WAGEREP The National Association of Gay & Lesbian Real Estate Professionals

2 0 1 5 LGBT HOME BUYER AND SELLER SURVEY

Sponsored by:



Supporting Sponsor:



First American Title™



Research Overview

Methodology





CMI Community Marketing & Insights Community Marketing, Inc.

- The study was produced by Community Marketing & Insights (CMI), which has been conducting LGBT consumer research for over 20 years. CMI's practice includes online surveys, telephone interviews, intercepts, focus groups, and advisory boards in the United States, Canada, Europe and Asia.
- The methodology used was a 10-minute online survey conducted in April 2015.
- There were 1,798 unique responses to the survey with a margin of error of $\pm 2.4\%$ at a 95% level of confidence.
- Participants were part of Community Marketing & Insights' LGBT research panel. The panel of 70,000 LGBTs was recruited over a twenty year period via partnerships with over 300 LGBT media and events. This means that the results summarized here are representative of LGBT consumers who are "out" and who interact within the LGBT community.
- All respondents who completed the survey were entered in a drawing to win one of twenty \$50 cash prizes (or to designate the prize to a charity of their choice).







- When asked about the importance of different aspects of their ideal neighborhood and community, LGBTs were most concerned about living in a neighborhood with low crime (80% very important), living in a state with an LGBT anti-discrimination ordinance (75% very important) and living in a progressive community (70% very important). LGBTs were far less concerned about living a neighborhood where other LGBTs live (33% very important) or living in a known LGBT neighborhood (13% very important).
- Gay and bisexual male participants (43%) were more likely to live in big cities than lesbian/bisexual female participants (30%). Lesbian and bisexual women tended to live in many different sized communities in more equal numbers.
- Lesbian and bisexual female participants (19%) were far more likely to have children than gay and bisexual males (6%). However, that may change in the future, as men and women are near equal in future plans to have children. More importantly, 59% of LGBT Millennials say they plan to have children in the future.
- Better schools are important to LGBT parents. For LGBTs with children, 42% indicated that they had moved homes in order to obtain a better school for their children. Also, 45% of LGBTs who plan to have children say they might move to obtain better schools for their children.
- 73% of LGBTs are strongly concerned about some aspect of housing discrimination, either in purchasing a home or renting. The concerns include discrimination by real estate agents, home sellers, landlords and neighbors. Concern levels were highest among transgender respondents.







- LGBTs feel that a Supreme Court ruling for Marriage Equality will make them feel more fiscally protected and confident (81%), as well as make them feel that they are part of the American Dream (79%).
- 54% of LGBT respondents own some type of real estate. Real estate ownership is equal between gay/bisexual men and lesbian/bisexual women
- 8% of LGBTs that own any type of real estate, own a vacation home.
- 25% of all LGBT survey participants plan to purchase real estate in the next three years.
- For current LGBT homeowners, the top motivators to purchase a new home is the desire for a home in a better city or neighborhood (76%) and a desire for a bigger home (57%). Getting married to a partner is also a strong motivator (56%). In addition, 49% indicated that they might be motivated by raising interest rates.
- For LGBT non-homeowners, personal economic achievements are most important to purchasing a first home, especially saving enough money for a down payment (86%), maintaining a stable job (84%) and qualifying for a mortgage (83%). 82% of LGBT Millennials are also concerned about rising rents which might motivate them to purchase a home.







- 89% of LGBT homeowners firmly believe that home ownership is a good investment. Gay/bisexual men and lesbian/bisexual women are equally convinced that home ownership is a good investment. In addition, LGBT homeowners are more financially confident about owning a home compared to five years ago (64%).
- For LGBT non-homeowners, 75% think that home ownership is a good investment. This is true across all LGBT generations, including LGBT Millennials.
- About half of LGBT Millennials stated that they are not knowledgeable about home ownership.
- LGBTs interested in purchasing a home value a safe neighborhood most (88%), as well as access to parks (49%).
- For LGBTs looking to purchase a home, outdoor living space and an open concept living area are the strongest priorities. For gay men, a chef kitchen is also a higher priority.
- LGBTs purchasing a home in the past five years were likely to select a real estate agent who is straight and LGBT-friendly (47%). In comparison, 22% selected an agent who is LGBT-identified and 28% did not know the sexual orientation of their agent.







- LGBTs looking to purchase a home in the next three years are most concerned about selecting an agent that both is LGBT-friendly and has an excellent local reputation as a realtor. In fact, 86% of LGBTs considering purchasing a home think it is important that their agent be LGBT-friendly, compared to only 13% of LGBTs that think it is very important that their realtor be LGBT identified. Also of note is that being LGBT-friendly (86%) is more important than years of experience as a realtor (78%).
- 53% of LGBT homeowners completed some type of home renovation in the past five years, with 34% indicating a more significant full or partial remodel. Gay/bisexual men and lesbian/bisexual women are equally likely to take on a remodel project.
- When asked to prioritize renovation projects, those who renovated two or more rooms indicated that a kitchen remodel was most important in their home, followed by the master bathroom.







MAGEREP The National Association of Gay & Lesbian Real Estate Professionals

2 0 1 5 LGBT HOME BUYER AND SELLER SURVEY

Sponsored by:



Supporting Sponsor:



First American Title™

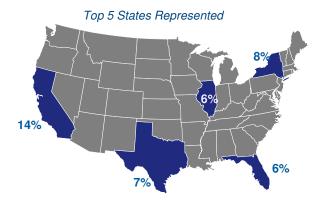




PARTICIPANT PROFILE N=1,798

State Residence

All 50 states represented, plus D.C.



	Age	
Gen Y* (Born 1982-2002)	Υ	24%
Gen X (Born 1965-1981)	$\langle x \rangle$	36%
Baby Boomers (Born 1946-1964)	B	37%

Identity

Gay Man	48%
Lesbian or Gay Woman	39%
Bisexual Woman	8%
Bisexual Man	4%
Transgender	3%
Trans Man	1%
Trans Woman	1%

Respondents were allowed to select multiple choices.

