



Renter's Guide

Bowling Green State University
2015-2016



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Dear BGSU Student,

Thank you for taking time to read this inaugural edition of the BGSU Renter’s Guide. 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. If you have any questions, please feel free to contact us at offcampus@bgsu.edu.

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 2016 to all BGSU students who did not reside in on-campus housing. The survey yielded 1,051 completed responses and an 11.4% response rate. USG, GSS, and OCSS would like to thank everyone who responded to our first BGSU Renter's Guide Survey.





STUDENT LEGAL SERVICES

REAL LAWYERS | REAL RESULTS

“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.

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.

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. (www.bgsu.edu/sls)



Rodney Fleming
Managing Attorney



Michael Skulina
Managing Attorney



Joyce Nowak
Managing Attorney



Wooster Street Center
100 Wooster St

Tips for Tenants

1 In shopping for a place to live: Go to the Wood County Health District (410) 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.

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

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

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

5 Do not pay rent in cash. Get receipts.

6 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.

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

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

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

10 Be a good neighbor. Respect yourself and others.

11 Don't accept legal advice from your landlord.

12 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.

13 Recycle, Reduce and Reuse.

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

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 Seek help at the first sign of a problem.

17 Register and vote in local elections.

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

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

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

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



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 or their office at 301 Bowen Thompson Student Union for more information, tools and tips!

The Highest Number of Respondents Rented from these Managements:



GREENBRIAR - 230



COPPER BEACH - 85



FALCON'S POINTE - 72



MECCA MANAGEMENT - 69



JOHN NEWLOVE - 68

Questions to Ask When Renting

Q1. What are the lease terms?

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

Q2. What is included in the rent?

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

Q3. Can I decorate my apartment?

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

Q4. What is your maintenance and emergency repairs policy?

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

Q5. Could you tell me about your safety and security policies?

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

What concerns do you have about renting in Bowling Green, Ohio?

"Noisy neighbors."

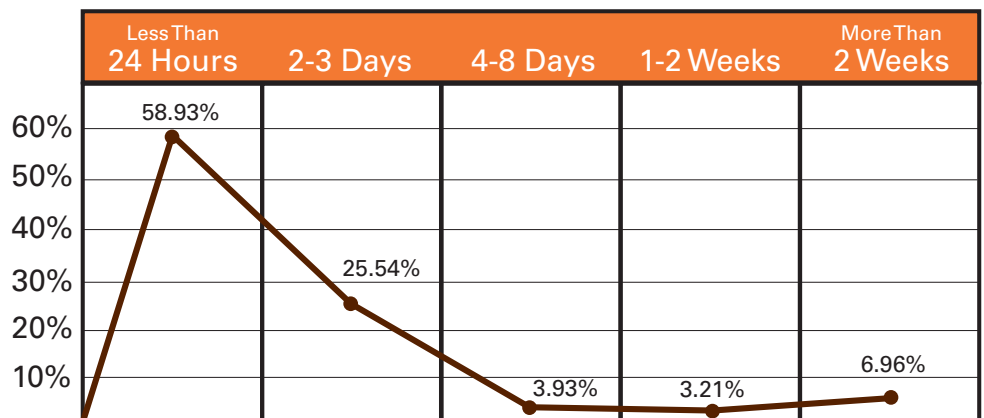
"The cost of utilities."

"Maintenance can take a long time."

"Prices going up while renting."

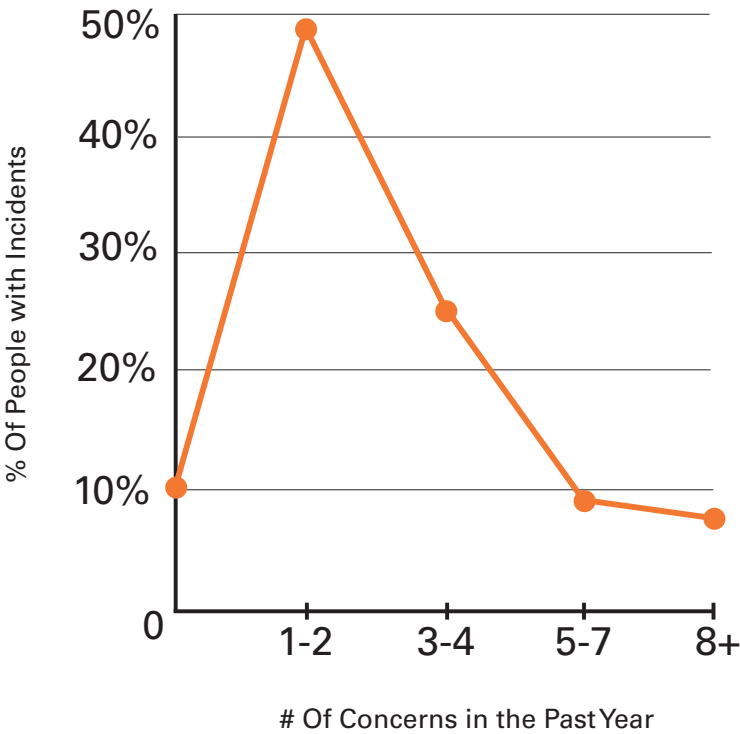
"I'm afraid to lose my security deposit!"

Average Amount of Time for Emergency Maintenance to be Conducted



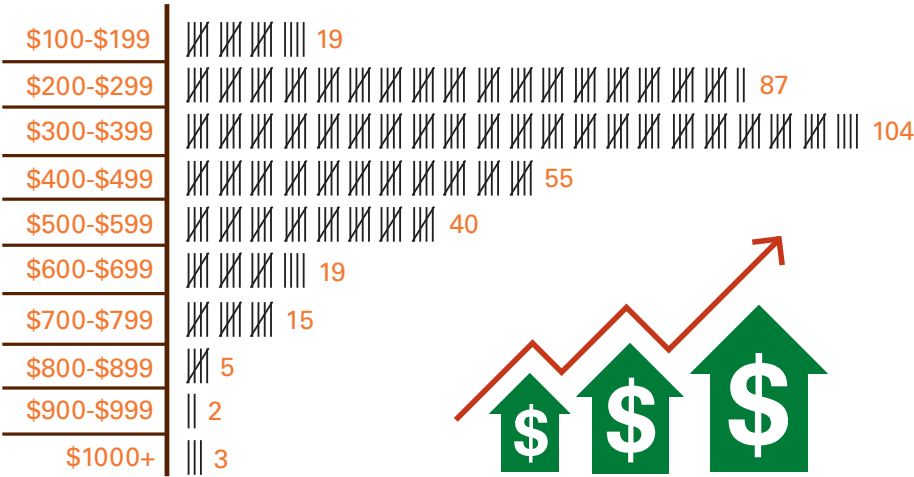
How long does it usually take maintenance to fix problems?

General Maintenance Concerns



How often will I come across maintenance problems in my home?

How Much Is Rent?

