

OSU
2011-2012

RENTER'S GUIDE

just don't go too far away...

 **USG**
Make your mark

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Dear OSU Student,

Thank you for reading the 2011-2012 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!



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 make 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 2011 to undergraduates, rank 2 or above. The sample included 5,000 undergraduate students. The survey yielded 896 responses or approximately a 18% response rate. Only realtors that received more than 10 responses were included in the data. The Undergraduate Student Government would like to thank everyone who responded to this years survey.

DISCLAIMER

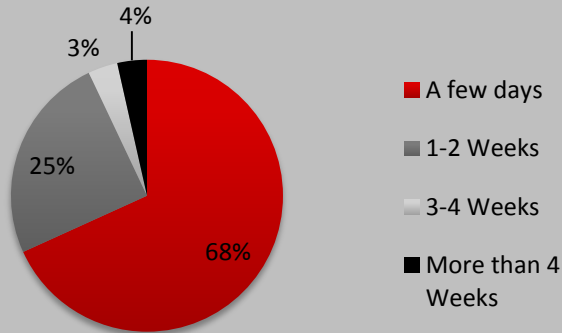
In publishing this information the Undergraduate Student Government nor The Ohio State University endorse or support any company or business over any other; this survey simply provides a direct report of tenant opinions. Because the data contained in this section reflects opinions, different interpretations 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.



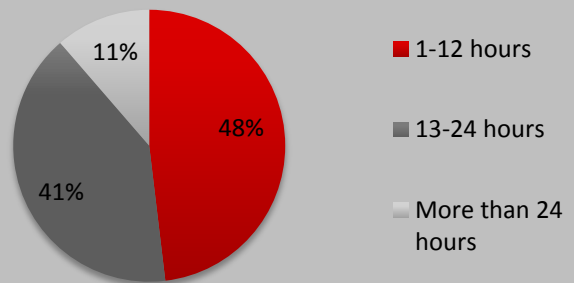
Buckeye Real Estate

Address: 48 E. 15th Ave **Phone:** (614) 294 – 5511 **Website:** buckeyere.com

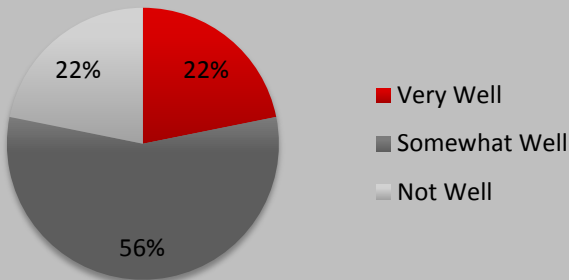
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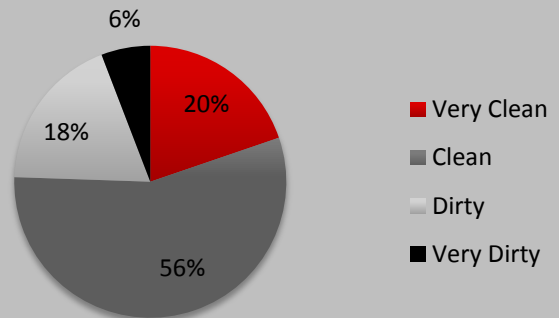
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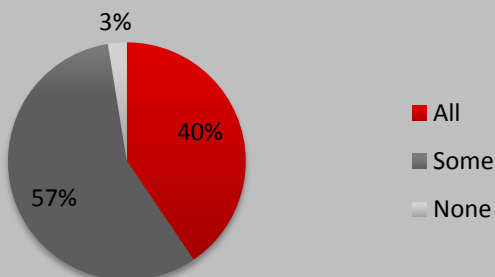
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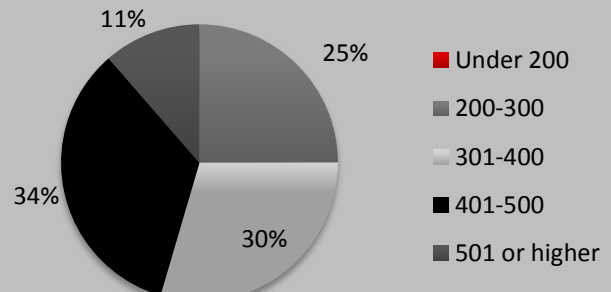
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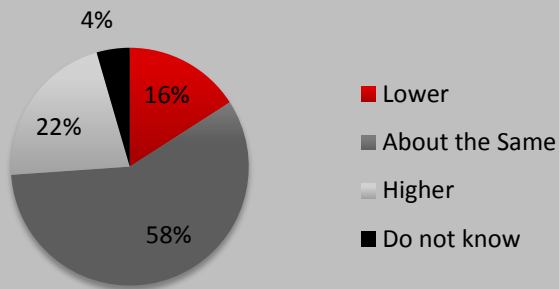


What is the monthly rent per person for your rental property?

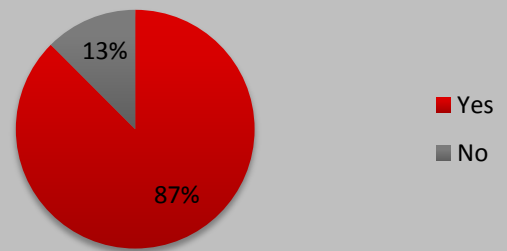


Buckeye Real Estate

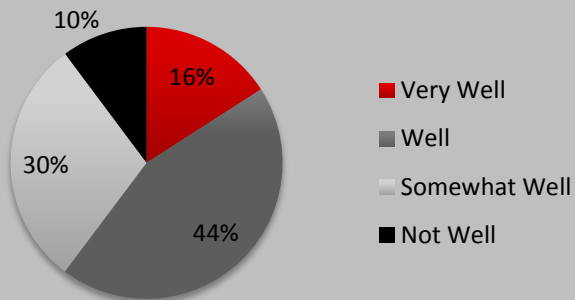
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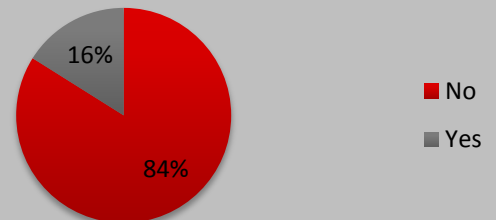
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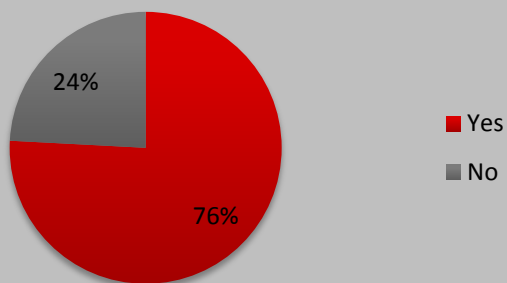
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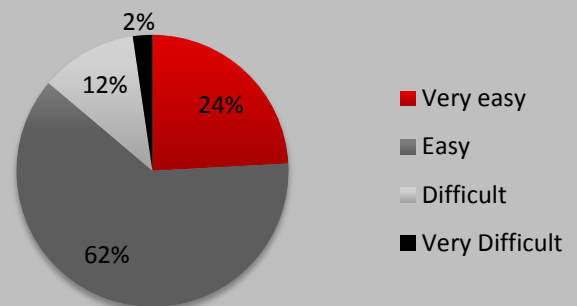
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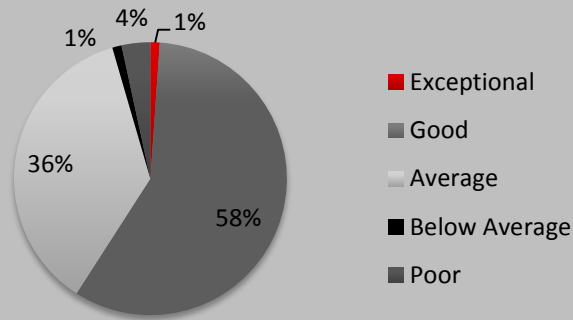


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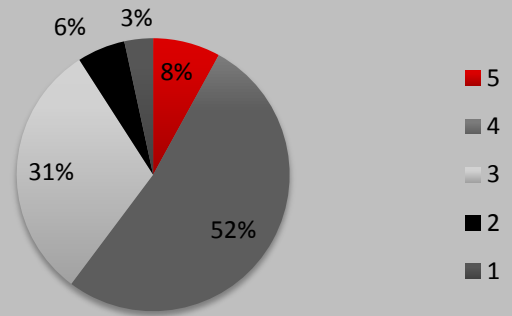


Buckeye Real Estate

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
37.5%	8%	15.9%	3.4%	55.7%	1.1%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
15.9%	62.5%	17%	4.5%

How available is parking at your rental property?

Very	Somewhat	Not very
34.1%	56.8%	9.1%

How many parking spots were included as part of your rental?

None	1	2	3+
31.8%	28.4%	18.2%	21.6%

Buckeye Real Estate

Comments

Positive:

- From talking to friends at school with other realtors, I would recommend Buckeye Real Estate to anyone over any other company.
- Talk to you landlord with any concerns with security, we had problems with bums hanging out in our apartment complex and buckeye real estate was quick to respond with adding a combination door lock to prevent bums from entering our complex during the night.
- The staff was very friendly and seemed like they actually wanted to be at work unlike some other companies I've leased with.
- Even though the (non-emergency) repairs took more than a couple of days to tend to, once reached, the repairman apologized and ensured swift services for any future incidences.

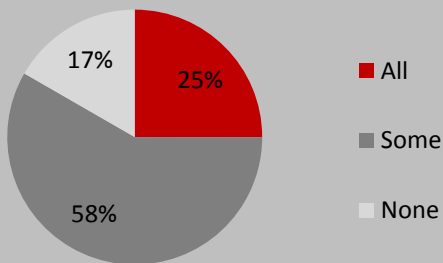
Negative:

- I've had polar opposite experiences with Buckeye Real Estate. One very good, one horribly bad. Overall, it seems they care a lot about their nicer (more expensive) properties, and completely ignore their less desirable properties. At the nice property, I saw maintenance and clean-up people at least once a week taking care of garages, litter pick-up, and landscaping; however, at the awful property I saw someone mow the lawn perhaps 2 or 3 times during the year I lived there.
- The parking is my biggest issue. I live in the Apartments on 150 W Maynard and when they said they were going to repave our parking lot, it took them months to even start the process. It is just annoying because it took forever and there is nowhere to park my car even though I paid for a spot.
- Very disorganized. They have too many students and not enough management working in the office. They have lost checks on multiple occasions
- There was an attempted burglary on my apartment a little after midnight. I was the only one home and as a female, I was very on edge. I called the emergency maintenance hotline several times and finally received a text from the repairman about 4 hours later, saying he'd be there shortly. An hour and a half later, I texted him and he said he'd be there around 7-8 am. I received another text at 7:30, telling me it would be 9 or 10. He finally showed up at 10, took a few measurements and then left again for a half hour. He came back and just drilled a piece of plywood over the broken window and left. I waited over 9 hours, overnight by myself, sitting in my living room to keep an eye on the huge hole in the window. Everyone was very friendly and this was the only negative experience I had. A good company, I just don't trust them in case of an emergency.

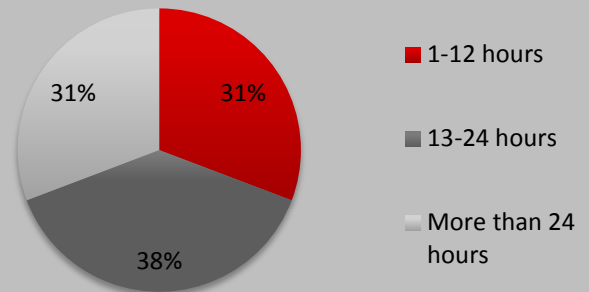
Cooper Real Estate

Address: 3805 N High St, #302 **Phone:** (614) 261-3600 **Website:** cooper-properties.com

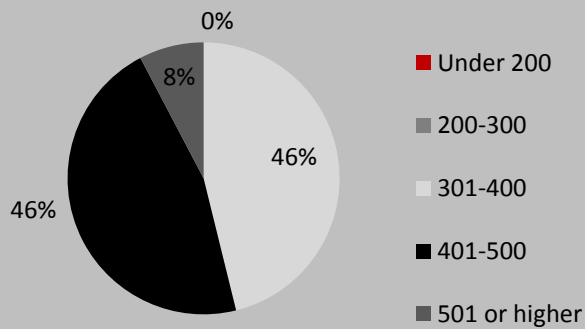
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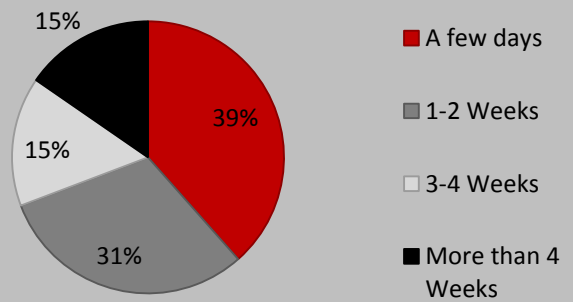
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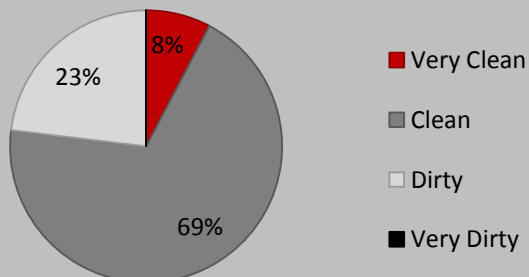
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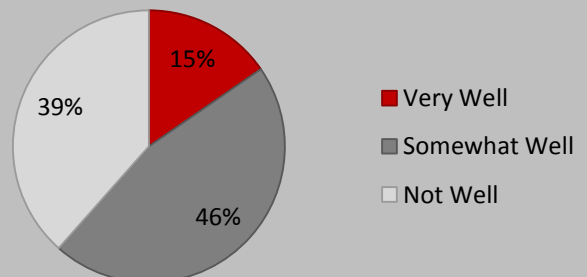
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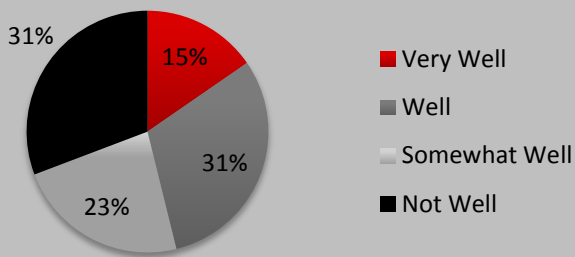


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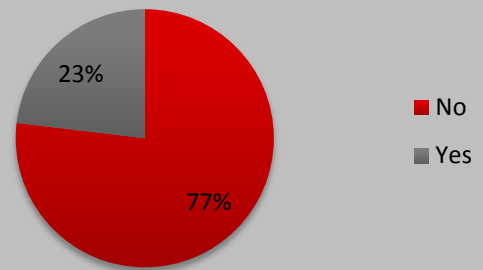


Cooper Real Estate

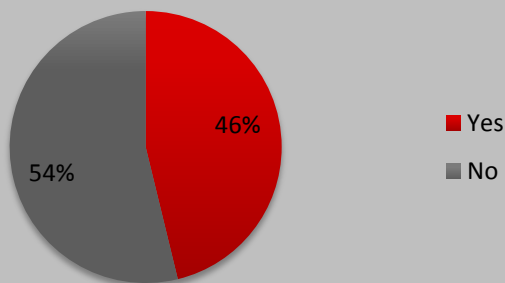
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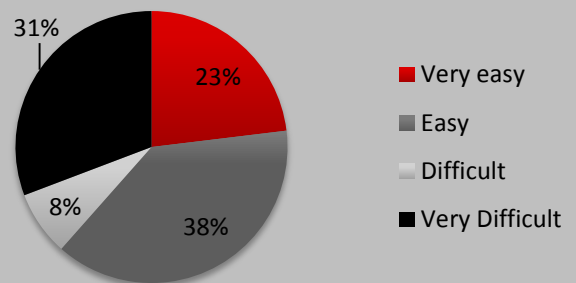
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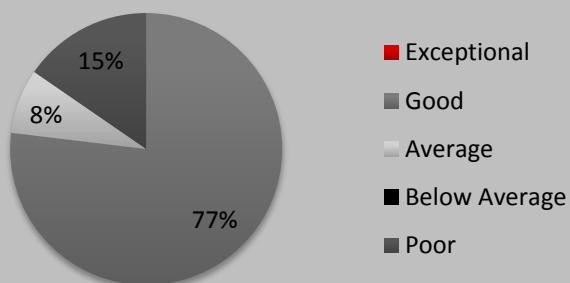
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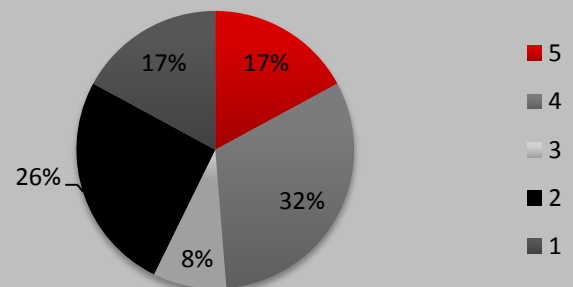
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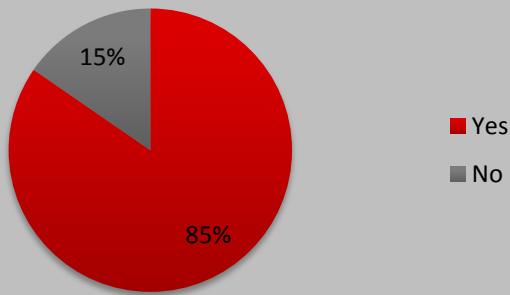


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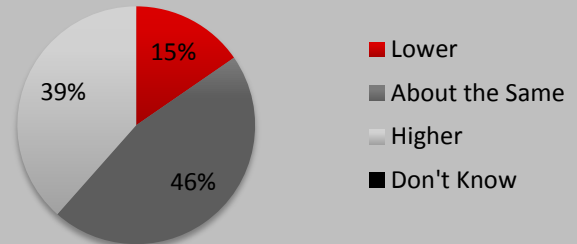


Cooper Real Estate

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



How do you feel your rent costs compare to similar properties in your area?



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
23.1%	0%	0%	0%	76.8%	0%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
0%	53.8%	46.2%	0%

How available is parking at your rental property?

Very	Somewhat	Not very
30.8%	46.2%	23.1%

How many parking spots were included as part of your rental?

None	1	2	3+
23.1%	7.7%	38.5%	30.8%

Cooper Real Estate

Comments

Positive:

- Cooper Real Estate was the best campus experience I've ever had. I even wrote to the BBB to let them know what a great company they are. Everything looked great moving in, I've had few problems with the unit, and the problems I did have were fixed promptly and at no cost. After dealing with Northsteppe last year, I could not have been happier. Highly recommended.

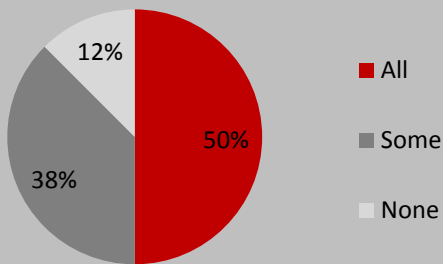
Negative:

- We were told we would have 2 parking spots (since there are 6 apartments and 12 spots), however, this is not in the actual contract and when we complained about no availability for even 1 car, they did nothing about it.
- Don't rent with them if you actually want them to work with you.
- Have had a hole in the ceiling for 3 years and still hasn't been fixed.
- I would not recommend Cooper to anyone because they have a very poor response rate when you need them. However when they need you to pay rent, they are quick to contact you.

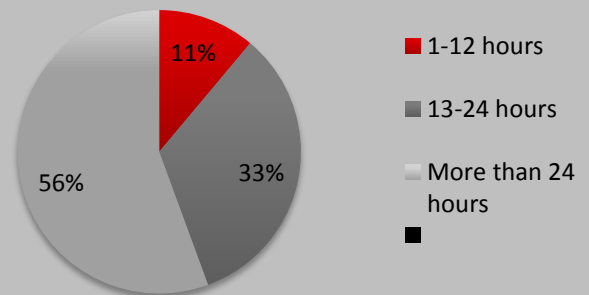
G.A.S Properties

Address: 2425 N High St **Phone:** (614) 263-2665 **Email:** gasproperties.com

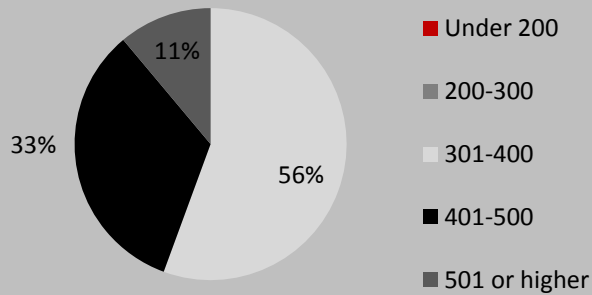
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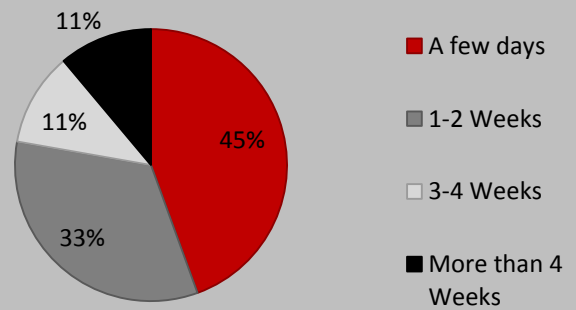
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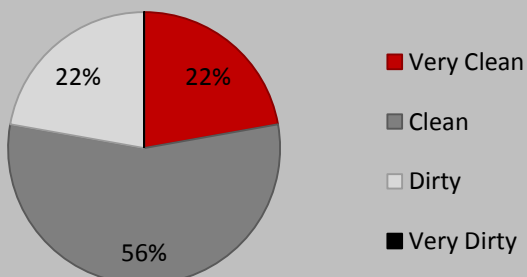
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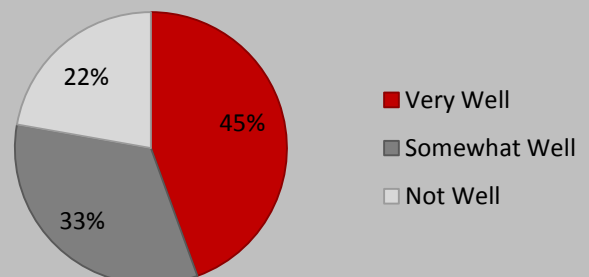
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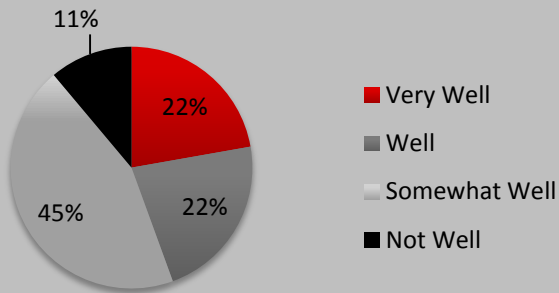


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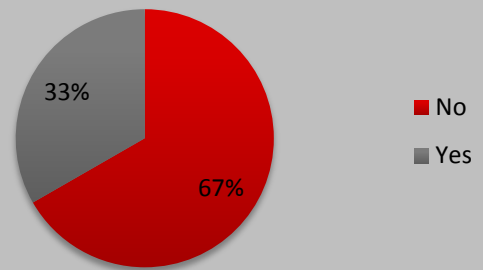


G.A.S Properties

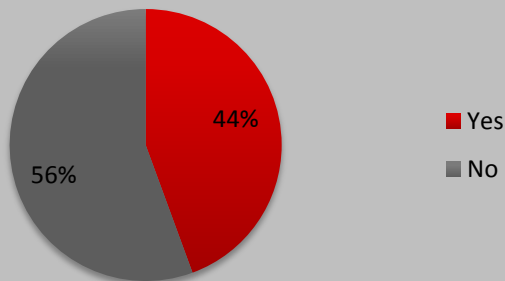
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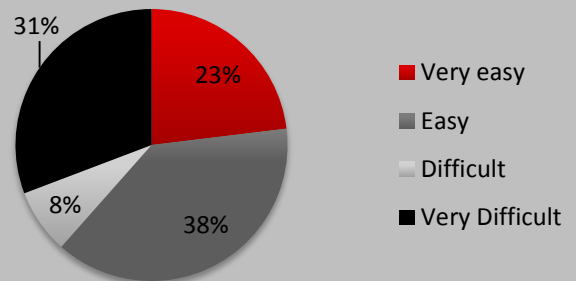
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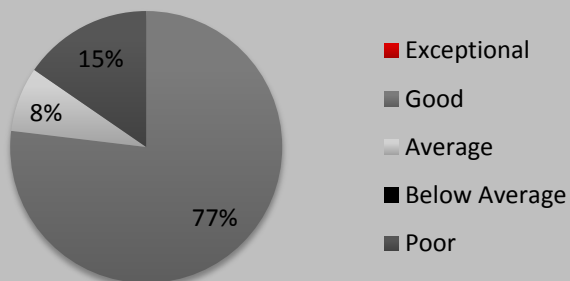
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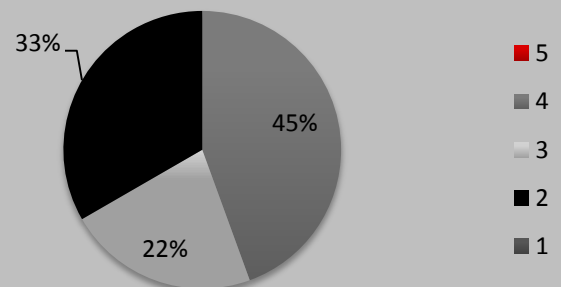
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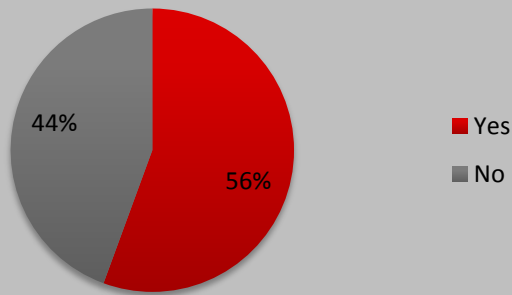


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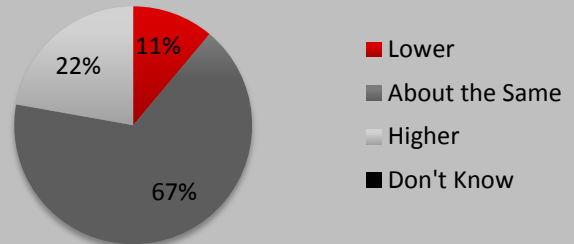


G.A.S Properties

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



How do you feel your rent costs compare to similar properties in your area?



