



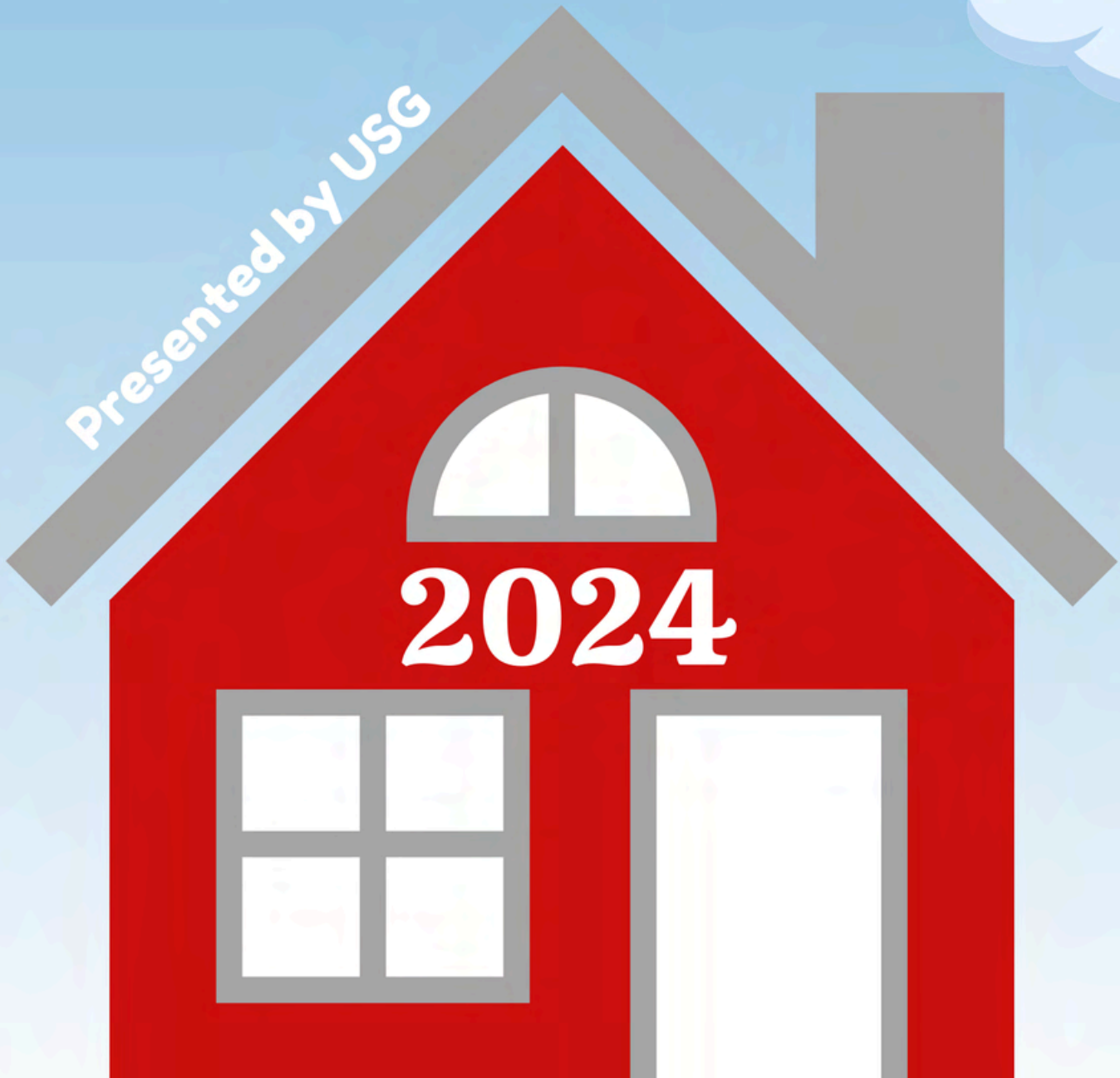
# Renters Guide

Helping students make  
informed off-campus living  
decisions



Presented by USG

2024



## Dear OSU Student,

Thank you so much for deciding to use the 2024 version of The Ohio State University Renter's Guide which is brought to you by the Undergraduate Student Government (USG)'s Student Affairs Committee! We know that the search for off-campus housing can seem overwhelming, and we hope that this guide can help you make informed decisions throughout the leasing process! This guide has data on landlords in the off campus area, which was created from a survey commissioned by the Undergraduate Student Government (USG) and administered by the Center for the Study of Student Life. The survey was completed by students who lived off campus during the 2023-24 academic year. The Renter's Guide is just one of many yearly USG initiatives that we do to improve the student experience here at Ohio State; for more information about what we do, please visit our website at [usg.osu.edu](http://usg.osu.edu) to learn more about your student representatives and our organization! We love student feedback: do not hesitate to reach out if you have any questions, concerns, or feedback for how USG can improve the student experience even more!

