

# RENTER'S GUIDE

## 2010-2011



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*Make your mark*

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## Dear OSU Student,

Thank you for reading the 2010-2011 edition of the Ohio State University Renters Guide. This publication has been provided by the Undergraduate Student Government's Student Life Committee to hopefully make your search for housing in the off campus area easier and to help you make informed decisions in the leasing process. The following pages will provide you with data and comments on landlords in the off campus area. These results were compiled by a survey administered by the Office of Student Life Research and Assessment and commissioned by the Undergraduate Student Government. The Renters Guide is one of USG's several initiatives this year. Please check out our website to see other USG initiatives this year as well as contact information for your representatives. Also, please feel free to contact us if you have any questions, concerns or feedback for how USG might better serve you.

**Enjoy the renting guide and GO BUCKS!**

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# Purpose and Methodology

The data in the following report is intended to provide useful information about the previous experiences of OSU students living in the off campus area. This is done through surveying and evaluating the perceived level of service tenants received from the rental companies. Survey participants were asked to complete online questions relevant to their experience with the respective rental company the previous year. We hope that you will utilize this guide and the comments attached to help you in making an informed decision of whom to rent from. A great resource for such information is Off Campus Student Services, located in the Ohio Union, they have a section outlining their resources at the end of the guide. We wish you all the best in your renting process.

The Undergraduate Student Government Renters Guide survey was administered by the Office of Student Life Research and Assessment in summer of 2010 to undergraduates, rank 2 or above. The sample included 5,000 undergraduate students. The survey yielded 1,154 responses or approximately a 23% response rate. Only realtors that received more than 15 responses were included in the data. The Undergraduate Student Government would like to thank everyone who responded to this years survey.

## DISCLAIMER

In publishing this information the Undergraduate Student Government nor The Ohio State University endorse or support any company or business over any other; this survey simply provides a direct report of tenant opinions. Because the data contained in this section reflects opinions, different interpretations are possible. The above mentioned organizations assume no responsibility for reader, tenant, or prospective tenant interpretation or reaction to the data. Nothing included in the data is intended to give legal advice. Comments presented in the comments section of the guide were taken directly from survey responses collected by the Office of Student Life Research and Assessment. These comments do not represent the view of Undergraduate Student Government or The Ohio State University. These comments have been provided by tenants and have not been checked for factual accuracy. If you have any questions regarding the law or its application in a certain situation we suggest you consult the OSU Student Housing Legal Clinic or another attorney service.



# MAINTENANCE

How soon does your realtor attend to general maintenance concerns?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
<b>A few days</b>	65.6%	80.0%	84.1%	76.5%	59.0%	69.2%	56.5%
<b>1-2 weeks</b>	23.7%	20.0%	13.6%	11.8%	23.1%	20.9%	17.4%
<b>3-4 weeks</b>	5.4%	0.0%	0.0%	0.0%	7.7%	6.6%	13.0%
<b>4+ weeks</b>	5.4%	0.0%	2.3%	11.8%	10.3%	3.3%	13.0%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
<b>A few days</b>	49.5%	61.5%	62.7%	8.3%	38.9%	52.4%
<b>1-2 weeks</b>	31.2%	30.8%	28.4%	25.0%	38.9%	30.2%
<b>3-4 weeks</b>	8.6%	0.0%	6.0%	25.0%	11.1%	6.3%
<b>4+ weeks</b>	10.8%	7.7%	3.0%	41.7%	11.1%	11.1%

How soon does your realtor tend to emergency maintenance requests?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
<b>1-12 hours</b>	51.70%	61.50%	58.10%	41.00%	48.80%	59.10%	45.70%
<b>13-24 hours</b>	36.00%	30.80%	34.90%	35.90%	33.70%	27.30%	35.90%
<b>24 + hours</b>	12.40%	7.70%	7.00%	23.10%	17.40%	13.60%	18.50%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
<b>1-12 hours</b>	72.00%	58.70%	0.00%	29.40%	37.30%	52.4%
<b>13-24 hours</b>	24.00%	30.20%	37.50%	58.80%	35.60%	30.2%
<b>24 + hours</b>	4.00%	11.10%	62.50%	11.80%	27.10%	6.3%

# MAINTENANCE

How well do you feel your landlord maintains the exterior of your property?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
Very well	29.00%	0.00%	34.10%	41.20%	20.00%	40.70%	26.10%
Somewhat well	52.70%	60.00%	54.50%	23.50%	50.00%	42.90%	56.50%
Not well	18.30%	40.00%	11.40%	35.30%	30.00%	16.50%	17.40%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
Very well	8.60%	37.00%	28.40%	8.30%	0.00%	15.90%
Somewhat well	50.50%	25.90%	58.20%	33.30%	41.20%	65.10%
Not well	40.90%	37.00%	13.40%	58.30%	58.80%	19.00%

# MOVE IN

How clean was your rental property at the time of your move in?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments
Very Clean	20.70%	6.70%	36.40%	58.80%	22.50%	36.30%
Clean	63.00%	66.70%	47.70%	35.30%	57.50%	51.60%
Dirty	13.00%	20.00%	11.40%	5.90%	17.50%	12.10%
Very Dirty	3.30%	6.70%	4.50%	0.00%	2.50%	0.00%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
Very Clean	9.70%	11.10%	14.90%	4.20%	0.00%	9.50%
Clean	47.30%	55.60%	58.20%	20.80%	66.70%	52.40%
Dirty	29.00%	29.60%	19.40%	20.80%	16.70%	30.20%
Very Dirty	14.00%	3.70%	7.50%	54.20%	16.70%	7.90%

