

THE 2005

Online at: usg.osu.edu

Renting Guide

Results of the Online Survey & Realtor Ratings

USG OSU
THE OHIO STATE UNIVERSITY
Undergraduate Student Government

Realtor Evaluations

The data in the following report are intended to provide useful information about how previous tenants in the University District 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 from more than 100 different University District companies responded, 1,366 responses were used in compiling the results for the 23 rental companies included in this report.

The organization of the data is similar to how it was presented in the previous editions to provide an easy presentation and understandable comparison between rental companies. The results for each of the ten questions are presented one at a time, with the companies listed in alphabetical order. The accompanying scores are then presented in graphical 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 Community Services Office, located in the Union. 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

An email was sent to 5,664 Ohio State students living in the 43201 zip code. The email addresses were obtained from the University Registrar's Office of the Ohio State University. The sample of students represented all those who lived in the University District this year or in previous years.

The email directed students to an online survey that was active from November 22, 2004 to December 9, 2004. A total of 1,366 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 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. Scoring for individual questions is as follows: For maintenance concerns 5 points were given for "a couple days," 3 points for "1-2 weeks," and 1 point for "2-4 weeks." For cleanliness, initial repairs, safety confidence, and parking, points were given in descending order of 5, 4, 3, 2, and 1. For the question comparing rates of other properties in the same area, points were given in ascending order of 1, 2, 3, 4, and 5. For questions concerning security deposits and renting again, the percentage of students indicating 'yes' are reported. The overall scores for the rental companies were determined by averaging the individual scores of each question (For the overall score, yes/no questions were included by giving yes responses = 5 and no = 1). The number of responses obtained for each of the published companies ranges from 10 to 154. Those realtors receiving less than 10 survey responses were not included in the analysis. Realtor companies with 55 to 154 survey responses were considered large sized companies. Realtor companies with 22-54 survey responses were considered medium sized companies. Realtor companies with less than 22 survey responses were considered small sized companies. 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.

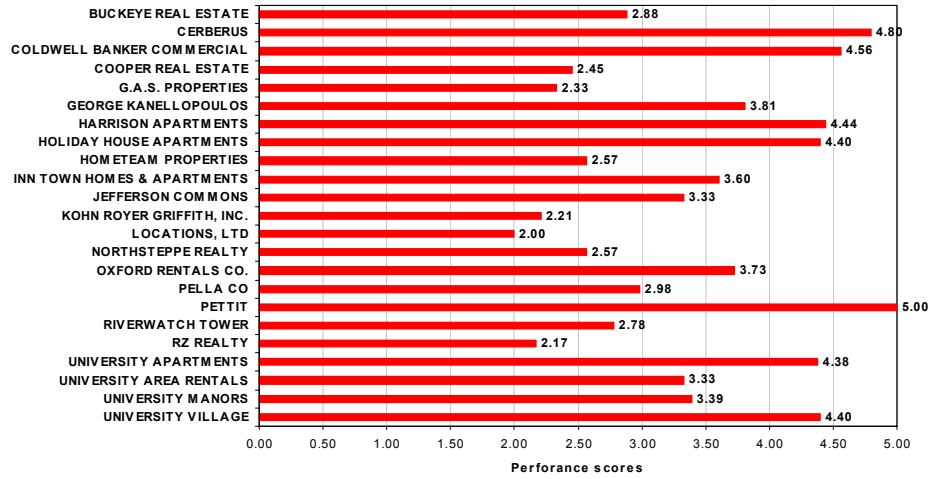
Disclaimer

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 given situation, we suggest you consult the OSU Student Housing Legal Clinic or another attorney service.

