

2017–2018

RENTER'S GUIDE

*Helping students make informed
off-campus living decisions*

Presented by USG



OhioStateUniversityUSG



@usgosu



@usg_osu



THE OHIO STATE UNIVERSITY
OFFICE OF STUDENT LIFE

USG
UNDERGRADUATE
STUDENT GOVERNMENT
AT OHIO STATE

Dear OSU Student,

Thank you for reading the 2017-2018 version of The Ohio State University Renter's Guide, provided by the Undergraduate Student Government's Student Affairs Committee. It is our sincere hope that this publication will make your search for off-campus housing easier, and that it will allow you to make well-informed decisions in the leasing process. The following pages will provide you with data on landlords in the off-campus area, which was compiled from a survey commissioned by the Undergraduate Student Government (USG) and administered by the Center for the Study of Student Life. The Renter's Guide is one of many yearly USG initiatives to improve the student experience at OSU; for more information, please visit our website to learn more about your student representatives and the work that we do. We welcome your feedback: 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!



Jacob Catron
Deputy Director for Student Affairs
The Undergraduate Student Government
catron.32@osu.edu



Erin Donnelly
Director for Student Affairs
The Undergraduate Student Government
donnelly.132@osu.edu

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 their respective landlord from the previous year. We hope that you will utilize this guide to help you make an informed decision when choosing a landlord. An excellent resource for related leasing information is Off Campus and Commuter Student Services, located in room 3106 of the Ohio Union. There is a section outlining their resources at the end of this Guide.

The Undergraduate Student Government Renter's Guide survey was administered by the Center for the Study of Student Life in September of 2017 to undergraduate students living in the 43201 ZIP code. The sample included 2,000 undergraduate students. The survey yielded 397 valid responses, or approximately a 20% response rate. The Undergraduate Student Government would like to thank everyone who responded to this year's survey.

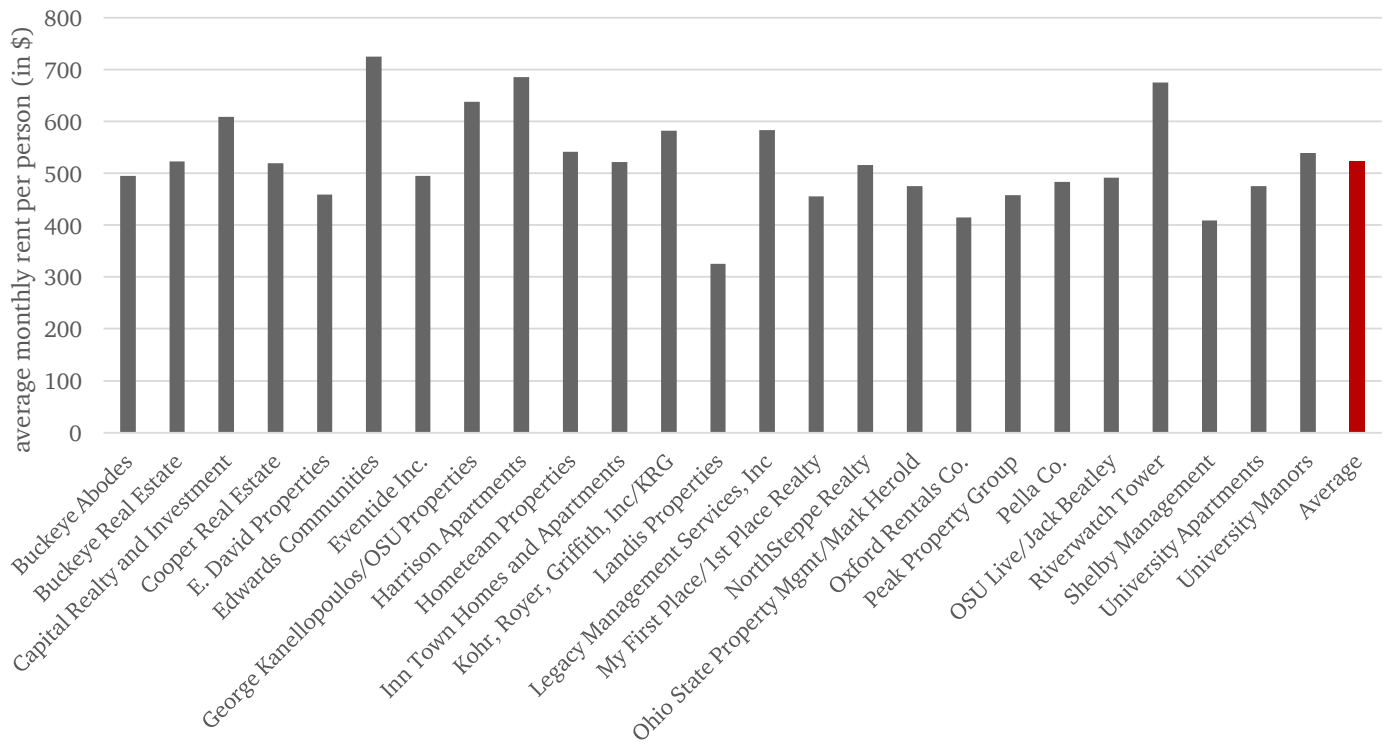
Disclaimer

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 Student Legal Services (studentlegal.osu.edu) or another attorney service.

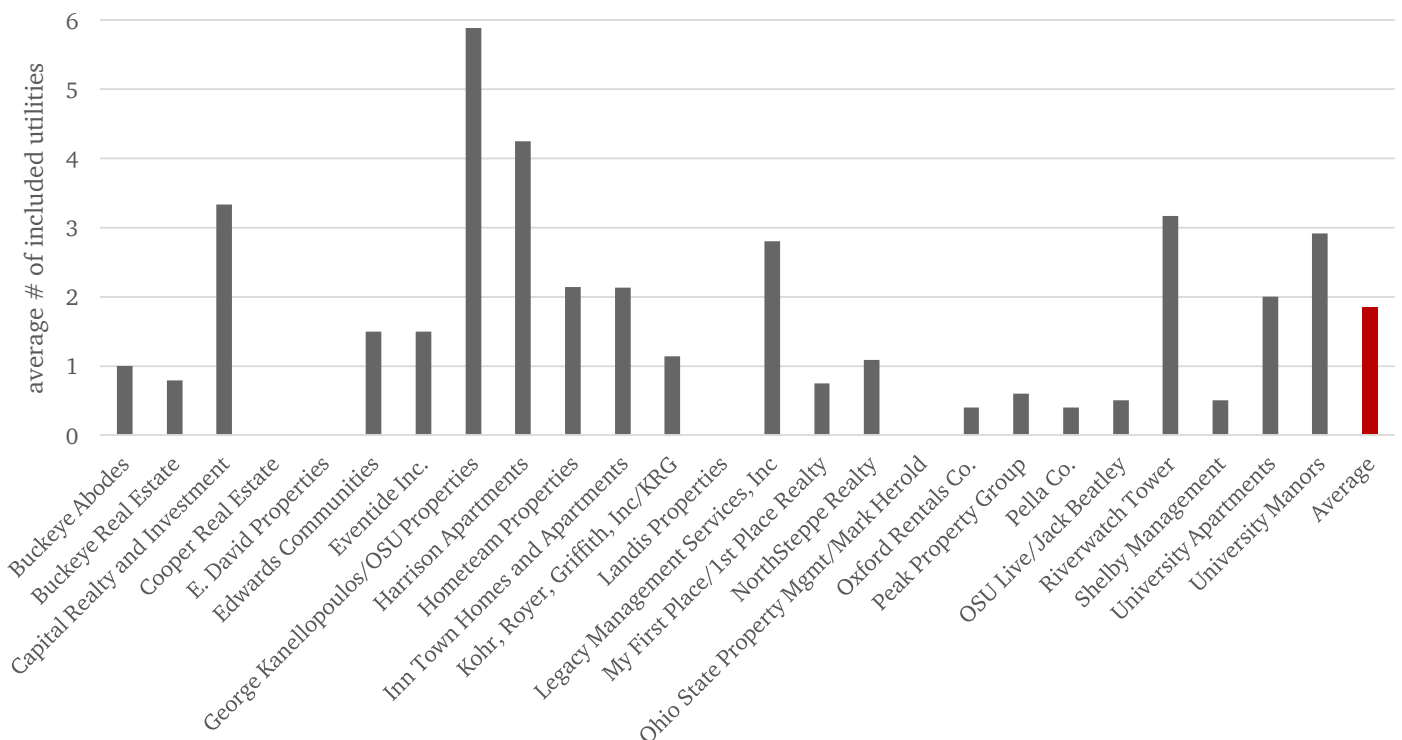
Table of Contents

Page 4:	Monthly rent per person Average number of utilities included in rent
Page 5:	Whether landlord showed exact unit to be leased Whether landlord provided signed copy of lease
Page 6:	Clarity of the leasing process & document signing Landlord cooperativeness during move-in
Page 7:	Repair needs & repair completion prior to move-in
Page 8:	Cleanliness of property at time of move-in Condition of rental property
Page 9:	Exterior maintenance of rental unit Safety measures provided by landlord
Page 10:	Sidewalk and driveway maintenance Landlord cooperativeness during move-out
Page 11:	Willingness to rent from landlord again Ease of contacting landlord
Page 12:	Landlord professionalism/politeness Whether landlord provided 24-hour notice prior to entering property
Page 13:	General maintenance concerns and response time
Page 14:	Emergency maintenance concerns and response time
Page 15:	Return of security deposit
Page 16:	Overall performance rating of landlord

