

UNFURNISHED 2 BEDROOM	UNFURNISHED 2 BEDROOM	UNFURNISHED 3 BEDROOM	UNFURNISHED 3 BEDROOM	UNFURNISHED 4 BEDROOM	UNFURNISHED 4 BEDROOM
<p>1800 E. 10th St. Columbus is 200 sq ft. 2 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$295. Call 614-292-1111.</p> <p>1900 E. 10th St. Columbus is 200 sq ft. 2 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$295. Call 614-292-1111.</p>	<p>200 E. 10th St. Columbus is 200 sq ft. 2 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$295. Call 614-292-1111.</p>	<p>2100 E. 10th St. Columbus is 200 sq ft. 3 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$350. Call 614-292-1111.</p>	<p>2200 E. 10th St. Columbus is 200 sq ft. 3 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$350. Call 614-292-1111.</p>	<p>2300 E. 10th St. Columbus is 200 sq ft. 4 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$400. Call 614-292-1111.</p>	<p>2400 E. 10th St. Columbus is 200 sq ft. 4 bedrooms, 1 bath, full kitchen, large living area, central air, hardwood floors, in-unit laundry, pet friendly, close to campus, \$400. Call 614-292-1111.</p>
<h1>USG RENTING GUIDE</h1>					
<h2>2007 2008</h2>					
<p>AVAILABLE FALL</p> <p>Affordable 2 BOR Gas Heat & Central Air Deluxe Appliances Dishwasher & Carpet On-site Laundry Video Security Intrusion Alarms Cable TV Sublet for 2-4 People</p> <p>FREE GAS & WATER</p> <p>From \$640/Month</p> <p>285 E. 14th Avenue 614-310-3033 Landis Properties landisproperties.com</p>					

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Undergraduate Student Government

www.usg.osu.edu



Dear OSU Student,

Thanks you for reading the 2007-2008 edition of the Ohio State University Renting Guide. This publication has been provided by the Undergraduate Student Government's Off-Campus and Community Development Committee to hopefully make your search for housing in the off campus area a little easier and help you make informed choices. The next page will give you an idea how the results were formulated with the help of the Student Affairs Assessment office. The Renting Guide is one of USG's several initiatives this year. Please check out our website to see all the other ways USG has been working to make this campus better for the students. Also, please feel free to contact us if you have any questions, concerns or feedback for how USG might better serve you.

Enjoy the renting guide and GO BUCKS!

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Realtor Evaluations

The data in the following report are intended to provide useful information about how previous OSU students living in rental properties 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 living in properties operated by more than 100 different rental companies responded, 1,399 responses were used in compiling the results for the 33 rental companies included in this report.

In Autumn 2007 the Renters Guide survey was revised from previous versions of the survey. The results for each of the nineteen questions are presented one at a time, with the companies listed in alphabetical order. The accompanying scores are then presented in graphical or table 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 Student Services Office, located in the rear of the Longs Book Store office. 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

Students were contacted regarding the survey via their e-mail on December 4, 2007. The survey was administered to a sample of 15,000 students living in the off campus. The e-mail directed students to an online survey that was active beginning December 4, 2007 to December 15, 2007. Each participant was given a unique respondent ID which was required to enter the survey. Each respondent ID only allows a participant to one set of responses to the survey. A total of 1,399 students completed 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. Appropriate responses from individuals who indicated that they do not currently rent in the off-campus area and/or did not rent during the previous year were also not considered. Each individual question required at least four individual responses for each rental company before the data would be reported for each individual property manager or landlord. As a result each rental company may have varying detail on individual questions, as those with fewer than four responses on individual questions are not included.

The scales for each individual question are reported at the top of each chart or table below. 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 give situation we suggest you consult the OSU Student Housing Legal Clinic or another attorney service.

Who is your property manager/landlord?

	# of Responses
Buckeye Real Estate	138
Cerberus	4
Coldwell Banker Commercial	5
Colony Club	9
Cooper Real Estate	19
G.A.S. Properties	25
George Kaneliopoulos	45
Governors Square	5
Harrison Apartments	20
Heritage Apartments	5
Holiday House Apartments	4
Hometeam Properties	39
Inn Town Homes & Apartments	84
Jefferson Commons	23
Kohn Royer Griffith, Inc.	31
Landis Properties	9
My First Place	15
North Steppe Realty	78
Ohio State Properties	14
Olentangy Commons	21
Olentangy Village	17
Oxford Rentals Co.	39
Pella Co.	64
Property Management	40
Riverwatch Tower	8
RZ Realty	5
Scarlet & Gray Realtors	9
Sterling Place	5
University Apartments	12
University Manors	57
University Village	51
Other	481

*All companies that had <4 responses were not reported individually throughout this report. Their individual results are reflected in the "other" category.

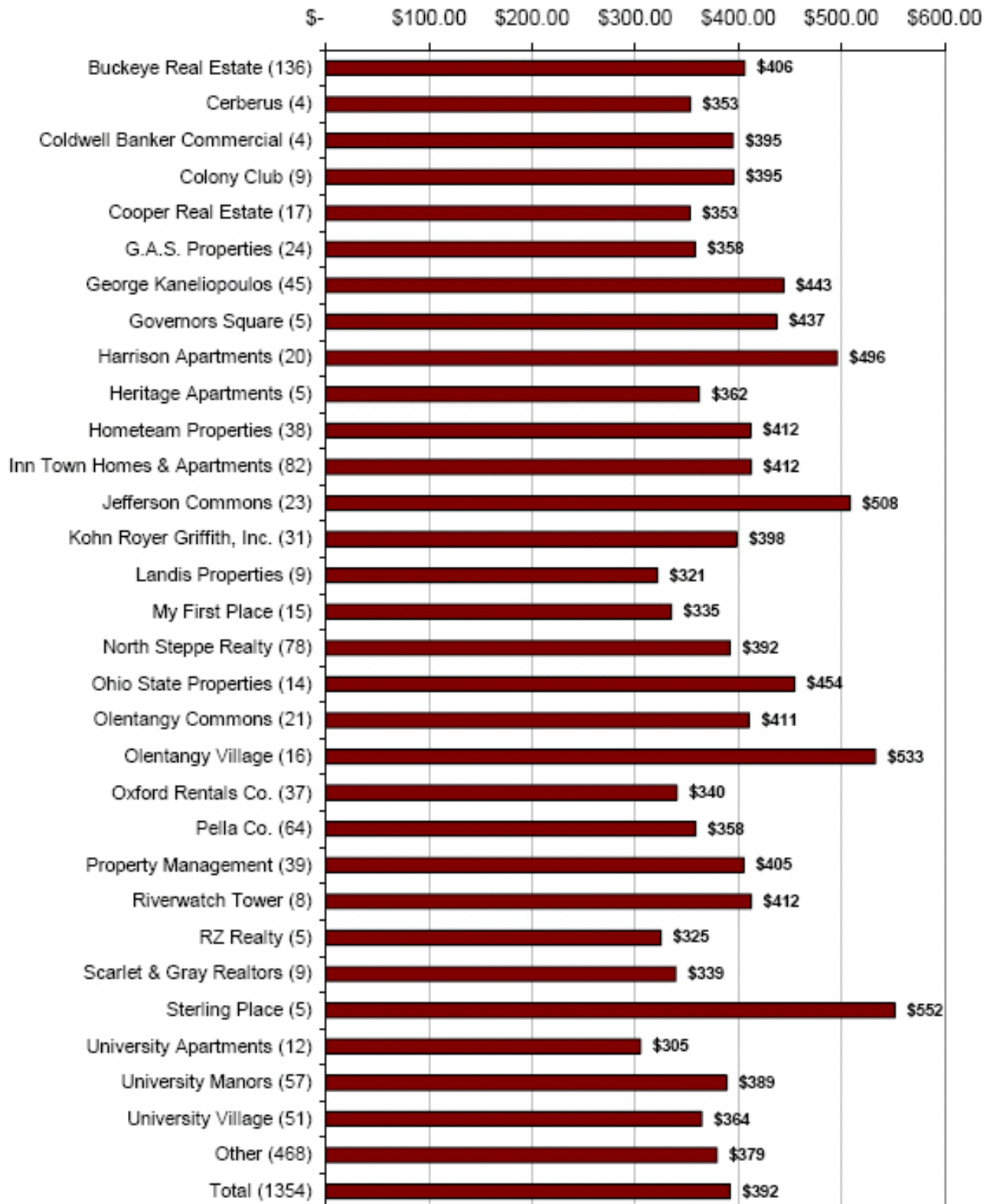
Students who completed this survey reported living in the following areas of the university district:

In what region (within the University District) do you live?