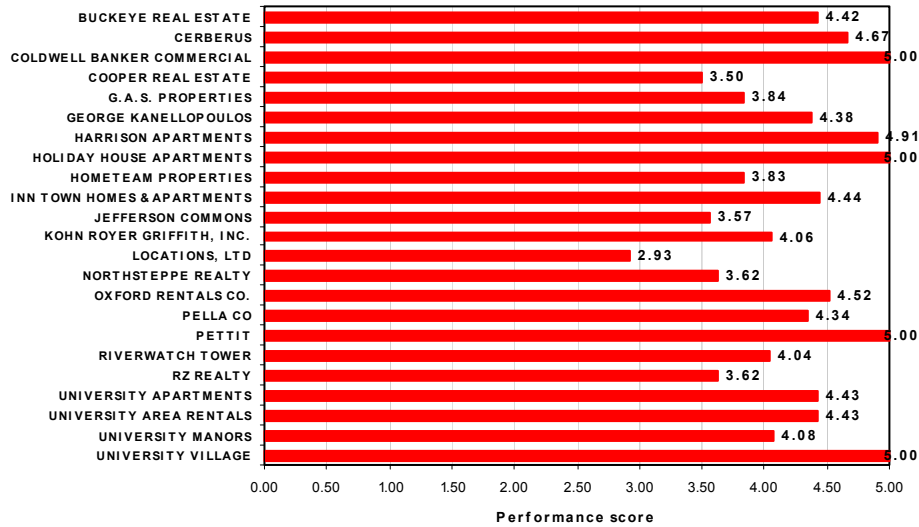
Number of Responses Per Realtor/Question

	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
UNIVERSITY VILLAGE	20	17	21	5	5	12	21	18	21	21
UNIVERSITY MANORS	51	39	55	19	19	37	55	42	55	55
UNIVERSITY AREA RENTALS	12	7	12	3	2	9	12	10	12	12
UNIVERSITY APARTMENTS	13	14	14	7	6	13	13	11	14	13
RZ REALTY	12	13	14	4	4	12	14	11	14	14
RIVERWATCH TOWER	27	23	28	14	8	23	28	23	28	28
PETTIT	12	9	12	5	3	7	12	9	12	12
PELLA CO	108	88	110	49	47	75	109	91	113	112
OXFORD RENTALS CO.	55	51	52	25	23	44	55	47	55	55
NORTHSTEPPE REALTY	74	65	75	39	34	59	75	63	76	76
LOCATIONS, LTD	32	30	34	16	15	31	35	32	35	34
KOHN ROYER GRIFFITH, INC.	42	34	43	21	22	30	44	30	44	43
JEFFERSON COMMONS	18	14	18	7	7	6	18	17	18	18
INN TOWN HOMES & APARTMENTS	144	107	152	64	68	88	152	105	153	153
HOMETEAM PROPERTIES	37	31	36	17	15	33	37	26	36	36
HOLIDAY HOUSE APARTMENTS	10	9	11	3	3	8	11	10	11	10
HARRISON APARTMENTS	25	22	28	5	4	16	28	19	28	28
GEORGE KANELLOPOULOS	72	64	72	58	55	71	71	67	72	72
G.A.S. PROPERTIES	21	19	21	8	8	14	22	17	22	22
COOPER REAL ESTATE	11	8	11	5	5	9	11	10	11	11
COLDWELL BANKER COMMERCIAL	9	6	9	3	3	8	10	10	10	10
CERBERUS	10	6	10	2	2	8	10	10	10	10
BUCKEYE REAL ESTATE	132	100	137	64	59	92	140	98	140	140

