USG RENTING GUIDE 2007 2008

Available Fall
Affordable 2 BDR
Galley kitch & Central Air
Dishwasher & Disposal
Cable TV
Laundry Video Security
Indoor Alarm System

$700/mo.
2 Bedroom House
119 W. 11th Ave.
Available Fall 2008
Large Rooms
2 Bathrooms

FREE GAS & WATER
From $679/Month
285 E. 14th Avenue
614-310-3033
Landis Properties
landisproperties.com
Dear OSU Student,

Thanks you for reading the 2007-2008 edition of the Ohio State University Renting Guide. This publication has been provided by the Undergraduate Student Government’s Off-Campus and Community Development Committee to hopefully make your search for housing in the off campus area a little easier and help you make informed choices. The next page will give you an idea how the results were formulated with the help of the Student Affairs Assessment office. The Renting Guide is one of USG’s several initiatives this year. Please check out our website to see all the other ways USG has been working to make this campus better for the students. Also, please feel free to contact us if you have any questions, concerns or feedback for how USG might better serve you.

Enjoy the renting guide and GO BUCKS!

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USG Vice President
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Realtor Evaluations

The data in the following report are intended to provide useful information about how previous OSU students living in rental properties perceived the level of service they received from their rental company. Survey participants were asked to complete ten online questions relevant to their experience with their respective rental company the previous year. Renters living in properties operated by more than 100 different rental companies responded, 1,399 responses were used in compiling the results for the 33 rental companies included in this report.

In Autumn 2007 the Renters Guide survey was revised from previous versions of the survey. The results for each of the nineteen questions are presented one at a time, with the companies listed in alphabetical order. The accompanying scores are then presented in graphical or table format.

We hope that this guide will continue to be a useful tool in helping you decide from whom to rent. However, it is important to gather as much information as possible before making your rental decision. A great resource for such information is the Off-Campus Student Services Office, located in the rear of the Longs Book Store office. For additional help in finding housing, moving in, living off-campus, and moving out, go to http://www.offcampus.osu.edu/housing.asp. We wish you good luck in your renting process.

Methodology

Students were contacted regarding the survey via their e-mail on December 4, 2007. The survey was administered to a sample of 15,000 students living in the off campus. The e-mail directed students to an online survey that was active beginning December 4, 2007 to December 15, 2007. Each participant was given a unique respondent ID which was required to enter the survey. Each respondent ID only allows a participant to one set of responses to the survey. A total of 1,399 students completed the survey.

The results were sorted by questions and rental company, and the results of each question were tabulated. The score of each of the ten questions were obtained by assigning a value to each response, and then calculating the mean of those values. N/A, not sure, and refused responses were not considered in calculating the scores. Appropriate responses from individuals who indicated that they do not currently rent in the off-campus area and/or did not rent during the previous year were also not considered. Each individual question required at least four individual responses for each rental company before the data would be reported for each individual property manager or landlord. As a result each rental company may have varying detail on individual questions, as those with fewer than four responses on individual questions are not included.

The scales for each individual question are reported at the top of each chart or table below. It is important to note that a score received by a company that is higher than a score received by some other company is not necessarily statistically or significantly higher.

Disclaimer

In publishing this information, neither the Undergraduate Student Government nor The Ohio State University are endorsing or supporting 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 contained in this data analysis is intended to give legal advice. If you have any questions regarding the law or its application to a give situation we suggest you consult the OSU Student Housing Legal Clinic or another attorney service.
Who is your property manager/landlord?  

<table>
<thead>
<tr>
<th>Company</th>
<th># of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buckeye Real Estate</td>
<td>138</td>
</tr>
<tr>
<td>Cerberus</td>
<td>4</td>
</tr>
<tr>
<td>Coldwell Banker Commercial</td>
<td>5</td>
</tr>
<tr>
<td>Colony Club</td>
<td>9</td>
</tr>
<tr>
<td>Cooper Real Estate</td>
<td>19</td>
</tr>
<tr>
<td>G.A.S. Properties</td>
<td>25</td>
</tr>
<tr>
<td>George Kaneliopoulos</td>
<td>45</td>
</tr>
<tr>
<td>Governors Square</td>
<td>5</td>
</tr>
<tr>
<td>Harrison Apartments</td>
<td>20</td>
</tr>
<tr>
<td>Heritage Apartments</td>
<td>5</td>
</tr>
<tr>
<td>Holiday House Apartments</td>
<td>4</td>
</tr>
<tr>
<td>Hometeam Properties</td>
<td>39</td>
</tr>
<tr>
<td>Inn Town Homes &amp; Apartments</td>
<td>84</td>
</tr>
<tr>
<td>Jefferson Commons</td>
<td>23</td>
</tr>
<tr>
<td>Kohn Royer Griffith, Inc.</td>
<td>31</td>
</tr>
<tr>
<td>Landis Properties</td>
<td>9</td>
</tr>
<tr>
<td>My First Place</td>
<td>15</td>
</tr>
<tr>
<td>North Steppe Realty</td>
<td>78</td>
</tr>
<tr>
<td>Ohio State Properties</td>
<td>14</td>
</tr>
<tr>
<td>Olentangy Commons</td>
<td>21</td>
</tr>
<tr>
<td>Olentangy Village</td>
<td>17</td>
</tr>
<tr>
<td>Oxford Rentals Co.</td>
<td>39</td>
</tr>
<tr>
<td>Pella Co.</td>
<td>64</td>
</tr>
<tr>
<td>Property Management</td>
<td>40</td>
</tr>
<tr>
<td>Riverwatch Tower</td>
<td>8</td>
</tr>
<tr>
<td>RZ Realty</td>
<td>5</td>
</tr>
<tr>
<td>Scarlet &amp; Gray Realtors</td>
<td>9</td>
</tr>
<tr>
<td>Sterling Place</td>
<td>5</td>
</tr>
<tr>
<td>University Apartments</td>
<td>12</td>
</tr>
<tr>
<td>University Manors</td>
<td>57</td>
</tr>
<tr>
<td>University Village</td>
<td>51</td>
</tr>
<tr>
<td>Other</td>
<td>481</td>
</tr>
</tbody>
</table>