	N	Valid Percent
Northwest (Lane to Hudson - west of High St.)	241	17.3
Northeast (Woodruff to Hudson - east of High St.)	283	20.3
Central (13th to 18th - east of High St.)	307	22.0
Southeast (5th to 12th - east of High St.)	128	9.2
Southwest (5th to 11th - west of High St.)	139	10.0
Other (outside university district)	298	21.3

SELF REPORTED RENT

How much rent do you pay per bedroom per month?



PARKING

Does your property have accessible parking (is parking available and is it easy to get in and out of)?

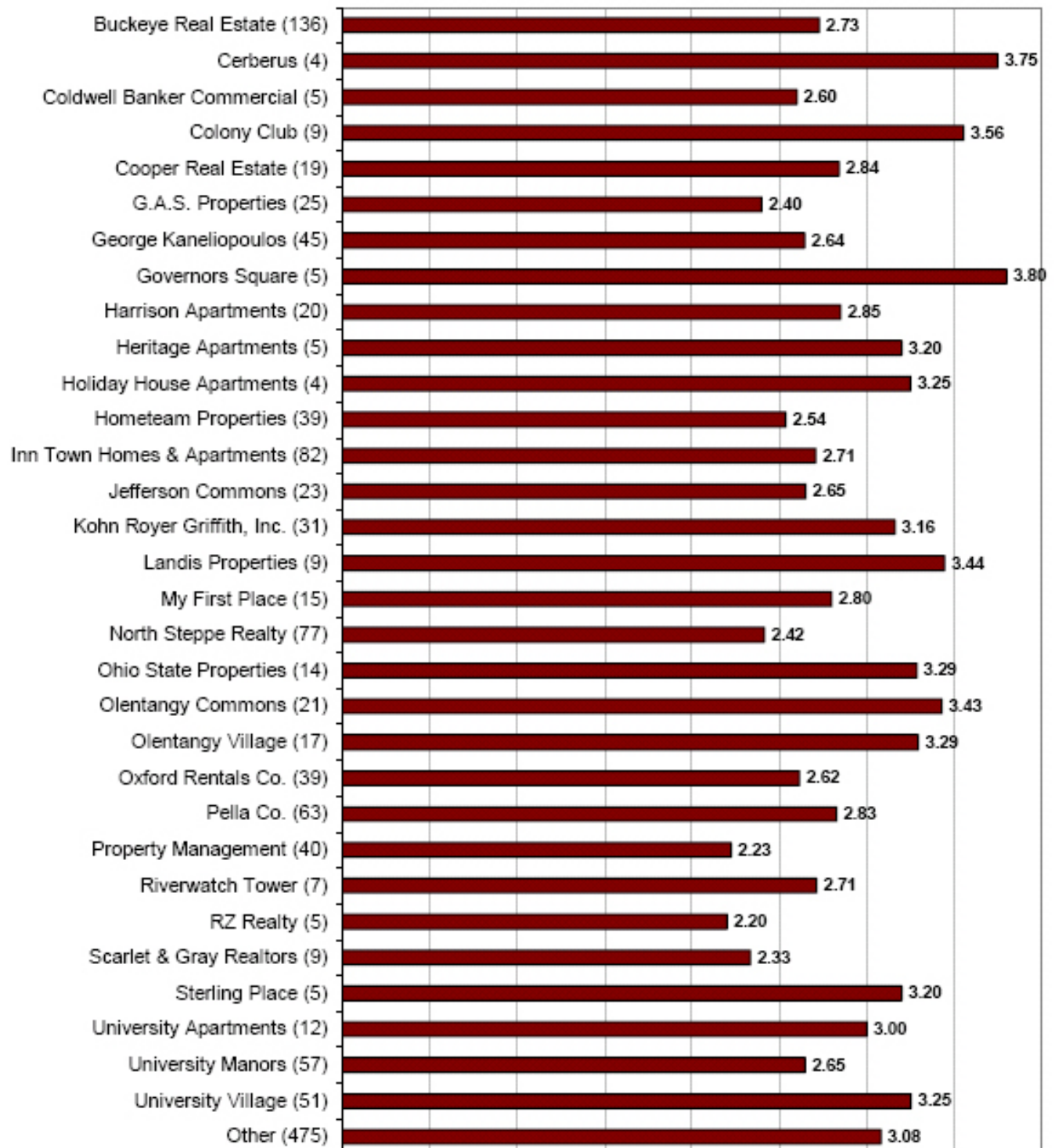
	yes	no
Buckeye Real Estate (137)	84.7%	15.3%
Cerberus (4)	100.0%	0.0%
Coldwell Banker Commercial (5)	80.0%	20.0%
Colony Club (9)	100.0%	0.0%
Cooper Real Estate (19)	94.7%	5.3%
G.A.S. Properties (25)	76.0%	24.0%
George Kaneliopoulos (45)	88.9%	11.1%
Governors Square (5)	100.0%	0.0%
Harrison Apartments (20)	95.0%	5.0%
Heritage Apartments (5)	80.0%	20.0%
Holiday House Apartments (4)	100.0%	0.0%
Hometeam Properties (39)	84.6%	15.4%
Inn Town Homes & Apartments (83)	79.5%	20.5%
Jefferson Commons (23)	87.0%	13.0%
Kohn Royer Griffith, Inc. (31)	90.3%	9.7%
Landis Properties (9)	100.0%	0.0%
My First Place (15)	80.0%	20.0%
North Steppe Realty (78)	71.8%	28.2%
Ohio State Properties (14)	85.7%	14.3%
Olentangy Commons (21)	100.0%	0.0%
Olentangy Village (17)	100.0%	0.0%
Oxford Rentals Co. (39)	79.5%	20.5%
Pella Co. (64)	87.5%	12.5%
Property Management (40)	70.0%	30.0%
Riverwatch Tower (8)	100.0%	0.0%
RZ Realty (5)	60.0%	40.0%
Scarlet & Gray Realtors (9)	77.8%	22.2%
Sterling Place (5)	100.0%	0.0%
University Apartments (12)	83.3%	16.7%
University Manors (57)	77.2%	22.8%
University Village (50)	94.0%	6.0%
Other (475)	88.4%	11.6%

PARKING

Satisfaction with Parking

1 = Very Dissatisfied; 2 = Dissatisfied; 3 = Satisfied; 4 = Very Satisfied

(5 = N/A answers were removed from the graph below)