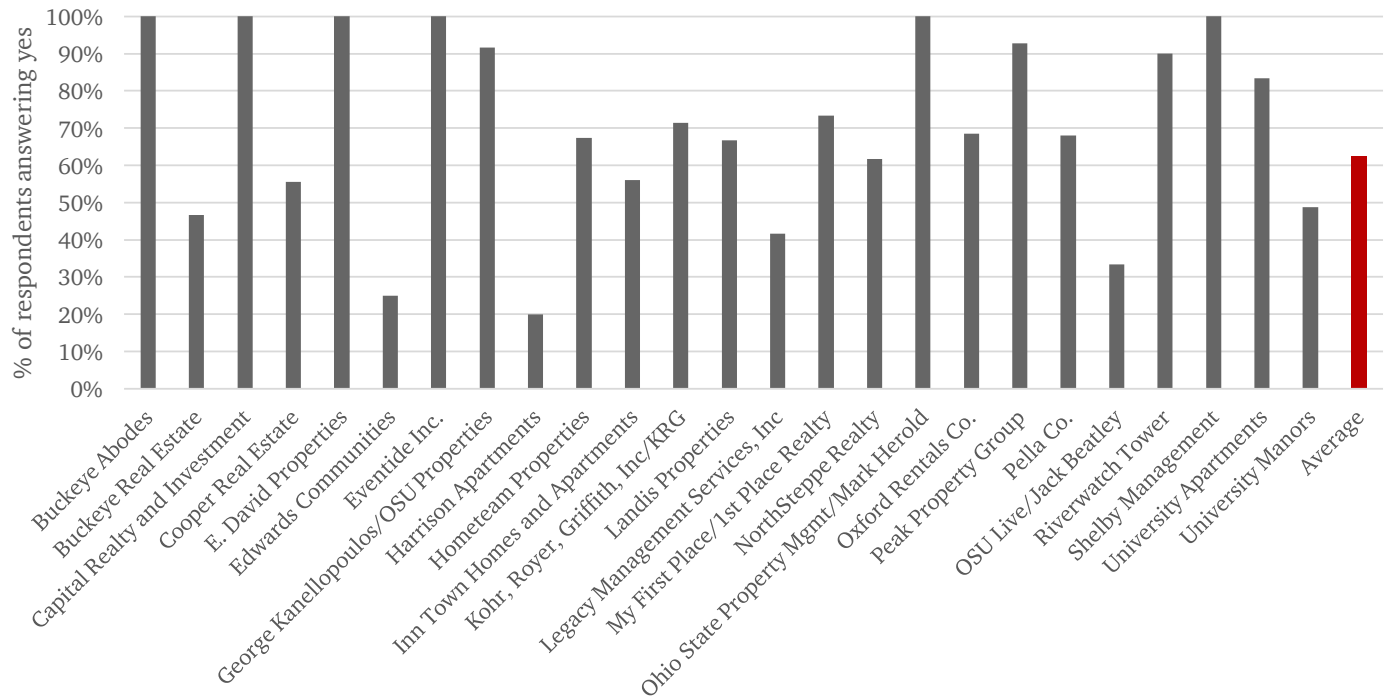
What was the monthly rent per person for your rental property?



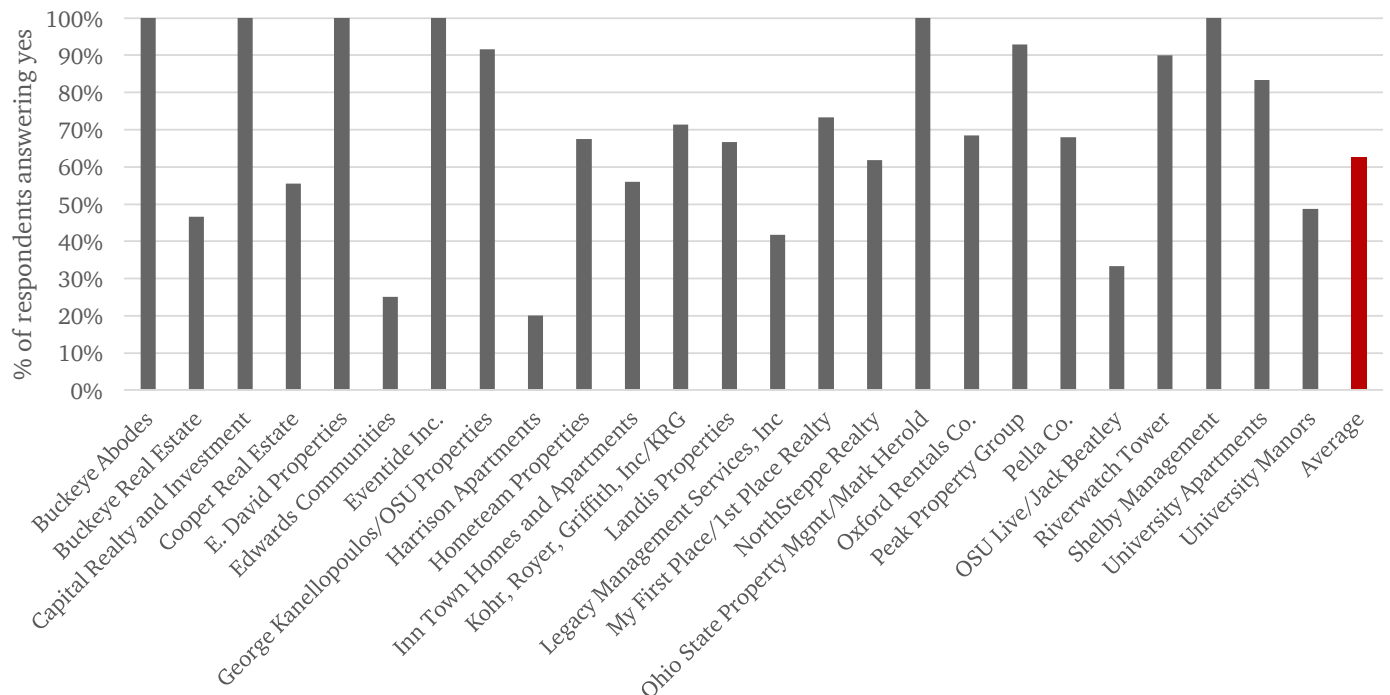
Average Number of Utilities Included in Rent



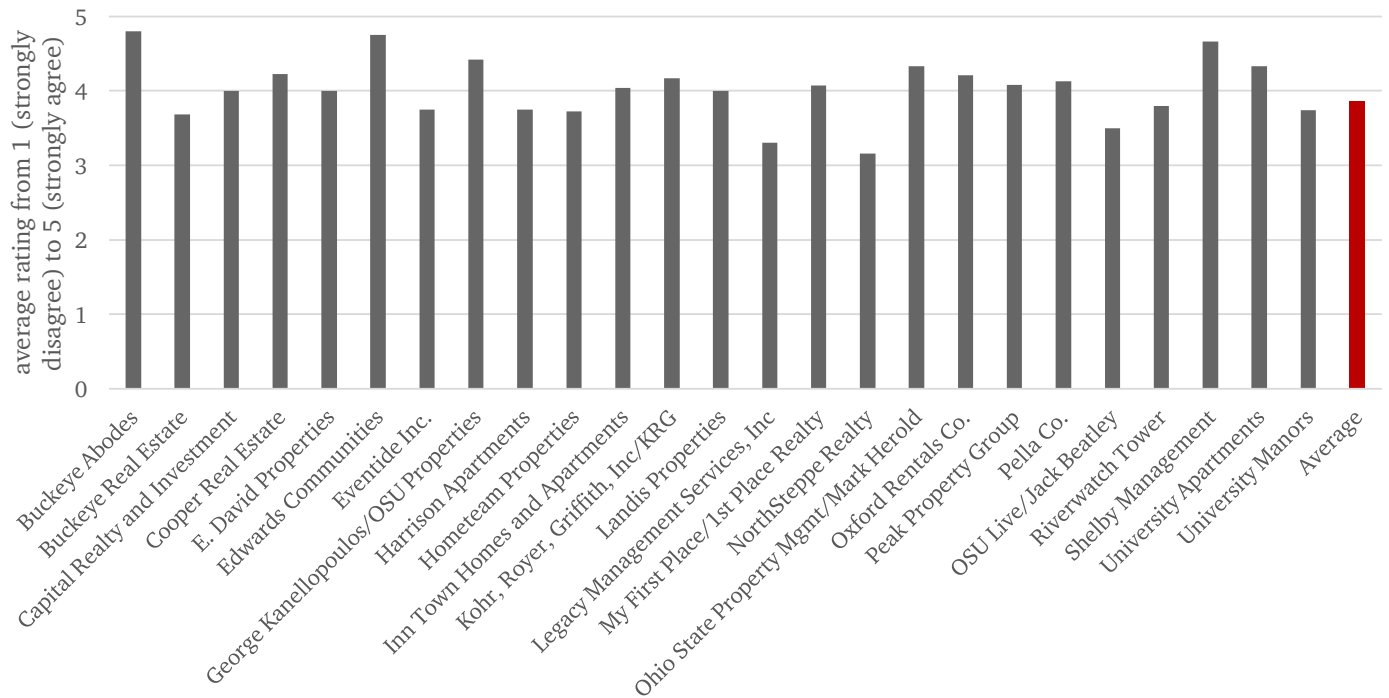
Prior to signing the lease, did your landlord/property manager show you the exact unit you would rent (rather than a model unit)?



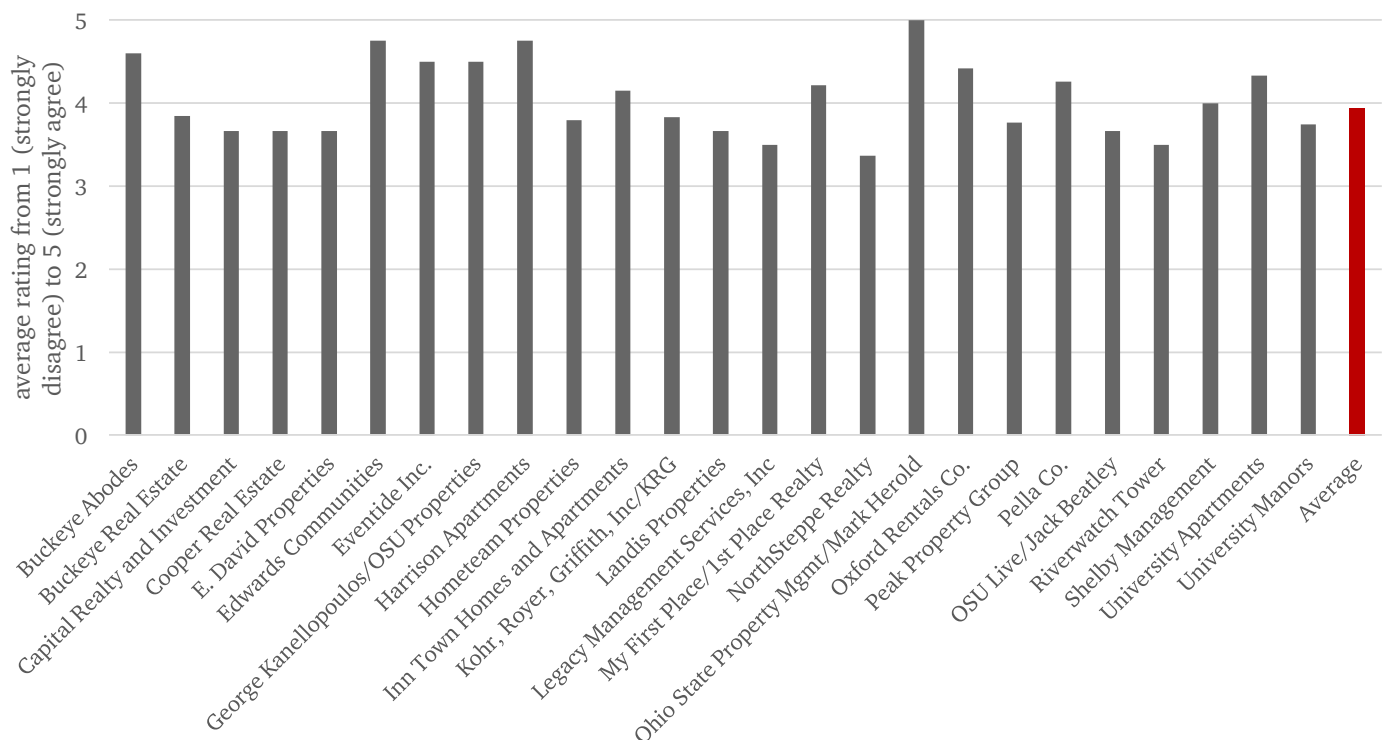
Did your landlord/property manager give you a copy of the signed lease agreement?



