

THE OHIO STATE UNIVERSITY **Undergraduate Student Government**

Please disregard scores in this version.



USG RENTING GUIDE CONTAINS ERRORS, CORRECTED SCORES FOLLOW

There are major errors in the survey results printed in the "Renting Guide" published by Undergraduate Student Government and distributed widely to Ohio State students a couple weeks ago. Shortly after the booklet was distributed, several persons raised questions about apparent inconsistencies in the charts that show students' ratings of various local property owners' maintenance, cleanliness, safety and other factors. USG immediately began reviewing the material, with assistance from the Student Affairs Assessment office. We have concluded that we incorrectly tabulated the responses to the survey questions, resulting in inaccurate information being printed. On behalf of all of USG, I apologize for the errors and the confusion and inconvenience they have caused. We have paid a professional to retabulate the data. The corrections are contained in the following pages. Our intention in publishing the guide was to assist students in making informed choices about off-campus housing. Clearly, we failed to meet that goal with the survey. We're very sorry, and have done all we can to correct our errors as quickly as possible. The quide does contain useful tips and checklists for renters as well as advertisements from property managers that you may find useful in your search for housing.

Mike Goodman

President, Undergraduate Student Government

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TABULATION ERROR EXPLAINED*

The results from the USG Renting Guide Survey were originally interpreted inaccurately due to an error in translating student responses to a numerical scale of 0 to 10. In the process of translating, some of the numerical scales were inappropriately reversed from their original design. For example, in some circumstances a students' response that should have been scored as a 10 was instead scored as a 1. Upon review and recalculation, this mistake has been corrected and the student responses as currently depicted accurately represent the students' intended response.

REALTOR EVALUATIONS

The data on the following sections is intended to provide useful information about how current tenants in the University District perceive the level of service that they receive from their rental company. Survey participants were asked to complete the seven online questions relevant to their experience with their respective rental company the previous year. Renters from more than 100 different University District companies responded, and 1062 responses were used in compiling the results for the 29 rental companies that are charted and graphed on the following pages.

We kept the organization of the data similar to how it was presented in the previous edition to provide an easy presentation and understandable comparison between rental companies. The results for each of the seven questions are presented one page at a time, with the companies listed in alphabetical order. The accompanying scores are presented in graphical format on the opposite page.

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, and various suggestions for doing so can be found in the Tenant Tips section. We wish you luck in your renting process.

METHODOLOGY

An email was sent to 6,052 Ohio State students living in the 43201 zip code, and email addresses were obtained from the University Registrars Office of the Ohio State University Registrar. The sample of students represented all those who lived in the University District this year and/or in previous years.

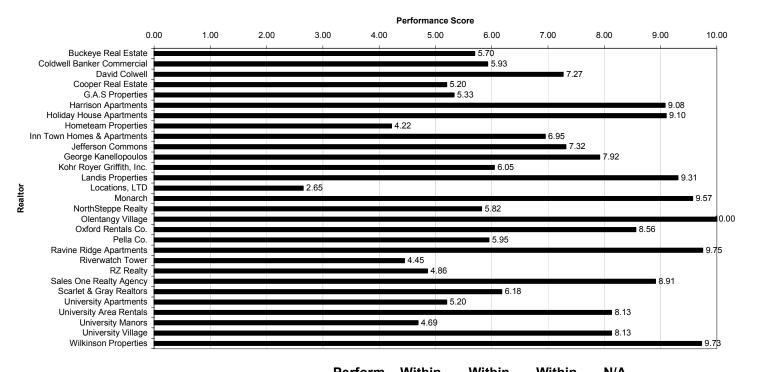
The email directing students to the online survey was active from November 6, 2003, until November 21, 2003, and then again from December 5, 2003 until December 12, 2003. A total of 1523 students filled out the survey. The results were sorted by questions and rental company, and the results of each question were tabulated. The score of each of the seven 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. Scoring for individual questions is as follows: For maintenance concerns, 10 points were given for "a couple days," 7 points for "1-2 weeks," 1 point for "2-4 weeks." For cleanliness, repairs, security, and parking, points were given in descending order of 10, 8, 6, 4, and 1. For rates paid, points were given in ascending order or 1, 4, 6, 8, and 10. And for security deposit, 10 points were given for "yes" and 0 points for "no."The overall realtor score was obtained by averaging the weighted values of each of the seven guestions, with each guestion's weight determined prior to data analysis by the relative importance of each company characteristic, according to the judgment of OSU Renting Guide staff members. The weight assigned to each question is as follows: question #1 (maintenance)= 25%, question #2 (cleanliness)= 15%, question #3 (security deposit)= 15%, question #4 (repairs)= 10%, question #5 (rates)= 10%, question #6 (security)= 15%, and question #7 (parking)= 10%. The margin of error for each of the scores was calculated using a generally accepted formula for research in the Department of Statistics at Ohio State, with a level of confidence of 90%. The number of responses obtained for each of the published companies ranges from 10 to 136. Omission from this publication is not to be construed in any way as a reflection of a company's quality, but instead indicates an inability to gather data that yielded significant results. Those realtors receiving less than 10 survey responses were not included in the analysis. 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 publication 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 contained in this data or data analysis is intended to give legal advice. If you have any questions regarding the law or its application to a given situation, we suggest you consult the OSU Student Housing Legal Clinic or another attorney service.