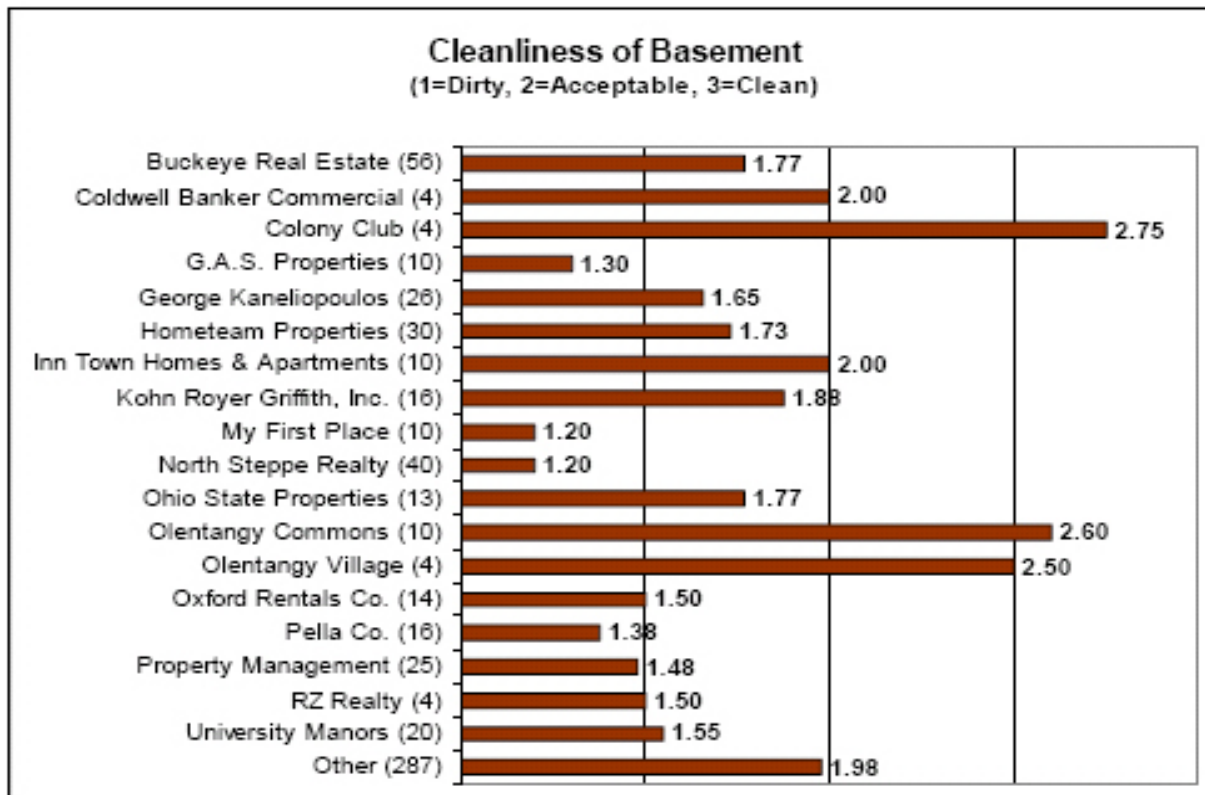
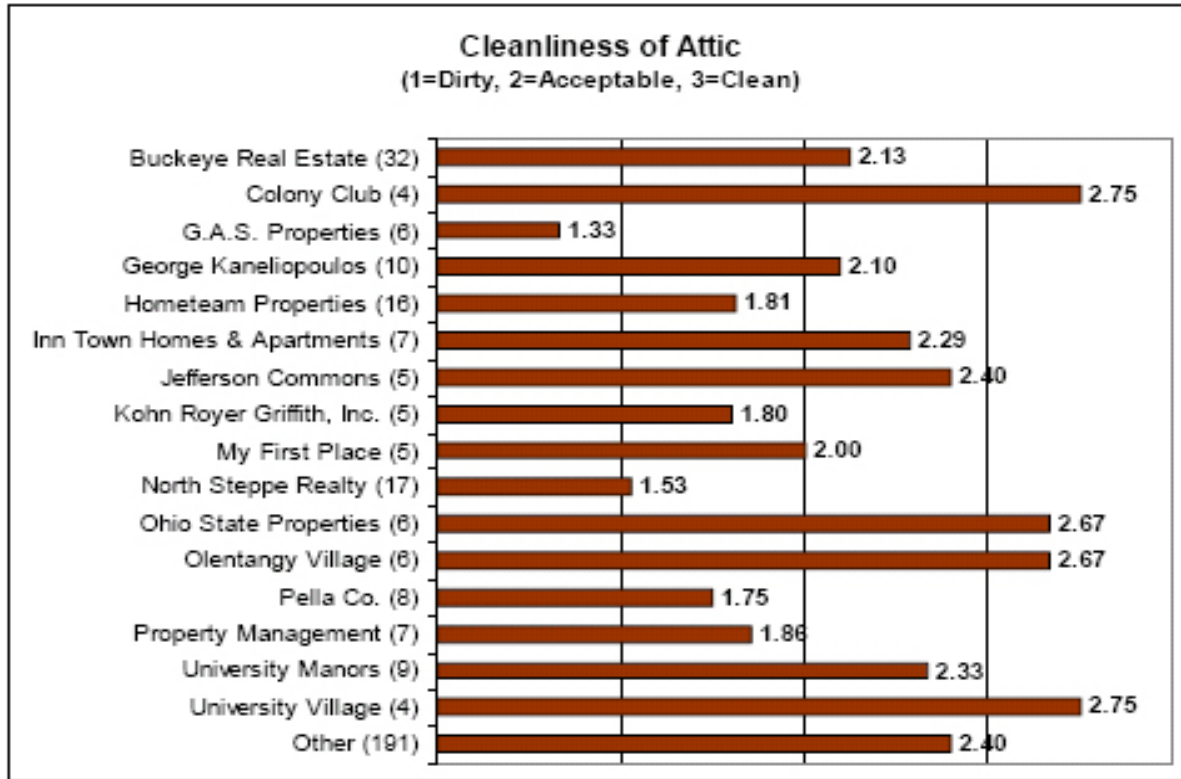


CLEANLINESS

Please rate the level of cleanliness at move in. (1=Dirty, 2=Acceptable, 3=Clean)

	Kitchen appliances	Kitchen counters	Kitchen sinks	Bathroom sinks	Bathroom tubs/showers	Bathroom toilets	Carpeted floors	Non-carpeted floors	Walls	Windows	Window treatments	Doors
8												
Buckeye Real Estate (136)	2.36	2.51	2.54	2.39	2.04	2.28	2.18	2.20	2.34	2.01	1.92	2.19
Cerberus (4)	3.00	3.00	3.00	3.00	3.00	3.00	3.00	3.00	2.75	2.75	2.75	3.00
Coldwell Banker Commercial (4)	3.00	3.00	3.00	3.00	3.00	3.00	2.67	2.75	3.00	2.00	2.25	2.50
Colony Club (9)	3.00	2.89	3.00	3.00	2.78	3.00	3.00	3.00	3.00	2.56	2.67	2.89
Cooper Real Estate (17)	2.50	2.81	2.81	2.44	2.06	2.28	1.86	2.06	2.38	1.83	1.75	1.89
G.A.S. Properties (24)	1.91	2.25	2.25	2.21	1.83	2.17	1.88	1.92	2.00	1.74	1.77	1.82
George Kaneliopoulos (45)	2.48	2.55	2.58	2.56	2.38	2.49	2.69	2.38	2.43	2.11	1.91	2.33
Governors Square (5)	2.80	2.80	2.80	2.80	2.40	2.40	2.80	2.80	2.80	2.80	2.40	2.40
Harrison Apartments (20)	2.83	2.55	2.80	2.85	2.35	2.85	2.45	2.25	2.40	2.10	2.25	2.53
Heritage Apartments (5)	2.20	2.80	2.80	2.80	2.00	2.20	2.80	2.40	2.60	2.40	2.00	2.40
Holiday House Apartments (4)	2.75	2.75	2.75	2.87	2.50	2.75	2.67	2.50	2.75	2.00	2.75	2.50
Hometeam Properties (38)	2.03	2.05	2.09	1.95	1.74	1.84	1.85	1.87	1.89	1.71	1.77	1.82
Inn Town Homes & Apartments (82)	2.43	2.55	2.54	2.48	2.01	2.48	2.51	2.29	2.54	2.06	2.06	2.38
Jefferson Commons (23)	2.13	2.17	2.30	2.17	1.91	2.22	1.85	1.65	2.09	2.04	1.82	2.41
Kohn Royer Griffith, Inc. (31)	2.55	2.50	2.58	2.55	2.16	2.52	2.55	2.28	2.52	2.16	2.07	2.26
Landis Properties (9)	2.78	2.78	2.78	2.67	2.56	2.67	2.56	2.56	2.56	2.44	2.56	2.78
My First Place (15)	2.21	2.47	2.33	2.14	1.93	2.07	2.15	2.08	2.27	2.00	1.86	2.00
North Steppe Realty (78)	2.13	2.12	2.09	2.05	1.64	1.97	1.72	2.01	1.73	1.59	1.55	1.90
Ohio State Properties (14)	2.67	2.50	2.64	2.64	2.50	2.64	2.08	2.38	2.21	2.36	2.38	2.21
Olentangy Commons (21)	2.38	2.67	2.52	2.38	2.29	2.52	2.47	2.40	2.43	2.19	2.15	2.52
Olentangy Village (16)	2.69	2.75	2.83	2.75	2.81	2.75	2.83	2.69	2.75	2.63	2.67	2.69
Oxford Rentals Co. (37)	2.11	2.19	2.24	1.94	1.64	2.08	1.85	1.84	1.92	1.73	1.57	1.79
Pella Co. (64)	2.00	2.14	2.20	2.06	1.63	1.94	2.05	2.02	2.05	1.69	1.56	1.81
Property Management (39)	2.03	2.10	2.15	2.03	1.67	2.03	1.88	1.82	1.76	1.69	1.62	1.82
Riverwatch Tower (8)	2.00	2.13	2.25	2.13	1.88	2.13	1.88	1.88	1.88	2.13	1.86	2.29
RZ Realty (5)	2.20	1.80	2.00	2.00	2.00	2.20	2.00	1.80	1.40	1.40	1.00	1.60
Scarlet & Gray Realtors (9)	1.78	2.11	2.00	1.67	1.44	1.44	1.67	1.33	1.78	1.56	1.57	1.33
Sterling Place (5)	2.60	2.40	2.60	2.20	2.40	2.40	1.40	1.00	2.00	1.80	1.75	2.40
University Apartments (12)	2.09	1.83	2.33	1.75	1.64	1.92	1.91	2.17	2.08	1.83	2.00	2.00
University Manors (57)	2.11	2.32	2.30	2.21	1.74	2.11	2.26	2.07	2.16	1.95	1.77	2.11
University Village (51)	2.63	2.76	2.80	2.63	2.48	2.55	2.63	2.74	2.67	2.69	2.78	2.59
Other (462)	2.48	2.53	2.53	2.49	2.28	2.47	2.40	2.34	2.42	2.23	2.25	2.36