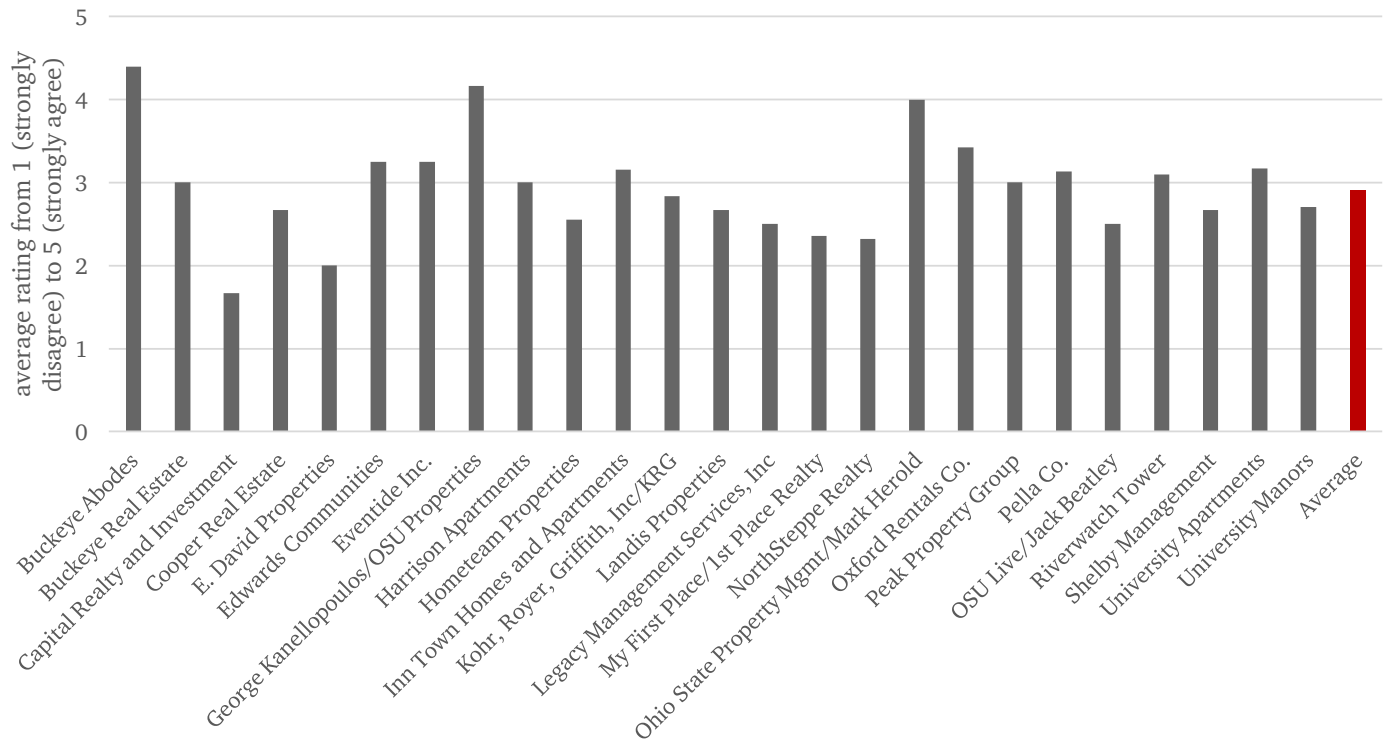
My landlord/property manager clearly described my lease (and all related documents) and all that they entailed.



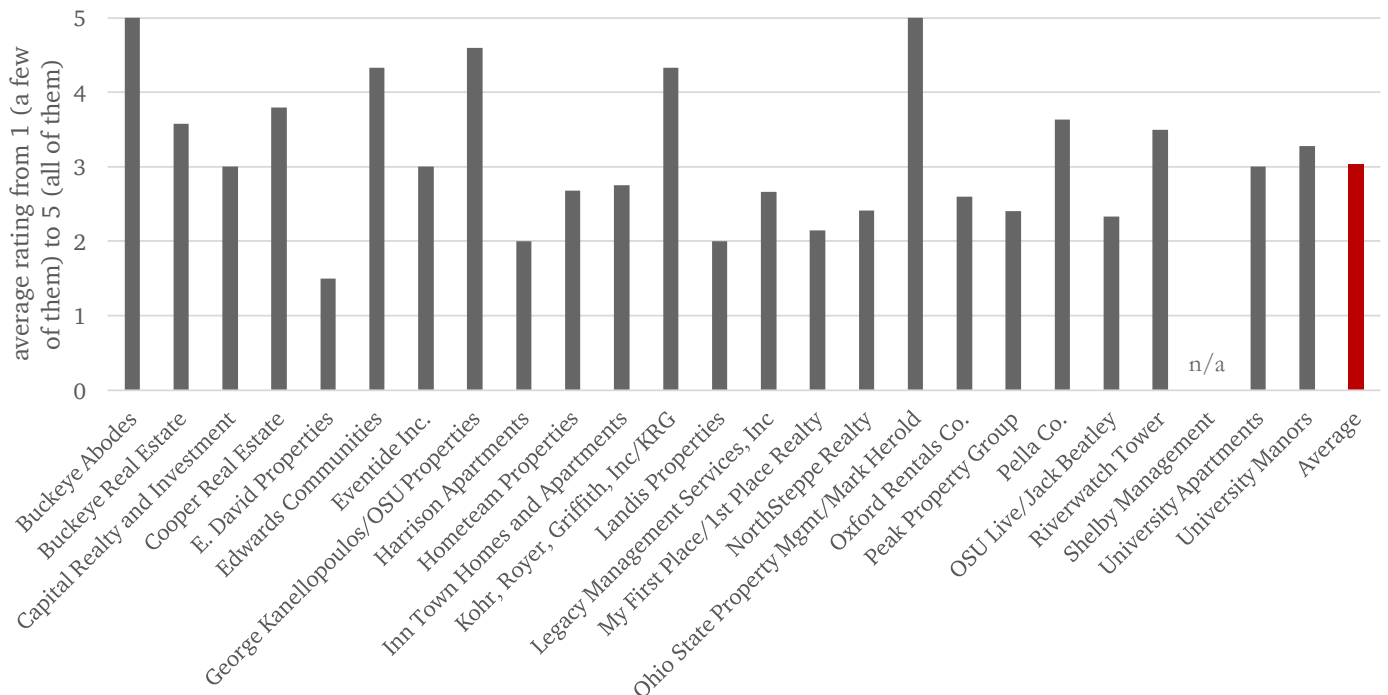
My landlord/property manager was cooperative during my move-in.



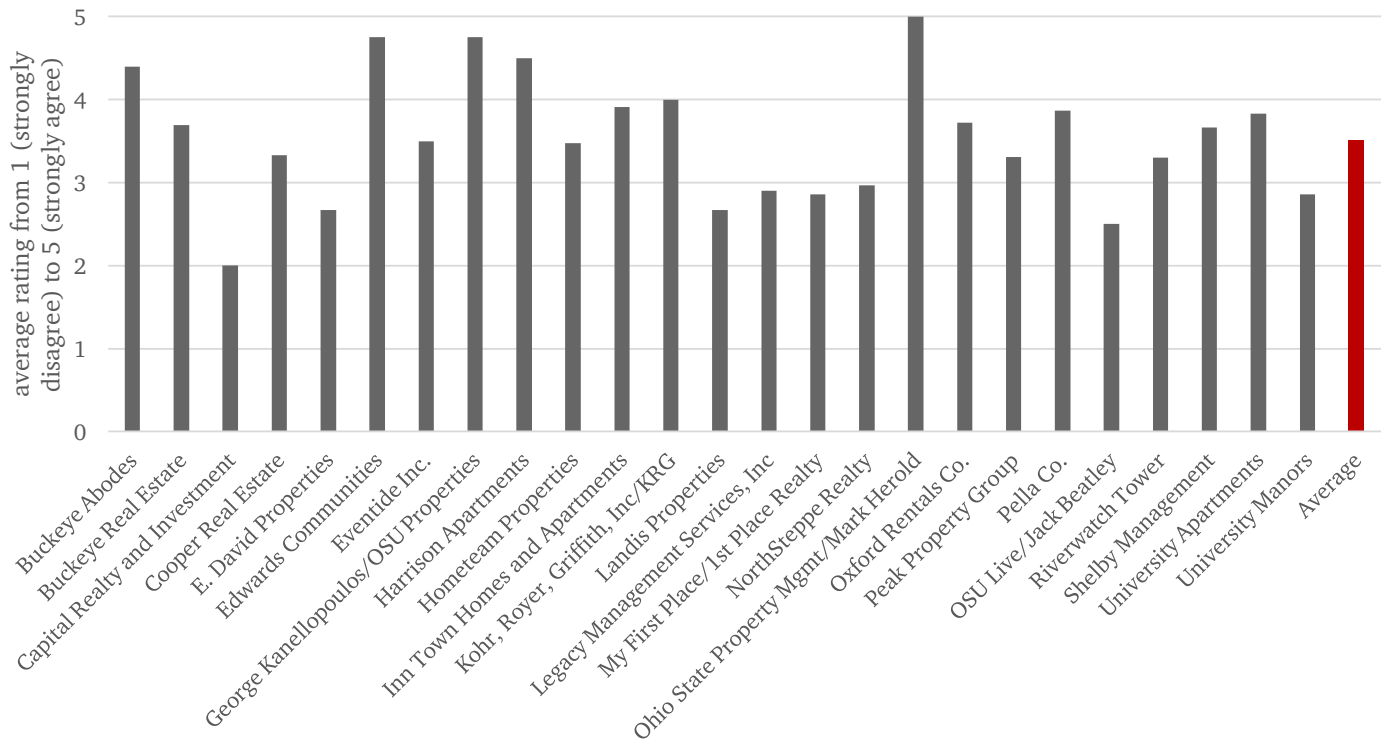
My rental property did not need repairs at the time of move-in.



