

2018–2019

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 2018-2019 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!

Daniel Kennedy
Deputy Director for Student Affairs
The Undergraduate Student Government
kennedy.1035@buckeyemail.osu.edu

Maggie Ash
Director for Student Affairs
The Undergraduate Student Government
ash.134@buckeyemail.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 2018 to undergraduate students who lived off-campus in the previous year. The sample included 2,000 undergraduate students. The survey yielded 550 valid responses, or approximately a 27.5% response rate. The Undergraduate Student Government would like to sincerely thank everyone who responded to this year's survey.

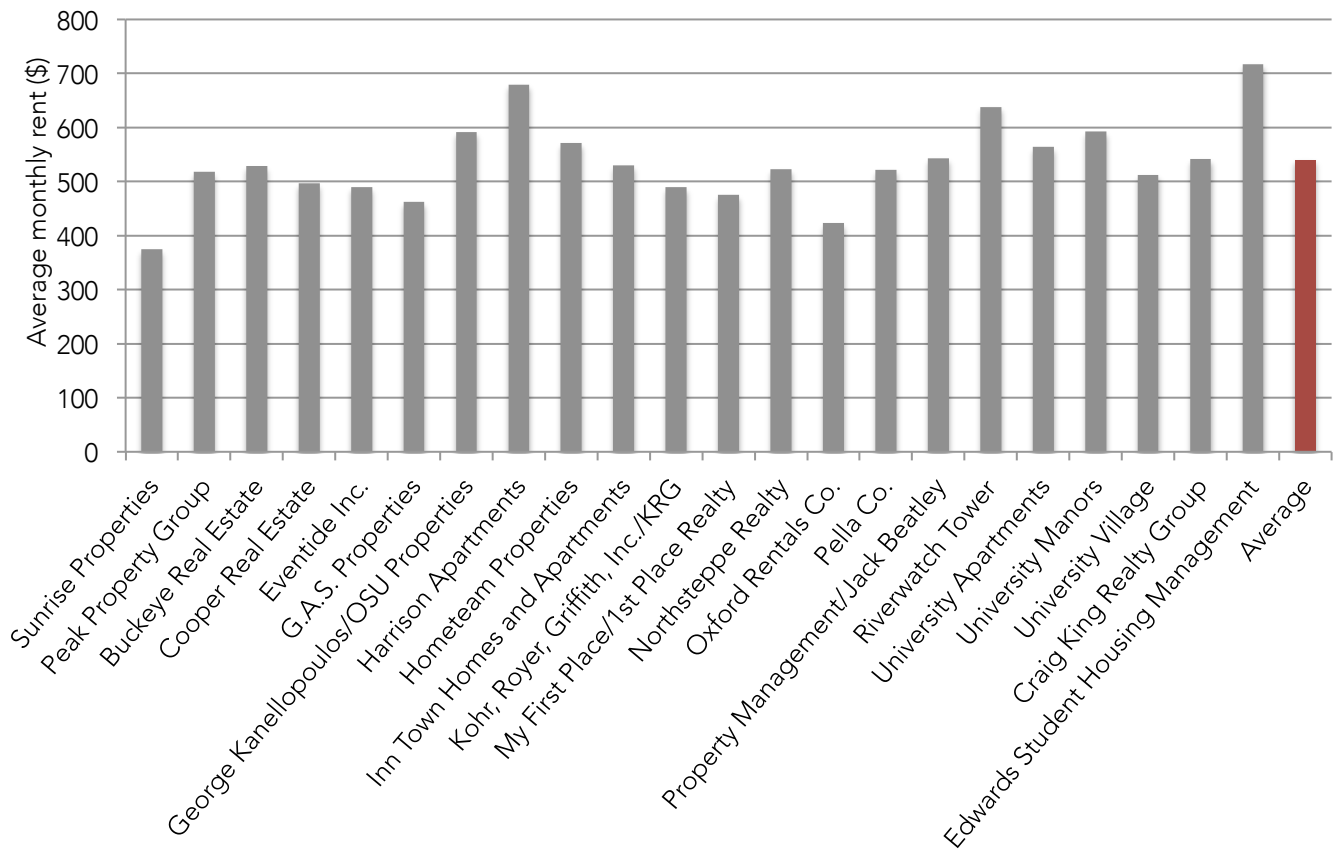
Disclaimer

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 abovementioned 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.

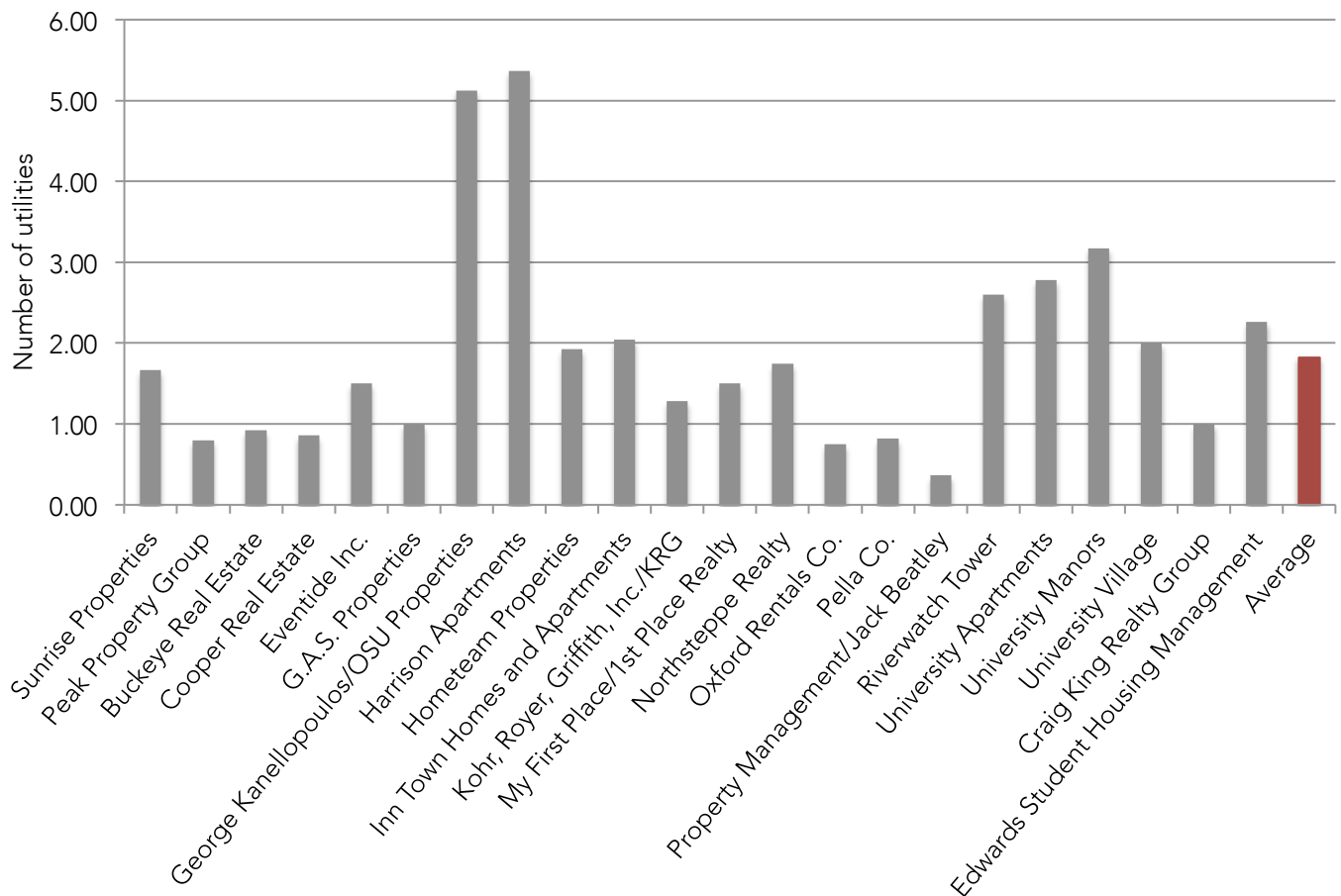
Table of Contents

Page 4:	<i>Monthly rent per person and number of utilities included in rent</i>
Page 5:	<i>Commute times to campus Whether landlord showed exact unit you would rent</i>
Page 6:	<i>Clarity of the leasing process & document signing</i>
Page 7:	<i>Landlord cooperativeness during move-in Cleanliness of property at time of move-in</i>
Page 8:	<i>Repair needs & repair completion prior to move-in</i>
Page 9:	<i>Condition of rental property Exterior maintenance of rental unit</i>
Page 10:	<i>Sidewalk and driveway maintenance Safety measures provided by landlord</i>
Page 11:	<i>Parking availability Landlord cooperativeness during move-out</i>
Page 12:	<i>Willingness to rent from landlord again Ease of contacting landlord</i>
Page 13:	<i>Landlord professionalism/politeness Whether landlord provided 24-hour notice prior to entering property</i>
Page 14:	<i>General maintenance concerns and response time</i>
Page 15:	<i>Emergency maintenance concerns and response time</i>
Page 16:	<i>Return of security deposit</i>
Page 17:	<i>Overall performance rating of landlord</i>

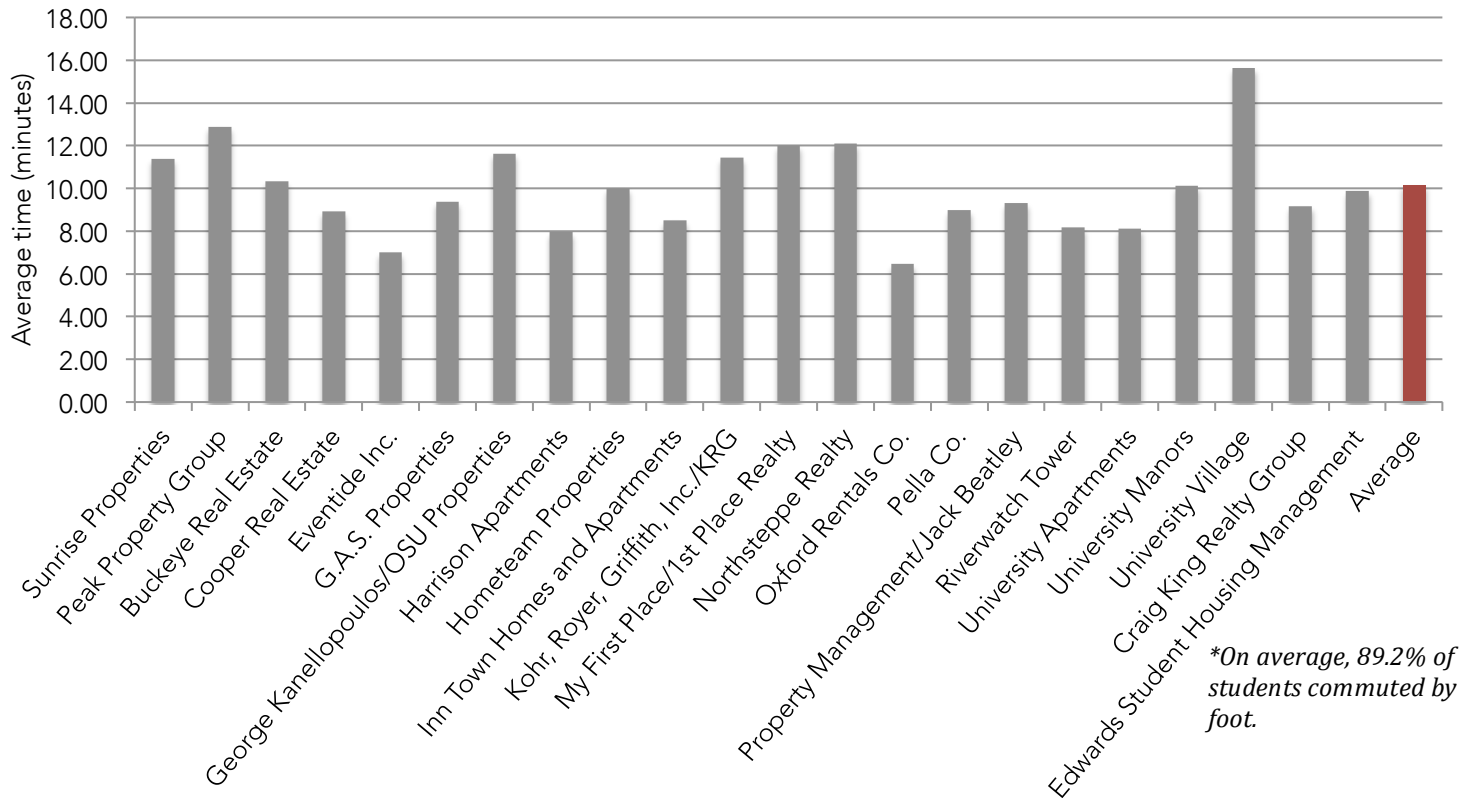
What was the monthly cost of rent per person for your rental property?



