

2016–2017

RENTER'S GUIDE

*Helping students make informed
off-campus living decisions*

Presented by USG



OhioStateUniversityUSG



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THE OHIO STATE UNIVERSITY
OFFICE OF STUDENT LIFE

USG
UNDERGRADUATE
STUDENT GOVERNMENT
AT OHIO STATE

Dear OSU Student,

Thank you for reading the 2016-2017 edition of The Ohio State University Renter's Guide. This publication has been provided by the Undergraduate Student Government's Student Affairs 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 on landlords in the off campus area. These results were compiled by a survey administered by the Center for the Study of Student Life and commissioned by the Undergraduate Student Government. The Renter's 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 Renter's Guide and GO BUCKS!



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Purpose and Methodology

The data in the following report is intended to provide useful information about the previous experiences of OSU students living in the off campus area. This is done through surveying and evaluating the perceived level of service tenants received from the rental companies. Survey participants were asked to complete online questions relevant to their experience with the respective landlord from the previous year. We hope that you will utilize this guide to help you make an informed decision of whom to rent from. A great resource for such information is Off Campus and Commuter Student Services, located in room 3106 of the Ohio Union. They have a section outlining their resources at the end of the guide.

The Undergraduate Student Government Renter's Guide survey was administered by Center for the Study of Student Life in September of 2016 to undergraduate students living in the 43201 ZIP code. The sample included 2,000 undergraduate students. The survey yielded 259 responses or approximately a 13% response rate. The Undergraduate Student Government would like to thank everyone who responded to this year's survey.

Disclaimer

In publishing this information, neither 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. If you have any questions regarding the law or its application in a certain situation we suggest you consult the Student Legal Services (studentlegal.osu.edu) or another attorney service.

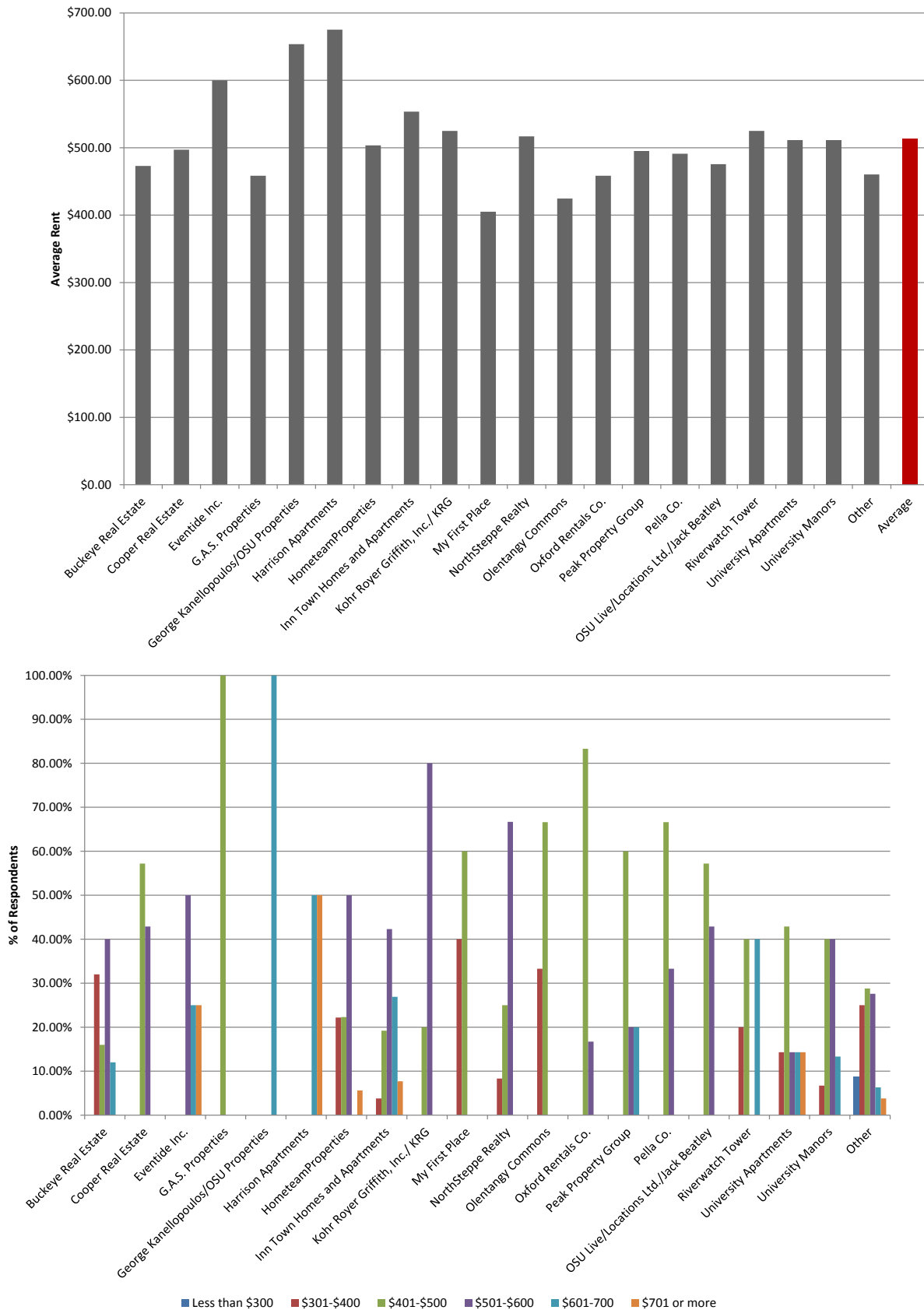
Summary of Data

For each question in this guide, there is a graph that summarizes the data collected from the Renter's Guide survey. Under each of those graphs is a breakdown graph that shows the percentage of respondents that selected each answer.

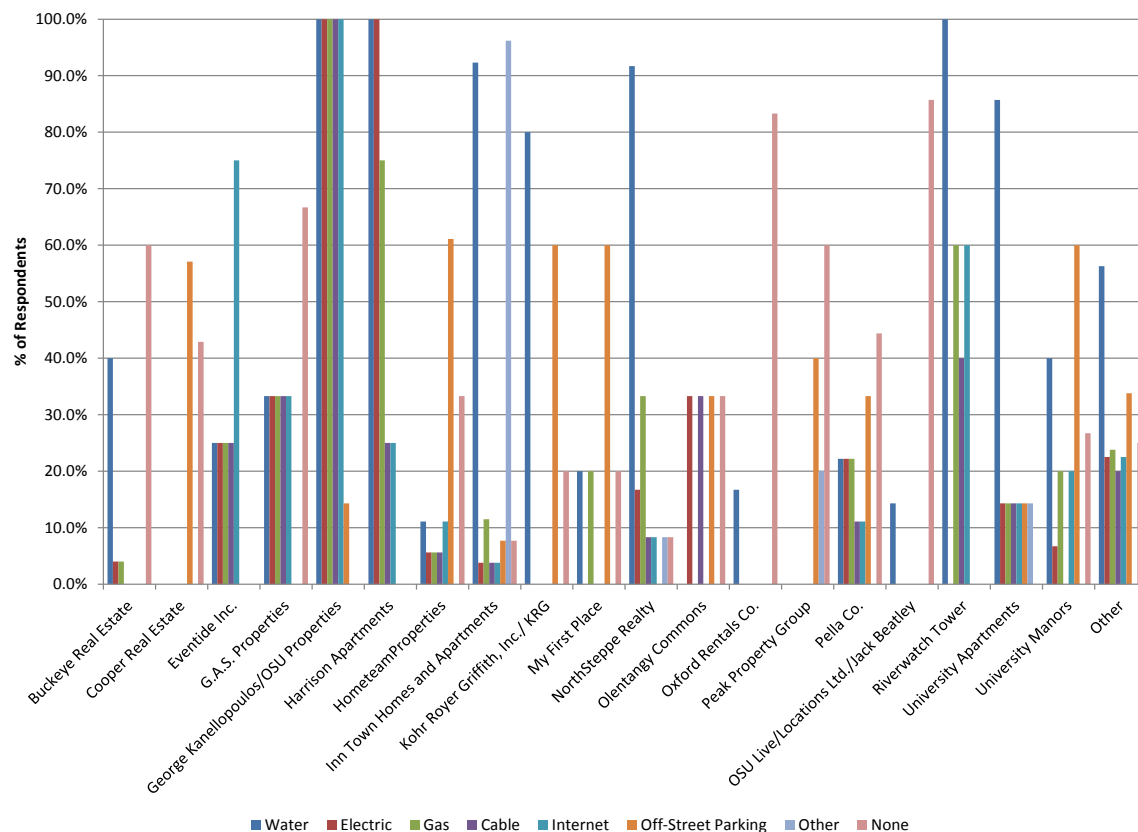
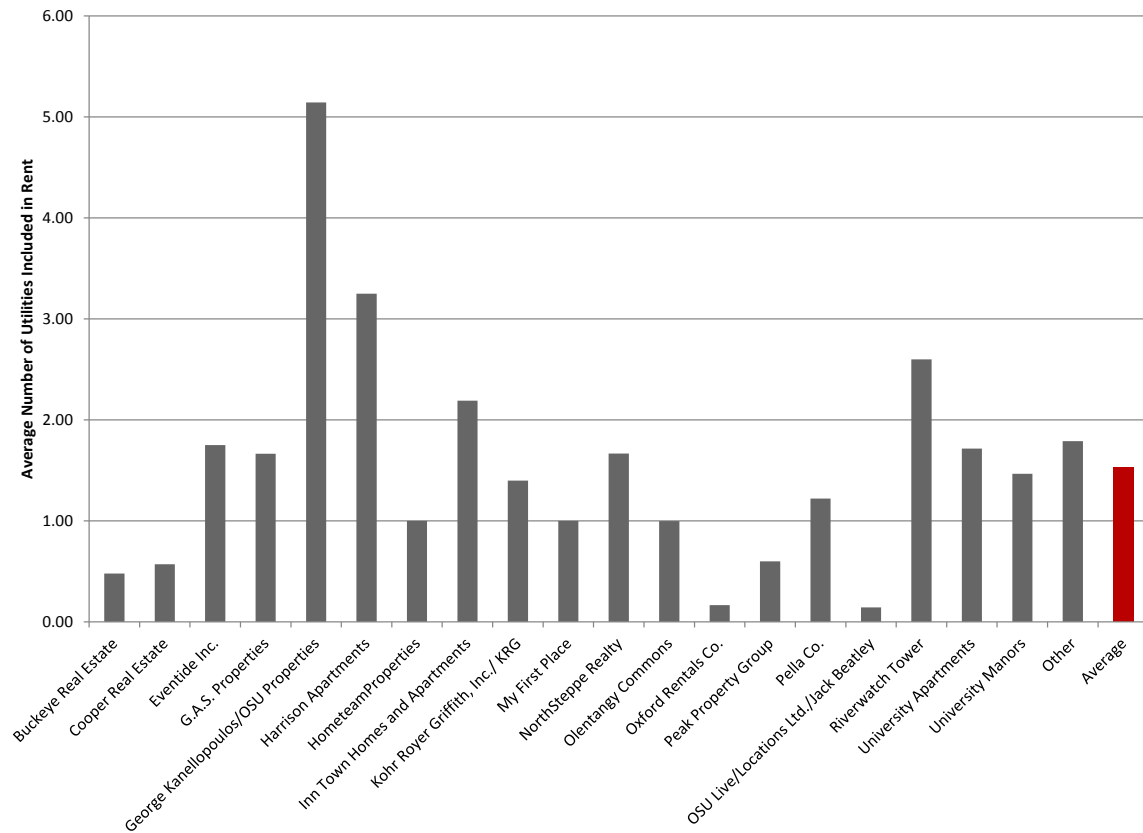
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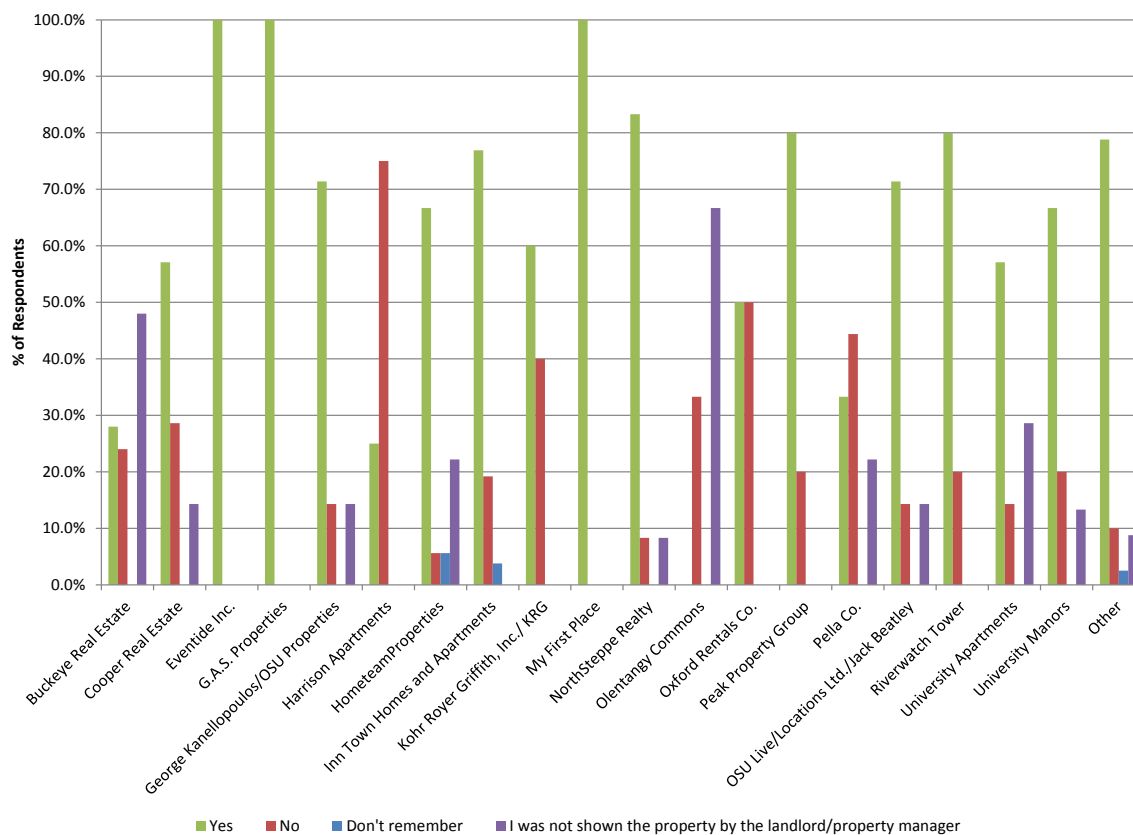
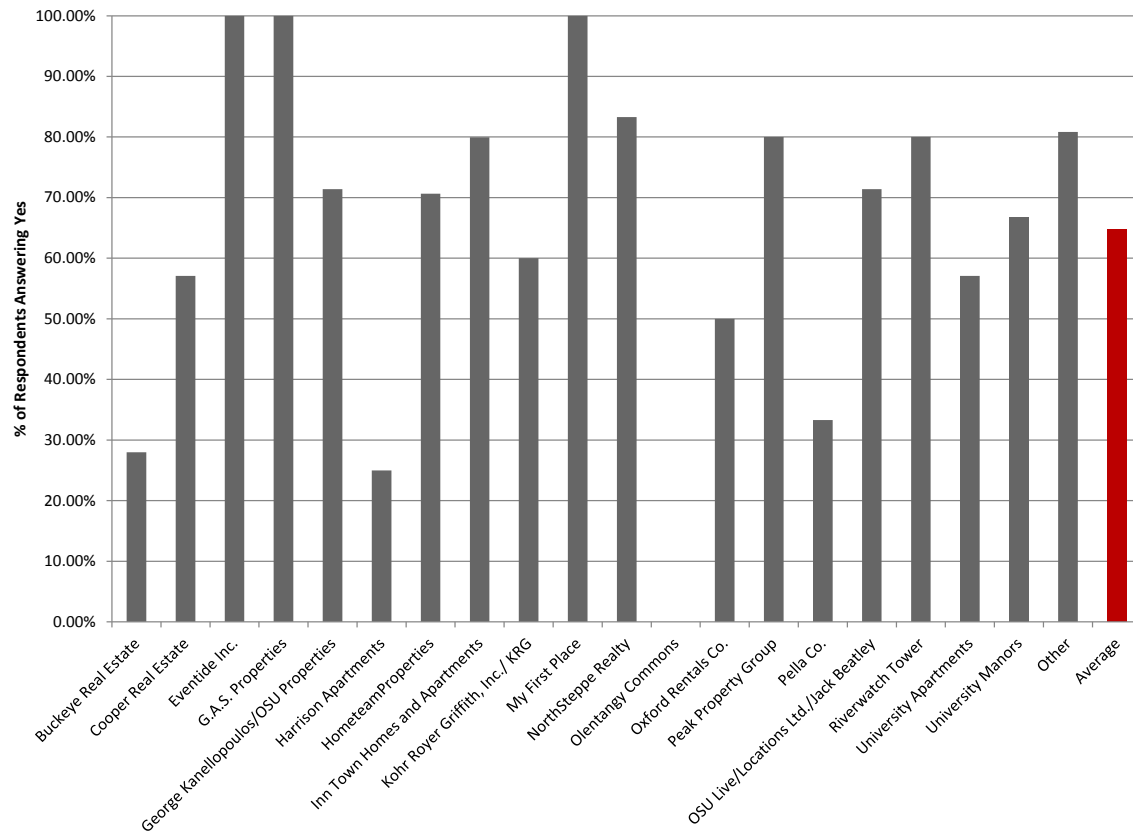
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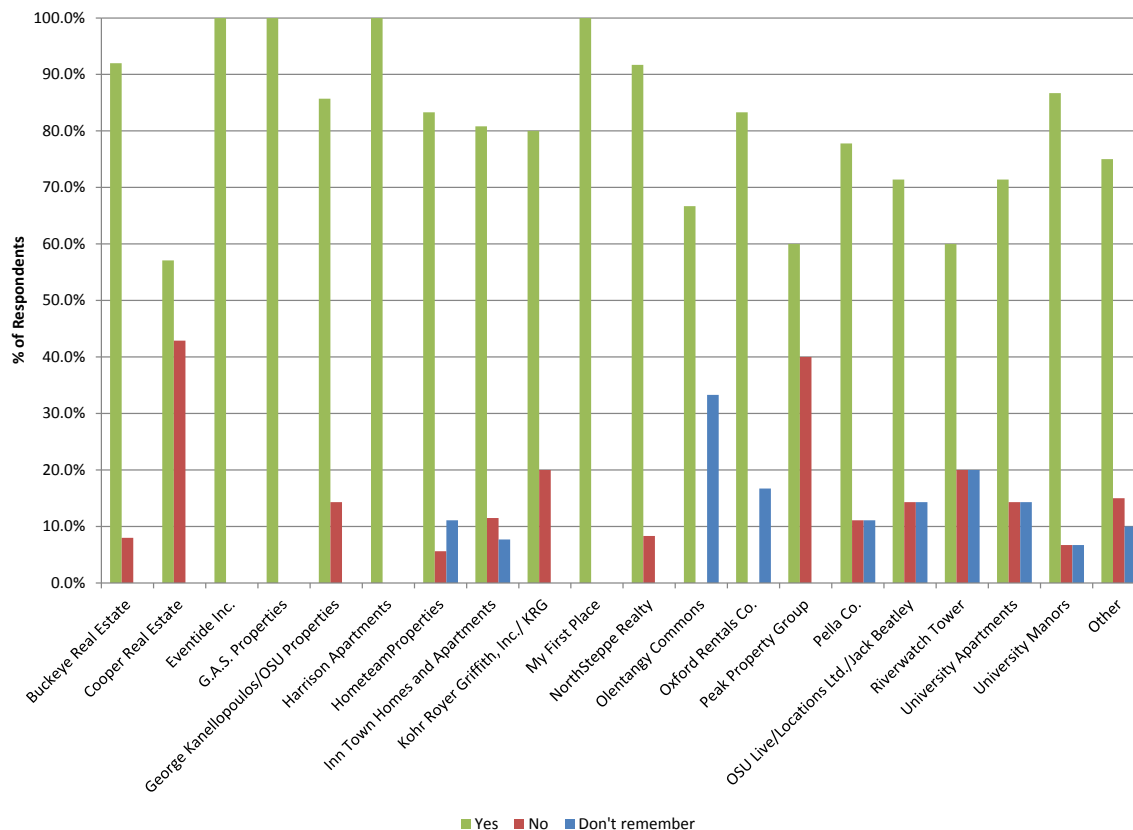
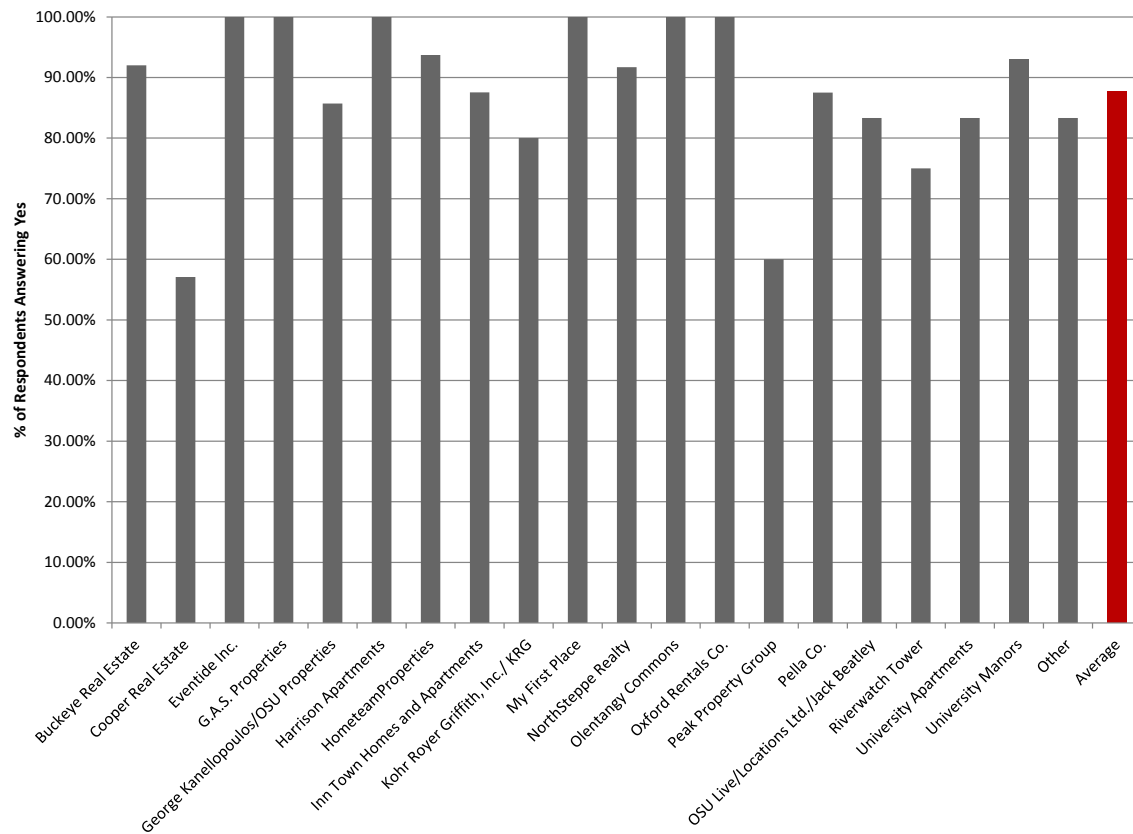
How many utilities and/or costs were included in your rent?