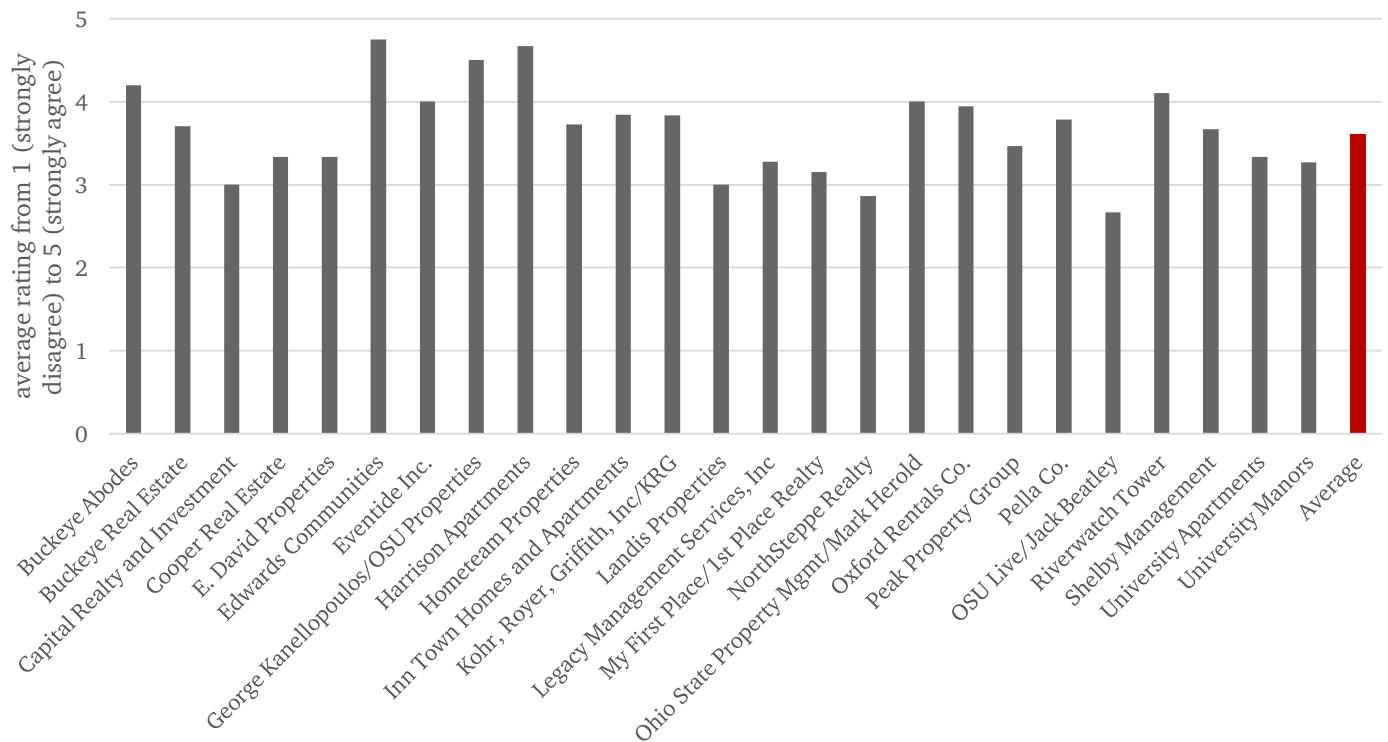
If your landlord/property manager agreed to complete repairs prior to your move in, how many were completed on time?



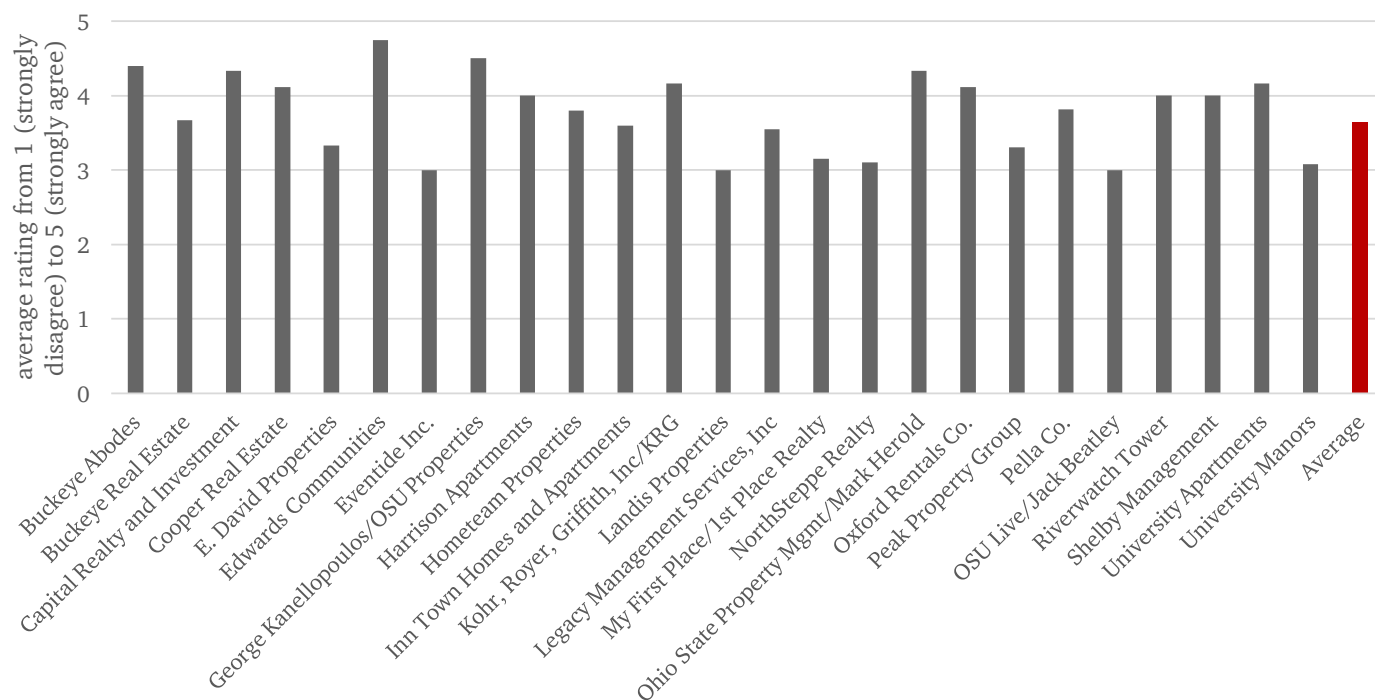
My rental property was clean at the time of move-in.



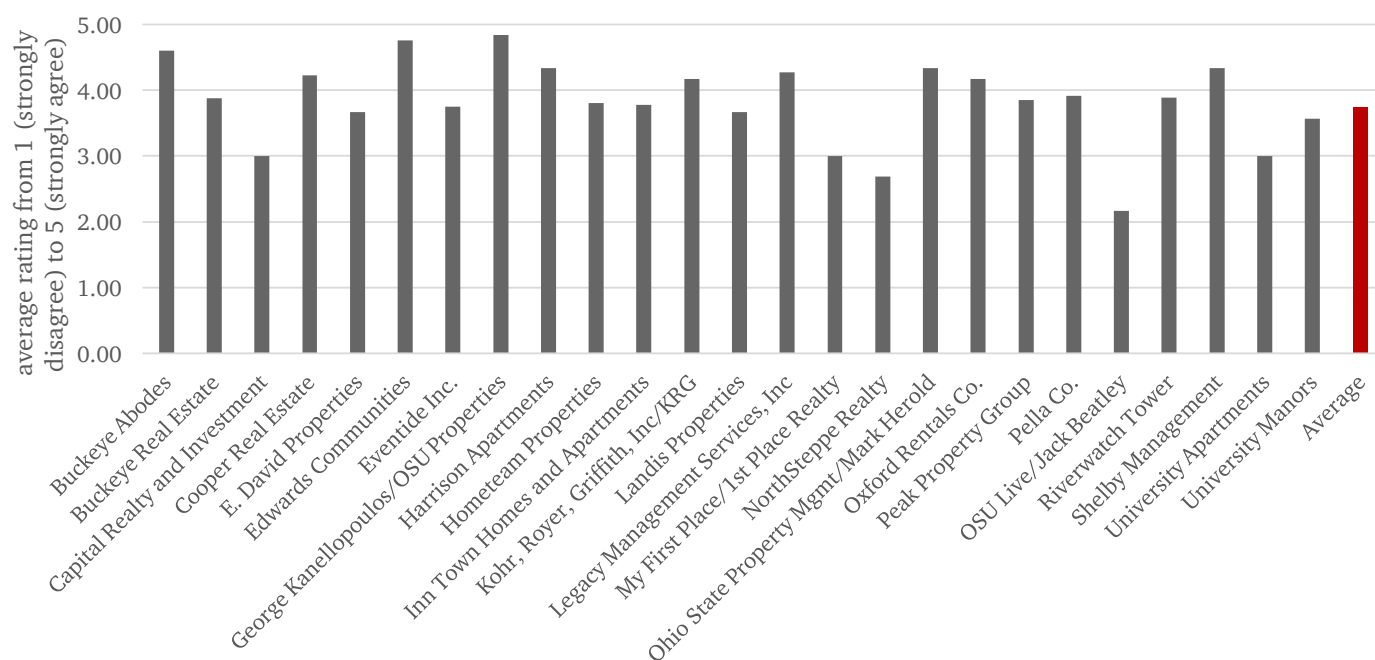
I was satisfied with the overall condition of my property.