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
11.1%	11.1%	0%	11.1%	88.9%	0%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
11.1%	33.3%	44.4%	11.1%

How available is parking at your rental property?

Very	Somewhat	Not very
11.1%	77.8%	11.1%

How many parking spots were included as part of your rental?

None	1	2	3+
22.2%	55.6%	22.2%	0%

G.A.S Properties

Comments

Positive:

- Very friendly staff at G.A.S. Properties always made me feel welcome in the office.

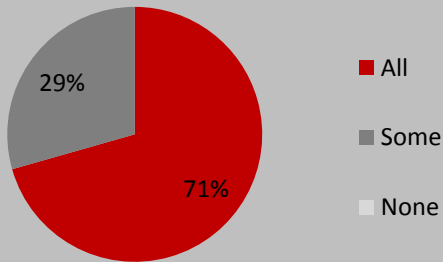
Negative:

- Have to get the carpet professionally cleaned and provide a receipt prior to moving out.
- In the lease the parking was one price and then when we went to pay for parking passes it had gone up significantly with no warning? Also agreed to one price for the rent that was in writing and then tried to charge us a different price at the time of move in.
- No bathroom ventilation fan present. Mold began to grow very quickly in the bathroom. Mold was likely present prior to my move-in, and was simply painted over with primer. Otherwise all was well.
- Main concern was trying to extract extra money out the tenants. Argues with tenants instead of just calmly listening and explaining. Not concerned with the tenants.
- Very hard to get a hold of, and when you finally do it is a response like "I will get back to you" and that takes days as well.
- When the use of the furnace was necessary I had to call the realtor twice in order to acquire aid in lighting the pilot light due to a need for repair. After having the repair on the pilot module completed, the thermostat was noticeably broken. A small plastic tab in the face of the thermostat panel was "snapped off" and caused the metal contacts within to misfire. The thermostat was not entirely functional, and as a result was often inaccurate. This caused our gas prices to fluctuate when heating the apartment during the winter.
- Our front door was never properly fixed, even though we contacted them several times. Squirrels were never removed from their home within the ceiling of our sun porch. Kitchen sink still leaks.

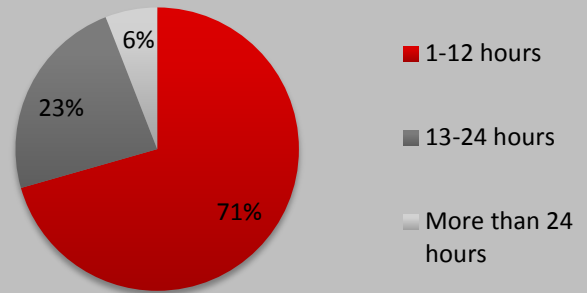
George Kanellopoulos

Address: 455 Ridge Drive Naples, FL 34108 **Phone:** (614) 299-9940 **Email:** OSUproperties.com

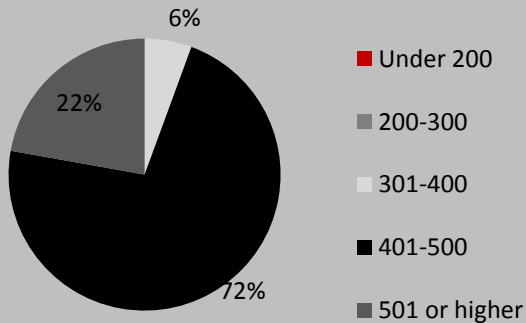
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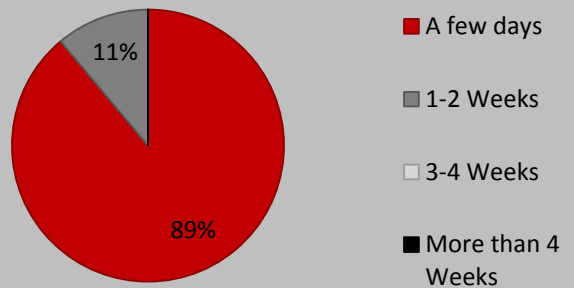
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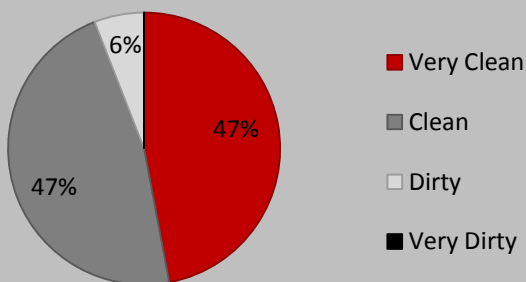
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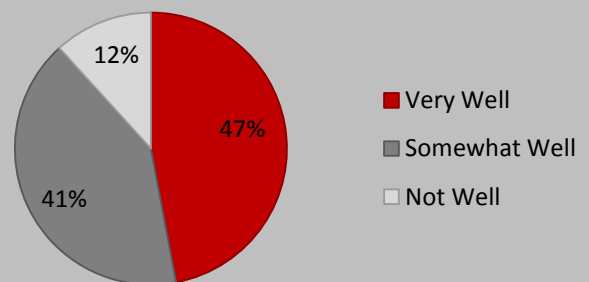
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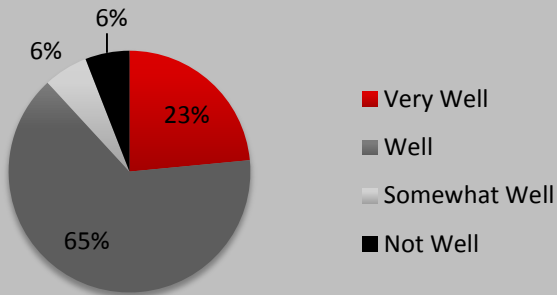


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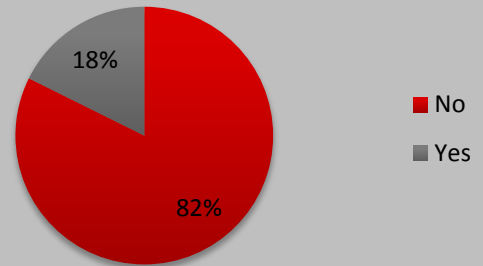


George Kanellopoulos

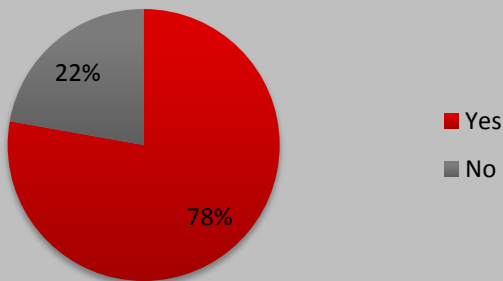
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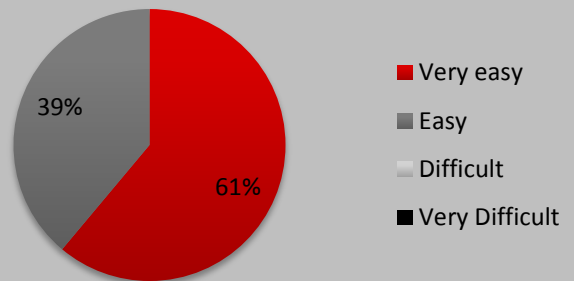
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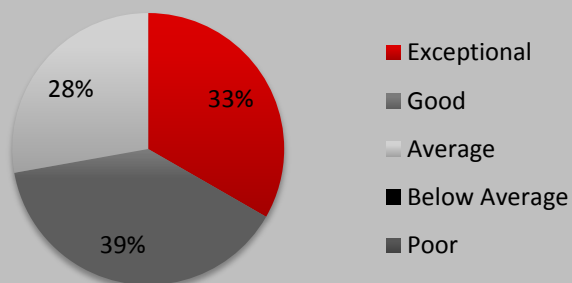
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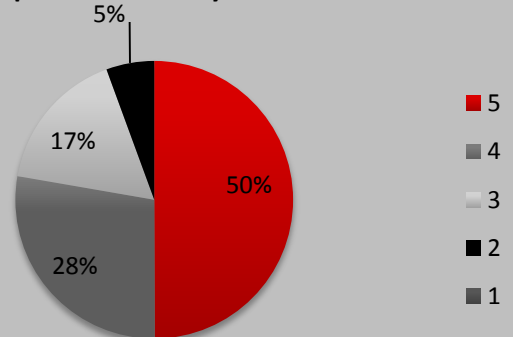
How easy was it to contact the realtor with concerns or requests?



The overall condition of the property was?

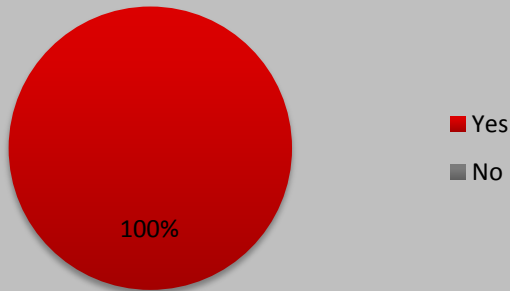


How would you rate the overall performance of your realtor?

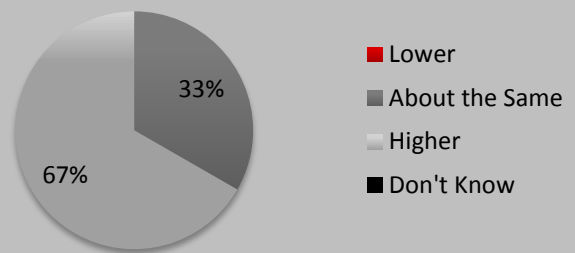


George Kanellopoulos

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



How do you feel your rent costs compare to similiar properties in your area?



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
61.1%	16.7%	5.6%	0%	38.9%	5.6%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
27.8%	61.1%	11.1%	0%

How available is parking at your rental property?

Very	Somewhat	Not very
88.9%	11.1%	0%

How many parking spots were included as part of your rental?

None	1	2	3+
11.1%	0%	11.1%	77.8%

George Kanellopoulos

Comments

▪ **Positive:**

- George is very strict he does not allow large parties due to this fact he is able to keep the property in great condition. He may get bad reviews because of this but I was always able to study and didn't have to worry about excessive noise. At the same time parties that were under control were fine.
- I like being able to pay rent online.
- Quick, Responsible, reasonable
- We were all very impressed by his timely response to maintenance issues.
- Very understanding, easy to reach. Helpful and did not try to rip us off. Rent is rather high, but for location it is not bad.
- George Kanellopoulos of OSU Properties is a great landlord-his properties may be a little more expensive but the company is great.

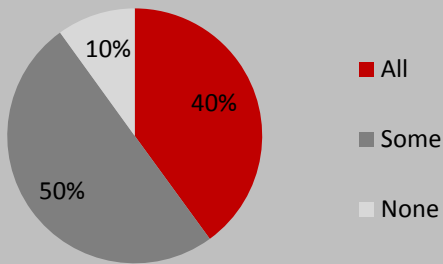
▪ **Negative:**

- Required professional carpet cleaning at the end of year
- The basement floods during rain storms.
- We were only allowed to use Time Warner for cable and internet
- \$120 every month for water is ridiculous (\$17/person)
- Overall, George responds to maintenance requests in a timely manner. However, when he sends employees to fix things, it isn't done very well. For example, we had a problem with our refrigerator this year; it was excessively leaking in the refrigerator and on the floor. Someone "fixed" it about 3 times before actual problem was fixed.
- I have been had George as a landlord for the past two years. In general, he does the minimum in order to keep his tenants happy.

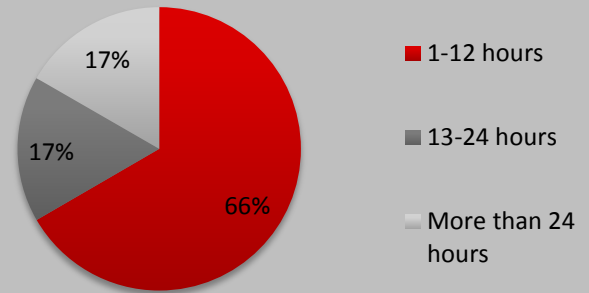
Harrison Apartments

Address: 22 West Lane Ave. **Phone:** (614) 294-5551 **Website:** harrisonapartments.com

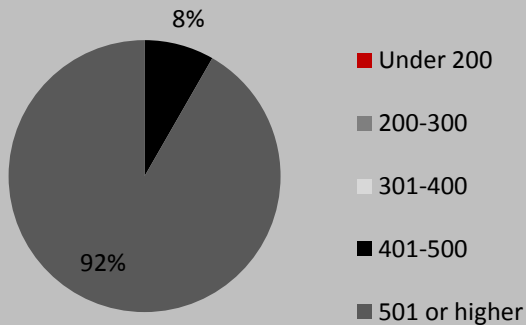
If your realtor agreed to complete repairs prior to your move in, how many were completed on time?



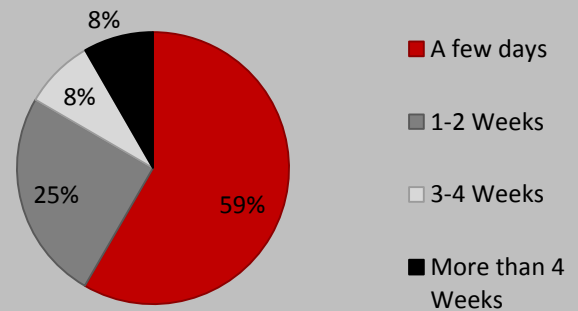
How soon does your realtor tend to your emergency maintenance concerns?



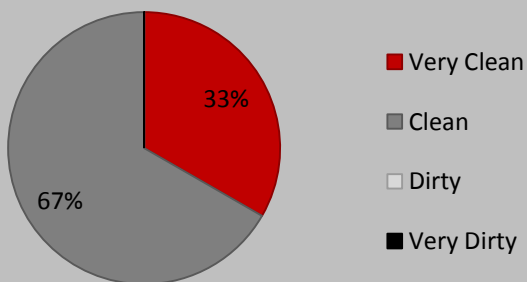
What is the monthly rent per person for your rental property?



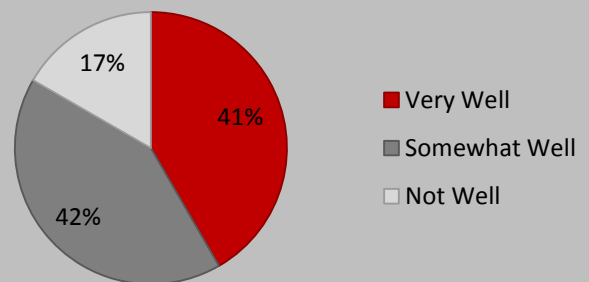
How soon does your realtor tend to general maintenance concerns?



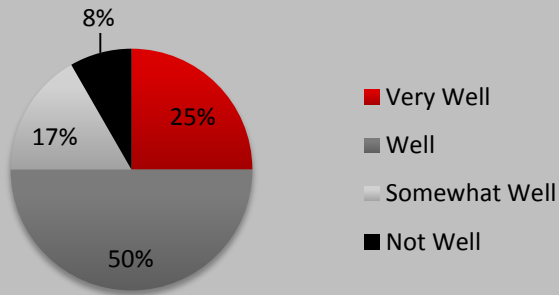
How clean was your rental property at the time of your move-in?



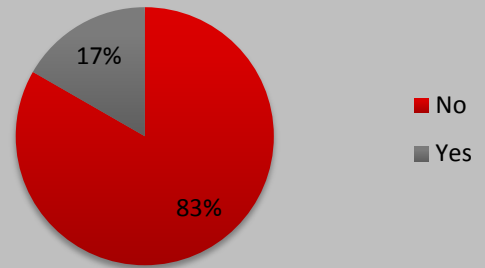
How well do you feel your realtor maintains the exterior of your unit?



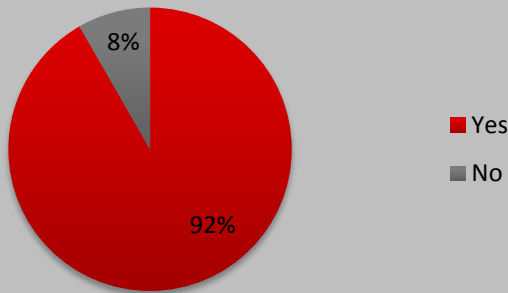
How well did your realtor describe to you your lease and all that it entailed?



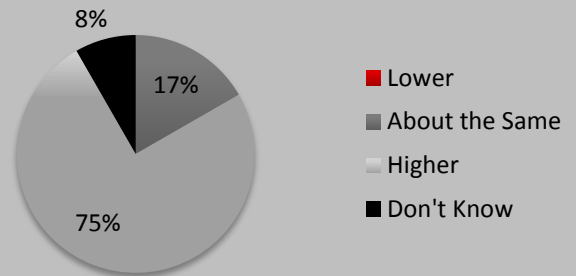
Were there any unpleasant surprises in your lease that your realtor failed to mention or only briefly mentioned during the lease signing?



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



How do you feel your rent costs compare to similar properties in your area?



Harrison Apartments

What utilities were included in your rent?					
Water	Electric	Gas	Cable	None	Other
100%	83.3%	83.3%	66.7%	0%	0%

How up-to-date are your appliances?			
New	Not very	Old	Old/bad
16.7%	58.3%	25%	0%

How available is parking at your rental property?		
Very	Somewhat	Not very
41.7%	58.3%	0%

How many parking spots were included as part of your rental?			
None	1	2	3+
41.7%	33.3%	25%	0%

Harrison Apartments

Comments

Positive:

- Harrison Apartments are good in all categories, but I feel like the price we pay for rent and what we get out of it is a little bit on the pricey side.

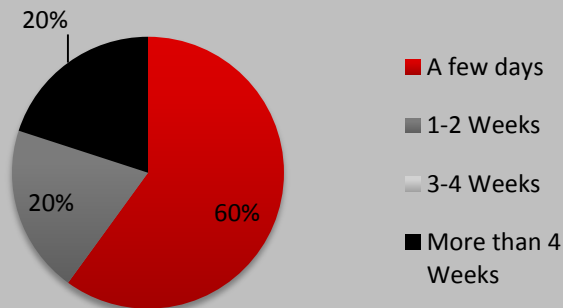
Negatives:

- If you move out early you have to pay full months' rent. You are forced to move out 2 days after finals ended. I paid \$630 for a week and a half. For a late move in, I paid \$630 for a week.
- Our refrigerator stopped working one weekend and we had to wait an entire two days because the person we called in the office said "we don't call maintenance for willy-nilly like this". Our food got spoiled and we had to throw out a lot because we couldn't get our refrigerator fixed right away.
- Also, they are doing renovations to increase the price for rent. We were only given notice the day before and the people that came in were loud and also left a mess of wood shavings in our bathroom for us to clean up.
- Everything was older. The bedrooms should have been up to date considering the enormous amount of money I was paying in rent (\$745). Still, it was livable.
- Maintenance requests were not taken care of in a timely manner. The woman at the front desk woman was often rude. There is charge of \$10 if you forget your key in your room. Rent was through the roof.
- Landlord refuses to do walk throughs near end of lease because if they do it for one person they must do it for all. Don't bank on getting your security deposit back, charge ridiculous amounts to fix things. The oven was probably 30-40 years old and we had to pay \$200 to clean it and replace drip pans. Bathroom floor was dirty at move in and impossible to clean, got charged for that. None of the windows actually open. Charged \$50 to replace a mattress cover that looked brand new when I moved out. Claimed the entire apartment was dirty when we moved out and roommates and I spent 2 days cleaning it from top to bottom. To top it all off, after they charged us to clean old appliances, old crappy floors, and other things, they remodel the entire unit with new stuff and essentially steal our money.
- Also showed us a very nice unit when we toured and stuck us in an old, crappy unit. DO NOT LIVE THERE!