Relationship Status

Respondents were allowed to select multiple choices		Women
Single	43%	25%
Married	21%	35%
In a committed relationship and living together	20%	26%
In a committed relationship but not living together	9%	11%
Domestic partner or civil union	5%	6%
Divorced	3%	3%
Widow/widower	2%	1%
Other	1%	1%

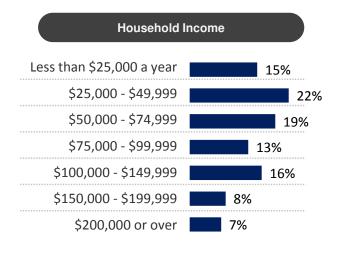
^{*} Survey participants were age 21 and over. Base: All LGBT n=1,798; Men n=920; Women n=829







PARTICIPANT PROFILE N=1,798



Employment

57%	Work Full-time
12%	Retired
8%	Work Part-time
6%	Own my business
5%	Student
5%	Disabled
3%	Work Multiple Part-time jobs
3%	Unemployed
1%	Other

Education

High school or GED	42%
Bachelor's	36%
Master's or greater	22%

Ethnicity

White / Caucasian	69%
Latino / Hispanic	13%
Black / African American	11%
Asian	5%
Mixed Ethnicity	4%
Native American	2%
Pacific Islander	1%
Other	1%
Prefer not to answer	1%

 ${\it Respondents\ were\ allowed\ to\ select\ multiple\ choices}.$

Base: All LGBT n=1,798; Men n=920; Women n=829









Type of Community

 Gay and bisexual male participants (43%) were more likely to live in big cities than lesbian/bisexual female participants (30%). Lesbian and bisexual women tended to live in many different sized communities in more equal numbers.





In what type of community did you primarily grow up?

24%	24% Big city (Over 600,000 population)	
23%	Medium to small sized city	24%
26%	Suburb (of any size city)	29%
27%	Rural or small town	26%

In what type of community do you live now?

43%	Big city (Over 600,000 population)	
26%	Medium to small sized city	31%
21%	Suburb (of any size city)	24%
11%	Rural or small town	14%

Base: Men n=920; Women n=829

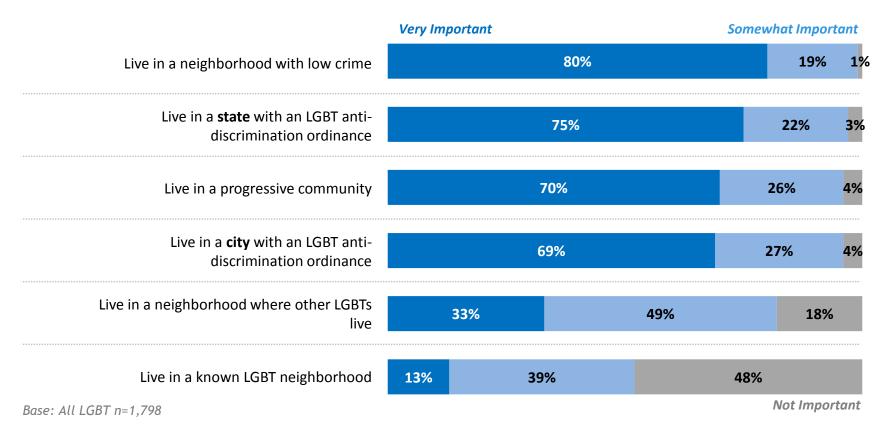






Community Priorities

• When asked to prioritize the importance of different aspects of a community, LGBTs were most concerned about living in a neighborhood with low crime (80% very important), living in a state with an LGBT anti-discrimination ordinance (75% very important) and living in a progressive community (70% very important). LGBTs were far less concerned about living in a neighborhood where other LGBTs live (33% very important) or living in a known LGBT neighborhood (13% very important).









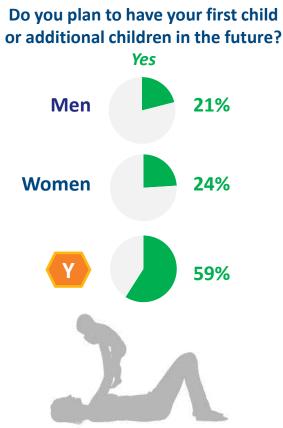
Children and Family Planning

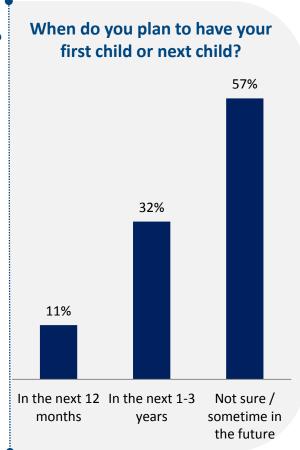
Currently, lesbian and bisexual women are far more likely to have children than gay and bisexual men. However, that may change in the future, as men and women are near equal in future plans to have children. More importantly, 59% of LGBT Millennials say they plan to have children in the future.

How many children do you have under age 18 living at home?

19% of women have children under age 18, compared to 6% of men.

	Men	Women
None	94%	81%
1	4%	11%
2	2%	6%
3	0%	1%
4+	0%	1%











Children and Better Schools

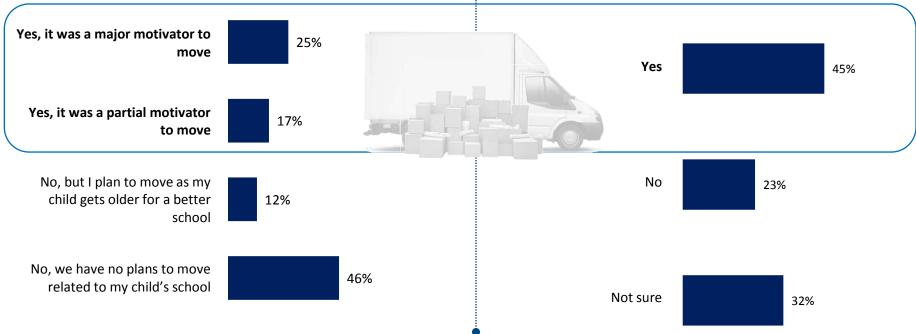
Better schools are important to LGBT parents. For LGBTs with children, 42% indicated that they had moved homes in order to obtain a better school for their children. Also, 45% of LGBTs who plan to have children say they might move to obtain better schools for their children.