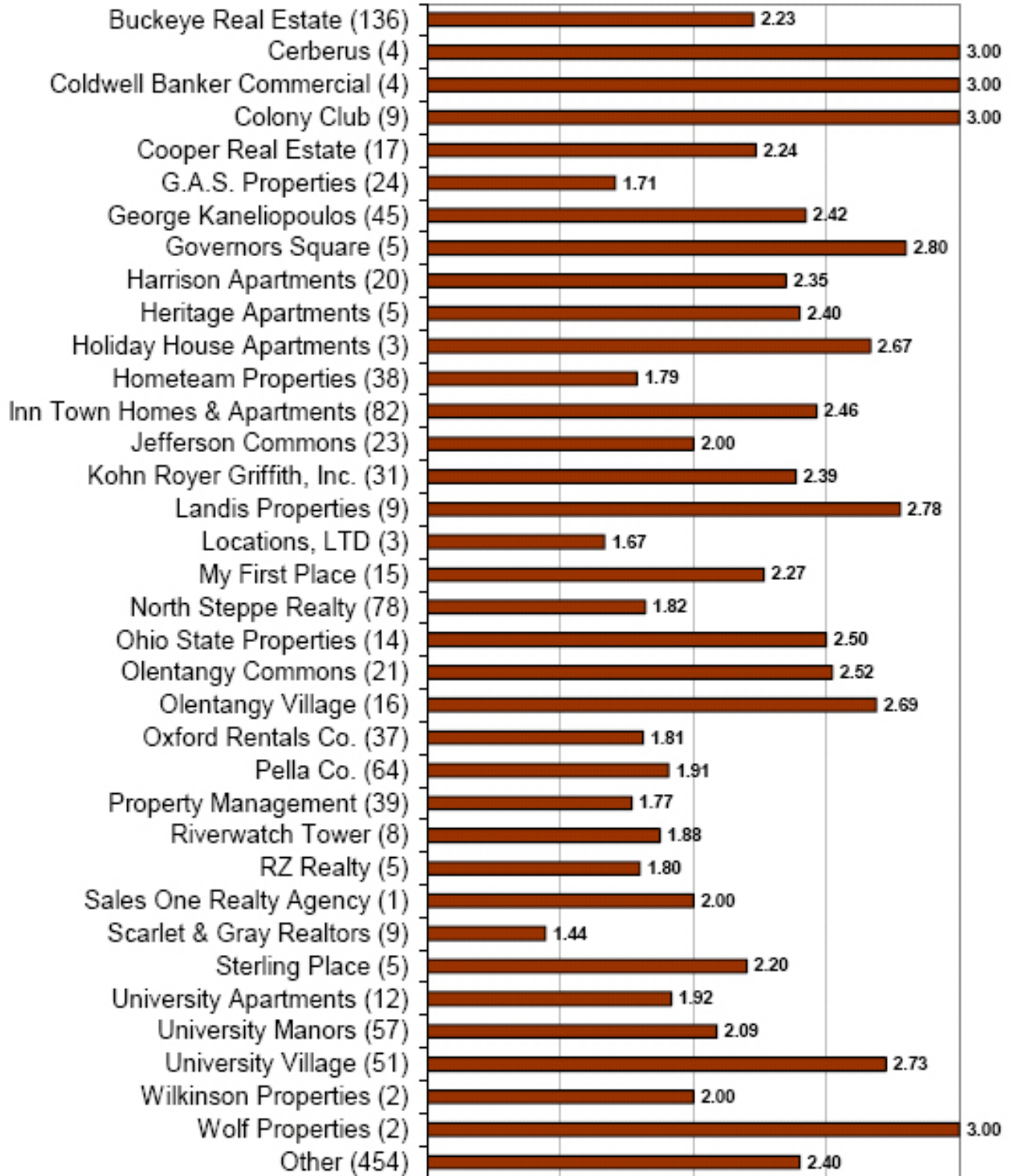
CLEANLINESS



CLEANLINESS

Overall Cleanliness

(1=Dirty, 2=Acceptable, 3=Clean)

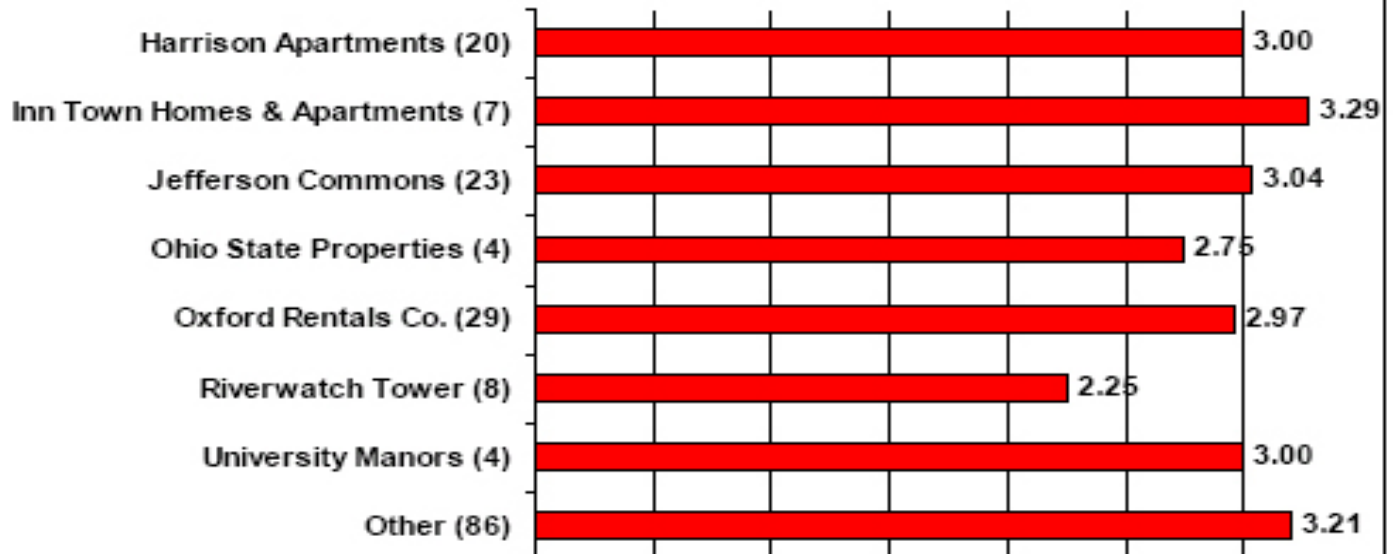


FURNITURE

Was furniture provided in your rental?