*All companies that had <4 responses were not reported individually throughout this report. Their individual results are reflected in the “other” category.*

Students who completed this survey reported living in the following areas of the university district:

<table>
<thead>
<tr>
<th>Region</th>
<th>N</th>
<th>Valid Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northwest (Lane to Hudson - west of High St.)</td>
<td>241</td>
<td>17.3</td>
</tr>
<tr>
<td>Northeast (Woodruff to Hudson - east of High St.)</td>
<td>283</td>
<td>20.3</td>
</tr>
<tr>
<td>Central (13th to 18th - east of High St.)</td>
<td>307</td>
<td>22.0</td>
</tr>
<tr>
<td>Southeast (5th to 12th - east of High St.)</td>
<td>128</td>
<td>9.2</td>
</tr>
<tr>
<td>Southwest (5th to 11th - west of High St.)</td>
<td>139</td>
<td>10.0</td>
</tr>
<tr>
<td>Other (outside university district)</td>
<td>298</td>
<td>21.3</td>
</tr>
</tbody>
</table>
SELF REPORTED RENT

How much rent do you pay per bedroom per month?

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Rent Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buckeye Real Estate</td>
<td>$406</td>
</tr>
<tr>
<td>Cerberus</td>
<td>$353</td>
</tr>
<tr>
<td>Coldwell Banker Commercial</td>
<td>$395</td>
</tr>
<tr>
<td>Colony Club</td>
<td>$395</td>
</tr>
<tr>
<td>Cooper Real Estate</td>
<td>$353</td>
</tr>
<tr>
<td>G.A.S. Properties</td>
<td>$358</td>
</tr>
<tr>
<td>George Kanelopoulos</td>
<td>$443</td>
</tr>
<tr>
<td>Governors Square</td>
<td>$437</td>
</tr>
<tr>
<td>Harrison Apartments</td>
<td>$496</td>
</tr>
<tr>
<td>Heritage Apartments</td>
<td>$362</td>
</tr>
<tr>
<td>Hometeam Properties</td>
<td>$412</td>
</tr>
<tr>
<td>Inn Town Homes &amp; Apartments</td>
<td>$412</td>
</tr>
<tr>
<td>Jefferson Commons</td>
<td>$508</td>
</tr>
<tr>
<td>Kohn Royer Griffith, Inc.</td>
<td>$398</td>
</tr>
<tr>
<td>Landis Properties</td>
<td>$321</td>
</tr>
<tr>
<td>My First Place</td>
<td>$335</td>
</tr>
<tr>
<td>North Steppe Realty</td>
<td>$392</td>
</tr>
<tr>
<td>Ohio State Properties</td>
<td>$454</td>
</tr>
<tr>
<td>Olentangy Commons</td>
<td>$411</td>
</tr>
<tr>
<td>Olentangy Village</td>
<td>$533</td>
</tr>
<tr>
<td>Oxford Rentals Co.</td>
<td>$340</td>
</tr>
<tr>
<td>Pella Co.</td>
<td>$358</td>
</tr>
<tr>
<td>Property Management</td>
<td>$405</td>
</tr>
<tr>
<td>Riverwatch Tower</td>
<td>$412</td>
</tr>
<tr>
<td>RZ Realty</td>
<td>$325</td>
</tr>
<tr>
<td>Scarlet &amp; Gray Realtors</td>
<td>$339</td>
</tr>
<tr>
<td>Sterling Place</td>
<td>$552</td>
</tr>
<tr>
<td>University Apartments</td>
<td>$305</td>
</tr>
<tr>
<td>University Manors</td>
<td>$389</td>
</tr>
<tr>
<td>University Village</td>
<td>$364</td>
</tr>
<tr>
<td>Other</td>
<td>$379</td>
</tr>
<tr>
<td>Total (1354)</td>
<td>$392</td>
</tr>
</tbody>
</table>
Does your property have accessible parking (is parking available and is it easy to get in and out of)?