## Enjoy the Renter's Guide and **GO BUCKS!**

*Zach Arthurs and Owen Angle*

Zach Arthurs  
Deputy Director of Student Affairs

Owen Angle  
Committee Representative, Student Affairs

& The USG Student Affairs Committee



## **Purpose and Methodology**

The data in the following report is intended to provide useful information about the previous experiences of OSU students living in the off-campus area. This is done through surveying and evaluating the perceived level of service tenants received from the rental companies. Survey participants were asked to complete online questions relevant to their experience with their respective landlord from the previous year. We hope that you will utilize this guide to help you make an informed decision when choosing a landlord. An excellent resource for related leasing information is Off Campus and Commuter Student Services, located in Room 3106 of the Ohio Union. There is a section outlining their resources at the end of this Guide. The Undergraduate Student Government Renter's Guide survey was administered to undergraduate students living in the 43201 ZIP code. The survey yielded 574 responses. The Undergraduate Student Government would like to thank everyone who responded to the survey.

## **Disclaimer**

In publishing this information, neither the Undergraduate Student Government nor The Ohio State University endorse or support 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 included in the data is intended to give legal advice. If you have any questions regarding the law or its application in a certain situation, we suggest you consult with Student Legal Services ([student.legal.osu.edu](http://student.legal.osu.edu)) or another attorney service.