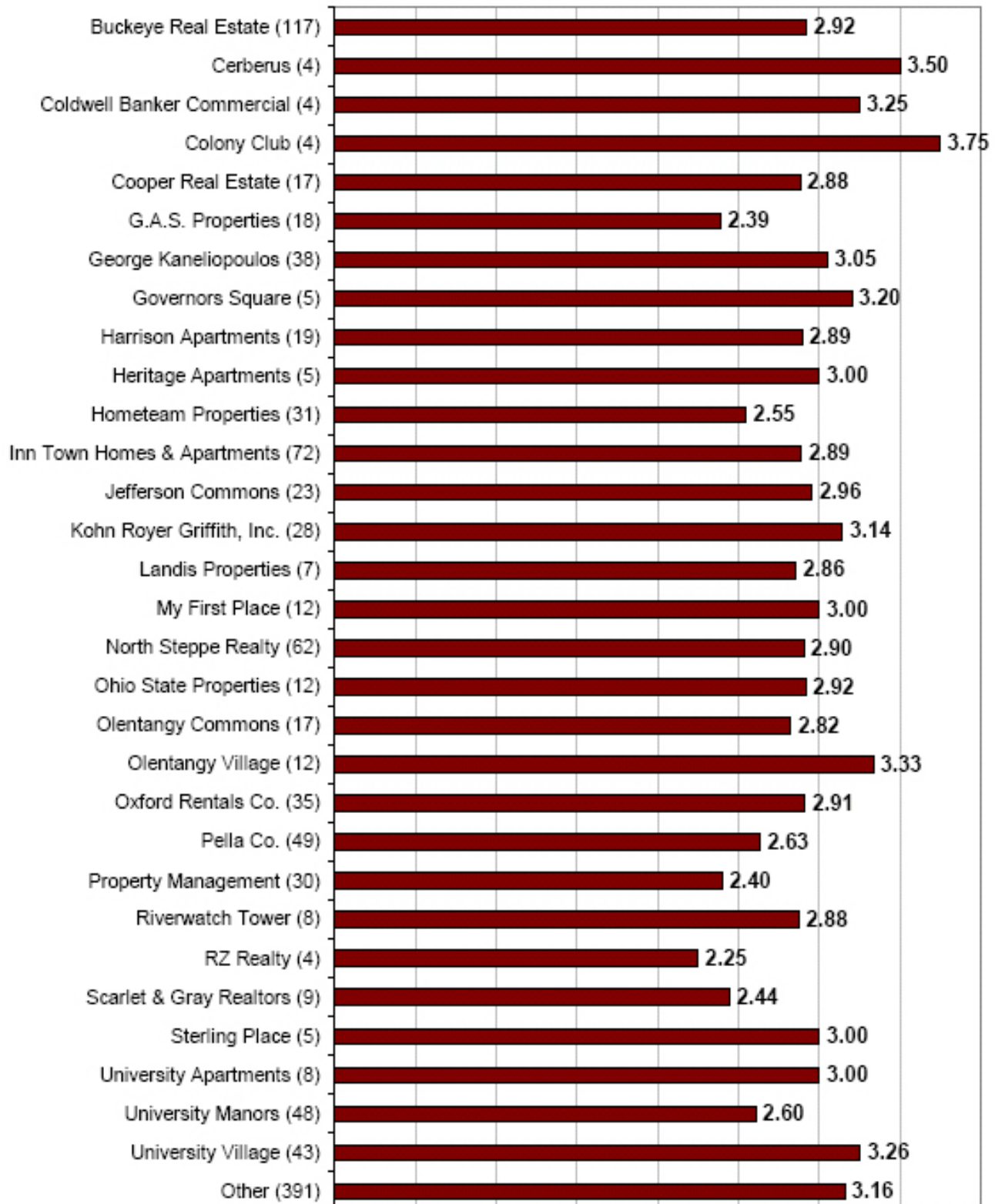
	yes	no
Buckeye Real Estate (123)	1.6%	98.4%
Cerberus (4)	0.0%	100.0%
Coldwell Banker Commercial (5)	0.0%	100.0%
Colony Club (9)	0.0%	100.0%
Cooper Real Estate (18)	0.0%	100.0%
G.A.S. Properties (22)	0.0%	100.0%
George Kaneliopoulos (43)	0.0%	100.0%
Governors Square (5)	20.0%	80.0%
Harrison Apartments (17)	100.0%	0.0%
Heritage Apartments (4)	0.0%	100.0%
Hometeam Properties (38)	0.0%	100.0%
Inn Town Homes & Apartments (77)	6.5%	93.5%
Jefferson Commons (19)	100.0%	0.0%
Kohn Royer Griffith, Inc. (30)	16.7%	83.3%
Landis Properties (7)	0.0%	100.0%
My First Place (15)	6.7%	93.3%
North Steppe Realty (68)	0.0%	100.0%
Ohio State Properties (14)	28.6%	71.4%
Olentangy Commons (20)	0.0%	100.0%
Olentangy Village (12)	0.0%	100.0%
Oxford Rentals Co. (38)	76.3%	23.7%
Pella Co. (59)	0.0%	100.0%
Property Management (36)	2.8%	97.2%
Riverwatch Tower (7)	100.0%	0.0%
RZ Realty (5)	0.0%	100.0%
Scarlet & Gray Realtors (9)	0.0%	100.0%
Sterling Place (4)	50.0%	50.0%
University Apartments (11)	0.0%	100.0%
University Manors (54)	5.6%	94.4%
University Village (43)	0.0%	100.0%
Other (439)	9.1%	90.9%

Student Satisfaction with the Condition of the Furniture (1 Very Dissatisfied - 5 Very Satisfied)



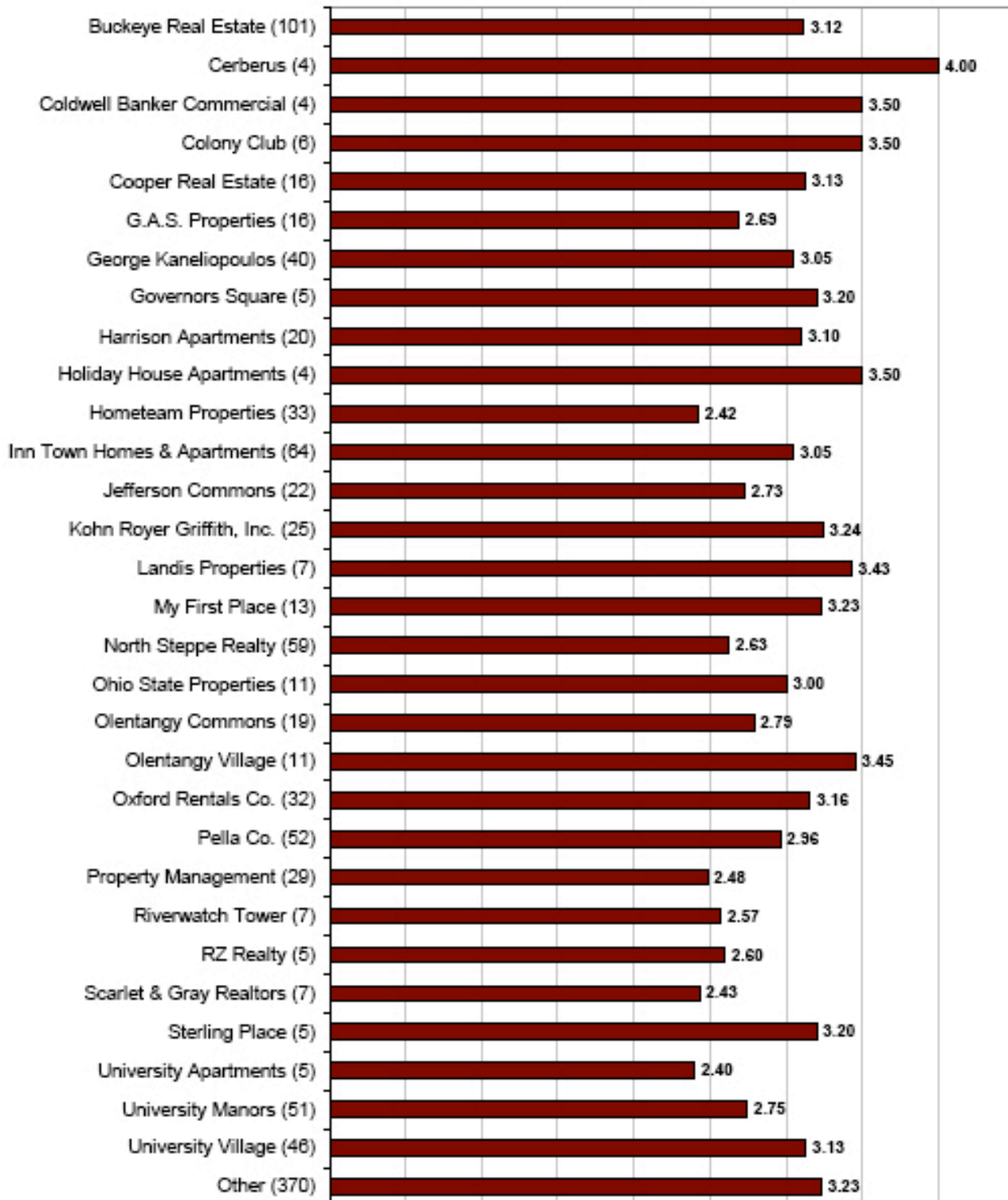
APPLIANCES

Student Satisfaction with Condition of Appliances
(1 Very Dissatisfied - 5 Very Satisfied)



REALTOR'S DESCRIPTION

Student Satisfaction with the Accuracy of the realtor's description (1 = Very Dissatisfied -- 5 = Very Satisfied)



MAINTENANCE AND REPAIRS

If needed, how quickly were repairs completed before or after move in?