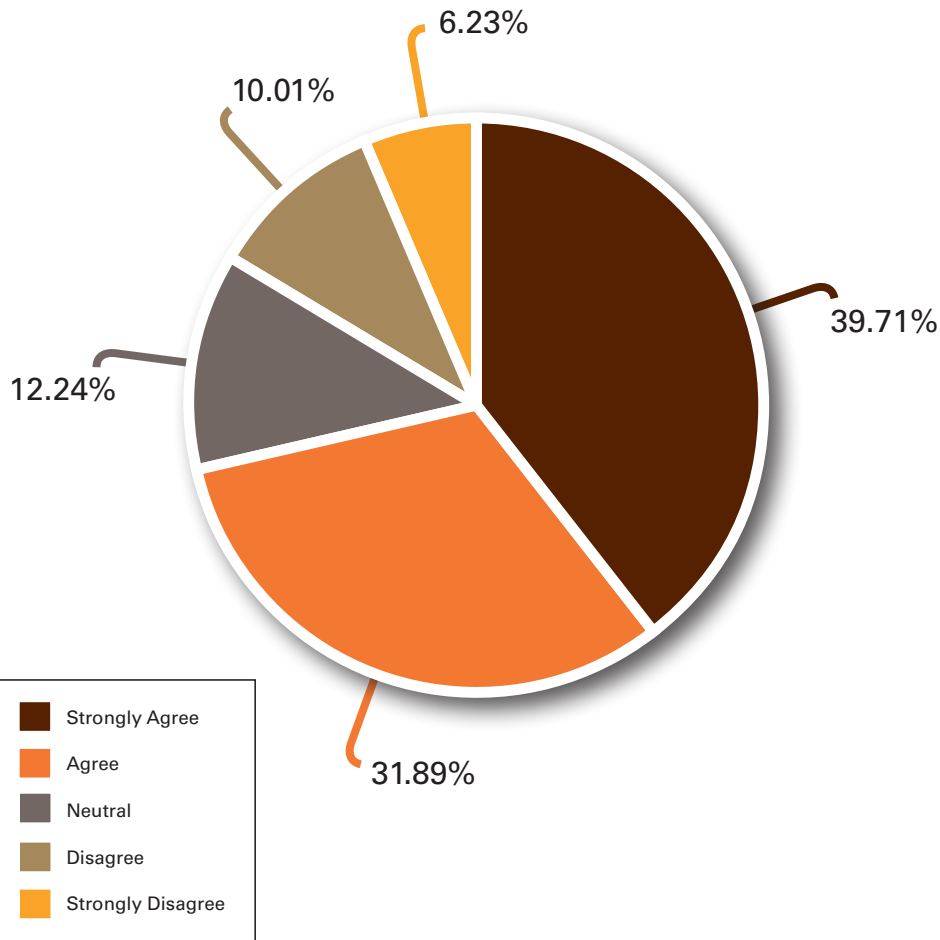
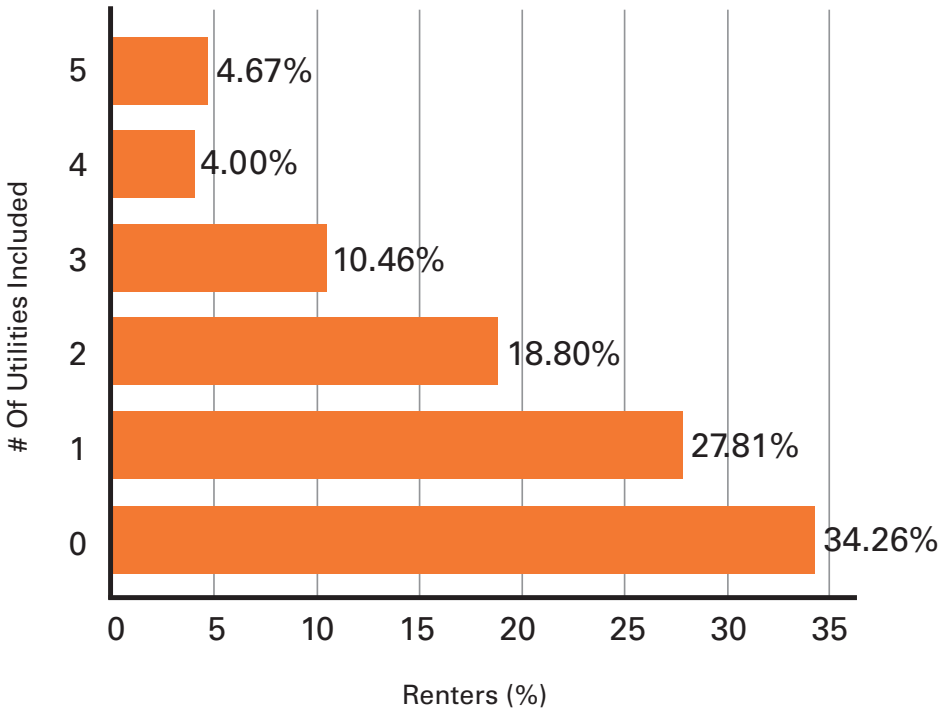


How much will I be spending on rent each month?

How many utilities will be included in my rent?

Is it easy to contact my landlord/property manager with concerns or requests?

How Many Utilities Are Included?



"I love the community and the things we do together!"

"Genuinely cares about maintaining a good property."

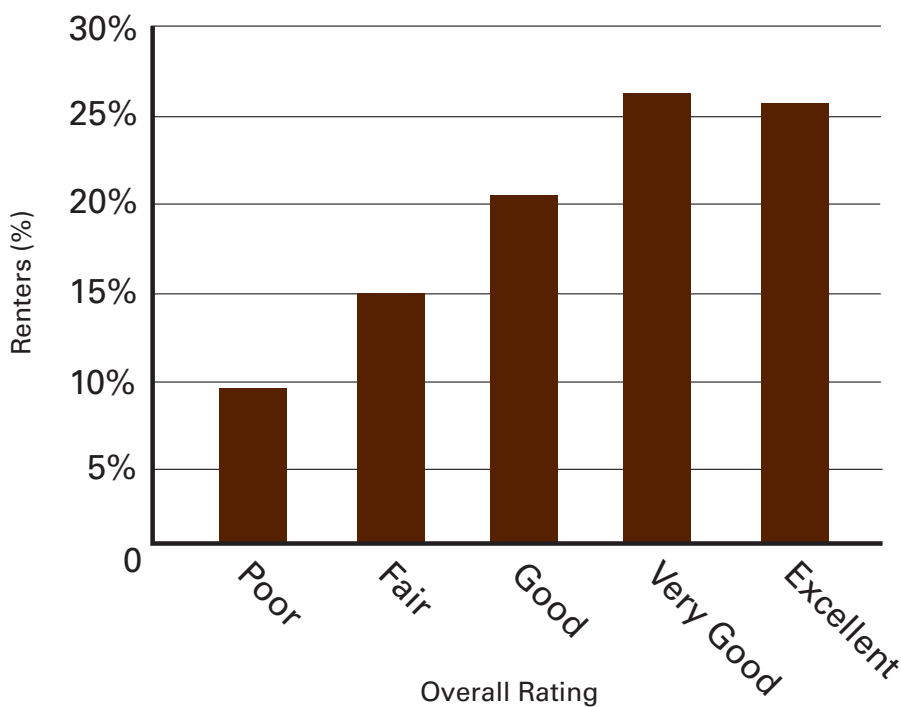
"Works with my financial problems!"

