



South Carolina
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PROTECTING CONSUMERS SINCE 1975

2020 Homeowner Association Report

Executive Summary

- Since DCA began collecting additional data on HOA complaints (June 1, 2018 - December 31, 2019), the agency received 304 complaints. An 82% increase when compared to the 167 HOA complaints DCA received from January 1, 2014 - May 31, 2018.
- DCA received **212 complaints** during calendar year 2019.
- The 2020 report contains information from **192 complaints** as 17 were duplicates and 3 did not meet the statutory requirements for inclusion.
- **One hundred eighty-three consumers** filed complaints against **143 HOA/ Management Companies**.
- Only **6.0%** of complaints were **closed as "Unsatisfied"** due to a business' failure to respond. A marked decline from the complaints filed from January 1, 2014 - May 31, 2018 when 13.2% received this closing designation.
- **Ten percent** of complaints were **closed as "Abandoned"** due to the complainant's failure to submit the HOA Supplemental Questionnaire.
- Top 3 Counties for Complaints: 1. Horry (22.4%), 2. Charleston (12.5%), 3. Aiken and Richland tied at (10.4%) each.

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