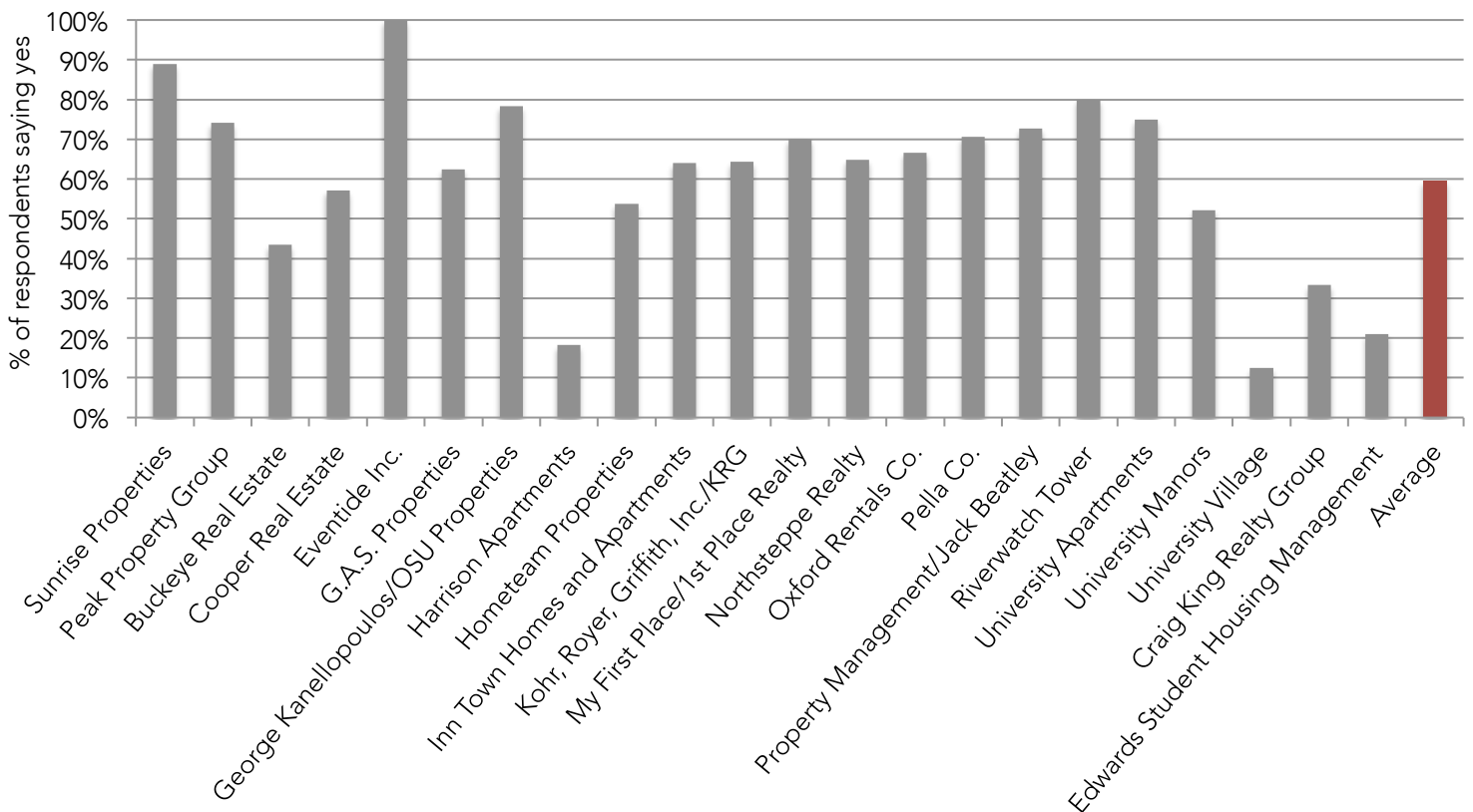
How many utilities/costs were included in your rent?



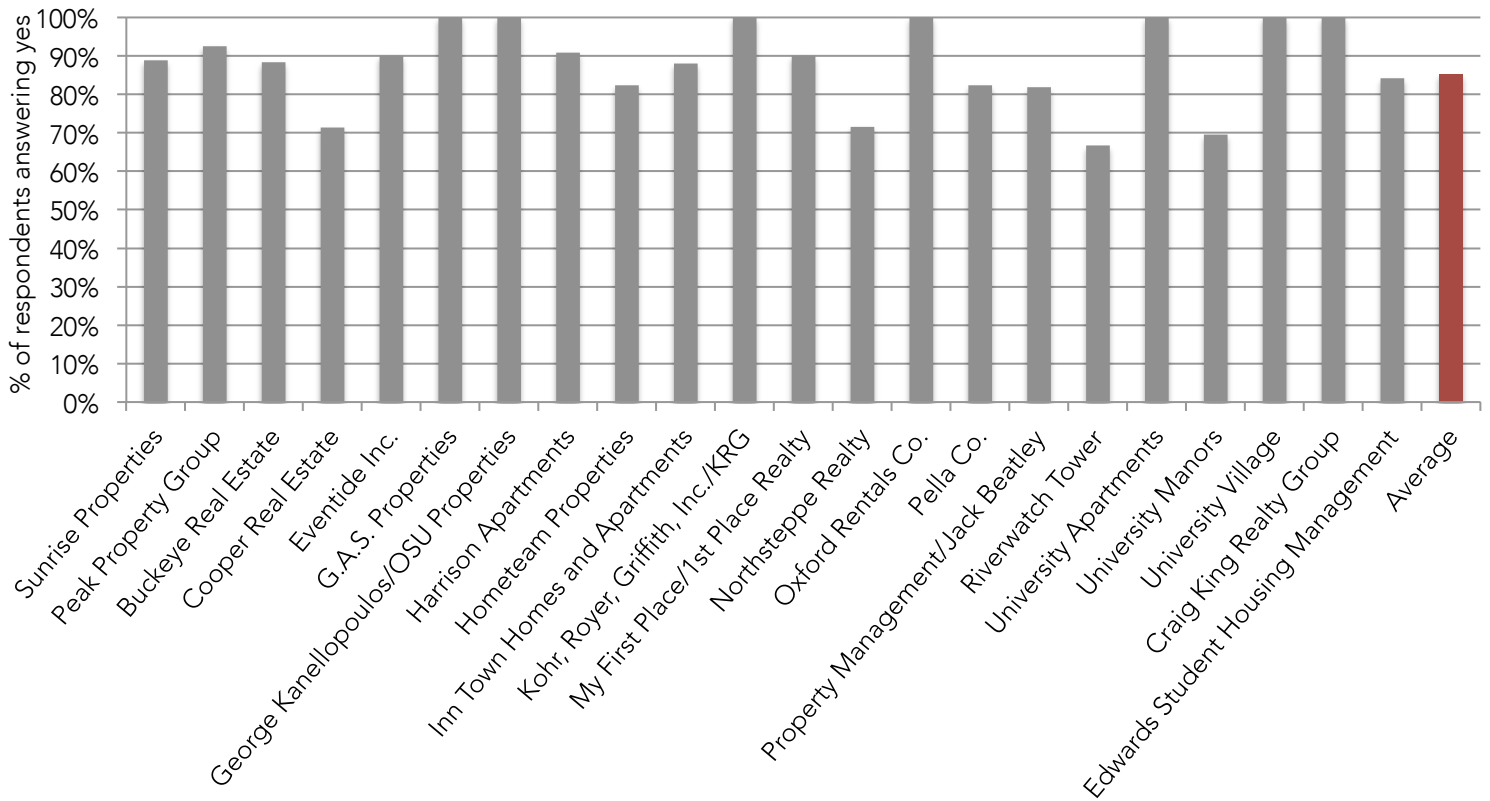
How long, on average, was your commute from your rental property to campus?*



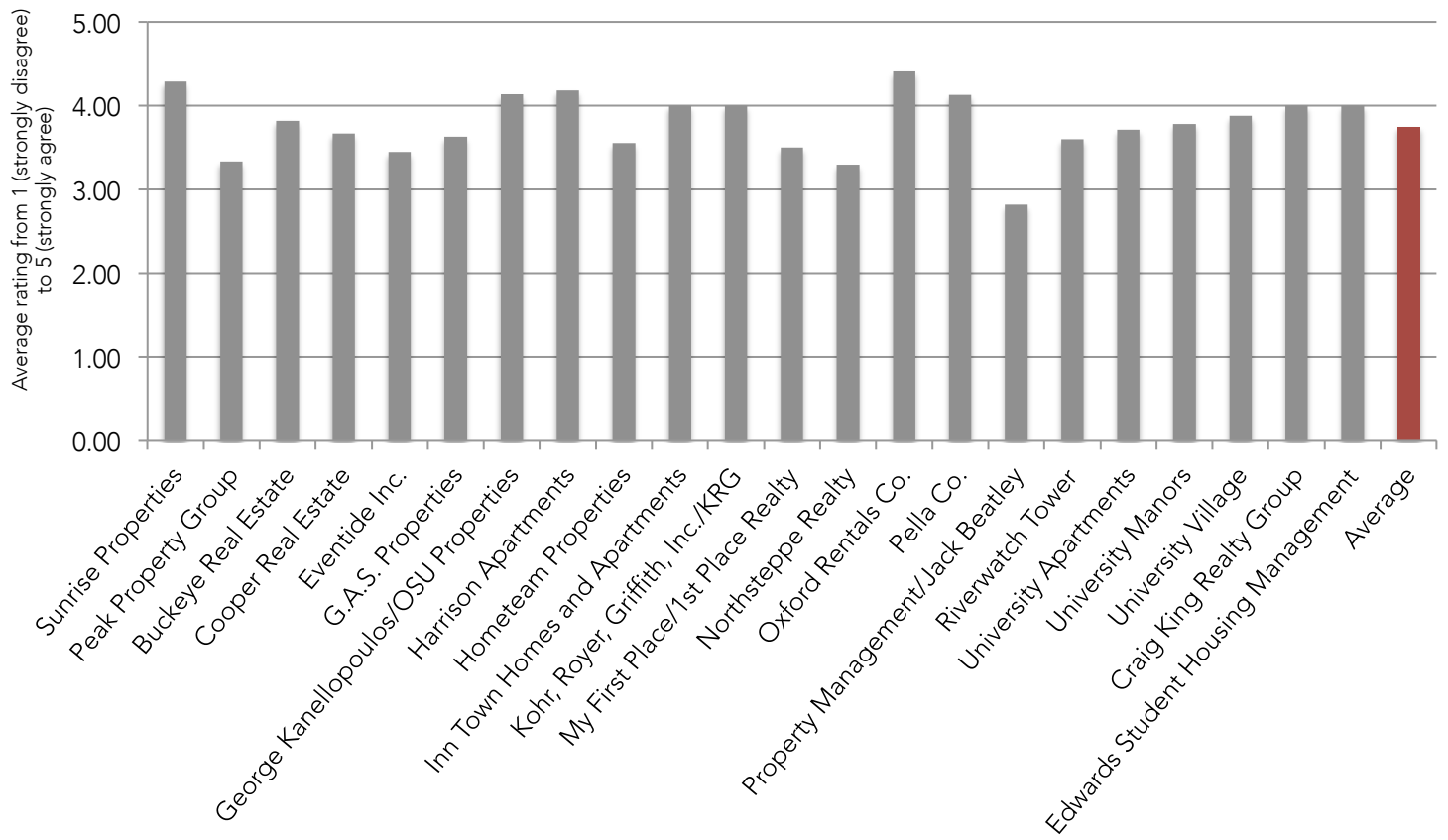
Prior to signing the lease, did your landlord/property manager show you the exact unit you would rent (rather than a model unit)?



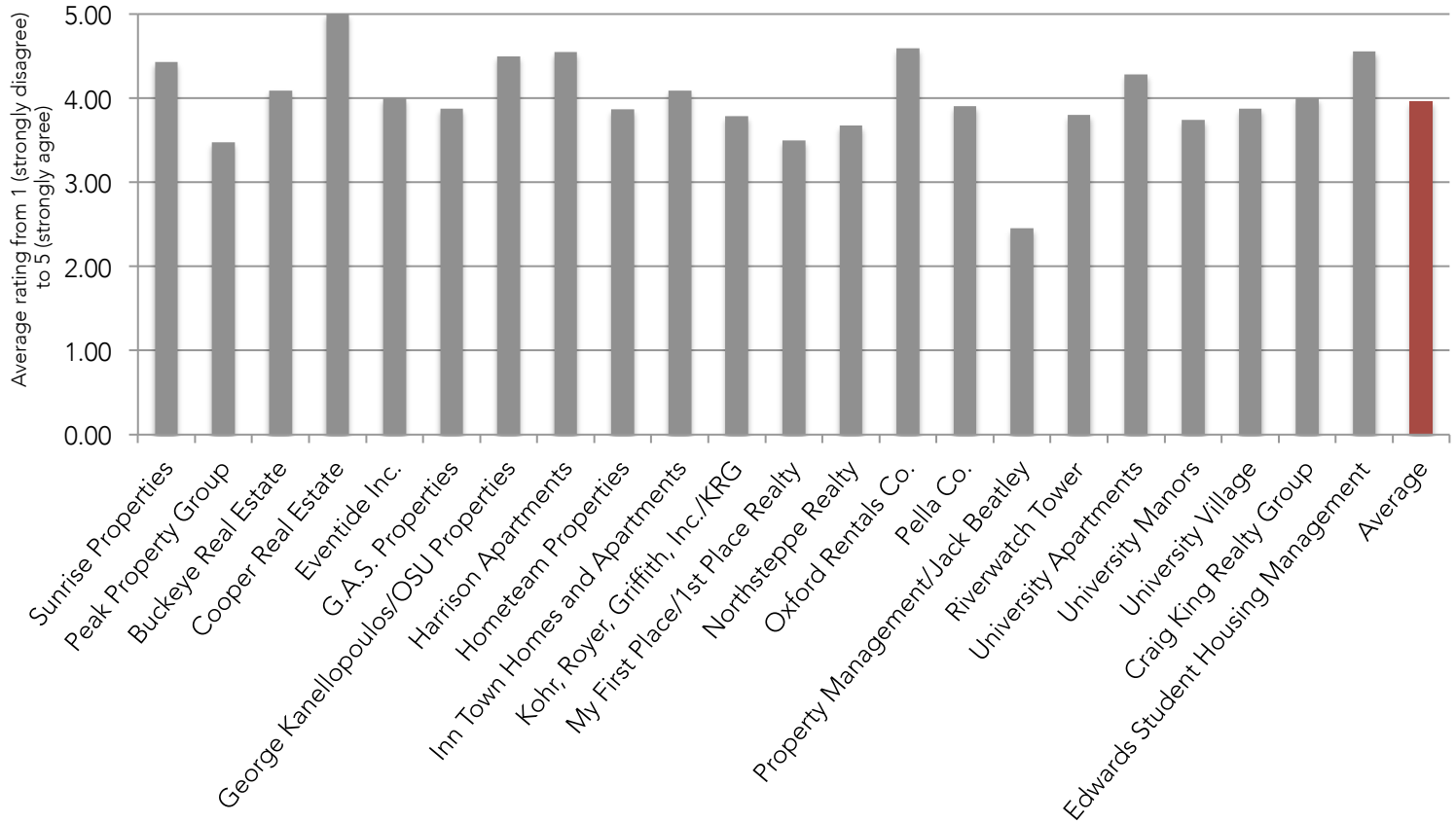
Did your landlord/property manager give you a copy of the signed lease agreement?