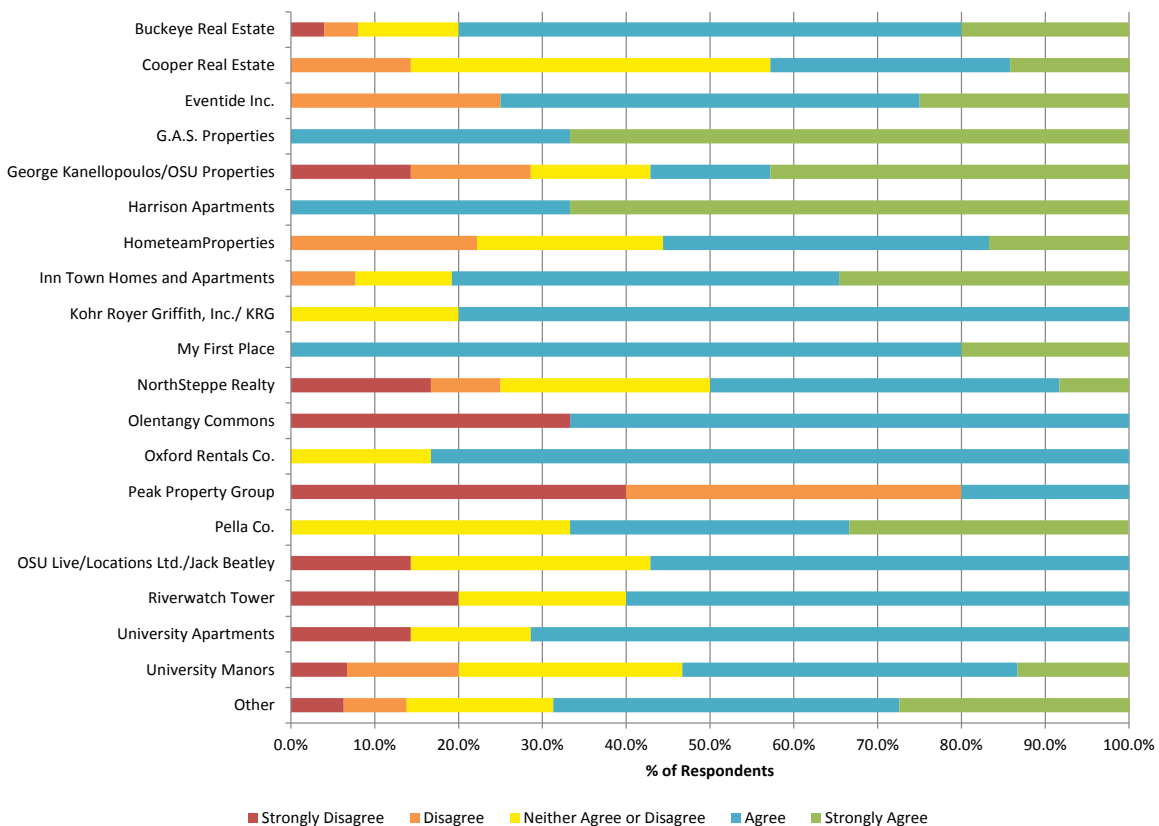
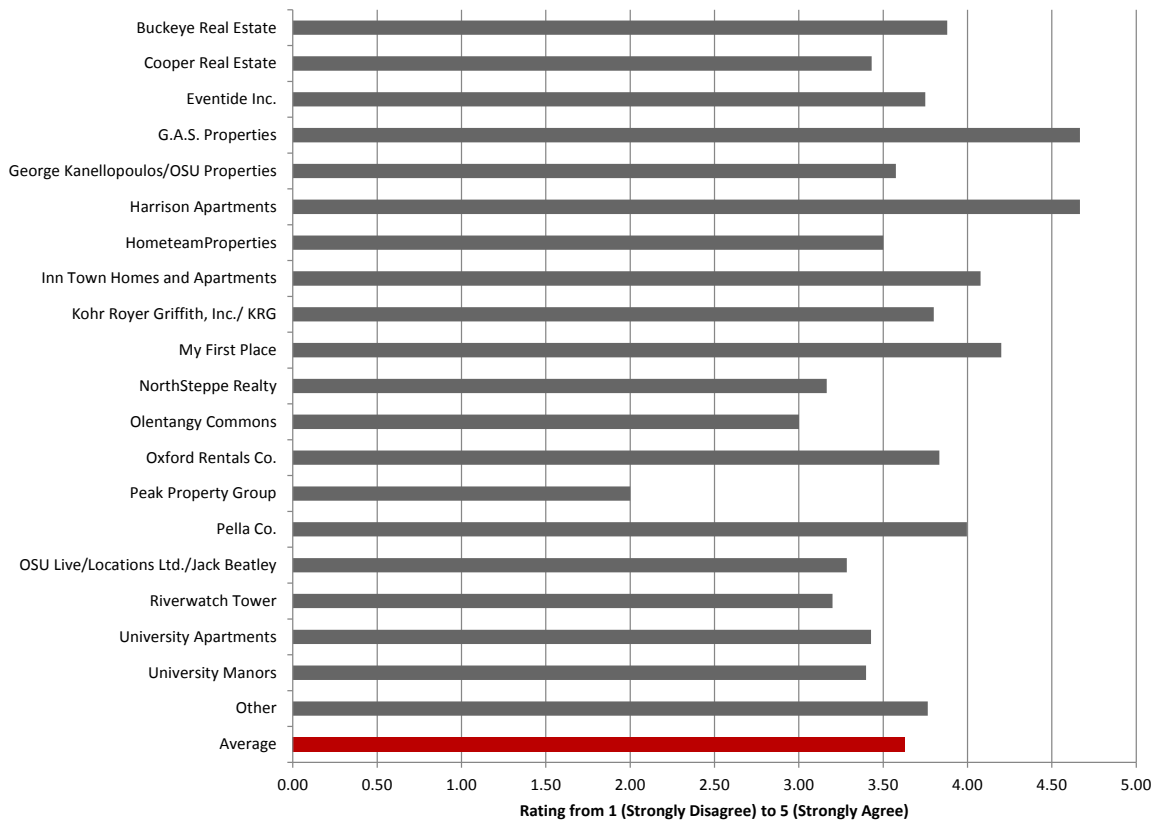
Prior to signing the lease, did your landlord/property manager show you the exact unit you would rent (rather than a model unit)?



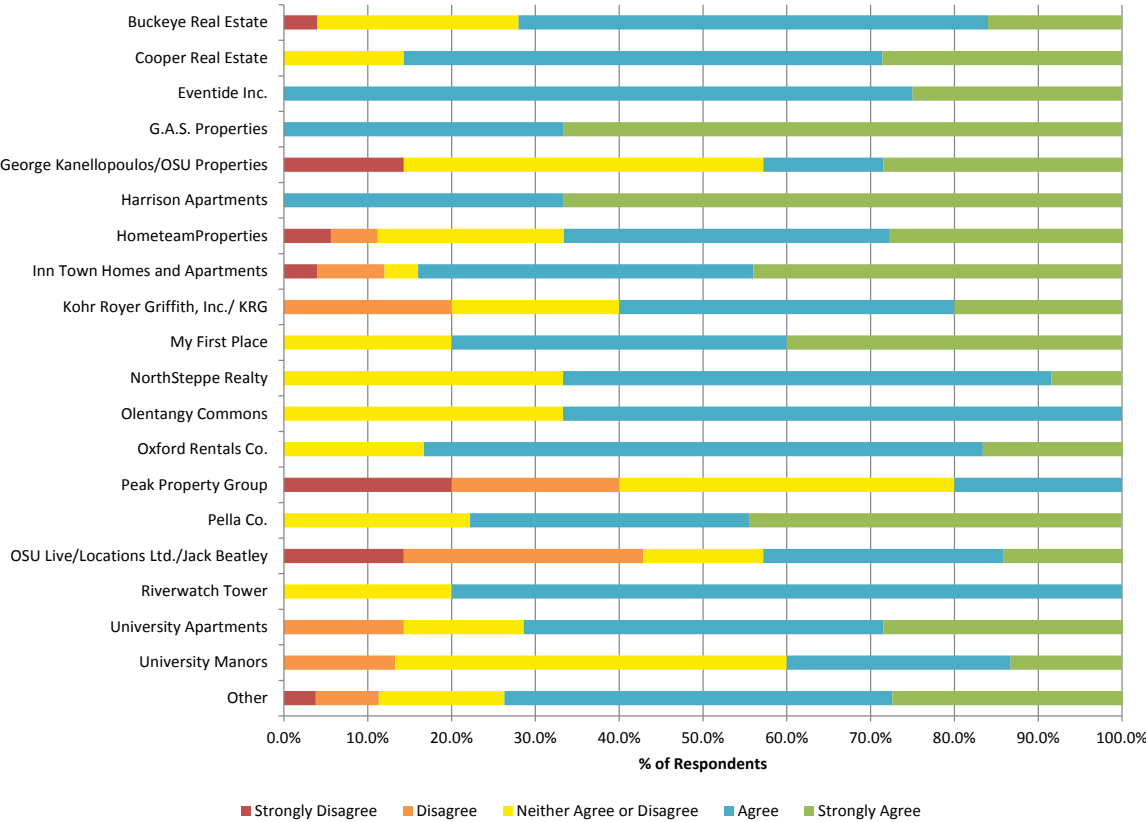
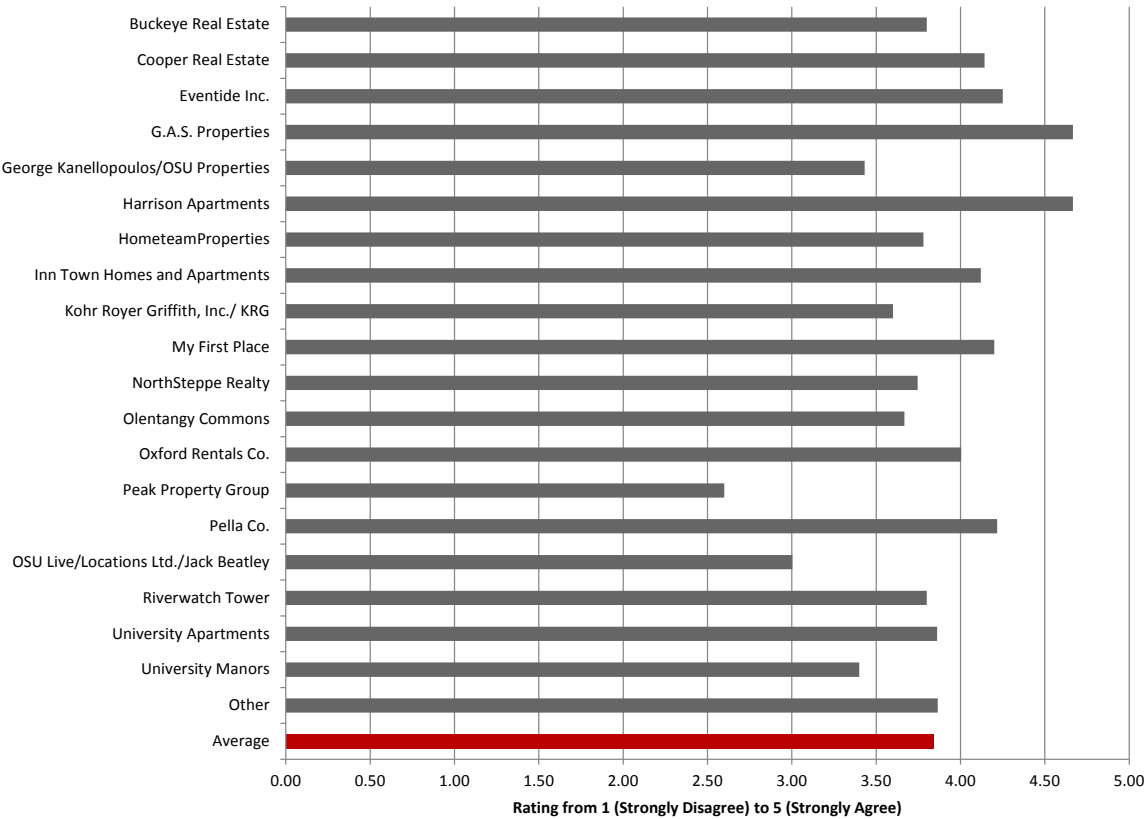
Did your landlord/property manager give you a copy of the signed lease agreement?