# MOVE IN

If your realtor agreed to complete repairs before your move-in, how many were completed on time?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments
All	46.30%	58.30%	52.50%	53.30%	29.70%	62.70%
Some	43.80%	33.30%	40.00%	40.00%	64.90%	29.30%
None	10.00%	8.30%	7.50%	6.70%	5.40%	8.00%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
All	25.00%	62.50%	43.10%	9.10%	35.30%	30.90%
Some	53.80%	29.20%	46.60%	59.10%	58.80%	45.50%
None	21.30%	8.30%	10.30%	31.80%	5.90%	23.60%

# RENT

How do you feel your overall rental costs compare to similar properties in the area?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments
Lower	21.50%	13.30%	9.10%	41.20%	5.00%	8.90%
About the same	32.30%	46.70%	22.70%	47.10%	52.50%	33.30%
Higher	36.60%	40.00%	65.90%	11.80%	40.00%	53.30%
Don't know	9.70%	0.00%	2.30%	0.00%	2.50%	4.40%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
Lower	12.80%	25.90%	26.90%	8.30%	16.70%	17.20%
About the same	53.20%	51.90%	52.20%	45.80%	72.20%	46.90%

# RENT

What is the monthly rent per person for your rental property?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
\$151-200	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	4.30%
\$201-250	5.40%	0.00%	0.00%	5.90%	0.00%	0.00%	4.30%
\$251-300	12.90%	0.00%	0.00%	23.50%	10.00%	5.50%	8.70%
\$301-350	12.90%	13.30%	6.80%	11.80%	7.50%	8.80%	34.80%
\$351-400	19.40%	20.00%	6.80%	41.20%	10.00%	15.40%	17.40%
\$401-450	12.90%	46.70%	27.30%	11.80%	52.50%	26.40%	30.40%
\$451-500	15.10%	20.00%	27.30%	5.90%	15.00%	16.50%	0.00%
\$501-550	9.70%	0.00%	22.70%	0.00%	2.50%	18.70%	0.00%
\$550+	11.80%	0.00%	9.10%	0.00%	2.50%	8.80%	0.00%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
\$151-200	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
\$201-250	2.10%	3.70%	1.50%	0.00%	5.60%	0.00%
\$251-300	7.40%	0.00%	6.00%	0.00%	11.10%	1.60%
\$301-350	18.10%	18.50%	16.40%	16.70%	33.30%	14.10%
\$351-400	23.40%	59.30%	56.70%	20.80%	11.10%	32.80%
\$401-450	21.30%	14.80%	6.00%	54.20%	33.30%	17.20%
\$451-500	17.00%	3.70%	10.40%	8.30%	0.00%	18.80%
\$501-550	5.30%	0.00%	3.00%	0.00%	0.00%	3.10%
\$550+	5.30%	0.00%	0.00%	0.00%	5.60%	12.50%



# PROPERTY CONDITIONS

How easy was it to contact the realtor with concerns or requests?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
Very easy	28.60%	13.30%	52.30%	70.60%	17.50%	34.40%	47.80%
Easy	52.70%	46.70%	34.10%	23.50%	55.00%	55.60%	52.20%
Difficult	14.30%	40.00%	11.40%	0.00%	20.00%	7.80%	0.00%
Very difficult	4.40%	0.00%	2.30%	5.90%	7.50%	2.20%	0.00%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
Very easy	8.60%	66.70%	49.30%	0.00%	33.30%	21.00%
Easy	63.40%	22.20%	41.80%	29.20%	55.60%	50.00%
Difficult	24.70%	11.10%	7.50%	37.50%	5.60%	17.70%
Very difficult	3.20%	0.00%	1.50%	33.30%	5.60%	11.30%

How available is parking at your rental property?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
Very available	35.50%	66.70%	72.70%	76.50%	50.00%	22.00%	34.80%
Somewhat available	49.50%	33.30%	27.30%	23.50%	40.00%	58.20%	56.50%
Not very available	15.10%	0.00%	0.00%	0.00%	10.00%	19.80%	8.70%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
Very available	30.90%	40.70%	34.30%	26.10%	33.30%	39.70%
Somewhat available	53.20%	40.70%	43.30%	47.80%	38.90%	47.60%
Not very available	16.00%	18.50%	22.40%	26.10%	27.80%	12.70%

# PROPERTY CONDITIONS

How up-to-date are your appliances?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
<b>New</b>	18.30%	13.30%	22.70%	5.90%	20.00%	10.00%	39.10%
<b>Not new, functional</b>	54.80%	46.70%	63.60%	47.10%	37.50%	61.10%	52.20%
<b>Old, functional</b>	23.70%	33.30%	9.10%	47.10%	37.50%	23.30%	8.70%
<b>Old, not functional</b>	3.20%	6.70%	4.50%	0.00%	5.00%	5.60%	0.00%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
<b>New</b>	11.70%	29.60%	10.40%	4.20%	5.60%	6.30%
<b>Not new, functional</b>	53.20%	59.30%	46.30%	20.80%	61.10%	47.60%
<b>Old, functional</b>	33.00%	7.40%	41.80%	41.70%	27.80%	28.60%
<b>Old, not functional</b>	2.10%	3.70%	1.50%	33.30%	5.60%	17.50%

In general, does your landlord provide adequate safety measures for your rental property?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
<b>Yes</b>	79.30%	80.00%	84.10%	70.60%	72.50%	86.70%	82.60%
<b>No</b>	20.70%	20.00%	15.90%	29.40%	27.50%	13.30%	17.40%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
<b>Yes</b>	74.50%	96.30%	81.80%	70.80%	55.60%	85.50%
<b>No</b>	25.50%	3.70%	18.20%	29.20%	44.40%	14.50%

