

# 2016–2017

## RENTER'S GUIDE



**BGSU**® BELONG. STAND OUT. GO FAR.  
CHANGING LIVES FOR THE WORLD.™

B O W L I N G   G R E E N   S T A T E   U N I V E R S I T Y



## Dear BGSU Student,

This publication is a collaboration between the Undergraduate Student Government, the Graduate Student Senate, and Off Campus Student Services. Our vision was to provide a resource for current and incoming students so they may make informed decisions about housing in Bowling Green. The information in this guide is pulled from direct responses from surveyed students regarding their satisfaction of different rental agencies in local BG. In addition to the guide, there are additional resources located on the Off-Campus Student Services website [www.bgsu.edu/offcampus](http://www.bgsu.edu/offcampus). If you have any questions, please feel free to contact us at [offcampus@bgsu.edu](mailto:offcampus@bgsu.edu).

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## Off Campus Student Services

Off Campus Student Services provides resources to all off campus students, including students living in Bowling Green and those commuting from a great distance. Visit their website [www.bgsu.edu/offcampus](http://www.bgsu.edu/offcampus) or their office at 301 Bowen Thompson Student Union for more information, tools and tips!

## Disclaimer

The Landlord Survey response data collected and presented by the Office of the Dean of Students in conjunction with Bowling Green State University does not reflect the opinions, position or endorsement of said office or University and no responsibility will be assumed for users' interpretation or reaction to the data.

The published survey results do not in any way constitute a warranty or representation by the Office of the Dean of Students or Bowling Green State University as to the quality, safety, or other features of a property or landlord. Students are reminded to check all available sources of information about landlords and properties prior to leasing.

Students are also reminded that dissatisfied tenants or very happy ones seem to be more likely to complete surveys. Furthermore, students should be aware that the landlord-tenant relationship requires both tenants and landlords to be responsible and responsive and that in some cases the renters themselves may not have exercised responsible behavior.

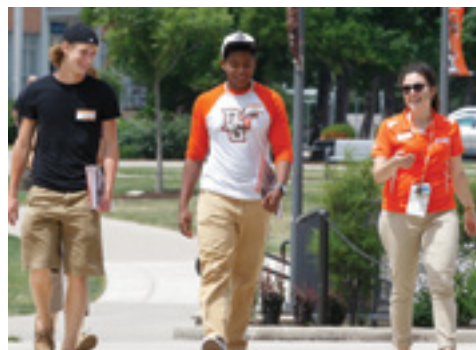
## Purpose & Methodology

The data in the BGSU Renter's Guide is intended to provide information regarding off-campus and commuter student's satisfaction with living in local area rental units. Survey participants were asked to consider their current or previous rental company and complete online questions relevant to their experience. It is our hope students will use this information, along with other resources, to make informed decisions when searching for rental properties.

Through the support of the Undergraduate Student Government (USG) and the Graduate Student Senate (GSS), the BGSU Renter's Guide survey was administered to the off-campus student population through Off-Campus Student Services (OCSS). The survey was administered in April 2017 to all BGSU students who did not reside in on-campus housing. The survey yielded 741 completed responses and an 4% response rate. USG, GSS, and OCSS would like to thank everyone who responded to our first BGSU Renter's Guide Survey.







# Questions to Ask When Renting

## What are the lease terms?

Be completely aware of everything your lease says you can and can't do!

## What is included in the rent?

You want to know what utilities are included before that bill arrives.

## Can I decorate my apartment?

Make sure you have permission to paint your walls or hang a mural.

## What is your maintenance and emergency repairs policy?

Ask how long it takes them to repair a leaky faucet versus a torn window screen.

## Could you tell me about your safety and security policies?

Find out how often they change the batteries in the smoke detectors.



**Rodney Fleming**  
Managing Attorney



**Michael Skulina**  
Managing Attorney



**Wooster Street Center**  
100 Wooster St

**“Student Legal Services provides the answers you need about living off campus!”**

## Things to be Aware of:

Landlord must give you 24 hours notice before entering the unit.

Photograph/video everything from wear and tear of the unit to every document you sign.

The renter (you!) is responsible for stolen/damaged goods, so be sure to purchase renters insurance.

Consider mediation to calmly dispute a roommate conflict. Live with people you know and trust and respect all roommates.

## Your Responsibilities:

Keep your apartment or house safe and sanitary.

Dispose of trash and garbage in a sanitary manner.

Keep all appliances that the landlord provides in good working order.

Keep the electrical and plumbing fixtures clean and use them properly.

Not damage the apartment or permit your guests or visitors to do so.

Not disturb other tenants.

Except with good reason, permit your landlord to enter your apartment if you get at least 24 hours notice.

Make certain that you, your family or guests do not violate Ohio's drug laws.

Be sure to check out Student Legal Services website for more information on off campus housing. ([bgsu.edu/sls](http://bgsu.edu/sls))

## Renters Insurance Information:

First, check with your parent's Insurance Agent, many home owner insurance policies provide coverage to children temporarily living away from home. If you are not covered, then call several agents to get quotes on coverage.

There are many types of renter's insurance; make sure you get the amount of protection you think you'll need. Some policies will protect from fire, theft, AND flood, while others will limit your payments to certain types of losses. **MAKE SURE YOU KNOW WHAT TYPE OF PROTECTION YOU ARE GETTING.**

Some more expensive policies will pay to replace your belongings, while others will give you the cash value of an item at the time it was destroyed. For example, replacement insurance will pay for a new television, while fair market insurance will give you the value of the television at the time it was destroyed.

Certain types of renter's insurance also pay for the cost of personal injury on the rental property.



# 21 TIPS FOR TENANTS

1

Meet all your legal obligations: Keep your apartment safe and sanitary, get rid of garbage in a clean, safe, and sanitary manner, use appliances properly, prevent others from damaging your place, don't disturb your neighbors, don't unreasonably withhold consent for your landlord to enter your place.