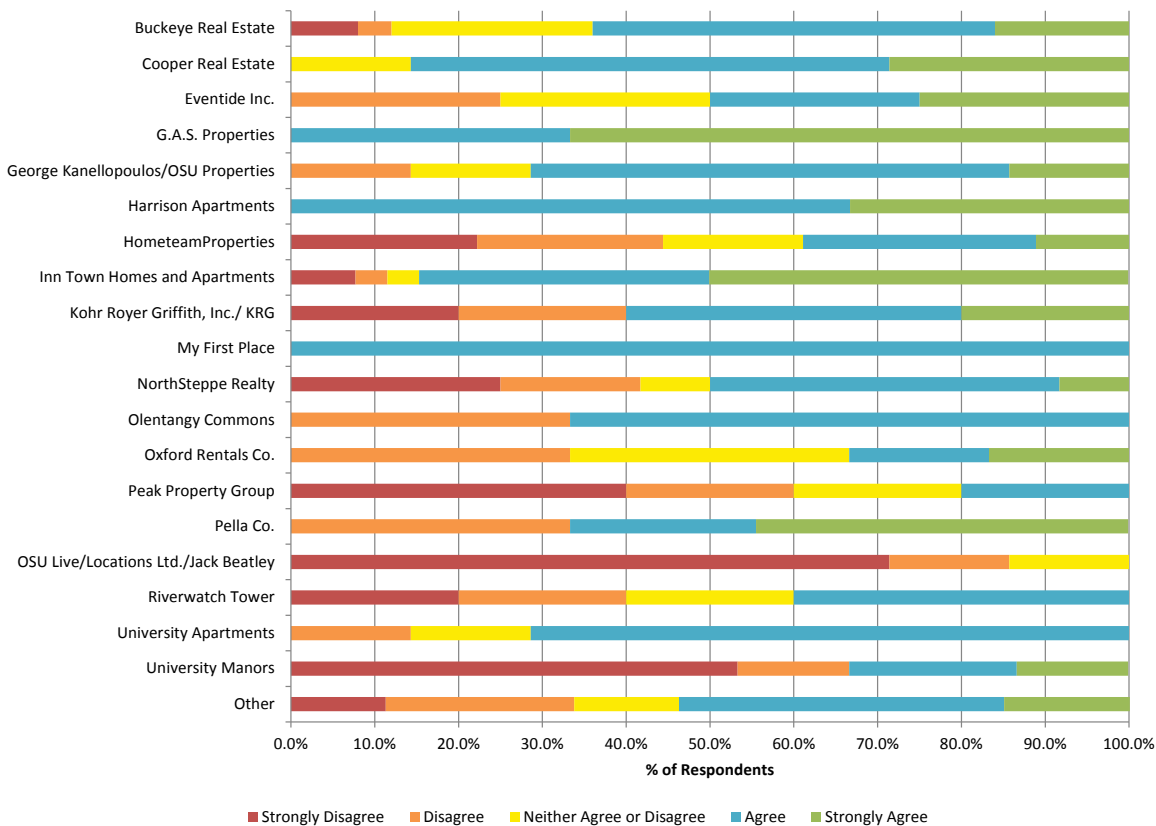
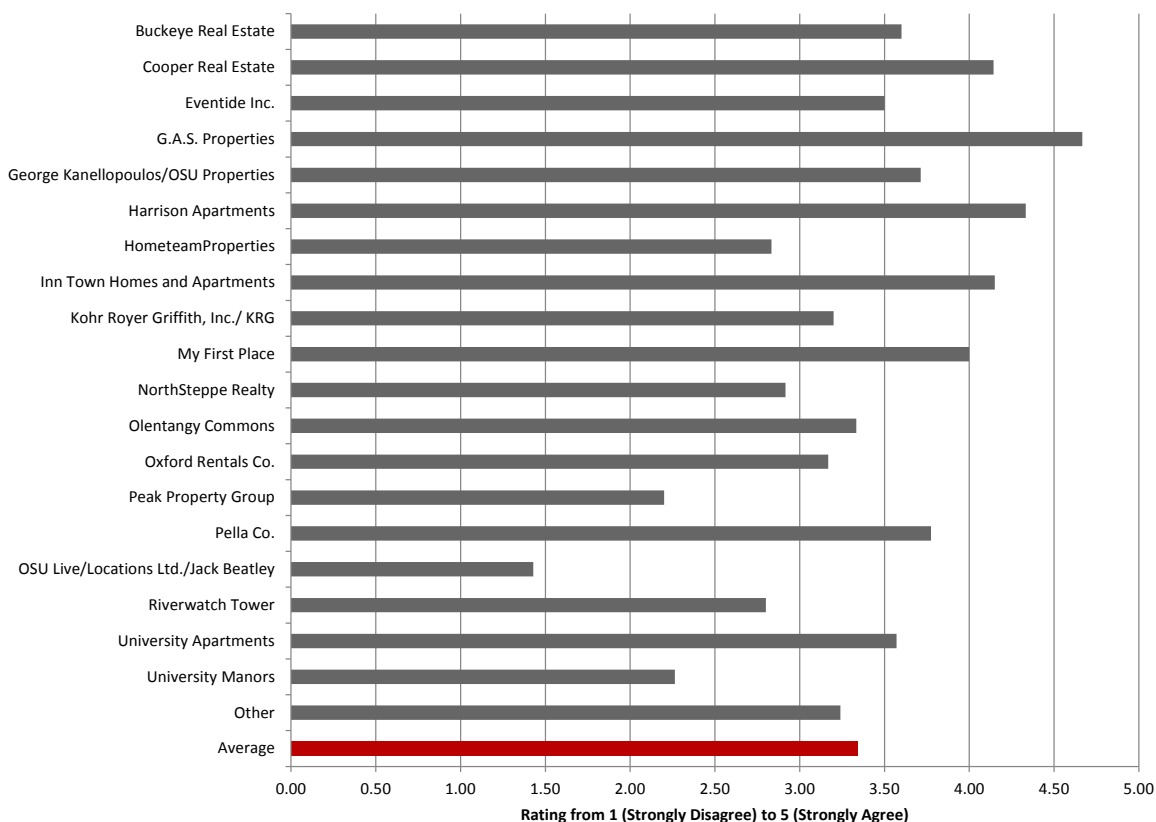
My landlord/property manager clearly described my lease (and all related documents) and all that they entailed.



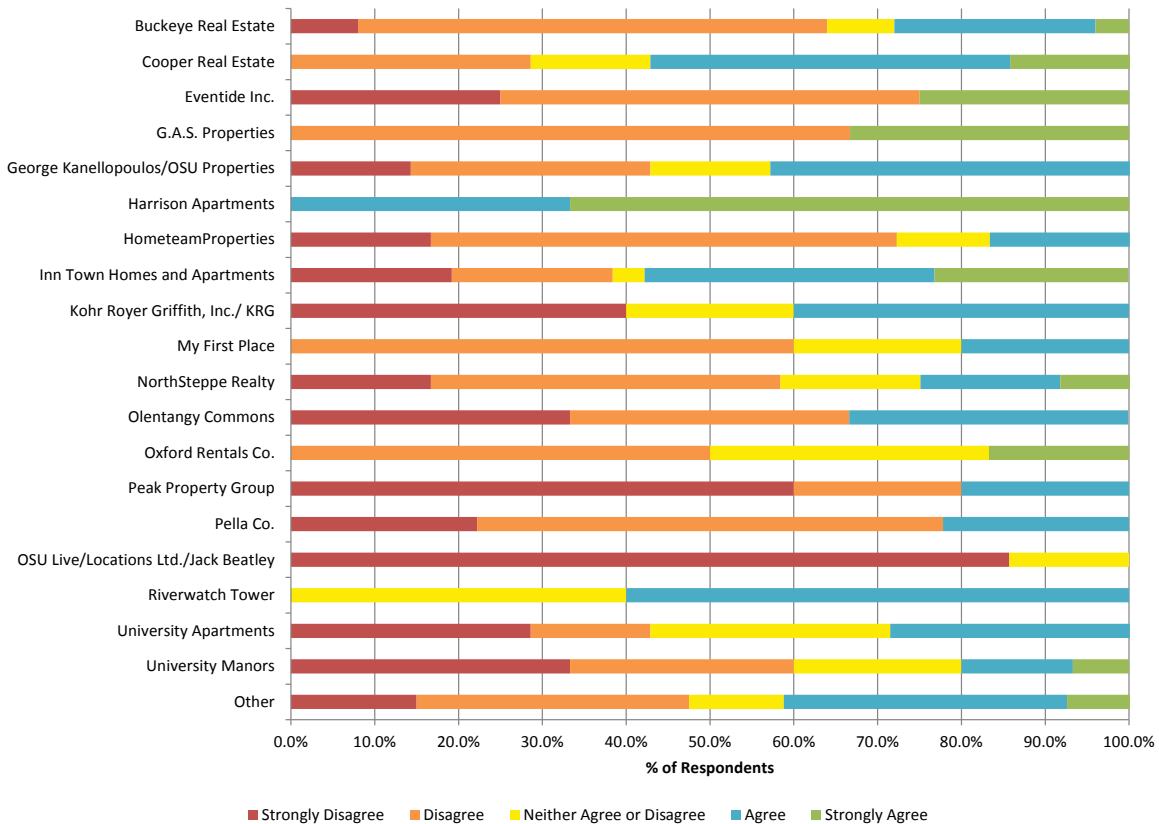
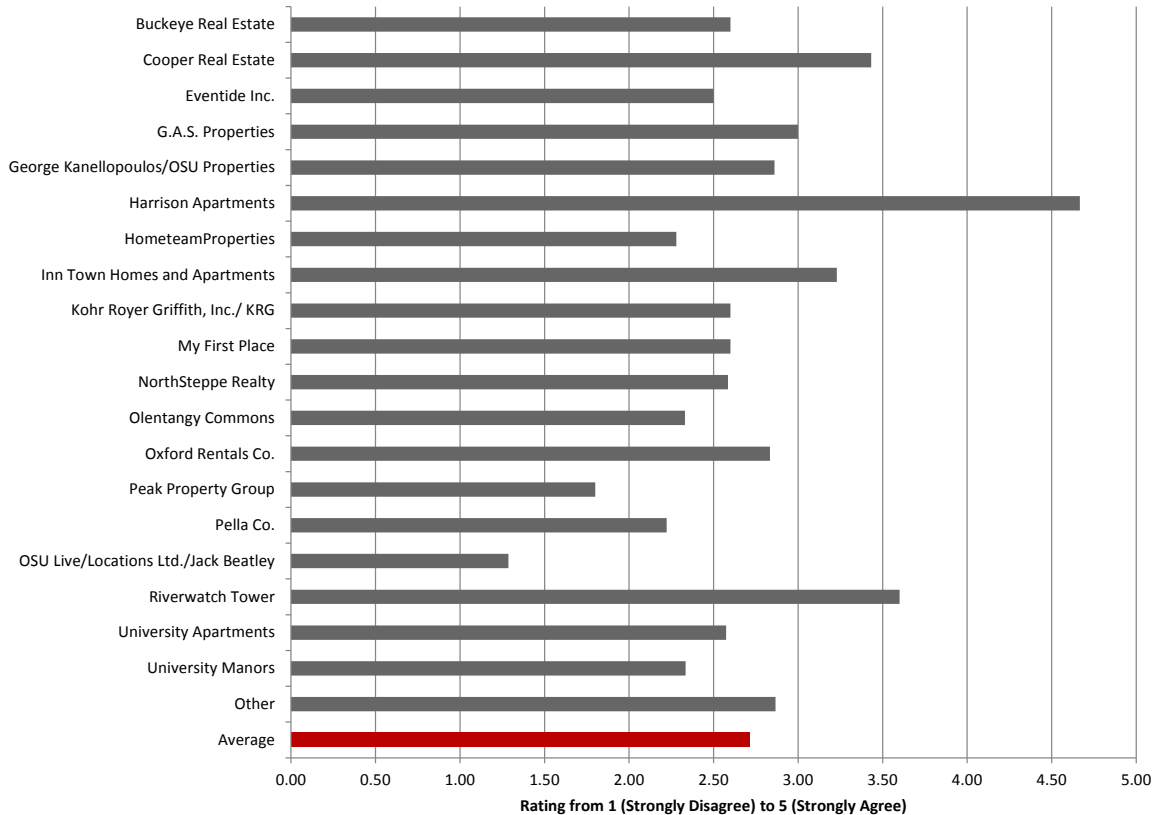
My landlord/property manager was cooperative during my move-in.



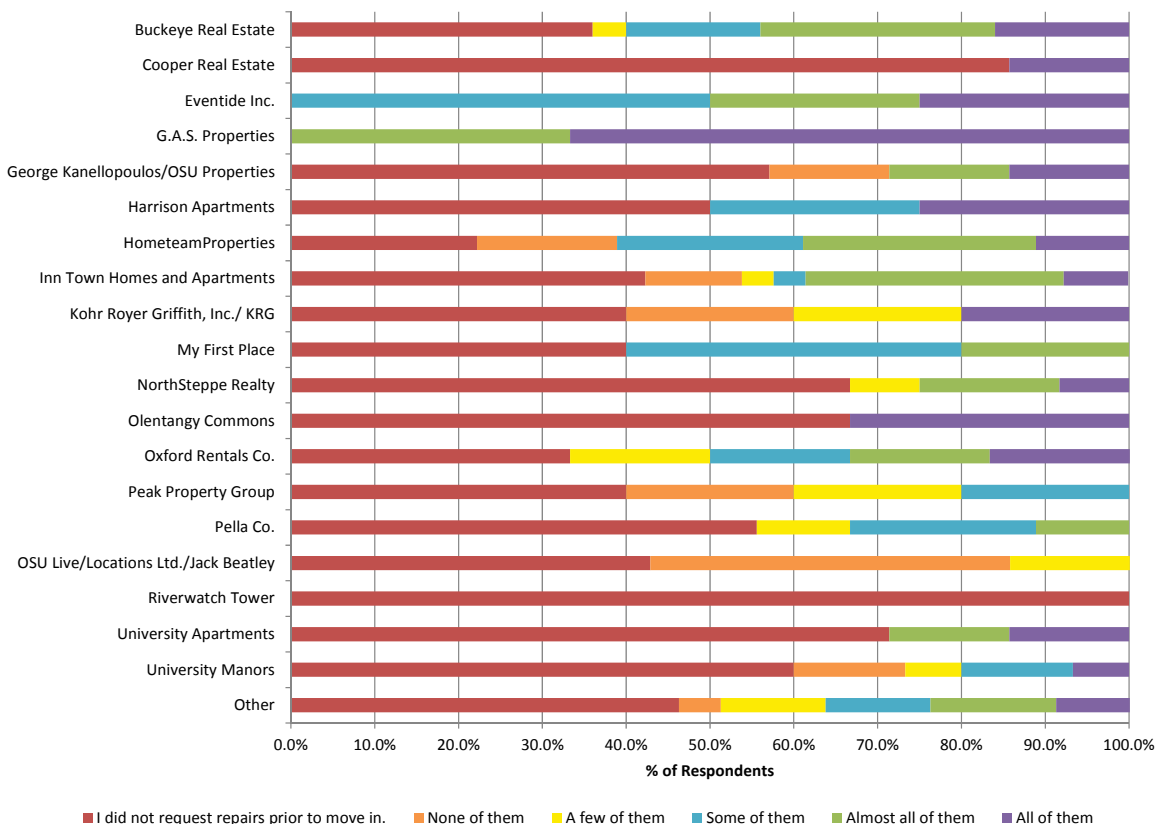
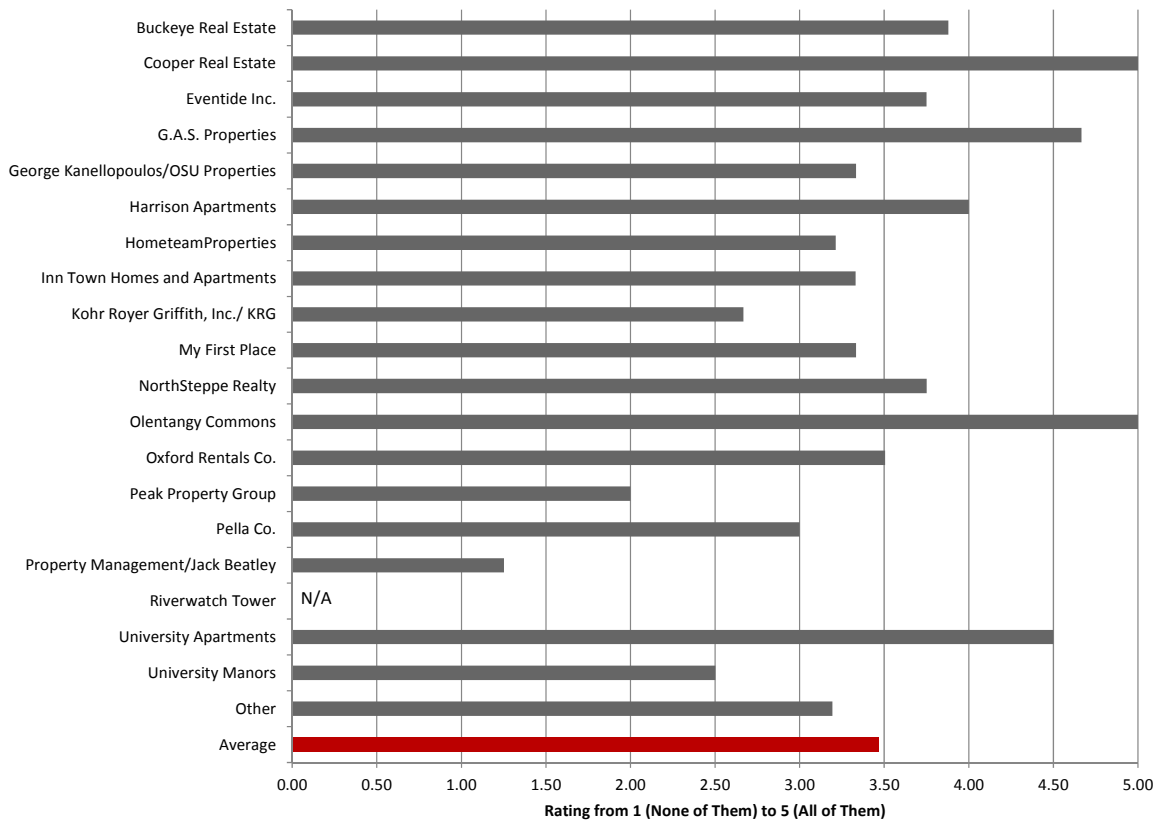
My rental property was clean at the time of move-in.