# PROPERTY CONDITIONS

## Overall condition of the property

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
<b>Exceptional</b>	6.50%	0.00%	15.90%	17.60%	2.60%	12.20%	13.00%
<b>Good</b>	49.50%	66.70%	56.80%	35.30%	43.60%	64.40%	52.20%
<b>Average</b>	34.40%	26.70%	18.20%	47.10%	33.30%	21.10%	30.40%
<b>Below average</b>	6.50%	6.70%	6.80%	0.00%	17.90%	2.20%	0.00%
<b>Poor</b>	3.20%	0.00%	2.30%	0.00%	2.60%	0.00%	4.30%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
<b>Exceptional</b>	3.20%	11.10%	9.00%	0.00%	0.00%	6.30%
<b>Good</b>	32.30%	51.90%	49.30%	8.30%	38.90%	41.30%
<b>Average</b>	39.80%	14.80%	35.80%	33.30%	44.40%	49.20%
<b>Below average</b>	19.40%	18.50%	3.00%	33.30%	11.10%	1.60%
<b>Poor</b>	5.40%	3.70%	3.00%	25.00%	5.60%	1.60%

# OVERALL CONDITIONS

## Would you rent from your current realtor in the future?

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments	Kohn Royer Griffith, Inc.
<b>Yes</b>	68.50%	46.70%	77.30%	76.50%	52.50%	63.30%	69.60%
<b>No</b>	31.50%	53.30%	22.70%	23.50%	47.50%	36.70%	30.40%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
<b>Yes</b>	46.20%	74.10%	79.10%	17.40%	47.10%	54.80%
<b>No</b>	53.80%	25.90%	20.90%	82.60%	52.90%	45.20%

# OVERALL CONDITIONS

## Overall realtor performance

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments
5	7.70%	0.00%	18.20%	35.30%	7.50%	16.70%
4	51.60%	53.30%	61.40%	35.30%	37.50%	47.80%
3	27.50%	20.00%	13.60%	23.50%	30.00%	28.90%
2	8.80%	26.70%	0.00%	5.90%	15.00%	5.60%
1	4.40%	0.00%	6.80%	0.00%	10.00%	1.10%

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
5	2.10%	29.60%	11.90%	0.00%	0.00%	4.80%
4	26.60%	37.00%	58.20%	8.30%	23.50%	34.90%
3	36.20%	14.80%	23.90%	16.70%	47.10%	30.20%
2	23.40%	18.50%	4.50%	41.70%	17.60%	17.50%
1	11.70%	0.00%	1.50%	33.30%	11.80%	12.70%

## Number of Categories with 1st, 2<sup>nd</sup>, or 3<sup>rd</sup> Best Scores

	Buckeye Real Estate	Cooper Real Estate	George K. OSU Prop. Gov. Square	Holiday House Apartments	HomeTeam Properties	Inn Town Homes and Apartments
1st	0	0	1	8	0	1
2nd	0	2	4	0	0	2
3rd	0	2	2	1	0	1

	North Steppe Realty	Oxford Rentals Co.	Pella Co.	Property Mgmt.	University Apartments	University Manors
1st	0	1	1	0	0	0
2nd	0	5	0	0	0	0
3rd	0	2	1	0	0	1

# Buckeye Real Estate

- Buckeye Real Estate does not communicate clearly with renters and does not see problems to the end. We had an issue with a check that Buckeye Real Estate did not solve until April (we started renting in September and they told us then the issue was solved) and we were even sent an eviction notice. There was no apology made for their mistake and their higher level employees were not easy to reach, extremely unhelpful, and rude. They do not care about their renters, only their money. I wouldn't rent from them again. The only good thing was their maintenance was very helpful and responsive. I was very displeased with my experience and I know others who feel the same. I wish there was something someone at the university could do to make them get their act together.
- Buckeye Real Estate responds to my concerns well. During my first autumn in my apartment, I tried to turn on up my heating but it wasn't working. I e-mailed them and learned that they have centralized heating and that they don't turn it on until a certain date. They offered a space heater instead and it was delivered to my place the next day. I thought that was very efficient of them.
- Carpet was disgusting when we moved in due to stains and other things stuck in the carpet that would not have come out during cleaning. Bathrooms were trashed when we moved in. Hole in the wall was not repaired before we moved in. But I have to say, they did come in and replace nearly all of both bathrooms and replaced the kitchen with new floor, cabinets and appliances in a timely manner. Also responded quickly to our water heater breaking down and replaced with a new one. Only thing I didn't like was that they did not replace any of the carpeting.
- Carpet was old and stained when we moved in and paint was chipping away on the ceiling.
- Friendly staff.
- I've been very happy with Buckeye Real Estate. After figuring in utilities we each pay about \$300 a month (4 of us). We submitted a request one night to have our air conditioner fixed and maintenance was there the next day. Buckeye Real Estate, or at least our unit, is one of the most affordable places to live without sacrificing comfort and safety.
- Maintenance is great and responsive. Rental office is not very responsive
- My furnace went out 5+ times during the winter and nothing was fixed. I got heat back in a relatively quick period of time, but the furnace remained broken.
- My landlord and I have a good relationship and communicate often with concerns on the house. However, with the amount of properties owned by Buckeye Real-Estate, I do not feel that the quality of repairs is at the level that they should be.
- Parking spots are limited. Four bedroom apartment with 1 resident's parking permit and 1 guest parking permit.
- The house I lived in this was absolutely terrible. Words cannot describe the awful condition of the house. It was condemned by the city and we were still forced to live there and pay rent. Buckeye Real Estate should be ashamed they rent that house and charge so much. I am ecstatic to be moving out of that piece of junk I hope they tear it down like they did the house next to it.
- The house is very old and being so has some flaws and structural issues but I don't really feel it is the realtors fault however I do believe the property should be inspected to make sure it is up to building codes
- The leasing process was a nightmare. In order to get anything done you have to visit the office multiple times with all your roommates at the same time. If you want anything done, you have to make sure all paperwork is complete, but there is no communication about what paperwork needs to be finished. Every little interaction with the office turned into an ordeal. They were not at all flexible and made no attempt to accommodate our needs
- They make huge mistakes in accounting and charge the students living off-campus unnecessarily. For example, they have stupid accountants who will charge 25\$ late fee for rent even if rent was paid more than a week in advance. Secondly, they are extremely callous in their attitude towards students who have been living with them for more than a year. They will not show any concern regarding maintenance of their houses from 1 year to other if the lease is renewed and charge exorbitantly from the security deposits when students leave.
- They started off really well, but as the year went on and into the summer, they don't respond as quickly and one time it took four days to get a phone call back from the maintenance department.
- We have an 8 person house with a 6 car driveway, and they only allow us to have 4 parking passes. If we have a driveway, shouldn't parking be part of our 540 dollar per person rent per month? And if it's not, it's a little ridiculous to tow cars out of our driveway when there are more than four. The house was also constantly dirty and when things happened in the house they weren't very helpful.
- Windows did not actually lock, did not remove any snow at all, moist basement, etc

