits in your community.

As in previous years, the largest percentage of responses to the Salary Survey came from the Southeast region at 36 percent (**Figure 1**).

FIGURE 1 — Breakdown of Responses by Florida Region for 2016

Southeast	36%	Southwest	26%	Central	24%
Panhandle	5%	Northeast	9%		

FIGURE 2

Type of Community Survey Respondents

Survey Year	2016	2015	2014	2013	2012
Condominium	75%	69%	75%	92%	70%
HOA	21%	24%	19%	8%	24%
Cooperative	4%	7%	6%	—	7%
Paid Manager	95%	97%	99%	91%	85%
Onsite Manager	56%				
Management Co	39%				
Self-Managed	5%				

FIGURE 3 — Community Profile

Survey Year	2016	2015	2014	2013	2012
Average Number of Units	341	458	342	350	707
Average Price	\$385,000	395,000	370,294	521,066	590,853
Average Budget	\$1,820,016	1,463,383	1,376,940	1,744,056	1,901,332
Average Age	30	30	—	33	25
Oceanfront	31%	33%	36%	46%	38%

FIGURE 4 — Manager Profile

Survey Year	2016	2015	2014	2013	2012
Average Years in Management	17	17	16	15	17
Average Years in Current Job	6	7	7	7	7
Age	57	56	58	57	56
Male	38%	40%	55%	65%	49%
Female	60%	58%	42%	35%	45%
Couple	2%	2%	3%	—	6%
Sells/Rents Units	12%	15%	14%	6%	14%

Naturally the concentration of condominium associations in Southeast Florida also means there is a larger concentration of community association managers there. Southwest Florida has the second most responses with 26 percent and Central Florida saw an increase for a second year in a row with responses at 24 percent.

This year's survey was completed by 75 percent of condominium communities with 21 percent of HOAs and four percent of cooperatives. Of those communities, 95 percent employed a paid manager showing that communities are placing themselves primarily under professional management (Figure 2). Fifty-six percent of communities have an on-site manager and 39 percent use a management company.

The average community surveyed for 2016 (Figure 3) is 30 years old, contains 341 units with the average unit priced at \$385,000. The average budget in 2016 increased by more than \$356,633, with the annual 2016 budget coming in at \$1,820,016 compared to \$1,463,383 in 2015.

The manager profile (Figure 4) shows the average manager is 57 years old. In a pattern noticed in last year's Salary Survey, the percentage of female managers increased to 60 percent in 2016 compared to 58 percent in 2015, while male managers decreased to 38 percent from 40 percent in 2015. The average number of years managers have spent in management is 17 with six years in the current job.

FIGURE 5 — Manager Compensation

Survey Year	2016	2015	2014	2013	2012
Salary	\$62,412	60,844	56,298	54,171	56,398
Housing Provided	9%	6%	8%	6%	11%
Health Insurance	65%	58%	73%	71%	72%
Dental	34%	32%	33%	33%	—
Bonus	\$1,445	3,812	2,913	2,631	3,247
Vacation Days	18	17	15	15	18
Sick Days	8	6	7	7	7
Retirement Available	22%	19%	23%	18%	40%

FIGURE 6 — Total Income/Region for 2016

Southeast	\$66,214
Southwest	\$60,112
Central	\$54,131
Panhandle	\$44,206
Northeast	\$45,280

FIGURE 7 — Total Income/Number of Units

Number of Units	Average Salary
1001+	\$70,416
501-1000	\$63,412
401-500	\$61,814
301-400	\$55,412
201-300	\$56,306
101-200	\$51,268
-100	\$48,612

FIGURE 8 — Total Income/Price of Units

Average Price	Average Salary
\$1,000,001+	\$89,214
\$500,001-\$1,000,000	\$76,408
\$400,001-\$500,000	\$63,061
\$300,001-\$400,000	\$59,861
\$200,001-\$300,000	\$52,604
-\$200,000	\$51,908

FIGURE 9 — Total Income/Annual Budget

Budget	Average Salary
\$2,000,001 +	\$73,621
\$1,500,001-\$2,000,000	\$61,612
\$1,000,001-\$1,500,000	\$59,621
\$500,001-\$1,000,000	\$48,824
Under \$500,000	\$39,628