2

Reduce, Reuse and Recycle

3

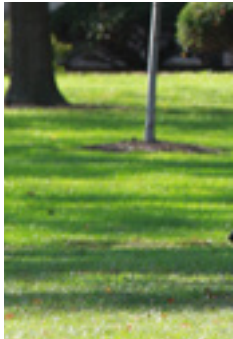
Make a copy of everything you send the landlord. Keep everything you receive from the landlord.

4

When you move out, leave a written forwarding address for your ex-landlord. (check out our tenant letters section)

5

Read your lease. Any provision of your lease that conflicts with the landlord-tenant law is not enforceable.



6

Contact your landlord IN WRITING at the first sign of condition problems in your apartment. (check out our tenant letters section)

7

Know where the fire extinguishers are and make sure they are in working condition. Check smoke detectors monthly.

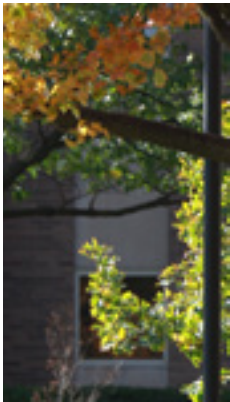
8

Don't agree to an oral modification of a written lease. Write all modifications down and sign with the landlord.



9

Seek help at the first sign of a problem.



10

Register and vote in local elections.

11

Landlords must give reasonable notice, presumed to be 24 hours, to the tenant before entering the apartment. This notice doesn't apply in emergencies.

12

In shopping for a place to live: Go to the Wood County Health District (419) 352-8402 and review their file on the address you are considering. Check with the utility company to determine previous winters' heating. Talk with current/prior tenants of the landlord you are considering.

13

Do not pay rent in cash. Get receipts.

14

Be a good neighbor. Respect yourself and others.



15

If your landlord fails to repair a problem that materially affects your health and safety, you may be able to escrow your next rent with the court instead of your landlord. You must be current in your rent payment and you must have given written notice about the problem to your landlord.

16

To increase chances of getting your security deposit back, photograph/video-tape/document the condition of the apartment when you move in and when you move out.

17

If problems arise between housemates or your landlord, consider mediation as a way to resolve the conflict.



18

Don't argue with your landlord, nor write in haste or anger.

19

Try not to rent from your employer or work for your landlord.

21

Avoid "shared utilities systems". (Several apartments and one electric/water, etc. bill)

20

Don't accept legal advice from your landlord.





# Good Neighbor Tips

**Make meaningful contact.** Introduce yourself to your neighbors. A simple hello goes a long way to building relationships. Know neighbors on a personal level. Ask questions about their interests, professions, backgrounds and their family.

**Be considerate.** Please think about your neighbors' schedules, which may be different from yours, and be considerate. Making too much noise, particularly late at night, is a nuisance and against the law. Large parties can also cause friction with your neighbors and violate city ordinances.

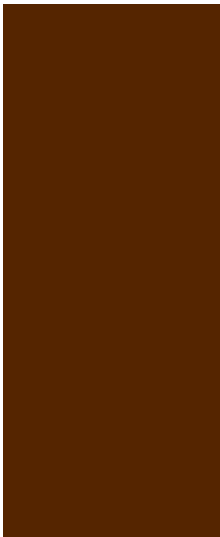
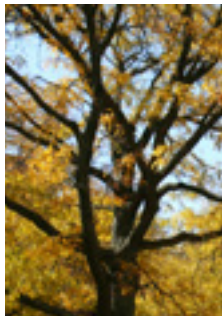
**Be respectful.** We pride ourselves on being a welcoming, inclusive community. Posting signs or banners that members of the community could find offensive runs counter to the values of Bowling Green. It could also be a violation of your lease and city ordinances.

**Know your lease.** Understand what your landlord is responsible for and what your obligations are for things like trash disposal, lawn care and snow removal.

**Know your city and neighborhood.** Familiarize yourself with regulations on things like noise and litter ordinances, parking and snow removal. Much of this information can be found on the city of Bowling Green's website

**View the complete Good Neighbor Guide [here](#).**

The Good Neighbor Guide is intended to help support a high quality of life for all of those that call Bowling Green home. A good neighbor is considerate, friendly and participates in actions that support community. While the Guide can be utilized as a reference for common scenarios related to neighborhood issues, we recommend reviewing the following tips and resources that are critical to creating and maintaining good neighbor relationships.



# City & Campus Resources

**FOR EMERGENCIES DIAL 911**

**City Website:**  
[www.bgo.org](http://www.bgo.org)

**Fire Department:**  
419-352-3106

**Police Department:**  
419-352-2571

**Utilities– Electric, water, and sewer:**  
419-354-6258

**Columbia Gas:**  
1-800-344-4077

**BGSU Office of the Dean of Students:**  
419-372-2843

**Falcon Health Center:**  
419-372-2271

**BGSU Student Legal Services:**  
419-372-2951

**BGSU Police:**  
419-372-2346

**BGSU Counseling Center:**  
419-372-2081



My landlord/property manager reviewed with me the lease and all related documents prior to me signing the lease.						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	5	4	0	0	0	9
Arbors of Bowling Green	2	3	1	0	0	6
Bishop Properties	4	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	4	3	0	0	0	7
Copper Beech Townhouses	14	34	8	8	4	68
D&D Rental Management	0	0	0	0	0	0
The Edge	25	19	2	2	1	49
Falcon Landing	3	3	2	2	0	10
Falcon’s Pointe	38	21	2	3	2	66
Fox Run/Lawnview Rentals	2	1	2	0	0	5
Frobose Rentals	3	11	1	0	0	15
G&L Rentals	0	0	0	0	1	1
Green Meadow Apartments	2	0	0	0	0	2
Greenbriar	60	69	6	14	2	151
Highland Management	1	1	2	0	1	5
John Newlove Real Estate	28	34	3	3	1	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	21	20	4	6	1	52
MidAm Property Management	8	3	0	0	0	11
Newlove Realty	4	3	1	0	1	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	3	2	0	0	0	5
Seaway Properties	1	0	0	0	0	1
S&L Property Management	3	0	0	0	0	3
Smith Apartment Rentals	5	3	0	0	0	8
Stadium View	2	0	2	1	0	5
Summit Terrace	9	5	0	0	1	15
Sycamore Square	6	3	0	1	0	10
Tevco Investments	0	1	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	1	1	0	1	0	3
University Village and Courts	8	6	1	0	0	15
Varsity Square	5	1	0	0	0	6
Village Green Apartments	2	4	1	1	0	8
Winthrop Terrace	5	3	0	0	0	8