## Kohn Royer Griffith

- Easy to work with and the property was high quality for the amount we were paying. One downside was their lack of communication in some situations.
- Everything is fine
- Seemed to have no care for the renters of the property. Still waiting for the halls to be cleaned up and fixed. Nearly a whole year has gone by. Plowed the lot once all winter.

## George Kanellopoulos

- Any concerns that we've had have been addressed quickly.
- Expensive charges for move-out fees, even though we left the place better than when we moved in, because not all defects were listed as problems at the beginning of the year when we first moved in.
- Had various complaints that were never addressed. Some appliances were broken and the landlord refused to fix them
- I rent from OSU properties. I think my landlord makes it a priority to take care of the residents. He lives in Florida, but has a few workers in Columbus to take care of the properties.
- I think George does a good job of keeping his residents up to date and aware of what is going on in the apartment. He constantly sends out e-mail notifications to residents about apartment and site maintenance. I appreciate the effort his crew puts into the apartments to keep them safe and clean to live. It also helps that it is very open and visual when things are done. I will say it was a little expensive to live in his unit but all utilities were included at the time of the lease. This was very convenient being a resident. I also will say that I felt safe in the apartment even though I lived in one right across the street and felt unsafe.
- Maintenance is very responsive, however, when we try to contact George about specific matters, perhaps renewing or subleasing for example, he can sometimes take a great deal of time to respond...sometimes it requires more than one or two contact attempts.
- Overall the landlord has been very good. The only real problem is that it is almost impossible to get a hold of him on the phone. You have to leave a message or place a maintenance request online. This sometimes makes me wonder if he has gotten them.
- Really great property! Loved working with George!
- Some things get fixed in a day and others never do. He seems to be one of those landlords who likes short you on the deposits. We knew the tenants before us and they cleaned this place all weekend only to find out that hundreds of dollars would be taken from their deposits due to cleaning costs. Also, some tile was fixed that they had mentioned was broken when they moved in yet they were still charged for the tile. One moment he is the perfect landlord but the inconsistency is why I will probably never live at one of his places again.
- Very arrogant in dealing with repeat complaints - If we'd ask him to fix a problem, it would be cheaply patched, and upon asking him to fix it properly when it malfunctioned again, he accused us of just trying to spend his money to "get new stuff". Rental agreement has some of the strangest requirements in the world. I would NOT rent from him, or allow any friends to even consider his properties.
- Very prompt on any maintenance requests.
- Whenever we called him to get back our security deposits, he never answered the call.

## Holiday House Apartments

- Holiday House was recently bought by Northsteppe Realty. Since then the rents have increased, and are now in the bracket higher (300-350 per person). No other feedback can be given at this time about their performance.
- Bud bugs were always a problem. The landlord will always ask the tenants to pay for extermination. The exterminations were not done properly and the tenants were blamed for it.
- My realtor did not agree to any repairs before I moved in. Also, Holiday House was bought out by North Steppe, a couple weeks before I moved out. They were planning to increase rent by \$50 & charge for parking, which was free with Holiday House.
- The 1bedroom apartment I rent was recently taken over from holiday house by the North steppe realty. The first thing they did after taking over was increase the monthly rent by \$65. These guys are not cheap and it seems they just want to earn fast money. I stayed on because I still have my lease from holiday house left over but will not stay here once it's over as I feel it is too expensive.
- The apartments under Holiday House are now being managed by North Steppe. The rent has gone up by \$50 a month. The common areas (laundry room, alleys, lawn, etc.) are already not well maintained. I am concerned about their maintenance of my apartment and the common areas.