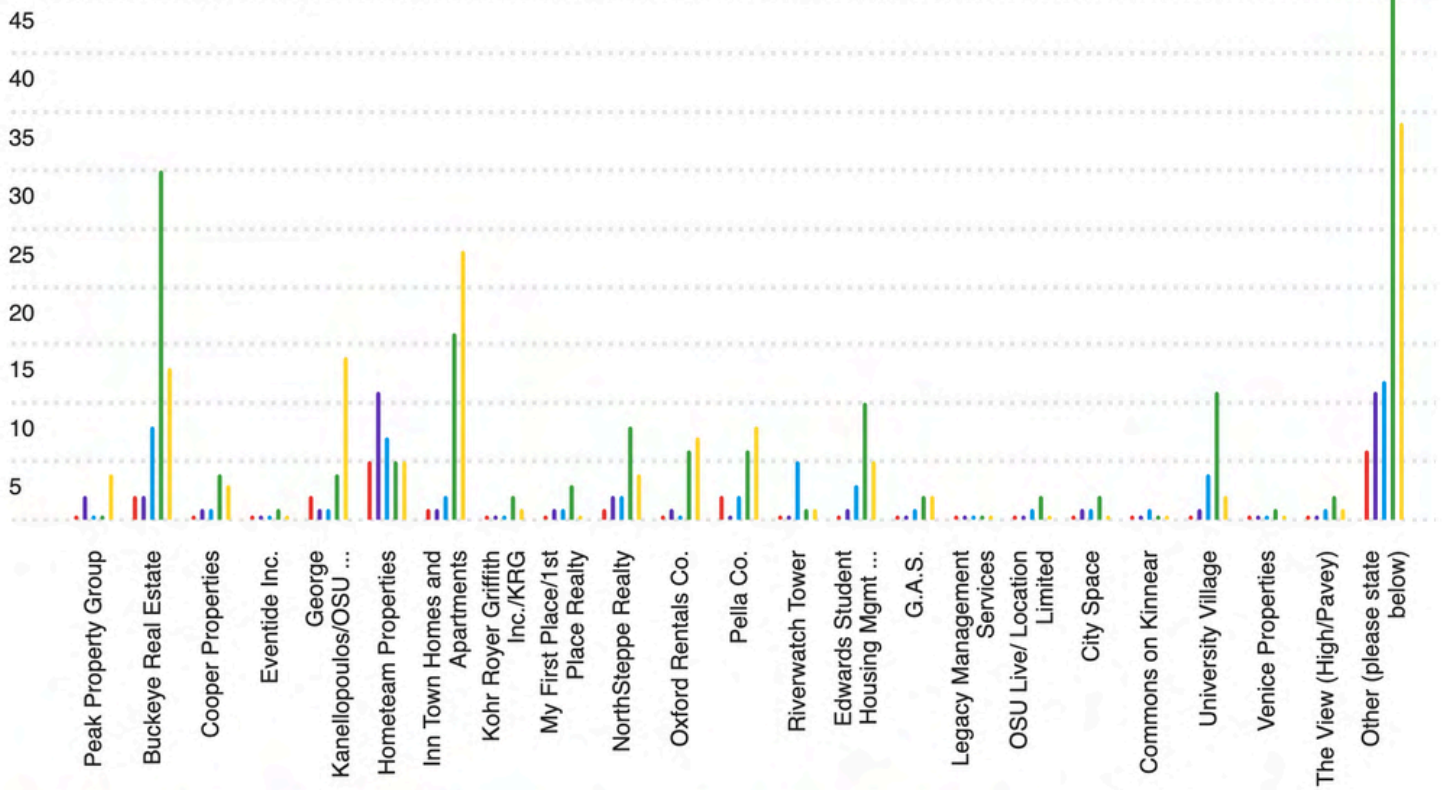
# Table of Contents

- Page 4:** Clarity of leasing process  
Unit tour
- Page 5:** Cleanliness at time of move-in  
Landlord accessibility during move-in
- Page 6:** Repairs at time of move-in
- Page 7:** Exterior upkeep
- Page 8:** Safety measures  
Overall condition of property
- Page 9:** Parking  
Landlord politeness/professionalism
- Page 10:** Landlord response to concerns/request
- Page 11:** General maintenance concerns
- Page 12:** Emergency maintenance concerns
- Page 13:** Landlord notice prior to entering property  
Move-out process
- Page 14:** Security deposit
- Page 15:** Willingness to rent from landlord again  
Overall performance rating of landlord
- Page 16:** Utilities  
Internet service providers
- Page 17:** Landlords including utilities in rent
- Page 18:** Campus area map
- Page 19:** Neighborhood safety

