



South Carolina
DEPARTMENT OF CONSUMER AFFAIRS
 293 Greystone Boulevard Suite 400
 P. O. BOX 5757
 COLUMBIA, SC 29250-5757

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2021 Homeowner Association Report

Executive Summary

- The 2021 report contains information from **192 complaints*** filed against **159 HOAs/ Management Companies**.
- The complaints raised **420 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 (19.29%), (2) Actions not taken by the Property Management Company (11.67%), (3) Concerns regarding maintenance or repairs (10.71%).
- **Fifteen percent** of complaints were **closed as "Abandoned"** due to the complainant's failure to submit the HOA Supplemental Questionnaire.
- Only **6.22%** of complaints were **closed as "Unsatisfied"** due to a business' failure to respond. Thirty-three percent of complaints closed with this status were against HOAs managed by the same association management company.
- **Top 3 Counties** for Complaints: 1. Horry (33.16%), 2. Richland (15.54%), 3. Charleston (12.5%).

** DCA received 240 HOA complaints during calendar year 2020. Forty-eight complaints were excluded from the report: 8 were duplicates and 40 did not meet the statutory requirements for inclusion.*