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buckeye Real Estate (137)</td>
<td>84.7%</td>
<td>15.3%</td>
</tr>
<tr>
<td>Cerberus (4)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coldwell Banker Commercial (5)</td>
<td>80.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Colony Club (9)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cooper Real Estate (19)</td>
<td>94.7%</td>
<td>5.3%</td>
</tr>
<tr>
<td>G.A.S. Properties (25)</td>
<td>76.0%</td>
<td>24.0%</td>
</tr>
<tr>
<td>George Kaneliopoulos (45)</td>
<td>88.9%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Governors Square (5)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Harrison Apartments (20)</td>
<td>95.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Heritage Apartments (5)</td>
<td>80.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Holiday House Apartments (4)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>HomeTeam Properties (39)</td>
<td>84.6%</td>
<td>15.4%</td>
</tr>
<tr>
<td>Inn Town Homes &amp; Apartments (83)</td>
<td>79.5%</td>
<td>20.5%</td>
</tr>
<tr>
<td>Jefferson Commons (23)</td>
<td>87.0%</td>
<td>13.0%</td>
</tr>
<tr>
<td>Kohn Royer Griffith, Inc. (31)</td>
<td>90.3%</td>
<td>9.7%</td>
</tr>
<tr>
<td>Landis Properties (9)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>My First Place (15)</td>
<td>80.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>North Steppe Realty (78)</td>
<td>71.8%</td>
<td>28.2%</td>
</tr>
<tr>
<td>Ohio State Properties (14)</td>
<td>85.7%</td>
<td>14.3%</td>
</tr>
<tr>
<td>Olentangy Commons (21)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Olentangy Village (17)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Oxford Rentals Co. (39)</td>
<td>79.5%</td>
<td>20.5%</td>
</tr>
<tr>
<td>Pella Co. (64)</td>
<td>87.5%</td>
<td>12.5%</td>
</tr>
<tr>
<td>Property Management (40)</td>
<td>70.0%</td>
<td>30.0%</td>
</tr>
<tr>
<td>Riverwatch Tower (8)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>RZ Realty (5)</td>
<td>60.0%</td>
<td>40.0%</td>
</tr>
<tr>
<td>Scarlet &amp; Gray Realtors (9)</td>
<td>77.8%</td>
<td>22.2%</td>
</tr>
<tr>
<td>Sterling Place (5)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>University Apartments (12)</td>
<td>83.3%</td>
<td>16.7%</td>
</tr>
<tr>
<td>University Manors (57)</td>
<td>77.2%</td>
<td>22.8%</td>
</tr>
<tr>
<td>University Village (50)</td>
<td>94.0%</td>
<td>6.0%</td>
</tr>
<tr>
<td>Other (475)</td>
<td>88.4%</td>
<td>11.6%</td>
</tr>
</tbody>
</table>
## Satisfaction with Parking

1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Satisfied; 4 = Very Satisfied  
(S = N/A answers were removed from the graph below)

<table>
<thead>
<tr>
<th>Company</th>
<th>Satisfaction Rating</th>
</tr>
</thead>
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<tr>
<td>Buckeye Real Estate (136)</td>
<td>2.73</td>
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<tr>
<td>Cerberus (4)</td>
<td>3.75</td>
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<tr>
<td>Coldwell Banker Commercial (5)</td>
<td>2.60</td>
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<tr>
<td>Colony Club (9)</td>
<td>3.56</td>
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<tr>
<td>Cooper Real Estate (19)</td>
<td>2.84</td>
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<tr>
<td>G.A.S. Properties (25)</td>
<td>2.40</td>
</tr>
<tr>
<td>George Kaneliopoulos (45)</td>
<td>2.64</td>
</tr>
<tr>
<td>Governors Square (5)</td>
<td>3.80</td>
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<tr>
<td>Harrison Apartments (20)</td>
<td>2.85</td>
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<tr>
<td>Heritage Apartments (5)</td>
<td>3.20</td>
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<tr>
<td>Holiday House Apartments (4)</td>
<td>3.25</td>
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<tr>
<td>Homestead Properties (39)</td>
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<tr>
<td>Inn Town Homes &amp; Apartments (82)</td>
<td>2.71</td>
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<td>Jefferson Commons (23)</td>
<td>2.65</td>
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<td>Kohn Royer Griffith, Inc. (31)</td>
<td>3.16</td>
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<tr>
<td>Landis Properties (9)</td>
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<td>My First Place (15)</td>
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<td>North Steppe Realty (77)</td>
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<tr>
<td>Ohio State Properties (14)</td>
<td>3.29</td>
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<tr>
<td>Olentangy Commons (21)</td>
<td>3.43</td>
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<tr>
<td>Olentangy Village (17)</td>
<td>3.29</td>
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<tr>
<td>Oxford Rentals Co. (39)</td>
<td>2.62</td>
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<td>Pella Co. (63)</td>
<td>2.83</td>
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<td>Property Management (40)</td>
<td>2.23</td>
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<tr>
<td>Riverwatch Tower (7)</td>
<td>2.71</td>
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<td>RZ Realty (5)</td>
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<tr>
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<tr>
<td>University Apartments (12)</td>
<td>3.00</td>
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<tr>
<td>University Manors (57)</td>
<td>2.65</td>
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<tr>
<td></td>
<td>Kitchen appliances</td>
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<td>---------------</td>
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<td>Colwell Banker Commercial (4)</td>
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<tr>
<td>Colony Club (9)</td>
<td>3.00</td>
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<td>Cooper Real Estate (17)</td>
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<td>G.A.S. Properties (24)</td>
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<td>George Kanellopoulos (45)</td>
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<td>Governors Square (5)</td>
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<td>Harrison Apartments (20)</td>
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<td>Heritage Apartments (5)</td>
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<tr>
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<td>Inn Town Homes &amp; Apartments (82)</td>
<td>2.43</td>
</tr>
<tr>
<td>Jefferson Commons (23)</td>
<td>2.13</td>
</tr>
<tr>
<td>Kohn Royer Griffith, Inc. (31)</td>
<td>2.65</td>
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<tr>
<td>Landis Properties (9)</td>
<td>2.78</td>
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<tr>
<td>My First Place (15)</td>
<td>2.21</td>
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<td>North Steppe Realty (78)</td>
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<tr>
<td>Ohio State Properties (14)</td>
<td>2.67</td>
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<td>Olenangy Commons (21)</td>
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<td>Olenangy Village (16)</td>
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<tr>
<td>Oxford Rentals Co. (37)</td>
<td>2.11</td>
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<tr>
<td>Pella Co. (64)</td>
<td>2.00</td>
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<td>2.00</td>
</tr>
<tr>
<td>RZ Realty (5)</td>
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</tr>
<tr>
<td>Scarlet &amp; Gray Realtors (9)</td>
<td>1.78</td>
</tr>
<tr>
<td>Sterling Place (5)</td>
<td>2.60</td>
</tr>
<tr>
<td>University Apartments (12)</td>
<td>2.09</td>
</tr>
<tr>
<td>University Manors (57)</td>
<td>2.11</td>
</tr>
<tr>
<td>University Village (51)</td>
<td>2.63</td>
</tr>
<tr>
<td>Other (462)</td>
<td>2.48</td>
</tr>
</tbody>
</table>
CLEANLINESS