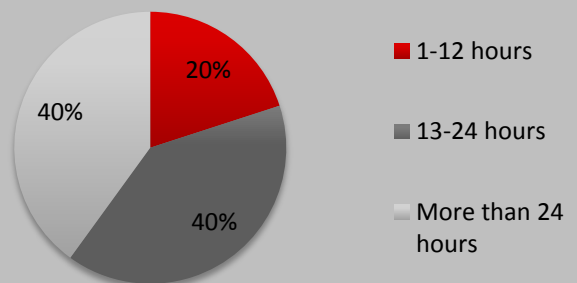
Heritage Apartments

Address: 1361 Presidential Dr. **Phone:** (877) 321- 6477 **Website:** rentheritage.com

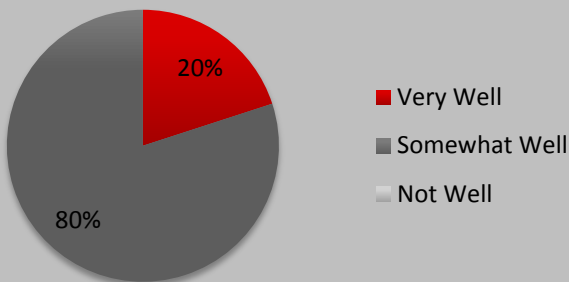
How soon does your realtor tend to general maintenance concerns?



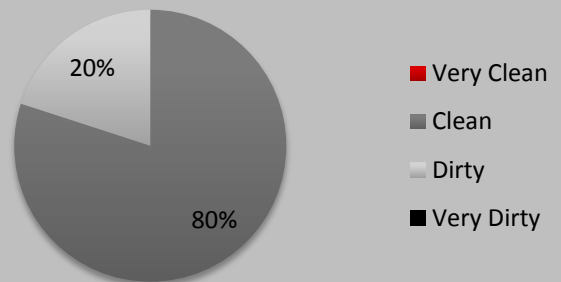
How soon does your realtor tend to emergency maintenance concerns?



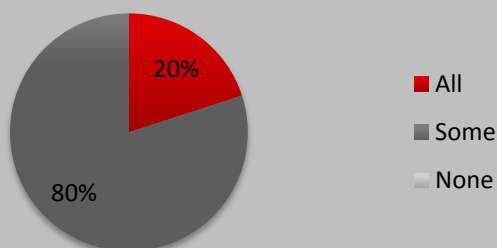
How well do you feel your realtor maintains the exterior of your unit?



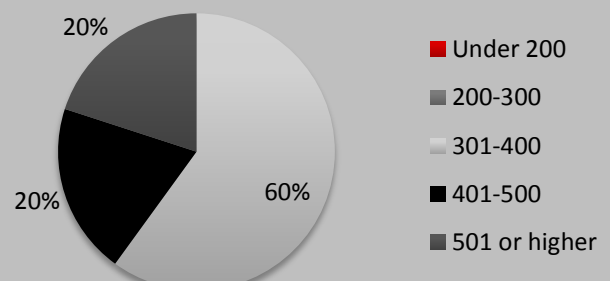
How clean was your rental property at the time of your move in?



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

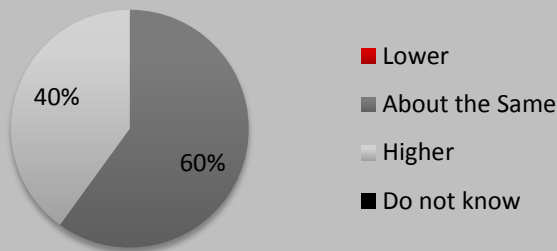


What is the monthly rent per person for your rental property?

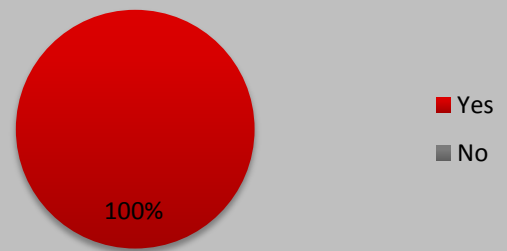


Heritage Apartments

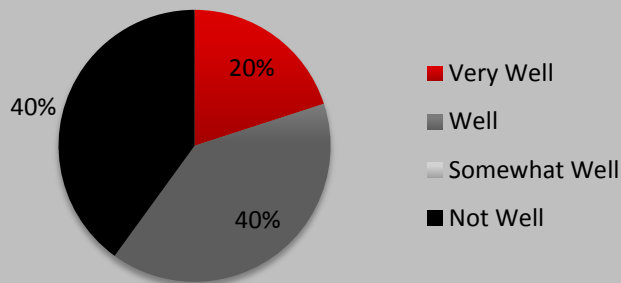
How do you feel your rental costs compare to similar properties in the area?



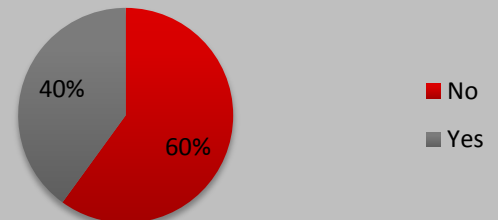
In general, does your realtor provide adequate safety measures for your rental property?



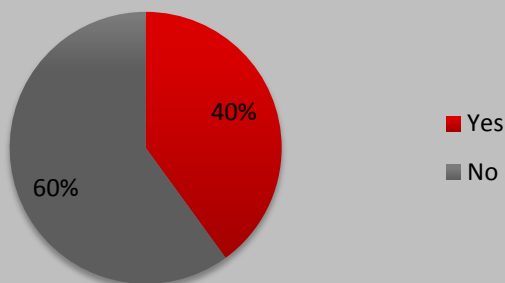
How well did your realtor describe to you your lease and all that it entailed?



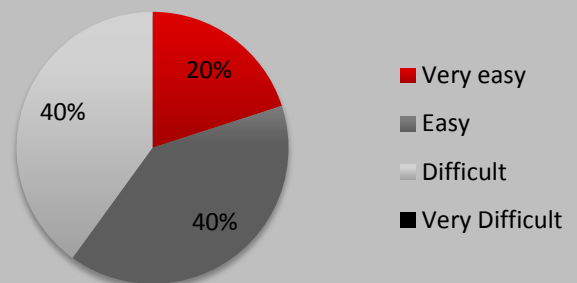
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Would you rent from your current realtor in the future?

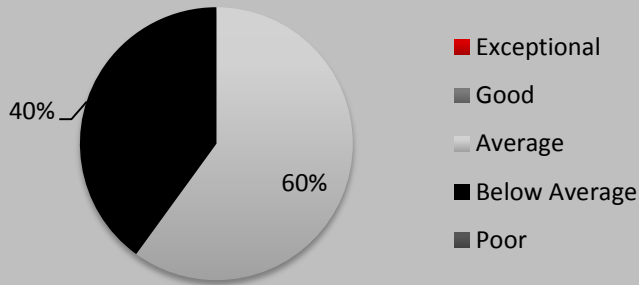


How easy was it to contact the realtor with concerns or requests?

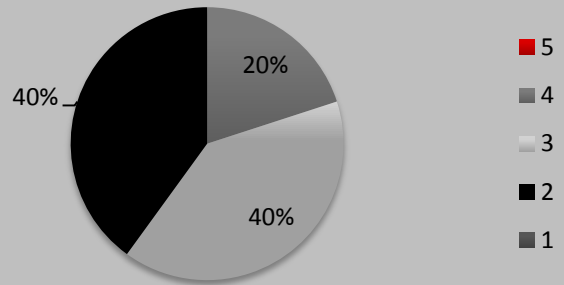


Heritage Apartments

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
20%	0%	0%	60%	20%	20%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
40%	40%	20%	0%

How available is parking at your rental property?

Very	Somewhat	Not very
60%	40%	0%

How many parking spots were included as part of your rental?

None	1	2	3+
20%	20%	20%	40%

Heritage Apartments

Comments

Positive:

- The staff was hard to contact but overall nice people.
- It was convenient and easy to get a lease.

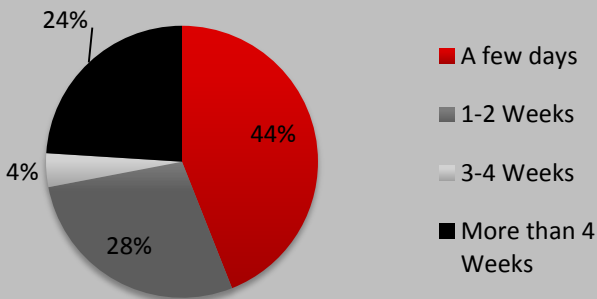
Negative:

- We initially did a walkthrough in one of the model apartments. We were told that the model we chose would be slightly smaller than the one toured and did not include a washer or dryer. Other than that the apartments were the same. We were very surprised to find out that our apartment was not nearly as nice as the one we were shown. The appliances were all old and run down. The bathroom was horrible compared to the one we saw. It was VERY small, and the shower wasn't a normal bathtub. It was awkwardly shaped metal rectangular tub that did not look like it was professionally installed. The counter around the sink wasn't even connected. If you bumped into it too hard it would shift. The sink dripped water for months and after many maintenance requests; we ended up fixing it ourselves. We fell victim to the old 'bait and switch' method that some realtors use when trying to get you to sign a lease.
- It looks great at first but almost everything besides the appliances in the kitchen needed replaced. There were also roaches!
- Our lease ended a month sooner than we were originally told.
- I was unable to escrow rent for the standing water in the laundry facility in the basement. It began growing mold or algae and the inner stairwell of our apartment smelled for about 4 months.
- There were roaches and the air conditioner, heater and toilet were all broken.

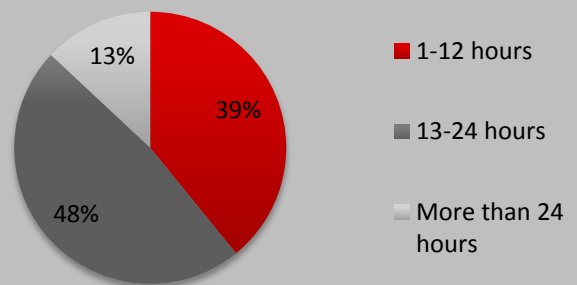
Hometeam Properties

Address: 28 E. 11th Ave **Phone:** (614) 291 - 2600 **Website:** hometeamproperties.com

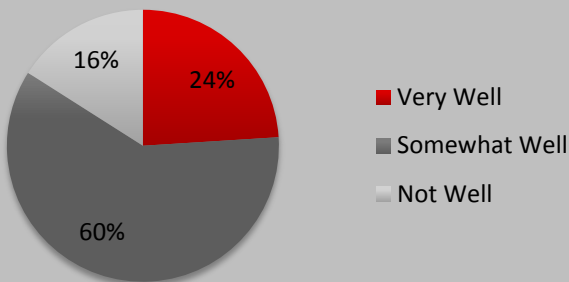
How soon does your realtor tend to general maintenance concerns?



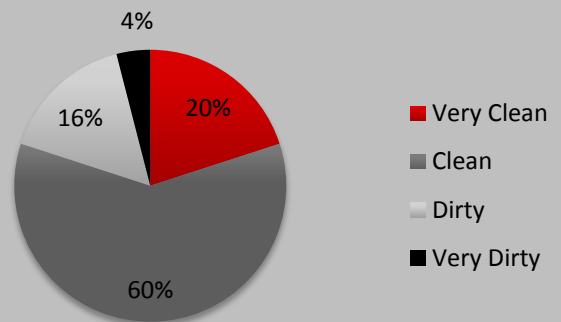
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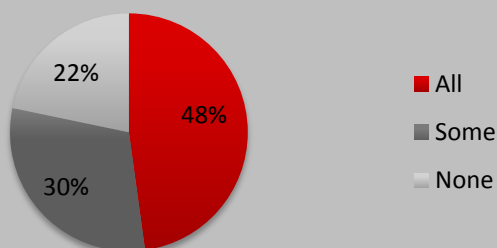
How well do you feel your realtor maintains the exterior of your unit?



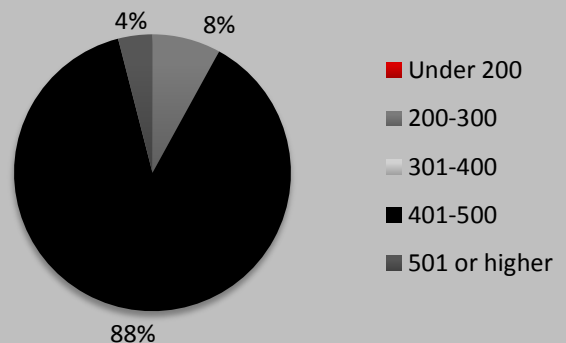
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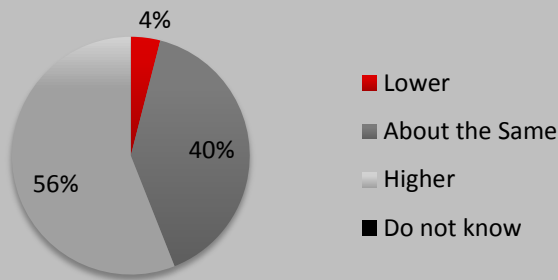


What is the monthly rent per person for your rental property?

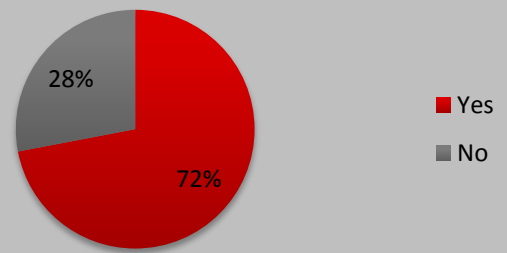


Hometeam Properties

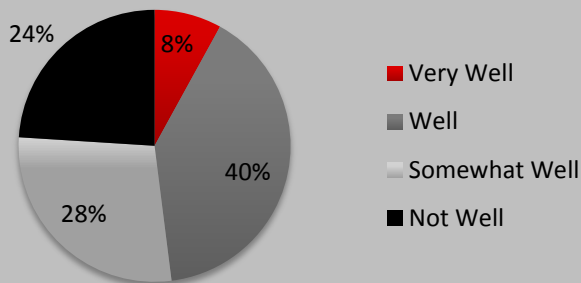
How do you feel your rental costs compare to similar properties in the area?



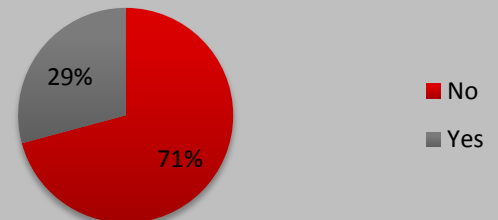
In general, does your realtor provide adequate safety measures for your rental property?



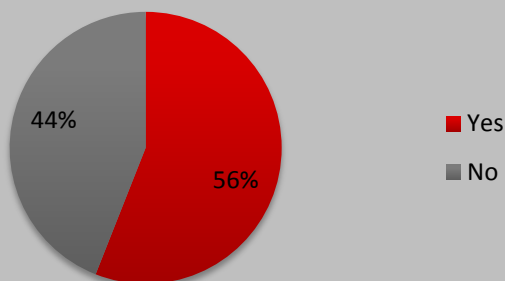
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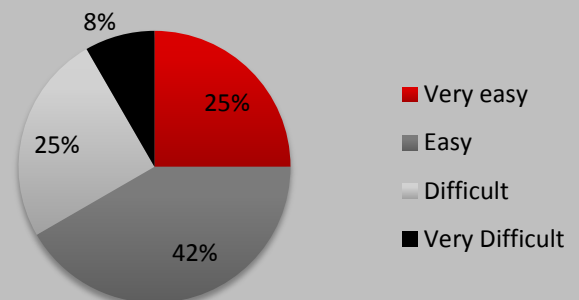
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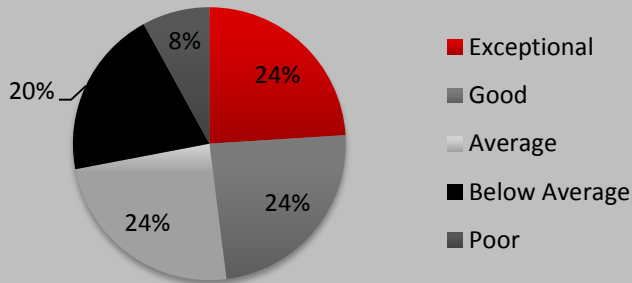


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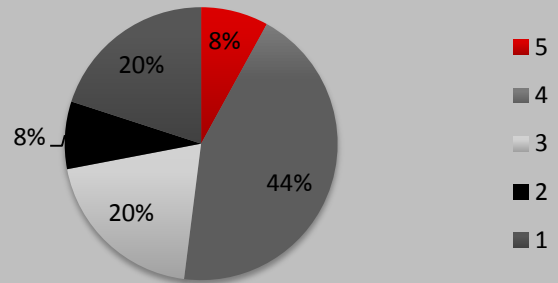


Hometeam Properties

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
12%	4%	4%	0%	80%	4%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
20%	52%	16%	12%

How available is parking at your rental property?

Very	Somewhat	Not very
52%	32%	16%

How many parking spots were included as part of your rental?

None	1	2	3+
4%	8%	16%	72%

Hometeam Properties

Comments

Positive:

- At our request, they had a security system installed at no charge to us (we only pay the monitoring fee) and the only maintenance request we did submit was performed same-day; They are also allowing us a flexible move-out/ move-in date (at no extra charge for the early move-in) since we are leasing with them a second time, but at a different property--So all in all, I've been very pleased with my leasing experience here. They seem to put a lot of effort into remodeling their houses, etc.
- Our house was broken into over spring break, and our landlord responded within a few hours and replaced both exterior doors with steel plated doors. They also improved the dead bolts. It was great having this timely response and concern for our safety.
- Upon move in they were genuinely interested in our wellbeing, making sure to answer any questions we had and they gave us a move in present of household items which was a nice surprise.
- Good realtor company, not so good landlord. Fixed items, but took too long to complete them.

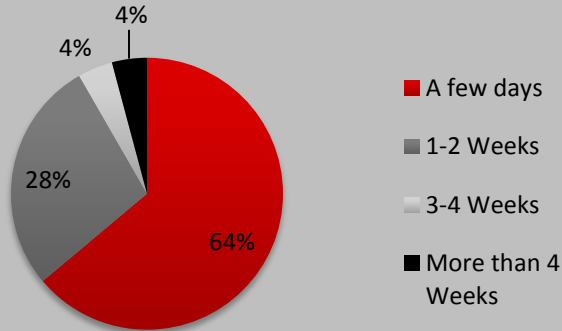
Negative:

- They failed to mention that our property was actually owned by CORE real estate.
- Their leases are more strict about tenant expectations (e.g. Changing Furnace Filters, picking up trash in the yard after parties, extra cleaning fee for pets, etc.), but they are reasonable requests to keep their properties in good condition & maintenance manageable.
- They started repair projects in the beginning of the year and never completed them. I had an open ceiling in my bathroom for the whole year. There were frequent water leaks due to old plumbing and holes in the roof(rain). The water damaged some occupant's electronics and they had to purchase new ones without reimbursement from home team.
- Our house was in great condition when we moved out and they still charged us an enormous amount out of our security deposit. Our fathers confirmed it and we even filmed the place with a video before we left. We showed Hometeam and they just gave us some (not enough) money back. We were too tired of them to take legal action.

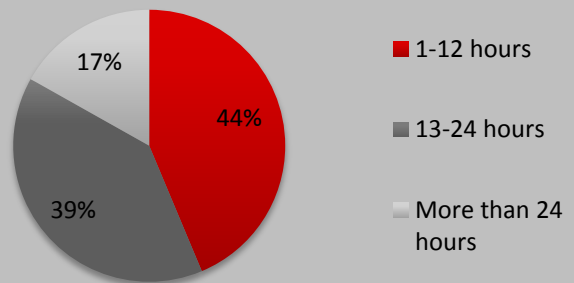
Inn Town Homes & Apartments

Address: 2104 Tuller St. **Phone:** (614) 294 - 1684 **Website:** inntownhomes.com

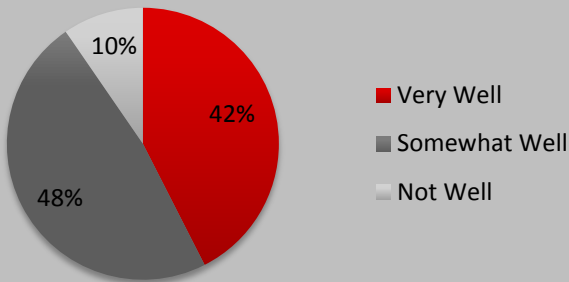
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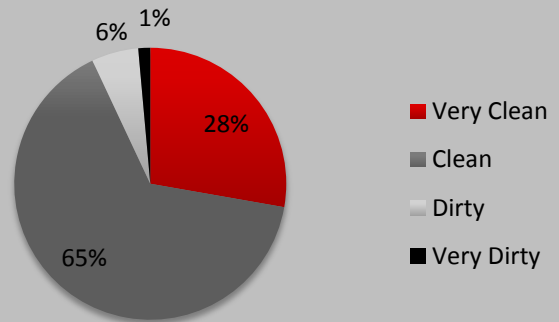
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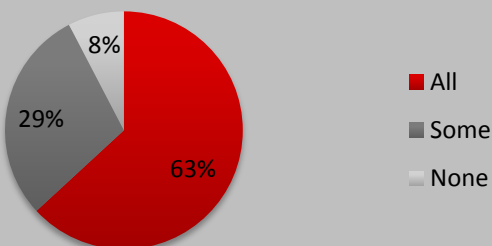
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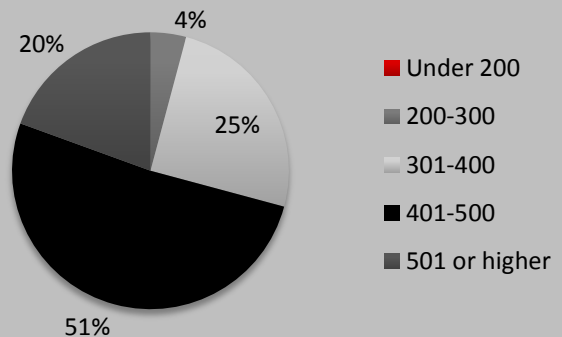
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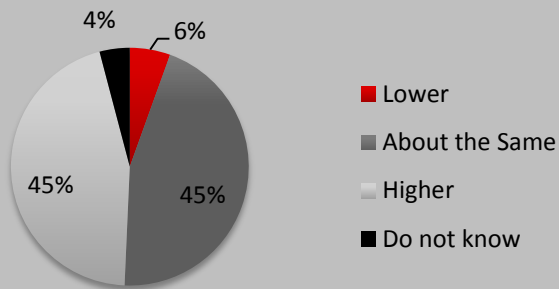


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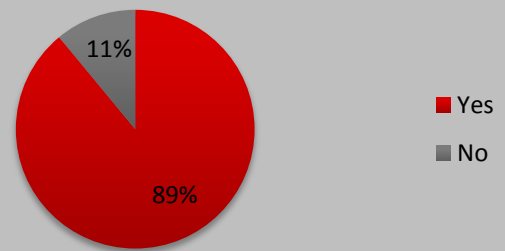


Inn Town Homes & Apartments

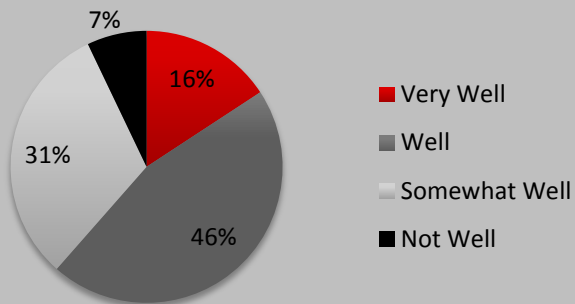
How do you feel your rental costs compare to similar properties in the area?