My landlord/property manager answered all my questions prior to me moving in.						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	5	3	0	1	0	9
Arbors of Bowling Green	3	2	1	0	0	6
Bishop Properties	4	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	4	2	0	1	0	7
Copper Beech Townhouses	13	37	7	9	2	68
D&D Rental Management	0	0	0	0	0	0
The Edge	25	20	3	1	0	49
Falcon Landing	5	4	0	1	0	10
Falcon’s Pointe	36	18	8	4	0	66
Fox Run/Lawnview Rentals	2	3	0	0	0	5
Frobose Rentals	2	10	1	1	1	15
G&L Rentals	0	1	0	0	0	1
Green Meadow Apartments	2	0	0	0	0	2
Greenbriar	52	75	15	6	3	151
Highland Management	2	3	0	0	0	5
John Newlove Real Estate	30	35	2	2	0	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	23	24	3	2	0	52
MidAm Property Management	6	4	1	0	0	11
Newlove Realty	1	5	2	0	1	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	4	1	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	3	0	0	0	0	3
Smith Apartment Rentals	6	2	0	0	0	8
Stadium View	4	1	0	0	0	5
Summit Terrace	12	2	0	0	1	15
Sycamore Square	7	3	0	0	0	10
Tevco Investments	0	1	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	2	1	0	0	0	3
University Village and Courts	9	5	1	0	0	15
Varsity Square	5	1	0	0	0	6
Village Green Apartments	3	5	0	0	0	8
Winthrop Terrace	5	3	0	0	0	8



I was able to contact my landlords/property manager during the time I was moving in.						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	4	3	1	0	1	9
Arbors of Bowling Green	4	1	0	1	0	6
Bishop Properties	3	1	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	3	2	1	0	1	7
Copper Beech Townhouses	11	30	19	5	3	68
D&D Rental Management	0	0	0	0	0	0
The Edge	23	18	6	2	0	49
Falcon Landing	4	5	1	0	0	10
Falcon's Pointe	35	21	8	2	0	66
Fox Run/Lawnview Rentals	3	2	0	0	0	5
Frobose Rentals	1	6	4	3	1	15
G&L Rentals	0	1	0	0	0	1
Green Meadow Apartments	2	0	0	0	0	2
Greenbriar	40	73	26	9	3	151
Highland Management	1	1	1	1	0	4
John Newlove Real Estate	34	28	7	0	0	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	21	24	6	1	0	52
MidAm Property Management	6	2	3	0	0	11
Newlove Realty	2	4	3	0	0	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	9	0	0	0	0	9
Seaway Properties	0	0	0	0	0	0
S&L Property Management	4	0	0	0	0	4
Smith Apartment Rentals	6	1	0	0	0	7
Stadium View	3	1	1	0	0	5
Summit Terrace	9	3	3	0	0	15
Sycamore Square	8	1	0	1	0	10
Tevco Investments	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	1	2	0	0	0	3
University Village and Courts	7	5	2	1	0	15
Varsity Square	5	0	1	0	0	6
Village Green Apartments	4	3	1	0	0	8
Winthrop Terrace	4	3	1	0	0	8

I was satisfied with the overall condition of my rental at the time of move-in.						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	4	2	0	1	2	9
Arbors of Bowling Green	2	3	1	0	0	6
Bishop Properties	3	1	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	1	3	0	1	1	6
Copper Beech Townhouses	12	22	6	15	12	67
D&D Rental Management	0	0	0	0	0	0
The Edge	16	24	3	5	1	49
Falcon Landing	5	4	1	0	0	10
Falcon's Pointe	24	26	7	7	2	66
Fox Run/Lawnview Rentals	1	3	1	0	0	5
Frobose Rentals	0	7	2	0	6	15
G&L Rentals	0	0	0	1	0	1
Green Meadow Apartments	1	0	0	1	0	2
Greenbriar	29	70	17	23	7	146
Highland Management	1	3	0	1	0	5
John Newlove Real Estate	24	32	5	5	2	68
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	14	21	8	5	4	52
MidAm Property Management	5	5	0	1	0	11
Newlove Realty	2	0	2	4	1	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	3	2	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	2	1	0	0	0	3
Smith Apartment Rentals	5	1	1	1	0	8
Stadium View	4	0	1	0	0	5
Summit Terrace	9	4	1	1	0	15
Sycamore Square	7	2	1	0	0	10
Tevco Investments	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	0	2	1	0	0	3
University Village and Courts	6	6	0	2	1	15
Varsity Square	3	1	0	2	0	6
Village Green Apartments	5	2	1	0	0	8
Winthrop Terrace	3	3	2	0	0	8

My landlord/property manager properly maintains the exterior of my rental unit (grass, snow removal, dumpster, etc...)						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	2	3	2	0	2	9
Arbors of Bowling Green	3	1	1	0	1	6
Bishop Properties	3	1	0	0	0	4
Bowling Green Village/Spring Meadows	1	1	0	0	0	2
Carty Rentals/Donovan Enterprises	1	2	1	1	2	7
Copper Beech Townhouses	9	26	13	14	6	68
D&D Rental Management	0	0	0	0	0	0
The Edge	32	16	0	1	0	49
Falcon Landing	6	4	0	0	0	10
Falcon’s Pointe	38	18	5	3	2	66
Fox Run/Lawnview Rentals	1	2	1	1	0	5
Frobose Rentals	0	2	3	5	5	15
G&L Rentals	0	0	0	1	0	1
Green Meadow Apartments	2	0	0	0	0	2
Greenbriar	43	56	23	21	8	151
Highland Management	1	2	0	1	1	5
John Newlove Real Estate	24	33	8	3	1	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	18	28	4	2	0	52
MidAm Property Management	3	2	1	3	2	11
Newlove Realty	1	6	0	0	2	9
Rutter and Dudley	1	1	0	0	0	2
Shamrock Village	5	0	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	2	0	1	0	0	3
Smith Apartment Rentals	6	1	0	1	0	8
Stadium View	4	1	0	0	0	5
Summit Terrace	13	2	0	0	0	15
Sycamore Square	7	3	0	0	0	10
Tevco Investments	0	0	1	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	1	1	1	0	0	3
University Village and Courts	6	5	1	3	0	15
Varsity Square	3	1	1	1	0	6
Village Green Apartments	5	3	0	0	0	8
Winthrop Terrace	4	3	1	0	0	8