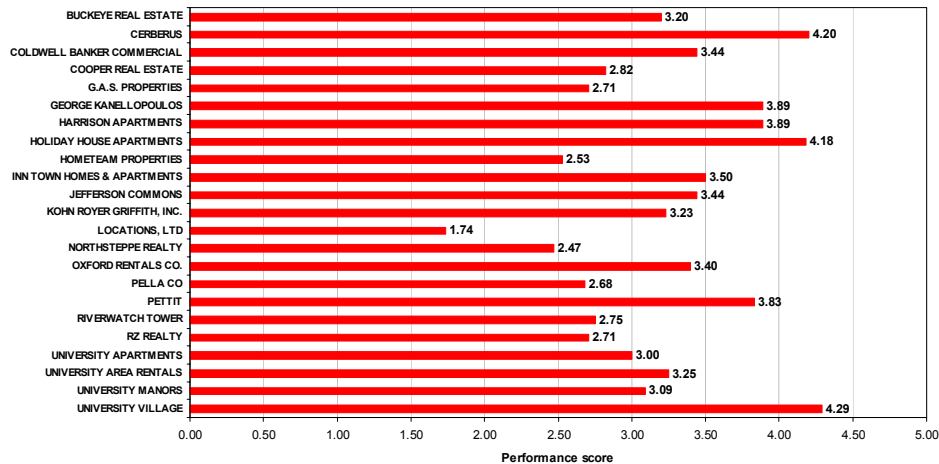
Q1: How soon did your realtor attend to general maintenance concerns?
 (5 = A Few Days, 3 = 1-2 Weeks, 1 = 2-4 Weeks)



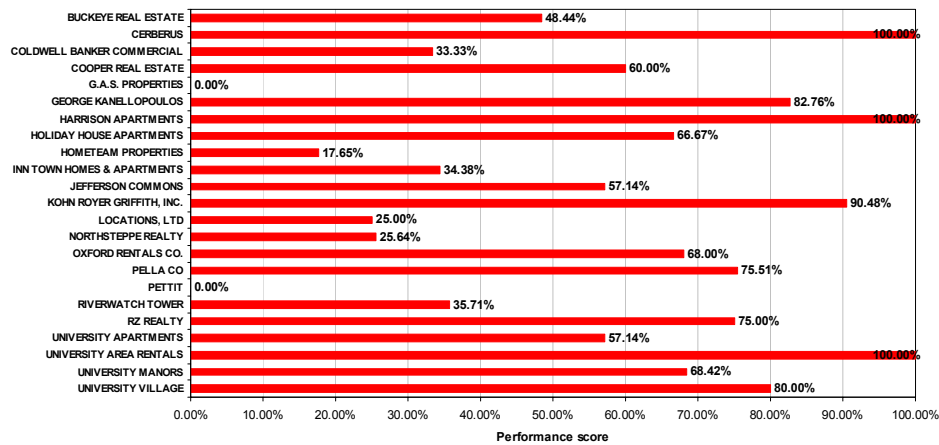
Q2: How soon did your realtor attend to emergency maintenance concerns?
 (5 = A Few Days, 3 = 1-2 Weeks, 1 = 2-4 Weeks)



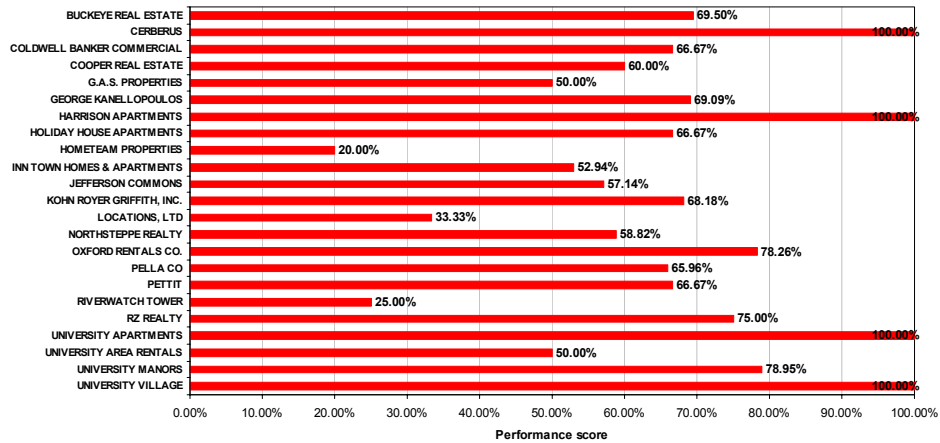
Q3: How clean was your rental property at the time of move in?
 (5 = Very Clean, 1 = Very Dirty)