Cleanliness of Attic
(1=Dirty, 2=Acceptable, 3=Clean)

- Buckeye Real Estate (32) 2.13
- Colony Club (4) 1.33
- G.A.S. Properties (6) 2.10
- George Kaneliopoulos (10) 1.81
- HomeTeam Properties (16) 2.29
- Inn Town Homes & Apartments (7) 2.40
- Jefferson Commons (5) 1.80
- Kohn Royer Griffith, Inc. (5) 2.00
- My First Place (5) 1.53
- North Steppe Realty (17) 2.67
- Ohio State Properties (6) 2.67
- Olentangy Village (6) 2.33
- Pella Co. (8) 1.75
- Property Management (7) 2.75
- University Manors (9) 1.86
- University Village (4) 2.40
- Other (191) 1.98

Cleanliness of Basement
(1=Dirty, 2=Acceptable, 3=Clean)

- Buckeye Real Estate (55) 1.77
- Coldwell Banker Commercial (4) 2.00
- Colony Club (4) 1.30
- G.A.S. Properties (10) 1.65
- HomeTeam Properties (30) 1.73
- Inn Town Homes & Apartments (10) 2.00
- Kohn Royer Griffith, Inc. (16) 1.88
- My First Place (10) 1.20
- North Steppe Realty (40) 1.20
- Ohio State Properties (13) 1.77
- Olentangy Commons (10) 2.60
- Olentangy Village (4) 2.50
- Oxford Rentals Co. (14) 1.50
- Pella Co. (16) 1.38
- Property Management (25) 1.48
- RZ Realty (4) 1.50
- University Manors (20) 1.55
- Other (287) 1.98
### Overall Cleanliness

<table>
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<tr>
<td>Colony Club (9)</td>
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<tr>
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<td>Riverwatch Tower (8)</td>
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<td>Wolf Properties (2)</td>
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<td>Other (454)</td>
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### Was furniture provided in your rental?

<table>
<thead>
<tr>
<th>Location</th>
<th>Yes (%)</th>
<th>No (%)</th>
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<tr>
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<tr>
<td>Cerberus (4)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Coldwell Banker Commercial (5)</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Colony Club (9)</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Cooper Real Estate (18)</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>G.A.S. Properties (22)</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>George Kaneliopoulos (43)</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Governors Square (5)</td>
<td>20.0%</td>
<td>80.0%</td>
</tr>
<tr>
<td>Harrison Apartments (17)</td>
<td>100.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Heritage Apartments (4)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>HomeTeam Properties (35)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Inn Town Homes &amp; Apartments (77)</td>
<td>6.5%</td>
<td>93.5%</td>
</tr>
<tr>
<td>Jefferson Commons (19)</td>
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<td>0.0%</td>
</tr>
<tr>
<td>Kohn Royer Griffith, Inc. (30)</td>
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<td>81.3%</td>
</tr>
<tr>
<td>Landis Properties (7)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>My First Place (15)</td>
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<td>93.3%</td>
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<tr>
<td>North Steppe Realty (68)</td>
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<td>Ohio State Properties (14)</td>
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</tr>
<tr>
<td>Oientangi Village (12)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Oxford Rentals Co. (38)</td>
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</tr>
<tr>
<td>Riverwatch Tower (7)</td>
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<td>0.0%</td>
</tr>
<tr>
<td>RZ Realty (5)</td>
<td>0.0%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Scarlet &amp; Gray Realtors (9)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Sterling Place (4)</td>
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<tr>
<td>University Apartments (11)</td>
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</tr>
<tr>
<td>University Manors (54)</td>
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<td>University Village (43)</td>
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<td>100.0%</td>
</tr>
<tr>
<td>Other (436)</td>
<td>9.1%</td>
<td>90.9%</td>
</tr>
</tbody>
</table>