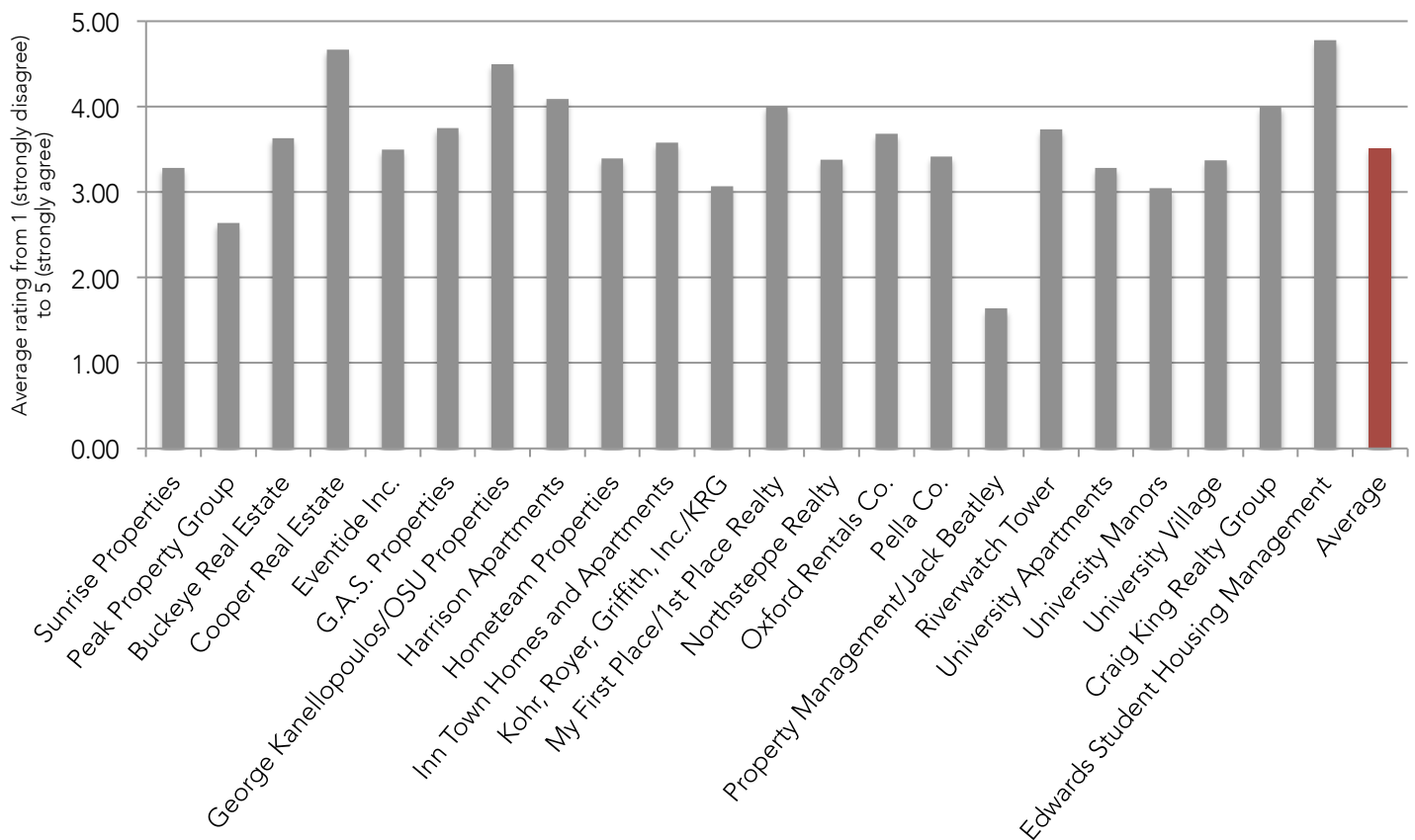
My landlord/property manager clearly described my lease (and all related documents) and all that they entailed.



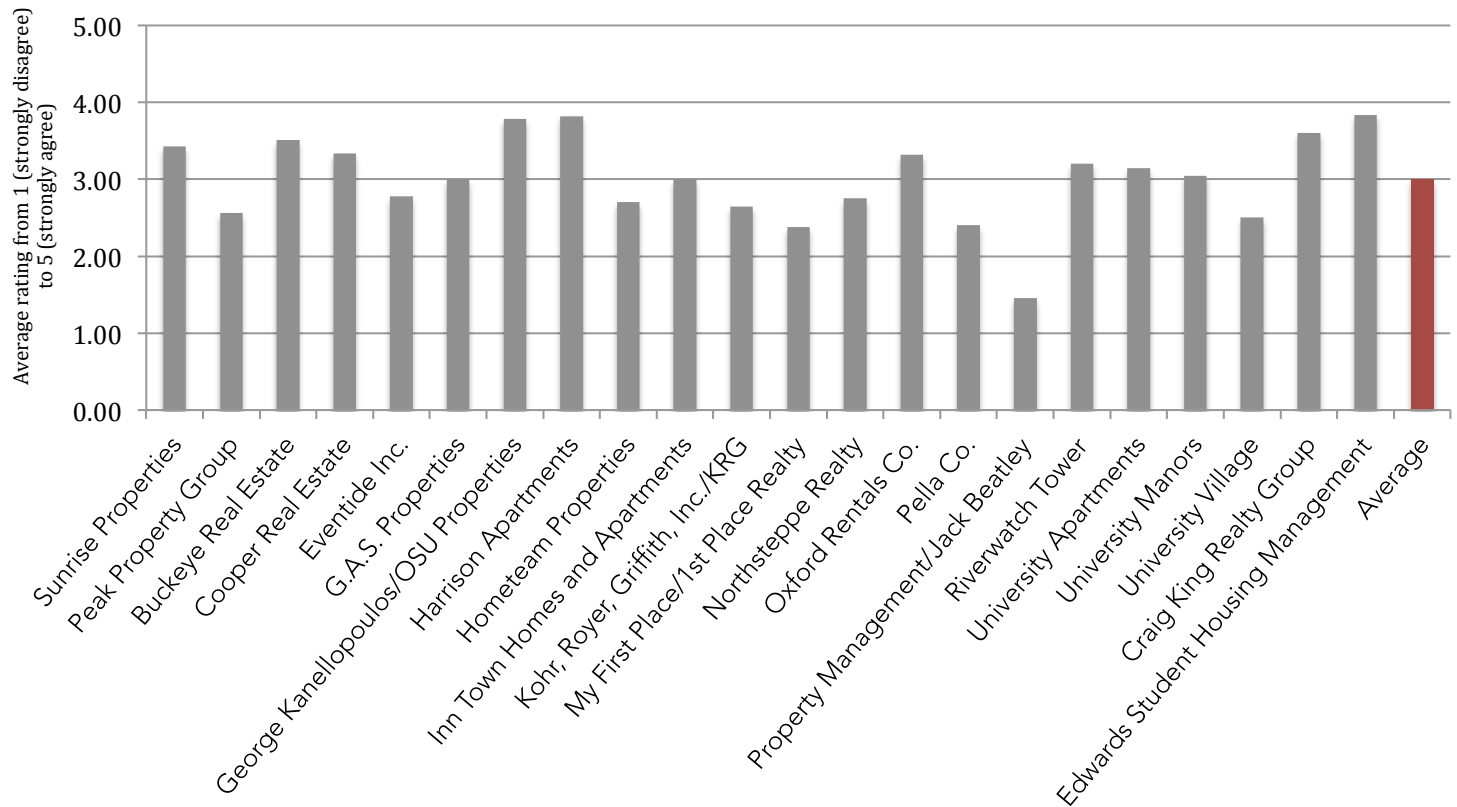
My landlord/property manager was cooperative during the move-in process.



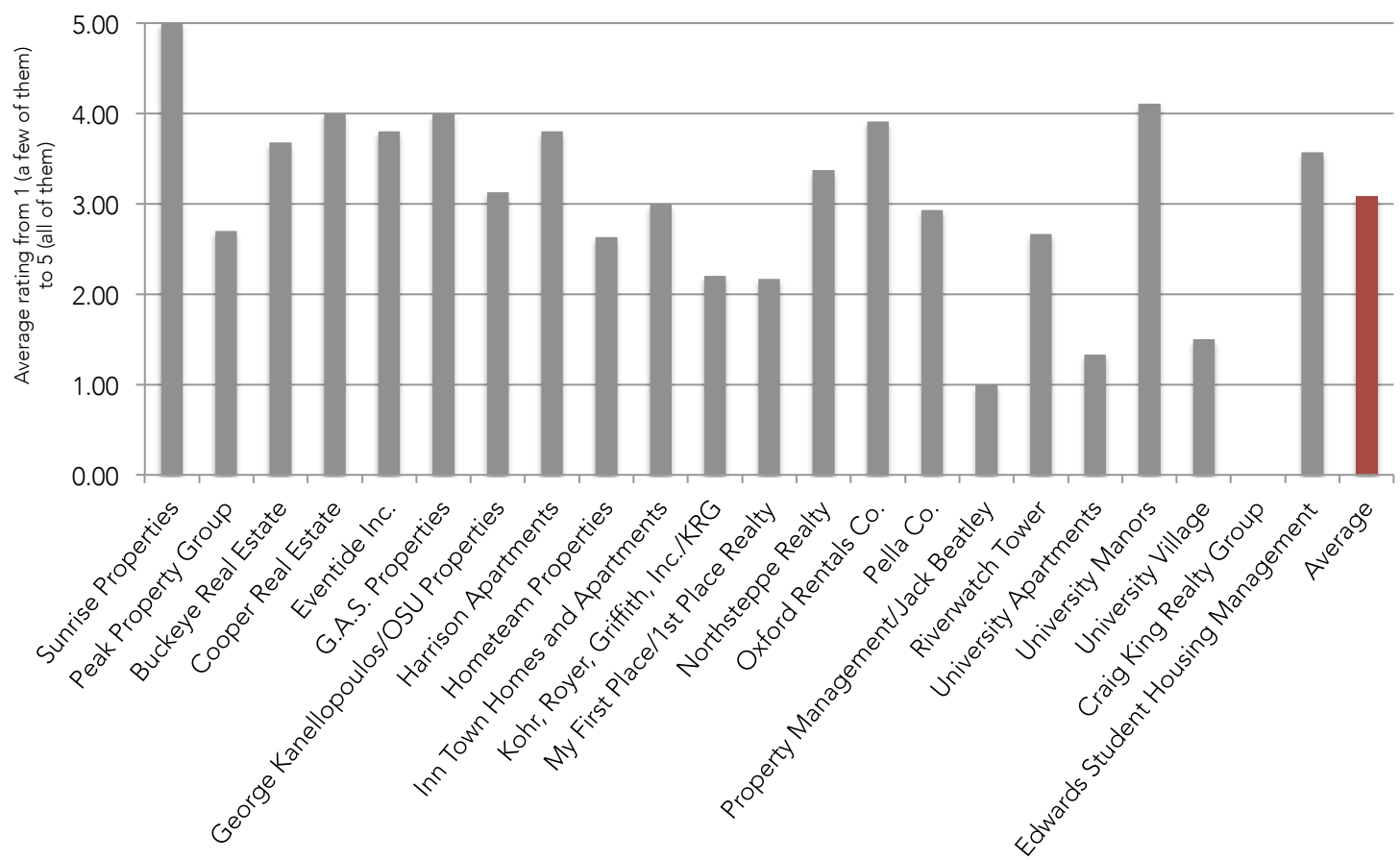
My rental property was clean at the time of my move-in.