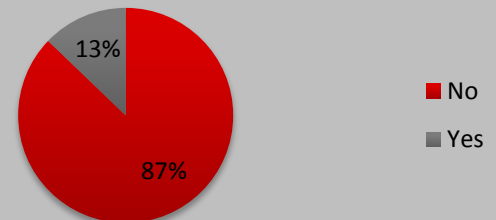
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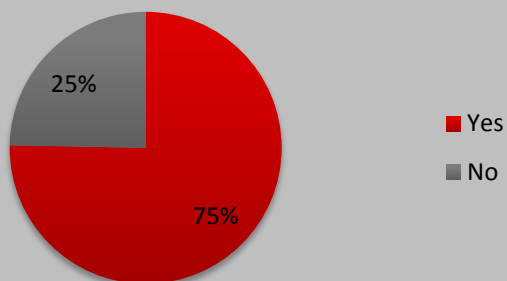
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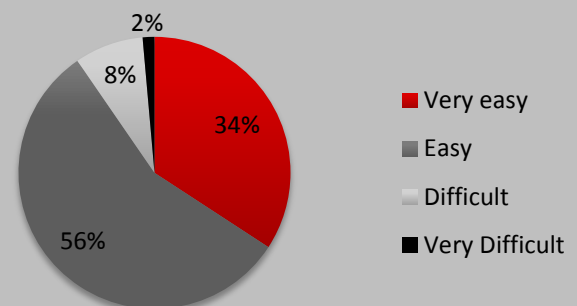
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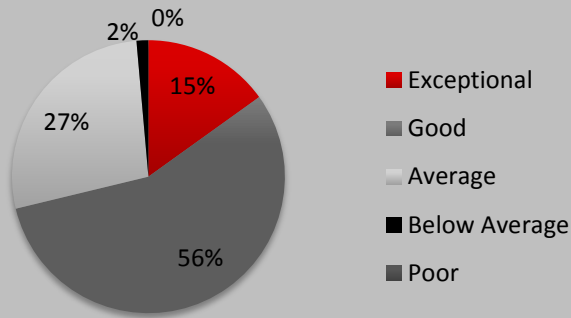


How easy was it to contact the realtor with concerns or requests?

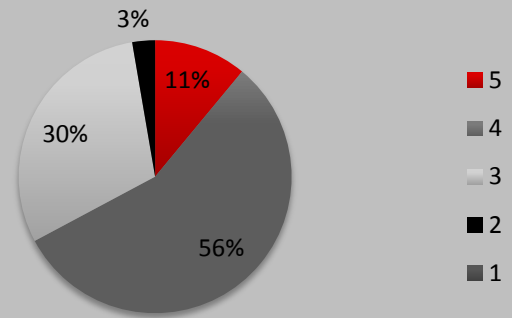


Inn Town Homes & Apartments

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?					
Water	Electric	Gas	Cable	None	Other
89%	9.6%	19.2%	6.8%	9.6%	2.7%

How up-to-date are your appliances?			
New	Not very	Old	Old/bad
4.1%	74%	19.2%	2.7%

How available is parking at your rental property?		
Very	Somewhat	Not very
27.4%	52.1%	20.5%

How many parking spots were included as part of your rental?			
None	1	2	3+
15.1%	35.6%	38.4%	11%

Inn Town Homes & Apartments

Comments

Positive:

- Inn Town was great working with us according to our specific situation. I won't get into details but some things went wrong and they worked to help us out.
- Inn Town was by far the best realty company I lived with while attending Ohio State. They were always quick to respond to maintenance requests; they were personable, and very helpful with any issues we experienced. I highly recommend renting with them.
- There is an office that has someone in it 24 hours a day; it is easy to contact someone if there is a problem.
- The maintenance staff was very good. We were concerned about the safety of our locks when there were several off-campus break ins. I called and they were at our apt within the hour replacing our old locks and installing additional locks for our protection.

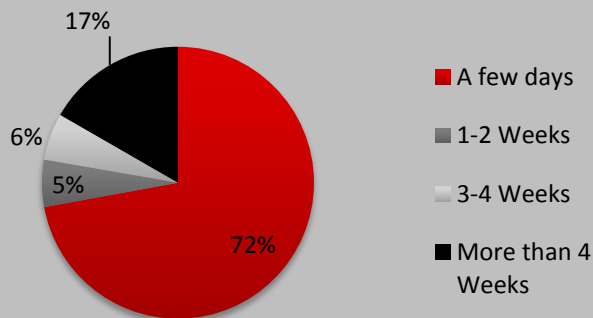
Negative:

- Office staff was very unprofessional.
- Parking pass was another \$400.00 on top of rent.
- The outside part of our apartment is never cleaned. The internet connection is terrible because there are so many different networks in such a small area. The electric box turns off several times a day.
- The main area outside of the apartment complex needs to be kept cleaner. The stairs and public area is disgusting, there is always food, trash, and bottles everywhere and it smells terrible.
- Our real estate company seems to be motivated by profit. While I understand that real estate management is big business, obvious spending shortcuts have been taken. Our air conditioning unit is inefficient and not effective. The insulation is very poor. Also, maintenance is slow or unresponsive.
- For the amount of rent, there is no reason why some of the items on the deposit deductions should cost so much.

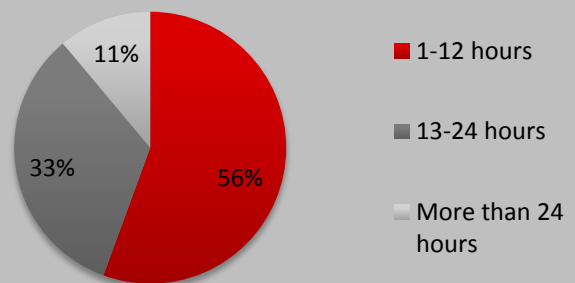
Kohr Royer Griffith Inc.

Address: 2244 Neil Ave. **Phone:** (614) 291 - 8000 **Website:** krg1.com

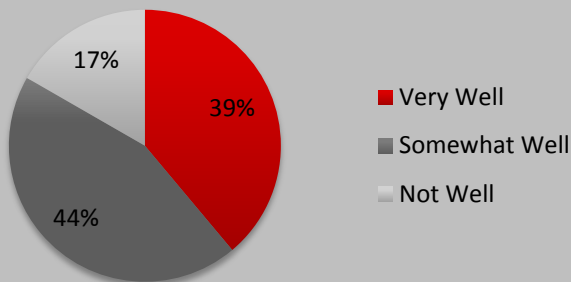
How soon does your realtor tend to general maintenance concerns?



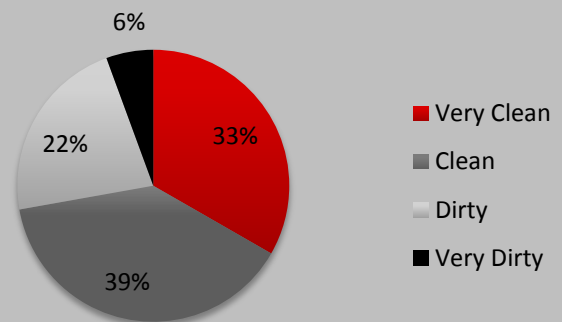
How soon does your realtor tend to emergency maintenance concerns?



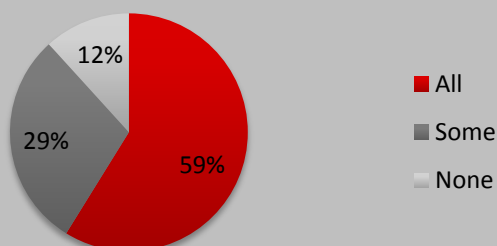
How well do you feel your realtor maintains the exterior of your unit?



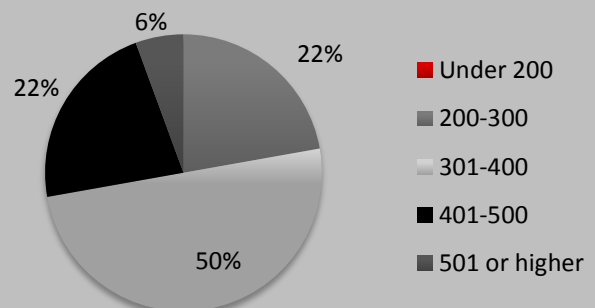
How clean was your rental property at the time of your move in?



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

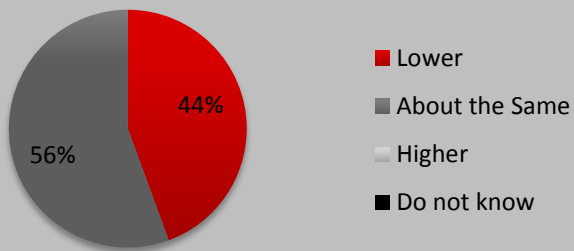


What is the monthly rent per person for your rental property?

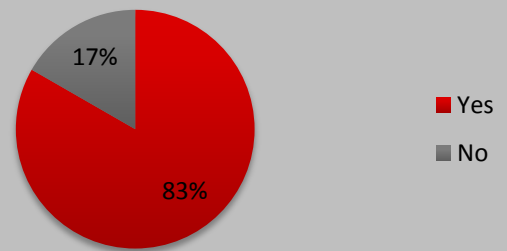


Kohr Royer Griffith Inc.

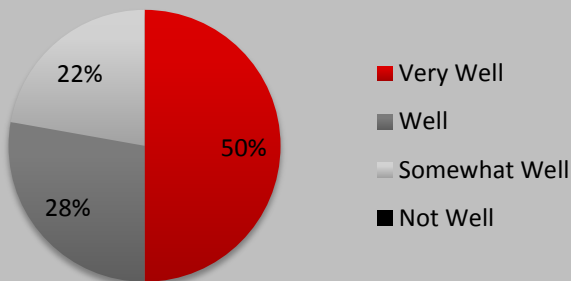
How do you feel your rental costs compare to similar properties in the area?



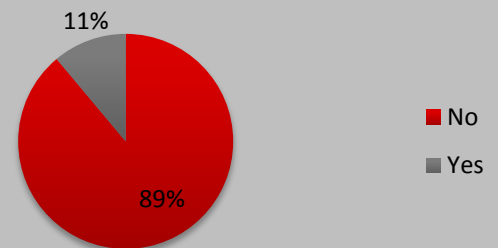
In general, does your realtor provide adequate safety measures for your rental property?



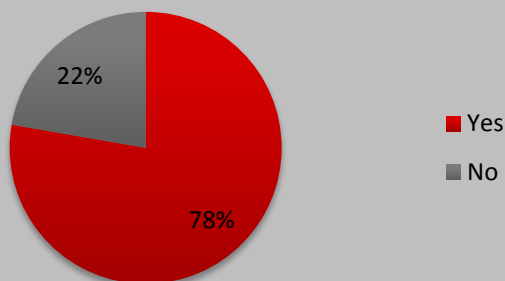
How well did your realtor describe to you your lease and all that it entailed?



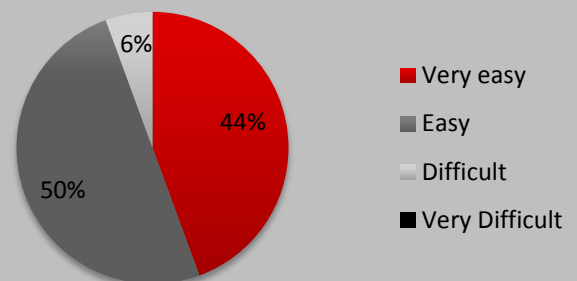
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Would you rent from your current realtor in the future?

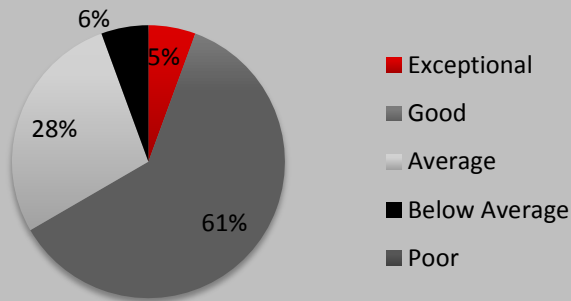


How easy was it to contact the realtor with concerns or requests?

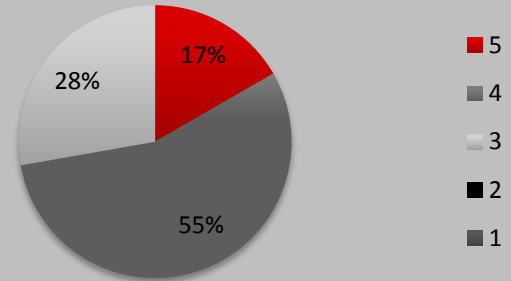


Kohr Royer Griffith Inc.

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
55.6%	5.6%	16.7%	0%	38.9%	5.6%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
33.3%	44.4%	16.7%	5.6%

How available is parking at your rental property?

Very	Somewhat	Not very
44.4%	38.9%	16.7%

How many parking spots were included as part of your rental?

None	1	2	3+
16.7%	11.1%	50%	11.1%

Kohr Royer Griffith

Comments

Positive:

- The experience was so good that I'm renting the same unit for the third year in a row.
- Even for something as unimportant as unclogging the shower, the repairmen are universally prompt.
- The property manager, Pat, is wonderful, and repairs etc. are dealt with very quickly.

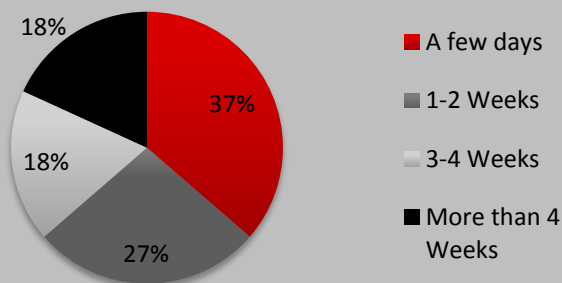
Negative:

- We had problems when we moved in. A window has never been fully replaced and we did not have locks on our downstairs windows. It took a few months for someone to put wood in the windows, but locks were never installed.
- The person who normally answers the phone at the office is not sociable and typically mean, but there are people who work for/ contract with KRG who are very nice. It takes them a long time to get things fixed. Some things that we were told would be done when we moved in still have not been done (including window locks on the ground floor). On the bright side, when someone finally comes to fix things, they are usually very pleasant and offer to fix anything else they see that needs tending to. KRG has a lot of properties, many of which are not student leased. It is clear the student-leased properties come second to their other properties when it comes to fixing utility and structural related problems. On the up side, if you don't want to be bothered by your landlords and can live with a few problems (sometimes including no AC or up to a week). KRG is great because they don't come around much.
- Our landlord made a big deal of a few small instances, despite our rent always being paid on time.
- They just never fixed a couple holes in the wall that were here when I moved in.

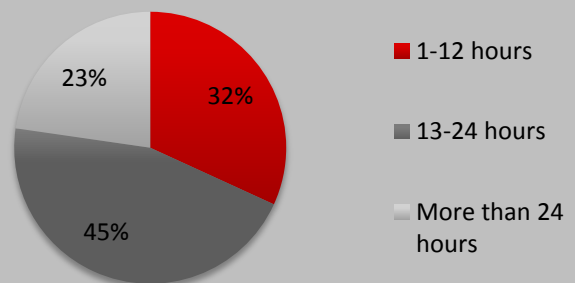
My First Place

Address: 3006 N High St, Ste. B **Phone:** (614) 429-0960 **Website:** my1stplace.com

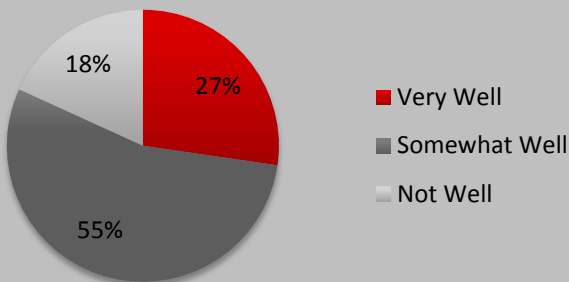
How soon does your realtor tend to general maintenance concerns?



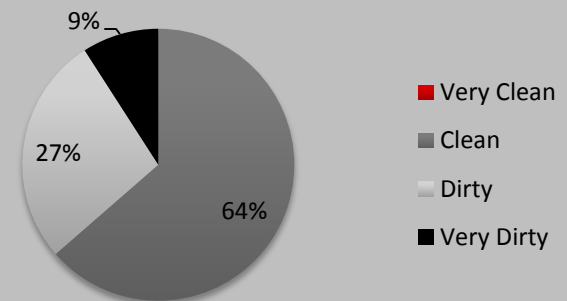
How soon does your realtor tend to emergency maintenance concerns?



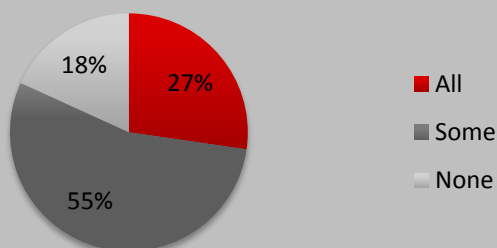
How well do you feel your realtor maintains the exterior of your unit?



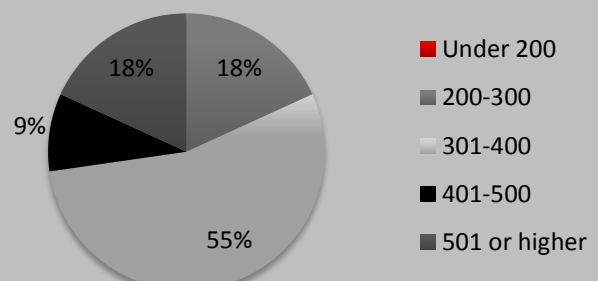
How clean was your rental property at the time of your move in?



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

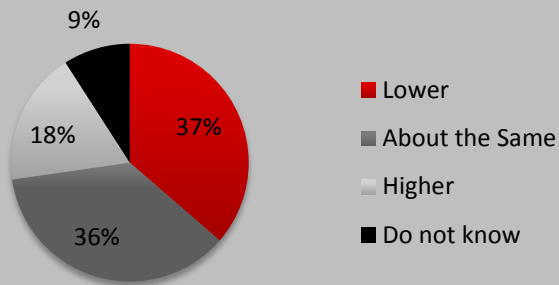


What is the monthly rent per person for your rental property?

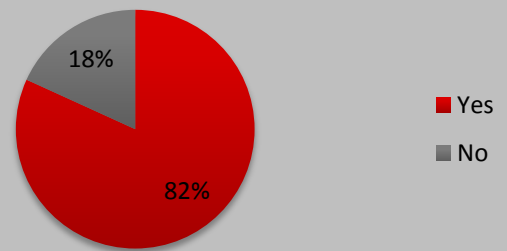


My First Place

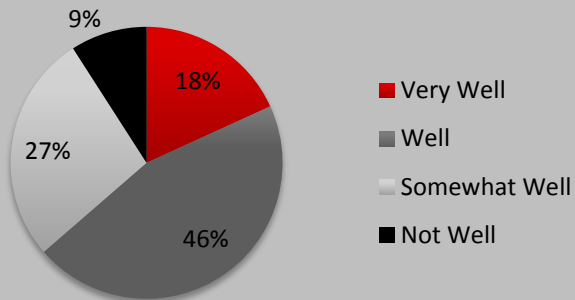
How do you feel your rental costs compare to similar properties in the area?



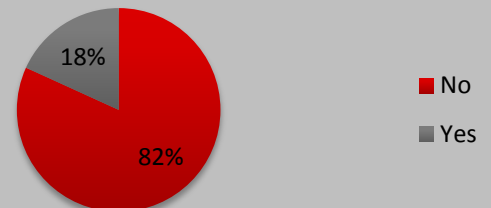
In general, does your realtor provide adequate safety measures for your rental property?



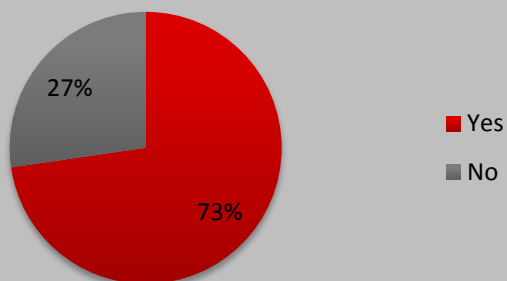
How well did your realtor describe to you your lease and all that it entailed?



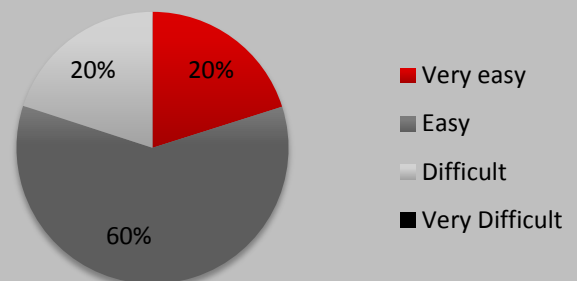
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Would you rent from your current realtor in the future?

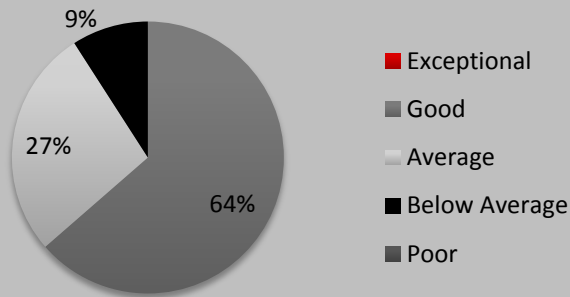


How easy was it to contact the realtor with concerns or requests?

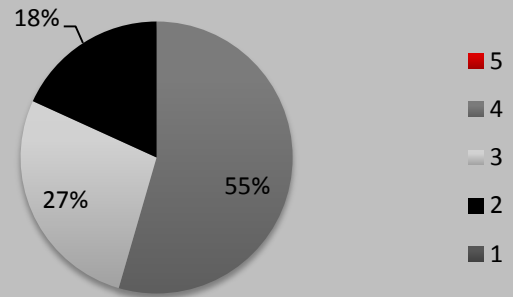


My First Place

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
36.4%	9.1%	9.1%	0%	63.6%	9.1%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
0%	45.5%	36.5%	18.2%

How available is parking at your rental property?

Very	Somewhat	Not very
36.4%	36.4%	27.3%

How many parking spots were included as part of your rental?

None	1	2	3+
36.4%	18.2%	36.4%	9.1%

My First Place

Comments

Positive:

- The landlord gave me his number and told me not to hesitate to call with any questions or concerns. That was great because I did not have to deal with anyone at the realtor's office that would inevitably have to call the landlord anyway. Therefore, it was really convenient.
- The outside of my apartment is kept in beautiful condition; I just wish the landlord put in more effort to maintain the interiors.

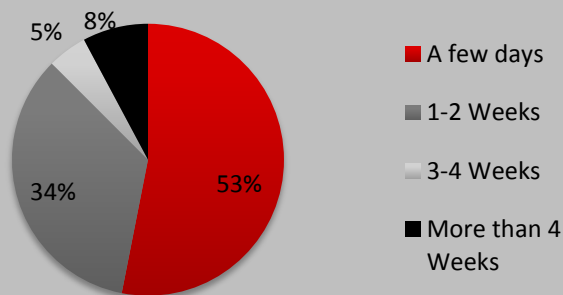
Negative:

- Had to constantly remind him over and over about issues with the house, and even then it was hard to get a response. The maintenance crew was creepy and was not very trust worthy.
- My Realtor was fine, but they do not handle any of the maintenance, my landlord is supposed to do everything. He is very slow to respond to requests.
- The landlord should definitely hire a new maintenance guy because the one he has is beyond worthless and extremely unreliable.
- There were massive rats, ants, and many other critters living in the house.