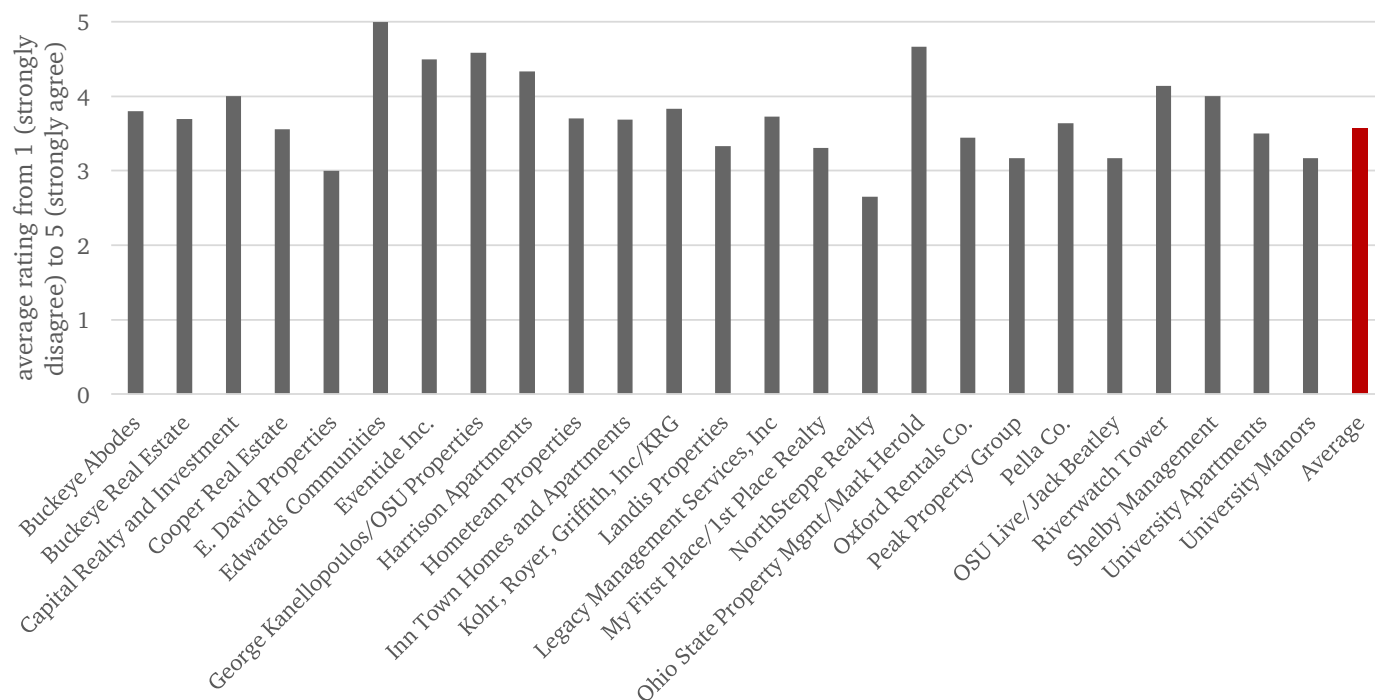
My landlord/property manager properly maintained the exterior of my rental unit (e.g. adequate lighting, property free of garbage, grass cut).



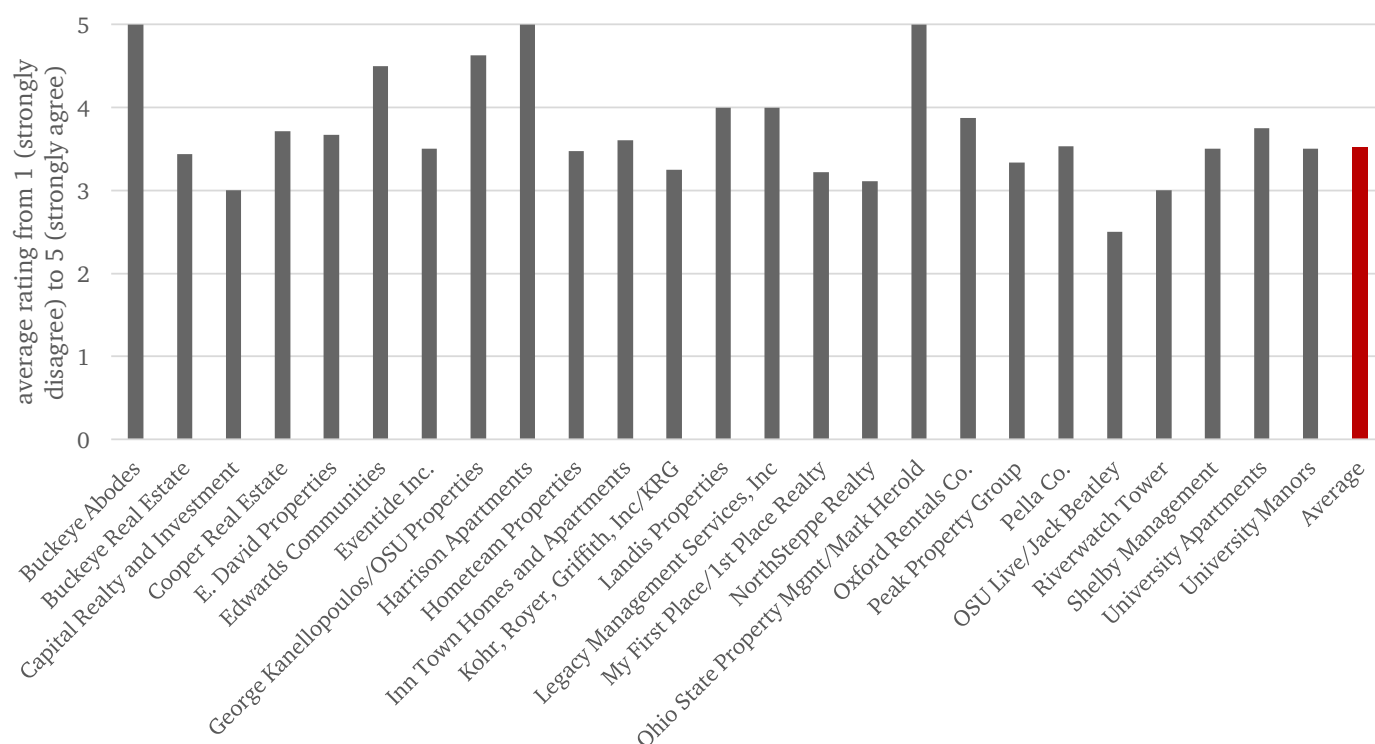
My landlord/property manager provided adequate safety measures for my rental unit (e.g., deadbolt on exterior door, properly functioning locks on all windows).



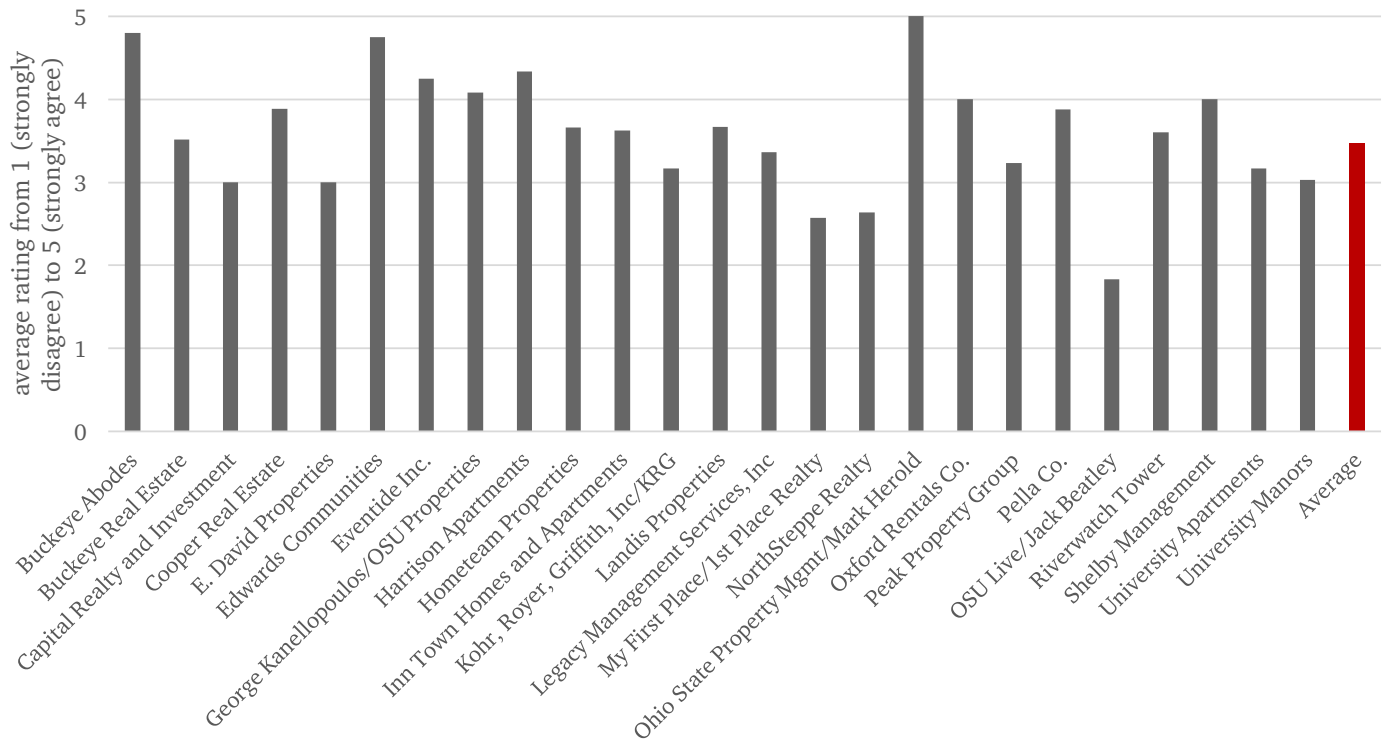
My landlord kept sidewalks and driveways (if applicable) around the property free of significant damage and/or holes.



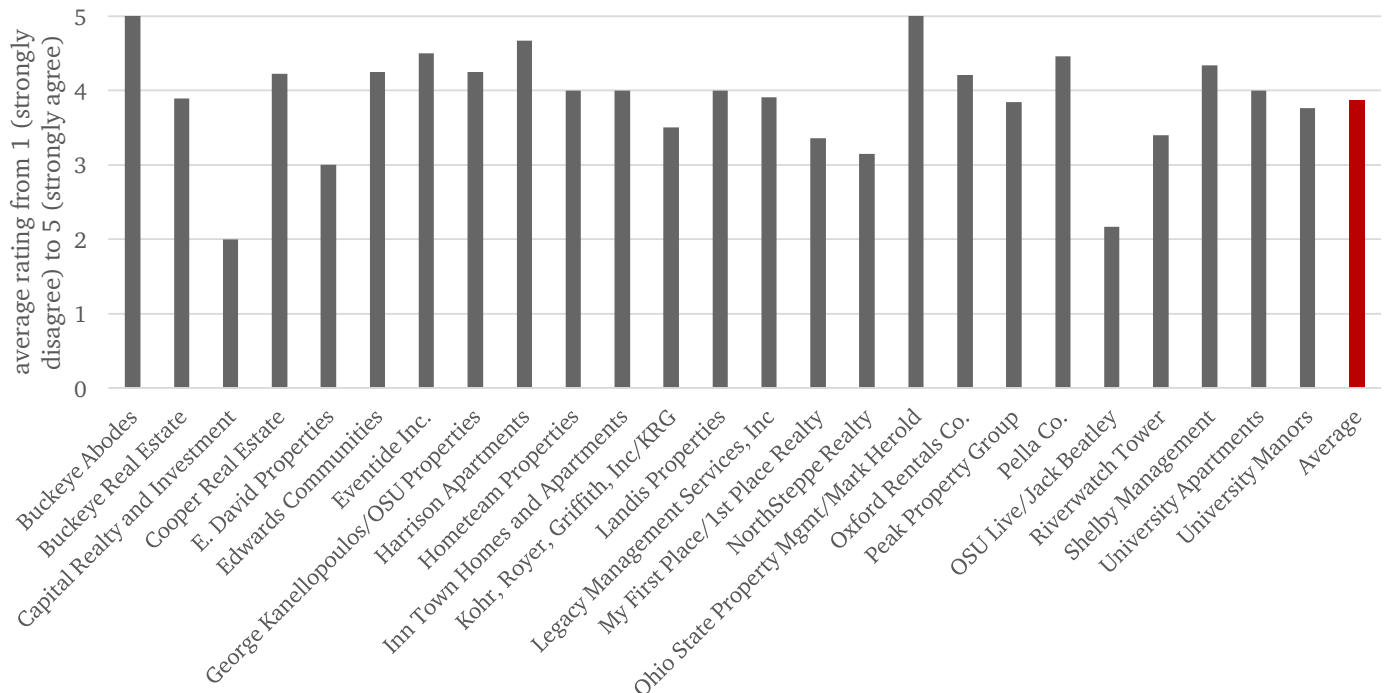
My landlord/property manager was cooperative during my move-out.