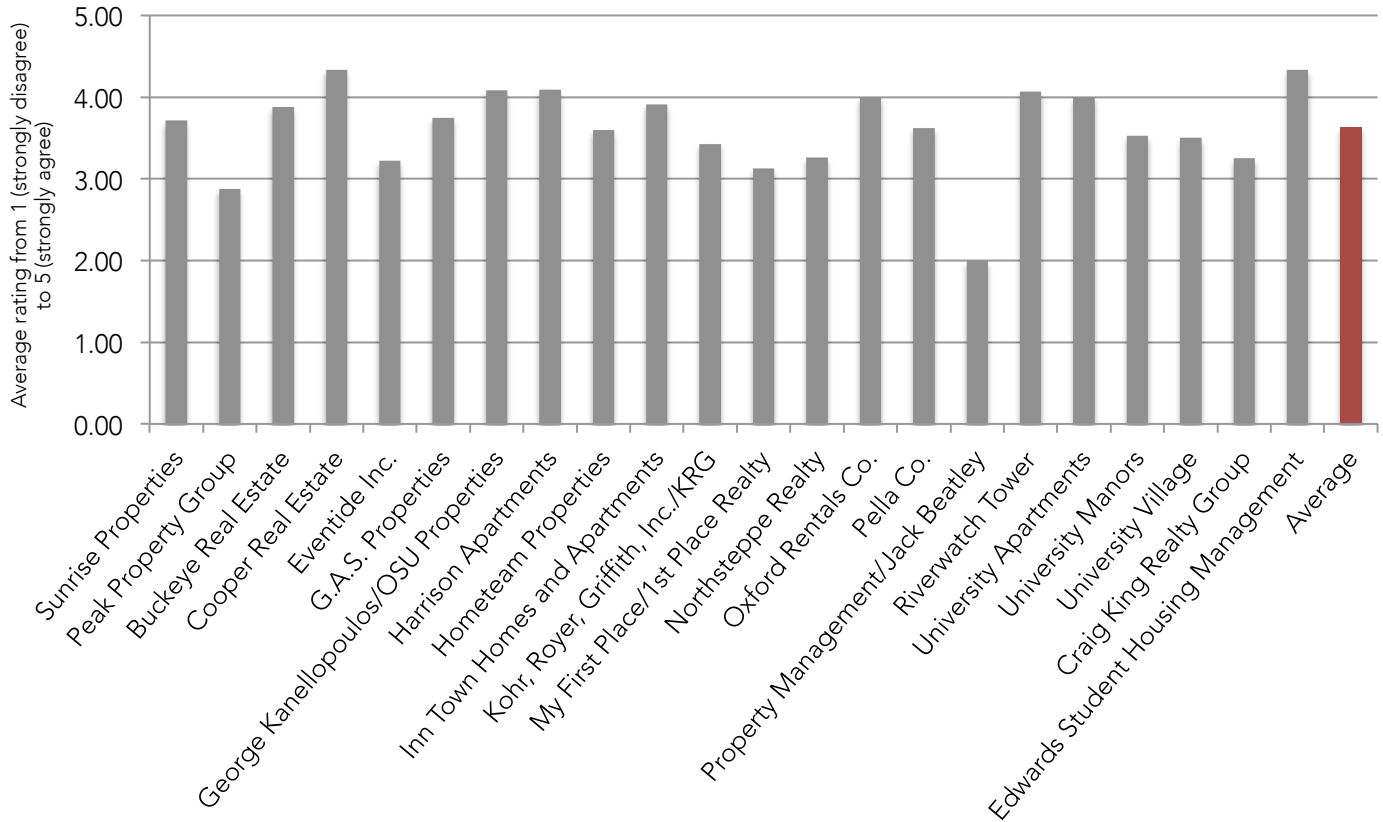
My rental property did not require repairs at the time of move-in.



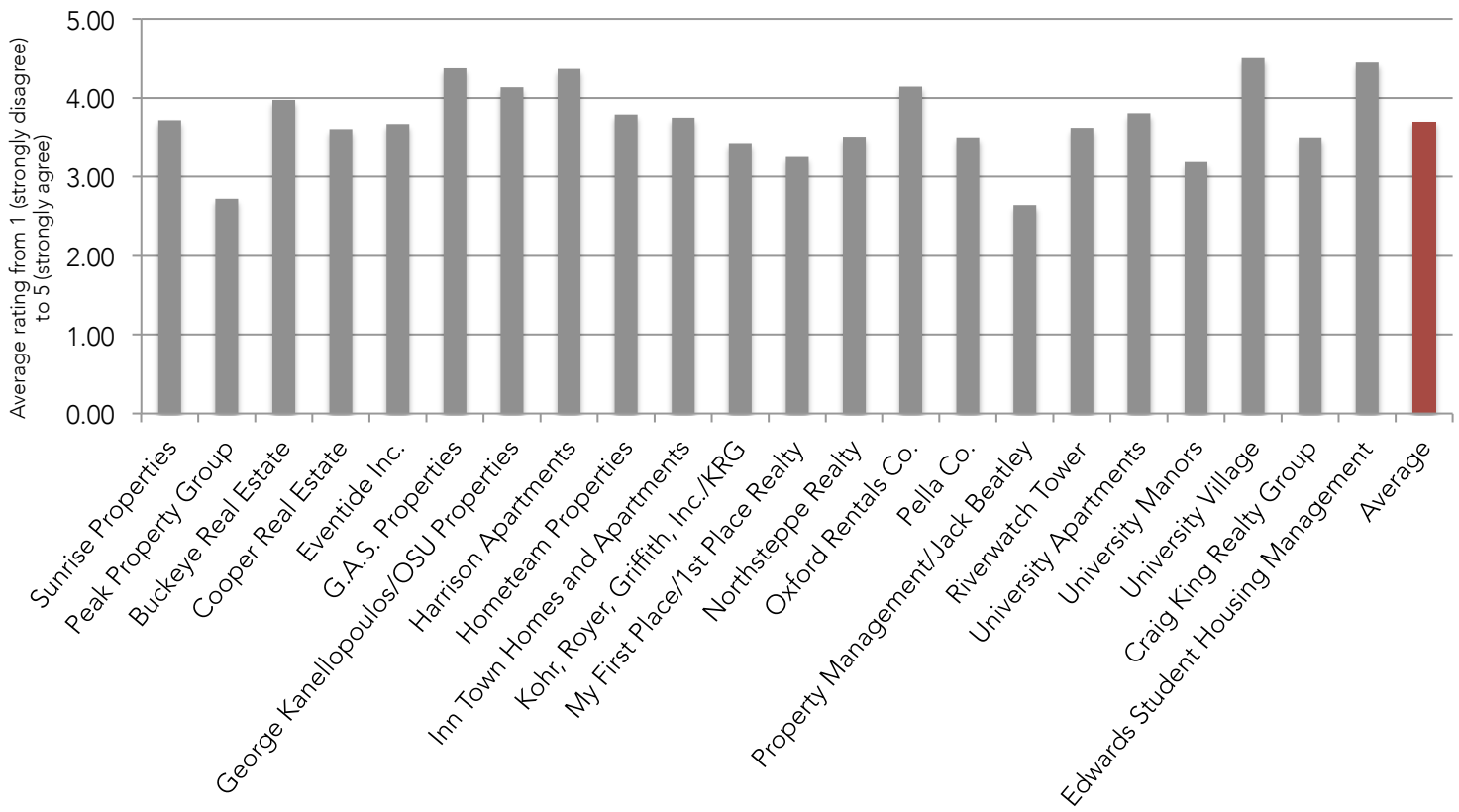
If your landlord/property manager agreed to complete repairs prior to your move-in, how many were completed on time?



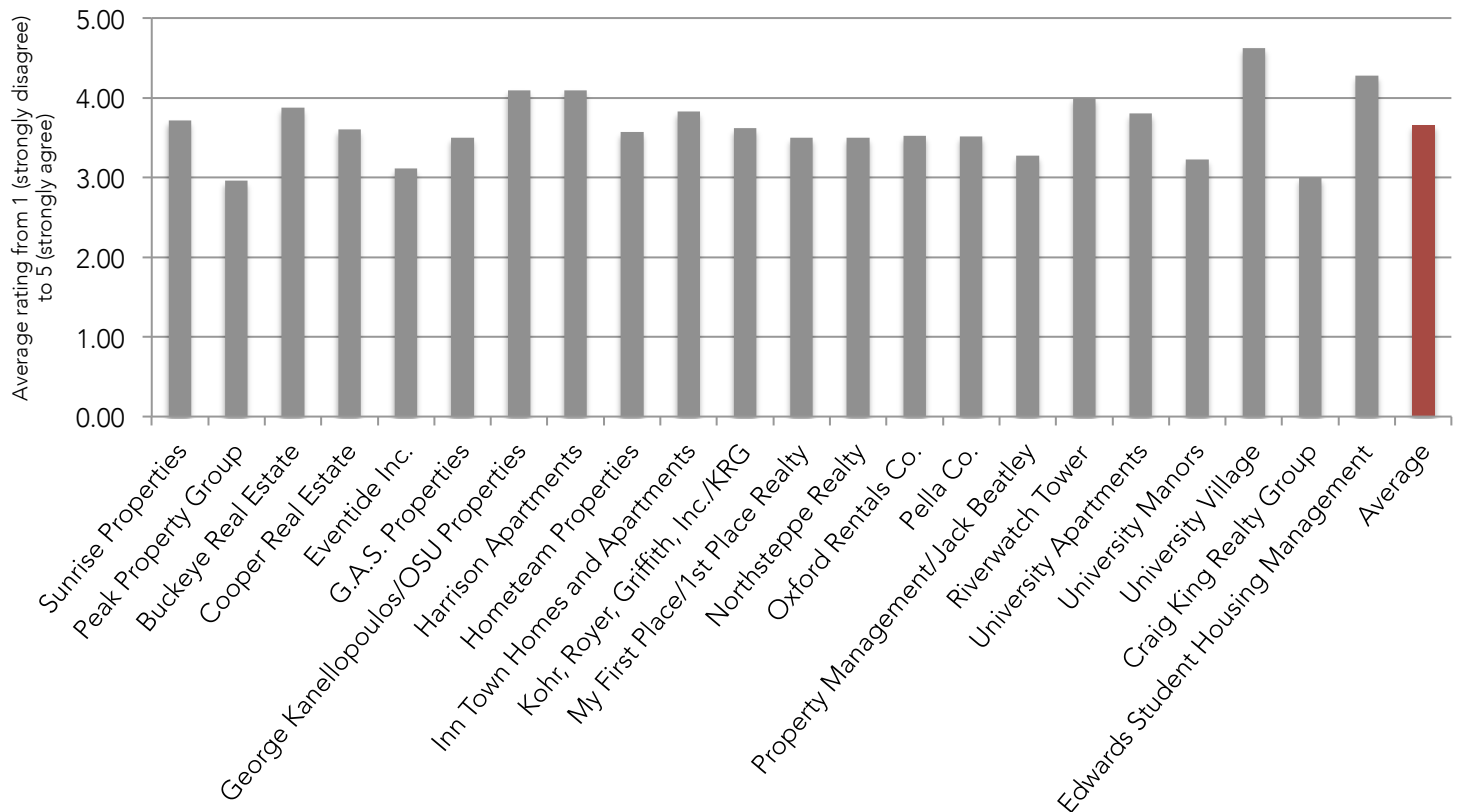
I was satisfied with the overall condition of my property.