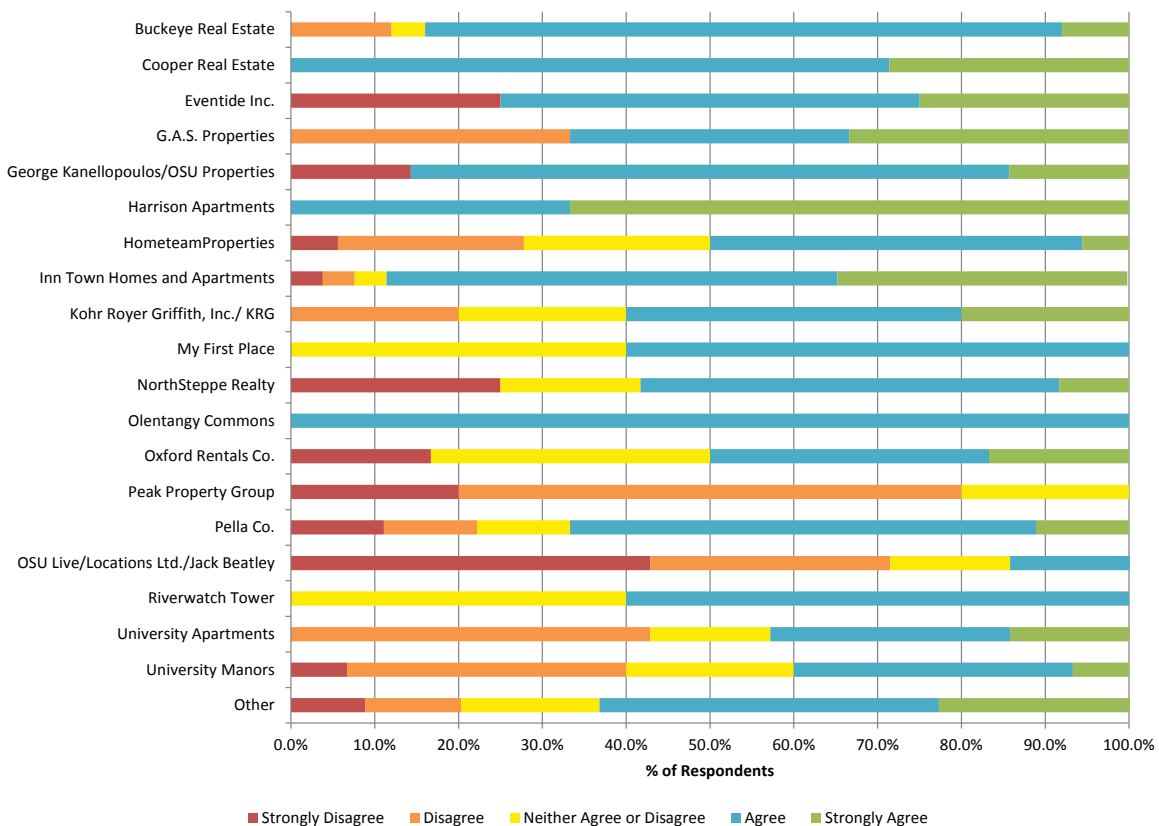
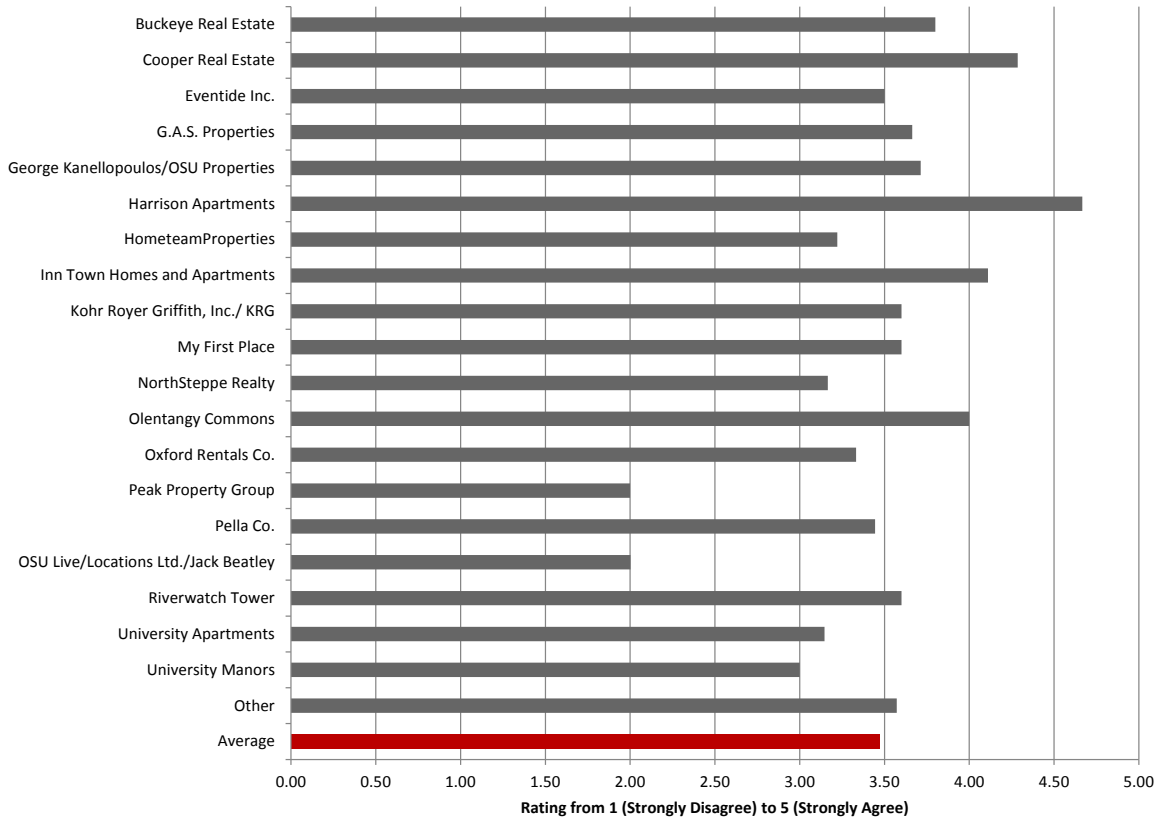
My rental property did not need repairs at the time of move-in.



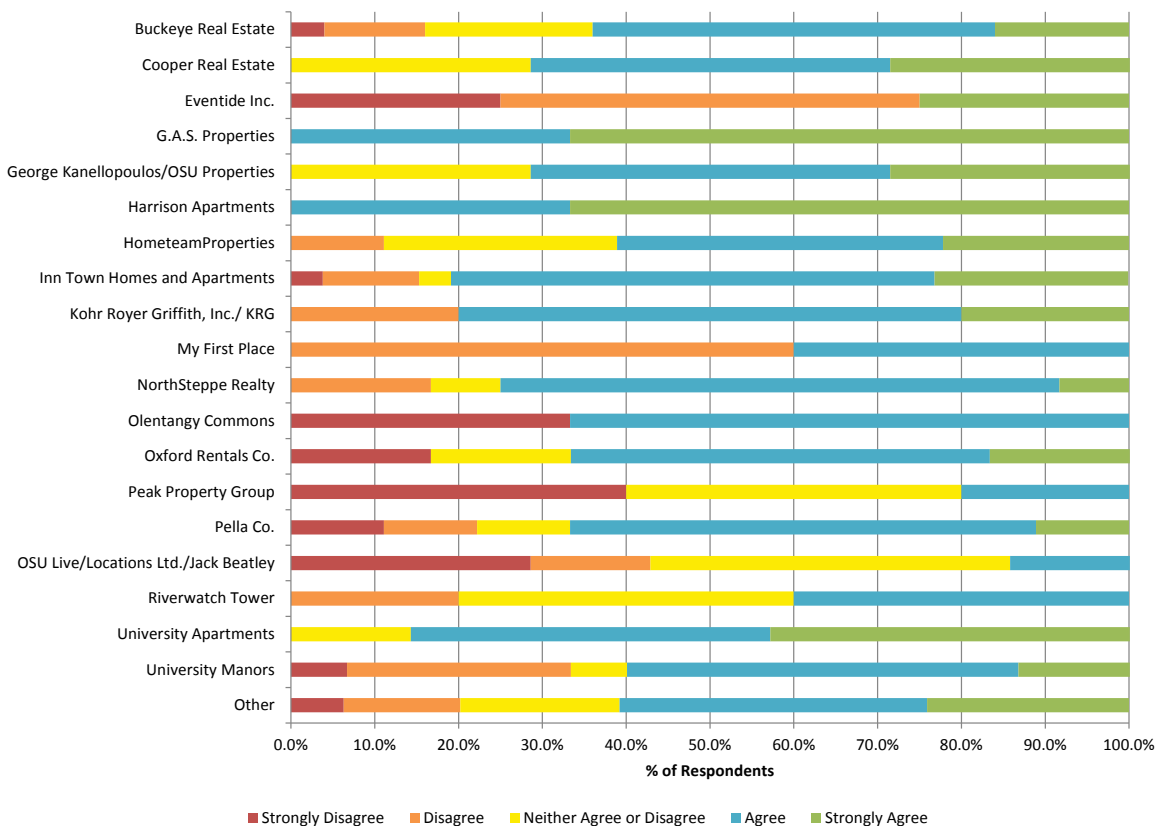
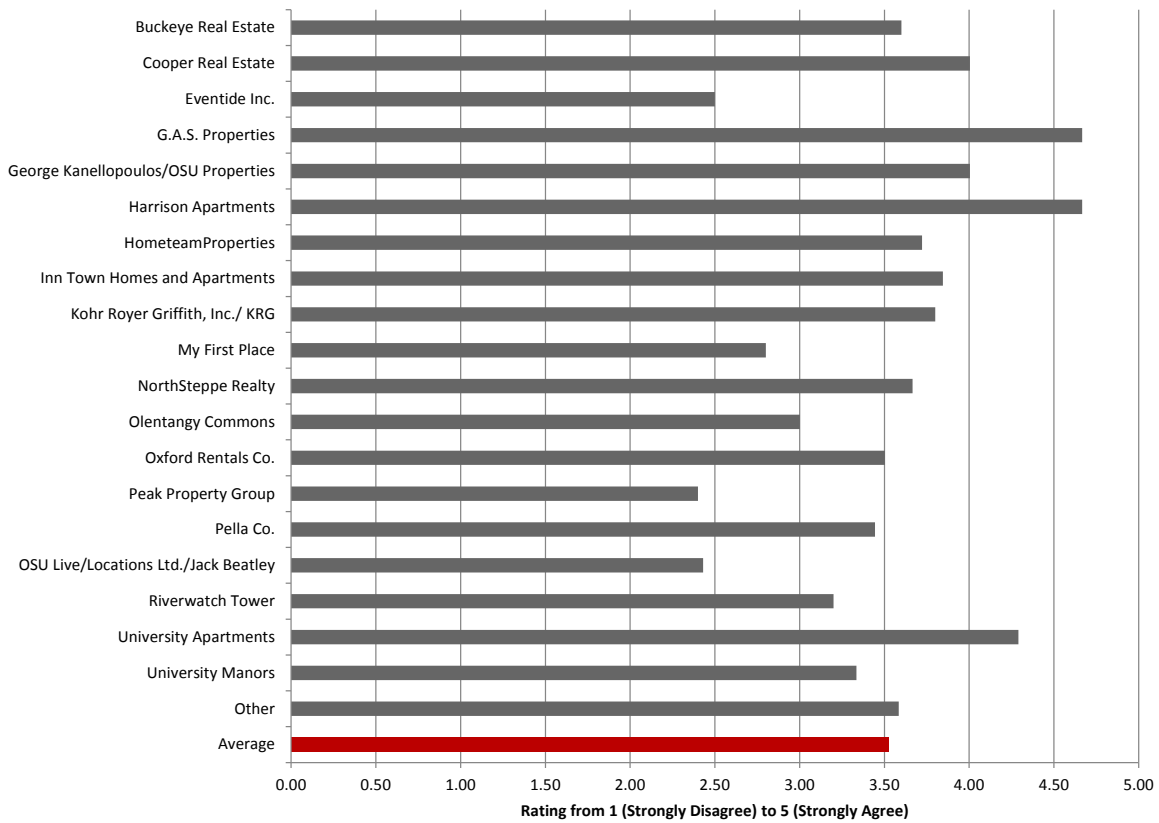
If your landlord/property manager agreed to complete repairs prior to your move in, how many were completed on time?



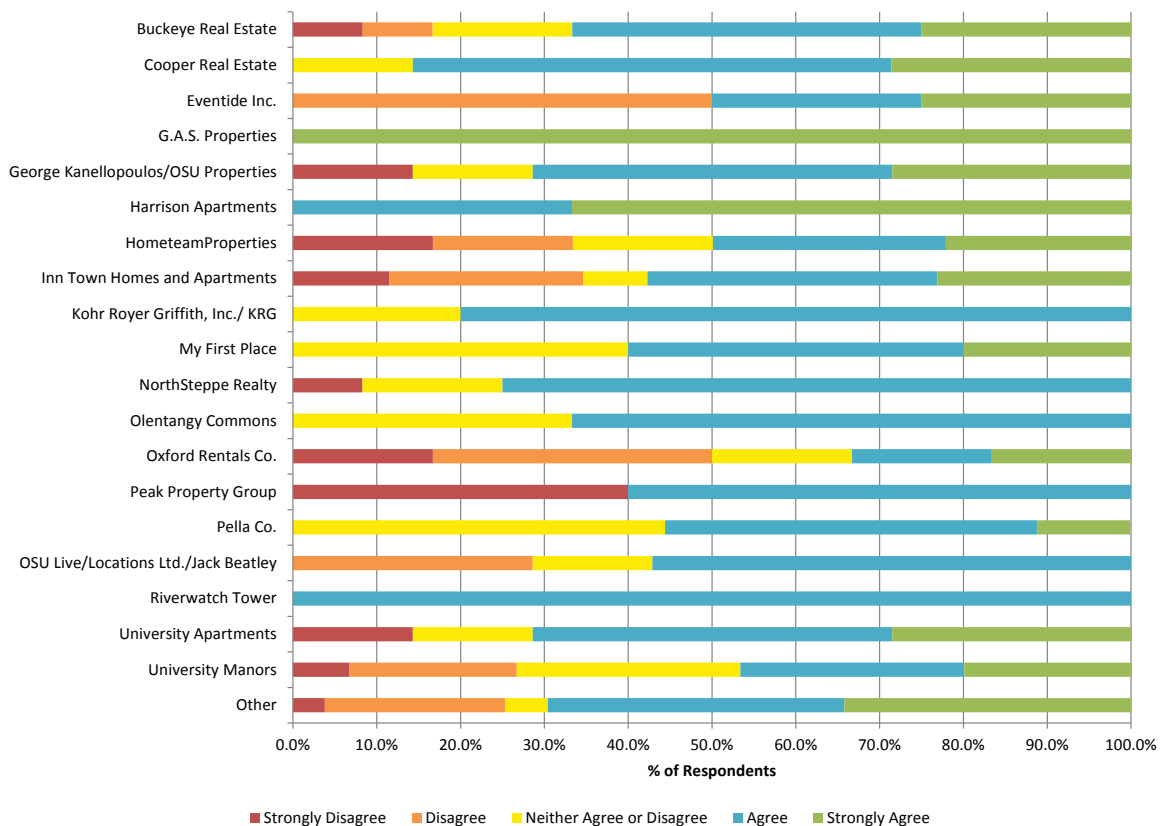
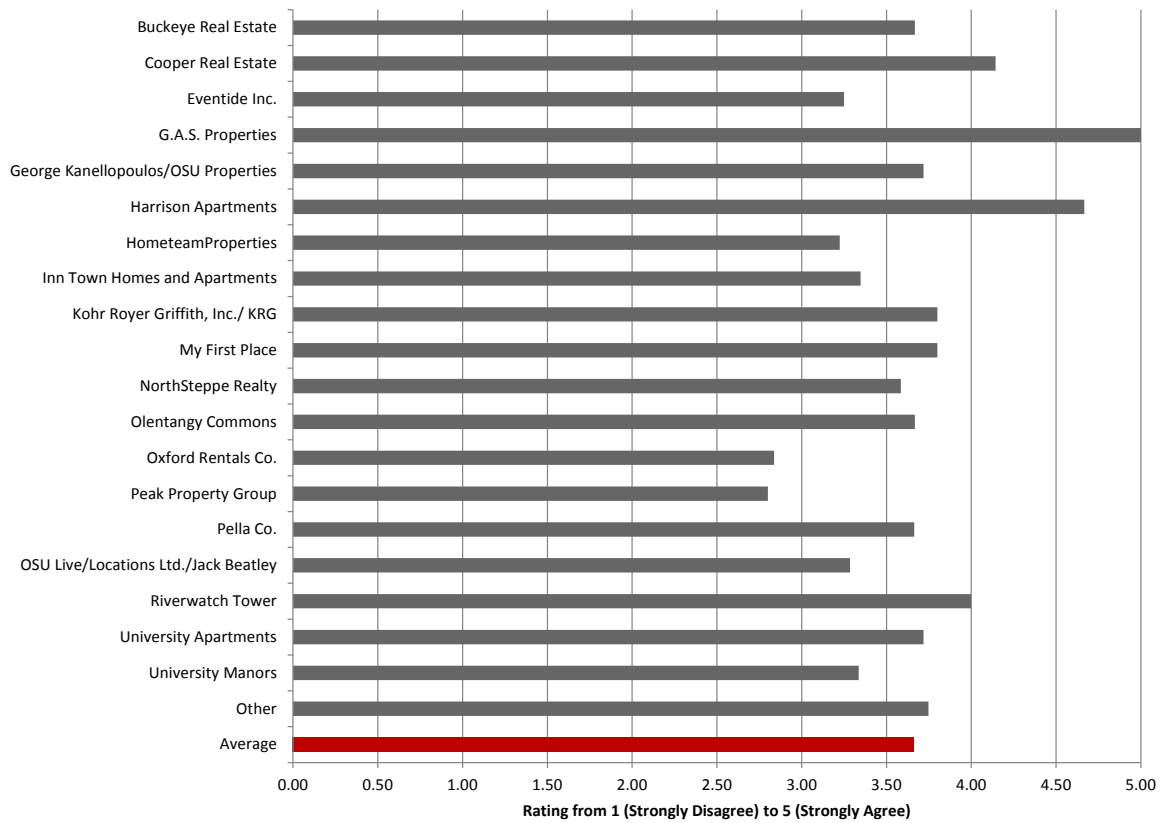
I was satisfied with the overall condition of my property.