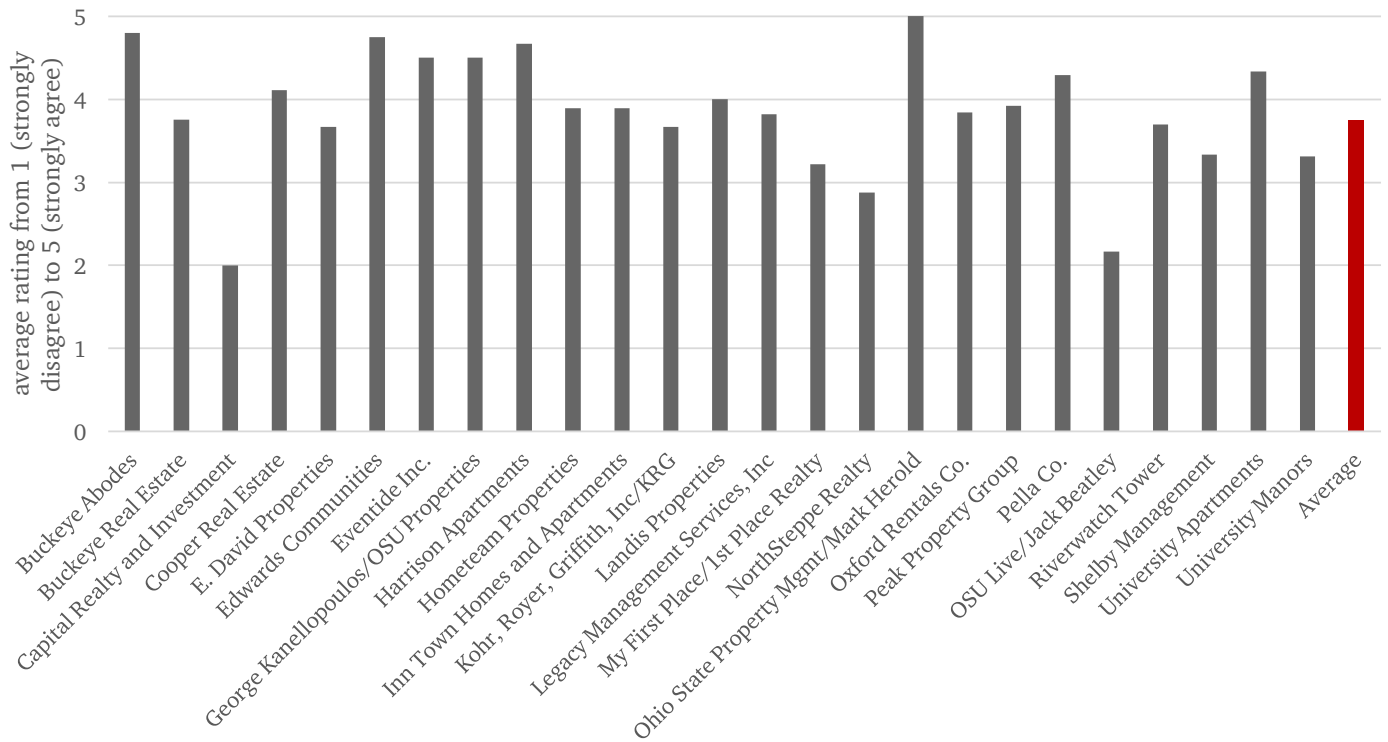
I would rent from my landlord/property manager again.



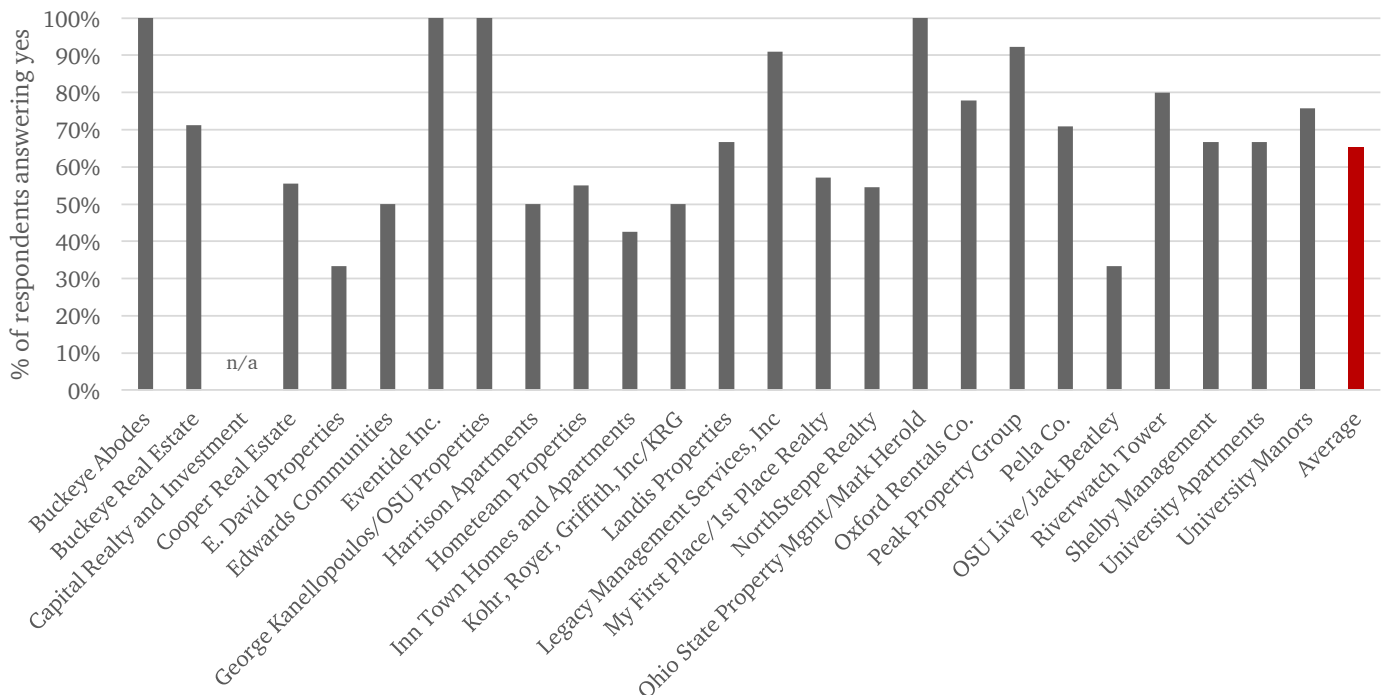
It was easy to contact my landlord/property manager with concerns or requests.



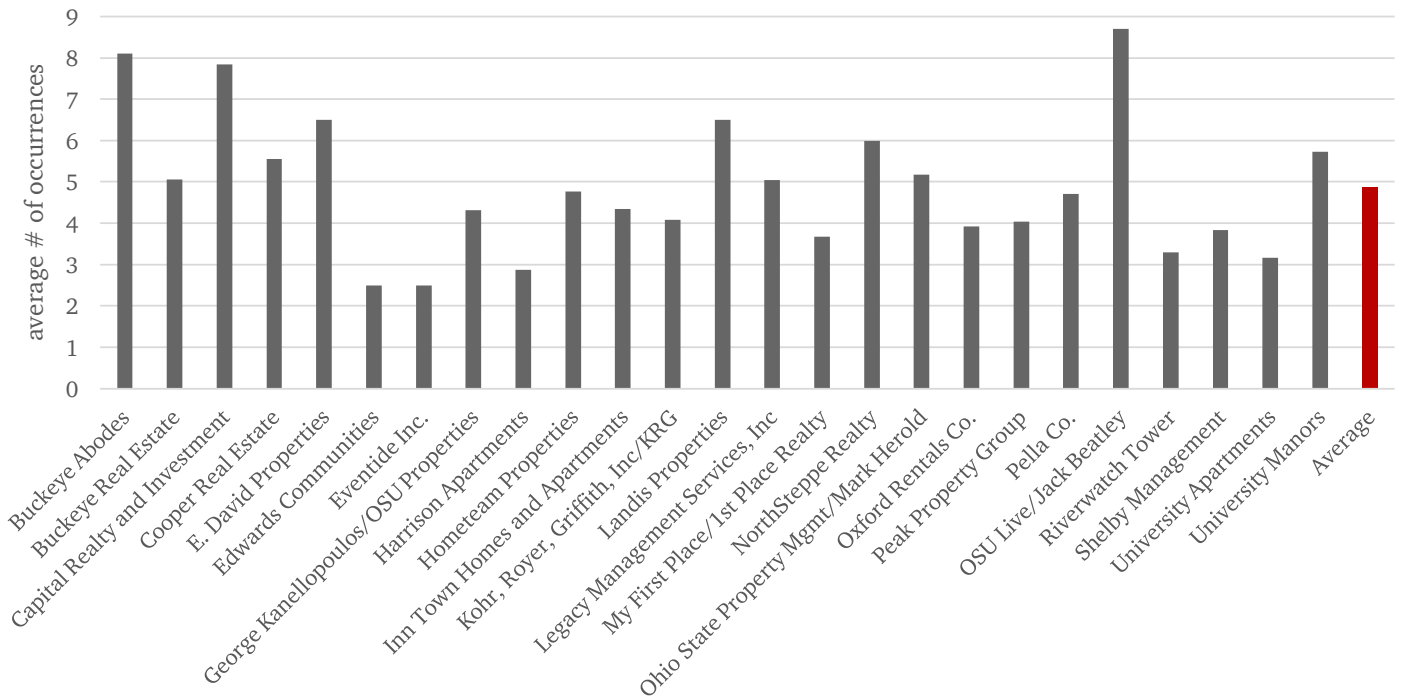
My landlord/property manager was professional and polite.