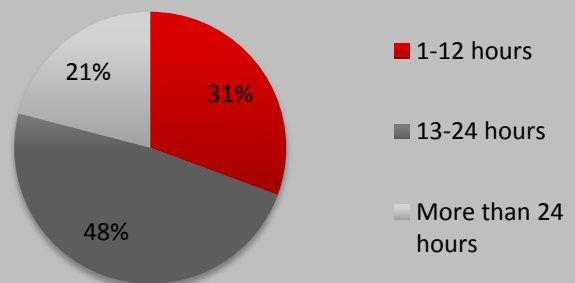
North Steppe Realty

Address: 10 E 17th Ave **Phone:** (614) 299 - 4110 **Website:** ohioaterentals.com

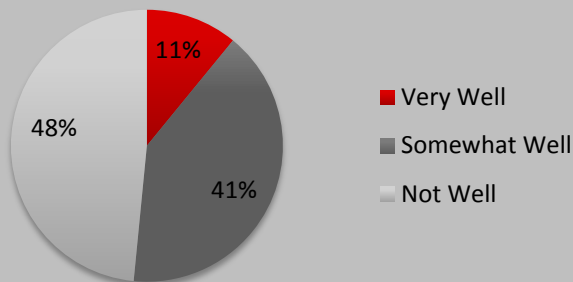
How soon does your realtor tend to general maintenance concerns?



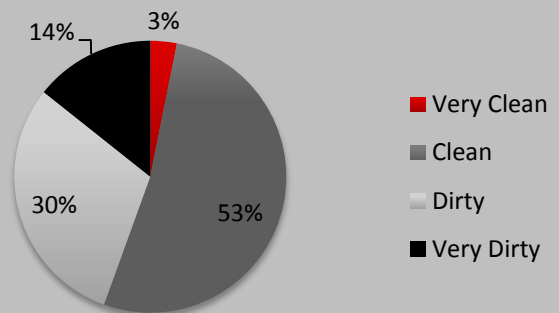
How soon does your realtor tend to emergency maintenance concerns?



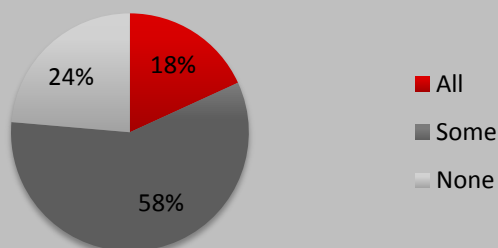
How well do you feel your realtor maintains the exterior of your unit?



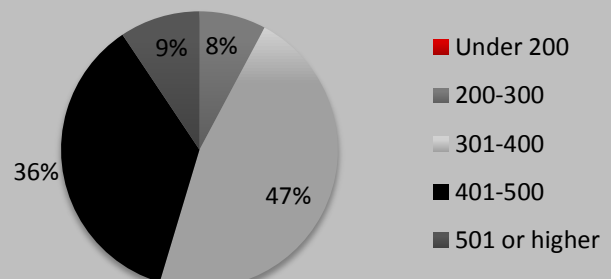
How clean was your rental property at the time of your move in?



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

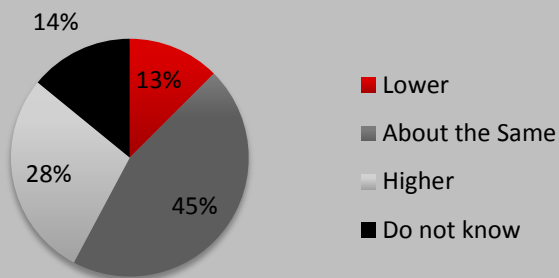


What is the monthly rent per person for your rental property?

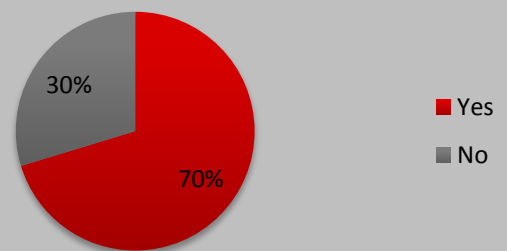


North Steppe Realty

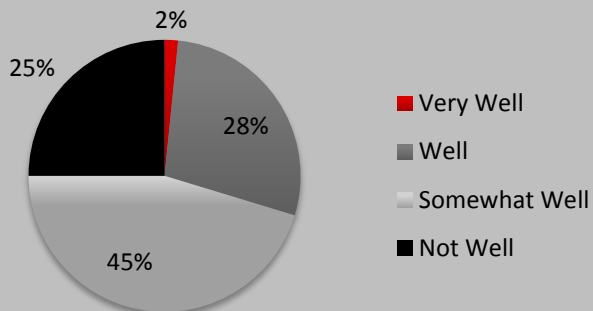
How do you feel your rental costs compare to similar properties in the area?



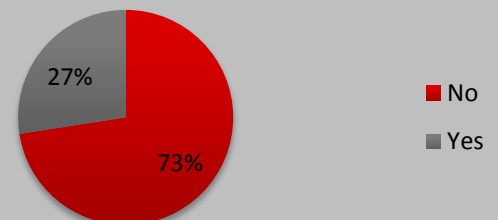
In general, does your realtor provide adequate safety measures for your rental property?



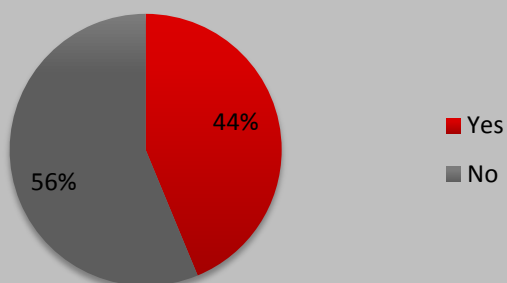
How well did your realtor describe to you your lease and all that it entailed?



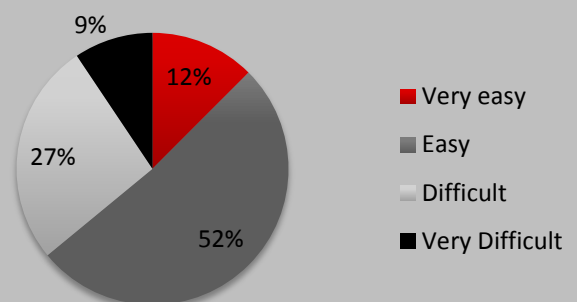
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Would you rent from your current realtor in the future?

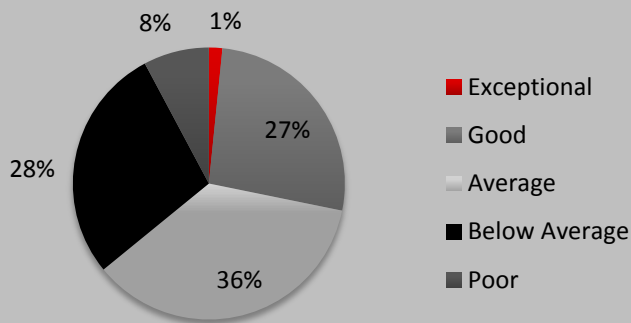


How easy was it to contact the realtor with concerns or requests?

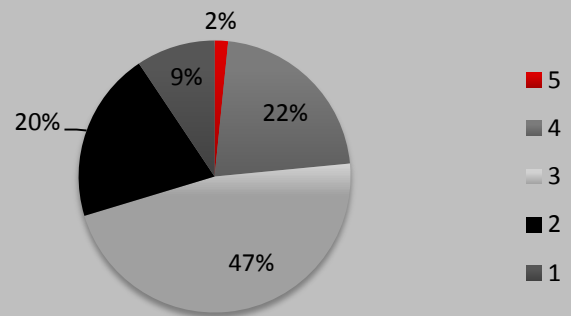


North Steppe Realty

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
87.5%	9.4%	14.1%	1.6%	10.9%	1.6%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
17.2%	51.6%	25%	6.3%

How available is parking at your rental property?

Very	Somewhat	Not very
28.1%	48.4%	23.4%

How many parking spots were included as part of your rental?

None	1	2	3+
50%	21.9%	6.3%	20.3%

North Steppe Realty

Comments

Positive:

- I had read a lot of nightmarish stories online about leasing with North Steppe Realty, so I was very wary going into this lease. However, I found their responses to be incredibly timely, their workers to be considerate and knowledgeable, and overall I really enjoyed my experiences in renting with them. Very quick responses to all problems ever discovered a frozen air conditioner for me during the summer months when no one was staying at the property.

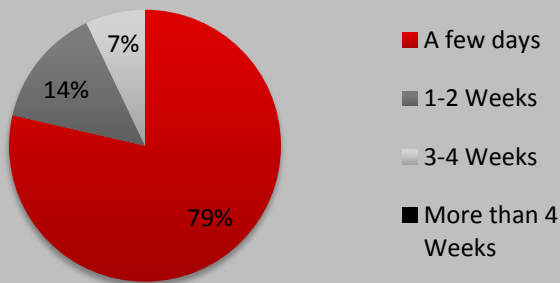
Negative:

- A second electrical box was unmentioned until our electricity was shut off for lack of payments (bills we never received). We learned very late our lease ended 15 days before expected (the extra days would have been consistent with EVERY OTHER REALTOR). We were told we had central AC but we didn't
- Carpet needed replacing, still hasn't been replaced to date.
- Included utilities are not a part of the listed rent payment, but are extra and mandatory
- Must include a receipt from a professional carpet cleaner upon moving out (ends up being close to \$100) - if not they will charge min of \$150
- We were told it included 1 parking space; the space it referenced actually belongs to the house next door.
- The landlord was overall unconcerned with any problems encountered during the lease. Repairs were completed in the cheapest and barely functional manner. Property was barely minimally maintained, as were the units. It was clearly apparent this company operates only to make a profit; all other concerns, including tenants and property, are afterthoughts.
- They came into our house more than once a day during winter quarter to show it to people to rent next year. It was very intrusive and they did not always call ahead to give the 24 hours notice.

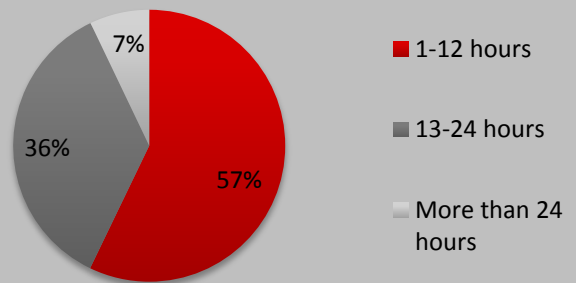
Ohio State Properties

Address: PO Box 82150 **Phone:** (614) 348-8474 **Website:** ohiostateproperties.com

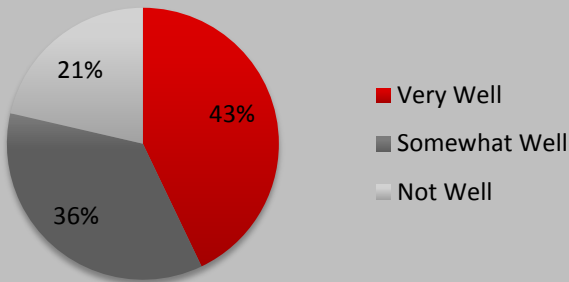
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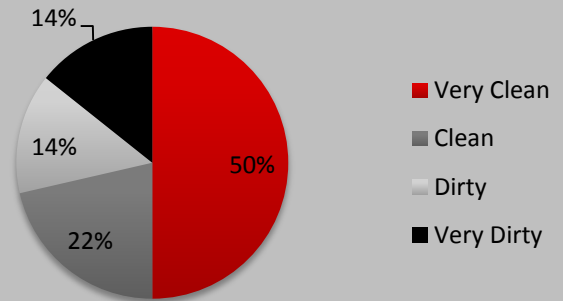
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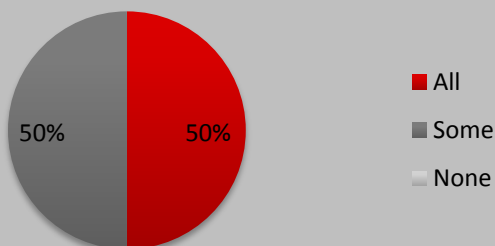
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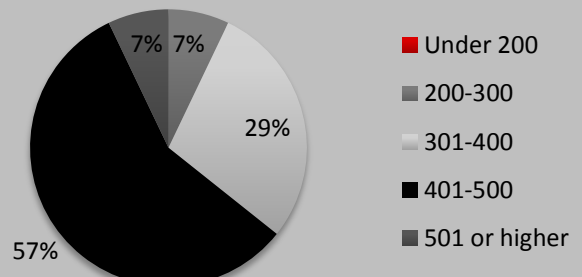
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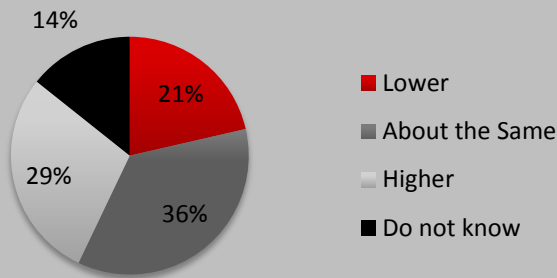


What is the monthly rent per person for your rental property?

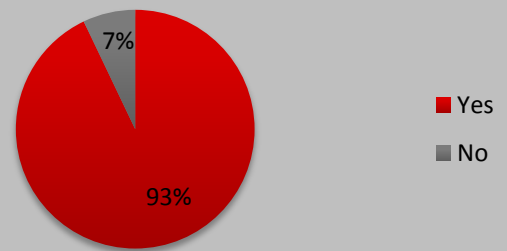


Ohio State Properties

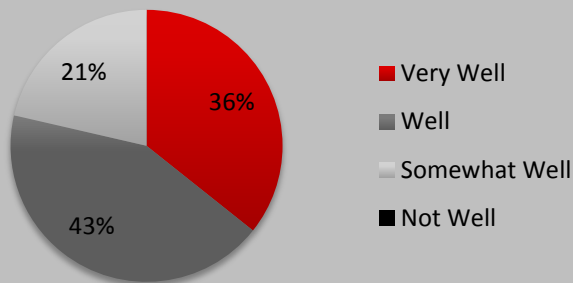
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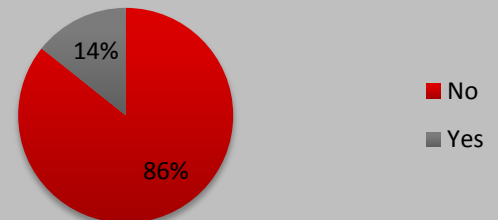
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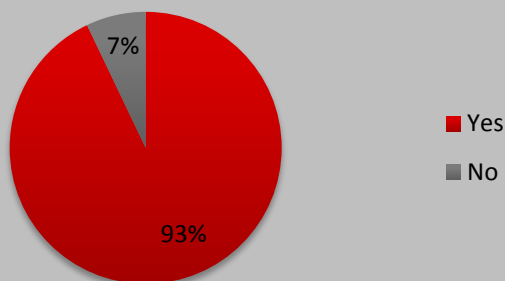
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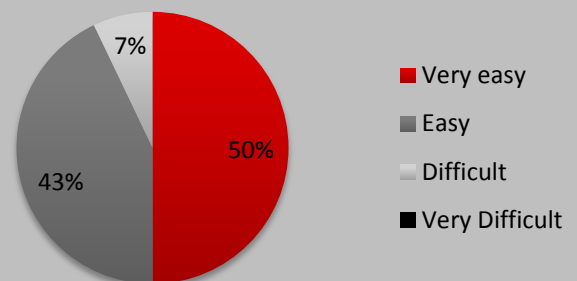
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Would you rent from your current realtor in the future?

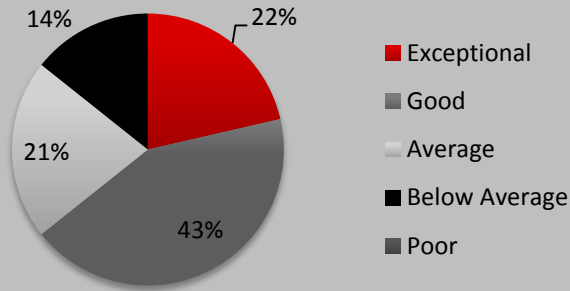


How easy was it to contact the realtor with concerns or requests?

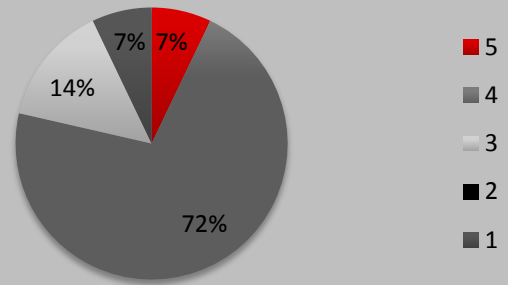


Ohio State Properties

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
35.7%	21.4%	21.4%	14.3%	64.3%	0%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
35.7%	57.1%	7.1%	0%

How available is parking at your rental property?

Very	Somewhat	Not very
92.9%	7.1%	0%

How many parking spots were included as part of your rental?

None	1	2	3+
0%	14.3%	35.7%	50%

Ohio State Properties

Comments

Positive:

- They handle maintenance requests so fast-sometimes in the same day. I have lived there less than a year and they have changed the air conditioning filters twice. Everything was very clean when we moved in and if there are any repairs needed they do it-no matter how small.

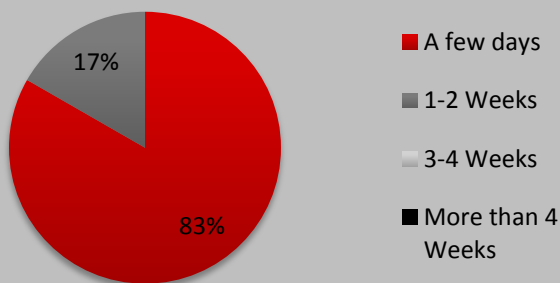
Negative:

- No pets, no extra air conditioners, no candles, etc.

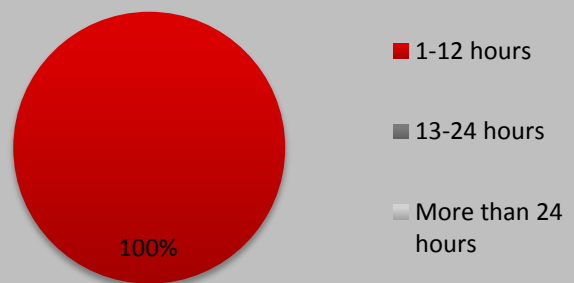
Olentangy Village

Address: 2907 N High St **Phone:** (614) 261 - 0202 **Website:** olentangyvillage.com

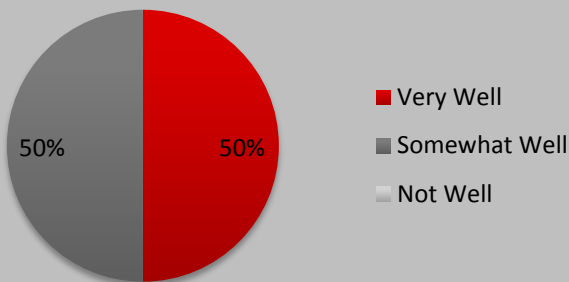
How soon does your realtor tend to general maintenance concerns?



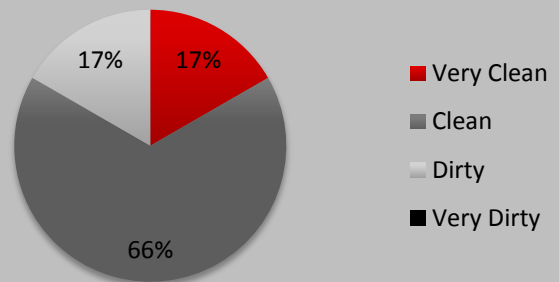
How soon does your realtor tend to emergency maintenance concerns?



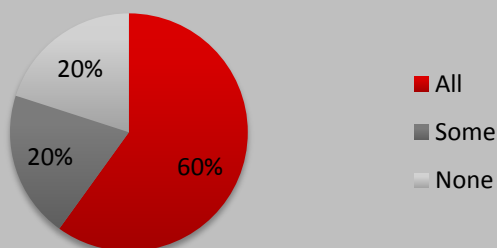
How well do you feel your realtor maintains the exterior of your unit?



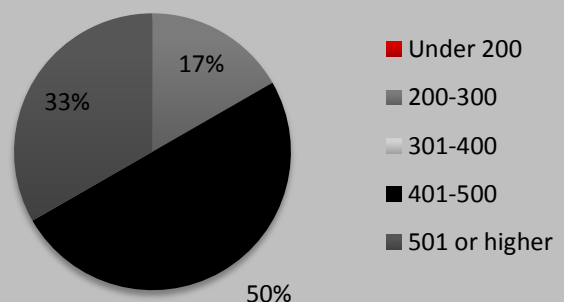
How clean was your rental property at the time of your move in?



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

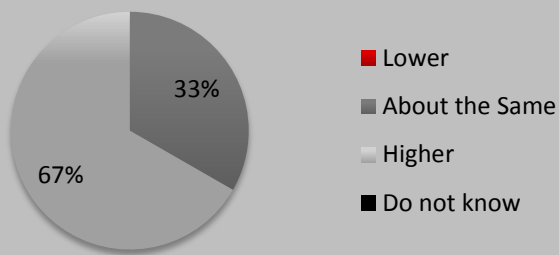


What is the monthly rent per person for your rental property?

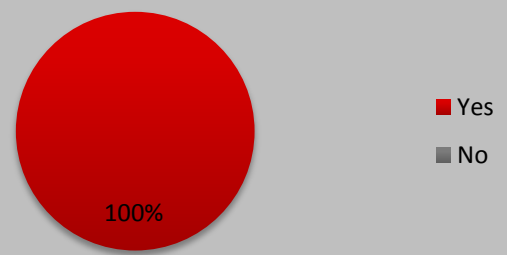


Olentangy Village

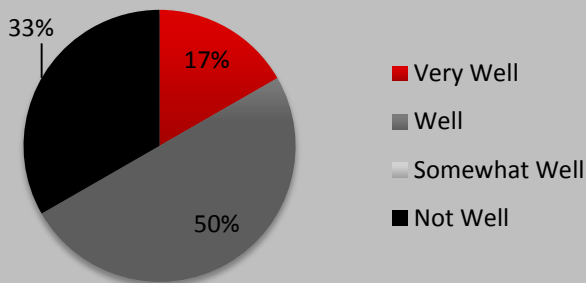
How do you feel your rental costs compare to similar properties in the area?



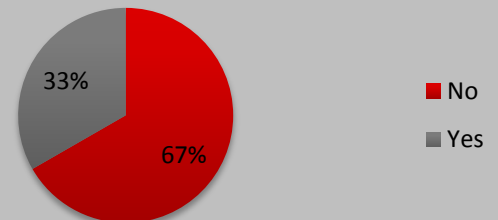
In general, does your realtor provide adequate safety measures for your rental property?