	Same day	1-3 days	4-7 days	8-14 days	More than 14 days	Never completed
Buckeye Real Estate (115)	2.6%	33.0%	22.6%	14.8%	16.5%	10.4%
Coldwell Banker Commercial (4)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Colony Club (8)	25.0%	62.5%	12.5%	0.0%	0.0%	0.0%
Cooper Real Estate (15)	6.7%	26.7%	20.0%	20.0%	20.0%	6.7%
G.A.S. Properties (24)	8.3%	29.2%	16.7%	12.5%	12.5%	20.8%
George Kaneliopoulos (41)	12.2%	63.4%	9.8%	4.9%	2.4%	7.3%
Governors Square (4)	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%
Harrison Apartments (17)	11.8%	82.4%	0.0%	5.9%	0.0%	0.0%
Heritage Apartments (5)	20.0%	60.0%	20.0%	0.0%	0.0%	0.0%
Hometeam Properties (37)	5.4%	8.1%	13.5%	27.0%	24.3%	21.6%
Inn Town Homes & Apartments (74)	18.9%	52.7%	12.2%	5.4%	6.8%	4.1%
Jefferson Commons (20)	20.0%	30.0%	20.0%	5.0%	5.0%	20.0%
Kohn Royer Griffith, Inc. (28)	3.6%	42.9%	28.6%	7.1%	7.1%	10.7%
Landis Properties (6)	16.7%	50.0%	33.3%	0.0%	0.0%	0.0%
My First Place (14)	0.0%	42.9%	42.9%	0.0%	0.0%	14.3%
North Steppe Realty (72)	1.4%	16.7%	20.8%	6.9%	30.6%	23.6%
Ohio State Properties (13)	0.0%	46.2%	23.1%	15.4%	15.4%	0.0%
Olentangy Commons (18)	16.7%	38.9%	11.1%	5.6%	0.0%	27.8%
Olentangy Village (15)	0.0%	80.0%	13.3%	0.0%	0.0%	6.7%
Oxford Rentals Co. (38)	10.5%	55.3%	21.1%	7.9%	2.6%	2.6%
Pella Co. (59)	3.4%	44.1%	15.3%	6.8%	18.6%	11.9%
Property Management (38)	2.6%	26.3%	18.4%	18.4%	21.1%	13.2%
Riverwatch Tower (6)	16.7%	16.7%	0.0%	0.0%	33.3%	33.3%
RZ Realty (4)	0.0%	25.0%	25.0%	0.0%	25.0%	25.0%
Scarlet & Gray Realtors (9)	0.0%	44.4%	33.3%	0.0%	0.0%	22.2%
University Apartments (12)	33.3%	41.7%	0.0%	16.7%	8.3%	0.0%
University Manors (46)	6.5%	30.4%	21.7%	17.4%	19.6%	4.3%
University Village (44)	20.5%	43.2%	15.9%	6.8%	4.5%	9.1%
Other (413)	15.0%	42.9%	15.7%	8.5%	11.1%	6.8%

MAINTENANCE AND REPAIRS

How quickly does your property manager attend to emergency concerns (safety and health issues)?

	Same day	1-3 days	4-7 days	8-14 days	More than 14 days	Never completed
Buckeye Real Estate (75)	36.0%	34.7%	12.0%	5.3%	2.7%	9.3%
Cerberus (4)	50.0%	25.0%	0.0%	0.0%	0.0%	25.0%
Colony Club (7)	71.4%	14.3%	0.0%	0.0%	0.0%	14.3%
Cooper Real Estate (12)	8.3%	66.7%	0.0%	0.0%	0.0%	25.0%
G.A.S. Properties (17)	35.3%	29.4%	17.6%	5.9%	0.0%	11.8%
George Kaneliopoulos (23)	52.2%	39.1%	0.0%	4.3%	0.0%	4.3%
Harrison Apartments (10)	80.0%	20.0%	0.0%	0.0%	0.0%	0.0%
Hometeam Properties (28)	14.3%	46.4%	10.7%	3.6%	7.1%	17.9%
Inn Town Homes & Apartments (44)	43.2%	40.9%	6.8%	0.0%	0.0%	9.1%
Jefferson Commons (11)	45.5%	27.3%	18.2%	0.0%	0.0%	9.1%
Kohn Royer Griffith, Inc. (19)	42.1%	36.8%	10.5%	0.0%	0.0%	10.5%
Landis Properties (5)	80.0%	0.0%	20.0%	0.0%	0.0%	0.0%
My First Place (8)	50.0%	25.0%	12.5%	0.0%	0.0%	12.5%
North Steppe Realty (50)	14.0%	38.0%	16.0%	2.0%	18.0%	12.0%
Ohio State Properties (11)	36.4%	45.5%	0.0%	9.1%	9.1%	0.0%
Olentangy Commons (14)	50.0%	14.3%	7.1%	0.0%	21.4%	7.1%
Olentangy Village (8)	62.5%	25.0%	0.0%	0.0%	0.0%	12.5%
Other (339)	46.9%	30.7%	9.7%	3.2%	4.1%	5.3%
Oxford Rentals Co. (20)	65.0%	20.0%	10.0%	0.0%	0.0%	5.0%
Pella Co. (44)	40.9%	38.6%	0.0%	4.5%	4.5%	11.4%
Property Management (21)	14.3%	33.3%	19.0%	14.3%	9.5%	9.5%
Riverwatch Tower (4)	50.0%	25.0%	0.0%	0.0%	25.0%	0.0%
Scarlet & Gray Realtors (7)	14.3%	71.4%	14.3%	0.0%	0.0%	0.0%
Sterling Place (4)	50.0%	0.0%	0.0%	0.0%	25.0%	25.0%
University Apartments (9)	55.6%	33.3%	11.1%	0.0%	0.0%	0.0%
University Manors (33)	27.3%	33.3%	18.2%	12.1%	6.1%	3.0%
University Village (35)	80.0%	8.6%	0.0%	2.9%	0.0%	8.6%

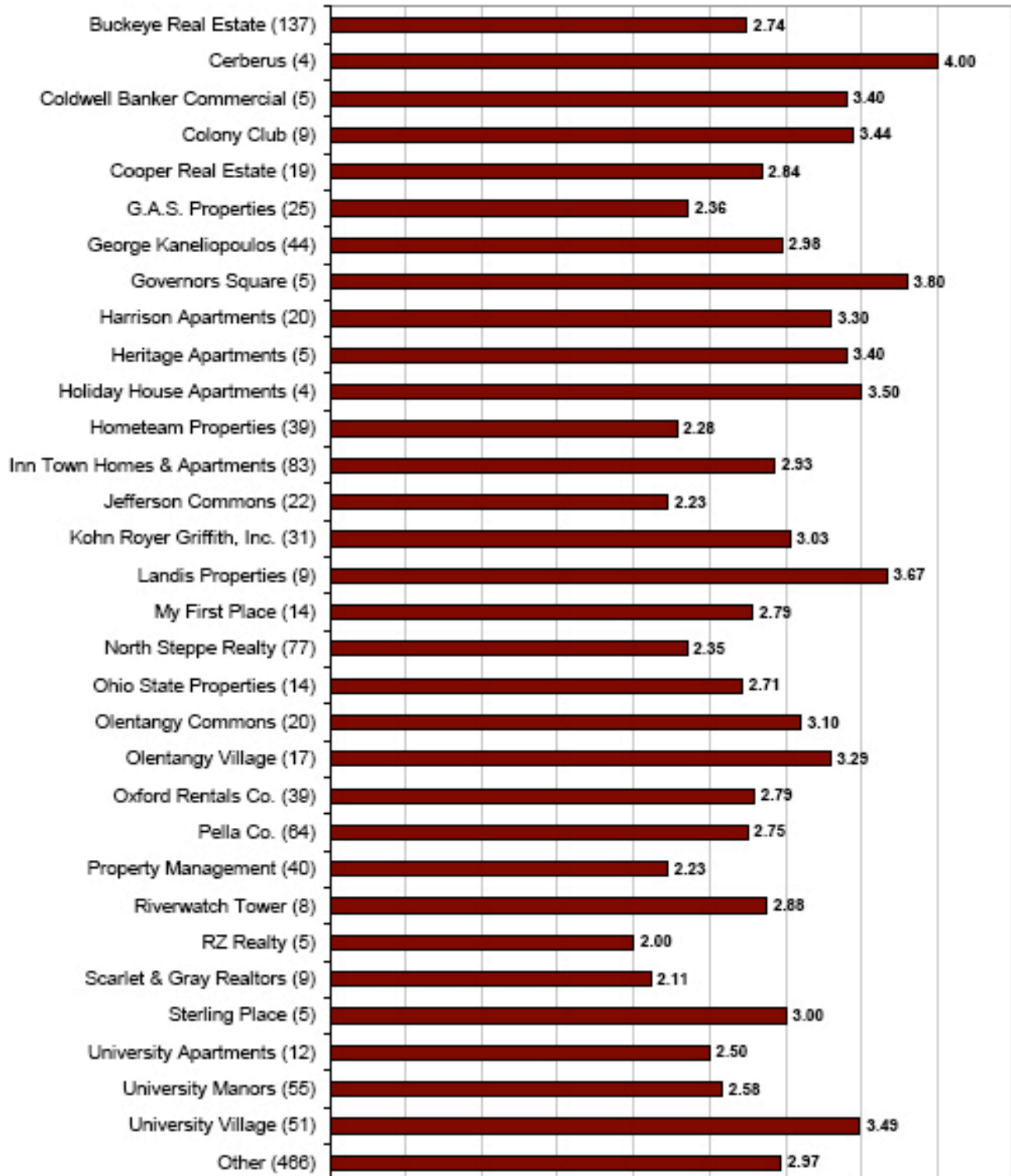
MAINTENANCE AND REPAIRS

How quickly does your property manager attend to non-emergency concerns for which a service request has been submitted?