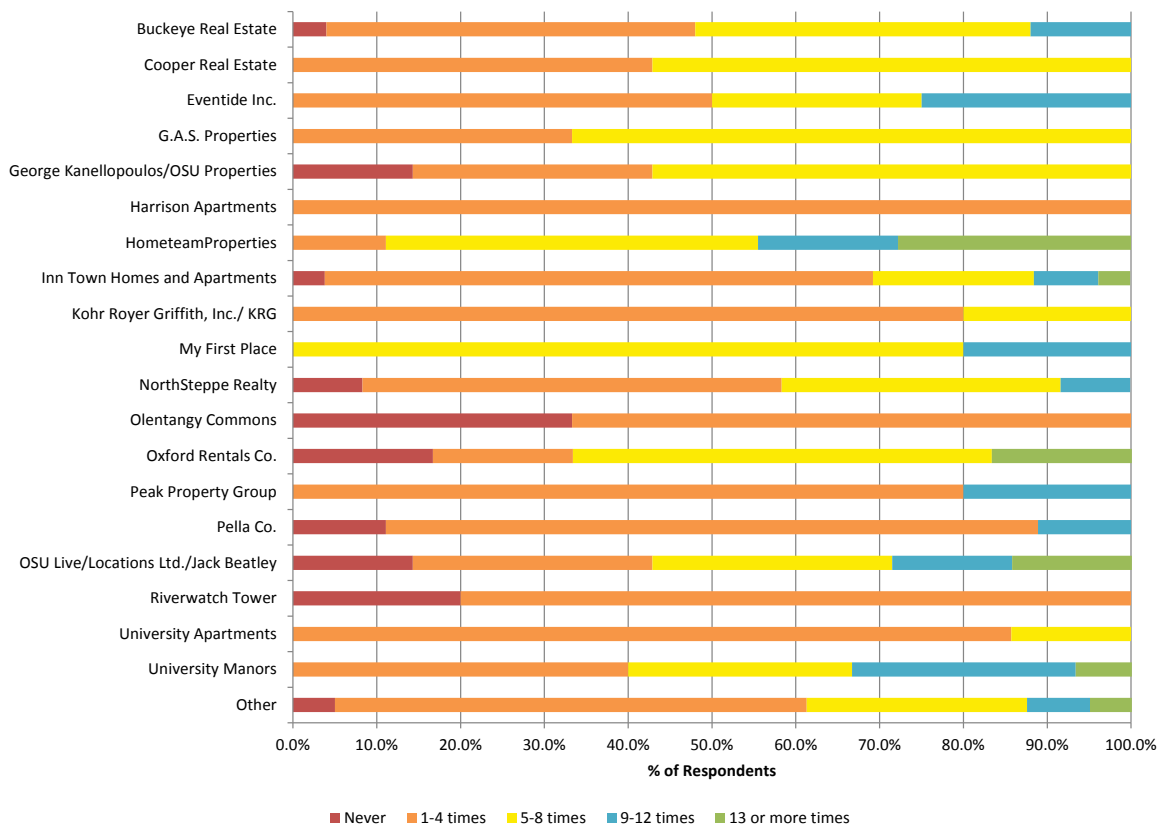
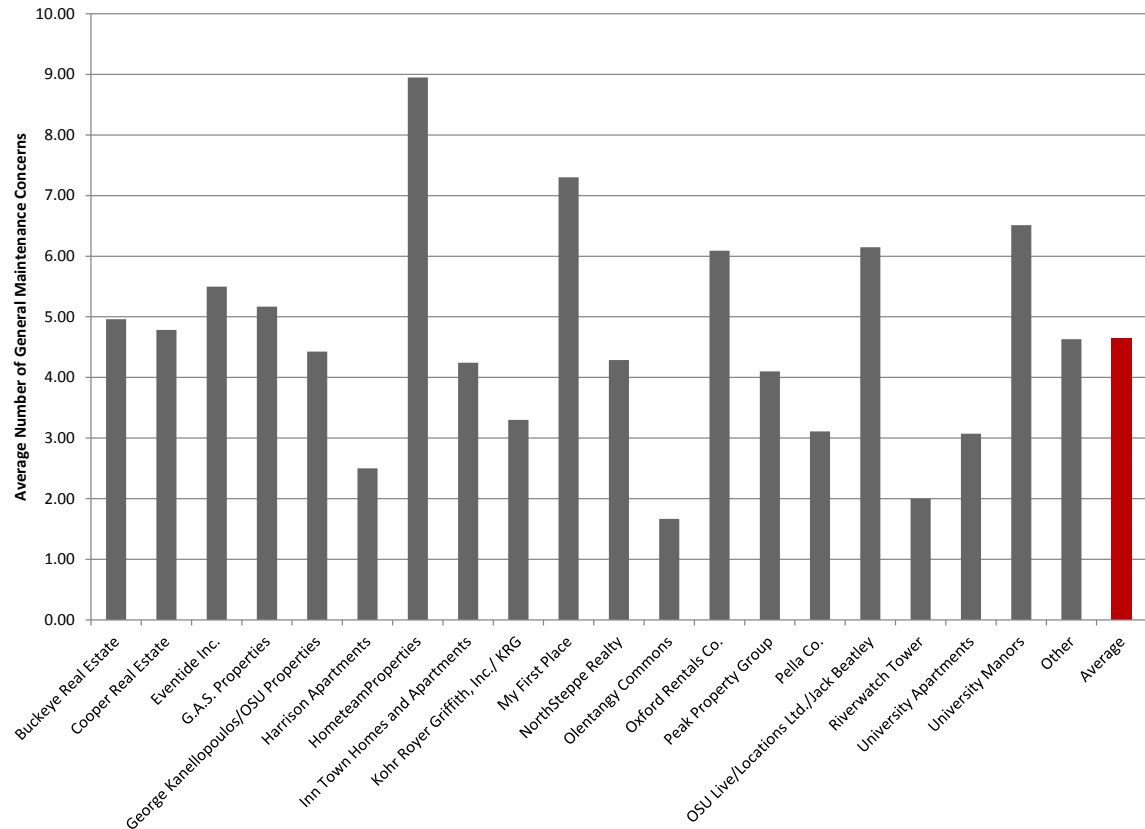
My landlord/property manager properly maintained the exterior of my rental unit.



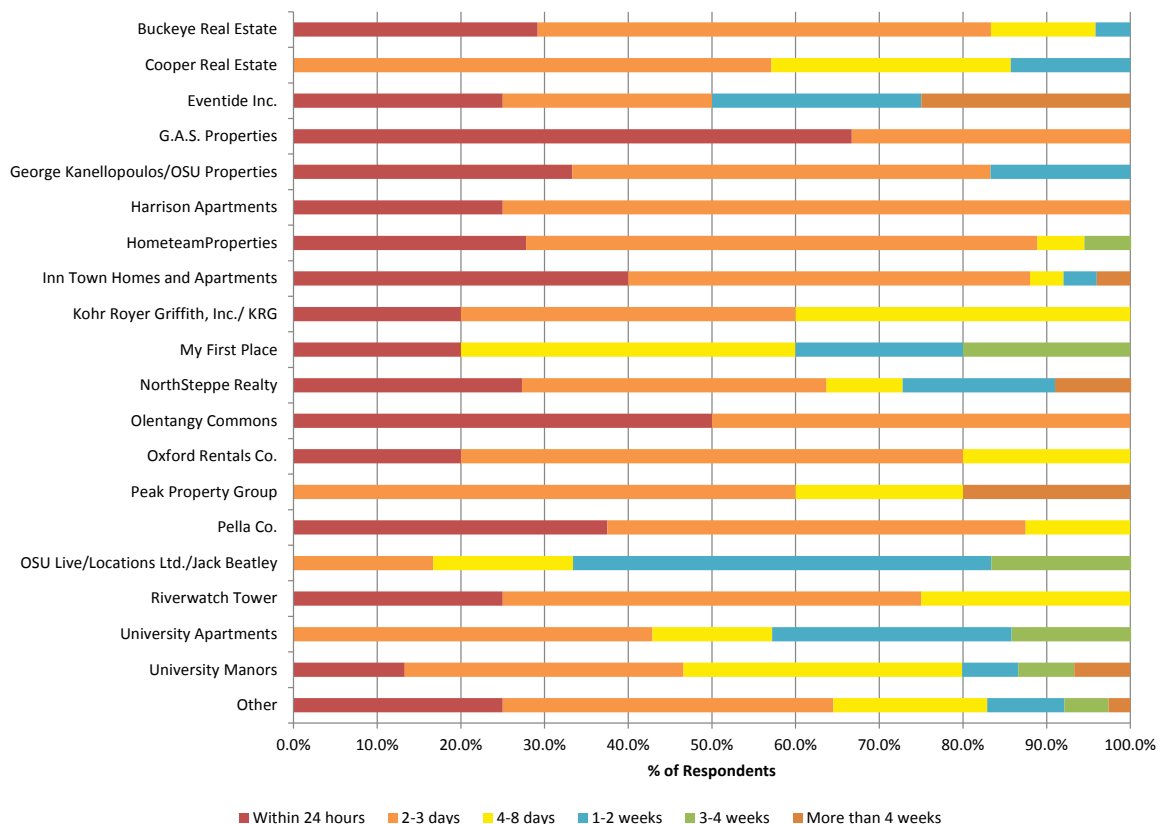
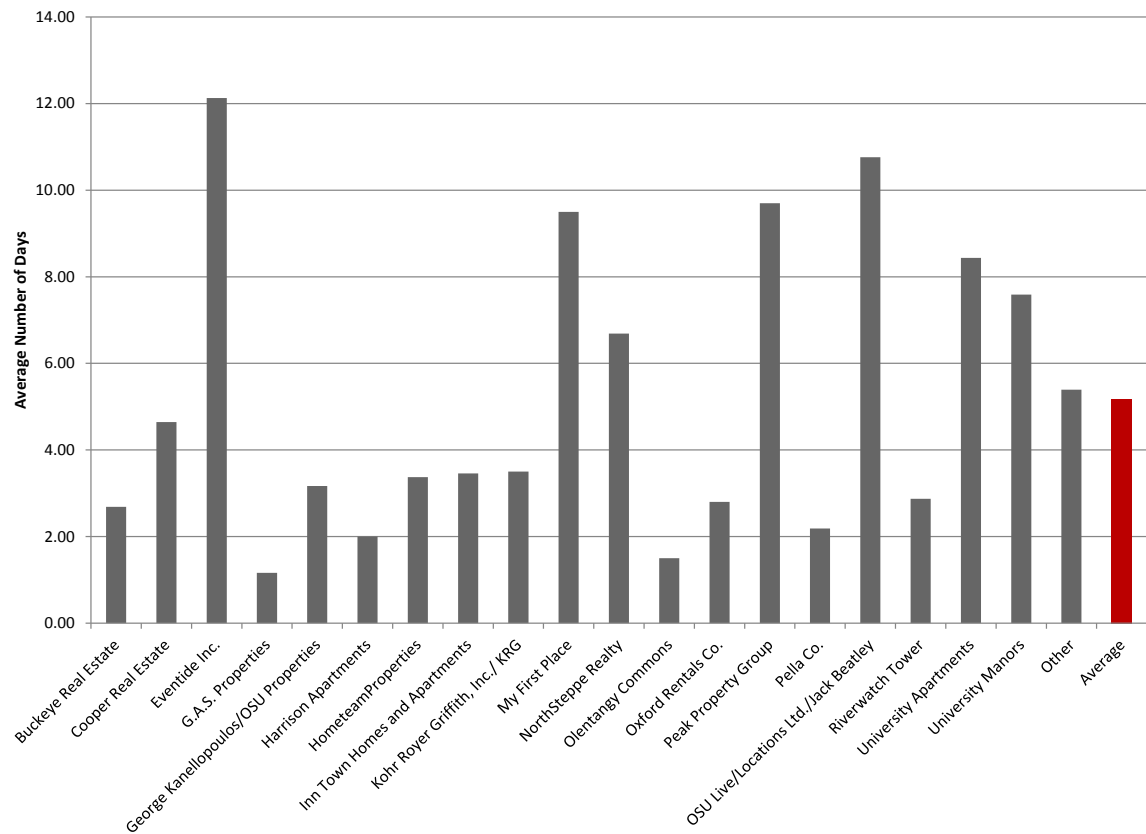
My landlord/property manager provided adequate safety measures for my rental unit.



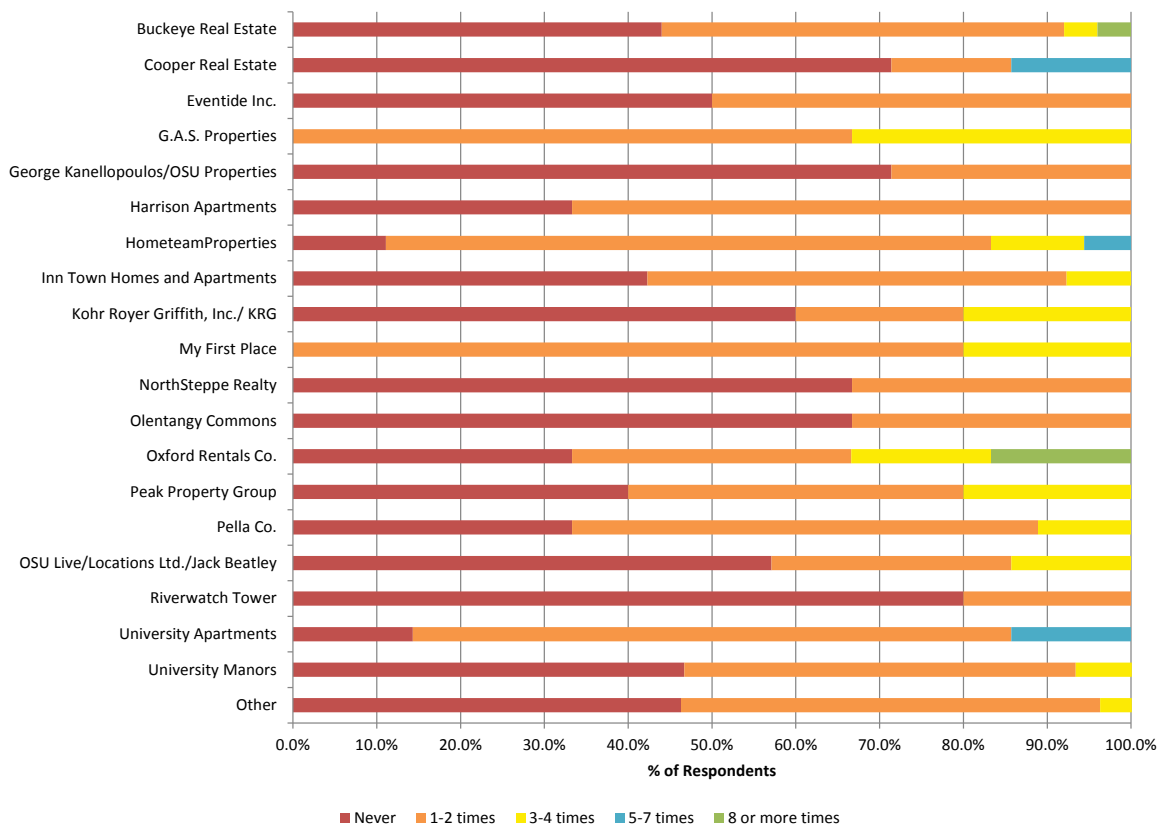
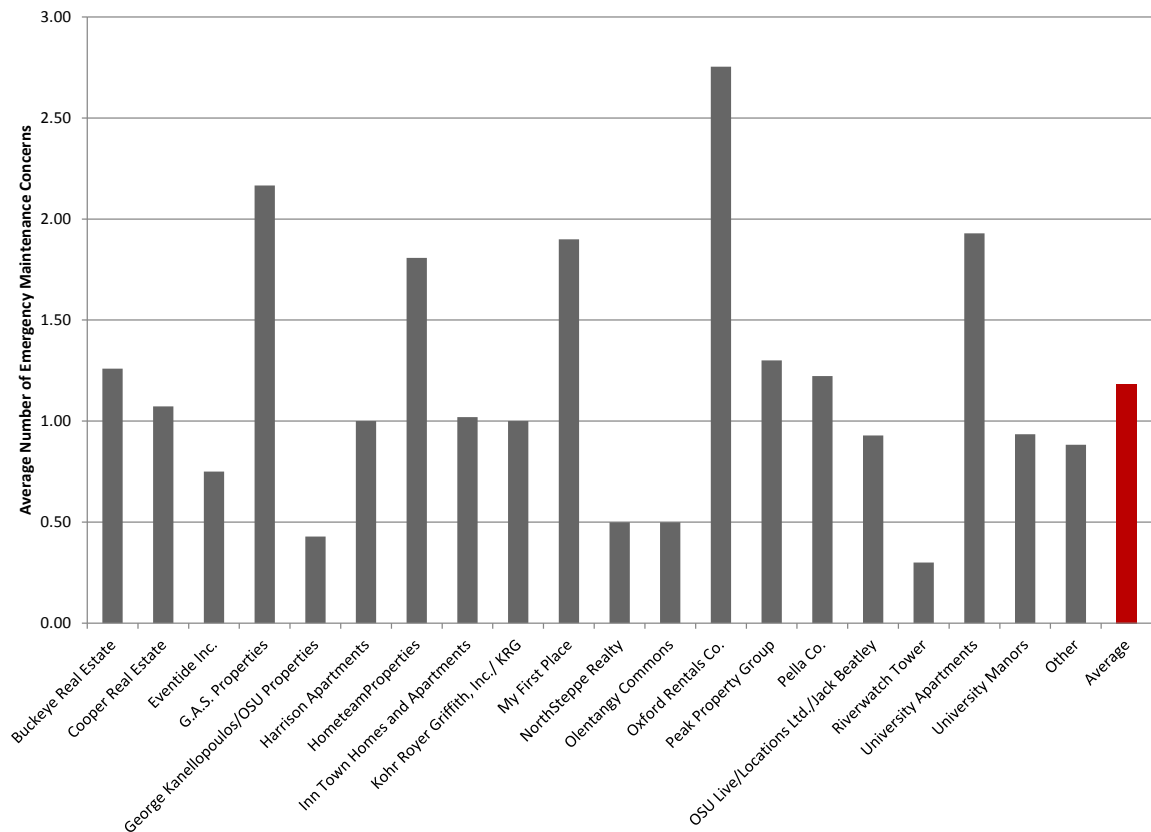
How often did you have general maintenance concerns during the last year?