Have you ever moved to a different city or neighborhood so your that child could attend a better school?

(Those with Children)

If you have a child in the future, do you think you will move to a different city or neighborhood so that your child can attend a better school?

(No Children but Plan to Have Children)









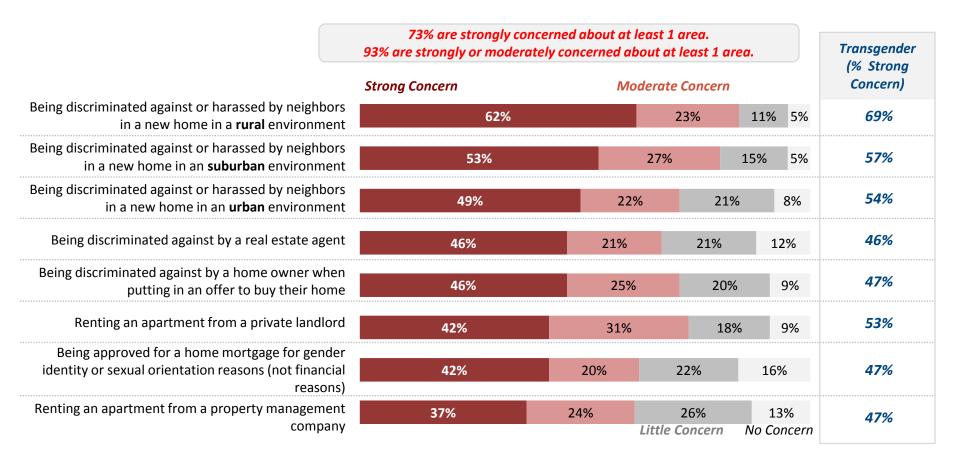




CONCERNS ABOUT HOUSING DISCRIMINATION AND MARRIAGE EQUALITY

All LGBT: Would you have concerns over LGBT-related discrimination in any of the following areas?

• 73% of LGBTs are strongly concerned about some aspect of housing discrimination, either in purchasing a home or renting. The concerns include discrimination by real estate agents, home sellers, landlords and neighbors. Concern rates were highest among transgender respondents.













Homeowners: In June, the Supreme Court is expected to rule on Marriage Equality for all 50 states. Do you agree or disagree with the following statements?

 LGBT homeowners strongly feel that a Supreme Court ruling for Marriage Equality will make them feel more fiscally protected and confident, as well as make them feel that they are part of the American Dream.

	5 Strongly Agree	4	3	2	1 Strongly Disagree	Weighted Average
A ruling for Marriage Equality will make me feel more fiscally protected and confident	62%	21%	13%	2%	1%	4.38
A ruling for Marriage Equality makes me feel that I am part of the American Dream	61%	20%	14%	3%	1%	4.34
A ruling against Marriage Equality will make me feel economically vulnerable	38%	31%	16%	10%	5%	3.87
A ruling against Marriage Equality will negatively influence my decision to purchase a future home	16%	12%	30%	20%	22%	2.80

Base: Homeowners n=985







Non-Homeowners: In June, the Supreme Court is expected to rule on Marriage Equality for all 50 states. Do you agree or disagree with the following statements?

LGBT non-homeowners also have strong feelings that a Supreme Court ruling for Marriage Equality will
make them feel more fiscally protected and confident, as well as make them feel that they are part of
the American Dream (although a little less so than homeowners).

	5 Strongly Agree	4	3	2	1 Strongly Disagree	Weighted Average
A ruling for Marriage Equality will make me feel more fiscally protected and confident.	52%	27%	14%	4%	2%	4.20
A ruling for Marriage Equality makes me feel that I am part of the American Dream	54%	23%	14%	4%	4%	4.16
A ruling against Marriage Equality will make me feel economically vulnerable.	36%	28%	20%	10%	6%	3.78
A ruling for marriage equality will increase my desire to own a home.	22%	14%	38%	11%	16%	3.18
A ruling against Marriage Equality will negatively influence my decision to purchase a home.	19%	14%	32%	17%	19%	3.00

Base: Non-Homeowners n=824





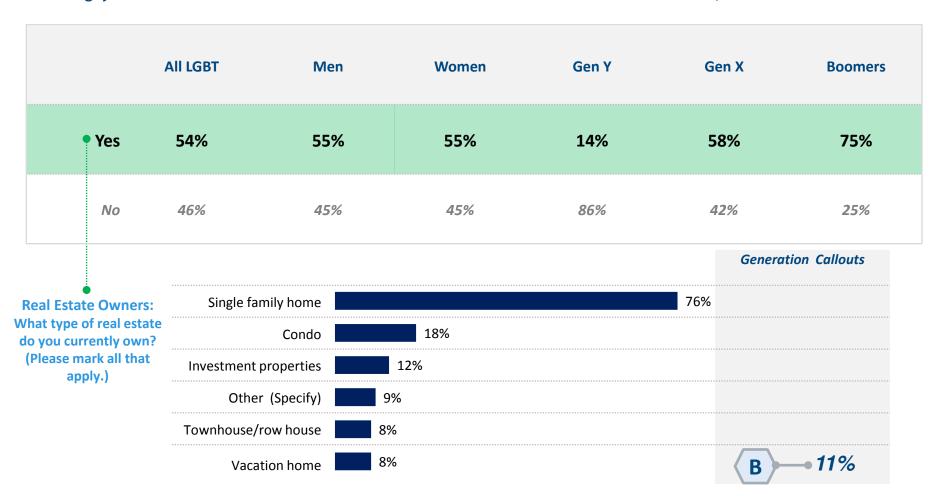




REAL ESTATE OWNERSHIP & INTEREST IN PURCHASING A NEW HOME

All LGBT: Do you own real estate of any kind?

• 54% of LGBT respondents own some type of real estate. Real estate ownership is equal between gay/bisexual men and lesbian/bisexual women. 8% of LGBTs that own real estate, own a vacation home.