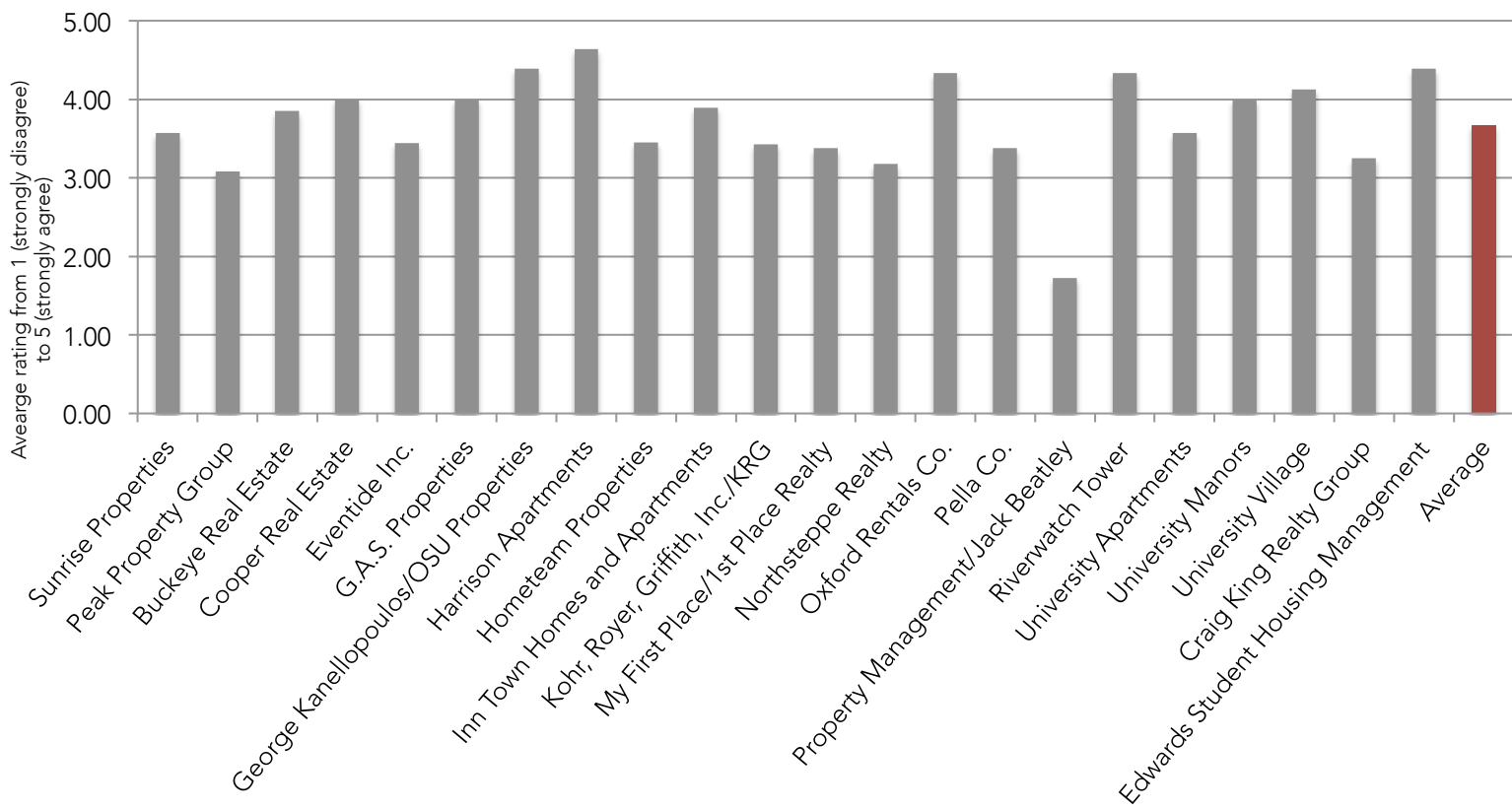
My landlord/property manager properly maintained the exterior of my rental property (e.g., adequate lighting, property free of garbage, grass cut).



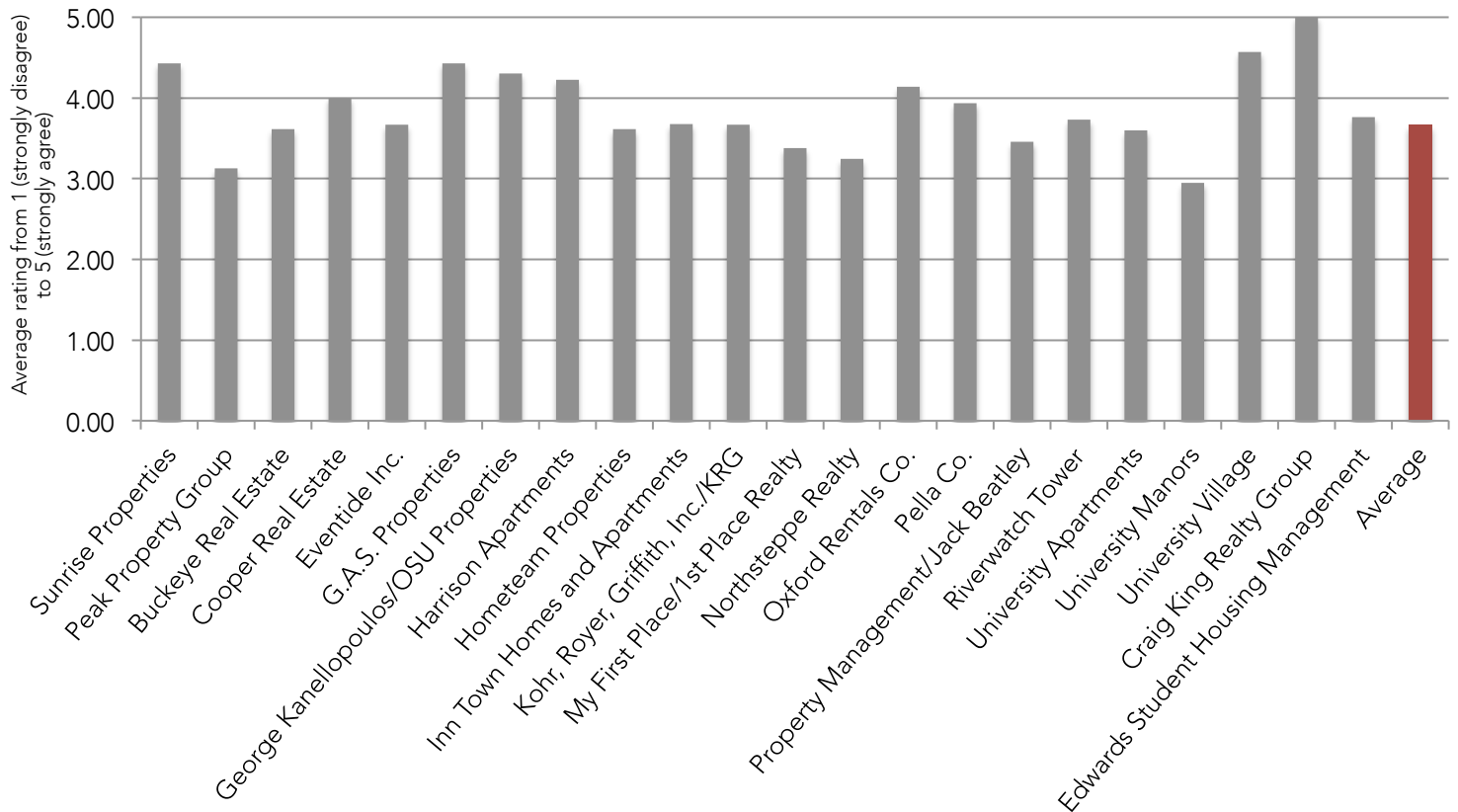
My landlord kept sidewalks and driveways (if applicable) around the property free of significant damage and/or holes.



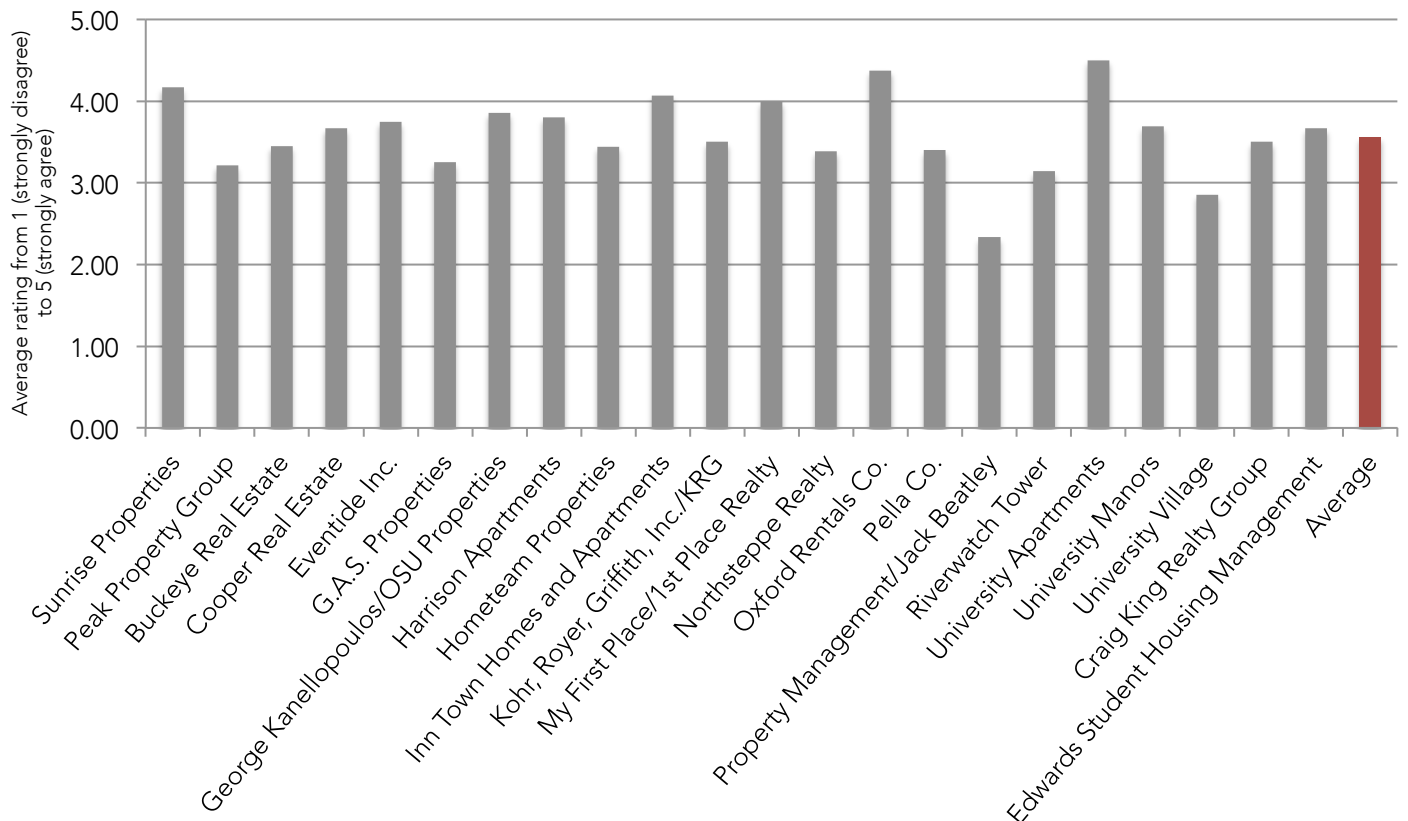
My landlord/property manager provided adequate safety measures for my rental unit (e.g., deadbolt on exterior door, properly functioning locks on all windows).



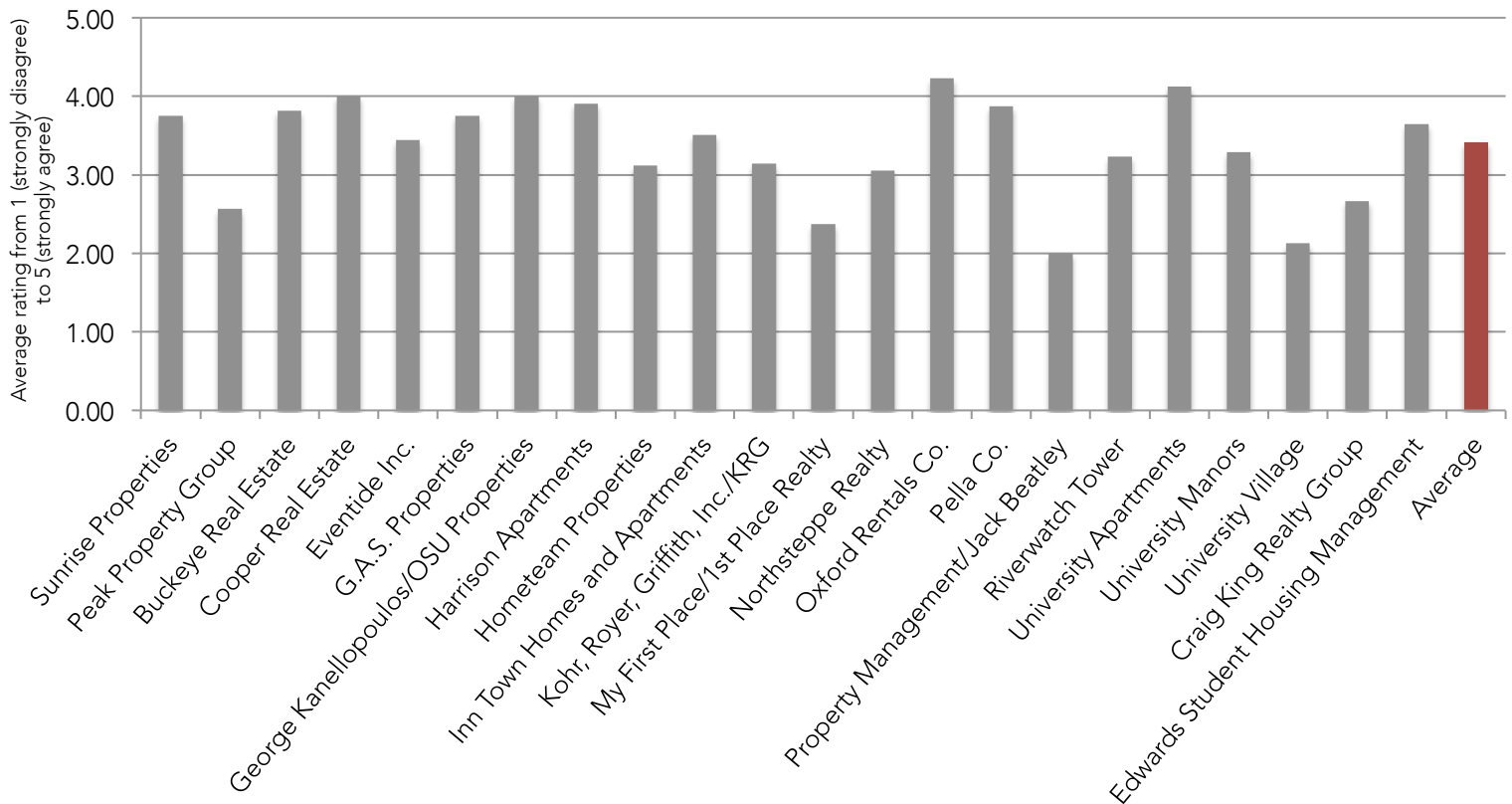
It was easy to find a parking spot at or near my rental property.