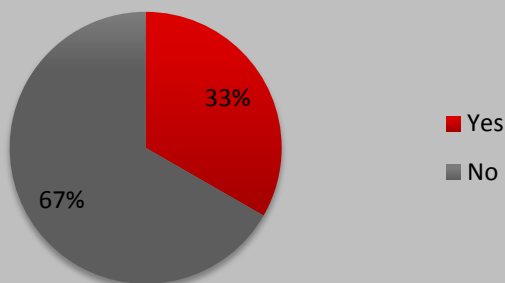
How well did your realtor describe to you your lease and all that it entailed?



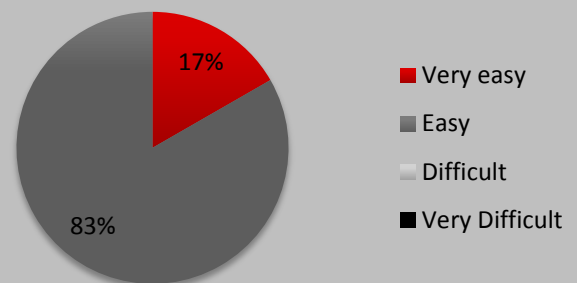
Were there any unpleasant surprises in your lease that your realtor failed to mention or only briefly mentioned during the lease signing?



Would you rent from your current realtor in the future?

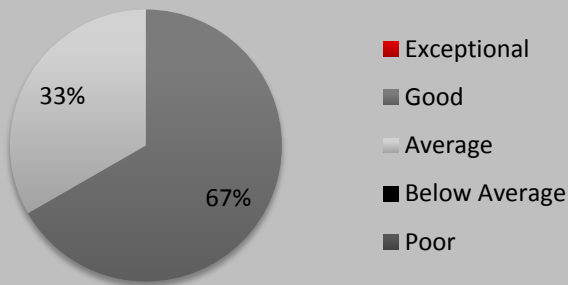


How easy was it to contact the realtor with concerns or requests?

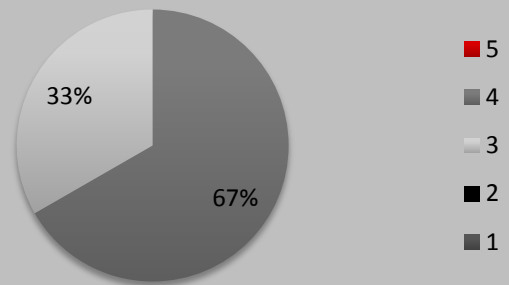


Olentangy Village

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
66.7%	0%	16.7%	0%	33.3%	33.3%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
33.3%	16.7%	50%	0%

How available is parking at your rental property?

Very	Somewhat	Not very
33.3%	50%	16.7%

How many parking spots were included as part of your rental?

None	1	2	3+
33.3%	16.7%	50%	0%

Olentangy Village

Comments

Positive:

- Good emergency maintenance

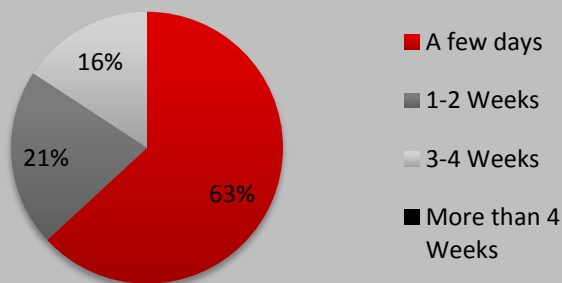
Negative:

- When I renewed my lease the second year they took out the option to go month to month when the year was up. This caused tremendous inconvenience for me over the past few months.
- The staff at Olentangy Village was very inflexible.
- The "fixes" that maintenance performs are often just patches. And the property manager (Nikki?) seemed more concerned about the cost of our neighbor's water line breaking than where her tenants (including us) were going to spend the next five days while it was cleaned up. Olentangy Village also refused to reimburse any of our costs for said relocation or destruction of property, saying "That's what your renter's insurance is for!" This story typifies the company quite well.

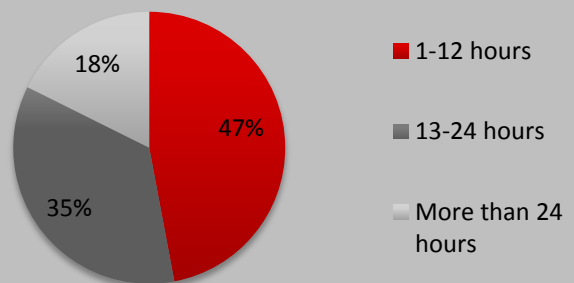
Oxford Realty

Address: 35 E 16th Ave **Phone:** (614) 299 - 2897 **Website:** oxrealty.com

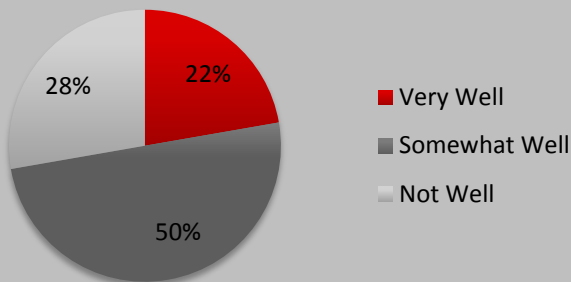
How soon does your realtor tend to general maintenance concerns?



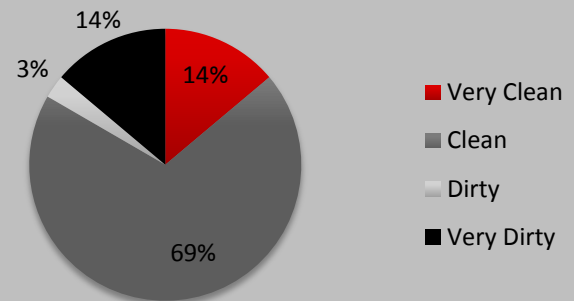
How soon does your realtor tend to emergency maintenance concerns?



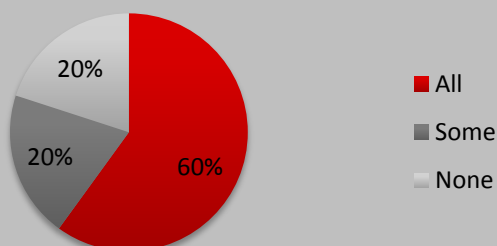
How well do you feel your realtor maintains the exterior of your unit?



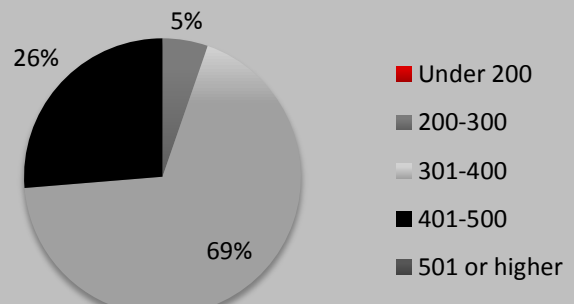
How clean was your rental property at the time of your move in?



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

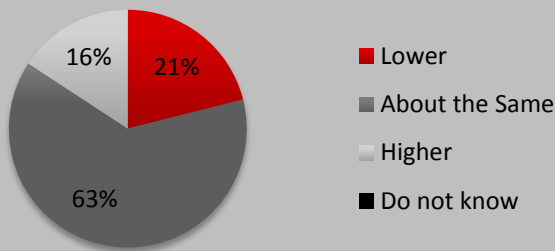


What is the monthly rent per person for your rental property?

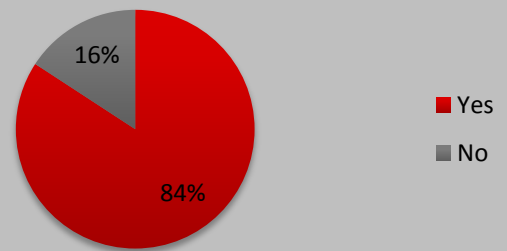


Oxford Realty

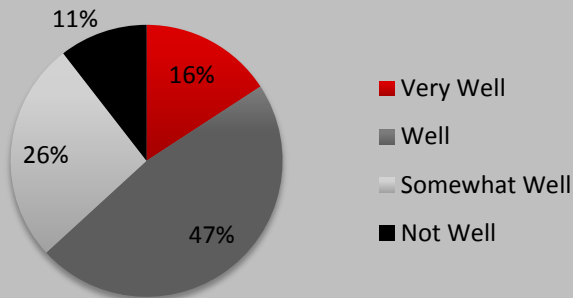
How do you feel your rental costs compare to similar properties in the area?



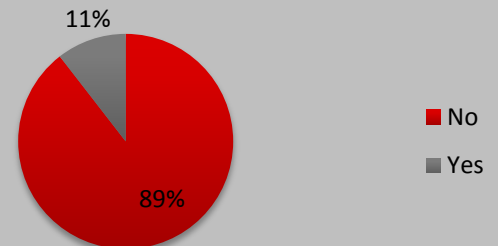
In general, does your realtor provide adequate safety measures for your rental property?



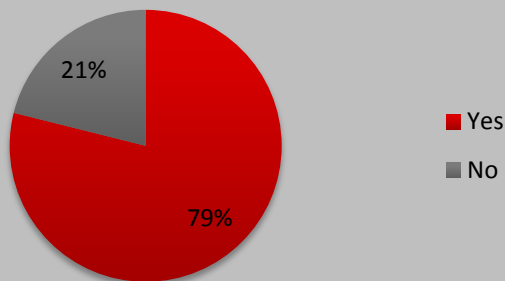
How well did your realtor describe to you your lease and all that it entailed?



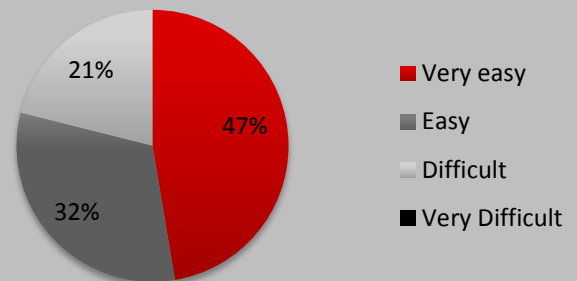
Were there any unpleasant surprises in your lease that your realtor failed to mention or only briefly mentioned during the lease signing?



Would you rent from your current realtor in the future?

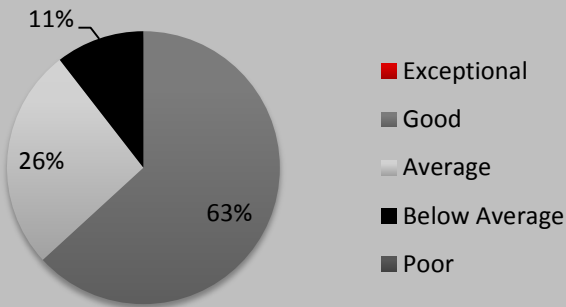


How easy was it to contact the realtor with concerns or requests?

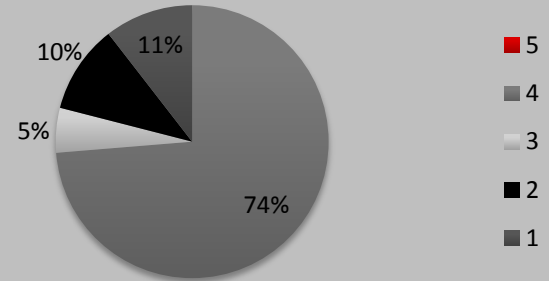


Oxford Realty

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
5.3%	0%	0%	0%	84.2%	0%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
5.3%	73.7%	10.5%	10.5%

How available is parking at your rental property?

Very	Somewhat	Not very
26.3%	73.7%	0%

How many parking spots were included as part of your rental?

None	1	2	3+
0%	47.4%	31.6%	21.1%

Oxford Realty

Comments

Positive:

- Always there to answer our questions.
- Great landlord, poor property manager.
- Oxford has been very good with sending someone out for small repairs, and having some furniture included in our rental has been really nice.

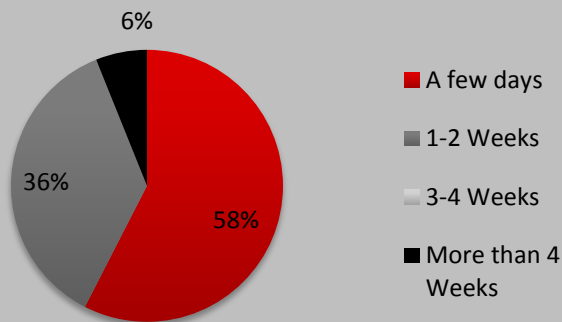
Negative:

- After my lease ended with Oxford, they made ridiculous deductions from my security deposit. They demanded that we spend \$90 to get the carpet steam cleaned, and then they replaced it anyway! As an extra security precaution, we got deadbolts added to the bedroom doors, which cost \$250 directly to the renters. At the end of the lease, Oxford charged us for 'changing the doorknobs' in which we did not do, and we had not made any violation to the lease. I wrote them a formal request for them to return some of our security deposit, and they never even got back to me. I would never lease with them again and greatly discourage other students from doing so.
- Our air-conditioning unit went out over the weekend, in 90-degree heat, and it wasn't until Monday afternoon that it was fixed.
- The keys for our apartment fit into all the other doors at our apartment. One night at 2am four guys used a key to their friend's apartment to get into our house. We later found that the key could be inserted less than half way in to the door and unlock it. Also, with a little effort the laundry key could unlock our apartment as well. The realtor seemed less than concerned and was rude when I "gave him attitude".

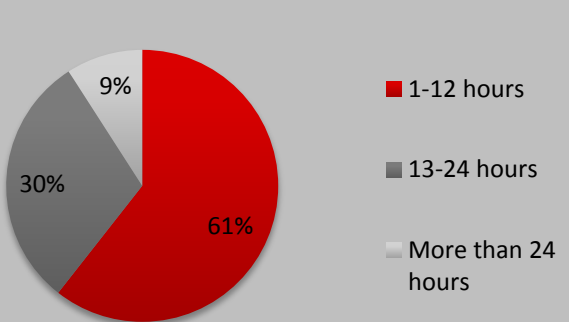
Pella

Address: 52 E. 15th Ave **Phone:** (614) 291 – 2002 **Website:** pellaco.com

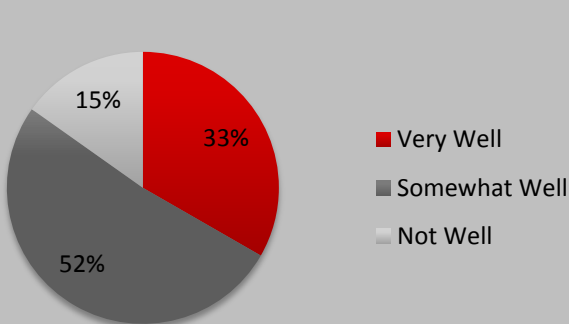
How soon does your realtor tend to general maintenance concerns?



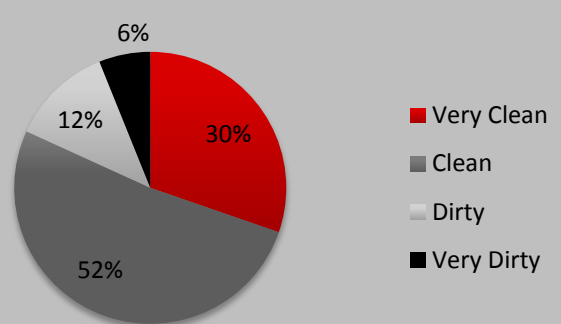
How soon does your realtor tend to emergency maintenance concerns?



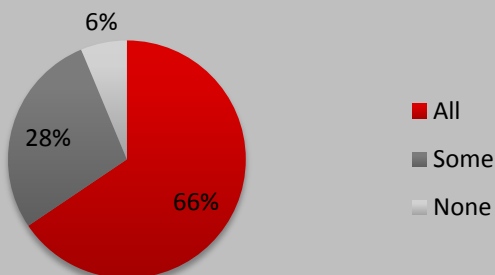
How well do you feel your realtor maintains the exterior of your unit?



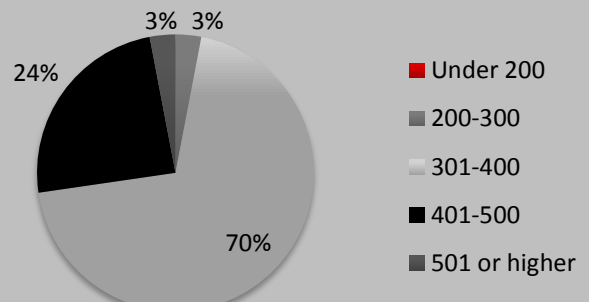
How clean was your rental property at the time of your move in?



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

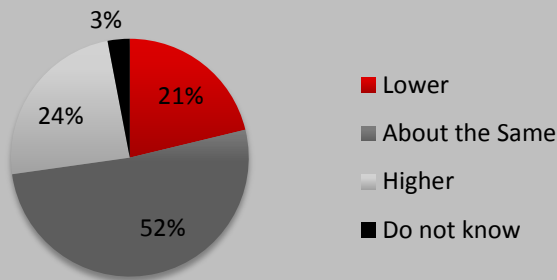


What is the monthly rent per person for your rental property?

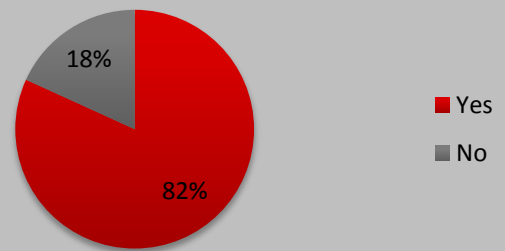


Pella

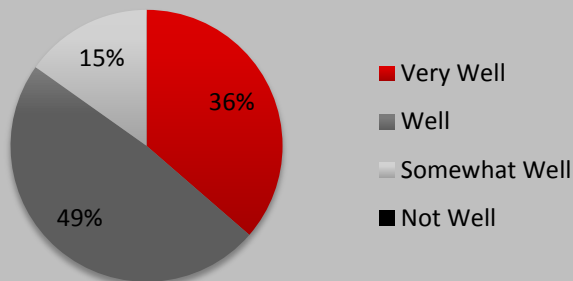
How do you feel your rental costs compare to similar properties in the area?



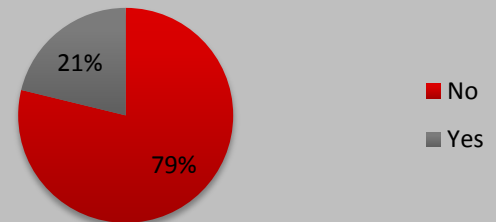
In general, does your realtor provide adequate safety measures for your rental property?



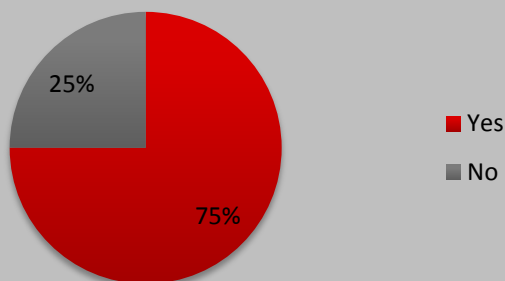
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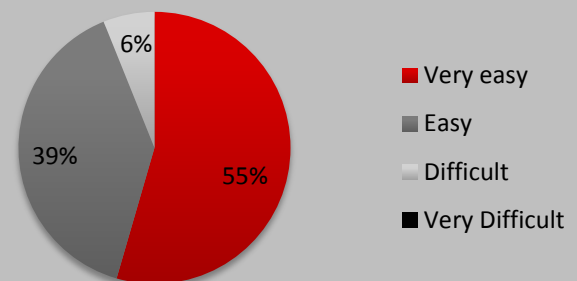
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Would you rent from your current realtor in the future?

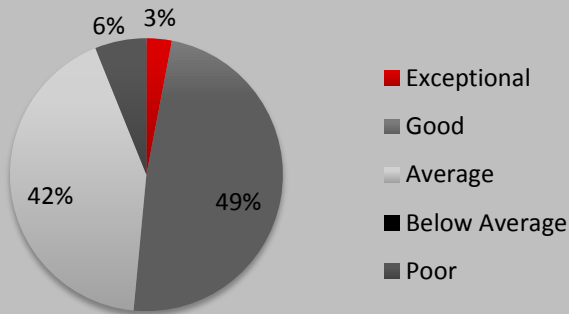


How easy was it to contact the realtor with concerns or requests?

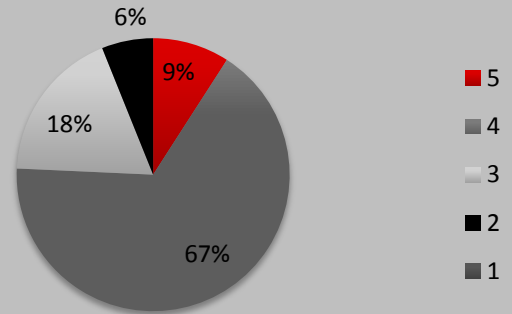


Pella

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
30.3%	6.1%	6.1%	0%	66.7%	0%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
3%	51.5%	42.4%	3%

How available is parking at your rental property?

Very	Somewhat	Not very
39.4%	54.5%	6.1%

How many parking spots were included as part of your rental?

None	1	2	3+
21.2%	21.2%	48.5%	9.1%

Pella

Comments

Positive:

- Pella was the best company I've dealt with so far.
- The property manager Tom was very good about calling back. The office ladies were very friendly and willing to help.
- Fixed our heating within a few hours of me calling it in.

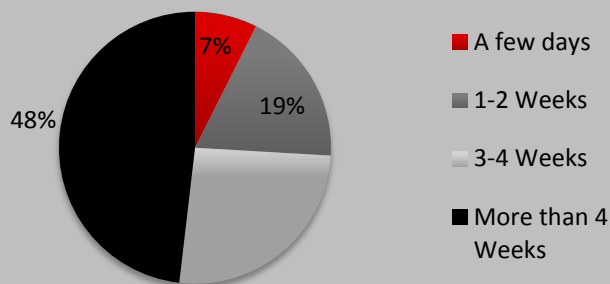
Negative:

- Our parking lot was sold during home football games so we had to move our cars for the entire day on Saturday. This was miserable, as parking is not accessible during these times around Columbus.
- Rent is very high and went up this year (we are living in the same place again)
- The best thing about Pella is that they are quick to respond to maintenance requests. Unfortunately the building we are in is very, very old. The roof leaked, even after they made repairs, the insulation is poor and utilities were ridiculous in the winter and summer, and I'm pretty sure there is a LOT of mold in the walls and ceiling due to water damage.
- While the parking was great because of the overhead protection from weather, it was hard to navigate your car into spots because of the way the parking was laid out. It was definitely frustrating to have to maneuver around cars in such a careful manner.
- I wish they would provide more than just the bare minimum when it came to upgrading/fixing things.