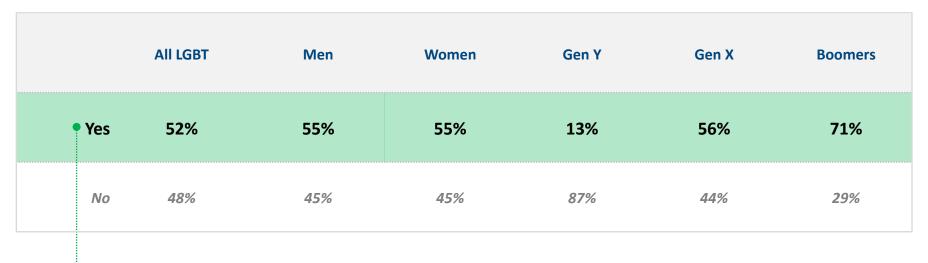




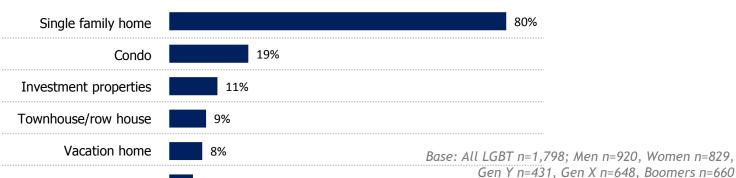


All LGBT: Do you own real estate of any kind? (Home Ownership)

52% of LGBT respondents own a home (single family home, condo or townhouse). Home ownership is equal between gay/bisexual men and lesbian/bisexual women. Age plays a key role in ownership rates.
 71% of LGBT Baby Boomers own a home, compared to 56% of Gen X and 13% of Millennials age 21 or over.











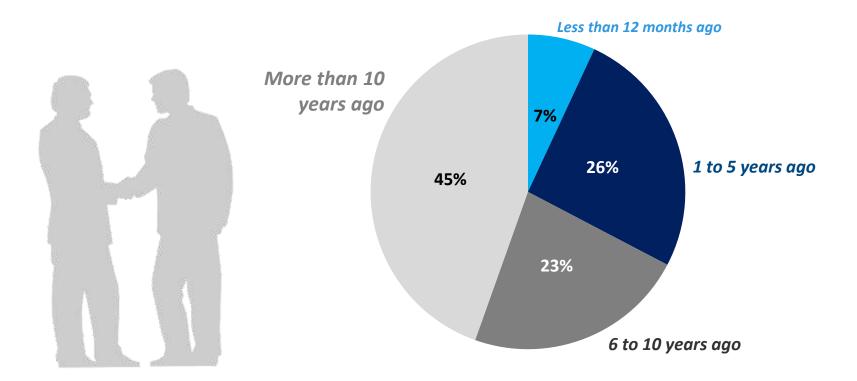


Other

6%

Homeowners: You said that you own your home or condo. How long ago did you purchase your primary residence

33% of LGBTS who own a home, purchased in the past five years.





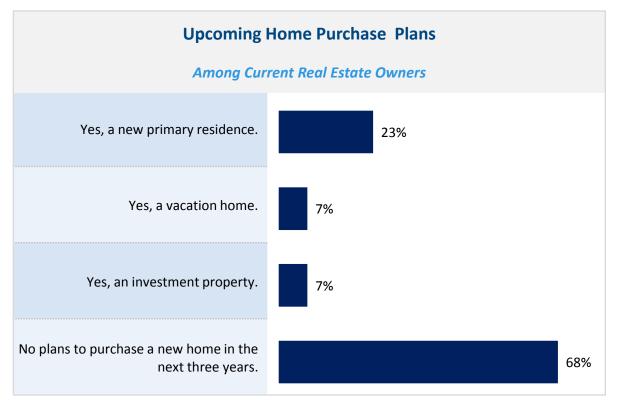




Real Estate Owners: Are you looking to purchase a new home in the next three years? (Please mark all that apply.)

• 23% of LGBT real estate owners are looking to purchase a new home in the next three years. In total, 32% of participants are looking to purchase some form of real estate including vacation homes and investment properties.





Base: Real Estate Owners n=975







Non-homeowners: You indicated that you do not own a home. Do you have plans or interest in purchasing a home?

■ 17% of non-homeowners are looking to purchase a home in the next three years; 40% in the next five years.



Upcoming Home Purchase Plans				
Among Non-Homeowners				
I am planning to purchase a home within the next 3 years.	17%			
I would like to purchase a home in 3 to 5 years.	23%			
I am interested in purchasing a home in 5 or more years.	35%			
I have no interest in purchasing a home.	25%* * Highest among LGBT Baby Boomer non-homeowners (50%). Only 12%			
for Millennial non-homeowners				









ALL LGBT: Do you have plans or interest in purchasing a home in the next three years?

- 25% of all LGBT survey participants plan to purchase real estate in the next three years.
- 20% of all LGBT survey participants plan to purchase a new primary residence in the next three years.

LGBT looking to purchase ANY real estate in next three years

LGBTs looking to purchase a new primary residence in next three years

25%

Base: All LGBT n=1,798









Homeowners: Do you agree or disagree with the following statements about home ownership?

89% of LGBT homeowners firmly believe that home ownership is a good investment. In addition, LGBT homeowners are more economically confident about owning a home today compared to five years ago. Gay, lesbian, bisexual and transgender participants are all equally convinced that home ownership is a good investment.



Base: Homeowners n=985



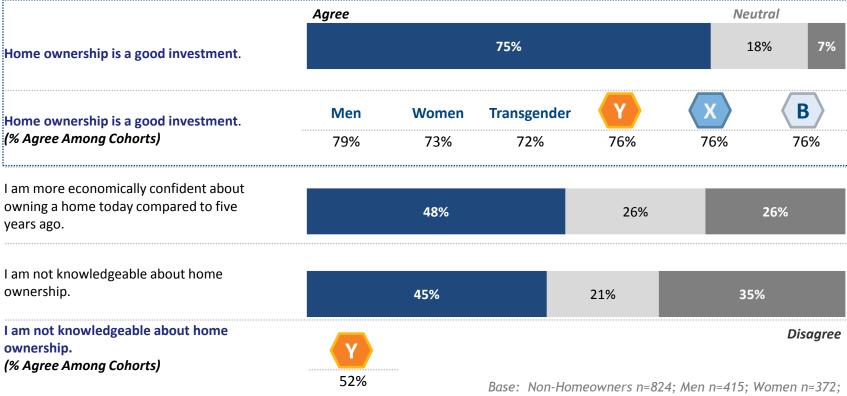




Non-homeowners:

Do you agree or disagree with the following statements about home ownership?