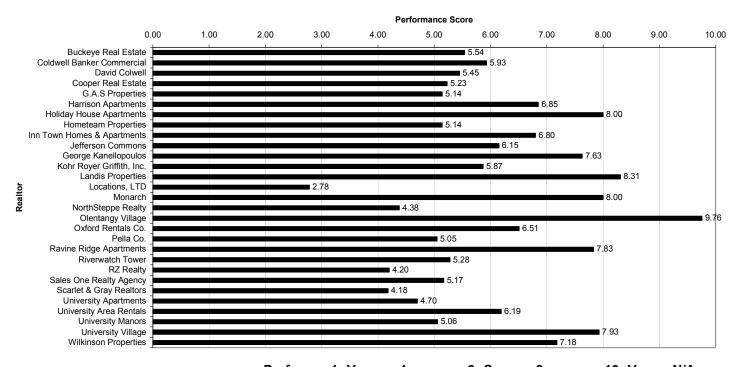
*Student Affairs Assessment Office

How soon did your realtor attend to general maintenance concerns?



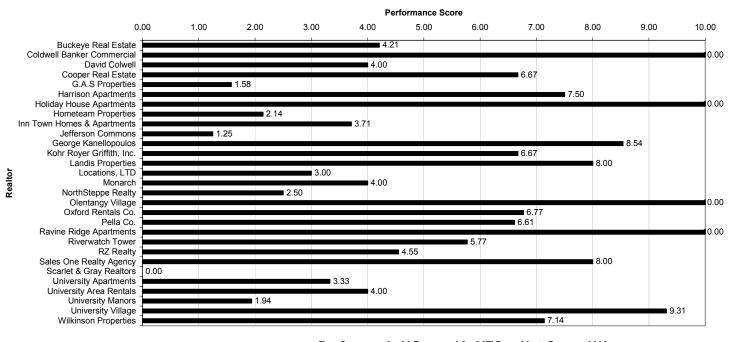
	Perform-	Within	Within	Within	N/A
	ance	2-4 Wks	1-2 Wks	a Couple	
	Score			Days	
Buckeye Real Estate	5.70	33%	37%	25%	5%
Coldwell Banker Commercial	5.93	36%	29%	36%	0%
David Colwell	7.27	27%	9%	64%	0%
Cooper Real Estate	5.20	45%	19%	32%	3%
G.A.S Properties	5.33	42%	31%	28%	0%
Harrison Apartments	9.08	8%	8%	85%	0%
Holiday House Apartments	9.10	10%	0%	90%	0%
Hometeam Properties	4.22	54%	25%	18%	4%
Inn Town Homes & Apartments	6.95	26%	23%	50%	1%
Jefferson Commons	7.32	20%	25%	50%	5%
George Kanellopoulos	7.92	13%	29%	57%	0%
Kohr Royer Griffith, Inc.	6.05	35%	22%	39%	4%
Landis Properties	9.31	2%	0%	77%	0%
Locations, LTD	2.65	66%	19%	3%	12%
Monarch	9.57	14%	0%	86%	0%
NorthSteppe Realty	5.82	37%	20%	37%	5%
Olentangy Village	10.00	0%	0%	94%	6%
Oxford Rentals Co.	8.56	10%	18%	72%	0%
Pella Co.	5.95	37%	22%	39%	2%
Ravine Ridge Apartments	9.75	8%	0%	92%	0%
Riverwatch Tower	4.45	50%	19%	22%	8%
RZ Realty	4.86	47%	20%	27%	7%
Sales One Realty Agency	8.91	0%	33%	58%	8%
Scarlet & Gray Realtors	6.18	36%	18%	46%	0%
University Apartments	5.20	50%	10%	40%	0%
University Area Rentals	8.13	19%	6%	75%	0%
University Manors	4.69	49%	21%	25%	5%
University Village	8.13	11%	28%	59%	2%
Wilkinson Properties	9.73	0%	9%	91%	0%