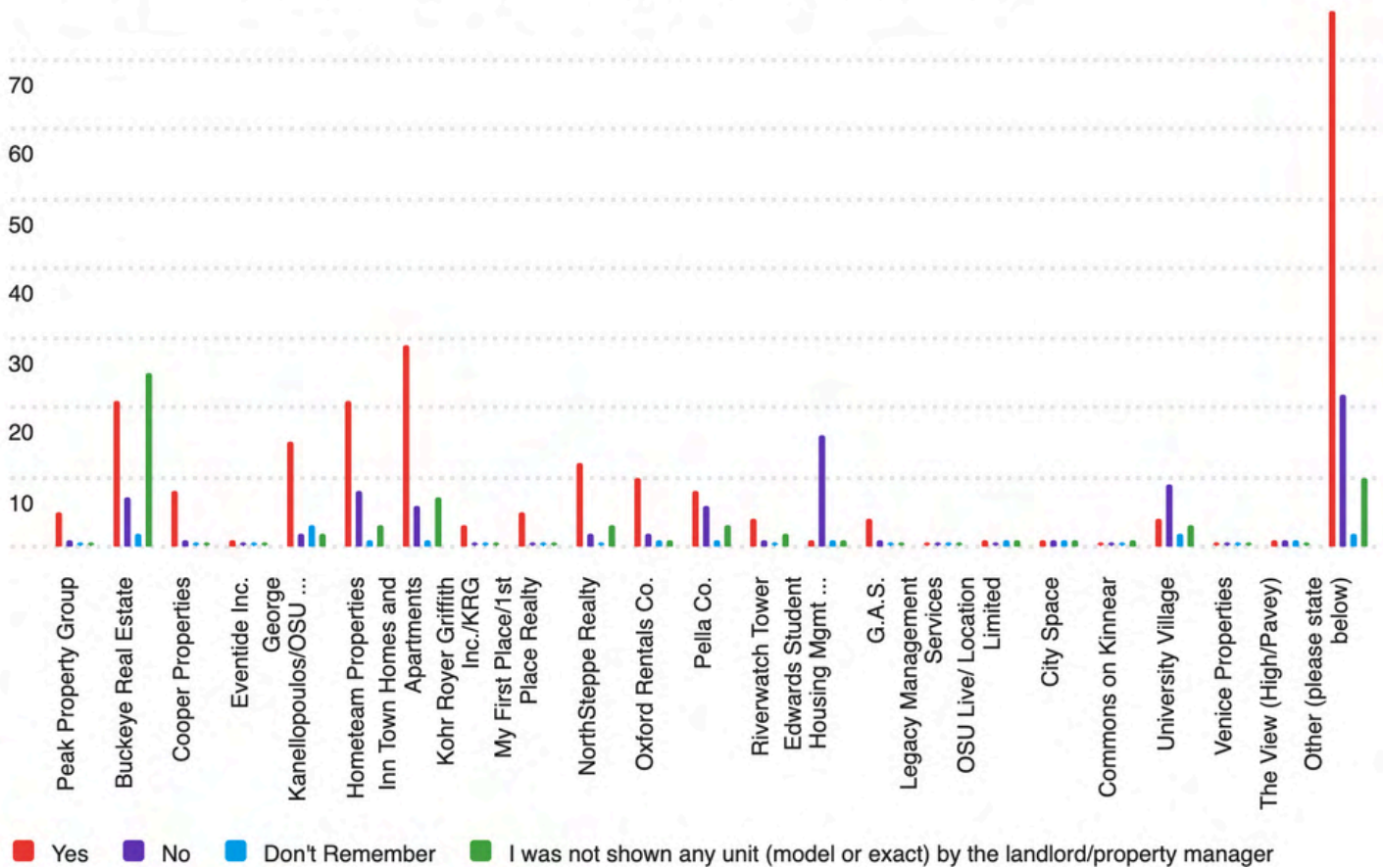


UNDERGRADUATE  
STUDENT GOVERNMENT

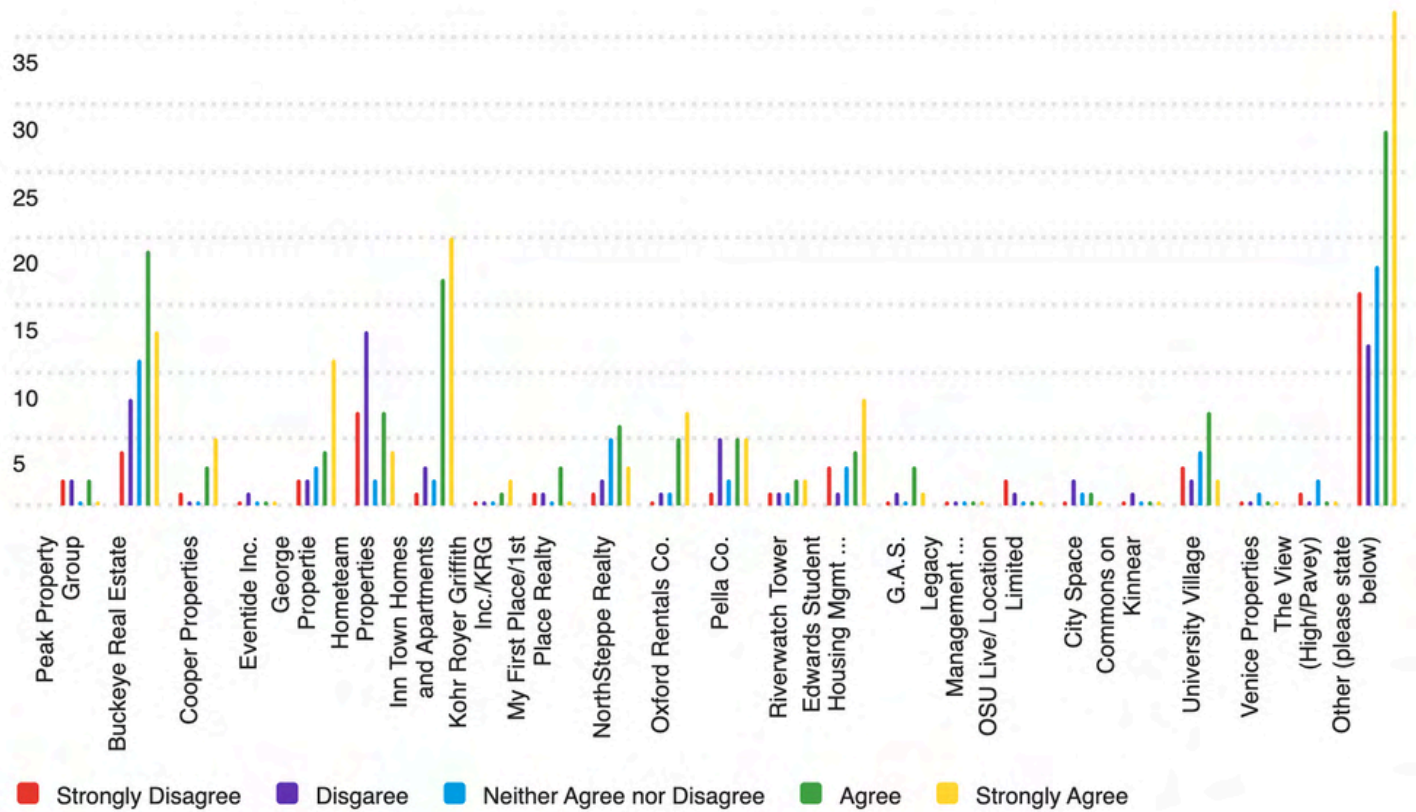
# My landlord/property manager clearly described my lease (and all related documents) and all that they entailed.