### Student Satisfaction with the Condition of the Furniture

(1 Very Dissatisfied - 5 Very Satisfied)

<table>
<thead>
<tr>
<th>Location</th>
<th>Satisfaction Score</th>
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</thead>
<tbody>
<tr>
<td>Harrison Apartments (20)</td>
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<tr>
<td>Inn Town Homes &amp; Apartments (7)</td>
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<td>Jefferson Commons (23)</td>
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<tr>
<td>Ohio State Properties (4)</td>
<td>2.75</td>
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<tr>
<td>Oxford Rentals Co. (29)</td>
<td>2.97</td>
</tr>
<tr>
<td>Riverwatch Tower (8)</td>
<td>2.26</td>
</tr>
<tr>
<td>University Manors (4)</td>
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</tr>
<tr>
<td>Other (86)</td>
<td>3.21</td>
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</table>
Student Satisfaction with Condition of Appliances
(1 Very Dissatisfied - 5 Very Satisfied)

- Buckeye Real Estate (117) 2.92
- Cerberus (4) 3.50
- Coldwell Banker Commercial (4) 3.25
- Colony Club (4) 3.75
- Cooper Real Estate (17) 2.88
- G.A.S. Properties (18) 2.39
- George Kaneliopoulos (38) 3.05
- Governors Square (5) 3.20
- Harrison Apartments (19) 2.89
- Heritage Apartments (5) 3.00
- Hometeam Properties (31) 2.55
- Inn Town Homes & Apartments (72) 2.89
- Jefferson Commons (23) 2.96
- Kohn Royer Griffith, Inc. (28) 3.14
- Landis Properties (7) 2.86
- My First Place (12) 3.00
- North Steppe Realty (62) 2.90
- Ohio State Properties (12) 2.92
- Olentangy Commons (17) 2.82
- Olentangy Village (12) 3.33
- Oxford Rentals Co. (35) 2.91
- Pella Co. (49) 2.63
- Property Management (30) 2.40
- Riverwatch Tower (8) 2.88
- RZ Realty (4) 2.25
- Scarlet & Gray Realtors (9) 2.44
- Sterling Place (5) 3.00
- University Apartments (8) 3.00
- University Manors (48) 2.60
- University Village (43) 3.26
- Other (391) 3.16
### Student Satisfaction with the Accuracy of the realtor's description

(1 = Very Dissatisfied – 5 = Very Satisfied)

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<td>G.A.S. Properties (16)</td>
<td>2.69</td>
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<td>Holiday House Apartments (4)</td>
<td>3.50</td>
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<td>Hometeam Properties (33)</td>
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<tr>
<td>Inn Town Homes &amp; Apartments (64)</td>
<td>3.05</td>
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<td>Jefferson Commons (22)</td>
<td>2.73</td>
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<td>Kohn Royer Griffith, Inc. (25)</td>
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<td>Landis Properties (7)</td>
<td>3.43</td>
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<td>Scarlet &amp; Gray Realtors (7)</td>
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<td>University Apartments (5)</td>
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<td>University Village (48)</td>
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<td>Other (370)</td>
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</table>
## MAINTENANCE AND REPAIRS

If needed, how quickly were repairs completed before or after move in?