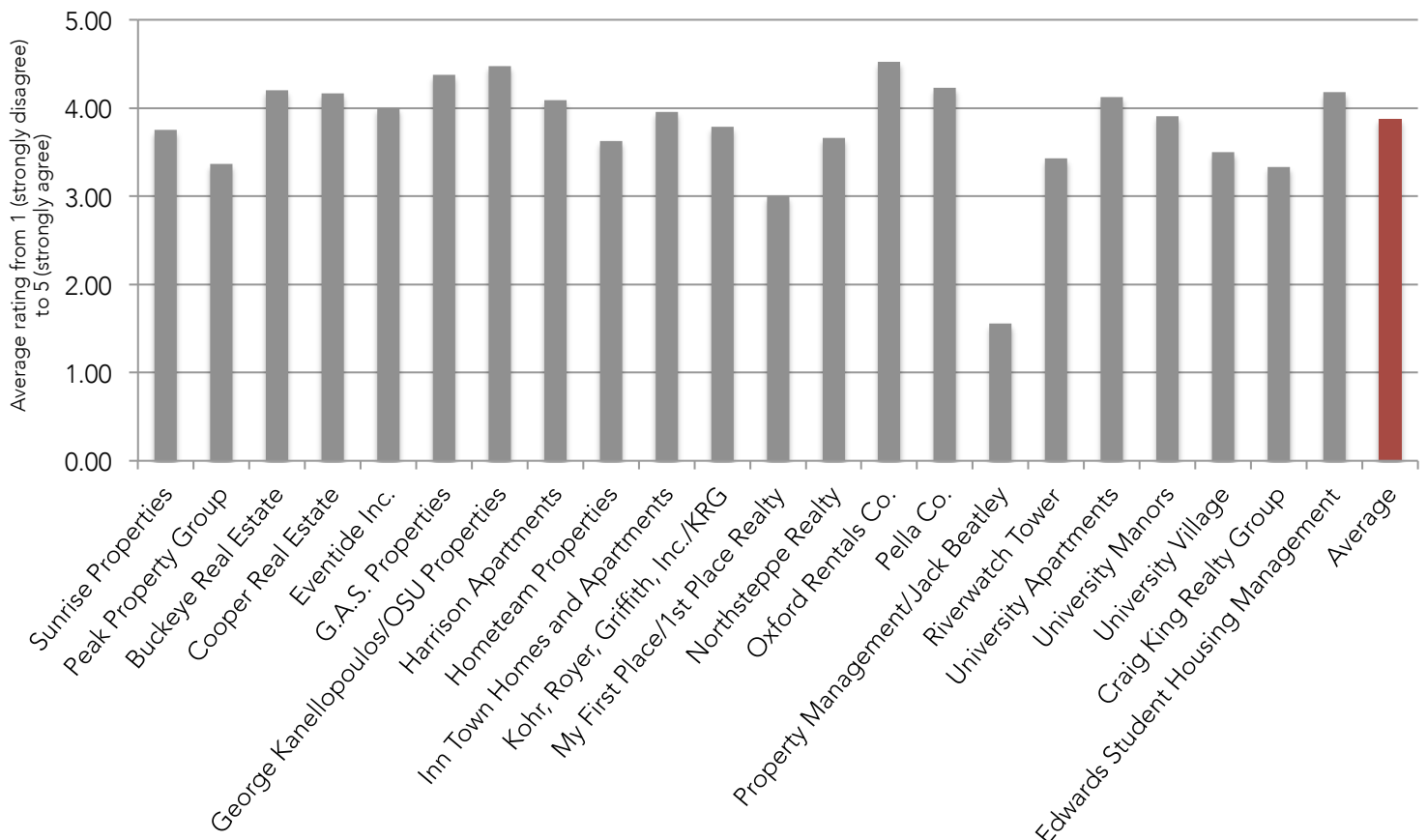
My landlord/property manager was cooperative during the move-out process.



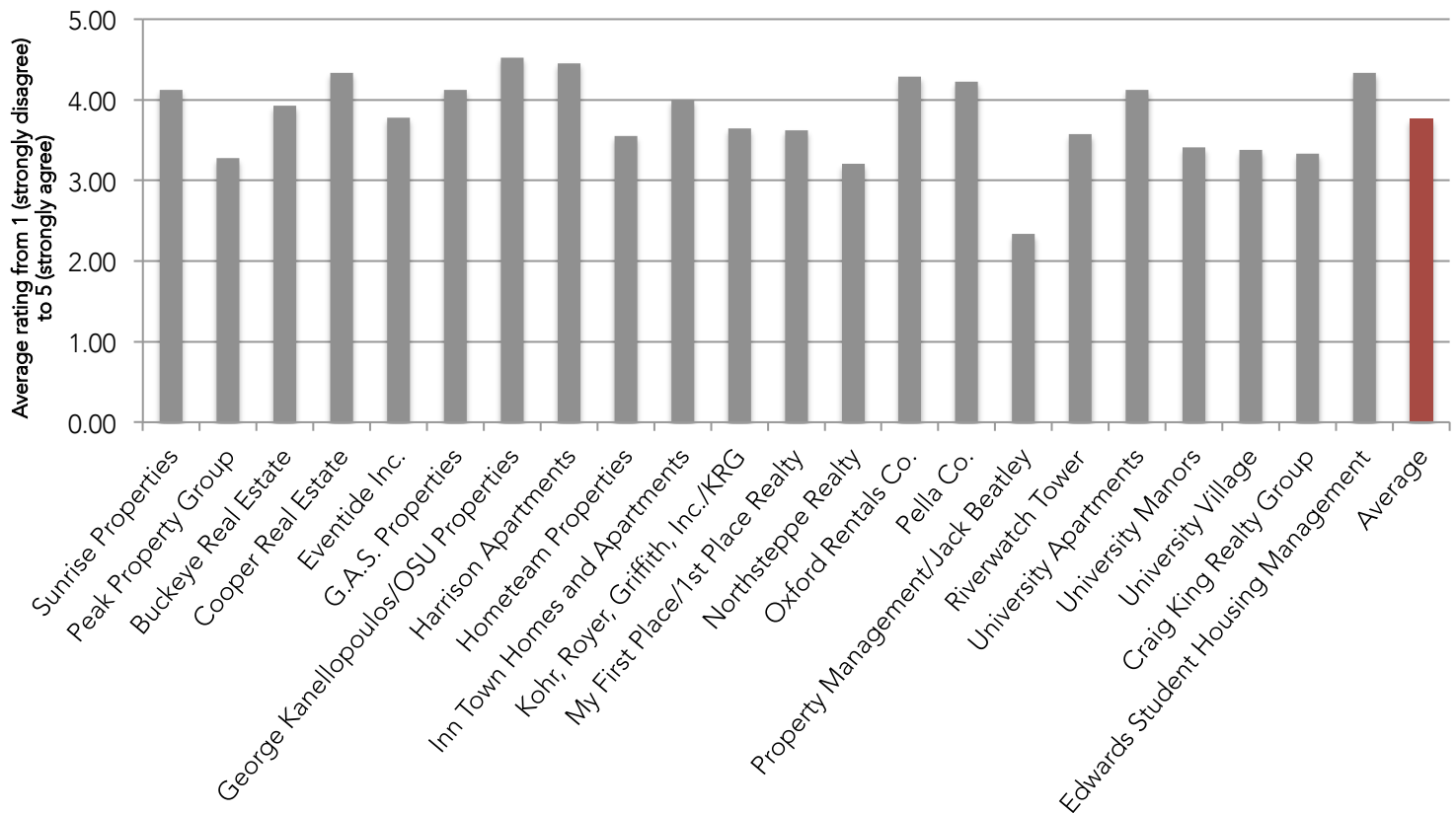
I would rent from my landlord/property manager again.



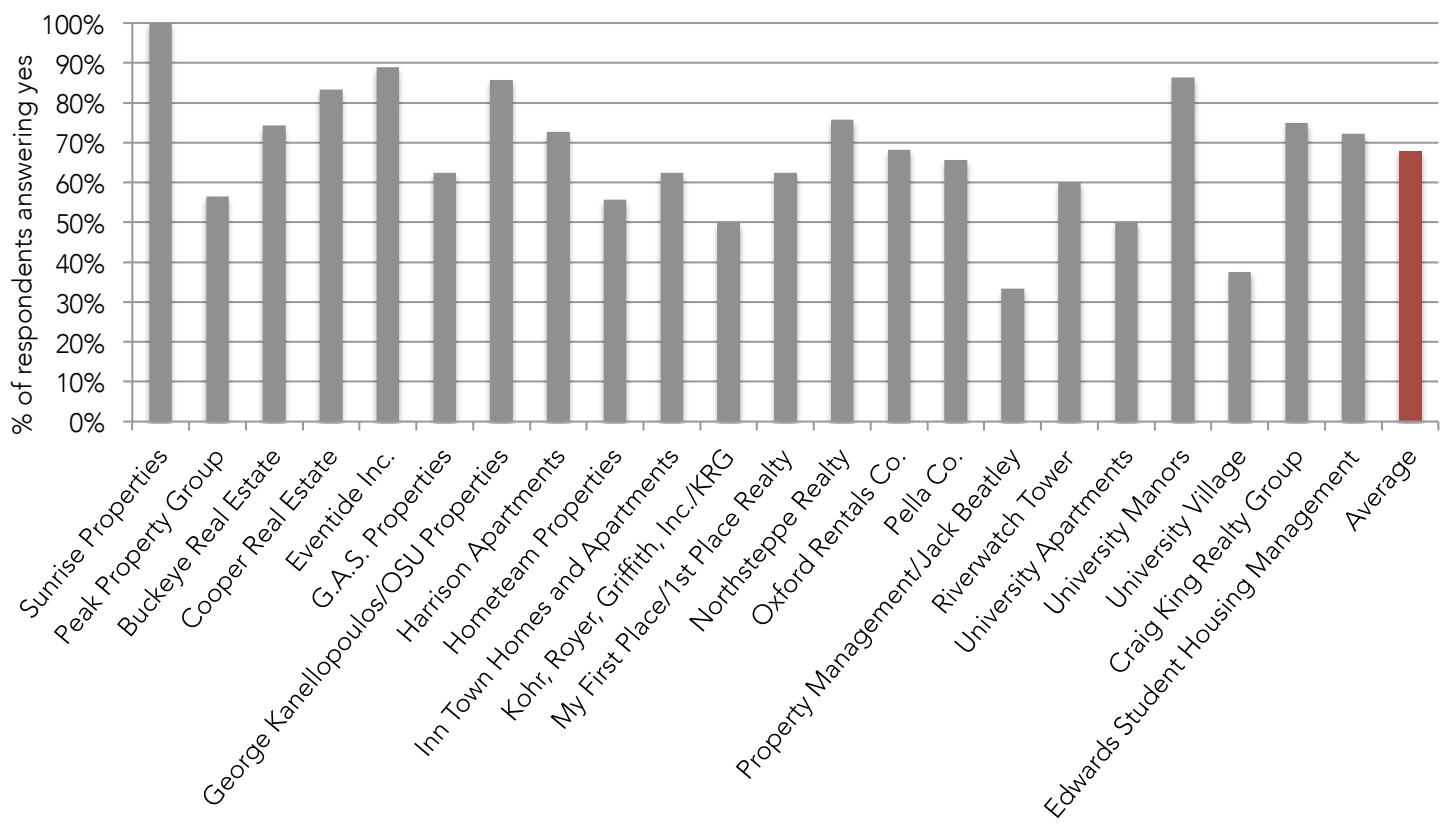
It was easy to contact my landlord/property manager with concerns or requests.