• For LGBT non-homeowners, 75% think that home ownership is a good investment. This is true across all LGBT generations, including LGBT Millennials. About half of LGBT Millennials stated that they are not knowledgeable about home ownership.







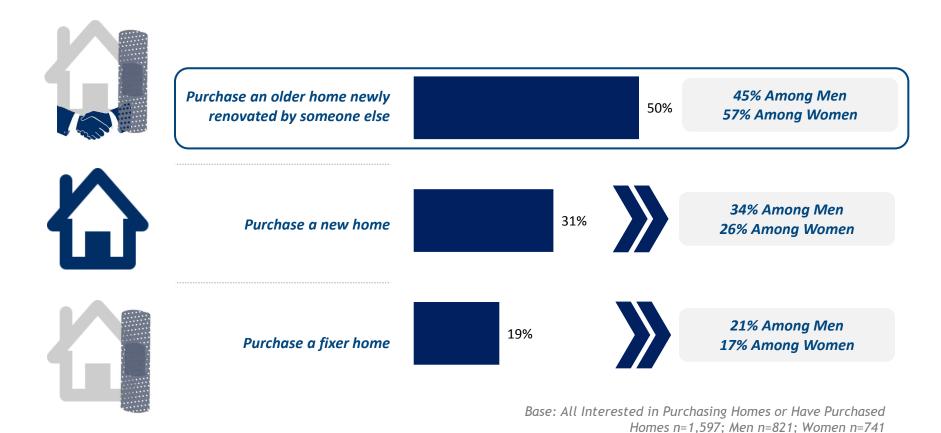


Transgender n=51; Gen Y (Y) n=372; Gen X (X) n=272; Boomers (B) n=167

All Who Indicated Interest in Purchasing a Home, or Have Purchased a Home:

When you think about purchasing a new home, would you prefer to...

• Given the choice, 50% of LGBTs prefer to purchase an older home newly renovated by someone else, over purchasing a new home (31%) or a fixer home (19%). Lesbian and bisexual women (57%) were comparatively more interested in an older home newly renovated by someone else.





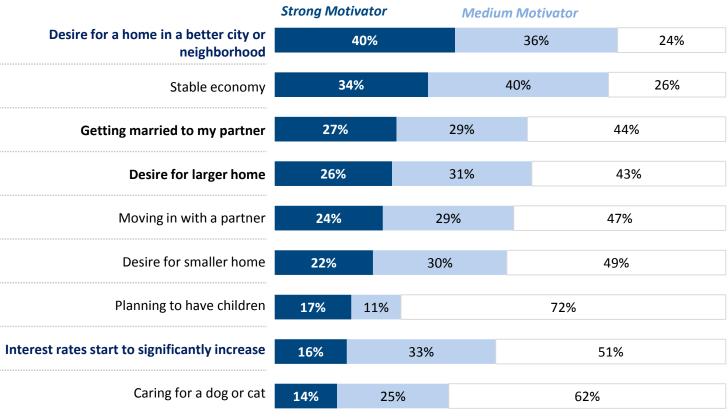




Homeowners:

Which life and economic milestones might motivate you to purchase a new home?

• For LGBT homeowners, the top motivators to purchase a new home is the desire for a home in a better city or neighborhood (76%) and a desire for a bigger home (57%). Getting married to a partner is also a strong motivator (56%). 49% indicated that they might be motivated if interest rates increase.





Little to No Motivator

Base: Homeowners n=985



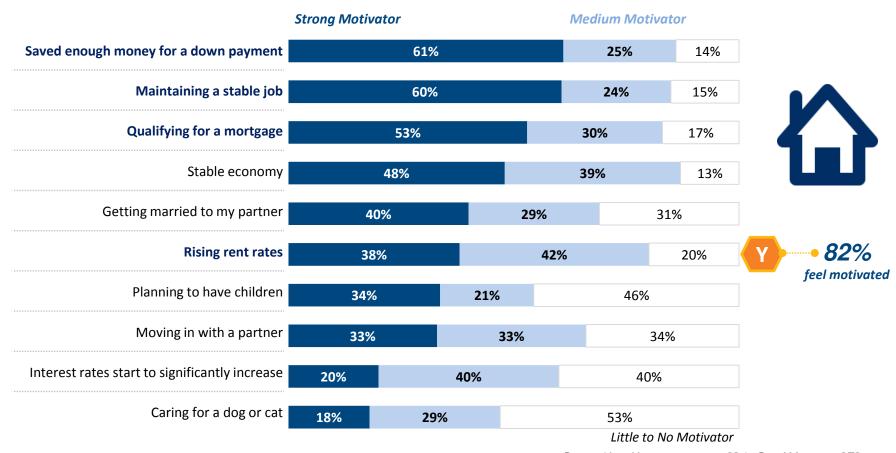




Non-Homeowners:

Which life and economic milestones might motivate you to purchase a new home?

• For LGBT non-homeowners, personal economic achievements are most important to purchasing a first home, especially saving enough money for a down payment (86%), maintaining a stable job (84%) and qualifying for a mortgage (83%). 82% of LGBT Millennials are also concerned about rising rents which might motivate them to purchase a home.







