



*South Carolina*  
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**PROTECTING CONSUMERS SINCE 1975**

**2023 Homeowner Association Report  
 Executive Summary**

- The 2023 report contains information from **276 complaints\*** filed against **208 HOAs/ Management Companies**. There was a **7% increase** in 2022 of the number of complaints filed from January 1, 2021–December 31, 2021. Although the number of complaints increased, the number of concerns decreased by eight percent.
- The complaints raised **651 concerns** 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 (15.1%), (2) Concerns regarding maintenance and repairs (12.4%), (3) Failure to notify residents of Board actions (11.5%).
- **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 (**4.7%**). Examples of satisfactory resolutions include refunds/credits/adjustments being issued (**\$1,260.93**), requested financial information being provided and repairs or maintenance being made.
- **Ten percent** of complaints were **closed as "Abandoned"** due to the complainant's failure to submit the required HOA Supplemental Questionnaire. **Nineteen percent** were also **closed "Undetermined"** due to disputed facts. A majority of these complaints were complex in nature and concerned the transfer of the HOA from the developer to residents, fair elections and misappropriation of funds, among other issues.
- **Less than six percent** of complaints were **closed as "Unsatisfied"** due to a business's failure to respond.
- **Top 3 Counties** for Complaints: (1) Horry (25.4%), (2) Richland (12.3%), (3) Greenville (10.9%).

*\* DCA received **331 HOA complaints** during calendar year 2022. Fifty-five complaints were excluded from the report: 34 did not meet the statutory requirements for inclusion, 19 were duplicates and 2 were referred to the SC Human Affairs Commission.*