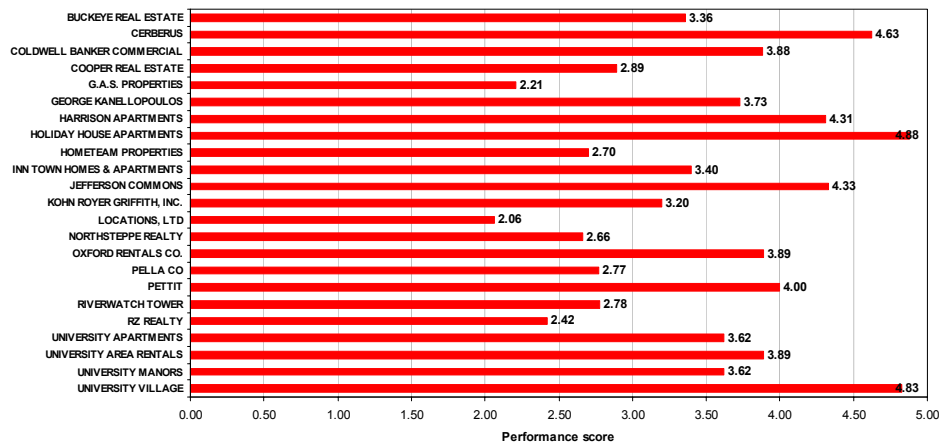
**Q4: Do you feel that you received a fair amount of your security deposit back based on the condition in which you left your apartment?
(Percent "Yes" Reported)**



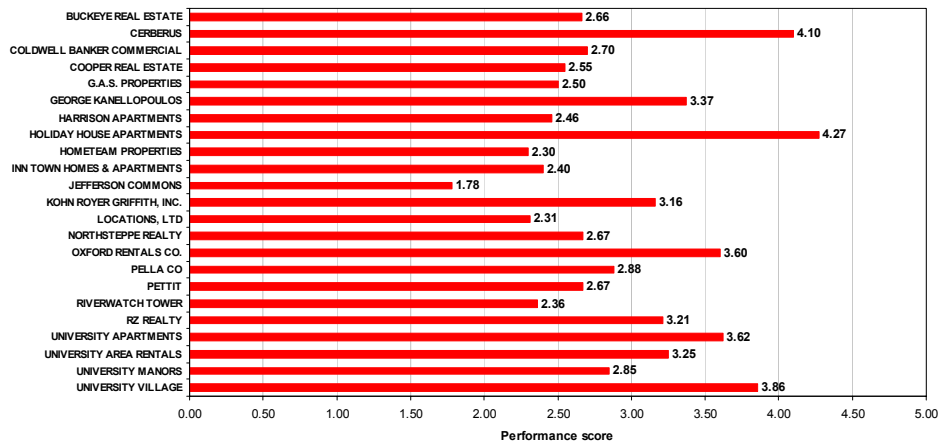
**Q5: Do you feel that the realtors returned your security deposit in a timely fashion (most leases guarantee a return thirty days after the out date)?
(Percent "Yes" Reported)**



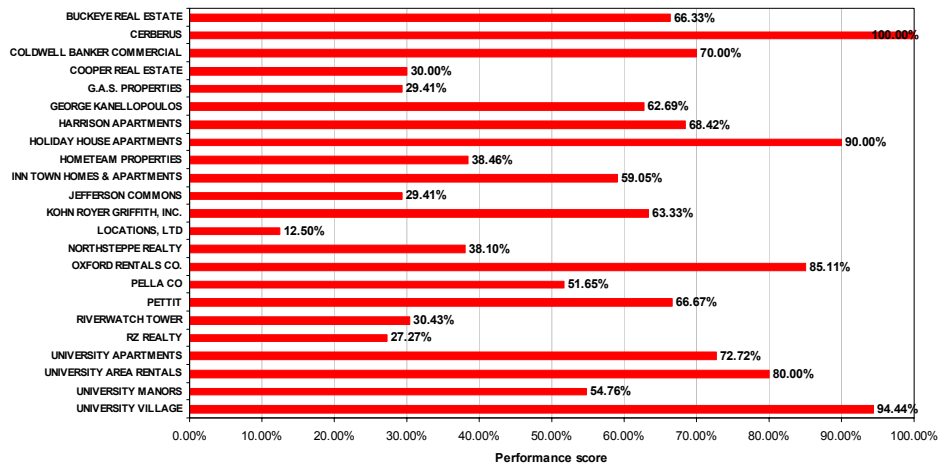
**Q6: Of the repairs the realtor agreed to complete before move in, how many were completed in time?
(5 = All, 1 = None)**