"They were very accommodating when problems came up."

"They are friendly and helpful when needed."

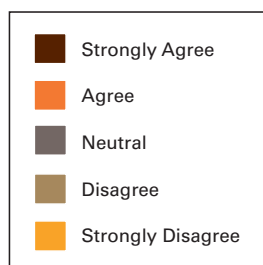
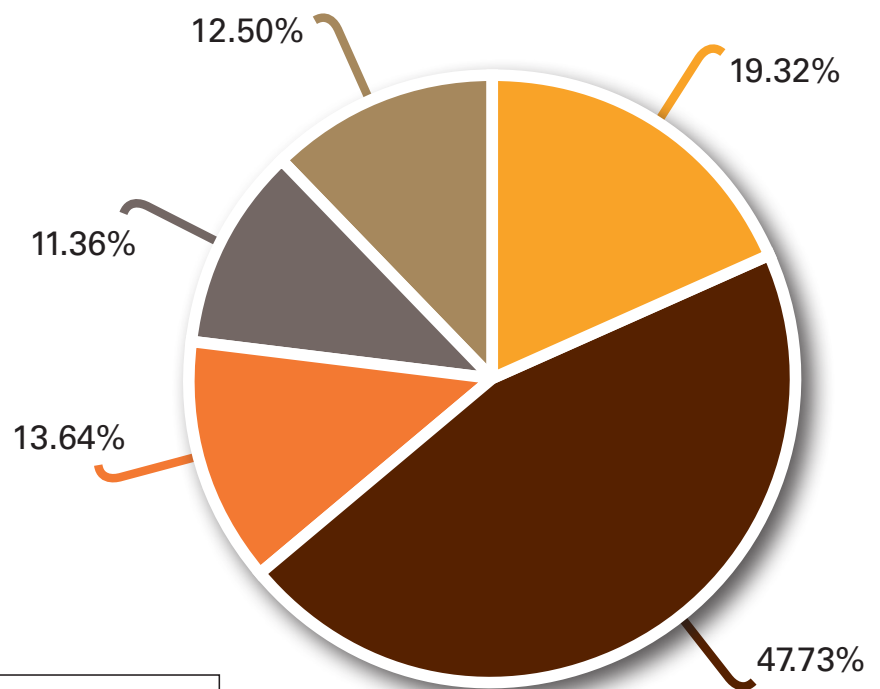
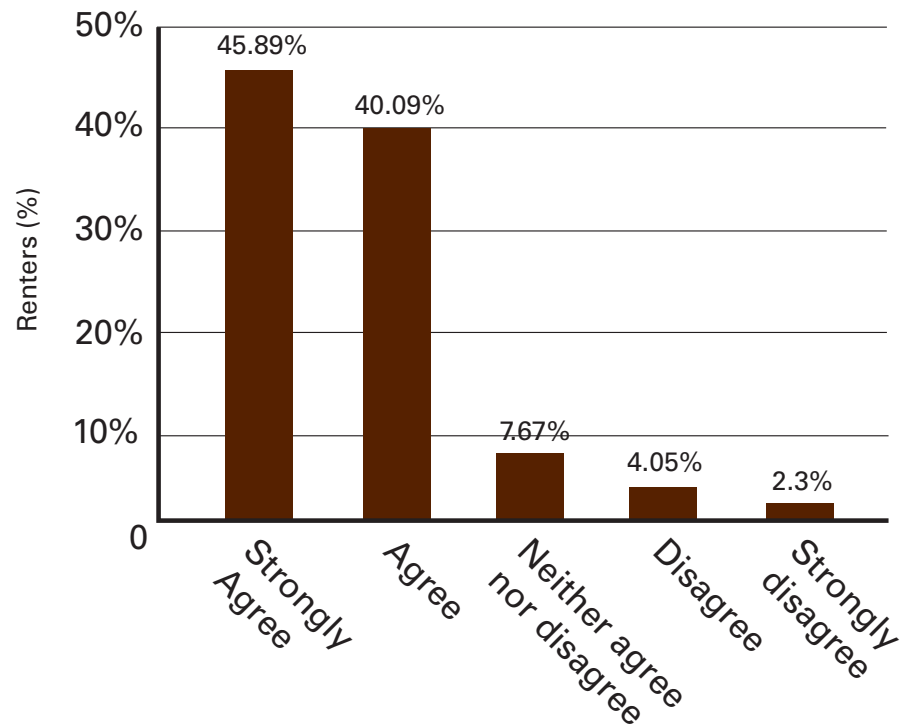
What do you enjoy most about renting in Bowling Green, OH?

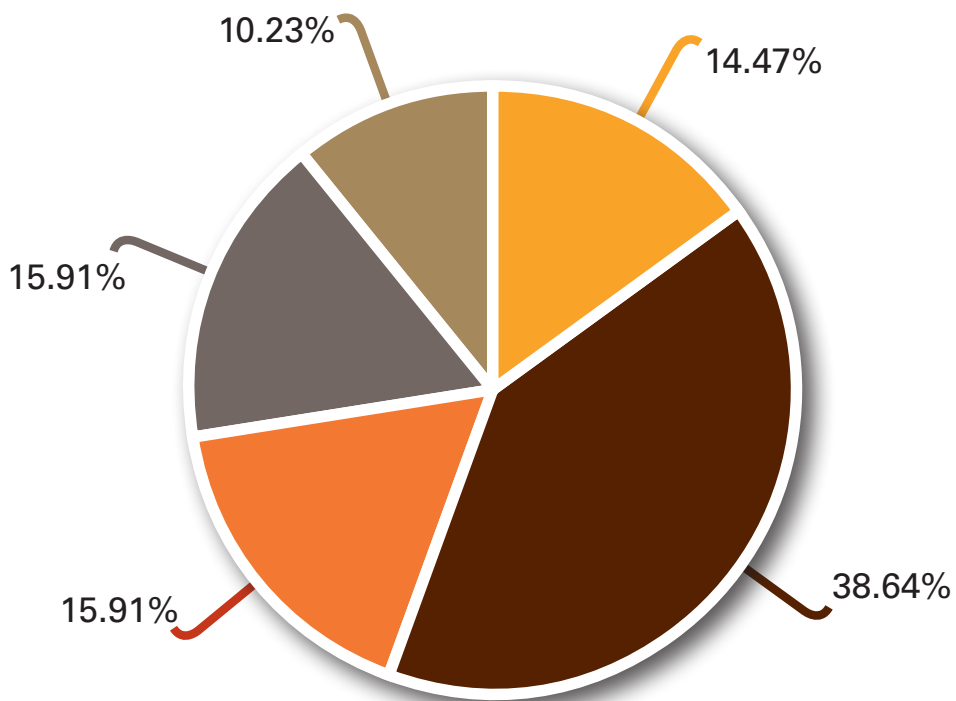
Overall Satisfaction with Landlord/Property Managers