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



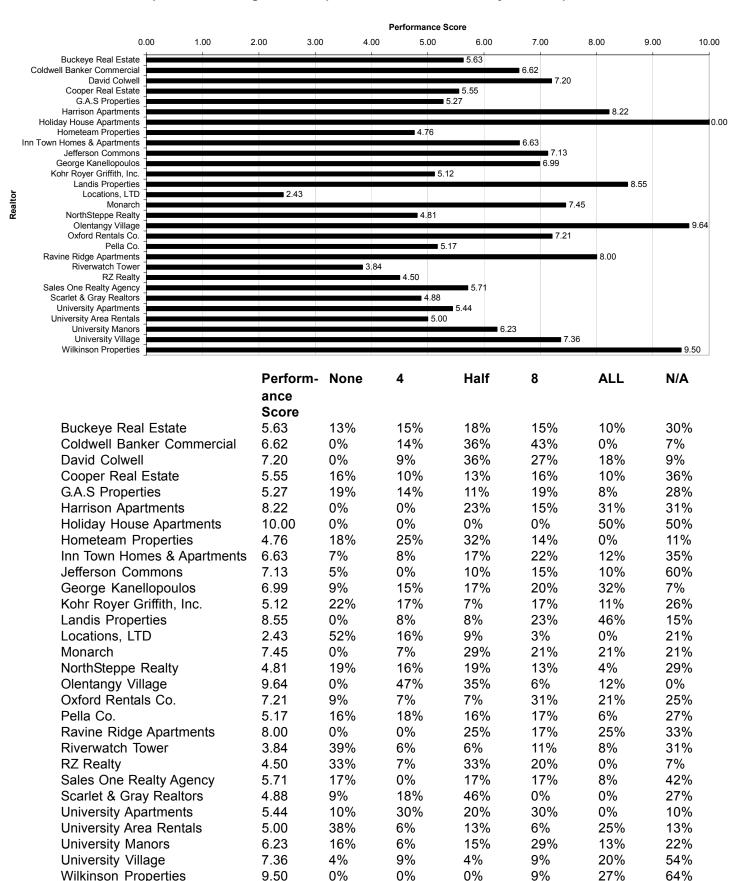
	Perform-	1: Very	4	6: Some-	8	10: Very	N/A
	ance Score	Dirty		what Clean		Clean	
Buckeye Real Estate	5.54	16%	18%	30%	22%	7%	6%
Coldwell Banker Commercial	5.93	7%	14%	57%	14%	7%	0%
David Colwell	5.45	18%	9%	55%	9%	9%	0%
Cooper Real Estate	5.23	23%	13%	32%	26%	3%	3%
G.A.S Properties	5.14	25%	25%	11%	33%	6%	0%
Harrison Apartments	6.85	8%	15%	23%	31%	23%	0%
Holiday House Apartments	8.00	0%	10%	20%	30%	40%	0%
Hometeam Properties	5.14	14%	32%	32%	18%	4%	0%
Inn Town Homes & Apartments	6.80	6%	17%	25%	26%	23%	2%
Jefferson Commons	6.15	15%	15%	30%	20%	20%	0%
George Kanellopoulos	7.63	7%	7%	23%	20%	41%	3%
Kohr Royer Griffith, Inc.	5.87	13%	20%	28%	28%	9%	2%
Landis Properties	8.31	0%	0%	15%	54%	31%	0%
Locations, LTD	2.78	53%	22%	17%	2%	5%	0%
Monarch	8.00	0%	0%	36%	29%	36%	0%
NorthSteppe Realty	4.38	29%	32%	17%	16%	4%	2%
Olentangy Village	9.76	0%	0%	0%	12%	88%	0%
Oxford Rentals Co.	6.51	7%	17%	27%	34%	13%	3%
Pella Co.	5.05	23%	21%	29%	21%	5%	2%
Ravine Ridge Apartments	7.83	0%	8%	33%	17%	42%	0%
Riverwatch Tower	5.28	28%	17%	22%	17%	17%	0%
RZ Realty	4.20	33%	27%	27%	7%	7%	0%
Sales One Realty Agency	5.17	17%	17%	50%	17%	0%	0%
Scarlet & Gray Realtors	4.18	36%	9%	46%	9%	0%	0%
University Apartments	4.70	30%	20%	20%	30%	0%	0%
University Area Rentals	6.19	19%	13%	31%	6%	31%	0%
University Manors	5.06	19%	32%	27%	12%	10%	0%
University Village	7.93	0%	7%	17%	48%	28%	0%
Wilkinson Properties	7.18	9%	9%	18%	36%	27%	0%