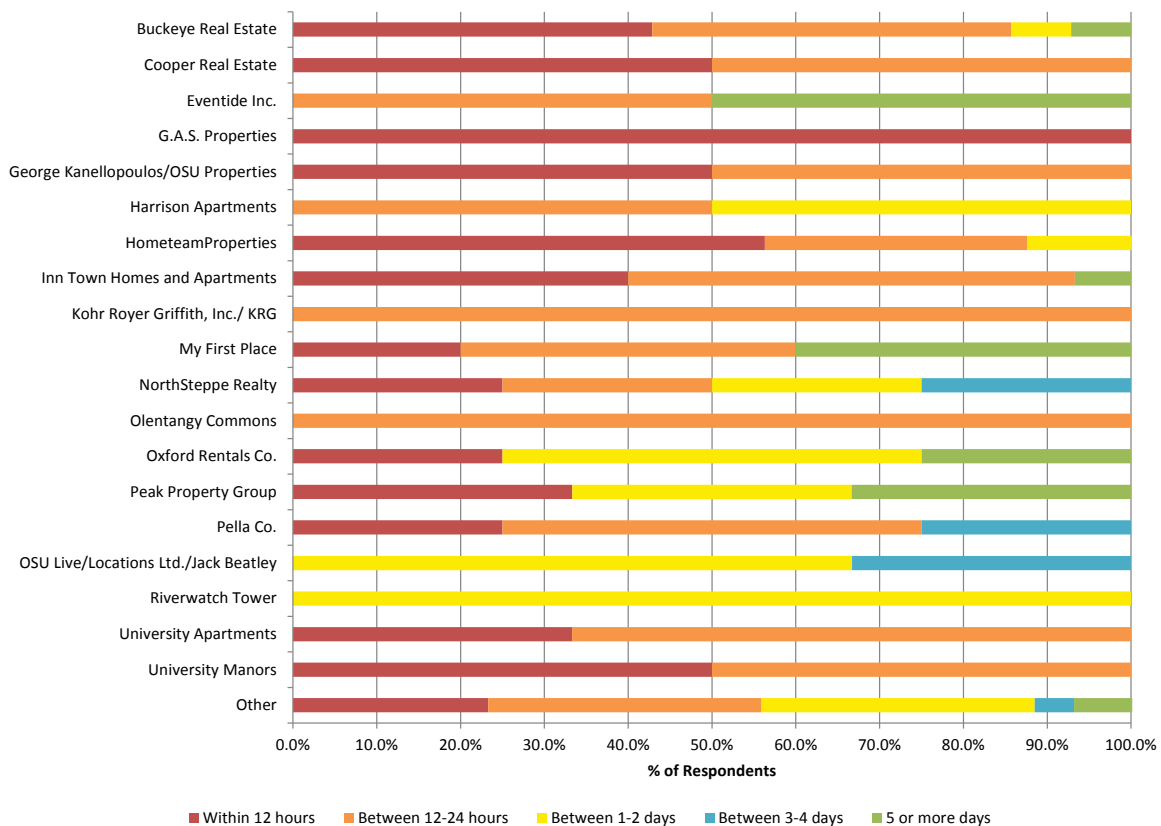
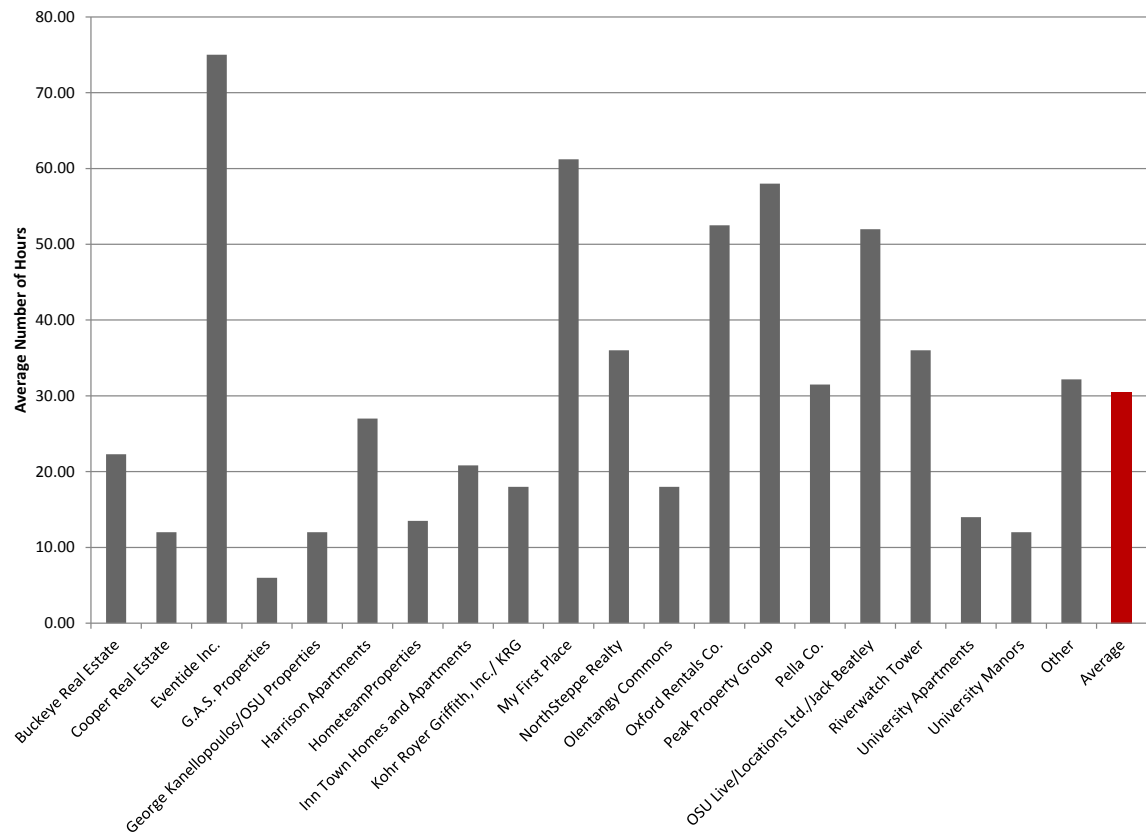
On average, how quickly did your landlord/property manager tend to be general maintenance concerns?



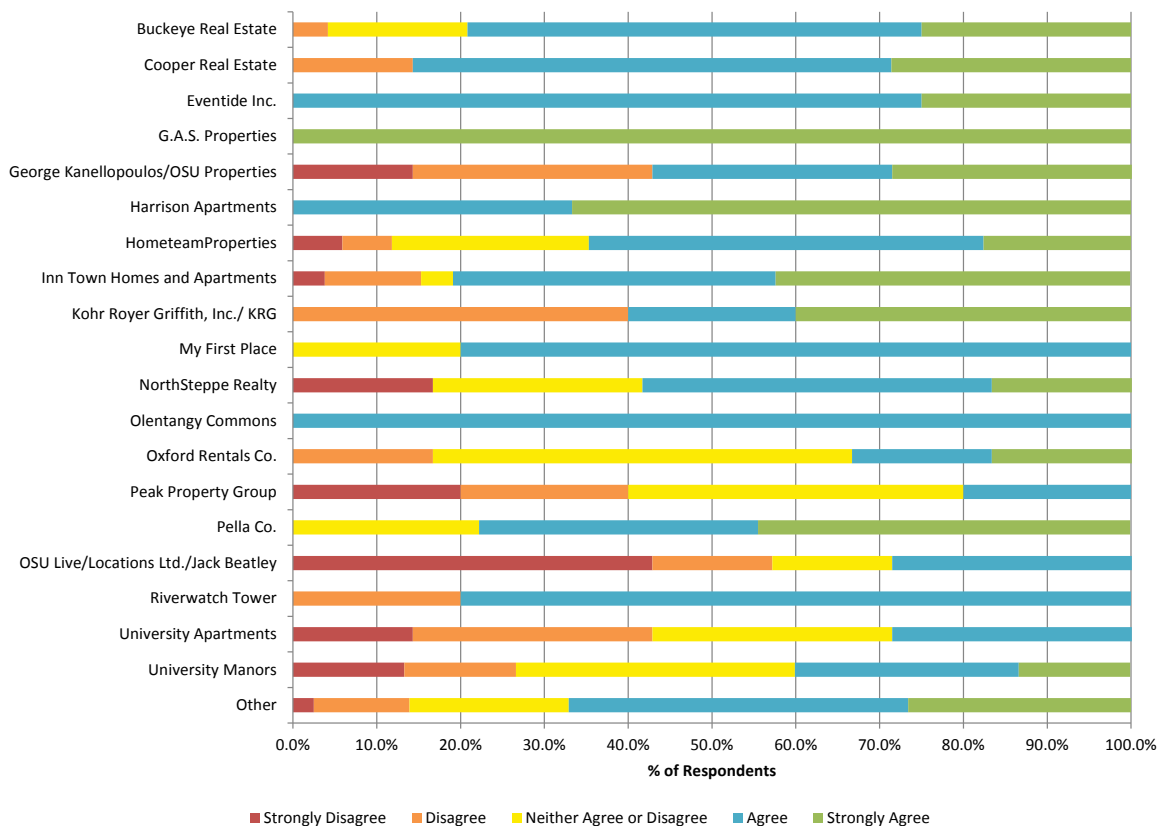
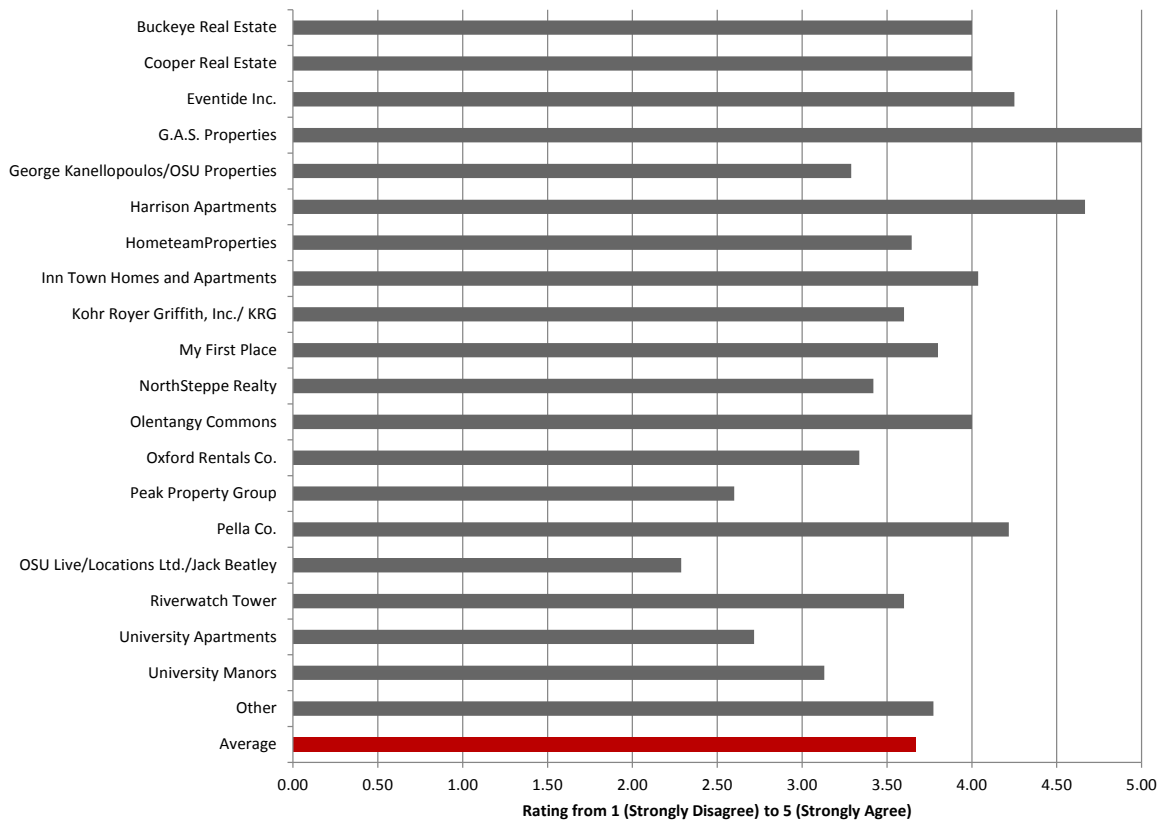
How often did you have emergency maintenance concerns during the last year?