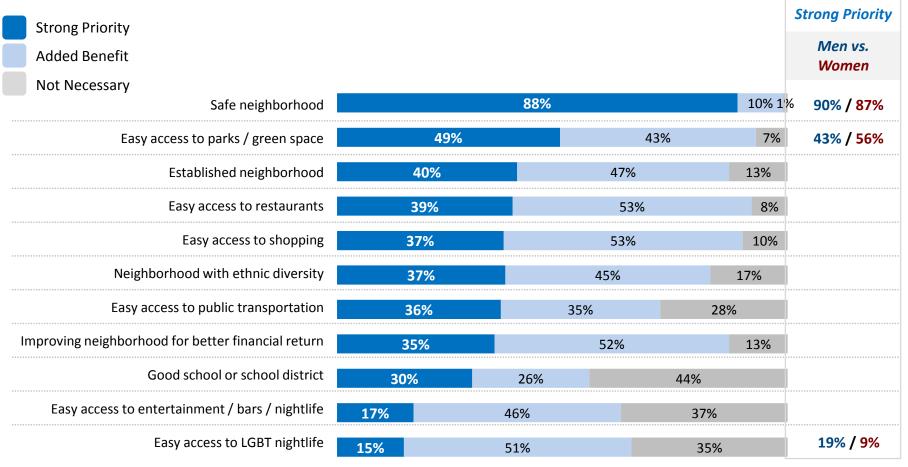




All Interested in Purchasing a Home or Have Purchased a Home:

What would be your highest priorities in the neighborhood for your home?

LGBTs interested in purchasing a home value a safe neighborhood most (88%), as well as access to parks, and easy access to restaurants and shopping. Easy access to LGBT nightlife was a strong priority to only 15% of respondents (19% of men and 9% of women).









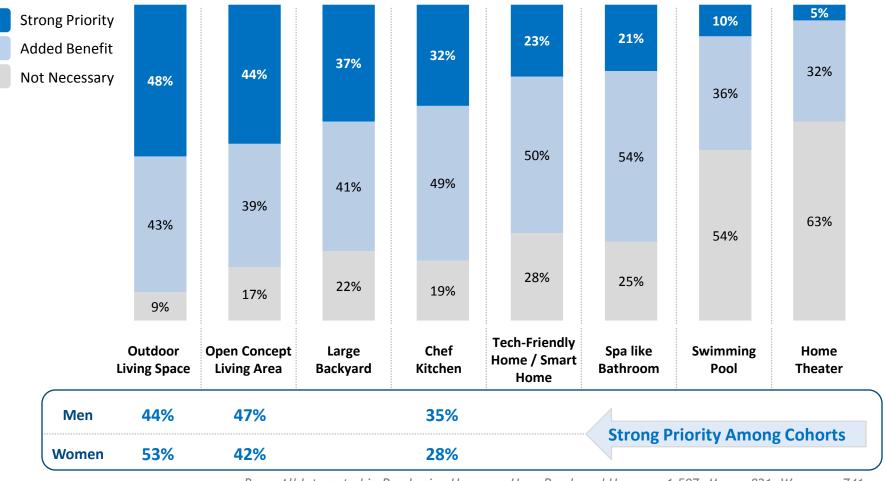
2015 LGBT Home Buyer and Seller Survey

Base: All Interested in Purchasing Homes or Have Purchased Homes n=1,597; Men n=821; Women n=741

Interested in Purchasing a Home or Have Purchased a Home:

What would be the highest priorities for your dream home?

• For LGBTs looking to purchase a home, outdoor living space and an open concept living area are the strongest priorities. For gay men, a chef kitchen is also a higher priority.







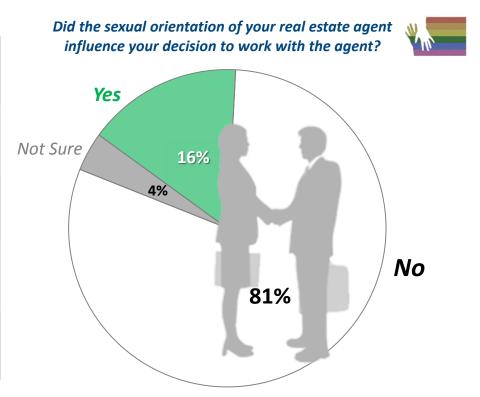




All Purchasers in Past 5 Years: Please tell us about the real estate agent you worked with most recently. (Please mark all that apply.)

• LGBTs purchasing a home in the past five years were likely to select a real estate agent who is straight and LGBT-friendly (47%). In comparison, 22% selected an agent who is LGBT-identified and 28% did not know the sexual orientation of their agent.

My real estate agent was straight but LGBT-friendly.	47%
My real estate agent is LGBT identified.	22%
My real estate agent has a history of assisting LGBT clients.	22%
My real estate agent advertises in the LGBT media.	7%
I don't know the sexual orientation of my real estate agent.	28%





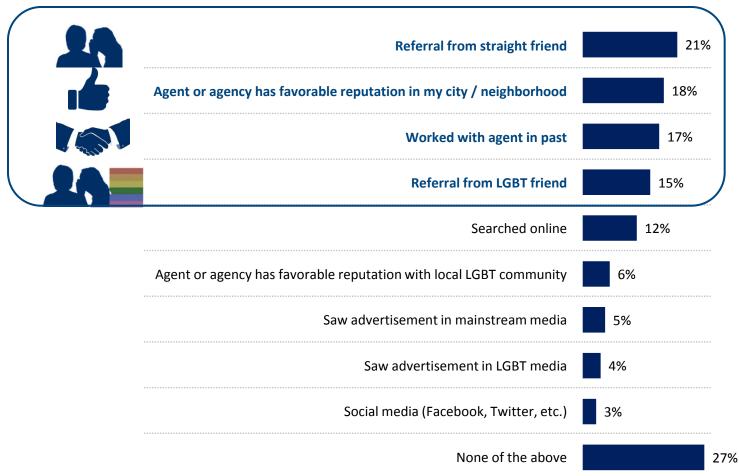






All Home Purchasers in the Past 5 Years: How did you select the real estate agent that you worked with most recently? (Please mark all that apply.)

• For those purchasing a home in the past five years, LGBTs were more likely to select a real estate agent through a personal connection over advertising or online resources.









38

All Considering Purchasing a Home in the Next 3 Years: You said that you are considering purchasing a home in the next three years. How important is it that your real estate agent...?