My landlord/property manager maintains the interior common spaces of my rental unit (hallway, laundry room, stairs, etc...)						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	1	3	2	2	1	9
Arbors of Bowling Green	2	2	2	0	0	6
Bishop Properties	4	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	2	1	3	0	1	7
Copper Beech Townhouses	4	18	28	10	8	68
D&D Rental Management	0	0	0	0	0	0
The Edge	14	20	10	4	1	49
Falcon Landing	6	4	0	0	0	10
Falcon’s Pointe	24	23	7	8	4	66
Fox Run/Lawnview Rentals	2	1	1	1	0	5
Frobose Rentals	0	3	4	4	4	15
G&L Rentals	0	0	0	1	0	1
Green Meadow Apartments	0	1	0	1	0	2
Greenbriar	26	48	44	19	14	151
Highland Management	0	3	1	0	1	5
John Newlove Real Estate	15	36	11	6	1	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	10	17	15	7	3	52
MidAm Property Management	2	4	4	1	0	11
Newlove Realty	0	2	4	1	2	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	3	2	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	2	1	0	0	0	3
Smith Apartment Rentals	5	1	2	0	0	8
Stadium View	5	0	0	0	0	5
Summit Terrace	7	6	2	0	0	15
Sycamore Square	7	2	0	1	0	10
Tevco Investments	0	1	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	1	0	1	1	0	3
University Village and Courts	5	5	1	3	1	15
Varsity Square	2	3	0	0	1	6
Village Green Apartments	1	6	1	0	0	8
Winthrop Terrace	4	4	0	0	0	8



My landlord/property manager office staff are professional in their correspondence with me.						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	4	2	0	3	0	9
Arbors of Bowling Green	3	2	1	0	0	6
Bishop Properties	4	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	4	1	0	0	2	7
Copper Beech Townhouses	5	26	9	15	13	68
D&D Rental Management	0	0	0	0	0	0
The Edge	25	18	4	1	1	49
Falcon Landing	8	2	0	0	0	10
Falcon’s Pointe	30	23	3	6	4	66
Fox Run/Lawnview Rentals	3	2	0	0	0	5
Frobose Rentals	1	4	1	5	4	15
G&L Rentals	0	0	0	0	1	1
Green Meadow Apartments	2	0	0	0	0	2
Greenbriar	34	65	27	11	14	151
Highland Management	1	3	0	0	1	5
John Newlove Real Estate	30	26	7	4	2	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	18	23	7	1	3	52
MidAm Property Management	5	1	3	1	1	11
Newlove Realty	5	2	1	0	1	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	4	1	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	2	1	0	0	0	3
Smith Apartment Rentals	7	1	0	0	0	8
Stadium View	5	0	0	0	0	5
Summit Terrace	9	3	3	0	0	15
Sycamore Square	8	2	0	0	0	10
Tevco Investments	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	1	2	0	0	0	3
University Village and Courts	7	7	0	1	0	15
Varsity Square	4	1	1	0	0	6
Village Green Apartments	4	3	0	1	0	8
Winthrop Terrace	4	4	0	0	0	8

It is easy to contact my landlord/property manager with concerns or requests.						
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses
Almar Property Management	5	1	0	2	1	9
Arbors of Bowling Green	4	1	1	0	0	6
Bishop Properties	4	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	2
Carty Rentals/Donovan Enterprises	4	1	0	2	0	7
Copper Beech Townhouses	9	19	12	18	10	68
D&D Rental Management	0	0	0	0	0	0
The Edge	30	17	0	2	0	49
Falcon Landing	9	1	0	0	0	10
Falcon’s Pointe	33	23	4	6	0	66
Fox Run/Lawnview Rentals	3	2	0	0	0	5
Frobose Rentals	1	2	1	3	8	15
G&L Rentals	0	0	1	0	0	1
Green Meadow Apartments	2	0	0	0	0	2
Greenbriar	49	52	16	27	7	151
Highland Management	2	0	0	2	1	5
John Newlove Real Estate	32	29	5	3	0	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	22	24	3	3	0	52
MidAm Property Management	5	3	3	0	0	11
Newlove Realty	3	3	1	2	0	9
Rutter and Dudley	2	0	0	0	0	2
Shamrock Village	5	0	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	3	0	0	0	0	3
Smith Apartment Rentals	7	1	0	0	0	8
Stadium View	5	0	0	0	0	5
Summit Terrace	8	3	2	2	0	15
Sycamore Square	7	3	0	0	0	10
Tevco Investments	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	1	0	2	0	0	3
University Village and Courts	10	3	1	1	0	15
Varsity Square	4	1	1	0	0	6
Village Green Apartments	6	2	0	0	0	8
Winthrop Terrace	3	5	0	0	0	8