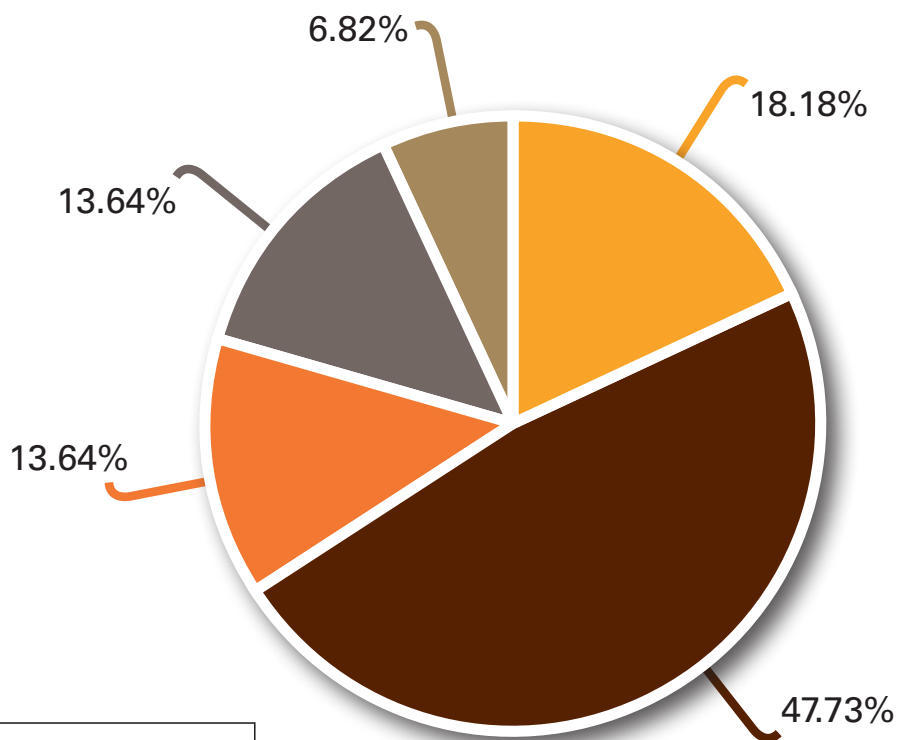
What is the overall satisfaction rate of landlords & property managers?

My Landlord/Property Manager answered all of my questions prior to moving in

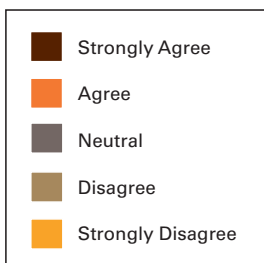




Did your landlord/property manager maintain the interior of your rental unit?



Did your landlord/property manager maintain the exterior of your rental unit?



My landlord-property manager reviewed with me the lease and all related documents prior to me signing the lease

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	50.00 %	50.00 %	0.00 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	45.45 %	36.36 %	18.18 %	0.00 %	0.00 %
Carty Rentals (Donovan Enterprises)	14.29 %	78.57 %	7.14 %	0.00 %	0.00 %
Copper Beech Townhouses	26.51 %	54.22 %	10.84 %	6.02 %	2.41 %
The Edge	57.14 %	33.93 %	0.00 %	5.36 %	3.57 %
Falcon Landing	20.00 %	36.00 %	24.00 %	16.00 %	4.00 %
Falcon's Pointe	40.00 %	47.14 %	7.14 %	4.29 %	1.43 %
Frobose Rentals	27.27 %	54.55 %	18.18 %	0.00 %	0.00 %
G & L Rentals	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Green Meadow Apartments	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Greenbriar, Inc	40.18 %	46.43 %	6.25 %	5.36 %	1.79 %
John Newlove Real Estate	46.15 %	33.85 %	10.77 %	6.15 %	3.08 %
Mecca Management	47.06 %	44.12 %	4.41 %	2.94 %	1.47 %
Mid Am Property Management	75.00 %	25.00 %	0.00 %	0.00 %	0.00 %
Newlove Management Services (Newlove Rentals)	36.36 %	39.39 %	6.06 %	12.12 %	6.06 %
Preferred Properties of Bowling Green	52.63 %	31.85 %	15.79 %	0.00 %	0.00 %
Shamrock Village	70.00 %	20.00 %	0.00 %	10.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Stadium View	50.00 %	22.22 %	16.67 %	0.00 %	11.11 %
Summit Terrace	52.94 %	47.06 %	0.00 %	0.00 %	0.00 %
Sycamore Square	47.06 %	23.53 %	11.76 %	5.88 %	11.76 %
University Village and Courts	64.71 %	5.88 %	5.88 %	17.65 %	5.88 %
Varsity Square	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Village Green Apartments	36.84 %	36.84 %	15.79 %	5.26 %	5.26 %
Winthrop Terrace	60.00 %	40.00 %	0.00 %	0.00 %	0.00 %
Other	49.43 %	27.59 %	11.49 %	5.75 %	5.75 %

Are you living in a similar or exact dwelling you were shown during you search?

	Yes	No	The Landlord/ apartment manager did not show me anything	I did not ask to see anything from the landlord/ apartment manager
Arbors of Bowling Green	83.33 %	16.77 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	90.91 %	9.09 %	0.00 %	0.00 %
Carty Rentals (Donovan Enterprises)	85.71 %	7.14 %	0.00 %	7.14 %
Copper Beech Townhouses	77.65 %	10.59 %	2.35 %	9.41 %
The Edge	94.64 %	0.00 %	0.00 %	5.36 %
Falcon Landing	48.00 %	4.00 %	0.00 %	48.00 %
Falcon's Pointe	69.44 %	12.50 %	0.00 %	18.06 %
Frobose Rentals	72.73 %	0.00 %	9.09 %	18.18 %
G & L Rentals	100.00 %	0.00 %	0.00 %	0.00 %
Green Meadow Apartments	100.00 %	0.00 %	0.00 %	0.00 %
Greenbriar, Inc	67.83 %	4.78 %	8.70 %	18.70 %
John Newlove Real Estate	88.24 %	1.47 %	1.47 %	8.82 %
Mecca Management	86.96 %	1.45 %	4.35 %	7.25 %
Mid Am Property Management	100.00 %	0.00 %	0.00 %	0.00 %
Newlove Management Services (Newlove Rentals)	82.35 %	2.94 %	5.88 %	8.82 %
Preferred Properties of Bowling Green	80.00 %	10.00 %	0.00 %	10.00 %
Shamrock Village	72.73 %	0.00 %	9.09 %	18.18 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	83.33 %	0.00 %	0.00 %	16.67 %
Stadium View	72.22 %	0.00 %	5.56 %	22.22 %
Summit Terrace	70.59 %	5.88 %	11.76 %	11.76 %
Sycamore Square	82.35 %	0.00 %	0.00 %	17.65 %
University Village and Courts	58.82%	11.76 %	0.00 %	29.41 %
Varsity Square	66.67 %	0.00 %	0.00 %	33.33 %
Village Green Apartments	57.89 %	5.26 %	5.26 %	31.58 %
Winthrop Terrace	90.00 %	10.00 %	0.00 %	0.00 %
Other	81.52 %	4.35 %	2.17 %	11.96 %