## Home Team Properties

- Keep all receipts and proof of payments because they tend to lose transactions
- No concern for our parking situation
- Maintenance was good, but management was not understanding and unclear on multiple charges to the home. Would never rent from Home Team again.
- Our refrigerator has stopped working 4 times therefore our groceries have been thrown out on 4 separate occasions-- Inn Town Homes has not compensated and will not for our groceries. Also, our A/C has gone out 3 times and each time it takes 2-3 days for them to "fix" it. Our rental company overall was not bad but the condition of our house was very poor. Our house leaned to a side due to poor foundation and settling of the house. The interior was in bad shape, dirty and broken. We also had mice problems and all they did was set poison down that was hazardous to our health leaving dead mice throughout the house along with mice droppings
- The biggest complaint I have is that we (as in multiple apartments in the building) have been trying to get security lights outside of the building since September 2009. It makes the building feel very unsafe and they have not tried to fix it at all.
- We had an issue with a violent house mate and wanted to have him removed from the lease (he had weapons and struck other people in the house). Home team told us that we needed a police report in order to have him removed from the lease/house. They also told us that we needed other things done in order for him to be removed. When we completed all of the requirements they gave us, we were told that he cannot be removed from the lease or kicked out of the house. Home team was not very helpful at all in this situation.
- We haven't had any major issues, but I wouldn't say they are exceptional. The maintenance people are notorious for asking you to sign their forms before they are done saying they will come back tomorrow to finish, and then never coming back. So, I feel we have a lot of unfinished projects

## Inn Town Homes

- I have been treated well by Inn Town and have stayed for 17 years
- Inn Town Homes overcharges the amount rent is per month compared to the space of the apartment.
- Maintenance service was horrible - would never fix all the things we needed fixed and never came when people were home. The condition of the apartment is also bad; there shouldn't need to be 50 things fixed for one year of living
- Need to take care of ice in the winter
- One of the "bedrooms" doesn't have a window in it. Definite mold problem in the walls in the bathroom for sure. Door frame for main door is cracked because whoever installed the lock drilled in crooked, causing the crack.
- Parking is way too expensive.
- The only problem I have with Inn Town is our window broke in the winter from the cold and it is still not fixed. Also I think our roof is leaking and they seem to be ignoring it.
- The quality of the units is dismal at best. I live in a bottom floor unit, and can hear water leaking in the walls on almost a daily basis. Mold is visible all around, and can be felt in the air.
- They are an aloof and attached company that fulfills all the necessary minimum requirements of what it means to rent properties to students. Our rent is very high, we have to pay \$70 just to park, and they don't do anything to maintain our parking lot in the winter. I also feel like no matter how much we clean up our apartment before we leave, we probably will not get very much of our security deposit back. I don't like Inn Town at all.
- They have always been helpful when we needed them.

## Cooper Real Estate

- It's very hard to get things done and hard to get in contact with the landlord. They do the minimum work to keep these places functional.
- The apartment was not painted prior to move in and the spackle used to fill in holes remains visible at the current time. The previous inhabitants of the apartment later informed me that they had been charged for maintenance from their security deposit and, upon inspection, the maintenance they were billed for was not performed. I assume I will be billed for said maintenance as well when I move out.
- They don't give out a phone number; all communication must go through email, which can be very annoying. Our apartment complex has a metal catwalk which completely freezes over in the winter under about 3-6 inches of ice, making it very slippery and dangerous, especially going down the stairs.
- This landlord takes a very long time to respond to communications that are not urgent. For example, questions about picking up a sublease took weeks to get answered via phone calls and email correspondence
- Took advantage of us by overcharging for cleaning fees from the security deposit



# North Steppe

- House was kept in terrible condition, often fees were added to our account for no reason other than the north steppe office doing something incorrectly, didn't have a single month without another repair. The house contained lead pipes, which we were not informed about. All we were told was that the paint had lead in it, but that it wouldn't be an issue. This was wrong. The paint flaked off in huge chunks all over everything. This house should be torn down.
- Had to place my rent in escrow due to failure of the landlord to comply to my requests to fix my broken heater. They claimed they didn't really think it was broken
- Last year I rented with the same company. I had an incident, living on the basement/ground floor, where a highly intoxicated man somehow head-butted my bedroom window open. It didn't break; the locks just popped loose. It took about 2.5 weeks for North Steppe to fix this issue. I was rather disappointed because it was quite a security concern and it took a long time for them to resolve the issue. Even when maintenance came, they didn't replace my window with a safer one, they just replaced the damaged screen - leaving the lock still loose. Also, the windows in my current apartment (still with North Steppe) do not completely lock.
- North steppe is very disorganized and run by younger individuals. This usually works to our advantage because we got a cheaper rent and they pretty much leave us alone. However, our back stairwell is very unsafe and they have yet to fix it even though I have reported it multiple times this year. It is also a very dirty property. There is always broken glass and trash all over the yard and absolutely no landscaping done.
- North Steppe failed to send us any information on resigning our lease or alert us when another group wanted to sign our houses lease. We were seriously considering resigning until we called them and were informed that our house had been signed for the next year.
- North Steppe is terrible. They require you to pay for September's rent but you can't move in until the 15th or you waive the right to have it cleaned. This required me to move home with all of my belongings. When I arrived not only was it not clean, a first story window was entirely missing and the refrigerator was broken which caused the loss of a lot of food. They also have very misleading practices and website. I was informed that the apartment I looked at was rented, but one in the same building was the same and still available. The pictures on the website were the same; however when I moved in the place was ridiculous. There was not even a shower, just a bath tub with a hose and spray nozzle. You can't stand up in it, or several other parts of the apartment due to the walls being slanted from the roof. The building is old and smells disgusting. During a storm they left a live wire on the ground for 5 days. Branches fell into the back parking lot and instead of removing them or fixing the wire they simply stacked all the rubbish from the storm in the yard. They have left it for 3 weeks and now simply mow around it instead of disposing of it. One thing I will say, the maintenance workers are very nice and helpful, willing to replace many items (received a brand new refrigerator instead of them fixing the old one or give a used one) and often go above and beyond what I expect. The emergency maintenance line is usually pretty good too, though one time it took them until the morning to fix the heat.
- Our apartment was terrible. The ceiling leaked in several places, something that we commented on the day we moved in and was never fixed. Additionally, new windows had been installed on our apartment, but they were not sealed properly and had large gaps around them, letting the elements in. This was also never fixed.
- Slightly shoddy maintenance work but for the most part, an acceptable landlord.
- The only real complaint I have is the lack of maintenance to the exterior of the property, they really aren't good at keeping up with cutting the grass and removing snow.
- We found out that the gas, electric, and water for our house was also connected to two garages and an apartment above one of the garages that we had no access to. This meant that we were paying for someone else's utilities along with our own, which explains why they were so expensive. When we demanded that these be separated or that they credit us, North Steppe laughed in our face and told us that they would only credit us \$75 a month which is what they gave the previous renters. (Meaning they knew about the problem and neglected to tell us.) \$75 a month sounds nice until you find out that our gas bill was \$81 a person (5 people) a month. They were very hard to deal with and seemed to care less that they were screwing us over.
- We have rented with North steppe for 2 years now. The first year we had many problems getting them to our apt. when we had maintenance issues (i.e. not responding to phone calls and taking days to come) but this past school year they were much improved and answered all of our calls in a timely manner. We are renting with them again next year.
- When we moved in the stove was leaking gas and stunk up the entire apartment. When we called the company to complain they did not return our calls. We called back threatening to call the fire department and they responded right away. The washer in the complex broke and ruined over \$300 of my clothes. I emailed them and they constantly ignored my emails and kept saying that was someone else in the company's responsibility to talk to me about it. Eventually, they simply stopped responding about the situation period. There were several other horror stories with this company and not enough time.