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

Time on Current Job	Average Salary	Time on Current Job	Average Salary
20+ years	\$76,021	7–9 years	\$63,014
15–19 years	\$73,426	4–6 years	\$58,021
10–14 years	\$61,248	0–3 years	\$54,621

FIGURE 11 — Average Hourly Wages

Survey Year	2016	2015	2014	2013	2012
Assistant Manager	\$20.83	19.86	27.22	20.61	19.04
Bookkeeper	\$22.61	26.16	22.18	21.15	17.58
Doorman	\$14.66	12.95	14.93	12.01	12.25
Grounds Supervisor	\$19.21	17.02	—	19.16	15.29
Groundskeeper	\$14.91	13.10	15.14	13.06	11.21
Housekeeping Supervisor	\$16.17	14.54	—	14.12	12.75
Housekeeping	\$14.02	12.09	14.61	13.04	11.15
Maintenance Chief	\$22.04	24.45	30.16	26.14	21.30
Maintenance Man	\$16.61	15.00	15.75	15.91	14.55
Secretary	\$18.41	15.75	18.74	16.12	15.18
Security Chief	\$18.06	18.62	19.21	16.14	17.79
Security	\$13.77	12.63	12.30	12.16	12.18
Valet	\$10.27	9.26	9.84	9.40	9.76
Average # of Employees	7	9	11	8	12

Manager salaries are a reason for continued excitement as the average salary of \$62,412 in 2016 is a modest increase of \$1,568 from the average salary of \$60,884 in 2015, which was an increase of \$4,586 from 2014 (Figure 5). Two consecutive years of manager salary increases is a good thing, and additionally, there was a bounce back of communities providing 65 percent of their managers with health insurance in 2016 compared to only 58 percent receiving health insurance in 2015.

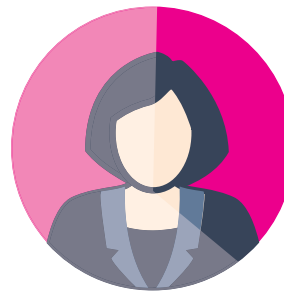
The Southeast continues to lead the state in highest income per region followed by the Southwest, and both these regions saw increases in annual income as did the Central and Panhandle regions. Only the Northeast region saw a slight decrease in its average annual salary compared with 2015 (Figure 6).

The next four charts (Figures 7–10) present income in relation to the number of units in an association, average price of units, annual budget, and length of employment. For the most part, the trend is clear that more responsibility leads to greater pay.

This year’s survey indicates an increase in the average hourly wage for everyone when compared to 2015 except the community’s bookkeeper, maintenance chief and security chief. While the average employee is being paid more per hour, the average

number of employees per community declined for the second year in a row from nine in 2015 to seven in 2016.

To get an early start on helping *FLCAJ* compile next year’s 2017–2018 Salary and Information Survey, please visit www.fcagroup.com/survey. ■



Lisa Pinder: Industry Advocate

By Jim McMurry

A long-time source of information and service in the community association management industry, Lisa Pinder has been involved in the profession from many different angles over the last 35 years. She has spent the last dozen years in her current position with CondoJobs Recruiting Service assisting community associations and management companies in their search for licensed community association managers.

“My goal is very simple: to help associations and management companies find managers,” says Lisa Pinder, CondoJobs Director. “Of course, this works for managers too, since they are the ones who fill the jobs. When an association needs a manager, they contact me, and I find out what skills and background they’re looking for and the salary range and benefits they’ll provide. I help boards understand the manager’s role and responsibilities and realistic salary guidelines.”

The job is a perfect match for Lisa as the daughter of two association managers, Ivor and Marcia Thomas. “We moved to Florida when I was 11,” Lisa recalls, “and shortly after we arrived, my dad got a job doing maintenance work at a condominium and worked his way up to become a manager. My mom worked her way up from the cleaning side to become a manager, also. We joke that at the dinner table we spoke ‘condo.’ Discussions at our house were on the latest rules and regulations, concrete restoration, and preventive maintenance.

“The main reasons for a job opening are new board elections and manager burnout. The average tenure for a position in Florida is three to four years; that’s not good for associations, the industry, or