Do you feel that you received a fair amount of your security deposit back based on the condition in which you left your apartment?

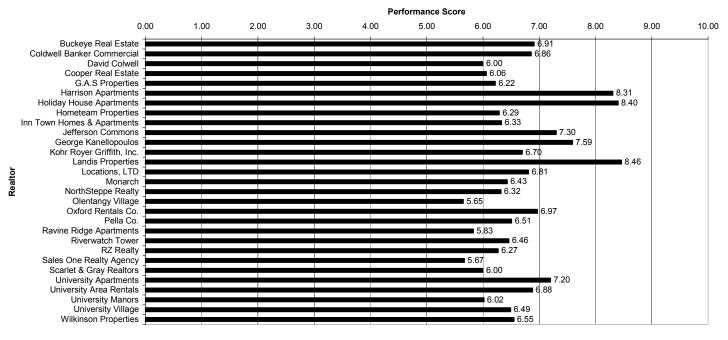


	Perform-	0: NO	10: YES	Not Sure	N/A
	ance Score				
Buckeye Real Estate	4.21	30%	22%	3%	46%
Coldwell Banker Commercial	10.00	0%	50%	14%	36%
David Colwell	4.00	27%	18%	18%	36%
Cooper Real Estate	6.67	13%	26%	0%	61%
G.A.S Properties	1.58	44%	8%	0%	47%
Harrison Apartments	7.50	15%	46%	0%	39%
Holiday House Apartments	10.00	0%	20%	0%	80%
Hometeam Properties	2.14	39%	11%	0%	50%
Inn Town Homes & Apartments	3.71	38%	22%	6%	34%
Jefferson Commons	1.25	35%	5%	5%	55%
George Kanellopoulos	8.54	9%	55%	3%	33%
Kohr Royer Griffith, Inc.	6.67	15%	30%	4%	50%
Landis Properties	8.00	8%	31%	0%	62%
Locations, LTD	3.00	48%	21%	5%	26%
Monarch	4.00	21%	14%	14%	50%
NorthSteppe Realty	2.50	35%	12%	4%	49%
Olentangy Village	10.00	0%	18%	6%	77%
Oxford Rentals Co.	6.77	14%	30%	6%	51%
Pella Co.	6.61	16%	30%	4%	50%
Ravine Ridge Apartments	10.00	0%	42%	17%	42%
Riverwatch Tower	5.77	31%	42%	6%	22%
RZ Realty	4.55	40%	33%	0%	27%
Sales One Realty Agency	8.00	8%	33%	33%	25%
Scarlet & Gray Realtors	0.00	27%	0%	18%	55%
University Apartments	3.33	20%	10%	20%	50%
University Area Rentals	4.00	19%	13%	6%	63%
University Manors	1.94	60%	15%	4%	21%
University Village	9.31	4%	50%	0%	46%
Wilkinson Properties	7.14	18%	46%	9%	27%

Of the repairs the realtor agreed to complete before move in, how many were completed in time?