<table>
<thead>
<tr>
<th>Company</th>
<th>Same day</th>
<th>1-3 days</th>
<th>4-7 days</th>
<th>8-14 days</th>
<th>More than 14 days</th>
<th>Never completed</th>
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<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>Colony Club (8)</td>
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<td>12.5%</td>
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<td>0.0%</td>
<td>0.0%</td>
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<tr>
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<td>20.0%</td>
<td>0.0%</td>
<td>6.7%</td>
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<tr>
<td>G.A.S. Properties (24)</td>
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<td>29.2%</td>
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<td>12.5%</td>
<td>12.5%</td>
<td>20.8%</td>
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<tr>
<td>George Kaneliopoulos (41)</td>
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<td>63.4%</td>
<td>9.8%</td>
<td>4.9%</td>
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<td>7.3%</td>
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<tr>
<td>Governors Square (4)</td>
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<td>0.0%</td>
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<td>12.2%</td>
<td>5.4%</td>
<td>6.8%</td>
<td>4.1%</td>
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<td>20.0%</td>
<td>5.0%</td>
<td>5.0%</td>
<td>20.0%</td>
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<td>28.6%</td>
<td>7.1%</td>
<td>7.1%</td>
<td>10.7%</td>
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<td>0.0%</td>
<td>0.0%</td>
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<td>42.9%</td>
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<td>23.6%</td>
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<td>15.4%</td>
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<td>0.0%</td>
<td>6.7%</td>
</tr>
<tr>
<td>Oxford Rentals Co. (38)</td>
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<td>21.1%</td>
<td>7.9%</td>
<td>2.6%</td>
<td>2.6%</td>
</tr>
<tr>
<td>Pella Co. (59)</td>
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<td>44.1%</td>
<td>15.3%</td>
<td>6.8%</td>
<td>18.6%</td>
<td>11.9%</td>
</tr>
<tr>
<td>Property Management (38)</td>
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<td>26.3%</td>
<td>18.4%</td>
<td>18.4%</td>
<td>21.1%</td>
<td>13.2%</td>
</tr>
<tr>
<td>Riverwatch Tower (6)</td>
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<td>16.7%</td>
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<td>0.0%</td>
<td>33.3%</td>
<td>33.3%</td>
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<tr>
<td>RZ Realty (4)</td>
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<td>25.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Scarlet &amp; Gray Realtors (9)</td>
<td>0.0%</td>
<td>44.4%</td>
<td>33.3%</td>
<td>0.0%</td>
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<td>22.2%</td>
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<td>University Apartments (12)</td>
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<td>8.3%</td>
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<td>21.7%</td>
<td>17.4%</td>
<td>19.6%</td>
<td>4.3%</td>
</tr>
<tr>
<td>University Village (44)</td>
<td>20.5%</td>
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<td>15.9%</td>
<td>6.8%</td>
<td>4.5%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Other (413)</td>
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<td>15.7%</td>
<td>8.5%</td>
<td>11.1%</td>
<td>6.8%</td>
</tr>
</tbody>
</table>
## MAINTENANCE AND REPAIRS

How quickly does your property manager attend to emergency concerns (safety and health issues)?

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Same day</th>
<th>1-3 days</th>
<th>4-7 days</th>
<th>8-14 days</th>
<th>More than 14 days</th>
<th>Never completed</th>
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</thead>
<tbody>
<tr>
<td>Buckeye Real Estate (75)</td>
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<td>34.7%</td>
<td>12.0%</td>
<td>5.3%</td>
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<tr>
<td>Cerberus (4)</td>
<td>50.0%</td>
<td>25.0%</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Colony Club (7)</td>
<td>71.4%</td>
<td>14.3%</td>
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<td>0.0%</td>
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</tr>
<tr>
<td>Cooper Real Estate (12)</td>
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<td>0.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>G.A.S. Properties (17)</td>
<td>35.3%</td>
<td>29.4%</td>
<td>17.6%</td>
<td>5.9%</td>
<td>0.0%</td>
<td>11.8%</td>
</tr>
<tr>
<td>George Kanelopoulos (23)</td>
<td>52.2%</td>
<td>39.1%</td>
<td>0.0%</td>
<td>4.3%</td>
<td>0.0%</td>
<td>4.3%</td>
</tr>
<tr>
<td>Harrison Apartments (10)</td>
<td>80.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Hometeam Properties (28)</td>
<td>14.3%</td>
<td>46.4%</td>
<td>10.7%</td>
<td>3.6%</td>
<td>7.1%</td>
<td>17.9%</td>
</tr>
<tr>
<td>Inn Town Homes &amp; Apartments (44)</td>
<td>43.2%</td>
<td>40.9%</td>
<td>6.8%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
<td>Jefferson Commons (11)</td>
<td>45.5%</td>
<td>27.3%</td>
<td>18.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>9.1%</td>
</tr>
<tr>
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</tr>
<tr>
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<td>25.0%</td>
<td>12.5%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>12.5%</td>
</tr>
<tr>
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<td>14.0%</td>
<td>38.0%</td>
<td>16.0%</td>
<td>2.0%</td>
<td>18.0%</td>
<td>12.0%</td>
</tr>
<tr>
<td>Ohio State Properties (11)</td>
<td>36.4%</td>
<td>45.5%</td>
<td>0.0%</td>
<td>9.1%</td>
<td>9.1%</td>
<td>0.0%</td>
</tr>
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</tr>
<tr>
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<tr>
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<td>4.1%</td>
<td>5.3%</td>
</tr>
<tr>
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<td>65.0%</td>
<td>20.0%</td>
<td>10.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>5.0%</td>
</tr>
<tr>
<td>Pella Co. (44)</td>
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<td>38.6%</td>
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<td>4.5%</td>
<td>11.4%</td>
</tr>
<tr>
<td>Property Management (21)</td>
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<td>33.3%</td>
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<td>14.3%</td>
<td>9.5%</td>
<td>9.5%</td>
</tr>
<tr>
<td>Riverwatch Tower (4)</td>
<td>50.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Scarlet &amp; Gray Realtors (7)</td>
<td>14.3%</td>
<td>71.4%</td>
<td>14.3%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
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<tr>
<td>Sterling Place (4)</td>
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<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
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</tr>
<tr>
<td>University Apartments (9)</td>
<td>55.6%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>University Manors (33)</td>
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<td>33.3%</td>
<td>18.2%</td>
<td>12.1%</td>
<td>6.1%</td>
<td>3.0%</td>
</tr>
<tr>
<td>University Village (35)</td>
<td>80.0%</td>
<td>8.6%</td>
<td>0.0%</td>
<td>2.9%</td>
<td>0.0%</td>
<td>8.6%</td>
</tr>
</tbody>
</table>
How quickly does your property manager attend to non-emergency concerns for which a service request has been submitted?