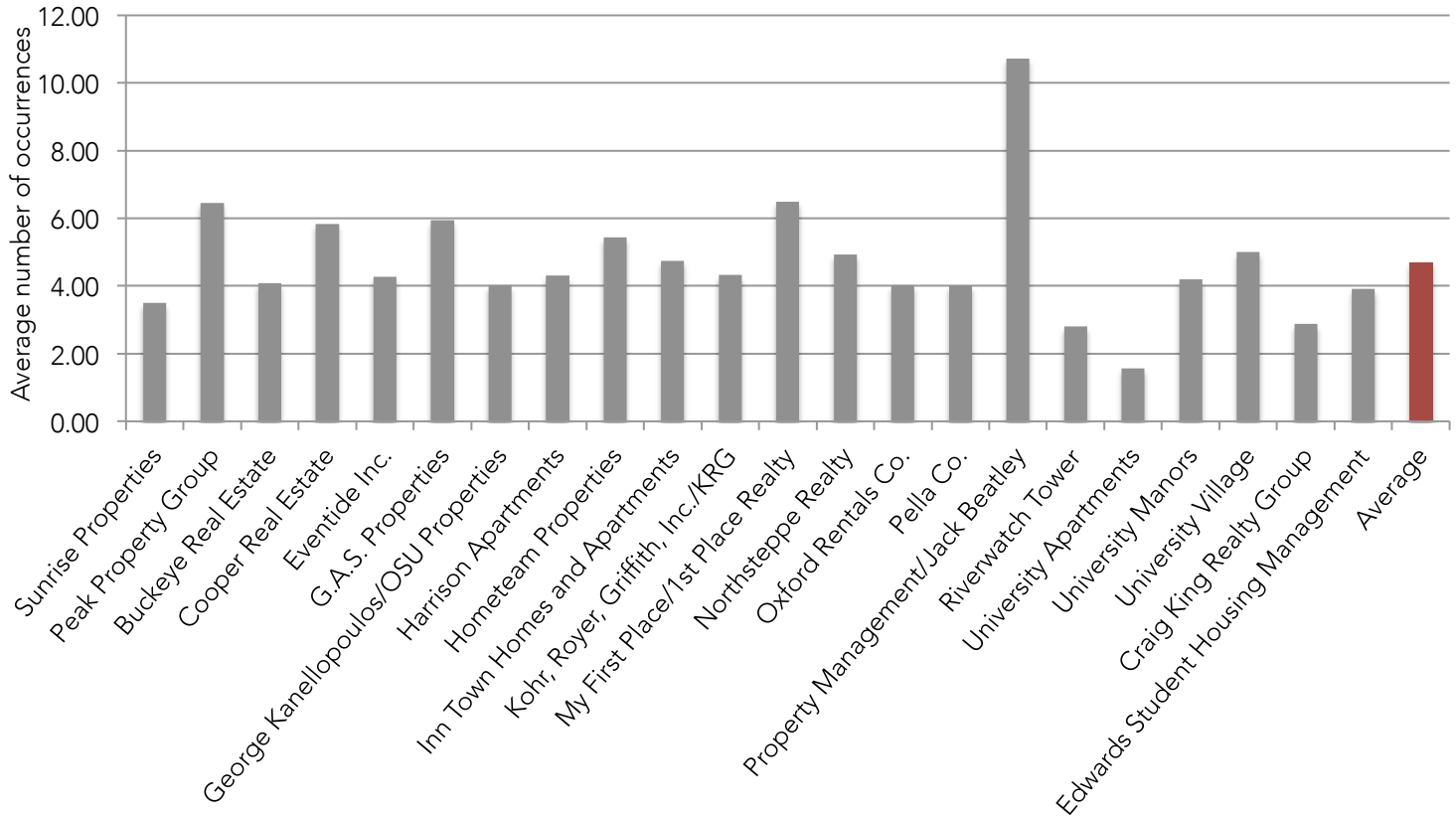
My landlord/property manager was professional and polite.



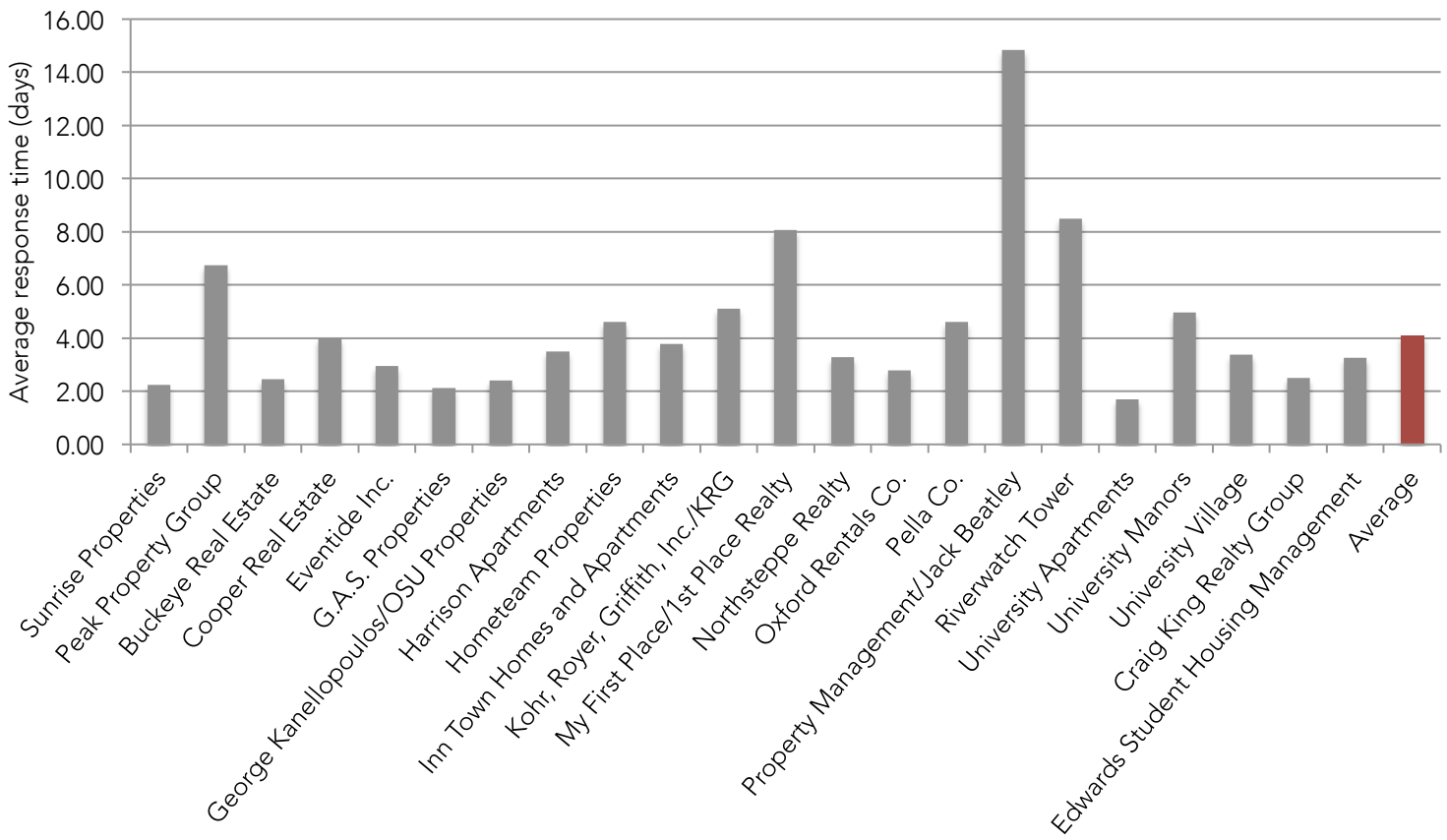
Did your landlord provide at least a 24-hour notice prior to entering your property during non-emergency situations?



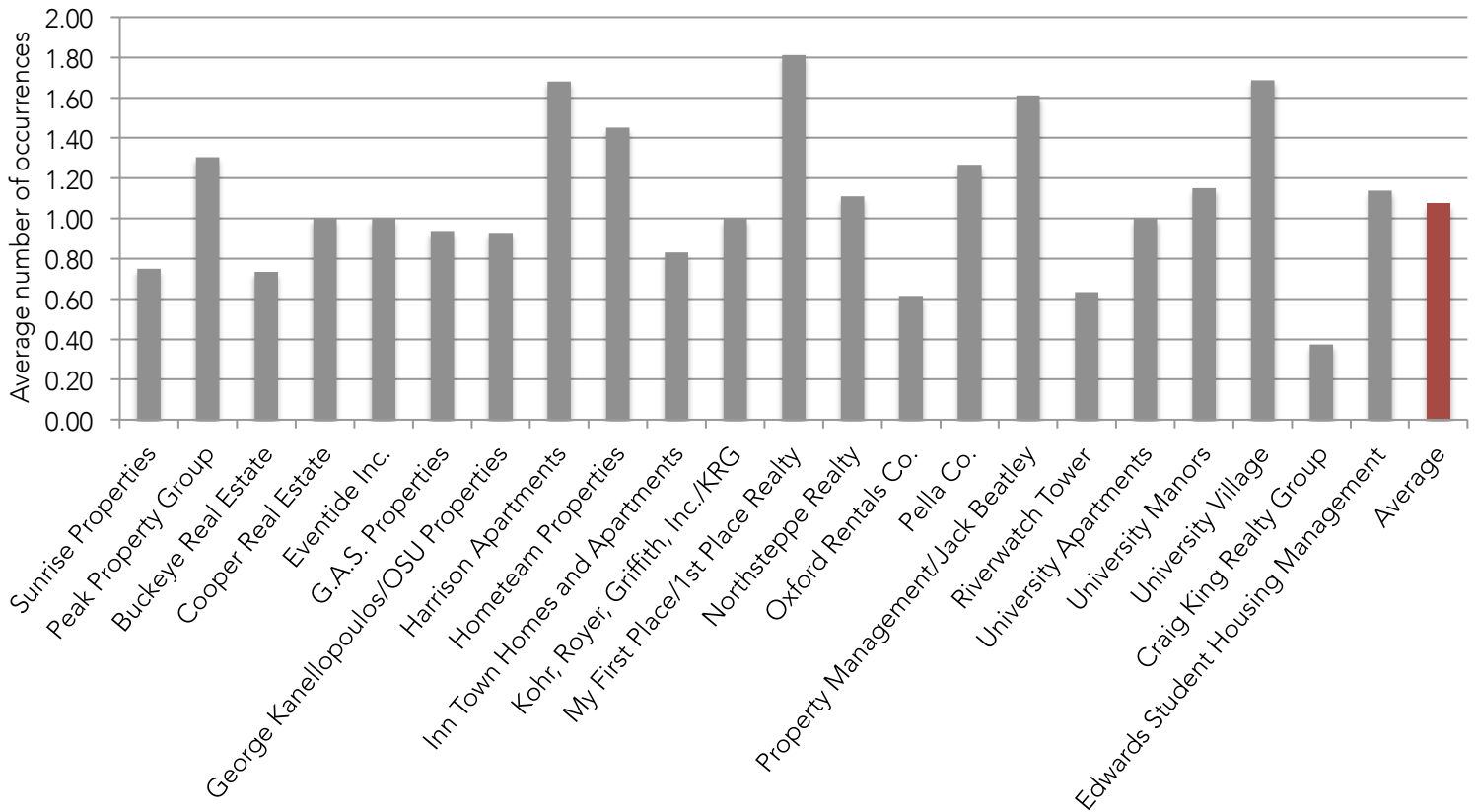
How often did you have general maintenance concerns during the last year?



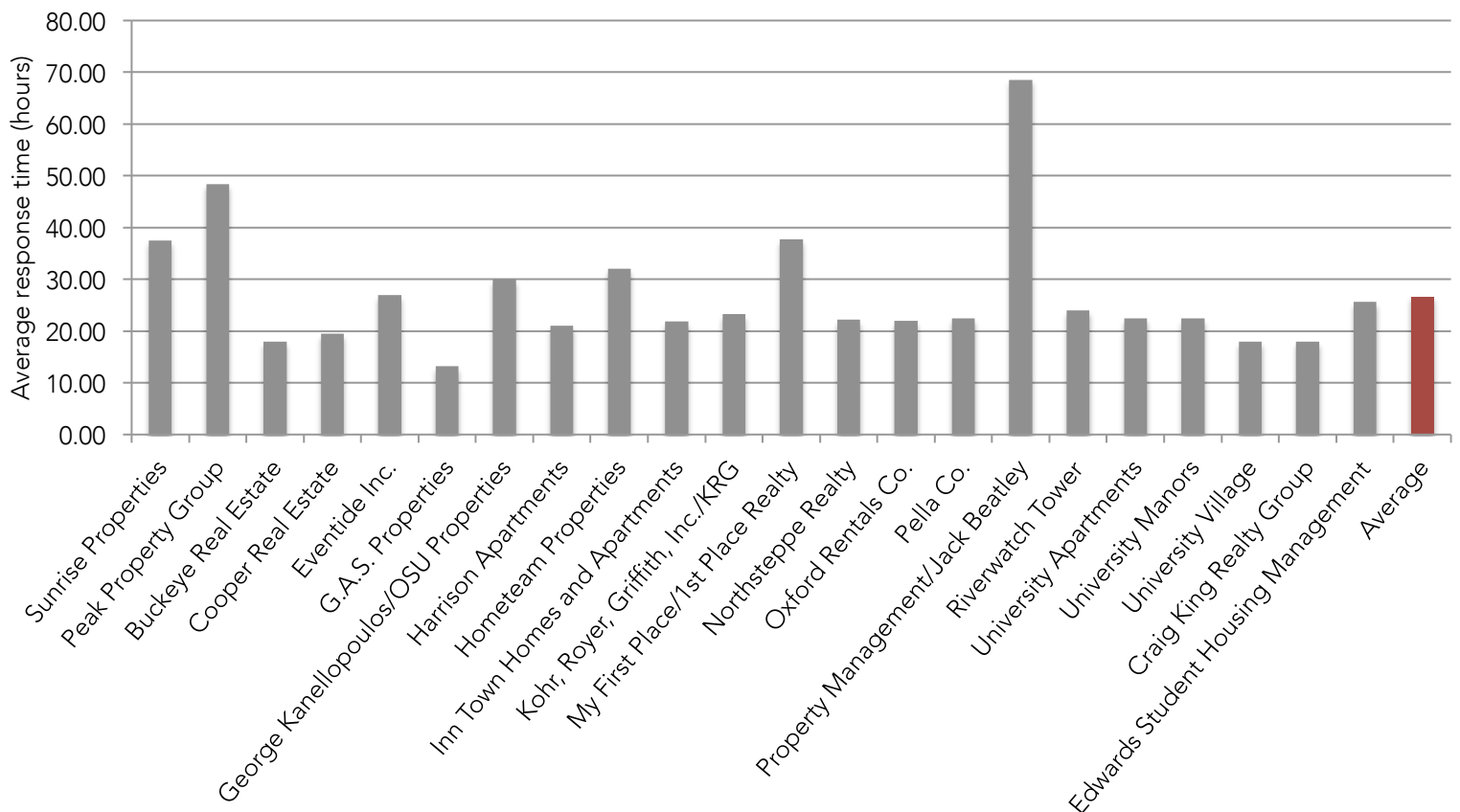
On average, how quickly did your landlord/property manager tend to general maintenance concerns?