## Oxford

- Great!
- I have had a great experience with Oxford. They are very friendly and helpful whenever I have had a problem. I'm living in my sorority house next year, but all of my current roommates are living in the same apartment because we had such a good experience with Oxford. I would highly recommend Oxford to anyone.
- I not only rented through Oxford Rentals Co., but I have also worked for them short term, and they definitely work hard to keep their great reputation.
- I live where I live because of location. It is across from the Med Campus. But no laundry, breakers that always blow and lack of outlets it super annoying. They are a great group to work with but the building itself is DIRTY as all get out, carpets were dirty when I moved in gunk and filth everywhere. Made them replace the stove and shower doors b/c they were so nasty and unkempt. Working for 1yr + on getting a fan in the bathroom the one I have doesn't work so I grow mold all the time in the bathroom its gross!!
- I've been in my apartment for 3 years and there are still maintenance requests from the time I moved in that haven't been completed. It took them 2 years to solve a raccoon problem that ended with an animal breaking through my bedroom ceiling. They are only concerned with maintenance when it's inexpensive and convenient for them.
- Most people I know don't have problems with Oxford, but I apparently ended up in the apartment where everything went wrong, the maintenance people didn't know how to fix it, and no information was ever shared with those of us living there, from where they were in the repair process to we're going to be putting a dumpster in your parking spot so they can re-roof the building next to you. The landlord himself is highly argumentative and hostile in person and is often yelling at you based on incomplete or entirely wrong information.
- Oxford is an exceptional rental company. I am renting with them again next year and expect to stay with them in the future. Jay is extremely accessible and a fantastic landlord. Everyone at Oxford has been very pleasant.
- We had a rat infestation that was not taken care of.

## University Apartments

- My biggest concern was the time they start showing my apartment to the other potential renters. It was 7 months before my lease expiration date. They showed almost every day for 2 months and they were showing up to 3 people per day. Therefore, they were coming to my apartment 3 times in those 2 months.
- The people at the rental office are completely incompetent and unhelpful.
- They were not quick to fix anything and we often had to tell them multiple times about the problem. The rent is too expensive for the condition of the property. Some concerns were never addressed. I will never rent from University Apartments again.
- When I moved in, I had a nasty looking stove with no oven rack, so I couldn't use the oven. It took them over a month to get me a new stove. Also, if you need any repairs, you might as well forget it. It either won't get fixed at all, or you'll have to keep hounding them and eventually they'll come.

