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PROTECTING CONSUMERS SINCE 1975

**2024 Homeowner Association Report
 Executive Summary**

- The 2024 report contains information from **365 complaints** filed against **298 HOAs/ Management Companies** during calendar year 2023. This was a thirty-two percent increase in the total number of complaints included in the HOA Report as compared to 2022.
- The complaints raised **742 concerns** with multiple included in a single complaint. This is an increase of fourteen percent over 2022. The **top three types** of issues raised were: (1) Failure to adhere to and/or enforce covenants and bylaws (15.7%), (2) Concerns regarding maintenance and repairs (12.7%), (3) Consumers disagree with HOA Fees/Special Assessments (8.9%).
- **Sixty-seven percent** of complaints included in the report were closed indicating receipt of an adequate business response. Consumers were satisfied with the outcome of the complaint resolution process in **twelve** complaints (**3.3%**). Examples of satisfactory resolutions include refunds/credits/adjustments being issued (**\$3,407.90**), requested financial information being provided and repairs or maintenance being made.
- **Sixteen percent** of complaints were **closed as "Abandoned"** due to the complainant's failure to submit the required HOA Supplemental Questionnaire. **Twenty-Two percent** of complaints were **closed "Undetermined"** due to disputed facts. This is a three percent increase over the prior year. The Department closes complaints that are complex and/or contentious in nature under this category due to the agency's statutory limitations.
- **Less than five percent** of complaints were **closed as "Unsatisfied"** due to a business's failure to respond. This is down from six percent in 2022.
- **Top 3 Counties** for Complaints: (1) Horry (24.4%), (2) Richland (15.3%), (3) Charleston (10.9%).

** DCA received 517 HOA complaints during calendar year 2023. Of that amount, 152 complaints were excluded from the report: 94 did not meet the statutory requirements for inclusion, 49 were duplicates, 7 were referred to the SC Human Affairs Commission and 2 were referred to the states where the properties were located.*