Since moving in, how many times have you had emergency maintenance concerns?						
Property Owner/ Rental Company	Never	1-2 times	3-4 times	5-7 times	8 or more times	Total Responses
Almar Property Management	3	4	0	1	1	9
Arbors of Bowling Green	4	1	1	0	0	6
Bishop Properties	2	2	0	0	0	4
Bowling Green Village/Spring Meadows	0	1	1	0	0	2
Carty Rentals/Donovan Enterprises	3	4	0	0	0	7
Copper Beech Townhouses	12	36	13	4	1	66
D&D Rental Management	0	0	0	0	0	0
The Edge	13	32	4	0	0	49
Falcon Landing	5	5	0	0	0	10
Falcon’s Pointe	35	29	2	0	0	66
Fox Run/Lawnview Rentals	1	3	1	0	0	5
Frobose Rentals	4	6	4	1	0	15
G&L Rentals	0	1	0	0	0	1
Green Meadow Apartments	1	0	1	0	0	2
Greenbriar	53	79	16	2	1	151
Highland Management	3	2	0	0	0	5
John Newlove Real Estate	25	36	6	0	2	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	21	24	6	0	0	51
MidAm Property Management	7	4	0	0	0	11
Newlove Realty	4	3	2	0	0	9
Rutter and Dudley	1	1	0	0	0	2
Shamrock Village	1	4	0	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	2	1	0	0	0	3
Smith Apartment Rentals	6	2	0	0	0	8
Stadium View	3	1	1	0	0	5
Summit Terrace	7	7	1	0	0	15
Sycamore Square	6	4	0	0	0	10
Tevco Investments	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	0	1	2	0	0	3
University Village and Courts	7	7	1	0	0	15
Varsity Square	1	4	1	0	0	6
Village Green Apartments	5	3	0	0	0	8
Winthrop Terrace	5	1	2	0	0	8

On average, how long did it take for the landlord/property manager to tend to your emergency maintenance concerns?							
Property Owner/ Rental Company	Within 24 hours	2-3 days	4-8 days	1-2 weeks	More than 2 weeks	Never had emergency maintenance concerns	Total Responses
Almar Property Management	2	3	0	1	0	0	6
Arbors of Bowling Green	0	2	0	0	0	0	2
Bishop Properties	2	0	0	0	0	0	2
Bowling Green Village/Spring Meadows	2	0	0	0	0	0	2
Carty Rentals/Donovan Enterprises	1	3	0	0	0	0	4
Copper Beech Townhouses	18	16	5	7	8	0	54
D&D Rental Management	0	0	0	0	0	0	0
The Edge	24	10	1	0	0	0	35
Falcon Landing	4	1	0	0	0	0	5
Falcon’s Pointe	21	9	1	0	0	0	31
Fox Run/Lawnview Rentals	4	0	0	0	0	0	4
Frobose Rentals	1	7	2	0	1	0	11
G&L Rentals	0	1	0	0	0	0	1
Green Meadow Apartments	1	0	0	0	0	0	1
Greenbriar	53	40	1	3	0	0	97
Highland Management	2	0	0	0	0	0	2
John Newlove Real Estate	32	12	0	0	0	0	44
Marten Rentals	0	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0	0
Mecca Management	18	11	2	0	0	0	31
MidAm Property Management	3	1	0	0	0	0	4
Newlove Realty	4	1	0	0	0	0	5
Rutter and Dudley	1	0	0	0	0	0	1
Shamrock Village	4	0	0	0	0	0	4
Seaway Properties	0	0	0	0	0	0	0
S&L Property Management	1	0	0	0	0	0	1
Smith Apartment Rentals	2	0	0	0	0	0	2
Stadium View	2	0	0	0	0	0	2
Summit Terrace	7	1	0	0	0	0	8
Sycamore Square	4	0	0	0	0	0	4
Tevco Investments	0	0	0	0	0	0	0
Thompson and Thompson	0	0	0	0	0	0	0
Trout Rentals	2	1	0	0	0	0	3
University Village and Courts	6	2	0	0	0	0	8
Varsity Square	5	0	0	0	0	0	5
Village Green Apartments	2	1	0	0	0	0	3
Winthrop Terrace	3	0	0	0	0	0	3



Since moving in, how many times have you had general maintenance concerns?						
Property Owner/ Rental Company	Never	1-2 times	3-4 times	5-7 times	8 or more times	Total Responses
Almar Property Management	0	5	2	1	1	9
Arbors of Bowling Green	0	5	1	0	0	6
Bishop Properties	1	3	0	0	0	4
Bowling Green Village/Spring Meadows	0	2	0	0	0	2
Carty Rentals/Donovan Enterprises	1	3	2	1	0	7
Copper Beech Townhouses	2	26	22	9	7	66
D&D Rental Management	0	0	0	0	0	0
The Edge	3	15	19	8	3	48
Falcon Landing	0	7	3	0	0	10
Falcon’s Pointe	3	21	28	8	6	66
Fox Run/Lawnview Rentals	1	1	3	0	0	5
Frobose Rentals	0	4	8	3	0	15
G&L Rentals	0	1	0	0	0	1
Green Meadow Apartments	0	2	0	0	0	2
Greenbriar	22	59	42	20	7	150
Highland Management	1	2	1	0	1	5
John Newlove Real Estate	7	37	21	3	1	69
Marten Rentals	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0
Mecca Management	3	31	15	2	1	52
MidAm Property Management	1	7	2	1	0	11
Newlove Realty	0	3	3	2	0	8
Rutter and Dudley	0	2	0	0	0	2
Shamrock Village	1	2	2	0	0	5
Seaway Properties	0	0	0	0	0	0
S&L Property Management	0	3	0	0	0	3
Smith Apartment Rentals	1	7	0	0	0	8
Stadium View	0	3	1	0	1	5
Summit Terrace	4	10	1	0	0	15
Sycamore Square	3	6	1	0	0	10
Tevco Investments	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0
Trout Rentals	0	0	3	0	0	3
University Village and Courts	0	6	9	0	0	15
Varsity Square	0	2	2	2	0	6
Village Green Apartments	2	6	0	0	0	8
Winthrop Terrace	1	4	2	0	1	8