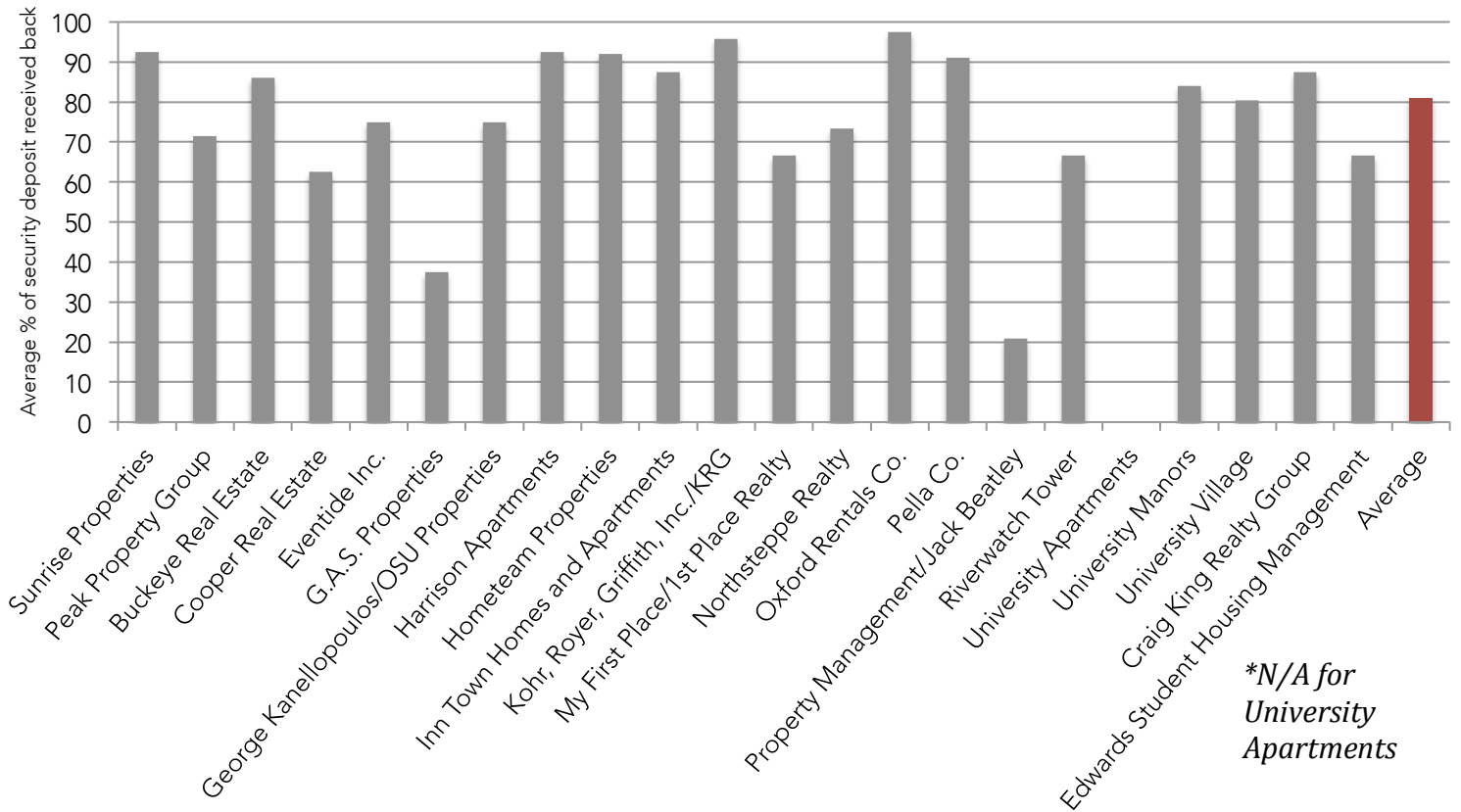
How often did you have emergency maintenance concerns during the last year?



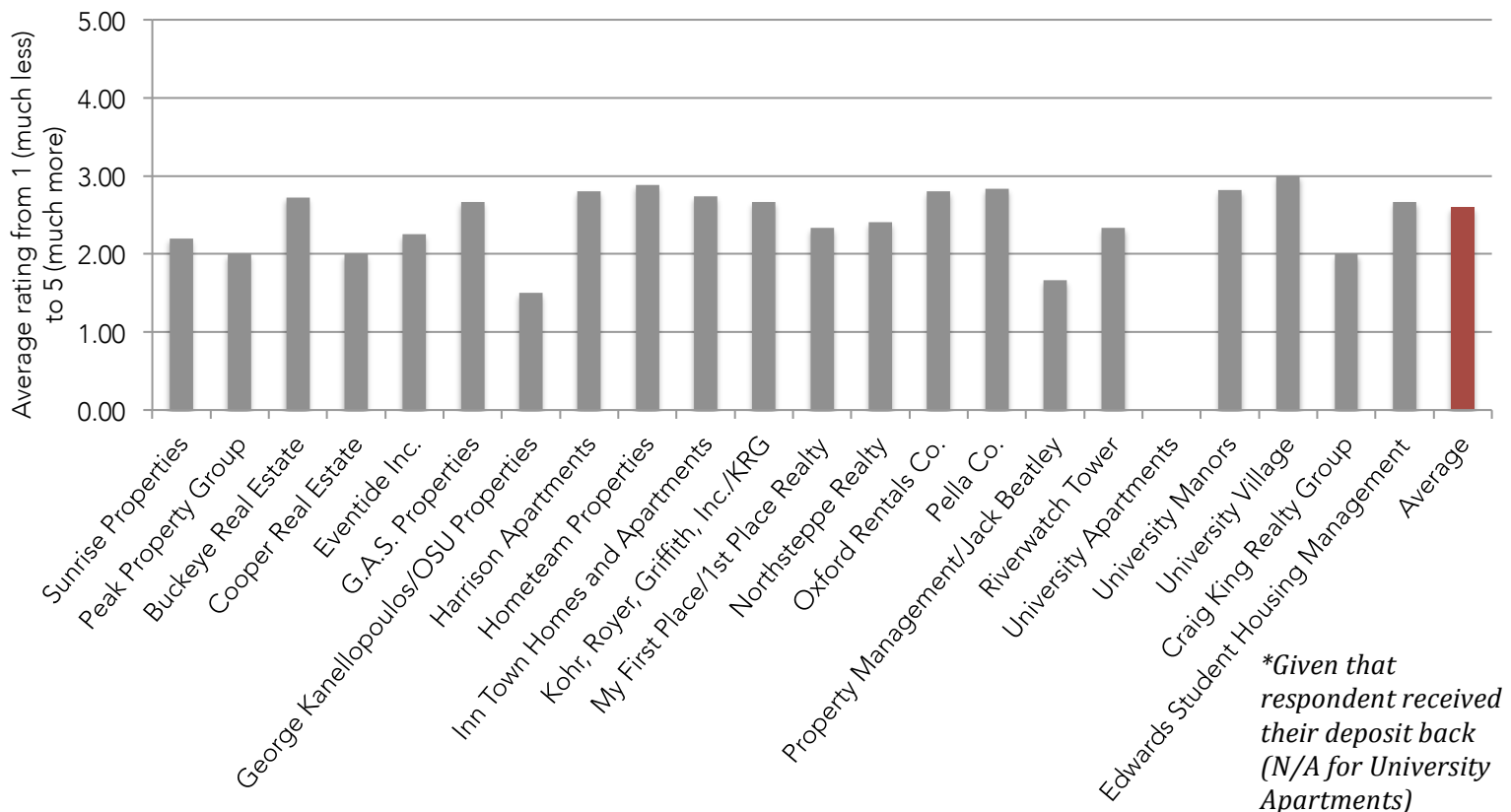
On average, how quickly did your landlord/property manager tend to emergency maintenance concerns?



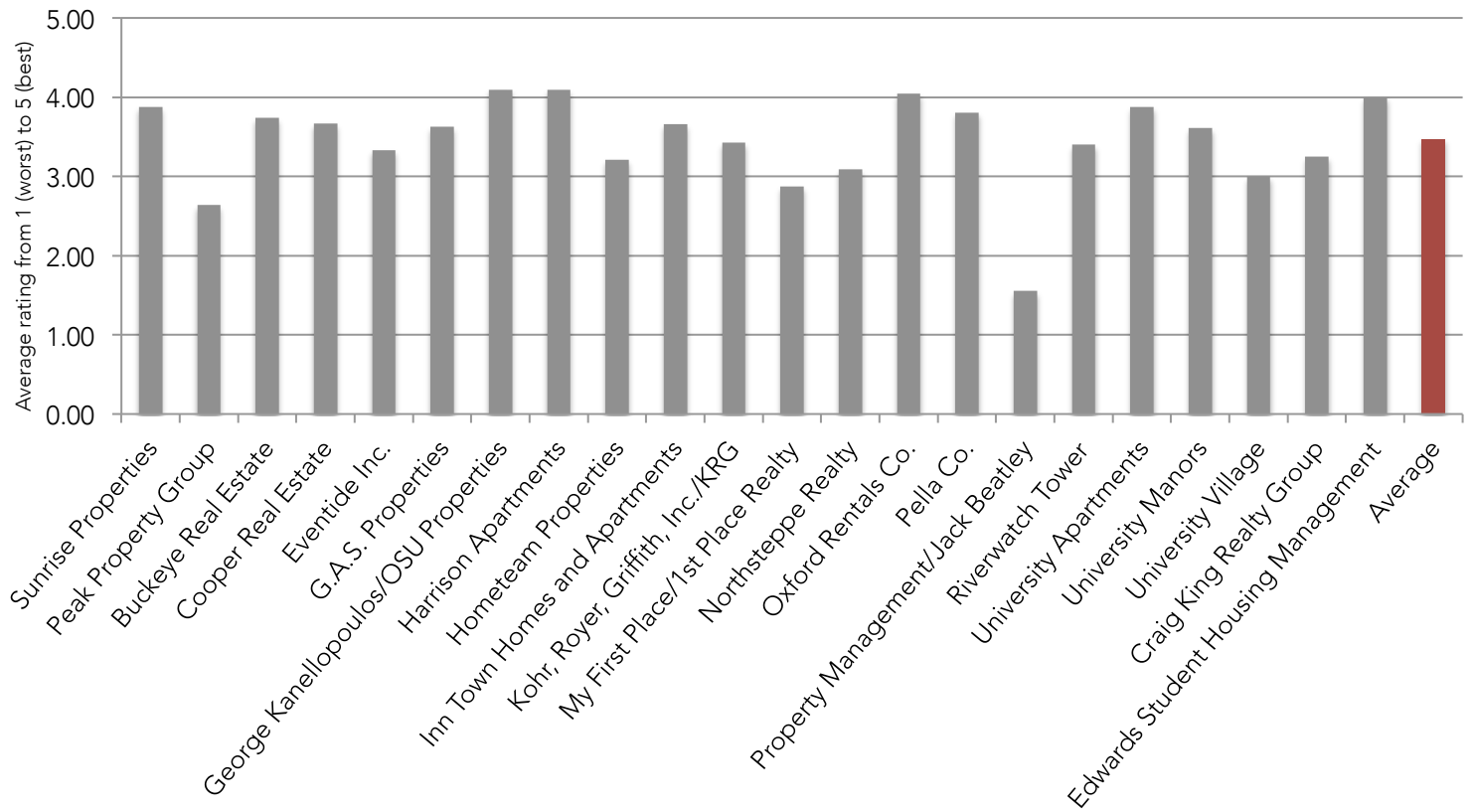
If applicable, what percentage did you receive back of your security deposit?*



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/ochep>.



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
Edwards Student Housing Management
George Kanellopoulos/OSU Properties

Harrison Apartments
Kohr, Royer, Griffith, Inc.
Landis Properties

Pella Company

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



STUDENT LEGAL SERVICES

We are your lawyers



LEASE REVIEW

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 pre-existing damages. Document the condition of your place before you move in and when you move out using our checklists and by taking pictures and video.



GETTING REPAIRS

You must put your repair requests in writing to your landlord. Keep a copy for your records. If you don't get your repairs made, schedule an appointment with SLS.



ROOMMATE AGREEMENT

Draft a roommate agreement to clarify how rent and utilities are paid, special house rules, and other important info.

SAMPLE DOCUMENTS

Find checklists, agreements, and notices on our website.

Issues Covered

off-campus housing
criminal misdemeanors
traffic offenses
credit & debt issues
contract review
consumer transactions
contract drafting
victim assistance
name change
dissolutions
power of attorney
wills, notary
& much more




STUDENT LEGAL SERVICES


studentlegal.osu.edu


614.247.5853



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

 /OhioStateUniversityUSG

 @usgosu

 @usg_osu