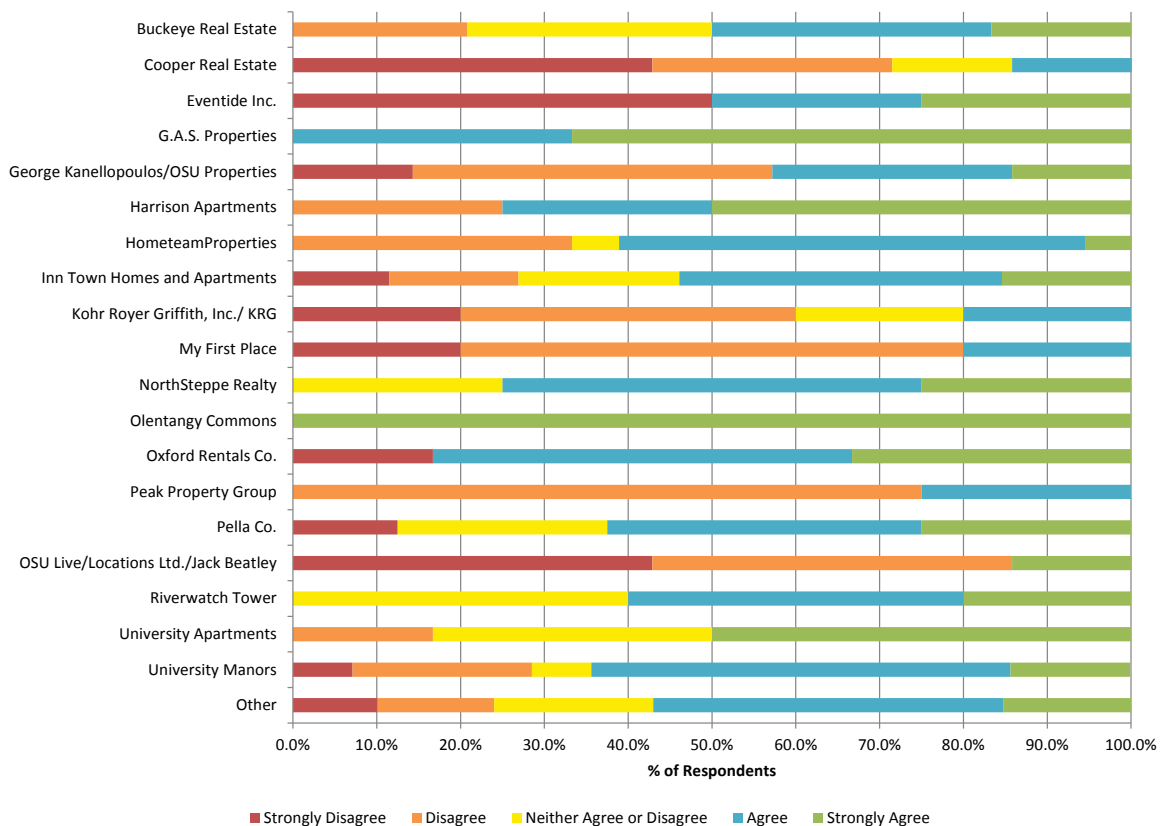
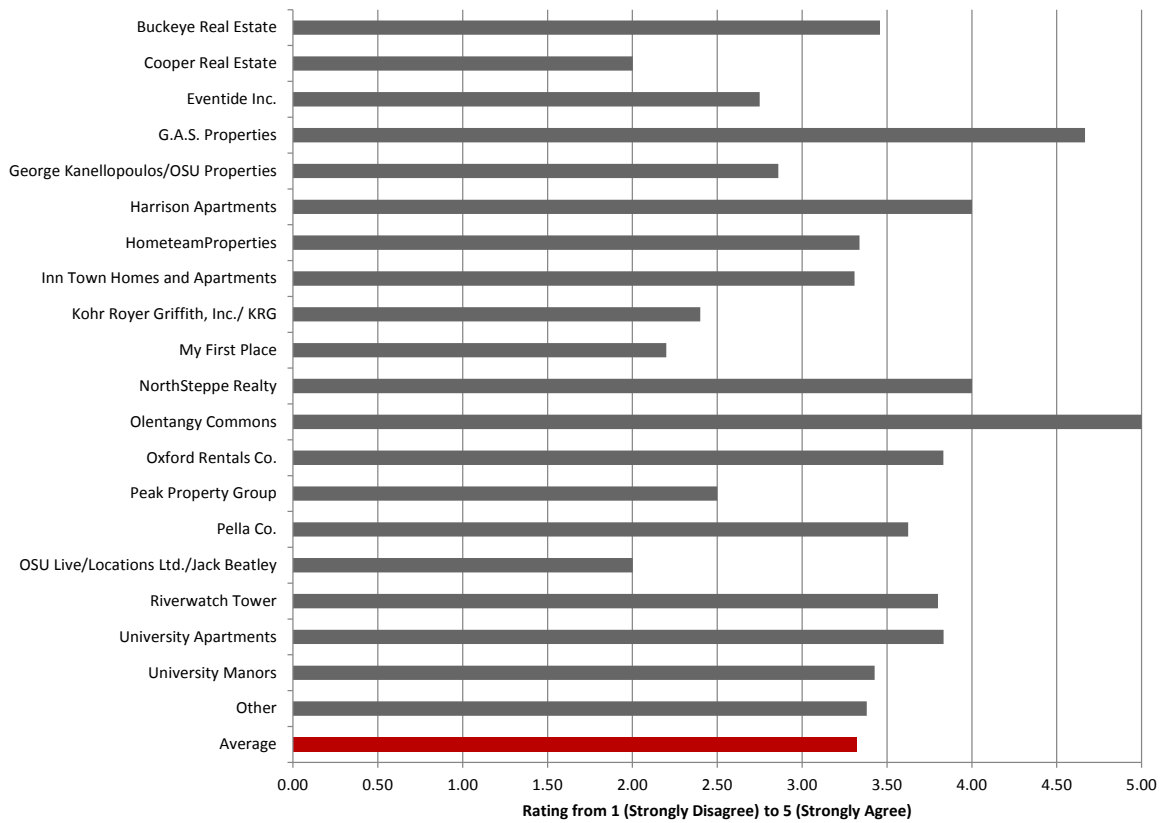
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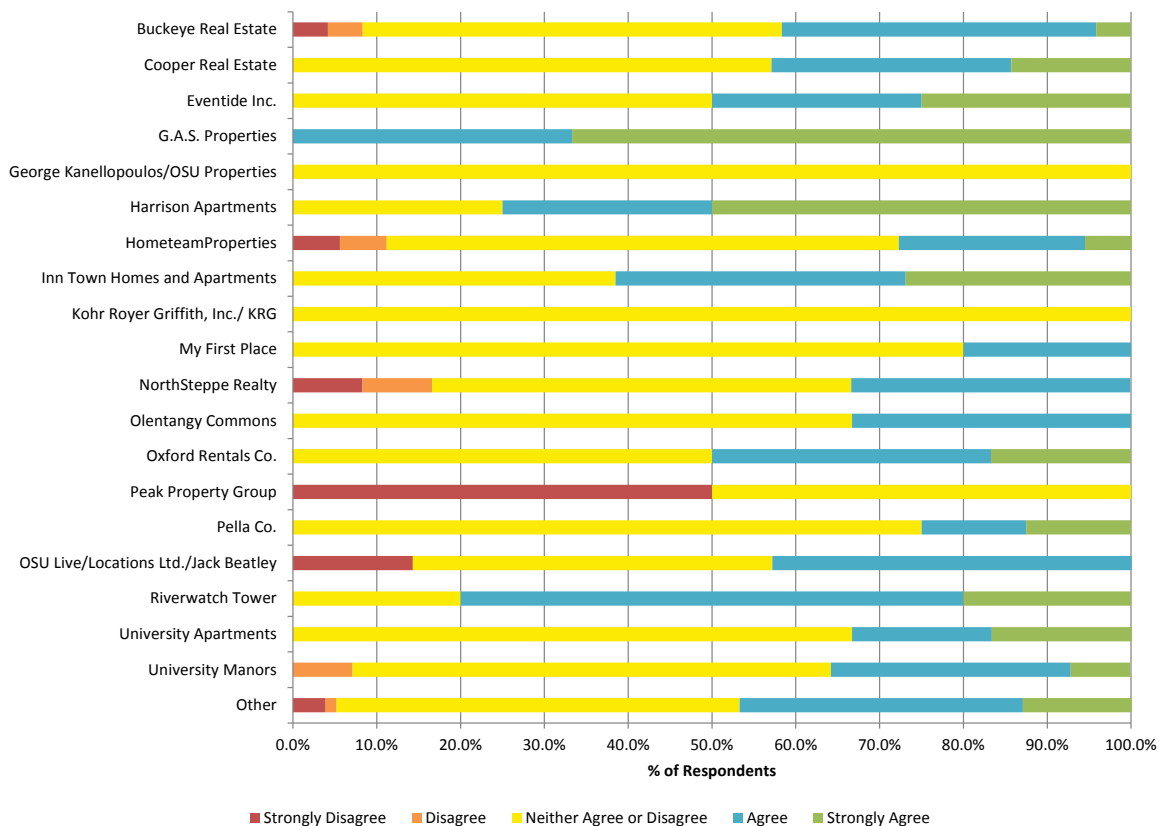
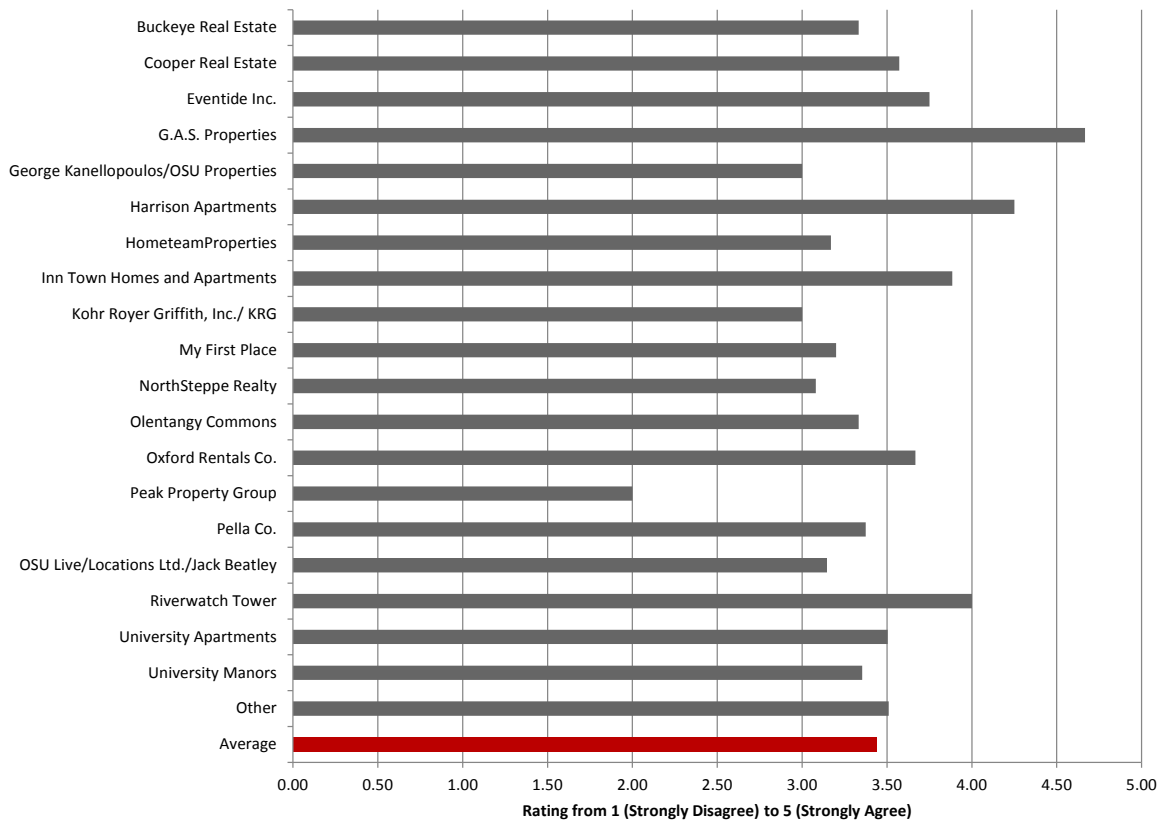
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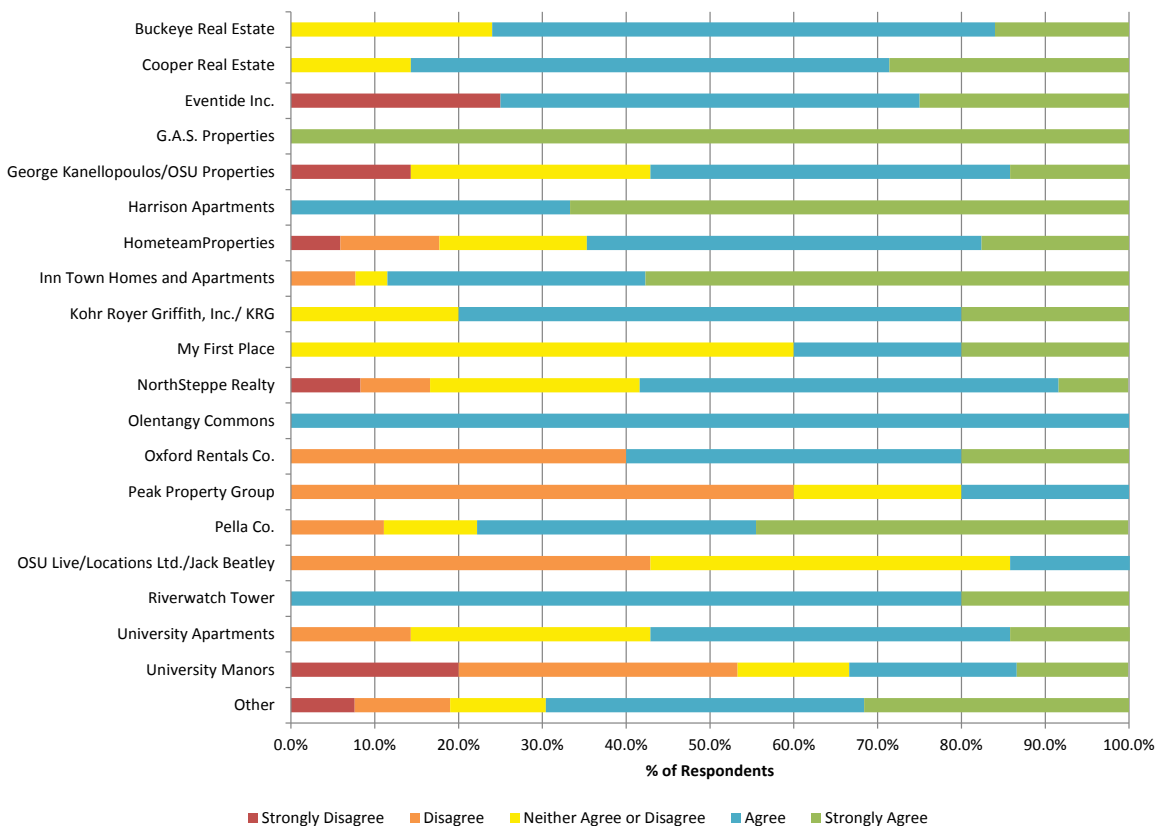
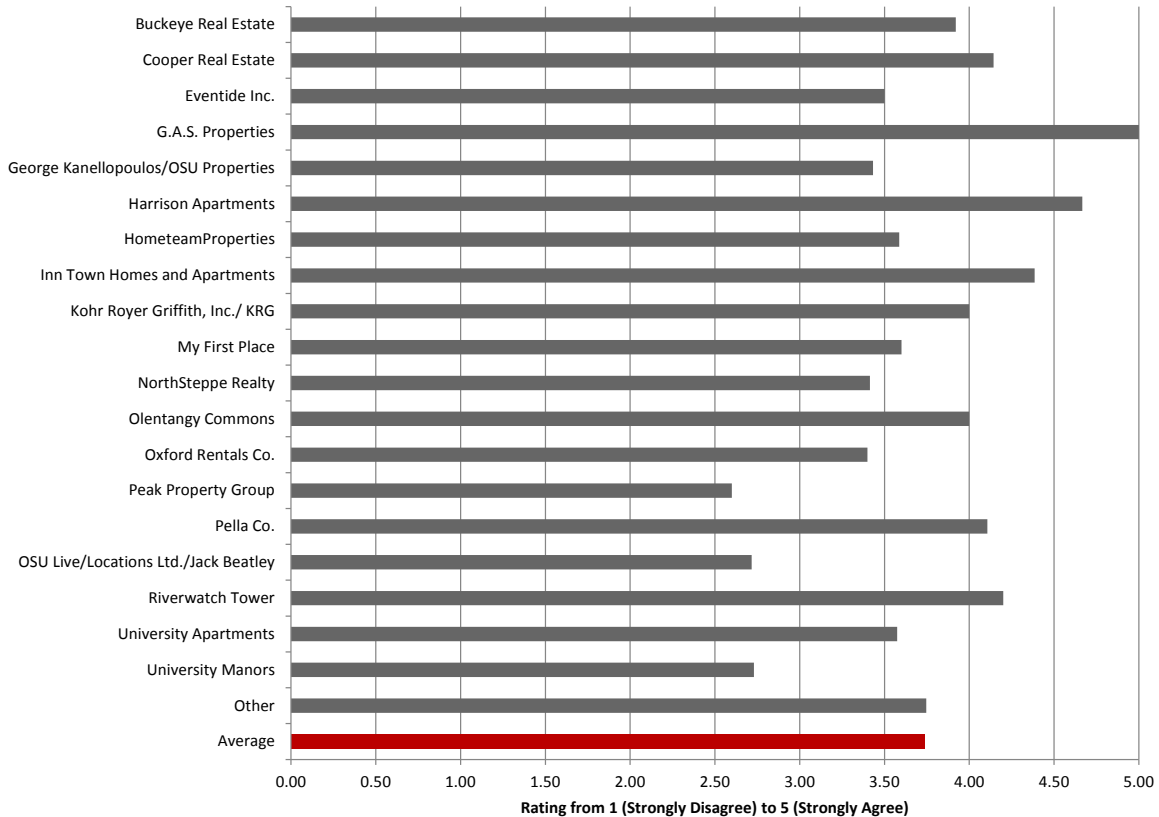
My landlord/property manager provided 24-hour notice prior to entering my property during non-emergency situations.



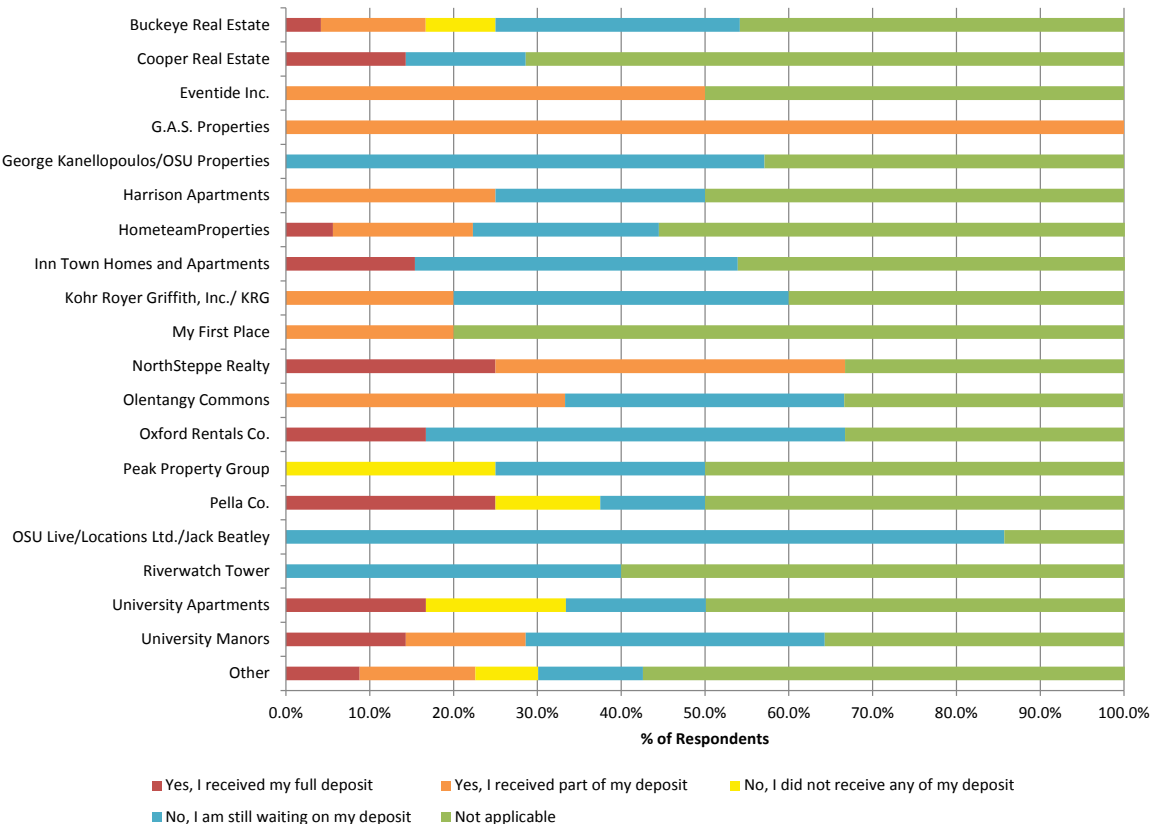
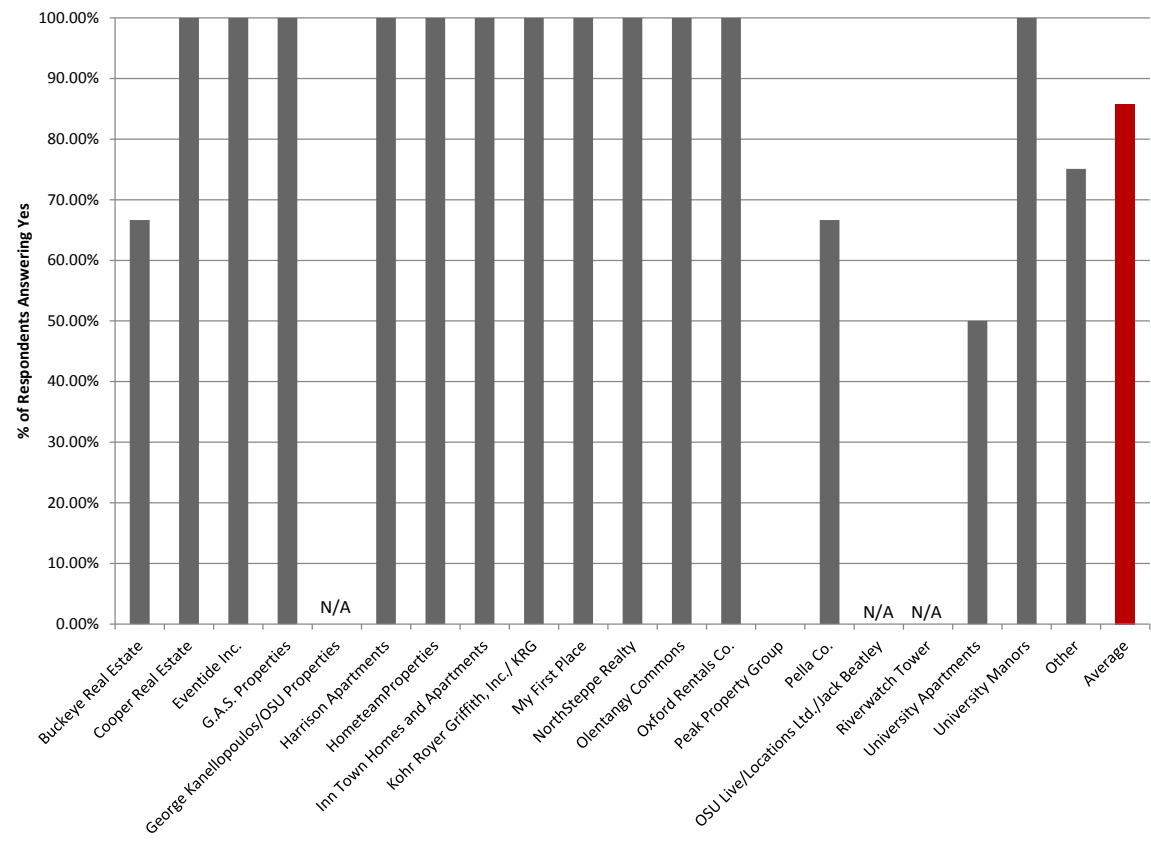
My landlord/property manager was cooperative during my move-out.



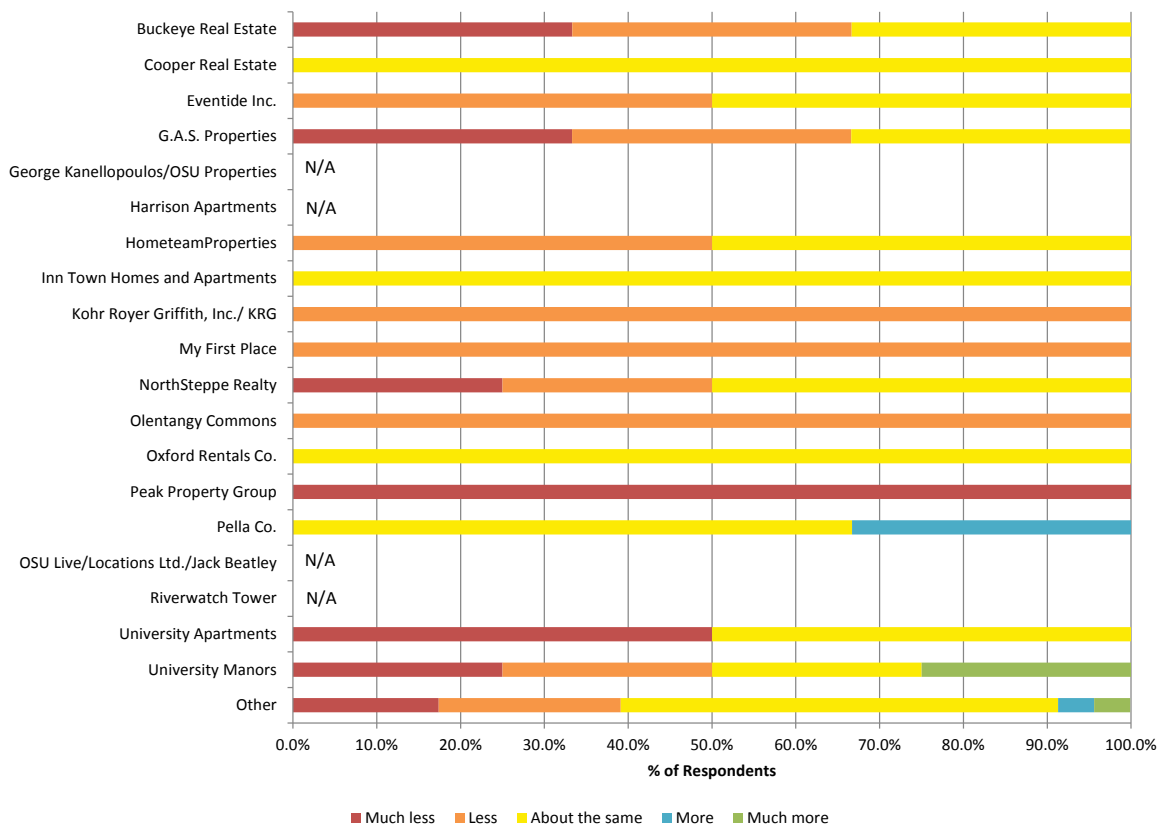
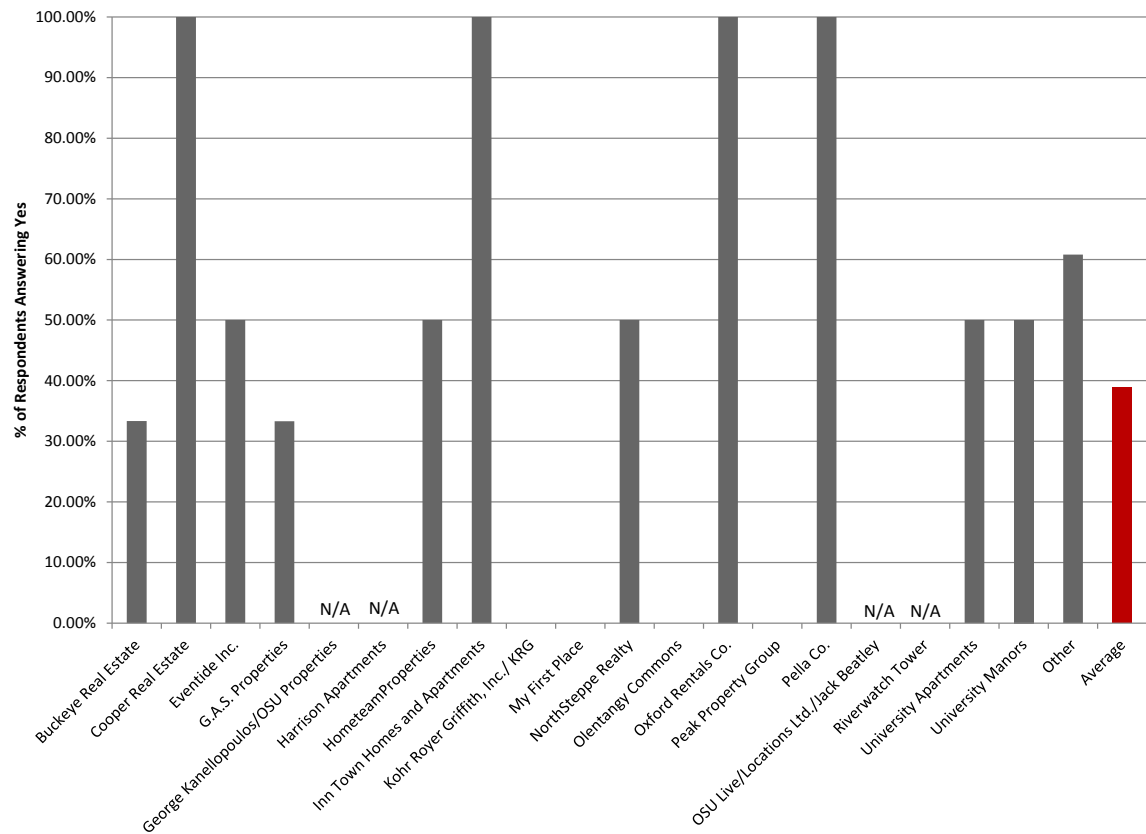
My landlord/property manager was professional and polite.