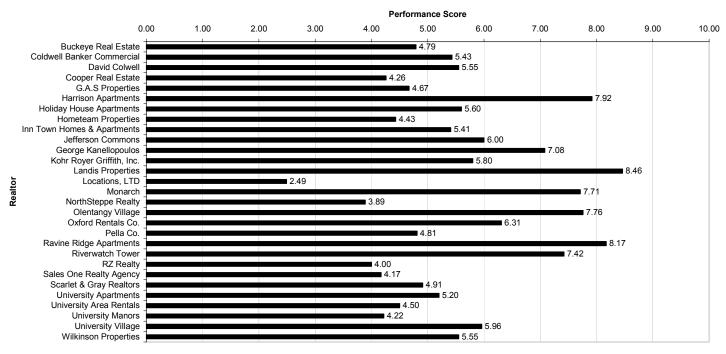


How do you feel the rates you paid to live in your rental property, including utilities and water costs, compared to similar properties in the area? Performance Score



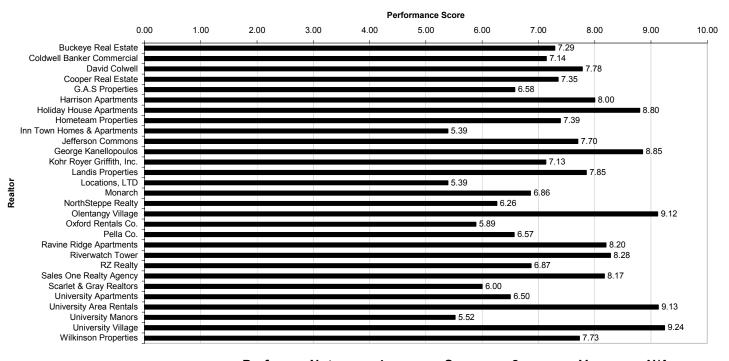
	Perform- ance Score	Much Higher	4	The Same	8	Much Lower	N/A
Buckeye Real Estate	6.91	0%	18%	43%	14%	25%	1%
Coldwell Banker Commercial	6.86	0%	14%	50%	14%	21%	0%
David Colwell	6.00	0%	18%	64%	18%	0%	0%
Cooper Real Estate	6.06	0%	29%	52%	7%	13%	0%
G.A.S Properties	6.22	0%	50%	19%	0%	31%	0%
Harrison Apartments	8.31	0%	23%	8%	0%	69%	0%
Holiday House Apartments	8.40	0%	0%	10%	60%	30%	0%
Hometeam Properties	6.29	0%	25%	54%	4%	18%	0%
Inn Town Homes & Apartments	6.33	0%	42%	25%	6%	26%	1%
Jefferson Commons	7.30	0%	40%	5%	5%	50%	0%
George Kanellopoulos	7.59	0%	27%	17%	4%	51%	1%
Kohr Royer Griffith, Inc.	6.70	0%	17%	44%	26%	13%	0%
Landis Properties	8.46	0%	0%	0%	77%	23%	0%
Locations, LTD	6.81	0%	33%	26%	7%	33%	2%
Monarch	6.43	0%	21%	43%	29%	7%	0%
NorthSteppe Realty	6.32	0%	43%	26%	3%	28%	1%
Olentangy Village	5.65	0%	47%	35%	6%	12%	0%
Oxford Rentals Co.	6.97	0%	9%	47%	31%	13%	1%
Pella Co.	6.51	0%	17%	50%	23%	10%	0%
Ravine Ridge Apartments	5.83	0%	25%	67%	0%	8%	0%
Riverwatch Tower	6.46	0%	44%	19%	0%	33%	3%
RZ Realty	6.27	0%	7%	80%	7%	7%	0%
Sales One Realty Agency	5.67	0%	33%	50%	17%	0%	0%
Scarlet & Gray Realtors	6.00	0%	18%	73%	0%	9%	0%
University Apartments	7.20	0%	0%	60%	20%	20%	0%
University Area Rentals	6.88	0%	13%	38%	44%	6%	0%
University Manors	6.02	0%	41%	35%	6%	18%	0%
University Village	6.49	0%	30%	30%	24%	15%	2%
Wilkinson Properties	6.55	0%	18%	46%	27%	9%	0%

How confident do you feel that your property was safeguarded against theft and burglary?