My landlord-property manager answered all my questions prior to move-in

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	36.36 %	36.36 %	18.18 %	9.09 %	0.00 %
Carty Rentals (Donovan Enterprises)	28.57 %	57.14 %	7.14 %	7.14 %	0.00 %
Copper Beech Townhouses	19.28 %	46.99 %	19.28 %	7.23 %	7.23 %
The Edge	53.57 %	39.29 %	3.57 %	3.57 %	0.00 %
Falcon Landing	48.00%	36.00 %	8.00 %	8.00 %	0.00 %
Falcon's Pointe	47.14 %	44.29 %	7.14 %	0.00 %	1.43 %
Frobose Rentals	27.27 %	63.34 %	9.09 %	0.00 %	0.00 %
G & L Rentals	33.33 %	66.67 %	0.00 %	0.00 %	0.00 %
Green Meadow Apartments	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Greenbriar, Inc	39.29 %	47.32 %	8.48 %	3.57 %	1.34 %
John Newlove Real Estate	58.46 %	27.69 %	4.62 %	6.15 %	3.08 %
Mecca Management	44.12 %	44.12 %	10.29 %	1.47 %	0.00 %
Mid Am Property Management	66.37 %	33.33 %	0.00 %	0.00 %	0.00 %
Newlove Management Services (Newlove Rentals)	33.33 %	48.48 %	6.06 %	9.09 %	3.03 %
Preferred Properties of Bowling Green	47.37 %	47.37 %	5.26 %	0.00 %	0.00 %
Shamrock Village	80.00 %	10.00 %	10.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	58.33 %	41.67 %	0.00%	0.00 %	0.00 %
Stadium View	66.67 %	27.78 %	0.00%	0.00 %	5.56 %
Summit Terrace	58.82 %	35.29 %	5.88 %	0.00 %	0.00 %
Sycamore Square	64.71 %	29.41 %	0.00 %	0.00 %	5.88 %
University Village and Courts	64.71 %	29.41 %	0.00 %	5.88 %	0.00 %
Varsity Square	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Village Green Apartments	57.89 %	26.32 %	5.26 %	0.00 %	10.53 %
Winthrop Terrace	60.00 %	40.00 %	0.00 %	0.00 %	0.00 %
Other	54.02 %	25.29 %	6.90 %	9.20 %	4.60 %

On average how long did it take for the landlord-property manager to tend to your emergency maintenance concerns?

	Within 24 hours	2-3 days	4-8 days	1-2 weeks	More than 2 weeks	Not applicable
Arbors of Bowling Green	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	28.57 %	71.43 %	0.00 %	0.00 %	0.00 %	0.00 %
Carty Rentals (Donovan Enterprises)	50.00 %	50.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Copper Beech Townhouses	10.61 %	28.79 %	7.58 %	13.64 %	37.88 %	1.52 %
The Edge	65.79 %	31.58 %	2.63 %	0.00 %	0.00 %	0.00 %
Falcon Landing	88.89 %	5.56 %	0.00 %	0.00 %	0.00 %	5.56 %
Falcon's Pointe	80.56 %	19.44 %	0.00 %	0.00 %	0.00 %	0.00 %
Frobose Rentals	25.00 %	37.50 %	0.00 %	25.00 %	12.50 %	0.00 %
G & L Rentals	0.00 %	0.00 %	0.00 %	0.00 %	50.00 %	50.00 %
Green Meadow Apartments	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Greenbriar, Inc	59.44 %	27.97 %	5.59 %	2.10 %	3.50 %	1.40 %
John Newlove Real Estate	68.29 %	26.83 %	4.88 %	0.00 %	0.00 %	0.00 %
Mecca Management	65.71 %	22.86 %	2.86 %	0.00 %	5.71 %	2.86 %
Mid Am Property Management	25.00 %	50.00 %	0.00 %	25.00 %	0.00 %	0.00 %
Newlove Management Services (Newlove Rentals)	30.43 %	39.13 %	8.70 %	4.35 %	13.04 %	4.35 %
Preferred Properties of Bowling Green	77.78 %	11.11 %	11.11 %	0.00 %	0.00 %	0.00 %
Shamrock Village	75.00 %	25.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	80.00 %	0.00 %	0.00 %	0.00 %	20.00 %	0.00 %
Stadium View	83.88 %	16.67 %	0.00 %	0.00 %	0.00 %	0.00 %
Summit Terrace	90.00 %	0.00 %	0.00 %	0.00 %	0.00 %	10.00 %
Sycamore Square	88.89 %	11.11 %	0.00 %	0.00 %	0.00 %	0.00 %
University Village and Courts	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Varsity Square	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Village Green Apartments	83.33 %	16.67 %	0.00 %	0.00 %	0.00 %	0.00 %
Winthrop Terrace	75.00 %	25.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Other	66.04 %	26.42 %	3.77 %	1.89 %	1.89 %	0.00 %

My landlord-property manager properly maintains the exterior of my rental unit

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	66.67 %	16.67 %	0.00 %	16.67 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	27.27 %	63.64 %	9.09 %	0.00 %	0.00 %
Carty Rentals (Donovan Enterprises)	7.14 %	28.57 %	14.29 %	50.00 %	0.00 %
Copper Beech Townhouses	4.82 %	16.87 %	14.46 %	40.96 %	22.89 %
The Edge	62.50 %	30.36 %	1.79 %	3.57 %	1.79 %
Falcon Landing	56.00 %	36.00 %	4.00 %	4.00 %	0.00 %
Falcon's Pointe	45.71 %	42.86 %	7.14 %	4.29 %	0.00 %
Frobese Rentals	18.18 %	18.18 %	18.18 %	27.27 %	18.18 %
G & L Rentals	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Green Meadow Apartments	66.67 %	0.00 %	33.33 %	0.00 %	0.00 %
Greenbriar, Inc	26.34 %	45.09 %	12.50 %	11.61 %	4.46 %
John Newlove Real Estate	53.85 %	30.77 %	4.62 %	7.69 %	3.08 %
Mecca Management	27.94 %	38.24 %	14.71 %	11.76 %	7.35 %
Mid Am Property Management	33.33 %	41.67 %	8.33 %	16.67 %	0.00 %
Newlove Management Services (Newlove Rentals)	27.27 %	21.21 %	21.21 %	12.12 %	18.18 %
Preferred Properties of Bowling Green	52.63 %	42.11 %	5.26 %	0.00 %	0.00 %
Shamrock Village	70.00 %	30.00 %	0.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	66.67 %	25.00 %	0.00 %	8.33 %	0.00 %
Stadium View	94.44 %	5.56 %	0.00 %	0.00 %	0.00 %
Summit Terrace	82.35 %	17.65 %	0.00 %	0.00 %	0.00 %
Sycamore Square	76.47 %	17.65 %	0.00 %	0.00 %	5.88 %
University Village and Courts	64.71 %	29.41 %	5.88 %	0.00 %	0.00 %
Varsity Square	33.33 %	33.33 %	33.33 %	0.00 %	0.00 %
Village Green Apartments	68.42 %	26.32 %	0.00 %	0.00 %	5.26 %
Winthrop Terrace	80.00 %	20.00 %	0.00 %	0.00 %	0.00 %
Other	45.98 %	29.89 %	6.90 %	10.34 %	6.90 %