# Pella Company

- Every time we ever had an issue, it would be dealt with appropriately. Only problem was that the apartment wasn't super clean like I would have expected when we first moved in. Two year renter.
- I have lived at the present location for five years. I have just graduated and will have to leave my 'home' with great regret. Pella took such good care of me it was like having a whole team of people in place to respond to my needs. This is a great company, with great people and I appreciate everything they did for me while I was living at the apartment on Norwich. I will miss it a great deal.
- In my four years here, I've rented with North Steppe Realty, Buckeye Real Estate, and Pella Co. BY FAR, Pella was the best choice. If I was living here again, I would NEVER rent with North Steppe or Buckeye again, especially North Steppe. North Steppe is so terrible that a group of us reported them to the BBB.
- I've had no problems with this landlord although I am concerned I may not get my entire security deposit back no matter how clean I leave it. There is no way to know.
- Overall good, but it can be difficult to reach them sometimes, but overall, I am happy. I know that they have a lot of properties to see to
- Pella co is only good for properties that aren't right next to campus. The ones close to campus usually end up costing students more through frivolous charges for things like marks on walls that were there before moving in.
- Pella is great! They respond to maintenance requests promptly (i.e. heat broke in winter and was fixed within the hour!) and are extremely easy to get a hold of.
- Pella may be one of the largest retailers but the way they do their business is just in their office rather than out in the open where they have provided services.
- The apartment was dirty when we moved in because some roommates had to move in early. We had to sign an agreement to forgo the pre-move in cleaning in order for them to move in early.
- The basic maintenance that was needed (deadbolt replaced, doors fixed) didn't seem to take very long. However, the older appliances (dishwasher, air conditioning, etc.) seem to be an issue, with the dishwasher control knob falling off repeatedly and the air conditioning unit being completely ineffective during the later periods of spring quarter. Nothing was done about cold weather during the end of autumn quarter and through winter quarter, as we were required to buy our own window insulation (shrink-wrapped to the frames) and sealant for the gaps in our front door frame.
- There are no periodic (even annual) inspections made to the property. This means that we keep "passing" the property down through our groups of friends and continue to transfer the lease. It's unfortunate for the last group that lives here; as the landlord will probably do everything they can do hold them responsible for everything wrong with the place :( There's black mold growing in our bathroom, the downstairs bathroom's drain is clogged, and the place is to a point that no matter how much we clean it, it's still going to look dirty.
- They were great about emergencies. If the heat went out they were here within the hour. Once a drunk guy punched the glass pane out of our front door at about 2 am, they were here within the hour to patch it with wood and the glass was replaced in a couple of weeks. We had bed bugs for awhile; they were not great about keeping in touch with the long-term plan. Once we did a full treatment (trust me, it's a pain) and when it was over we put everything back like it was, only to be told a week later that another was recommended. If they had just told us that the day of the first treatment, it would have been an ENORMOUS help

# University Manors

- Although Heat was included in rent, the landlord refused to turn it on until late November. The main door was broken more often than not. When we complained about the services he provided (or should have) he responded with bad language and told us if we were unhappy to move out. The apartment was not cleaned before we moved in, at all. Items were left in the fridge and bathroom. When we moved out he charged everyone in the building a general maintenance fee which the lawyers on campus had previously informed Brian Grim that it was not legal. I have had several landlords over the years and Brian Grim is the absolute worst. [University Manors]
- Had cockroaches. Still has not come. got robbed said he would not fix our door until he knew exactly what he needed to fix it instead of coming to evaluate it himself. all the workers smoked and smelled up your house while they were working. Very unprofessional in his responses to concerns as it seems he is yelling and blaming it on you. Secretaries are extremely rude unless you are coming in to pay rent.
- He is the most despicable person I have ever had the misfortune of renting from. I once called the emergency repair line and got screamed at because he didn't deem my problem enough of an emergency. Another time when I stopped by with a repair problem, he was rude and demeaning to me. I would sooner rent from terrorists than rent from University Manors again.
- I have lived with three different landlords and University Manors is absolutely the worst. Our landlord is rude and does not seem to care about anything we tell him. Our apartment was dirty when we moved in and the property is not taken care of. I would absolutely not recommend University Manors to ANYONE!
- I would never recommend this landlord to students. He screams and swears at tenants any time he is contacted by them and threatens tenants with consequences which are illegal to threaten them with (i.e. deducting large fees from security deposits as a penalty for normal maintenance). He ignores direct requests to maintain the properties and must be threatened with legal action before he performs his duties. He is a terrible landlord and I strongly recommend the University warn potential tenants about his inability to act professionally with the students at OSU
- It's a nice studio-efficiency that I live in and with internet, all utilities, and off-street parking included in my rent, it's a good deal. However, parking is not nearly as available as they had promised, and worst of all is response to maintenance requests. Sometimes they respond within a few weeks, sometimes they try to convince you that nothing's wrong, and sometimes they ignore you altogether. Customer service is University Manors downfall. Even the tone of every e-mail they send is full of hostility.
- Living with University Manors is very nice until there is an issue. Brian is very unpleasant and not easy to deal with.
- My landlord behaved very unprofessionally once when addressing a water leaking problem which ruined the ceiling of the apartment below mine, (twice) that I was not at all responsible for, but he still arrived livid with anger at my door and demanded that I tell him what I was doing and verbally attacked me to my face in my own apartment. It turned out to be a leaky seal in the plumbing or something of the sort, but he never did come clean about the real cause of the water leaking situation. He later apologized via e-mail after I went to the main office asking never to be in the same room with the man again seeing as how he used his position of authority to berate me like a child without any just cause. The main office told me they'd had problems with him before with other tenants; however, they couldn't take action against him because he was their boss and that was it. I don't trust his temper and prefer not to deal with him personally, even though he barged in to check my apartment before my move-out just the other day. He is very abrasive and intimidating and does not keep his cool well at all. He made me feel stupid and incompetent when my heat wouldn't work properly as if I didn't know how to work it. I was without heat also for two-weeks towards the end of winter and the space heater they promised to bring, never came during that time frame.
- My problem with University Manors is that they would show up without a 24 hour notice and want show the apartment. On several occasions they actually came into the unit after knocking, before I had the chance to open the door. Then the guy got a real attitude with me when I told him that he needed to give me a 24 hour notice. I think they feel they can get away with treating students however they want because there is such a high demand for apartments in the area and students don't know any