<table>
<thead>
<tr>
<th>Property</th>
<th>Same day</th>
<th>1-3 days</th>
<th>4-7 days</th>
<th>8-14 days</th>
<th>More than 14 days</th>
<th>Never completed</th>
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<tr>
<td>Buckeye Real Estate (117)</td>
<td>0.9%</td>
<td>29.9%</td>
<td>27.4%</td>
<td>14.5%</td>
<td>17.9%</td>
<td>9.4%</td>
</tr>
<tr>
<td>Cerberus (4)</td>
<td>0.0%</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Coldwell Banker Commercial (4)</td>
<td>0.0%</td>
<td>75.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Colony Club (8)</td>
<td>25.0%</td>
<td>75.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Cooper Real Estate (16)</td>
<td>6.3%</td>
<td>18.8%</td>
<td>31.3%</td>
<td>12.5%</td>
<td>18.8%</td>
<td>12.5%</td>
</tr>
<tr>
<td>G.A.S. Properties (23)</td>
<td>8.7%</td>
<td>26.1%</td>
<td>21.7%</td>
<td>26.1%</td>
<td>8.7%</td>
<td>8.7%</td>
</tr>
<tr>
<td>George Kanelopoulos (42)</td>
<td>7.1%</td>
<td>71.4%</td>
<td>7.1%</td>
<td>7.1%</td>
<td>0.0%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Harrison Apartments (18)</td>
<td>5.6%</td>
<td>83.3%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Heritage Apartments (4)</td>
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<td>50.0%</td>
<td>25.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
</tr>
<tr>
<td>Hometeam Properties (35)</td>
<td>2.9%</td>
<td>11.4%</td>
<td>25.7%</td>
<td>25.7%</td>
<td>17.1%</td>
<td>17.1%</td>
</tr>
<tr>
<td>Inn Town Homes &amp; Apartments (79)</td>
<td>13.9%</td>
<td>54.4%</td>
<td>19.0%</td>
<td>5.1%</td>
<td>2.5%</td>
<td>5.1%</td>
</tr>
<tr>
<td>Jefferson Commons (20)</td>
<td>5.0%</td>
<td>35.0%</td>
<td>25.0%</td>
<td>15.0%</td>
<td>5.0%</td>
<td>15.0%</td>
</tr>
<tr>
<td>Kohn Royer Griffith, Inc. (27)</td>
<td>0.0%</td>
<td>48.1%</td>
<td>22.2%</td>
<td>7.4%</td>
<td>14.8%</td>
<td>7.4%</td>
</tr>
<tr>
<td>Landis Properties (9)</td>
<td>11.1%</td>
<td>66.7%</td>
<td>11.1%</td>
<td>11.1%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>My First Place (9)</td>
<td>11.1%</td>
<td>44.4%</td>
<td>22.2%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>22.2%</td>
</tr>
<tr>
<td>North Steppe Realty (69)</td>
<td>0.0%</td>
<td>14.5%</td>
<td>15.9%</td>
<td>10.1%</td>
<td>30.4%</td>
<td>29.0%</td>
</tr>
<tr>
<td>Ohio State Properties (14)</td>
<td>7.1%</td>
<td>57.1%</td>
<td>14.3%</td>
<td>14.3%</td>
<td>7.1%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Olentangy Commons (18)</td>
<td>11.1%</td>
<td>33.3%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>11.1%</td>
<td>27.8%</td>
</tr>
<tr>
<td>Olentangy Village (12)</td>
<td>0.0%</td>
<td>75.0%</td>
<td>16.7%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Oxford Rentals Co. (36)</td>
<td>5.6%</td>
<td>55.6%</td>
<td>25.0%</td>
<td>8.3%</td>
<td>2.8%</td>
<td>2.8%</td>
</tr>
<tr>
<td>Pella Co. (58)</td>
<td>3.4%</td>
<td>34.5%</td>
<td>24.1%</td>
<td>15.5%</td>
<td>15.5%</td>
<td>6.9%</td>
</tr>
<tr>
<td>Property Management (36)</td>
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<td>22.2%</td>
<td>19.4%</td>
<td>16.7%</td>
<td>16.7%</td>
<td>19.4%</td>
</tr>
<tr>
<td>Riverwatch Tower (5)</td>
<td>0.0%</td>
<td>40.0%</td>
<td>20.0%</td>
<td>0.0%</td>
<td>20.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>RZ Realty (5)</td>
<td>0.0%</td>
<td>20.0%</td>
<td>40.0%</td>
<td>0.0%</td>
<td>40.0%</td>
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</tr>
<tr>
<td>Scarlet &amp; Gray Realtors (9)</td>
<td>0.0%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>33.3%</td>
<td>11.1%</td>
<td>11.1%</td>
</tr>
<tr>
<td>Sterling Place (4)</td>
<td>0.0%</td>
<td>75.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>25.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>University Apartments (11)</td>
<td>18.2%</td>
<td>45.5%</td>
<td>0.0%</td>
<td>18.2%</td>
<td>9.1%</td>
<td>9.1%</td>
</tr>
<tr>
<td>University Manors (46)</td>
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<td>32.6%</td>
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<td>15.2%</td>
<td>6.5%</td>
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<tr>
<td>University Village (46)</td>
<td>6.5%</td>
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<td>6.5%</td>
<td>4.3%</td>
<td>8.7%</td>
</tr>
<tr>
<td>Other (408)</td>
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<td>43.6%</td>
<td>16.2%</td>
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<td>9.6%</td>
<td>9.1%</td>
</tr>
</tbody>
</table>
MAINTENANCE AND REPAIRS