**My landlord-property manager and or office staff are professional
in their correspondence with me**

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	66.67 %	16.67 %	16.67 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	45.45 %	36.36 %	9.09 %	9.09 %	0.00 %
Carty Rentals (Donovan Enterprises)	21.43 %	28.57 %	21.43 %	7.14 %	21.43 %
Copper Beech Townhouses	8.43 %	27.71 %	16.87 %	28.92 %	18.07 %
The Edge	42.86 %	33.93 %	10.71 %	10.71 %	1.79 %
Falcon Landing	52.00 %	42.00 %	12.00 %	8.00 %	4.00 %
Falcon's Pointe	37.14 %	42.86 %	12.86 %	4.29 %	2.86 %
Frobose Rentals	18.18 %	18.18 %	9.09 %	27.27 %	27.27 %
G & L Rentals	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Green Meadow Apartments	33.33 %	33.33 %	33.33 %	0.00 %	0.00 %
Greenbriar, Inc	22.77 %	50.45 %	14.73 %	7.14 %	4.91 %
John Newlove Real Estate	55.38 %	30.77 %	7.69 %	3.08 %	3.08 %
Mecca Management	36.76 %	47.06 %	4.41 %	5.88 %	5.88 %
Mid Am Property Management	50.00 %	41.67 %	8.33 %	0.00 %	0.00 %
Newlove Management Services (Newlove Rentals)	30.30 %	36.36 %	21.21 %	9.09 %	3.03 %
Preferred Properties of Bowling Green	36.84 %	36.84 %	26.32 %	0.00 %	0.00 %
Shamrock Village	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	58.33 %	25.00 %	0.00 %	0.00 %	16.67 %
Stadium View	88.89 %	0.00 %	5.56 %	5.56 %	0.00 %
Summit Terrace	70.59 %	29.41 %	0.00 %	0.00 %	0.00 %
Sycamore Square	88.24 %	5.88 %	0.00 %	0.00 %	5.88 %
University Village and Courts	52.94 %	47.06 %	0.00 %	0.00 %	0.00 %
Varsity Square	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Village Green Apartments	57.89 %	26.32 %	5.26 %	0.00 %	10.53 %
Winthrop Terrace	70.00 %	30.00 %	0.00 %	0.00 %	0.00 %
Other	49.43 %	20.69 %	12.64 %	10.34 %	6.90 %

**My landlord-property manager properly maintains
the interior common spaces of my rental unit**

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	50.00 %	16.67 %	16.67 %	16.67 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	45.45 %	36.36 %	18.18 %	0.00 %	0.00 %
Carty Rentals (Donovan Enterprises)	14.29 %	21.43 %	28.57 %	28.57 %	7.14 %
Copper Beech Townhouses	2.41 %	10.84 %	33.73 %	26.51 %	26.51 %
The Edge	30.36 %	35.71 %	21.43 %	10.71 %	1.79 %
Falcon Landing	32.00 %	48.00 %	8.00 %	8.00 %	4.00 %
Falcon's Pointe	30.00 %	45.71 %	12.86 %	8.57 %	2.86 %
Frobose Rentals	9.09 %	18.18 %	9.09 %	18.18 %	45.45 %
G & L Rentals	0.00 %	66.67 %	33.33 %	0.00 %	0.00 %
Green Meadow Apartments	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Greenbriar, Inc	11.16 %	37.95 %	33.04 %	11.61 %	6.25 %
John Newlove Real Estate	32.31 %	29.23 %	20.00 %	10.77 %	7.69 %
Mecca Management	19.12 %	32.35 %	26.47 %	13.24 %	8.82 %
Mid Am Property Management	41.67 %	41.67 %	8.33 %	0.00 %	8.33 %
Newlove Management Services (Newlove Rentals)	12.12 %	18.18 %	27.27 %	21.21 %	21.21 %
Preferred Properties of Bowling Green	36.84 %	26.32 %	21.05 %	5.26 %	10.53 %
Shamrock Village	60.00 %	30.00 %	10.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	50.00 %	25.00 %	16.67 %	0.00 %	8.33 %
Stadium View	88.89 %	11.11 %	0.00 %	0.00 %	0.00 %
Summit Terrace	58.82 %	29.41 %	11.76 %	0.00 %	0.00 %
Sycamore Square	41.18 %	52.94 %	0.00 %	0.00 %	5.88 %
University Village and Courts	35.29 %	52.94 %	11.76 %	0.00 %	0.00 %
Varsity Square	0.00 %	33.33 %	66.67 %	0.00 %	0.00 %
Village Green Apartments	36.84 %	47.37 %	10.53 %	0.00 %	5.26 %
Winthrop Terrace	50.00 %	20.00 %	10.00 %	20.00 %	0.00 %
Other	34.48 %	25.29 %	18.39 %	10.34 %	11.49 %

I was satisfied with the overall condition of my rental at the time of move-in

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	33.33 %	66.67 %	0.00 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	27.27 %	36.36 %	9.09 %	18.18 %	9.09 %
Carty Rentals (Donovan Enterprises)	0.00 %	35.71 %	14.29 %	21.43 %	28.57 %
Copper Beech Townhouses	9.64 %	27.71 %	15.66 %	27.71 %	19.28 %
The Edge	32.14 %	44.64 %	8.93 %	8.93 %	5.36 %
Falcon Landing	48.00 %	40.00 %	0.00 %	12.00 %	0.00 %
Falcon's Pointe	32.86 %	42.86 %	7.14 %	11.43 %	5.71 %
Frobose Rentals	27.27 %	27.27 %	18.18 %	27.27 %	0.00 %
G & L Rentals	33.33 %	33.33 %	0.00 %	0.00 %	33.33 %
Green Meadow Apartments	33.33 %	0.00 %	33.33 %	33.33 %	0.00 %
Greenbriar, Inc	19.64 %	43.75 %	15.18 %	14.73 %	6.70 %
John Newlove Real Estate	41.54 %	33.85 %	12.31 %	10.77 %	1.54 %
Mecca Management	25.00 %	41.18 %	5.88 %	19.12 %	8.82 %
Mid Am Property Management	58.33 %	25.00 %	0.00 %	16.67 %	0.00 %
Newlove Management Services (Newlove Rentals)	21.21 %	24.24 %	6.06 %	24.00 %	24.00 %
Preferred Properties of Bowling Green	21.05 %	31.58 %	21.05 %	15.79 %	10.53 %
Shamrock Village	80.00 %	20.00 %	0.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Stadium View	83.33 %	16.67 %	0.00 %	0.00 %	0.00 %
Summit Terrace	70.59 %	23.53 %	5.88 %	0.00 %	0.00 %
Sycamore Square	76.47 %	17.65 %	0.00 %	0.00 %	5.88 %
University Village and Courts	41.18 %	47.06 %	0.00 %	5.88 %	5.88 %
Varsity Square	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Village Green Apartments	63.16 %	31.58 %	0.00 %	0.00 %	5.26 %
Winthrop Terrace	60.00 %	20.00 %	10.00 %	10.00 %	0.00 %
Other	48.28 %	25.29 %	5.75 %	13.79 %	6.90 %