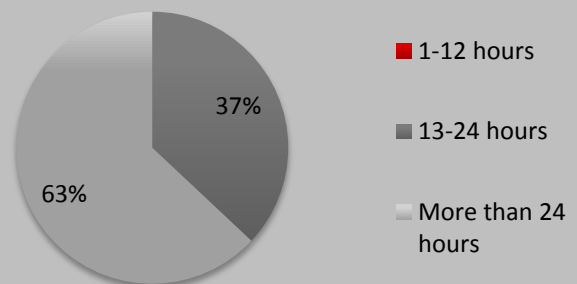
Property Management

Address: 70 W Northwood #1E **Phone:** (614) 294-7067 **Website:** osupropertymanagement.com

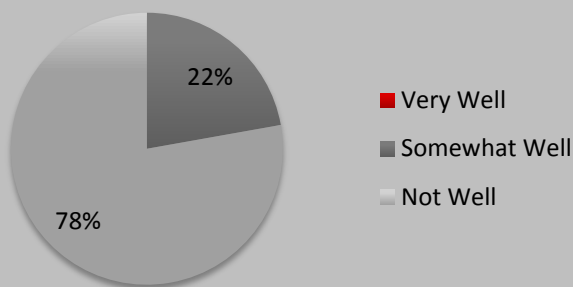
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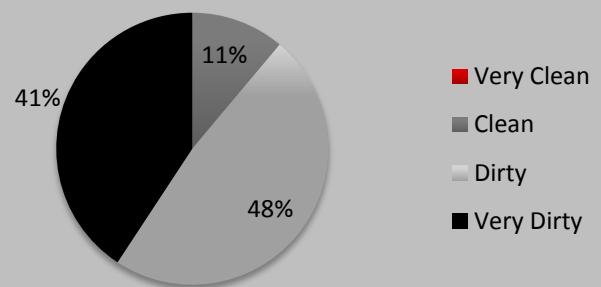
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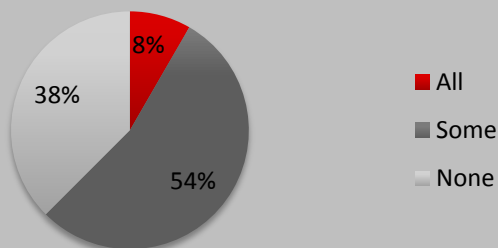
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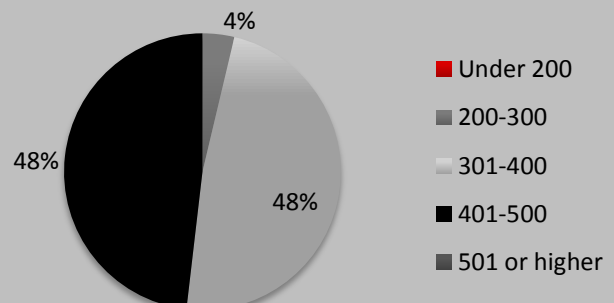
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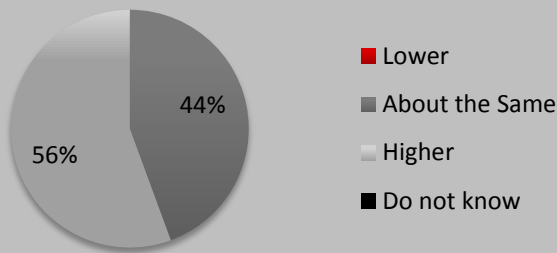


What is the monthly rent per person for your rental property?

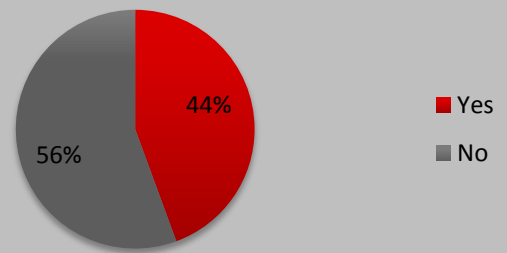


Property Management

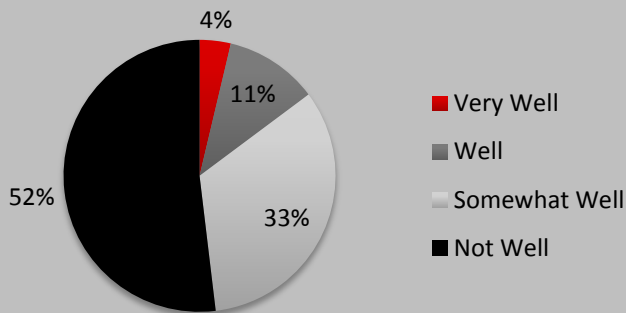
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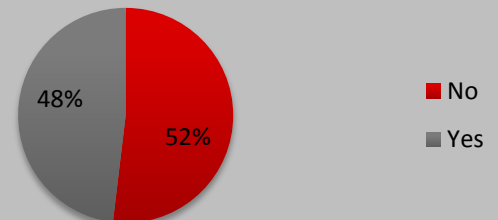
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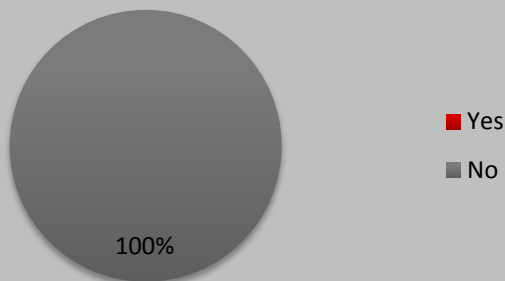
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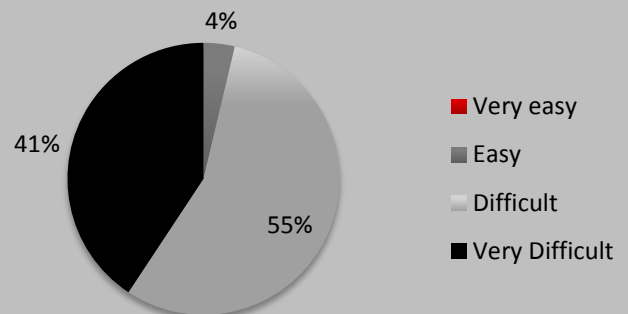
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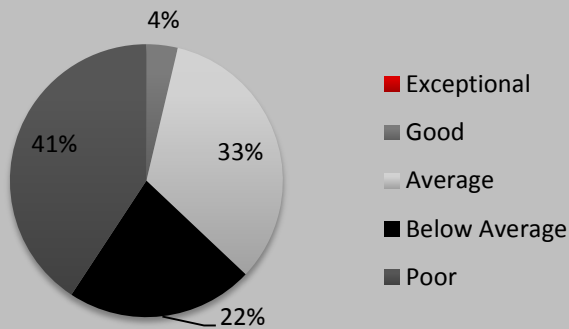


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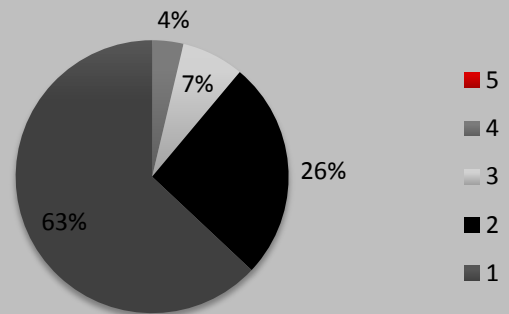


Property Management

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
3.7%	0%	0%	0%	92.6%	0%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
0%	14.8%	44.4%	40.7%

How available is parking at your rental property?

Very	Somewhat	Not very
14.8%	55.6%	29.6%

How many parking spots were included as part of your rental?

None	1	2	3+
51.9%	0%	33.3%	14.8%

Property Management

Comments

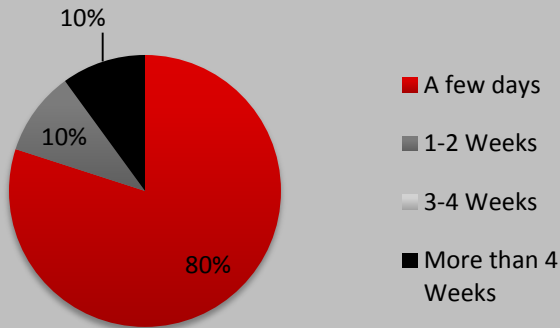
Negative:

- They required \$250 parking passes. We had limited contact with realtor for repairs and the repairs that were promised were never performed. They always showed up unannounced for showings.
- All walls must be painted upon departure
- Early move in cost nearly \$250/person for moving in 10 days early. Parking passes cost a ton too.
- Landlord is very slow in responding to maintenance requests. It took 4 or 5 repeated phone calls and well over a month to get our A/C fixed in the middle of summer.
- Very dissatisfied with this landlord. He tries to take advantage of college students because he thinks all students have their parents pay for their living expenses. Well not me, and he wasn't very respectful of that. Didn't treat me or my roommates like adults.
- They were by far the worst realtors that I have ever worked with. I made it a point to be home whenever the house was being shown to make sure that no new tenants would go through the same problems that I went through. I informed them of the complete lack to care for the property and the terrible conditions of just about everything that was installed in the house (e.g. windows that don't seal, doors that don't shut fully, stained carpets, cabinets that were supposedly replace "last year", and improperly working faucets, outlets, and appliances. I would never rent from them again. But if you must, take pictures of everything the day you move in otherwise you are not getting a security deposit back.
- Appliances break often along with many other things. Always spiders, cockroaches, and other strange bugs. Horrible parking situation where you always get blocked in and it is very expensive. Horrible customer service.

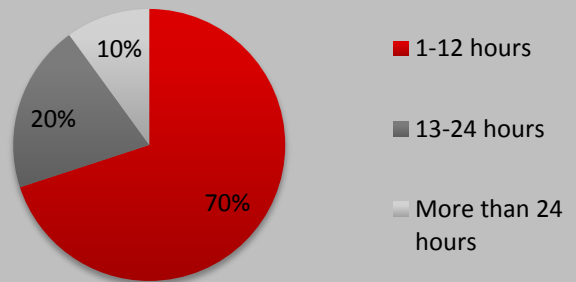
Riverwatch Tower

Address: 364 W Lane Ave **Phone:** (614) 291-7179 **Website:** riverwatchtower.com

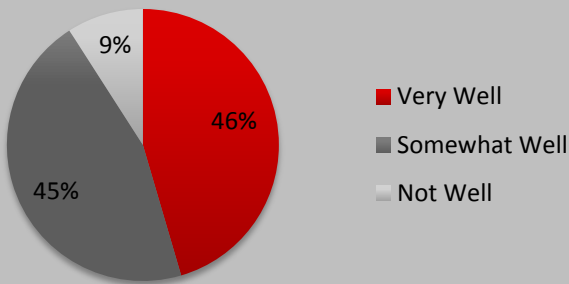
How soon does your realtor tend to general maintenance concerns?



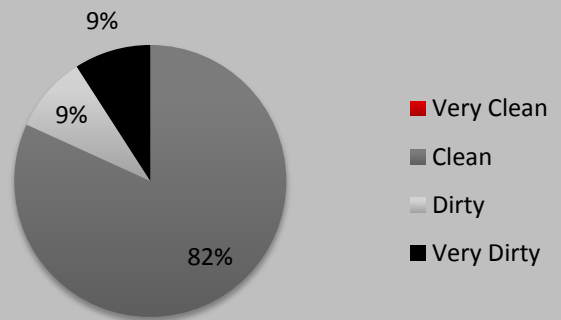
How soon does your realtor tend to emergency maintenance concerns?



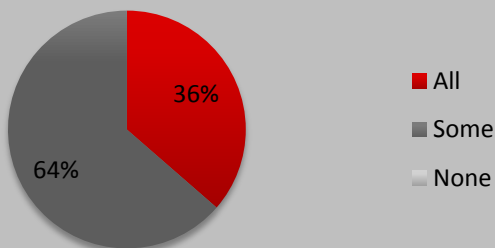
How well do you feel your realtor maintains the exterior of your unit?



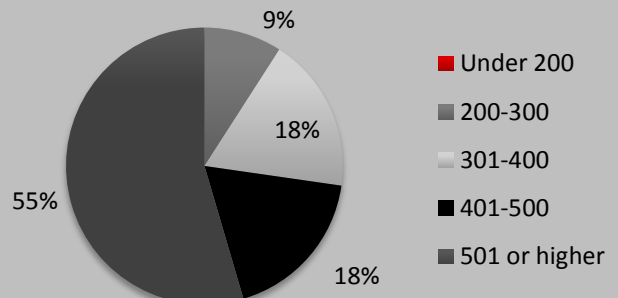
How clean was your rental property at the time of your move in?



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

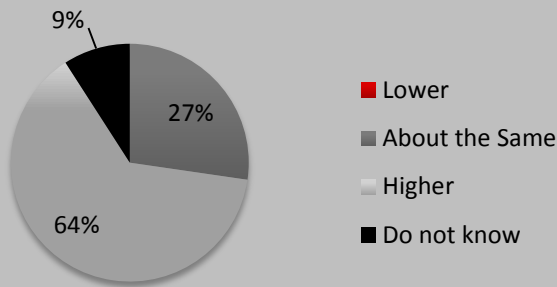


What is the monthly rent per person for your rental property?

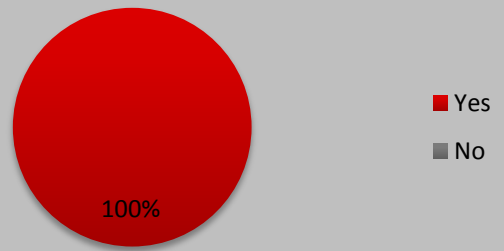


Riverwatch Tower

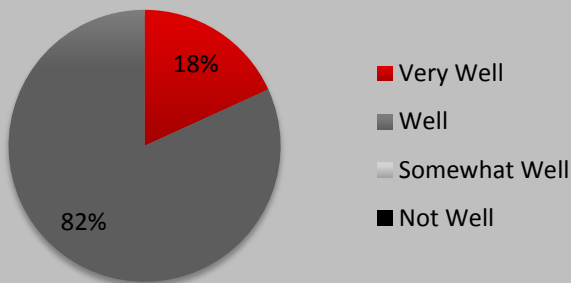
How do you feel your rental costs compare to similar properties in the area?



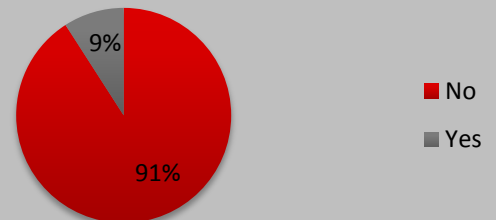
In general, does your realtor provide adequate safety measures for your rental property?



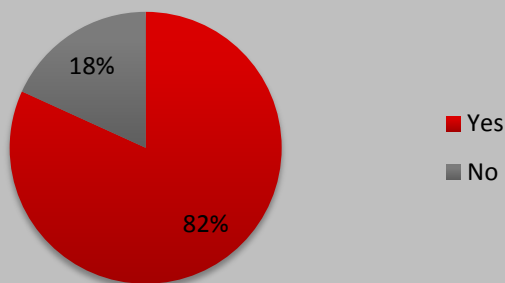
How well did your realtor describe to you your lease and all that it entailed?



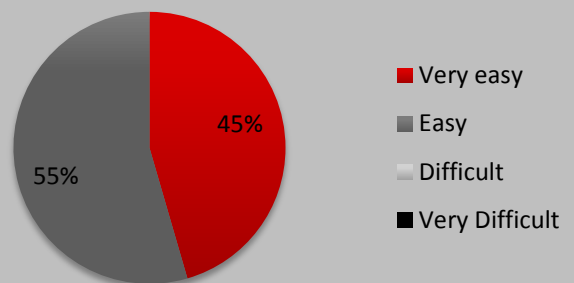
Were there any unpleasant surprises in your lease that your realtor failed to mention or only briefly mentioned during the lease signing?



Would you rent from your current realtor in the future?

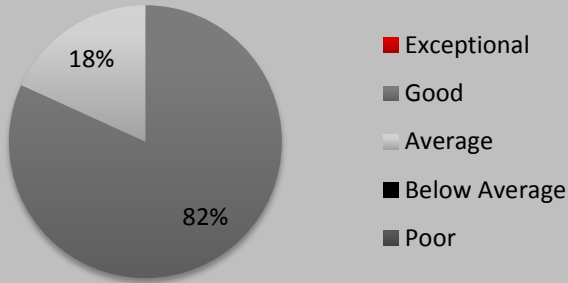


How easy was it to contact the realtor with concerns or requests?

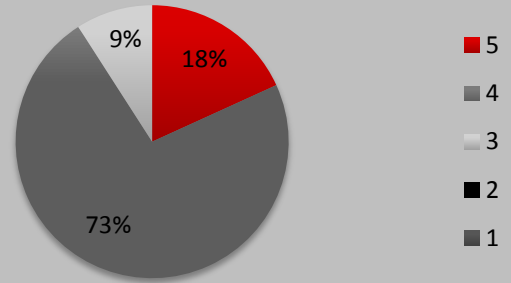


Riverwatch Tower

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?					
Water	Electric	Gas	Cable	None	Other
100%	0%	36.4%	81.8%	0%	27.3%

How up-to-date are your appliances?			
New	Not very	Old	Old/bad
9.1%	36.5%	45.5%	9.1%

How available is parking at your rental property?		
Very	Somewhat	Not very
45.5%	54.5%	0%

How many parking spots were included as part of your rental?			
None	1	2	3+
36.4%	9.1%	18.2%	18.2%

Riverwatch Tower

Comments

Positive:

- My landlord is an outside landlord that lives in North Carolina. He is very prompt with our concerns and often calls to make sure everything is okay.
- He has a handyman in Columbus that we can call at any time for help.
- My landlord was occasionally difficult to reach, as they did not live in the area. The building managers were easy to reach however.
- They were very available and receptive to issues. Also, very secure property for cars and tenant spaces.

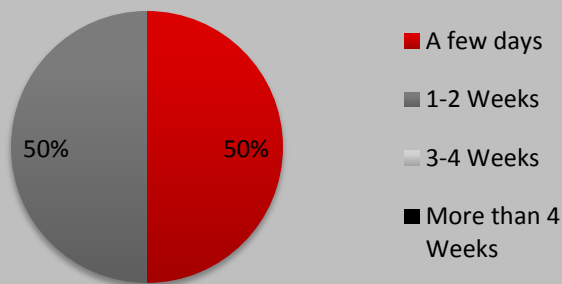
Negative:

- Overall I really enjoy my living experience at Riverwatch Tower. Ideally that building would be smoke free inside but its not that makes it a little inconvenient when someone is allergic to smoke and the neighbor's freq. smoke. Although I really enjoy my actual landlord I think that the management at Riverwatch is a little difficult to get to fix any problems. When we asked them to fix our door it took over 2 months for them to come check on it when they are at the building every day and seemed to think it was an emergency when they were told about it. I do not think they are sincerely concerned with the tenants and have the philosophy of "I'll get to it when I feel like it." Understandably they are not necessarily my fix it guys but on occasion I have to use them and it's really inconvenient.
- Rent here was pretty expensive. The actual unit itself was fairly well maintained, minus a few things (drafty, cosmetic features). It was nice to have a furnished place, and the location is very convenient to students. Overall, if you're willing to pay that much for location and furnishing, go for it. Otherwise, I would suggest going a little further away where you can get your own washer and drier and have a cheaper rent.

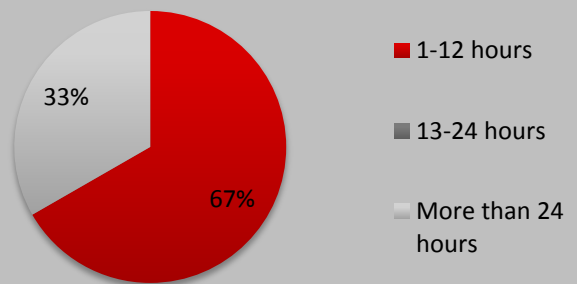
University Apartments

Address: 71 W. 9th Ave **Phone:** (614) 297 - 7845 **Website:** ohiostateapts.com

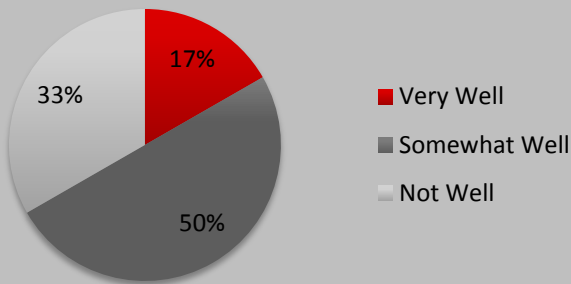
How soon does your realtor tend to general maintenance concerns?



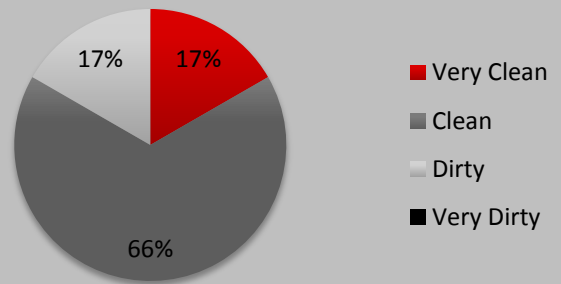
How soon does your realtor tend to emergency maintenance concerns?



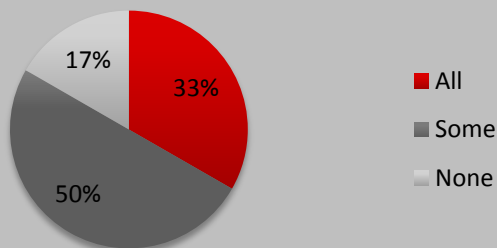
How well do you feel your realtor maintains the exterior of your unit?



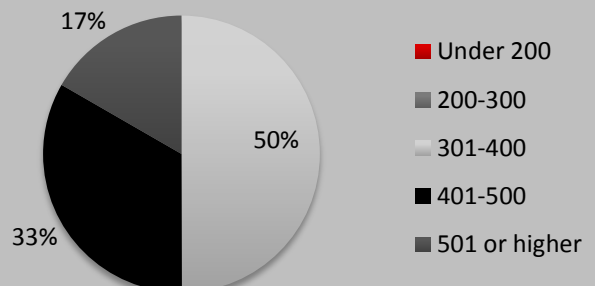
How clean was your rental property at the time of your move in?



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

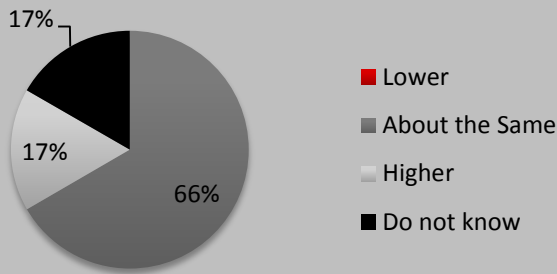


What is the monthly rent per person for your rental property?

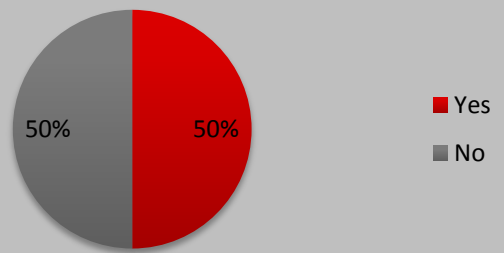


University Apartments

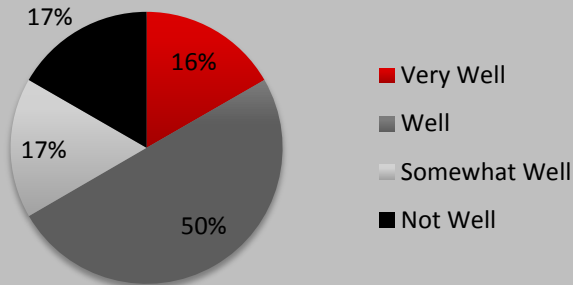
How do you feel your rental costs compare to similar properties in the area?



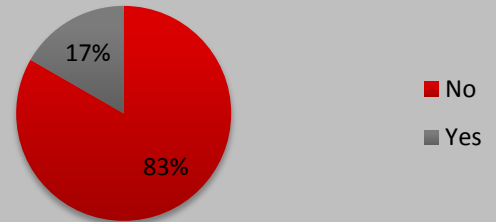
In general, does your realtor provide adequate safety measures for your rental property?