	Same day	1-3 days	4-7 days	8-14 days	More than 14 days	Never completed
Buckeye Real Estate (117)	0.9%	29.9%	27.4%	14.5%	17.9%	9.4%
Cerberus (4)	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%
Coldwell Banker Commercial (4)	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%
Colony Club (8)	25.0%	75.0%	0.0%	0.0%	0.0%	0.0%
Cooper Real Estate (16)	6.3%	18.8%	31.3%	12.5%	18.8%	12.5%
G.A.S. Properties (23)	8.7%	26.1%	21.7%	26.1%	8.7%	8.7%
George Kaneliopoulos (42)	7.1%	71.4%	7.1%	7.1%	0.0%	7.1%
Harrison Apartments (18)	5.6%	83.3%	11.1%	0.0%	0.0%	0.0%
Heritage Apartments (4)	0.0%	50.0%	25.0%	0.0%	0.0%	25.0%
Hometeam Properties (35)	2.9%	11.4%	25.7%	25.7%	17.1%	17.1%
Inn Town Homes & Apartments (79)	13.9%	54.4%	19.0%	5.1%	2.5%	5.1%
Jefferson Commons (20)	5.0%	35.0%	25.0%	15.0%	5.0%	15.0%
Kohn Royer Griffith, Inc. (27)	0.0%	48.1%	22.2%	7.4%	14.8%	7.4%
Landis Properties (9)	11.1%	66.7%	11.1%	11.1%	0.0%	0.0%
My First Place (9)	11.1%	44.4%	22.2%	0.0%	0.0%	22.2%
North Steppe Realty (69)	0.0%	14.5%	15.9%	10.1%	30.4%	29.0%
Ohio State Properties (14)	7.1%	57.1%	14.3%	14.3%	7.1%	0.0%
Olentangy Commons (18)	11.1%	33.3%	16.7%	0.0%	11.1%	27.8%
Olentangy Village (12)	0.0%	75.0%	16.7%	0.0%	0.0%	8.3%
Oxford Rentals Co. (36)	5.6%	55.6%	25.0%	8.3%	2.8%	2.8%
Pella Co. (58)	3.4%	34.5%	24.1%	15.5%	15.5%	6.9%
Property Management (36)	5.6%	22.2%	19.4%	16.7%	16.7%	19.4%
Riverwatch Tower (5)	0.0%	40.0%	20.0%	0.0%	20.0%	20.0%
RZ Realty (5)	0.0%	20.0%	40.0%	0.0%	40.0%	0.0%
Scarlet & Gray Realtors (9)	0.0%	33.3%	11.1%	33.3%	11.1%	11.1%
Sterling Place (4)	0.0%	75.0%	0.0%	0.0%	25.0%	0.0%
University Apartments (11)	18.2%	45.5%	0.0%	18.2%	9.1%	9.1%
University Manors (46)	4.3%	32.6%	28.3%	13.0%	15.2%	6.5%
University Village (46)	6.5%	65.2%	8.7%	6.5%	4.3%	8.7%
Other (408)	12.5%	43.6%	16.2%	9.1%	9.6%	9.1%

MAINTENANCE AND REPAIRS

Satisfaction with the general maintenance of the property
(1=Very Dissatisfied; 5=Very Satisfied)



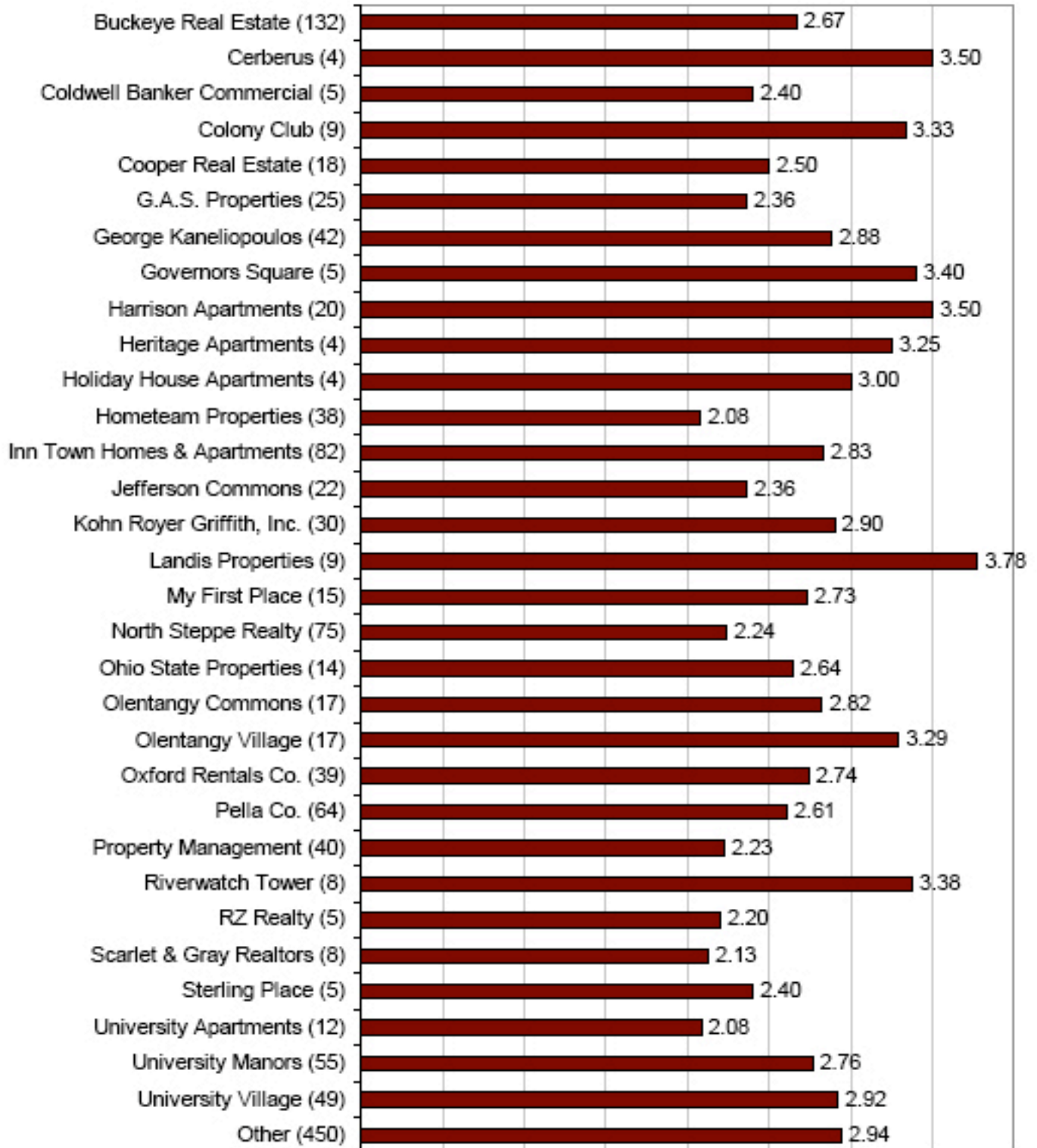
PRIVACY

Does your property manager give you 24 hour notice before entering the property (apart from maintenance requests)?

	Yes	No	Sometimes
Buckeye Real Estate (108)	75.9%	11.1%	13.0%
Cerberus (4)	25.0%	25.0%	50.0%
Coldwell Banker Commercial (4)	75.0%	25.0%	0.0%
Colony Club (8)	87.5%	0.0%	12.5%
Cooper Real Estate (12)	41.7%	25.0%	33.3%
G.A.S. Properties (23)	56.5%	26.1%	17.4%
George Kaneliopoulos (39)	71.8%	10.3%	17.9%
Governors Square (4)	100.0%	0.0%	0.0%
Harrison Apartments (18)	94.4%	0.0%	5.6%
Hometeam Properties (35)	57.1%	25.7%	17.1%
Inn Town Homes & Apartments (56)	64.3%	19.6%	16.1%
Jefferson Commons (14)	71.4%	28.6%	0.0%
Kohn Royer Griffith, Inc. (20)	70.0%	10.0%	20.0%
Landis Properties (6)	66.7%	0.0%	33.3%
My First Place (9)	55.6%	11.1%	33.3%
North Steppe Realty (54)	46.3%	35.2%	18.5%
Ohio State Properties (11)	45.5%	0.0%	54.5%
Olentangy Commons (18)	66.7%	5.6%	27.8%
Olentangy Village (14)	92.9%	7.1%	0.0%
Oxford Rentals Co. (36)	83.3%	5.6%	11.1%
Pella Co. (56)	73.2%	5.4%	21.4%
Property Management (21)	42.9%	38.1%	19.0%
Riverwatch Tower (4)	100.0%	0.0%	0.0%
RZ Realty (4)	100.0%	0.0%	0.0%
Scarlet & Gray Realtors (5)	40.0%	40.0%	20.0%
Sterling Place (5)	60.0%	20.0%	20.0%
University Apartments (7)	85.7%	14.3%	0.0%
University Manors (48)	52.1%	25.0%	22.9%
University Village (42)	85.7%	0.0%	14.3%
Other (384)	67.4%	13.5%	19.0%