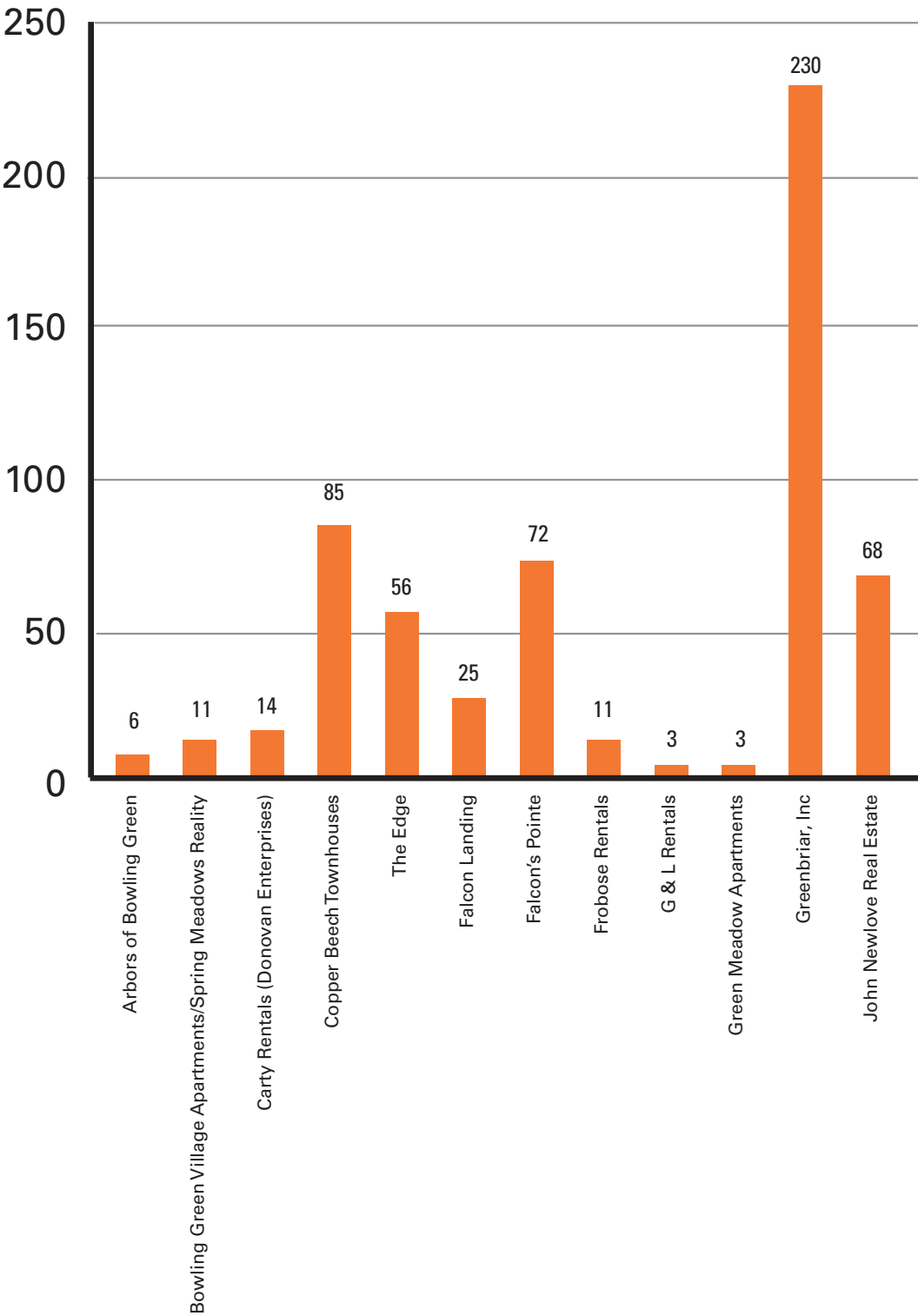
It is easy to contact the landlord/property manager with concerns or questions