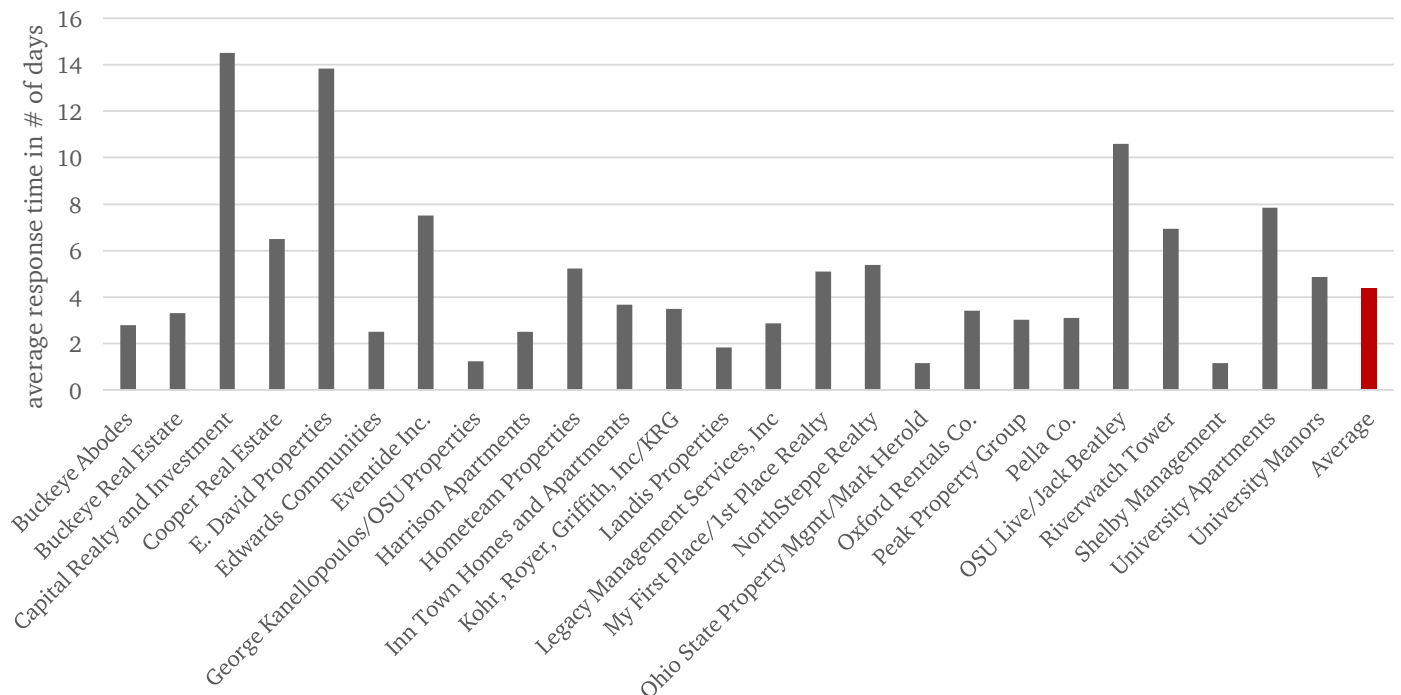
Did your landlord provide at least 24-hour notice prior to entering your property during non-emergency situations?



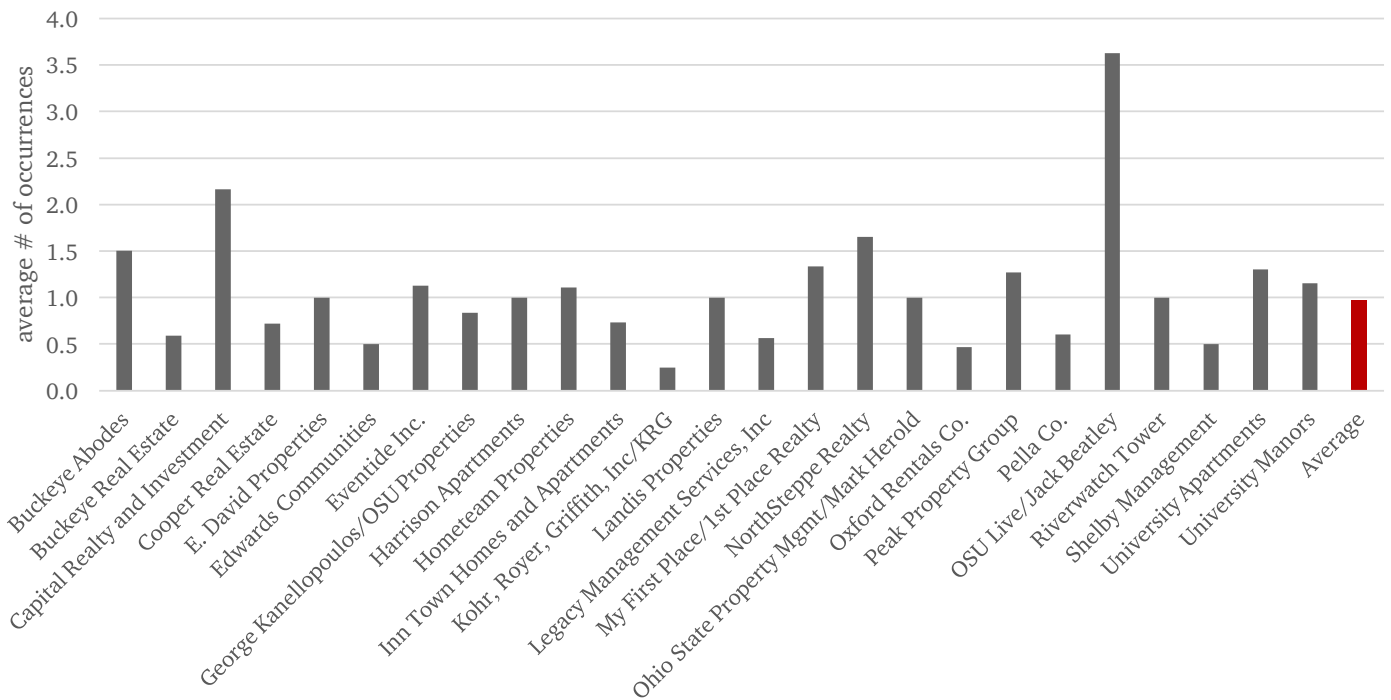
How often did you have general maintenance concerns during the last year?



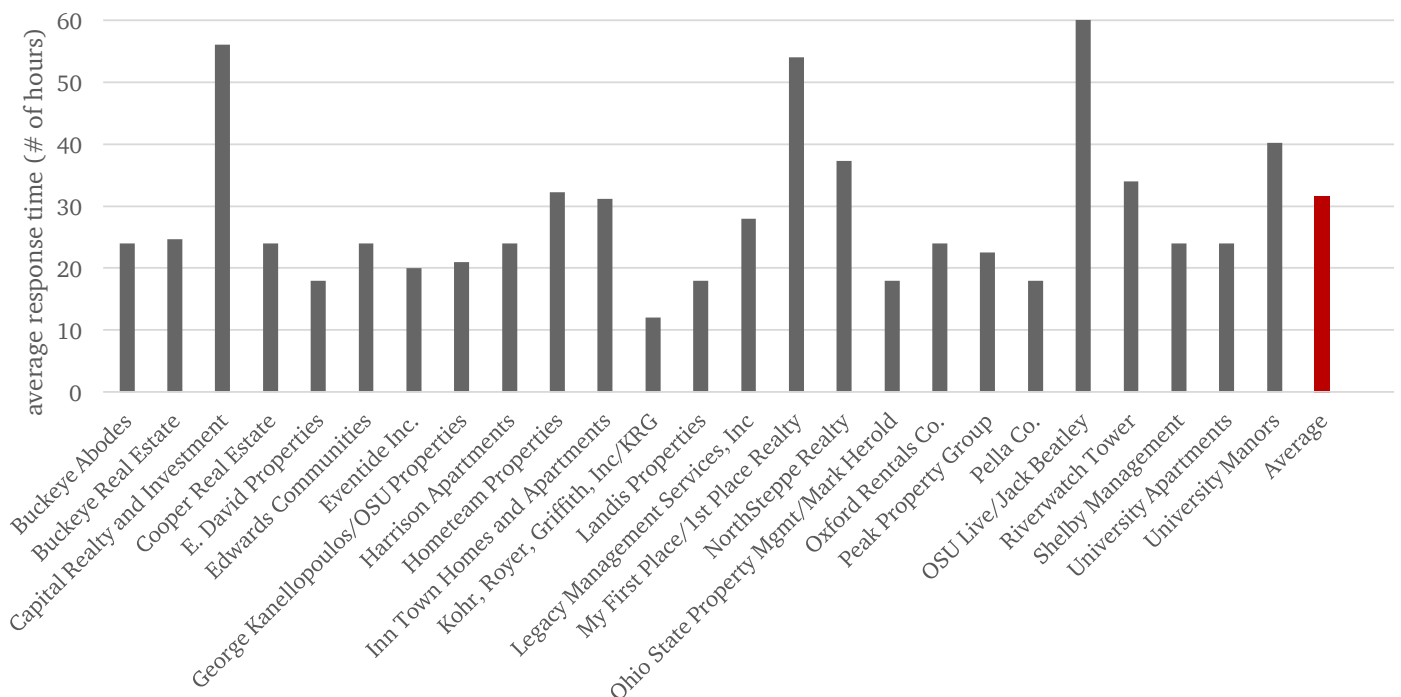
On average, how quickly did your landlord/property manager tend to general maintenance concerns?