	Perform- ance Score	Not at all Confiden	4	Some- what Confider	8	Very Confident	Not Sure	N/A
Buckeye Real Estate	4.79	24%	ີ 24%	34%	14%	5%	0%	0%
Coldwell Banker Commercial	5.43	0%	43%	43%	14%	0%	0%	0%
David Colwell	5.55	9%	27%	46%	9%	9%	0%	0%
Cooper Real Estate	4.26	32%	29%	16%	23%	0%	0%	0%
G.A.S Properties	4.67	22%	33%	25%	17%	3%	0%	0%
Harrison Apartments	7.92	8%	8%	0%	46%	39%	0%	0%
Holiday House Apartments	5.60	20%	30%	10%	20%	20%	0%	0%
Hometeam Properties	4.43	29%	32%	21%	11%	7%	0%	0%
Inn Town Homes & Apartments	5.41	18%	17%	37%	24%	4%	0%	0%
Jefferson Commons	6.00	10%	15%	15%	35%	15%	0%	0%
George Kanellopoulos	7.08	9%	9%	31%	15%	36%	0%	0%
Kohr Royer Griffith, Inc.	7.00 5.80	9 % 15%	9 % 17%	30%	28%	9%	0%	0%
Landis Properties	8.46	0%	0%	23%	31%	9 % 46%	0%	0%
Locations, LTD	2.49	59%	28%	10%	2%	0%	0%	2%
Monarch	2.49 7.71	0%	0%	36%	43%	21%	0%	0%
	3.89	38%	22%	28%	11%	1%	0%	0%
NorthSteppe Realty Olentangy Village	3.69 7.76	36 % 12%	6%	0%	41%	41%	0%	0%
Oxford Rentals Co.	6.31	9%	17%	30%	37%	9%	0%	0%
Pella Co.	4.81	9% 29%	16%	36%	12%	9% 8%	0%	0%
		29% 0%	0%	36% 25%	12% 42%		0%	0%
Ravine Ridge Apartments	8.17 7.42	0% 3%	0% 17%	25% 28%	42% 11%	33% 42%	0%	0%
Riverwatch Tower		3% 40%						
RZ Realty	4.00		20%	27%	7%	7%	0%	0%
Sales One Realty Agency	4.17	33%	25%	25%	17%	0%	0%	0%
Scarlet & Gray Realtors	4.91	18%	27%	36%	18%	0%	0%	0%
University Apartments	5.20	20%	20%	40%	10%	10%	0%	0%
University Area Rentals	4.50	38%	13%	25%	19%	6%	0%	0%
University Manors	4.22	45%	9%	23%	14%	9%	0%	0%
University Village	5.96	15%	7%	44%	24%	9%	0%	0%
Wilkinson Properties	5.55	9%	46%	9%	27%	9%	0%	0%

How accessible was parking at your rental property?



	Perform-	Not	4	Some-	8	Very	N/A
	ance	Very		what		Accssbl	
	Score	Accssbl		Accssbl			
Buckeye Real Estate	7.29	11%	8%	19%	23%	38%	1%
Coldwell Banker Commercial	7.14	14%	0%	29%	21%	36%	0%
David Colwell	7.78	0%	0%	36%	18%	27%	18%
Cooper Real Estate	7.35	7%	13%	23%	19%	39%	0%
G.A.S Properties	6.58	14%	17%	19%	19%	31%	0%
Harrison Apartments	8.00	0%	15%	15%	23%	46%	0%
Holiday House Apartments	8.80	0%	0%	0%	60%	40%	0%
Hometeam Properties	7.39	11%	11%	14%	21%	43%	0%
Inn Town Homes & Apartments	5.39	26%	18%	22%	17%	18%	0%
Jefferson Commons	7.70	10%	10%	0%	40%	40%	0%
George Kanellopoulos	8.85	4%	5%	3%	17%	69%	0%
Kohr Royer Griffith, Inc.	7.13	9%	9%	28%	22%	33%	0%
Landis Properties	7.85	0%	15%	31%	0%	54%	0%
Locations, LTD	5.39	21%	16%	33%	17%	10%	3%
Monarch	6.86	0%	0%	71%	14%	14%	0%
NorthSteppe Realty	6.26	21%	12%	16%	20%	29%	2%
Olentangy Village	9.12	6%	0%	0%	18%	77%	0%
Oxford Rentals Co.	5.89	20%	23%	13%	24%	21%	0%
Pella Co.	6.57	13%	16%	22%	19%	30%	0%
Ravine Ridge Apartments	8.20	0%	8%	17%	17%	42%	17%
Riverwatch Tower	8.28	6%	6%	8%	28%	53%	0%
RZ Realty	6.87	20%	7%	7%	33%	33%	0%
Sales One Realty Agency	8.17	0%	0%	33%	25%	42%	0%
Scarlet & Gray Realtors	6.00	0%	46%	27%	9%	18%	0%
University Apartments	6.50	10%	10%	40%	20%	20%	0%
University Area Rentals	9.13	0%	0%	13%	19%	69%	0%
University Manors	5.52	19%	29%	20%	13%	20%	0%
University Village	9.24	2%	2%	4%	17%	76%	0%
Wilkinson Properties	7.73	9%	0%	18%	36%	36%	0%