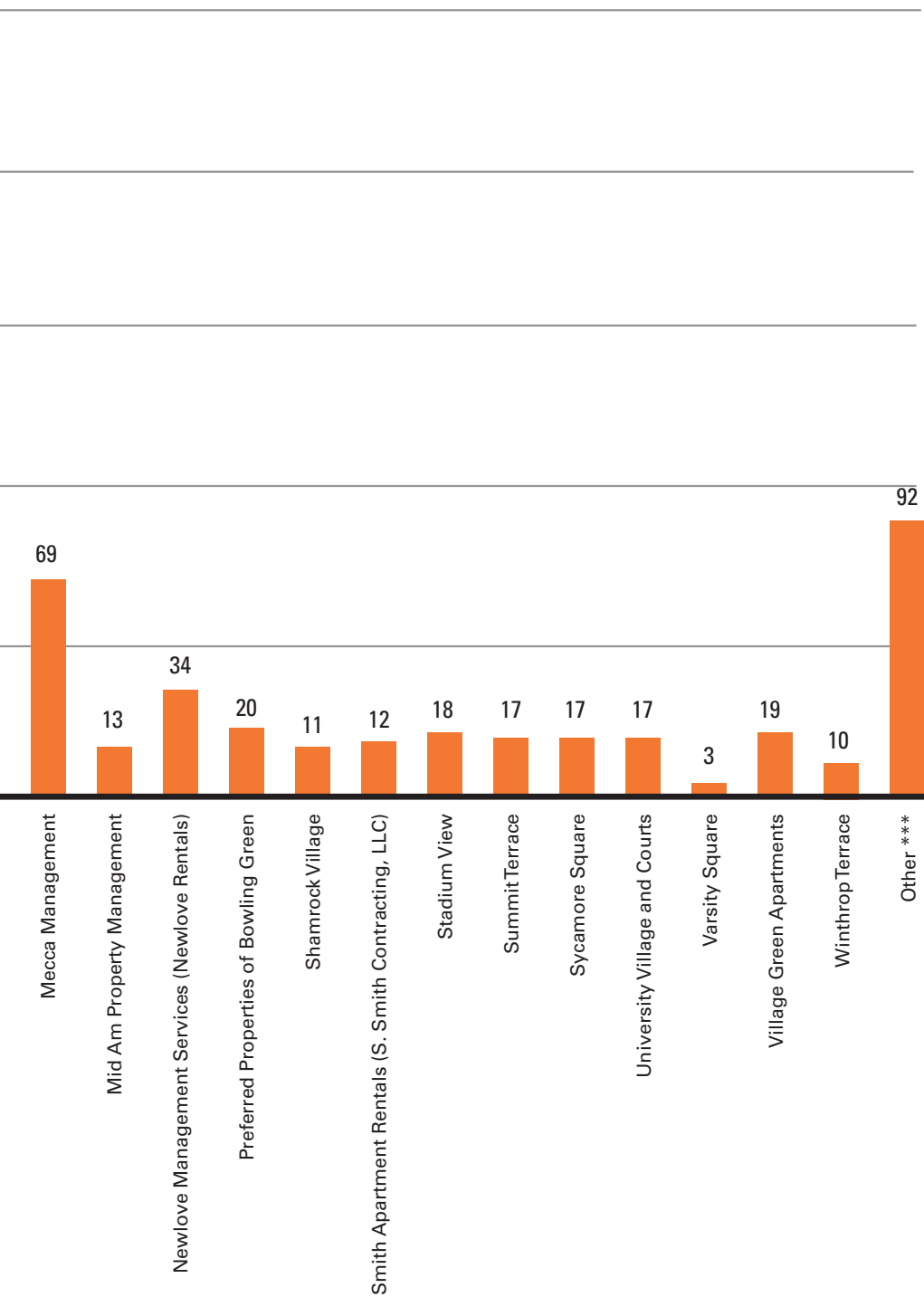
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
Arbors of Bowling Green	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	27.27 %	27.27 %	18.18 %	27.27 %	0.00 %
Carty Rentals (Donovan Enterprises)	28.57 %	28.57 %	21.43 %	14.29 %	7.14 %
Copper Beech Townhouses	3.61 %	22.89 %	19.28 %	27.71 %	26.51 %
The Edge	46.43 %	37.50 %	5.36 %	8.93 %	1.79 %
Falcon Landing	48.00 %	40.00 %	4.00 %	4.00 %	4.00 %
Falcon's Pointe	38.57 %	45.71 %	10.00 %	2.86 %	2.86 %
Frobose Rentals	18.18 %	18.18 %	9.09 %	9.09 %	45.45 %
G & L Rentals	33.33 %	33.33 %	0.00 %	0.00 %	33.33 %
Green Meadow Apartments	66.67 %	33.33 %	0.00 %	0.00 %	0.00 %
Greenbriar, Inc	25.00 %	42.86 %	17.41 %	11.16 %	3.57 %
John Newlove Real Estate	53.85 %	27.69 %	12.31 %	4.62 %	1.54 %
Mecca Management	38.24 %	36.76 %	11.76 %	10.29 %	2.94 %
Mid Am Property Management	50.00 %	33.33 %	8.33 %	0.00 %	8.33 %
Newlove Management Services (Newlove Rentals)	33.33 %	18.18 %	24.24 %	21.21 %	3.03 %
Preferred Properties of Bowling Green	47.37 %	42.11 %	5.26 %	5.26 %	0.00 %
Shamrock Village	90.00 %	10.00 %	0.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	41.67 %	33.33 %	8.33 %	16.67 %	0.00 %
Stadium View	88.89 %	5.56 %	5.56 %	0.00 %	0.00 %
Summit Terrace	52.94 %	35.29 %	11.76 %	0.00 %	0.00 %
Sycamore Square	76.47 %	11.76 %	5.88 %	0.00 %	5.88 %
University Village and Courts	58.82 %	35.29 %	0.00 %	5.88 %	0.00 %
Varsity Square	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %
Village Green Apartments	73.68 %	15.79 %	5.26 %	0.00 %	5.26 %
Winthrop Terrace	60.00 %	10.00 %	20.00 %	0.00 %	10.00 %
Other	55.17 %	18.39 %	5.75 %	11.49 %	9.30 %

Please rate your overall satisfaction with your landlord-rental property

	Excellent	Very Good	Good	Fair	Poor
Arbors of Bowling Green	50.00 %	33.33 %	16.67 %	0.00 %	0.00 %
Bowling Green Village Apartments/ Spring Meadows Reality	0.00 %	60.00 %	30.00 %	10.00 %	0.00 %
Carty Rentals (Donovan Enterprises)	7.14 %	35.71 %	7.14 %	21.43 %	28.57 %
Copper Beech Townhouses	1.20 %	4.82 %	21.69 %	33.73 %	38.55 %
The Edge	30.36 %	25.00 %	19.64 %	19.64 %	5.36 %
Falcon Landing	52.00 %	32.00 %	8.00 %	4.00 %	4.00 %
Falcon's Pointe	26.09 %	34.78 %	27.54 %	8.70 %	2.90 %
Frobose Rentals	20.00 %	10.00 %	10.00 %	40.00 %	20.00 %
G & L Rentals	0.00 %	66.67 %	0.00 %	33.33 %	0.00 %
Green Meadow Apartments	33.33 %	33.33 %	0.00 %	33.33 %	0.00 %
Greenbriar, Inc	5.43 %	28.96 %	35.75 %	20.81 %	9.05 %
John Newlove Real Estate	36.51 %	31.75 %	17.46 %	7.94 %	6.35 %
Mecca Management	19.12 %	35.29 %	27.94 %	13.24 %	4.41 %
Mid Am Property Management	36.36 %	36.36 %	18.18 %	9.09 %	0.00 %
Newlove Management Services (Newlove Rentals)	18.18 %	33.33 %	18.18 %	18.18 %	12.12 %
Preferred Properties of Bowling Green	36.84 %	31.58 %	15.79 %	10.53 %	5.26 %
Shamrock Village	70.00 %	30.00 %	0.00 %	0.00 %	0.00 %
Smith Apartment Rentals (S. Smith Contracting, LLC)	58.33 %	25.00 %	0.00 %	0.00 %	16.67 %
Stadium View	83.33 %	11.11 %	5.56 %	0.00 %	0.00 %
Summit Terrace	41.18 %	41.18 %	11.76 %	5.88 %	0.00 %
Sycamore Square	88.24 %	11.76 %	0.00 %	0.00 %	0.00 %
University Village and Courts	35.29 %	58.82 %	5.88 %	0.00 %	0.00 %
Varsity Square	66.67 %	0.00 %	33.33 %	0.00 %	0.00 %
Village Green Apartments	77.78 %	11.11 %	11.11 %	0.00 %	0.00 %
Winthrop Terrace	60.00 %	20.00 %	10.00 %	10.00 %	0.00 %
Other	46.51 %	20.93 %	12.79 %	10.47 %	9.30 %

What is the name of your property owner-rental company?





*****Other Landlords/Property Managers included:**

Bishop Properties
D & D Rental Management
Marten Rentals
Rutter and Dudley
S & L Property Management
Seaway Properties
Tevco Investments Ltd. Rentals
Trout Rentals



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