• LGBTs looking to purchase a home in the next three years are most concerned about selecting an agent that both is LGBT-friendly and has an excellent local reputation as a realtor. In fact, 86% of LGBTs considering purchasing a home think it is important that their agent be LGBT-friendly, compared to only 13% of LGBTs that think it is very important that their realtor be LGBT identified. Also of note is that being LGBT-friendly (86%) is more important than years of experience as a realtor (78%).

	5 Very Important	4	3	2	1 Not Important	Weighted Importance Score
Has an excellent local reputation as a realtor	81%	12%	5%	1%	1%	4.7
Is LGBT-friendly	70%	16%	6%	2%	6%	4.4
Has many years of experience as a realtor	55%	23%	17%	3%	2%	4.3
Has advanced realtor education certificates	32%	23%	31%	8%	6%	3.7
Has a history of assisting LGBT clients	26%	22%	24%	10%	18%	3.3
Advertises in the LGBT media	17%	13%	28%	14%	28%	2.8
Is LGBT identified	13%	13%	22%	14%	38%	2.5
Fiscally supports LGBT charities and causes	13%	12%	26%	16%	33%	2.6

Base: Considering Purchasing a Home in the Next 3 Years n=464







All Interested in Purchasing a Home or Have Purchased a Home: Regarding the home search process, what information do you trust more? Pick one or the other...

 Most LGBTs considering purchasing a home trust the advice they receive from a licensed real estate agent over information read online.

58%

The advice I get, or would get, from a licensed agent

42%

Information I read from online sources and sites









All Interested in Purchasing a Home or Have Purchased a Home:

When searching for a home, what is the more important quality you look for in an agent? Pick one or the other...

• The vast majority of LGBTs considering purchasing a home look for an agent with the highest reviews on service and responsiveness over agents with the highest number of home sales.



Base: All Interested in Purchasing Homes or Have Purchased Homes n=1,597







All Interested in Purchasing a Home or Have Purchased a Home:

Aside from helping you find and purchase a home, which of the following, if any, do you, or would you, rely on a real estate agent for?

• LGBTs looking to purchase a home rely on real estate agents for neighborhood and community information (74%), insight into real estate trends (55%) and advanced listings (53%).





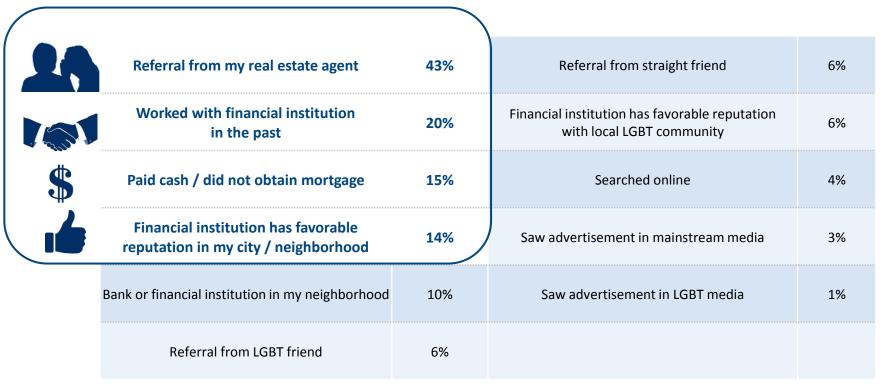






All Home Purchasers in the Past 5 Years: How did you select the mortgage company used for your most recent home purchase? (Please mark all that apply.)

Professional relationships are the key motivators for mortgage company selection, especially referrals
from real estate agents. Working with the financial institution in the past and favorable local reputation
of a financial institution were also key motivators.



Base: All Purchasers in the Past 5 Years n=301



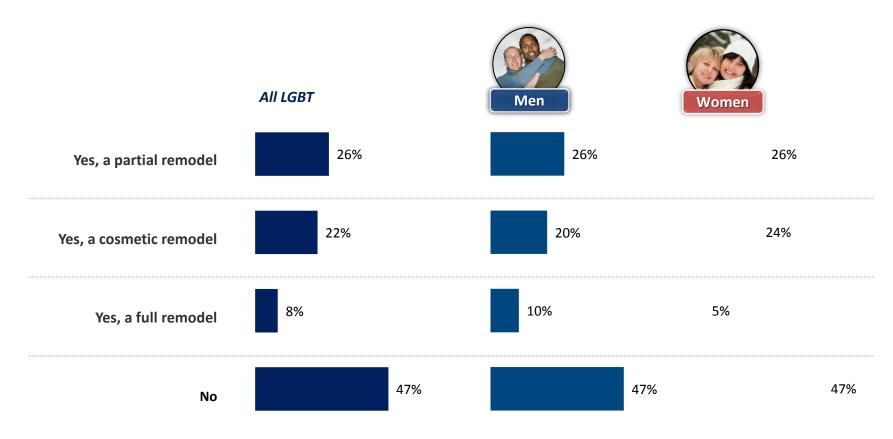


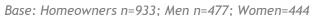




Homeowners: In the past five years, have you significantly renovated a home? (Please mark all that apply.)

• 53% of LGBT homeowners completed some type of home renovation in the past five years, with 34% indicating a more significant full or partial remodel. Gay/bisexual men and lesbian/bisexual women are equally likely to take on a remodel project.









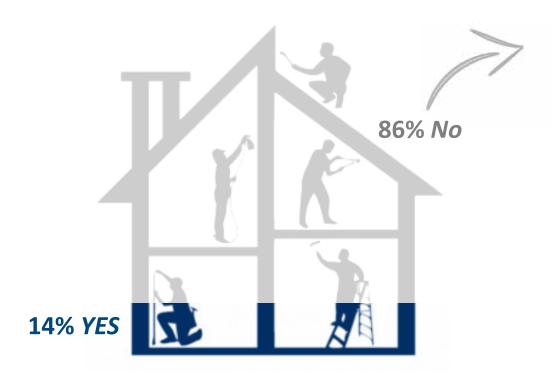


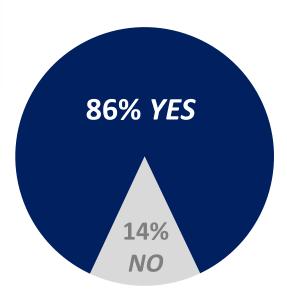
Homeowners Who Have Renovated in Past 5 Years: Remodel Loans

For LGBTs homeowners who recently remodeled, only 14% took out a loan for their last remodel.