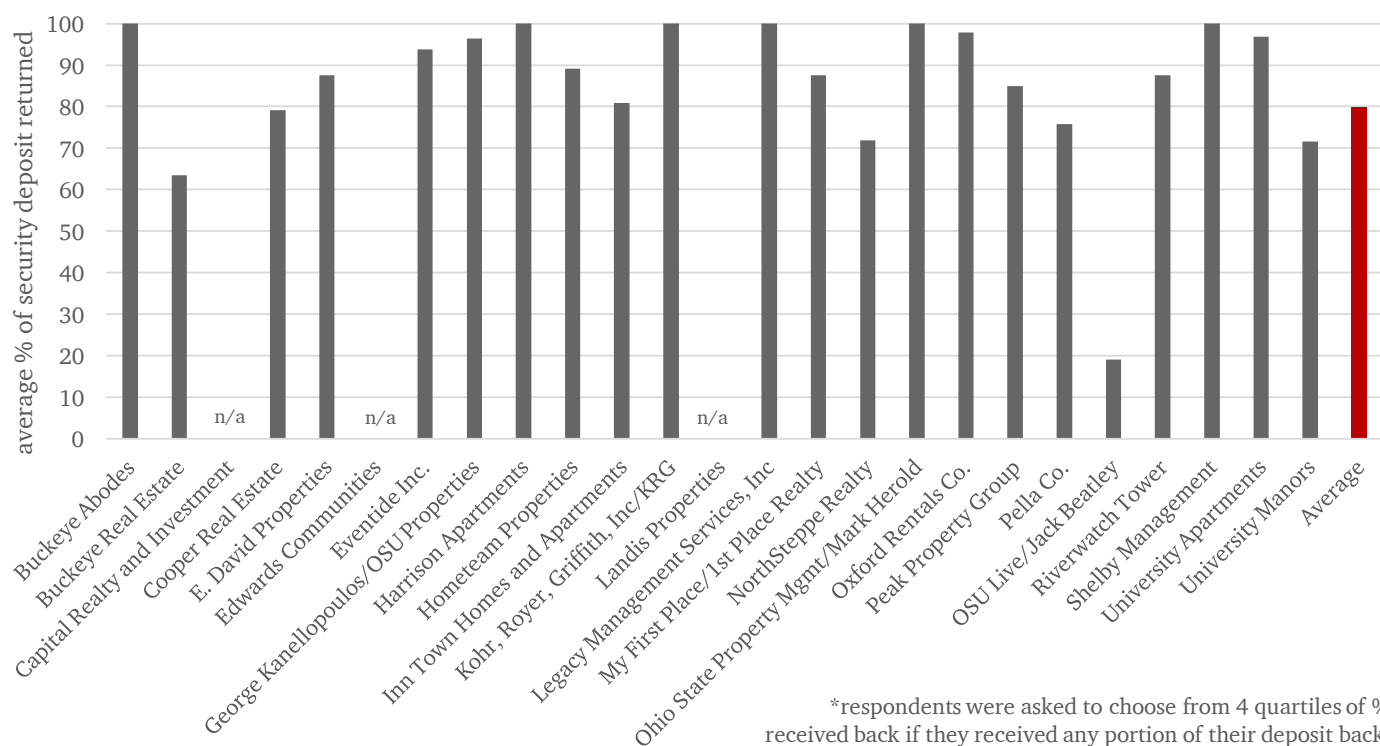
How often did you have emergency maintenance concerns during the last year?



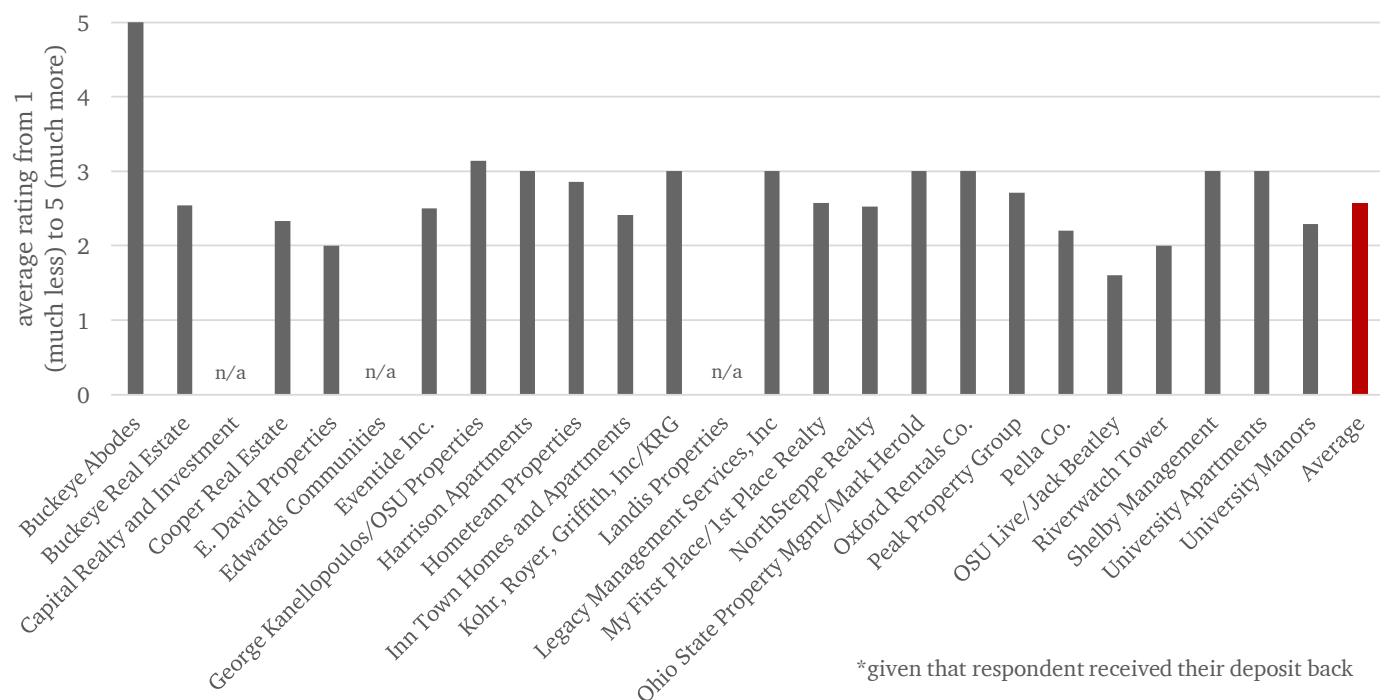
On average, how quickly did your landlord/property manager tend to emergency maintenance concerns?



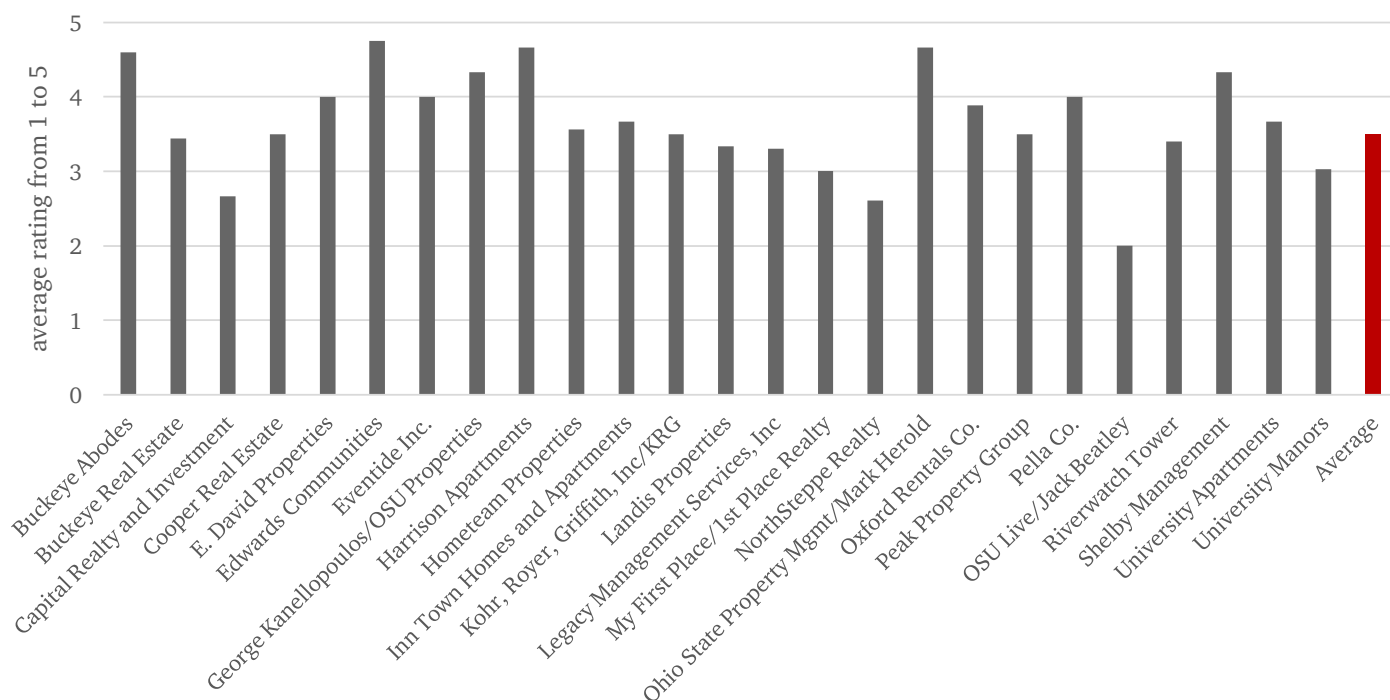
Did you receive your security deposit back?*



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



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



The Off-Campus Housing Excellence Program is a comprehensive Student Life initiative designed to improve the quality of off-campus life. The program is currently offered for properties within the University District boundaries (N: Arcadia Ave., S: 5th Ave., W: Olentangy River, E: railroad tracks). Any landlord who wishes to register with Off-Campus and Commuter Student Services and owns and/or manages property within the University District boundaries is eligible to opt in to this free and voluntary program, inviting representatives from Student Life and the Columbus Division of Fire to walk-through their properties and assess them annually, generating a Buckeye Excellence Level for each property based on safety, security and sustainability features of the property. Information from past home walk-throughs is available through Off-Campus and Commuter Student Services' online housing search (<http://offcampus.osu.edu>) for 12 months from the date of the walk-through. By focusing on safety, security and sustainability, Student Life aims to enhance the quality and amount of information available to students moving off campus.

Regardless of whether their landlord participates in the program, any student renting property within the University District is welcome to request their own home safety walk-through at <http://go.osu.edu/oceph>.

The following landlords whose names appear in this edition of the Renter's Guide are participants in the Off-Campus Housing Excellence Program:

Buckeye Real Estate	Harrison Apartments
Edwards Communities	Kohr, Royer, Griffith, Inc.
George Kanellopoulos/OSU Properties	Landis Properties



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:
- Roommate Fairs
- **Free** Safety Devices
- **Free** 20-minute Home Safety Walk-Throughs
- 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 neighborhood (University District) 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 20-minute home safety walk-through and receive the following:

- **Free** Carbon Monoxide detectors
- **Free** Window/Door Alarms
- **Free** Smoke Alarm Testing and Battery Replacement
- **Helpful** Recommendations from Student Life and the Columbus Division of Fire Representatives

Enter to win \$50 BuckID Cash when you schedule your free home walk-through at go.osu.edu/ochep



THE OHIO STATE UNIVERSITY
OFFICE OF STUDENT LIFE

OFFICE OF STUDENT LIFE
OFF-CAMPUS AND
COMMUTER STUDENT SERVICES

get a lease review

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.

security deposits

Don't get charged 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.

sample documents

draft a roommate agreement

The agreement clarifies how and who pays rent and utilities, special house rules, and other important information.

getting repairs

You must put your requests to repair in writing to your landlord (email counts!). 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.

Find checklists, agreements, & notices at studentlegal.osu.edu/offcampus

STUDENT LEGAL SERVICES

We are your lawyers

off-campus housing
criminal misdemeanors
traffic offenses
notary
contract review
name change
wills



STUDENT LEGAL SERVICES


studentlegal.osu.edu
614.247.5853

dissolutions
consumer transactions
power of attorney
contract drafting
credit & debt issues
& much more



*to learn more about USG
resources and initiatives, check out*
usg.osu.edu

 /OhioStateUniversityUSG

 @usgosu

 @usg_osu