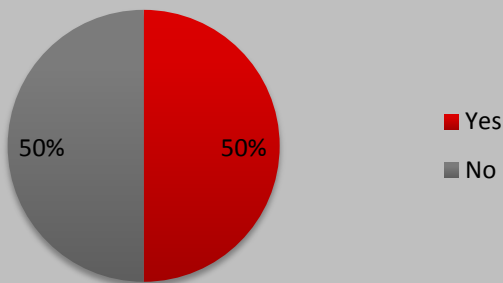
How well did your realtor describe to you your lease and all that it entailed?



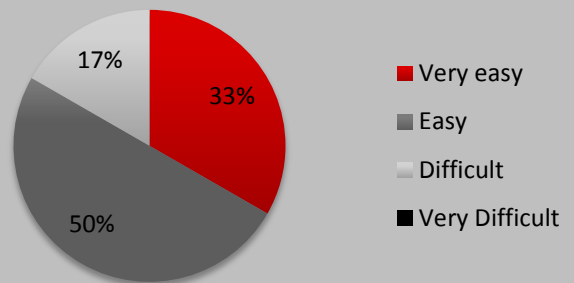
Were there any unpleasant surprises in your lease that your realtor failed to mention or only briefly mentioned during the lease signing?



Would you rent from your current realtor in the future?

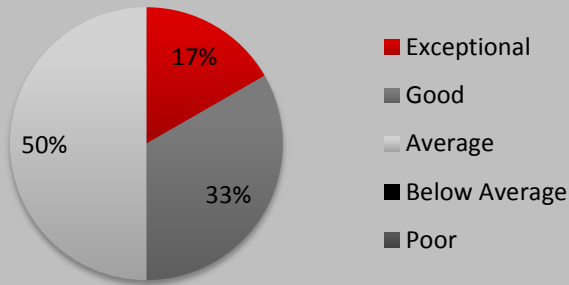


How easy was it to contact the realtor with concerns or requests?

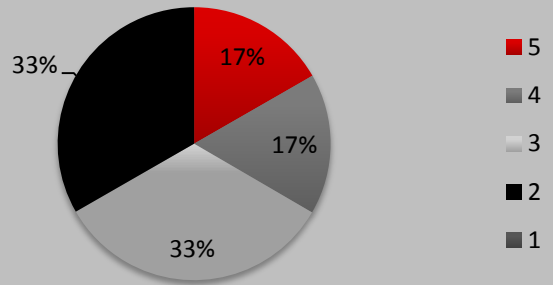


University Apartments

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?					
Water	Electric	Gas	Cable	None	Other
50%	33.3%	16.7%	16.7%	50%	0%

How up-to-date are your appliances?			
New	Not very	Old	Old/bad
16.7%	33.3%	50%	0%

How available is parking at your rental property?		
Very	Somewhat	Not very
33.3%	0%	66.7%

How many parking spots were included as part of your rental?			
None	1	2	3+
83.3%	16.7%	0%	0%

University Apartments

Comments

Positives:

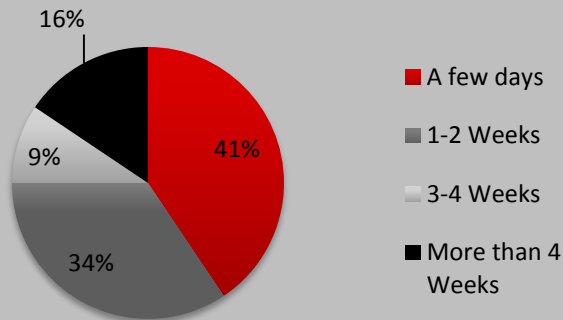
- Kristine is great. Extremely pleasant and open to questions and patient. Justin is a little anti-social, but is willing to discuss issues if asked. The property was decent for the price, but I wouldn't rent from them as a professional or someone with a job. They have great properties for students on a fixed income. The emergency maintenance man always seemed to be very annoyed when called. Also we had mice and large bugs in our apartment, our neighbors in the same building had centipedes and our windows did not have screens.

Negatives:

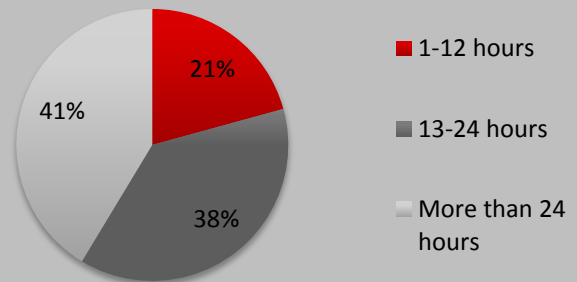
University Manors

Address: 72 E. 14th Ave. **Phone:** (614) 291 - 5001 **Website:** universitymanors.com

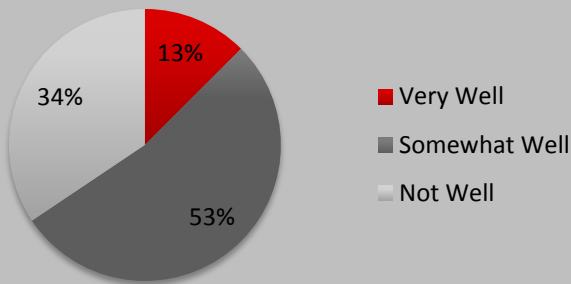
How soon does your realtor tend to general maintenance concerns?



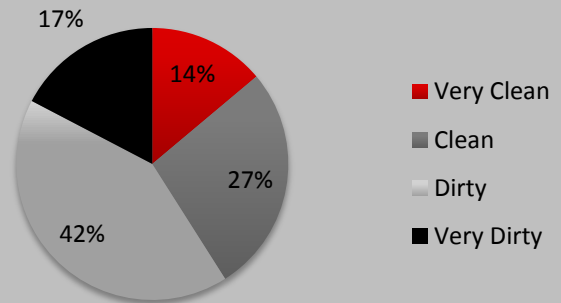
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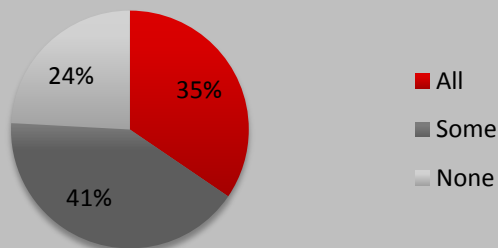
How well do you feel your realtor maintains the exterior of your unit?



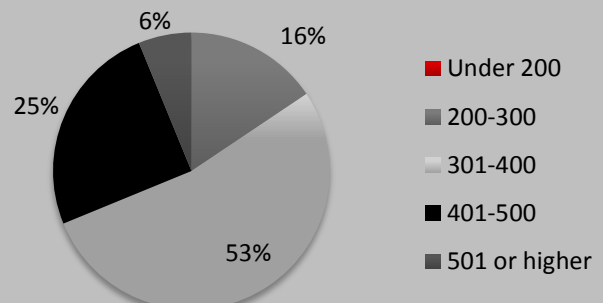
How clean was your rental property at the time of your move in?



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

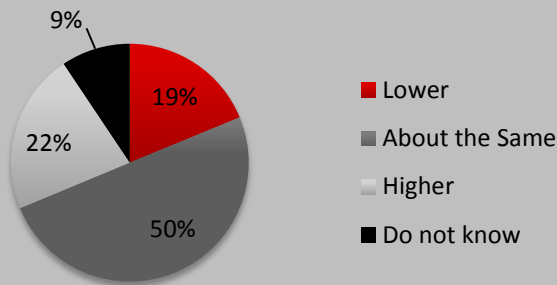


What is the monthly rent per person for your rental property?

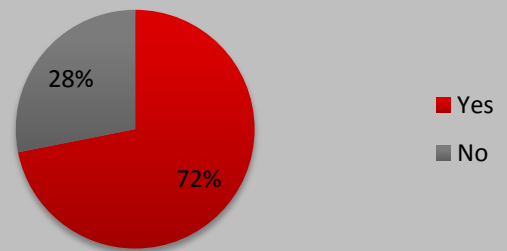


University Manors

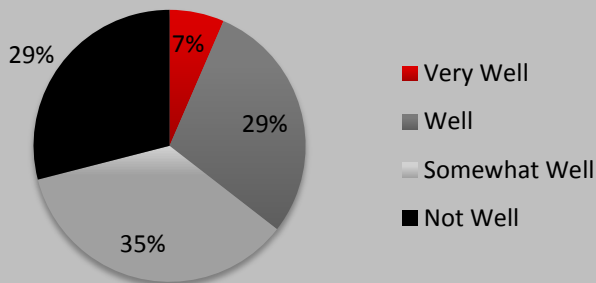
How do you feel your rental costs compare to similar properties in the area?



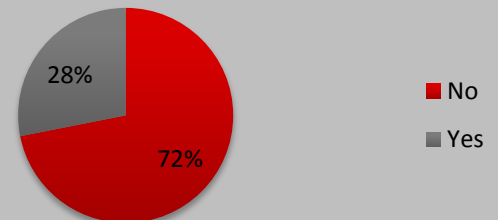
In general, does your realtor provide adequate safety measures for your rental property?



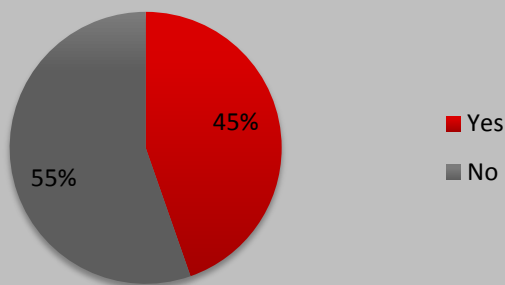
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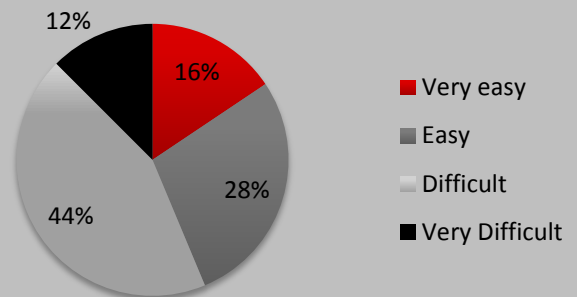
Were there any unpleasant surprises in your lease that your realtor failed to mention or only briefly mentioned during the lease signing?



Would you rent from your current realtor in the future?

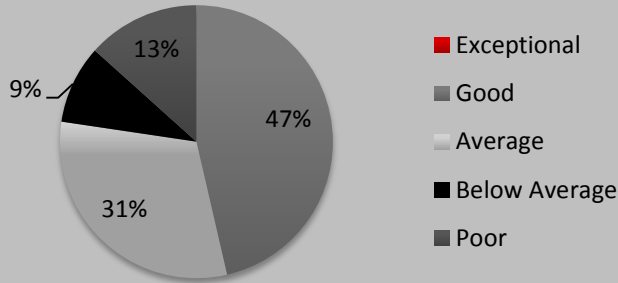


How easy was it to contact the realtor with concerns or requests?

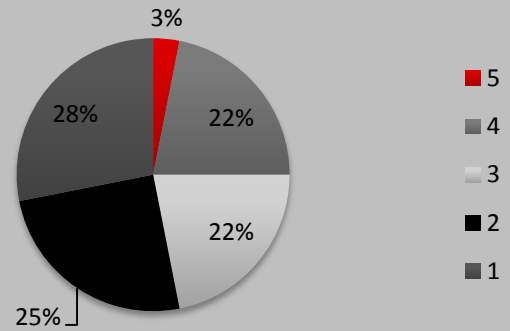


University Manors

The overall condition of the property was:



Please rate the overall performance of your realtor with 5=best and 1=worst



What utilities were included in your rent?

Water	Electric	Gas	Cable	None	Other
25%	15.6%	15.6%	6.3%	71.9%	3.1%

How up-to-date are your appliances?

New	Not very	Old	Old/bad
0%	37.5%	40.6%	21.9%

How available is parking at your rental property?

Very	Somewhat	Not very
46.9%	43.8%	9.4%

How many parking spots were included as part of your rental?

None	1	2	3+
12.5%	21.9%	34.4%	31.3%

University Manors

Comments

Positive:

- Great communication usually sends out emails regarding maintenance and entering the apartment.
- Good with maintenance.

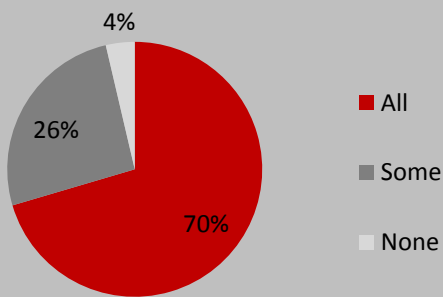
Negative:

- Dirty walls/surfaces before move-in. Prior to our move-out, we were expected to clean all surfaces until they were virtually spotless, thus meaning that we were responsible for cleaning previous tenant's mess.
- It's a problem (this can be scary for girls if we're alone!). There is also a nice "dumpster cleanup fee" we have to pay when that is the homeless population of Columbus' fault.
- Brian Grimm is rude and has absolutely no respect for his tenants. He barges in unannounced, which is unacceptable for a man to go in a household full of girls. He doesn't maintain his properties in any way.
- The house was not at all cleaned from the previous tenants upon our move in. Due to his poor maintenance of the property, many of parts of the house become dirty or faulty which he attempts to pin on his tenants and make them pay for repairs, which previously existed.
- Brian Grimm the maintenance director is one of the rudest men I have ever met. I would do anything possible not to ever rent from him again.
- Never enough parking if you got home late at night, and it is not a safe area to be walking by yourself

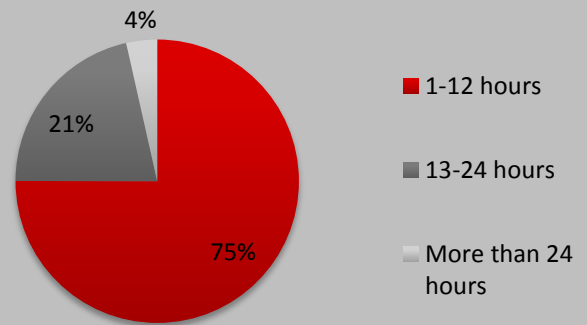
University Village

Address: 505 Harley Dr **Phone:** (614) 261-1211 **Website:** universityvillage.com

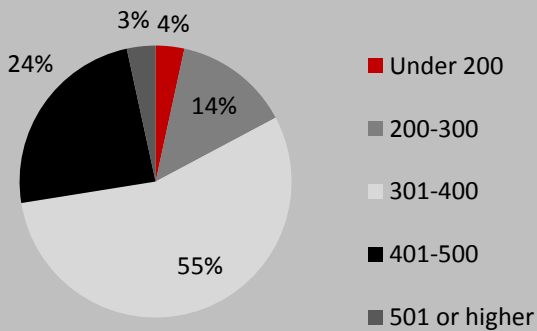
If your realtor agreed to complete repairs prior to your move in, how many were completed on time?



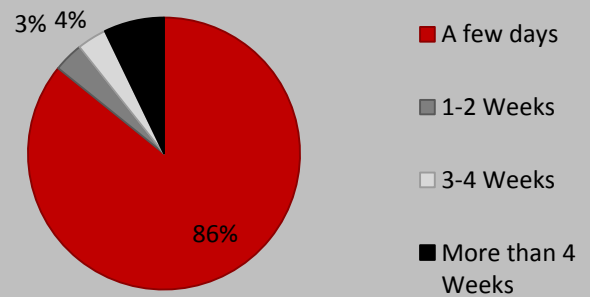
How soon does your realtor tend to your emergency maintenance concerns?



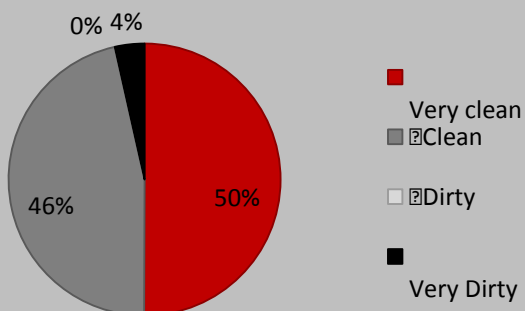
What is the monthly rent per person for your rental property?



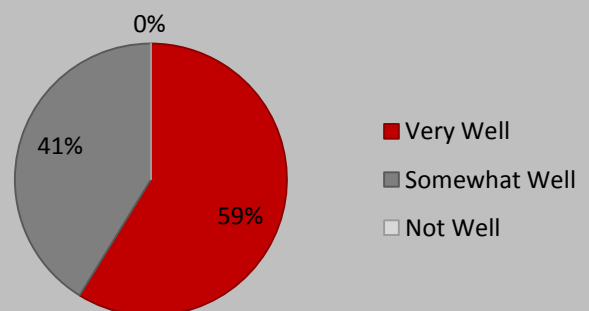
How soon does your realtor tend to general maintenance concerns?



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

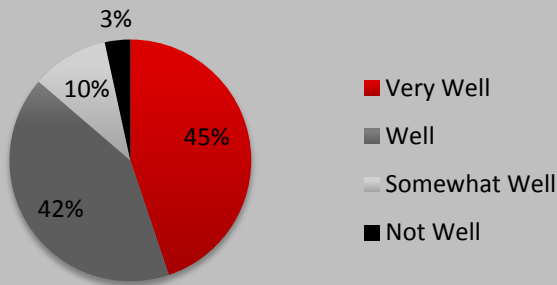


How well do you feel your realtor maintains the exterior of your unit?

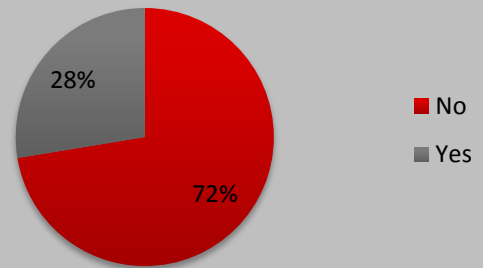


University Village

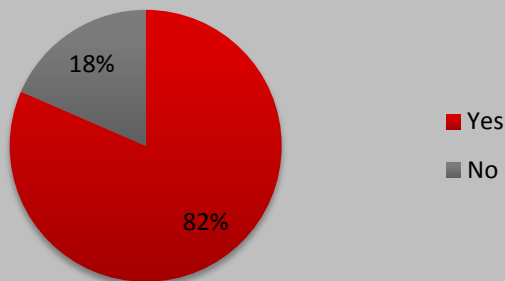
How well did your realtor describe to you your lease and all that it entailed?



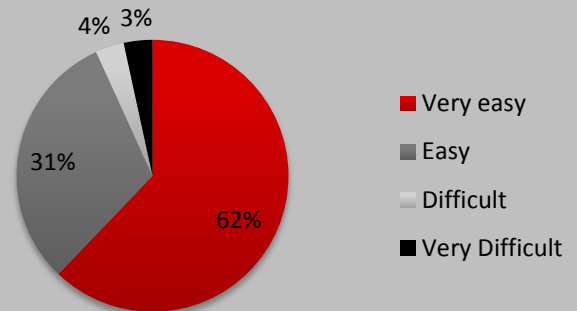
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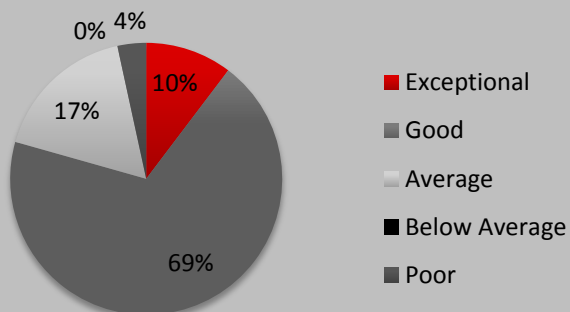
Would you rent from your current realtor in the future?



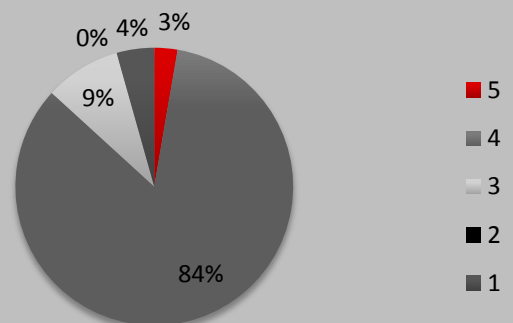
How easy was it to contact the realtor with concerns or requests?



The overall condition of the property was?

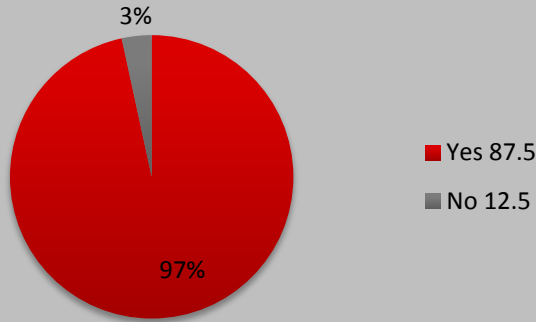


How would you rate the overall performance of your realtor?

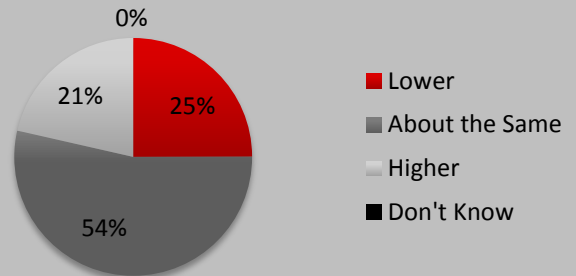


University Village

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



How do you feel your rent costs compare to similar properties in your area?



What utilities were included in your rent?					
Water	Electric	Gas	Cable	None	Other
82.8%	10.3%	75.9%	3.4%	17.2%	10.3%

How up-to-date are your appliances?			
New	Not very	Old	Old/bad
17.2%	51.7%	24.1%	6.9%

How available is parking at your rental property?		
Very	Somewhat	Not very
89.7%	10.3%	0%

How many parking spots were included as part of your rental?			
None	1	2	3+
3.4%	20.7%	44.8%	31%

University Village

Comments

Positive:

- At University Village you really get your money's worth! Rent might be high to some but it includes shuttle buses to campus every day of the week, a fitness room, free tanning, tailgating, and a pool with happy hours every Thursday! I've been very impressed with how much time and effort goes into the up keep of University Village and making sure everyone is satisfied with their living experience there.
- Excellent rental experience. Quiet neighborhood with few parties. Bus made transportation easy. Loved living here!
- Maintenance always came to fix problems within a few hours and had everything fixed that day need to worry nothing about living condition.
- Great place to live, pretty convenient with the bus schedules

Negatives:

- I lived here for a year by the end of my lease there was mold growing in the bathroom, closets, and living room. There is too much paint on the walls because they paint over them every time someone moves out. My bathroom ceiling also collapsed at one point of time. I do not wish this upon anyone. If you have a problem or concern and you go to the office about it, they don't want to deal with it and will refer you to talk to someone else. There is no customer service here they just want your money.
- Kind of smelled
- Loud buses right outside the window
- Probable utility increase, (EAS)
- Yearly Rent Increase
- Tree in the yard kept having branches fall off perilously close to cars parked outside. Rather than cutting down the tree, they just remove the branches. My roommate had her car outside and the backside of it was scratched as a result.

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, and 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.



*to learn more about
USG resources and
initiatives, check out*

usg.osu.edu