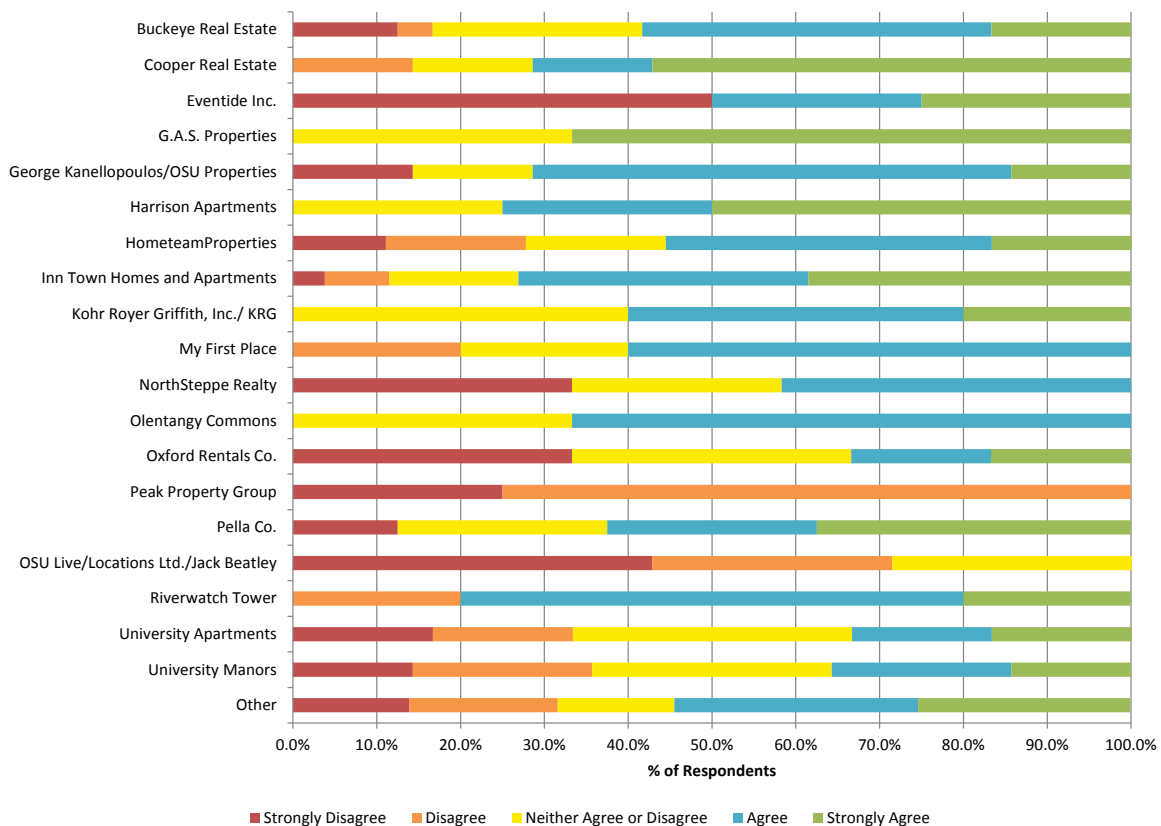
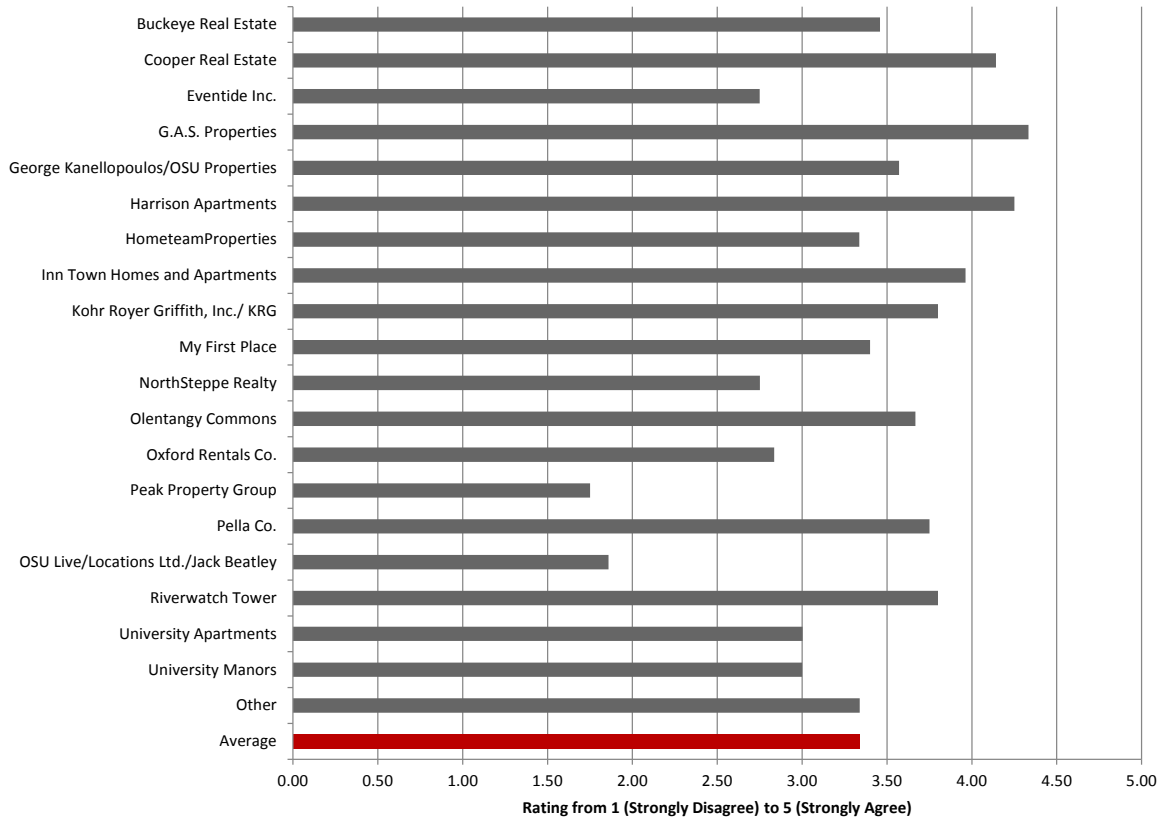
Did you receive your security deposit back?



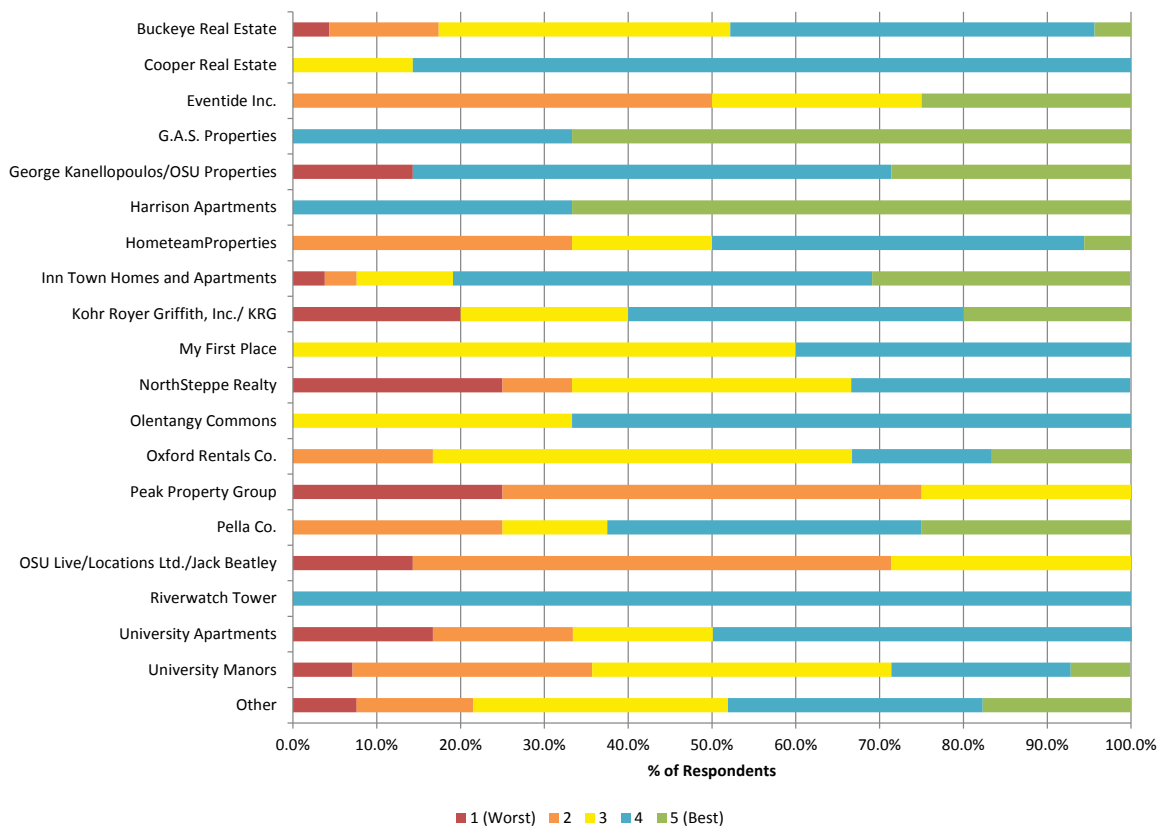
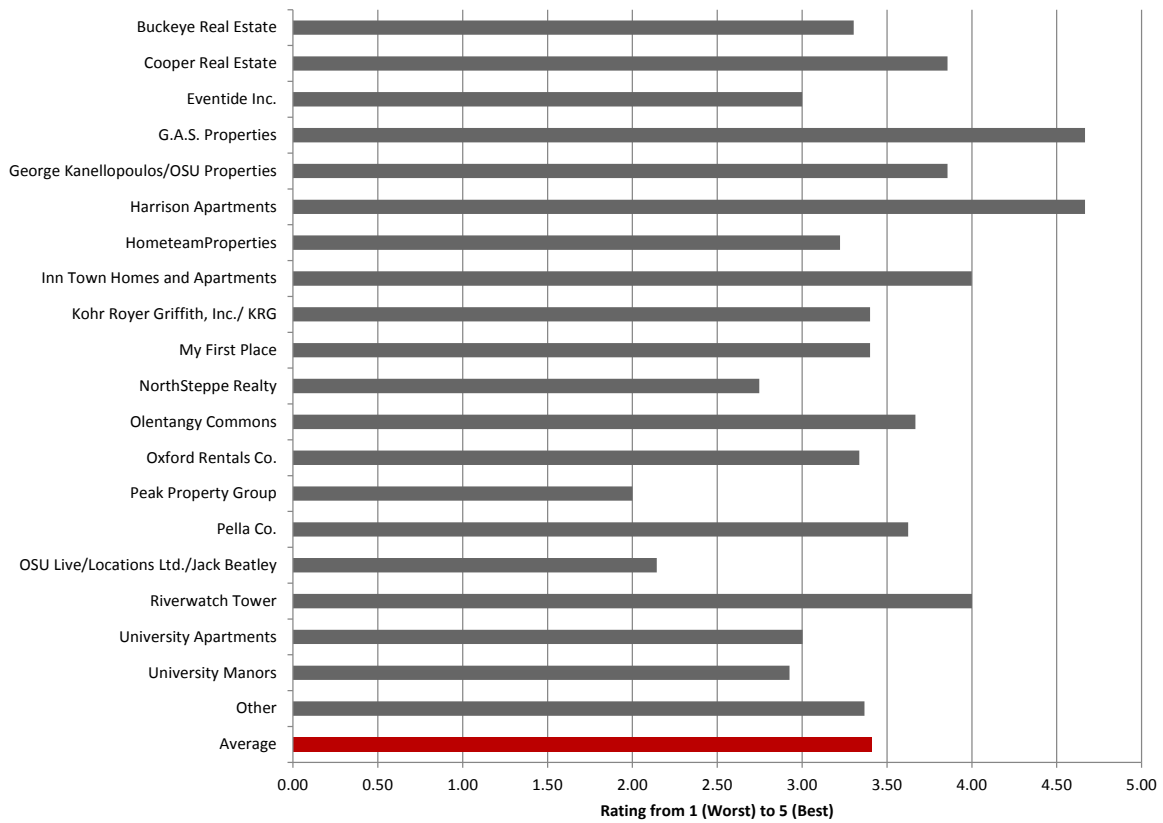
How much of the security deposit did you receive compared to the amount you feel you should have received?



I would rent from my landlord/property manager again.



**Please rate the overall performance of your
landlord/property manager with 1 = worst and 5 = best.**



Off-Campus and Commuter Student Services



The Office of Student Life's Off-Campus and Commuter Student Services provides many resources and opportunities for our non-residential students to stay connected with Ohio State. Serving as the central resource center for off-campus living and commuting, Off-Campus and Commuter Student Services works with students, permanent residents, local area landlords, university officials and other community stakeholders to promote a positive quality of life in the University District and Columbus community.

➔ How can we support you?

- Online Housing Search
- Online Roommate Search
- Off-Campus Living Guide: *A Buckeye's guide to living off campus*
- Roommate Fairs
- **Free** Safety Devices
- **Free** 30-minute Home Visits
- Off-Campus Living Expo
- Commuter Kitchen and Lockers
- Commuter Mentoring Program
- Buckeye Block Watch

Information about all of this and more can be found at offcampus.osu.edu

➔ Who are Community Ambassadors and Commuter Liaisons?

Community Ambassadors are students who live in the off-campus University District neighborhood and work to build community and encourage civic engagement, while educating off-campus residents on the many University and City resources available to them. **Commuter Liaisons** are students who typically commute to the Columbus campus and work to build community and encourage involvement amongst the commuter student population through peer-to-peer mentorship. Reach out to your Community Ambassador or Commuter Liaison at offcampus.osu.edu/people/ and connect with them throughout the year.

➔ What is the Off-Campus Housing Excellence Program?

Are you concerned about safety, security and sustainability at your off-campus rental property? Students living in the University District can request a **free 30-minute home visit** through the Off-Campus Housing Excellence Program. During each home visit, representatives from Student Life and the Columbus Division of Fire will assess the property, offer free safety devices, and discuss proactive safety and security strategies and answer resident questions.

To find out more and schedule your free home visit today, visit go.osu.edu/ochep



Get a LEASE REVIEW

Leases can be confusing with unfamiliar terms and legal jargon. You should have your lease reviewed by SLS before you sign and become legally obligated. SLS will explain your rights and responsibilities, point out unenforceable terms, and answer your questions. Leases in Ohio are not standard and may vary by landlord so have each lease (or renewal) you sign each year reviewed.

DRAFT A ROOMMATE AGREEMENT

The agreement clarifies how and who pays rent and utilities, special house rules, and other important information. Find a sample agreement at studentlegal.osu.edu/offcampus.

SECURITY DEPOSITS

Don't let the landlord charge you for damages that existed prior to move in. Document the condition of your housing before you move in and when you move out using our move-in/out checklists and by taking pictures and video of any damage at move in and the cleanliness at move out. Keep copies of lists and your photos/videos. Find sample checklists at studentlegal.osu.edu/offcampus.

GETTING REPAIRS

You must put your requests to repair in writing to your landlord (email counts!). Find a sample request at studentlegal.osu.edu/offcampus. Keep a copy of your repair request for your records. If you are not getting repairs made in a reasonable time, schedule an appointment to meet with a SLS attorney.

BED BUGS & OTHER PESTS

If you experience a problem with bugs or other pests, schedule an appointment with SLS right away. Don't let the problem linger because it will only get worse.

real attorneys real results

AREAS OF LAW SLS COVERS

Off-CAMPUS HOUSING

CRIMINAL MISDEMEANORS

TRAFFIC OFFENSES

WILLS

CONTRACT REVIEW

NAME CHANGE

NOTARY

DISSOLUTIONS

CONSUMER TRANSACTIONS

POWER OF ATTORNEY

CONTRACT DRAFTING

CREDIT & DEBT ISSUES & MUCH MORE!

NOT SURE if WE CAN HELP?

PLEASE CALL US!

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STUDENT LEGAL SERVICES
make an appointment
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