For your most recent remodel, did you take out a home renovation loan?

Did you know that loans exist for home renovation?





Base: Homeowners Who Have Renovated n=494

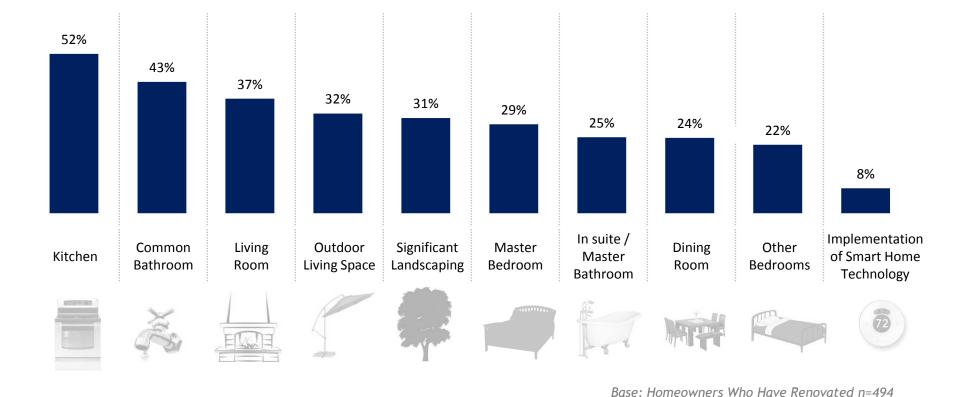






Homeowners Who Have Renovated in Past 5 Years: What did you renovate? (Please mark all that apply.)

LGBTs were most likely to renovate a kitchen (52%) or a common bathroom (43%).









All Who Renovated 2 or More Rooms in their Home: You indicated that you renovated these spaces in your home. Prioritize the importance to you of renovating the different rooms.

• When asked to prioritize renovation projects, those who renovated two or more rooms indicated that a kitchen remodel was most important in their home, followed by the master bathroom.

	1-Most Important	2	3	4	5	6	7	8	9	10-Least Important	Weighted Position
Kitchen	77%	15%	5%	2%	0%	1%	0%	0%	0%	0%	1.4
In suite / master bathroom	30%	38%	12%	7%	6%	5%	1%	1%	0%	0%	2.5
Common Bathroom	23%	34%	20%	10%	5%	5%	1%	1%	0%	1%	2.7
Living Room	20%	28%	24%	13%	6%	5%	2%	1%	0%	0%	2.8
Master Bedroom	17%	22%	27%	17%	9%	3%	3%	1%	1%	0%	3.1
Outdoor living space	16%	31%	17%	14%	6%	7%	2%	4%	2%	0%	3.2
Significant landscaping	13%	28%	20%	15%	13%	2%	5%	1%	2%	1%	3.4
Dining room	3%	24%	18%	20%	11%	9%	7%	7%	2%	0%	4.2
Other bedrooms	8%	21%	10%	9%	15%	10%	9%	9%	8%	0%	4.6
Implementation of smart home technology	5%	27%	22%	0%	5%	11%	11%	5%	3%	11%	4.7

Base: All Who Renovated 2+ Rooms in Home (Bases Vary By Item)









The National Association of Gay & Lesbian Real Estate Professionals (NAGLREP) is our community's non profit Real Estate trade organization. Members, who are both LGBT and LGBT-friendly, provide professional and sensitive understanding of the LGBT community's real estate needs.

 65% of LGBTs interested in purchasing a home would prefer that their agent be a NAGLREP member. 69% of LGBTs are more likely to select an agent found in the NAGLREP directory than one found through general advertising.

Do you agree or disagree with the following?

All Interested in Purchasing a Home or Have Purchased a Home

Strongly Agree	Somewhat Agree		Somewhat Disagree	Strongly Disagree	Neutral
35%	34%	I am more likely to select an agent found in the NAGLREP directory than one found through general advertising	4%	3%	24%
32%	40%	I would use an online directory of NAGLREP members to find a real estate agent	3%	3%	23%
25%	40%	I would prefer to work with a NAGLREP member real estate agent in my local area	2%	2%	31%

Base: All Interested in Purchasing Homes or Have Purchased Homes n=1,597







The National Association of Gay & Lesbian Real Estate Professionals (NAGLREP) is our community's non profit Real Estate trade organization. Members, who are both LGBT and LGBT-friendly, provide professional and sensitive understanding of the LGBT community's real estate needs.

82% of LGBTs think that a company that sponsors NAGLREP will improve its reputation in the LGBT community.

Do you agree or disagree with these statements about real estate company or financial institution corporate sponsorship of NAGLREP?

All Interested in Purchasing a Home or Have Purchased a Home

Strongly Agree	Somewhat Agree		Somewhat Disagree	Strongly Disagree	Neutral
41%	41%	A company that sponsors NAGLREP will improve its reputation in the LGBT community	1%	1%	16%
28%	39%	I am more likely to select company that is a major sponsor of NAGLREP	3%	2%	28%
24%	38%	I am more likely to select a company that purchases a display ad in the NAGLREP directory	4%	2%	33%

Base: All Interested in Purchasing Homes or Have Purchased Homes n=1,597









For more information:

David Paisley,
Senior Research Director
Community Marketing & Insights

584 Castro St. #834

San Francisco, CA 94114

Tel +1 415/437-3800

Fax +1 415/552-5104

david@CommunityMarketingInc.com

www.CommunityMarketingInc.com

Community Marketing, Inc. is an NGLCC Certified LGBT Owned Business Enterprise.

Better Homes and Gardens® is a registered trademark of Meredith Corporation licensed to Better Homes and Gardens Real Estate LLC and used with permission. An Equal Opportunity Company. Equal Housing Opportunity. Each Better Homes and Gardens Real Estate Franchise is independently owned and operated.