On average, how long did it take for the landlord/property manager to tend to your general maintenance concerns?							
Property Owner/ Rental Company	Within 24 hours	2-3 days	4-8 days	1-2 weeks	More than 2 weeks	Never had emergency maintenance concerns	Total Responses
Almar Property Management	3	3	2	1	0	0	9
Arbors of Bowling Green	2	3	0	0	0	0	5
Bishop Properties	1	2	0	0	0	0	3
Bowling Green Village/Spring Meadows	2	0	0	0	0	0	2
Carty Rentals/Donovan Enterprises	2	1	3	0	0	0	6
Copper Beech Townhouses	10	22	9	11	11	1	64
D&D Rental Management	0	0	0	0	0	0	0
The Edge	19	21	4	0	0	0	44
Falcon Landing	7	3	0	0	0	0	10
Falcon’s Pointe	33	21	6	2	1	0	63
Fox Run/Lawnview Rentals	1	3	0	0	0	0	4
Frobose Rentals	1	4	4	1	5	0	15
G&L Rentals	0	1	0	0	0	0	1
Green Meadow Apartments	2	0	0	0	0	0	2
Greenbriar	36	69	11	4	2	2	124
Highland Management	0	1	1	0	2	0	4
John Newlove Real Estate	29	25	0	3	0	0	57
Marten Rentals	0	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0	0
Mecca Management	21	22	6	0	0	0	49
MidAm Property Management	3	6	0	1	0	0	10
Newlove Realty	1	4	0	1	2	0	8
Rutter and Dudley	2	0	0	0	0	0	2
Shamrock Village	3	0	0	0	0	0	3
Seaway Properties	0	0	0	0	0	0	0
S&L Property Management	2	1	0	0	0	0	3
Smith Apartment Rentals	5	2	0	0	0	0	7
Stadium View	2	3	0	0	0	0	5
Summit Terrace	10	1	0	0	0	0	11
Sycamore Square	5	2	0	0	0	0	7
Tevco Investments	0	0	0	0	0	0	0
Thompson and Thompson	0	0	0	0	0	0	0
Trout Rentals	2	1	0	0	0	0	3
University Village and Courts	11	2	0	1	0	0	14
Varsity Square	5	1	0	0	0	0	6
Village Green Apartments	4	1	1	0	0	0	6
Winthrop Terrace	6	1	0	0	0	0	7

My landlord/property manager maintains the interior common spaces of my rental unit (hallway, laundry room, stairs, etc...)							
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Total Responses
Almar Property Management	2	6	0	1	0	0	9
Arbors of Bowling Green	3	2	0	0	0	0	5
Bishop Properties	4	0	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	0	2
Carty Rentals/Donovan Enterprises	3	2	1	0	0	0	6
Copper Beech Townhouses	17	22	8	13	5	1	66
D&D Rental Management	0	0	0	0	0	0	0
The Edge	13	19	8	1	7	0	48
Falcon Landing	12	2	1	0	0	1	16
Falcon’s Pointe	29	20	6	2	2	1	60
Fox Run/Lawnview Rentals	1	2	2	0	0	0	5
Frobose Rentals	0	6	1	5	2	1	15
G&L Rentals	0	0	0	0	1	0	1
Green Meadow Apartments	2	0	0	0	0	0	2
Greenbriar	42	58	13	12	9	11	145
Highland Management	1	2	0	1	1	0	5
John Newlove Real Estate	32	22	2	2	4	2	64
Marten Rentals	0	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0	0
Mecca Management	19	19	4	4	2	4	52
MidAm Property Management	2	4	1	0	0	0	7
Newlove Realty	4	2	2	1	0	1	10
Rutter and Dudley	2	0	0	0	0	0	2
Shamrock Village	4	0	0	0	0	1	5
Seaway Properties	0	0	0	0	0	0	0
S&L Property Management	2	1	0	0	0	0	3
Smith Apartment Rentals	7	1	0	0	0	0	8
Stadium View	4	0	0	0	1	0	5
Summit Terrace	6	3	4	1	0	1	15
Sycamore Square	7	2	0	1	0	0	10
Tevco Investments	0	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0	0
Trout Rentals	2	1	0	0	0	0	3
University Village and Courts	6	3	3	2	0	0	14
Varsity Square	4	1	0	0	0	1	6
Village Green Apartments	2	2	3	1	0	0	8
Winthrop Terrace	6	2	0	0	0	0	8