Ranked Overall Company Scores

Large Companies

Overall Score
7.82
7.81
7.09
6.16
5.96
5.78
5.59
4.85
4.81
4.63
3.37

Medium Companies

Realtor	Overall Score
Olentangy Village	9.07
Harrison Apartments	8.06
Monarch	7.42
Sales One Realty Agency	6.78
University Area Rentals	6.34
Jefferson Commons	6.05
Riverwatch Tower	5.74
University Apartments	5.20
RZ Realty	4.89

Small Companies

Realtor	Overall Score
Ravine Ridge Apartments	8.54
Holiday House Apartments	8.54
Landis Properties	8.53
Wilkinson Properties	7.79
Coldwell Banker	6.75
David Colwell	6.17
Cooper Real Estate	5.62
Hometeam Properties	4.66
Scarlet & Gray Realtors	4.60

Overall Scores & Contact Information

Company	Overall Score	Margin of Error*	Sample Size	Phone	Address	Web/E-mail Address
Buckeye Real Estate	5.59	.215	122	294-4411	48 E. 15th	www.buckeyerealestate.com
Coldwell Banker	6.75	.503	12			
Cooper Real Estate	5.62	.523	28	261-3600	3805 N. High St.	roberts@resourcehomes.com
David Colwell	6.17	.849	11	571-5109	1190 Northport Circle	David Colwell@msn.com
G.A.S. Properties	4.85	.407	31	263-2665	2425 N. High St.	www.gasproperties.com
George Kanellopoulos	7.81	.239	66	299-9940	2140 Cambridge Blvd.	www.OSUproperties.com
Harrison Apartments	8.06	.594	12	294-5551	222 W. Lane Ave.	www.collegepark.com
Holiday House Apartments	8.54	.489	10	299-2882	1480 Neil Ave.	
Hometeam Properties	4.66	.466	25	253-8182	130 S. Columbia Ave.	
Inn Town Homes and						
Apartments	5.96	.190	136	294-1684	2104 Tuller St.	www.inntownhomes.com
Jefferson Commons	6.05	.564	18	486-4222	1150 Kinnear Rd.	www.jeffersoncommons-
						columbus.com
Kohn Royer Griffith	6.16	.405	42	291-8000	2244 Neil Ave	www.krg1.com
Landis Properties	8.53	.559	12	291-8024	285 E. 14th Ave.	www.landisproperties.com
Locations, LTD.	3.37	.283	45	294-7067	70 W. Northwood Ave.	
Monarch	7.42	.651	13	447-2500	3620 N. High St.	
Northsteppe Realty	4.81	.275	86	299-8702	10 E. 17th Ave.	www.OhioStateRentals.com
Olentangy Village	9.07	.222	16			
Oxford Rentals	7.09	.286	61	299-2897	35 E. 16th Ave. #A	
Pella Co.	5.78	.246	107	297-1449	52 E. 15th Ave.	www.pellaco.com
Ravine Ridge	8.54	.278	12			
Riverwatch Tower	5.74	.440	27	291-7179	364 W Lane Ave. #C	www.riverwatchtower.com
RZ Realty	4.89	.684	13	486-7070	1466 Northwest Blvd	www.rzrealty.com
Sales One Realty Agency	6.78	.634	10	298-8080	850 King Ave.	www.SalesOneRealty.com
Scarlet & Gray Realtors	4.60	.617	11			
University Apartments	5.20	1.081	10	291-5416	65 W. 9th Ave.	
University Area Rental	6.34	.789	11	299-2900	1439 N. High St.	www.studenthousingosu.com
University Manors	4.63	.248	59	291-5001	72 E. 14th Ave.	www.UniversityManors.com
University Village	7.82	.255	49	261-1211	505 Harley Dr.	www.universityvillage.com
Wilkinson Properties	7.79	.578	10	297-1887		

^{*}As tabulated by the OSU Statistical Consulting Service (SCS)