## University Manors Continued

- My roommate and I had several instances where we had emergency issues (i.e. no power, heat not working, hot water heater broken) and it took days before our property manager would return a call or an email. We as tenants were not allowed to have cars towed from our lot, we had to call our property manager and ask him to have it towed but he never had his phone on even for emergencies
- Our landlord was extremely rude when replying to maintenance requests we have had throughout the year. We have been having problems with our garbage disposal working properly and whenever it broke he constantly told us to YouTube it and figure it out ourselves. We had to email him several times to convince him to come out and fix our problems. Once he even told us we would have to pay a fee to have a maintenance repair of the disposal done when it had been done a couple times before for free. It doesn't say anywhere in our lease that we have to pay for maintenance repairs to be done. Even when being polite in emails, our landlord overall is disrespectful and rude. I do not plan to rent from them in the future and I do not recommend that anyone rents from them as they don't treat their renters well at all.
- Some maintenance is taken care of really quickly other requests never get answered...We currently have a cockroach problem and have contacted the landlord twice and still nothing has been done. Maintenance guy also do not have uniforms or anything that identify them with University Manors so you kind of have to trust who they say they are when they knock on the door.
- The landlord at University Manors was horrendous. I would never rent from him again. Our house was robbed more than once and he did nothing to help us. He was consistently rude and was insulting to each of my 8 roommates throughout our time living in his property. He would constantly go against his word, but made sure that the lease was set up in a way that we could never do anything about it.
- The landlord of University Manors (Brian) has been nothing but terrible. He blames us for everything and is difficult to work with. We have had a fire in one of our houses and he did not come to talk to the fire department and blamed the whole thing on us for having space heaters. The fire fighters clearly stated that it was not our fault because the wiring was not up to date. He does as little as he can to update things and when he does he won't let us forget and brings it up like he did us a favor. We have also had multiple break-ins that he was not prompt to fix or that he seemed the least bit concerned about. He claims he "fights crime with light" and put up big spotlights when we requested some kind of extra security measures. Also, he came to show the house to people interested in renting next year and he yelled at us for the house being dirty. We had just cleaned our house and he did not reserve the right to yell at us for how clean the house that we pay \$450 a month to live in. In addition to this he always finds some way to take our deposit money. Overall he has been terrible to work with and has been nothing but mean to us after the day we moved in. I would not recommend renting from him to anyone in the future.
- There was confusion as to who to contact with any questions or concerns we had. There was one serious issue where the property owner attempted to charge us more for water than what our bill was for. University Manors would not help us with the issue and told us to talk the landlord while the landlord told us that it wasn't his issue. The landlord threatened to evict us if we didn't pay more than our bill. We had documentation and he finally dropped the issue, but the whole time University Manors backed him even though he was wrong. They in general are inconsiderate and unorganized at the office. I have had no problems with landlords or rental companies for the first three years living at Ohio state, if I hadn't graduated and still lived by campus there is no way I would live at another University Manors house or apartment.
- University Manors is unprofessional, inconsiderate, violated our privacy, among other things. This has been the worst rental experience.
- With University Manors you get what you pay for. They are relatively cheap, but rude. The general upkeep of the unit is OK--not great but not awful.
- University Manors office staff is very rude, talks down to clients and are disrespectful.

## Off Campus Student Services (OCSS)

Off-Campus Student Services, an office within Student Life, is The Ohio State University's central resource center in terms of off-campus living. OCSS assists students, faculty and staff when searching for off-campus housing, provides educational information on typical renting requirements, precautions to take as well as steps to take prior to signing a lease. The office also provides helpful information that is applicable during one's entire off-campus living experience. In addition, OCSS provides roommate services, sublet services, legal referrals, a dvd-camcorder rental service, among various other resources pertaining to living off-campus.

Off-Campus Student Services holds an annual Housing Fair, typically in January, which allows students, faculty and staff to gather information from landlords, businesses and other off-campus entities in order to make an informed decision regarding their off-campus living arrangements. Roommate Fairs are also held at least once each quarter.

OCSS also serves as a support center for students commuting to the OSU Columbus campus. Students can utilize the online rideshare/carpool service by signing on with an OSU username and password. New incoming commuter students can attend the annual Commuter Preview Day, a fun filled event to help acclimate new incoming commuter students to OSU. OCSS also provides tons of helpful information on transportation, parking, resources and services, as well as ways in which to be involved while attending OSU.

The Community Ambassador Program, also an OCSS initiative, is a fun and exciting program, lead by students, to keep fellow students involved, engaged and educated when living in the University District. Community Ambassadors promote a safer, more collaborative community in the off-campus area and serve as a resource and point of contact for students living on their street. As a group, Community Ambassadors plan and complete projects and activities throughout the year. These projects encompass the entire off-campus area and are aimed at creating off-campus community.

If you are living off-campus, whether it be in the University District or in the Columbus area, let Off-Campus Student Services be part of your off-campus living experience.

**[www.offcampus.osu.edu](http://www.offcampus.osu.edu)**

# HELPING YOU

WHEN YOU NEED HELP THE

# MOST

## Beginning August 1, 2011,

eligible Ohio State students will have access to a full legal services plan for only \$40 per year.

The legal services plan will provide legal advice and representation, informational materials, sample documents, and educational outreach programs for the following issues (some limitations apply):

- landlord/tenant
- criminal misdemeanors
- consumer transactions
- traffic offenses
- uncontested domestic matters
- simple document drafting
- miscellaneous matters

The Student Housing Legal Clinic continues to serve students' landlords/tenant legal needs through July 15, 2011, but will stop filing court cases on March 17, 2011.

**YOUR ACCESS to full legal services begins August 1, 2011**

For more information on these exciting changes, visit  
[moritzlaw.osu.edu/shlc/sls](http://moritzlaw.osu.edu/shlc/sls)





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