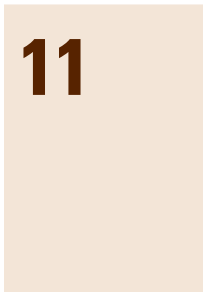
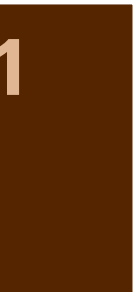
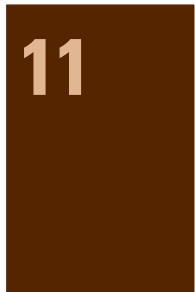
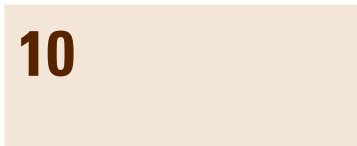
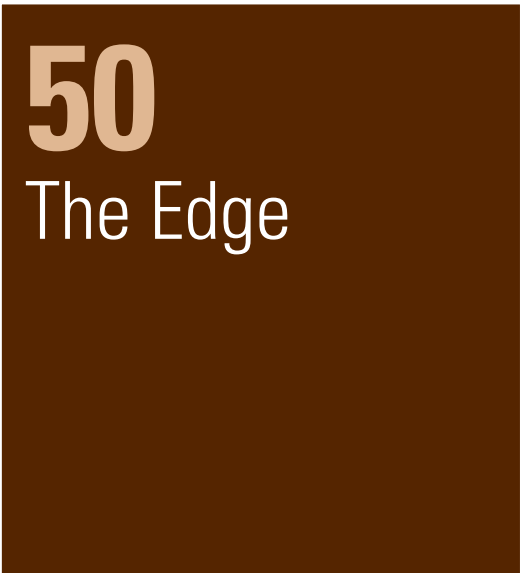
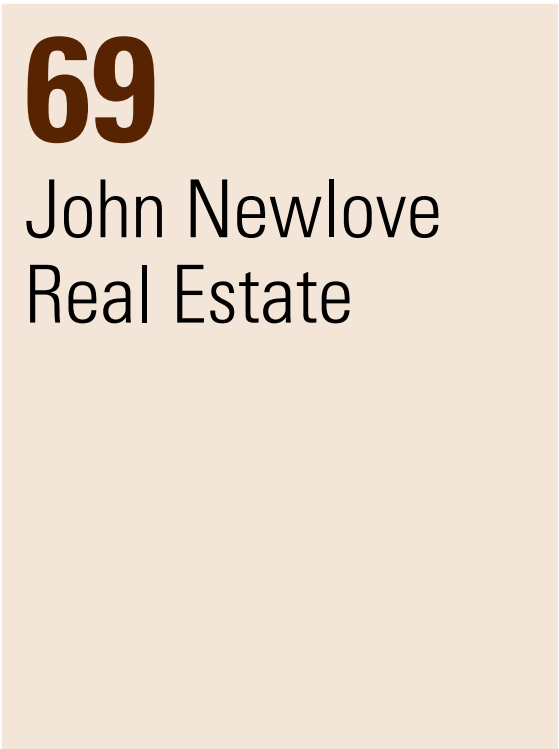
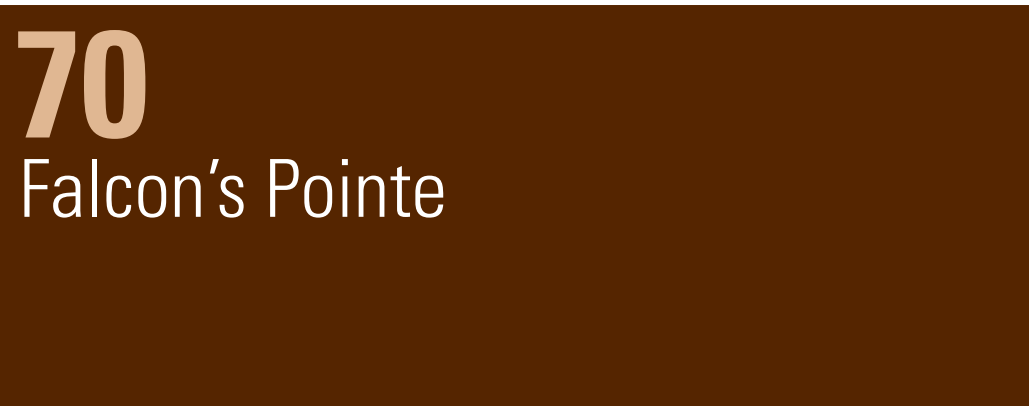
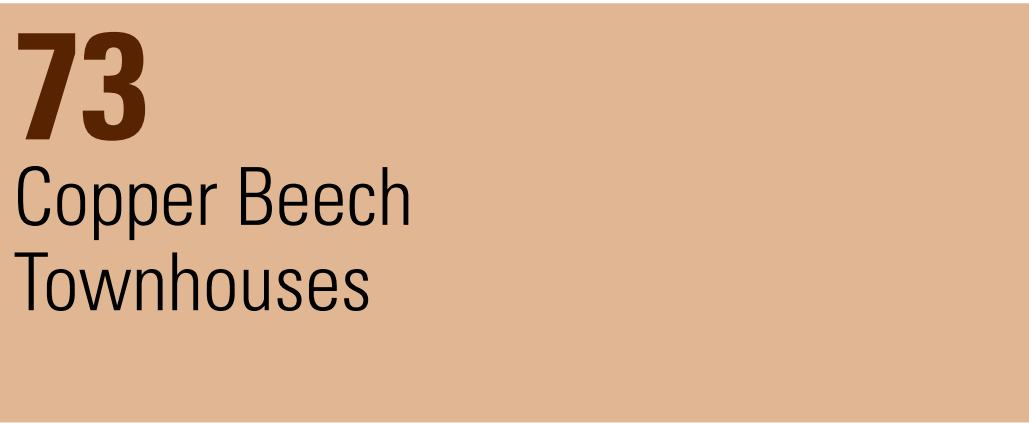
In my apartment, I can hear my neighbors through the walls or floors.							
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Total Responses
Almar Property Management	2	3	2	0	0	2	9
Arbors of Bowling Green	0	4	0	1	0	0	5
Bishop Properties	1	3	0	0	0	0	4
Bowling Green Village/Spring Meadows	2	0	0	0	0	0	2
Carty Rentals/Donovan Enterprises	3	1	1	1	0	1	7
Copper Beech Townhouses	15	29	7	9	4	2	66
D&D Rental Management	0	0	0	0	0	0	0
The Edge	24	19	4	0	0	0	47
Falcon Landing	3	3	1	2	1	0	10
Falcon’s Pointe	36	22	6	2	0	0	66
Fox Run/Lawnview Rentals	1	1	1	1	1	0	5
Frobose Rentals	0	6	2	2	1	4	15
G&L Rentals	1	0	0	0	0	0	1
Green Meadow Apartments	1	0	0	0	1	0	2
Greenbriar	63	53	6	6	4	13	145
Highland Management	2	1	0	1	1	0	5
John Newlove Real Estate	22	23	7	8	2	2	64
Marten Rentals	0	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0	0
Mecca Management	29	14	4	1	1	3	52
MidAm Property Management	1	3	4	0	1	2	11
Newlove Realty	2	6	0	0	0	1	9
Rutter and Dudley	1	0	0	0	2	0	3
Shamrock Village	1	1	1	0	1	0	4
Seaway Properties	0	0	0	0	0	0	0
S&L Property Management	0	1	0	0	1	1	3
Smith Apartment Rentals	1	1	2	2	0	2	8
Stadium View	0	2	2	0	1	0	5
Summit Terrace	3	10	1	1	0	0	15
Sycamore Square	1	8	1	0	0	0	10
Tevco Investments	0	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0	0
Trout Rentals	0	1	2	0	0	0	3
University Village and Courts	2	3	2	6	1	0	14
Varsity Square	1	2	2	1	0	0	6
Village Green Apartments	0	6	1	1	0	0	8
Winthrop Terrace	4	3	0	1	0	0	8