Satisfaction with the general maintenance of the property
(1=Very Dissatisfied; 5=Very Satisfied)

- Buckeye Real Estate (137) 2.74
- Cerberus (4) 4.00
- Coldwell Banker Commercial (5) 3.40
- Colony Club (9) 3.44
- Cooper Real Estate (19) 2.84
- G.A.S. Properties (25) 2.36
- George Kaneliopoulos (44) 2.98
- Governors Square (5) 3.80
- Harrison Apartments (20) 3.30
- Heritage Apartments (5) 3.40
- Holiday House Apartments (4) 3.50
- Hometeam Properties (39) 2.28
- Inn Town Homes & Apartments (83) 2.93
- Jefferson Commons (22) 2.23
- Kohn Royer Griffith, Inc. (31) 3.03
- Landis Properties (9) 3.67
- My First Place (14) 2.79
- North Steppe Realty (77) 2.35
- Ohio State Properties (14) 2.71
- Olentangy Commons (20) 3.10
- Olentangy Village (17) 3.29
- Oxford Rentals Co. (39) 2.79
- Pella Co. (64) 2.75
- Property Management (40) 2.23
- Riverwatch Tower (8) 2.88
- RZ Realty (5) 2.00
- Scarlet & Gray Realtors (9) 2.11
- Sterling Place (5) 3.00
- University Apartments (12) 2.50
- University Manors (55) 2.58
- University Village (51) 3.49
- Other (468) 2.37
Does your property manager give you 24 hour notice before entering the property (apart from maintenance requests)?

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<th>Company</th>
<th>Yes</th>
<th>No</th>
<th>Sometimes</th>
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<td>25.0%</td>
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<td>17.4%</td>
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<td>10.3%</td>
<td>17.9%</td>
</tr>
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<td>Governors Square (4)</td>
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<td>0.0%</td>
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<td>17.1%</td>
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<td>16.1%</td>
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<tr>
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<td>33.3%</td>
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<td>18.5%</td>
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<tr>
<td>Ohio State Properties (11)</td>
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<td>54.5%</td>
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<tr>
<td>Olentangy Commons (18)</td>
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</tr>
<tr>
<td>Olentangy Village (14)</td>
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<tr>
<td>Oxford Rentals Co. (36)</td>
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<td>11.1%</td>
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<tr>
<td>Pella Co. (56)</td>
<td>73.2%</td>
<td>5.4%</td>
<td>21.4%</td>
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<tr>
<td>Property Management (21)</td>
<td>42.9%</td>
<td>38.1%</td>
<td>19.0%</td>
</tr>
<tr>
<td>Riverwatch Tower (4)</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>RZ Realty (4)</td>
<td>100.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
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<td>40.0%</td>
<td>20.0%</td>
</tr>
<tr>
<td>Sterling Place (5)</td>
<td>60.0%</td>
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<td>20.0%</td>
</tr>
<tr>
<td>University Apartments (7)</td>
<td>85.7%</td>
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<td>University Manors (48)</td>
<td>52.1%</td>
<td>25.0%</td>
<td>22.9%</td>
</tr>
<tr>
<td>University Village (42)</td>
<td>85.7%</td>
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<tr>
<td>Other (384)</td>
<td>67.4%</td>
<td>13.5%</td>
<td>19.0%</td>
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</tbody>
</table>
Satisfaction with property safety from theft and burglary
(1=Very Dissatisfied; 5=Very Satisfied)

<table>
<thead>
<tr>
<th>Property Name</th>
<th>Rating</th>
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<tbody>
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<td>Buckeye Real Estate (132)</td>
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<tr>
<td>Cerberus (4)</td>
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<tr>
<td>Coldwell Banker Commercial (5)</td>
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</tr>
<tr>
<td>Colony Club (9)</td>
<td>2.36</td>
</tr>
<tr>
<td>Cooper Real Estate (18)</td>
<td>2.88</td>
</tr>
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<tr>
<td>Other (450)</td>
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Does your property manager give you time to renew your lease before putting your property on the open market?

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</tr>
<tr>
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</tr>
<tr>
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# Customer Service

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<tr>
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<tr>
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Would you rent from your property manager in the future?

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*Top 5 "yes" responses are in bold*