SAFETY

Satisfaction with property safety from theft and burglary
(1=Very Dissatisfied; 5=Very Satisfied)



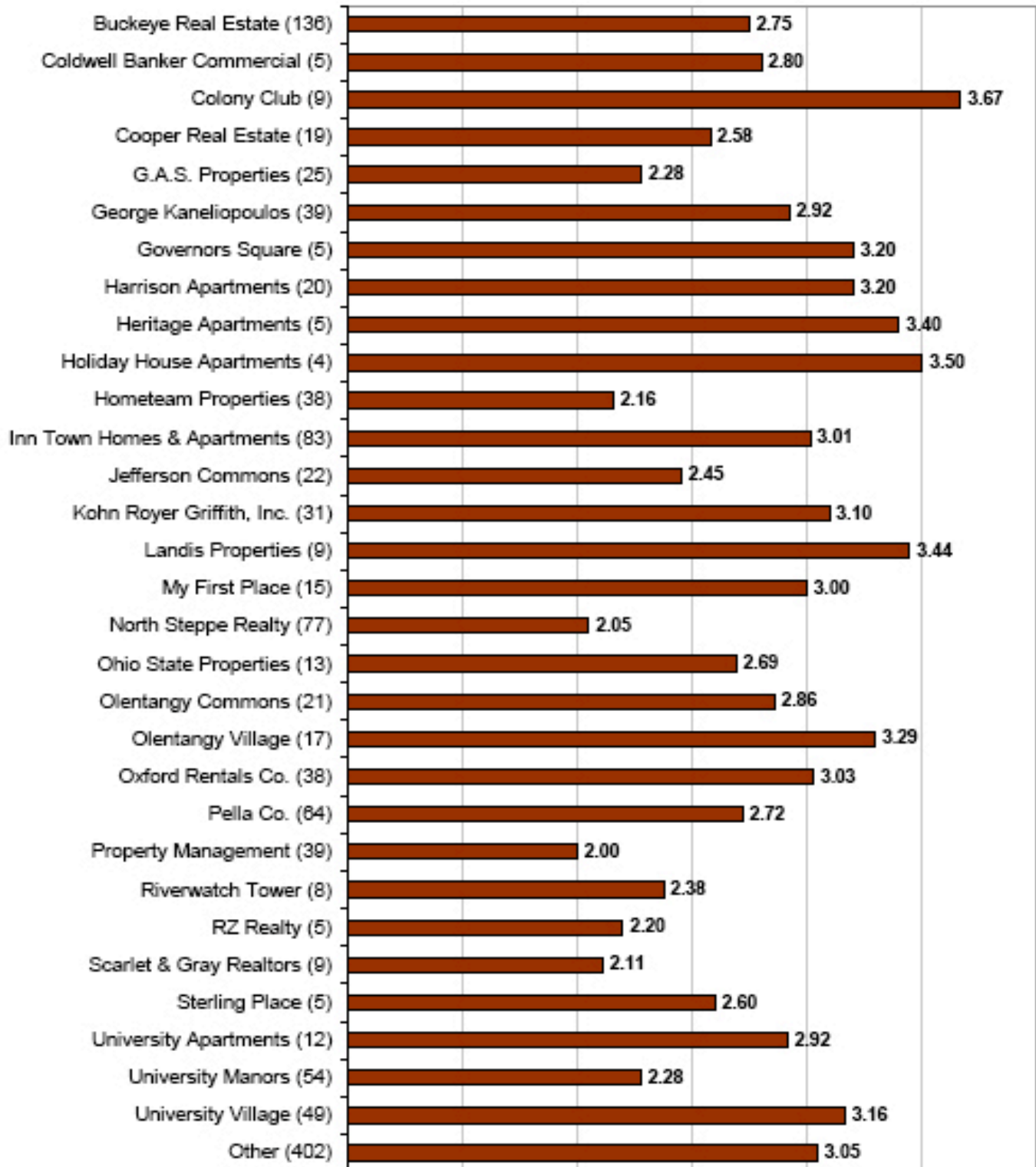
LEASE RENEWAL

Does your property manager give you time to renew your lease before putting your property on the open market?

	Yes	No	Sometimes
Buckeye Real Estate (132)	98.5%	0.0%	1.5%
Cerberus (4)	100.0%	0.0%	0.0%
Coldwell Banker Commercial (5)	100.0%	0.0%	0.0%
Colony Club (5)	100.0%	0.0%	0.0%
Cooper Real Estate (19)	94.7%	0.0%	5.3%
G.A.S. Properties (12)	66.7%	8.3%	25.0%
George Kaneliopoulos (44)	79.5%	15.9%	4.5%
Governors Square (4)	100.0%	0.0%	0.0%
Harrison Apartments (20)	95.0%	5.0%	0.0%
Hometeam Properties (36)	66.7%	13.9%	19.4%
Inn Town Homes & Apartments (74)	94.6%	1.4%	4.1%
Jefferson Commons (22)	95.5%	0.0%	4.5%
Kohn Royer Griffith, Inc. (23)	95.7%	0.0%	4.3%
Landis Properties (9)	100.0%	0.0%	0.0%
My First Place (12)	83.3%	0.0%	16.7%
North Steppe Realty (58)	86.2%	5.2%	8.6%
Ohio State Properties (9)	100.0%	0.0%	0.0%
Olentangy Commons (17)	94.1%	0.0%	5.9%
Olentangy Village (13)	100.0%	0.0%	0.0%
Oxford Rentals Co. (24)	91.7%	4.2%	4.2%
Pella Co. (57)	93.0%	1.8%	5.3%
Property Management (34)	79.4%	5.9%	14.7%
Scarlet & Gray Realtors (6)	100.0%	0.0%	0.0%
Sterling Place (4)	100.0%	0.0%	0.0%
University Apartments (6)	83.3%	0.0%	16.7%
University Manors (56)	83.9%	3.6%	12.5%
University Village (36)	97.2%	0.0%	2.8%
Other (335)	93.1%	1.5%	5.4%

CUSTOMER SERVICE

Satisfaction with customer service by property manager's office
(1=Very dissatisfied; 4=Very satisfied)



WOULD YOU RENT AGAIN?

Would you rent from your property manager in the future?

	Yes	No	Maybe
Buckeye Real Estate (138)	52.2%	16.7%	31.2%
Cerberus (4)	100.0%	0.0%	0.0%
Coldwell Banker Commercial (5)	60.0%	20.0%	20.0%
Colony Club (9)	88.9%	0.0%	11.1%
Cooper Real Estate (19)	42.1%	21.1%	36.8%
G.A.S. Properties (25)	20.0%	52.0%	28.0%
George Kaneliopoulos (45)	42.2%	31.1%	26.7%
Governors Square (5)	80.0%	0.0%	20.0%
Harrison Apartments (20)	55.0%	15.0%	30.0%
Heritage Apartments (5)	60.0%	40.0%	0.0%
Holiday House Apartments (4)	50.0%	0.0%	50.0%
Hometeam Properties (39)	20.5%	48.7%	30.8%
Inn Town Homes & Apartments (83)	63.9%	14.5%	21.7%
Jefferson Commons (23)	34.8%	39.1%	26.1%
Kohn Royer Griffith, Inc. (31)	77.4%	6.5%	16.1%
Landis Properties (9)	88.9%	0.0%	11.1%
My First Place (15)	73.3%	13.3%	13.3%
North Steppe Realty (78)	20.5%	46.2%	33.3%
Ohio State Properties (14)	21.4%	35.7%	42.9%
Olentangy Commons (21)	38.1%	19.0%	42.9%
Olentangy Village (17)	82.4%	5.9%	11.8%
Other (472)	60.2%	16.3%	23.5%
Oxford Rentals Co. (39)	53.8%	23.1%	23.1%
Pella Co. (64)	42.2%	12.5%	45.3%
Property Management (40)	10.0%	60.0%	30.0%
Riverwatch Tower (8)	37.5%	25.0%	37.5%
RZ Realty (5)	60.0%	40.0%	0.0%
Scarlet & Gray Realtors (9)	22.2%	66.7%	11.1%
Sterling Place (5)	0.0%	20.0%	80.0%
University Apartments (12)	25.0%	33.3%	41.7%
University Manors (57)	31.6%	35.1%	33.3%
University Village (51)	58.8%	19.6%	21.6%

*Top 5 "yes" responses are in bold