My landlord/property manager appropriately responds to my concerns about my neighbors.							
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Total Responses
Almar Property Management	1	2	3	0	0	3	9
Arbors of Bowling Green	1	1	1	0	0	2	5
Bishop Properties	0	0	2	0	0	2	4
Bowling Green Village/Spring Meadows	0	0	1	0	0	1	2
Carty Rentals/Donovan Enterprises	2	1	1	0	1	2	7
Copper Beech Townhouses	5	6	30	7	1	17	66
D&D Rental Management	0	0	0	0	0	0	0
The Edge	1	9	25	2	0	10	47
Falcon Landing	3	2	3	0	0	2	10
Falcon’s Pointe	6	8	28	4	1	19	66
Fox Run/Lawnview Rentals	1	3	0	1	0	0	5
Frobose Rentals	0	2	3	2	3	5	15
G&L Rentals	0	0	0	0	1	0	1
Green Meadow Apartments	0	0	0	0	0	2	2
Greenbriar	12	13	55	13	9	43	145
Highland Management	0	1	1	0	2	1	5
John Newlove Real Estate	4	12	26	3	1	18	64
Marten Rentals	0	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0	0
Mecca Management	5	6	18	4	3	16	52
MidAm Property Management	0	2	4	1	0	4	11
Newlove Realty	2	1	4	0	0	2	9
Rutter and Dudley	1	0	0	0	0	1	2
Shamrock Village	1	1	0	0	0	3	5
Seaway Properties	0	0	0	0	0	0	0
S&L Property Management	1	1	1	0	0	0	3
Smith Apartment Rentals	4	0	2	0	0	2	8
Stadium View	2	1	1	0	0	1	5
Summit Terrace	6	2	2	0	0	5	15
Sycamore Square	0	0	2	0	0	6	8
Tevco Investments	0	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0	0
Trout Rentals	0	3	0	0	0	0	3
University Village and Courts	3	1	3	1	1	5	14
Varsity Square	1	0	2	0	0	3	6
Village Green Apartments	2	1	5	0	0	0	8
Winthrop Terrace	4	2	2	0	0	0	8

I would suggest a friend rent from this landlord/property manager.							
Property Owner/ Rental Company	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Total Responses
Almar Property Management	4	0	2	0	3	0	9
Arbors of Bowling Green	0	3	0	1	1	0	5
Bishop Properties	4	0	0	0	0	0	4
Bowling Green Village/Spring Meadows	1	1	0	0	0	0	2
Carty Rentals/Donovan Enterprises	3	1	0	1	1	1	7
Copper Beech Townhouses	11	25	12	8	10	0	66
D&D Rental Management	0	0	0	0	0	0	0
The Edge	11	24	8	2	2	0	47
Falcon Landing	1	5	2	0	2	0	10
Falcon’s Pointe	18	17	15	12	1	0	63
Fox Run/Lawnview Rentals	1	2	2	0	0	0	5
Frobose Rentals	0	3	3	3	6	0	15
G&L Rentals	0	0	0	0	1	0	1
Green Meadow Apartments	0	1	1	0	0	0	2
Greenbriar	24	60	29	12	18	2	145
Highland Management	1	1	1	1	1	0	5
John Newlove Real Estate	21	28	6	5	3	1	64
Marten Rentals	0	0	0	0	0	0	0
McKee Properties	0	0	0	0	0	0	0
Mecca Management	15	25	8	1	3	0	52
MidAm Property Management	3	4	2	2	0	0	11
Newlove Realty	2	2	3	1	1	0	9
Rutter and Dudley	2	0	0	0	0	0	2
Shamrock Village	5	0	0	0	0	0	5
Seaway Properties	0	0	0	0	0	0	0
S&L Property Management	3	0	0	0	0	0	3
Smith Apartment Rentals	7	1	0	0	0	0	8
Stadium View	4	0	0	1	0	0	5
Summit Terrace	7	4	2	1	0	1	15
Sycamore Square	7	3	0	0	0	0	10
Tevco Investments	0	1	0	0	0	0	1
Thompson and Thompson	0	0	0	0	0	0	0
Trout Rentals	1	2	0	0	0	0	3
University Village and Courts	6	6	0	2	0	0	14
Varsity Square	3	0	2	0	1	0	6
Village Green Apartments	5	3	0	0	0	0	8
Winthrop Terrace	4	3	1	0	0	0	8

# What is the name of your property owner/rental company?



- 145 responses: **Greenbriar**
- 73 Responses: **Copper Beech Townhouses**
- 70 Responses: **Falcon's Pointe**
- 69 Responses: **John Newlove Real Estate**
- 61 Responses: **Other**
- 55 Responses: **Mecca Management**
- 50 Responses: **The Edge**
- 18 Responses: **Frobose Rentals**
- 16 Responses: **Summit Terrace**
- 15 Responses: **University Village and Courts**
- 12 Responses: **Arbors of Bowling Green**
- 11 Responses: **Falcon Landing**
- 11 Responses: **MidAm Property Management**
- 11 Responses: **Newlove Realty**
- 10 Responses: **Almar Property Management**
- 10 Responses: **Sycamore Square**
- 9 Responses: **Smith Apartment Rentals**
- 9 Responses: **Winthrop Terrace**
- 8 Responses: **Village Green Apartments**
- 7 Responses: **Carty Rentals/Donovan Enterprises**
- 6 Responses: **Varsity Square**
- 5 Responses: **Fox Run/Lawnview Rentals**
- 5 Responses: **Shamrock Village**
- 5 Responses: **Stadium View**
- 4 Responses: **Bishop Properties**
- 4 Responses: **Highland Management**
- 3 Responses: **S&L Property Management**
- 3 Responses: **Trout Rentals**
- 2 Responses: **Bowling Green Village/Spring Meadows**
- 2 Responses: **Green Meadow Apartments**
- 2 Responses: **Rutter and Dudley**
- 1 Response: **G&L Rentals**
- 1 Responses: **Tevco Investments**
- No Responses: **D&D Rental Management**
- Marten Rentals**
- McKee Properties**
- Seaway Properties**
- Thompson and Thompson**