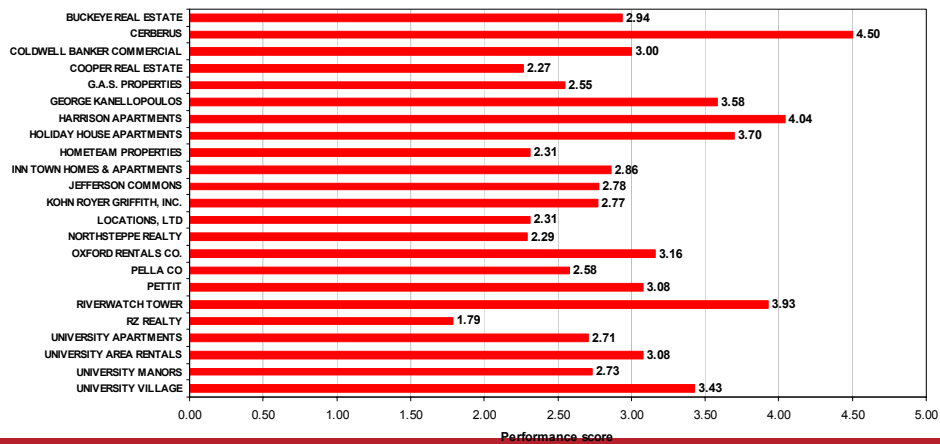
**Q7: How do you feel the rates you paid to live in your rental property, including utilities and water costs, compared to similar properties in the area?
 (1 = Much Higher, 5 = Much Lower)**



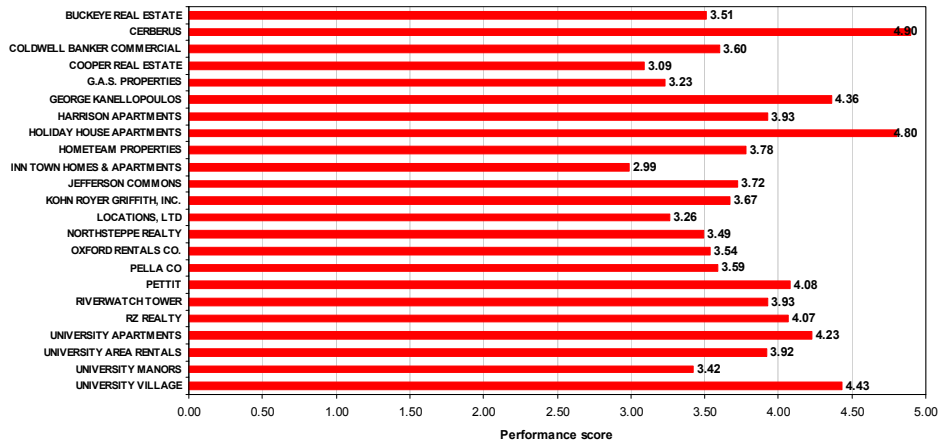
**Q8: Would you rent from the same realtor in the future?
 (Percent "Yes" Reported)**



**Q9: In general, how confident do you feel that your property was safeguarded against theft and burglary?
 (5 = Very Confident, 1 = Not at All Confident)**



Q10: How accessible was parking at your rental property?
 (5 = Very Accessible, 1 = Not Very Accessible)



Overall Average Score