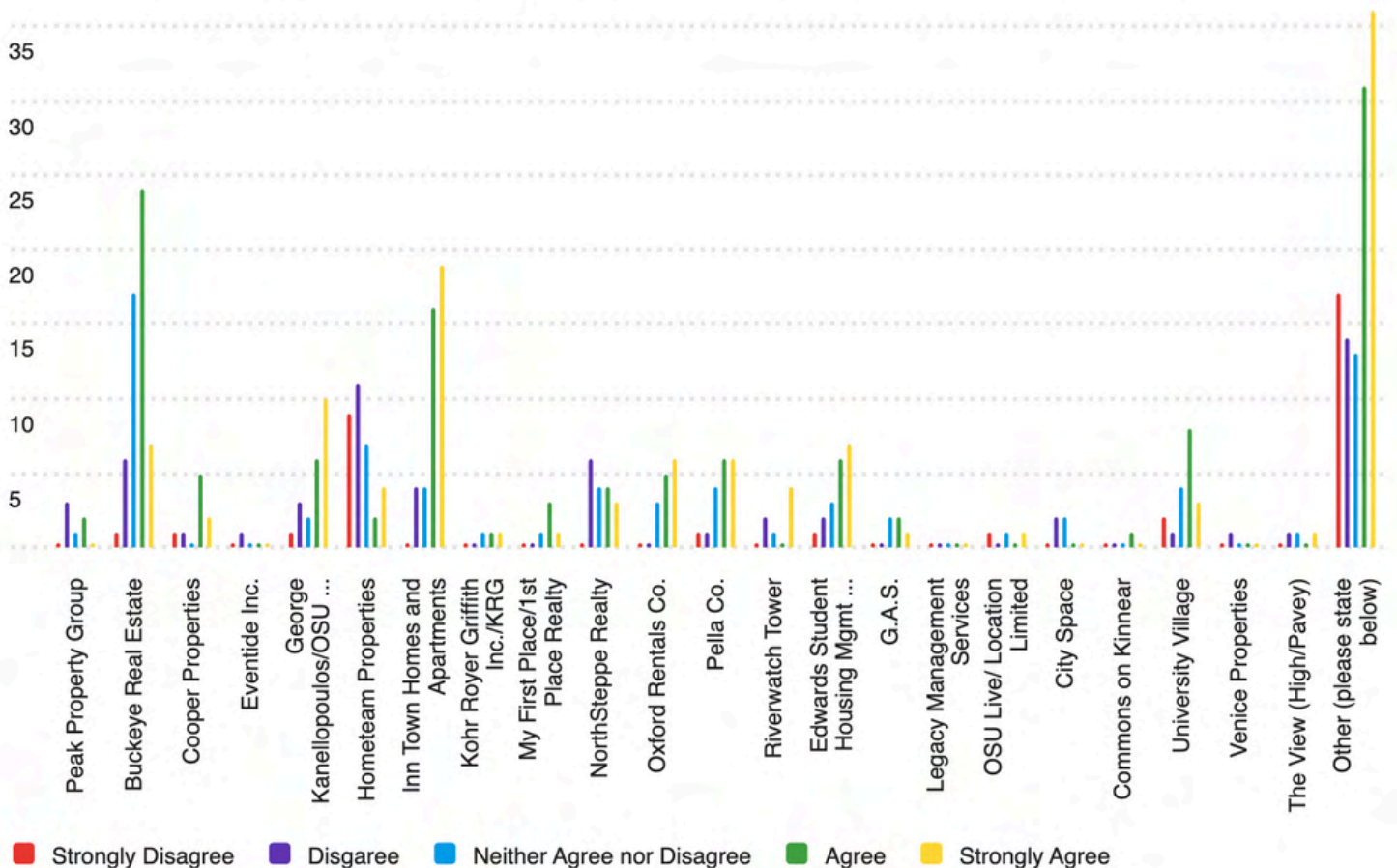
# Did your property manager show you the exact unit you would rent (versus, say a model unit) prior to signing the lease?



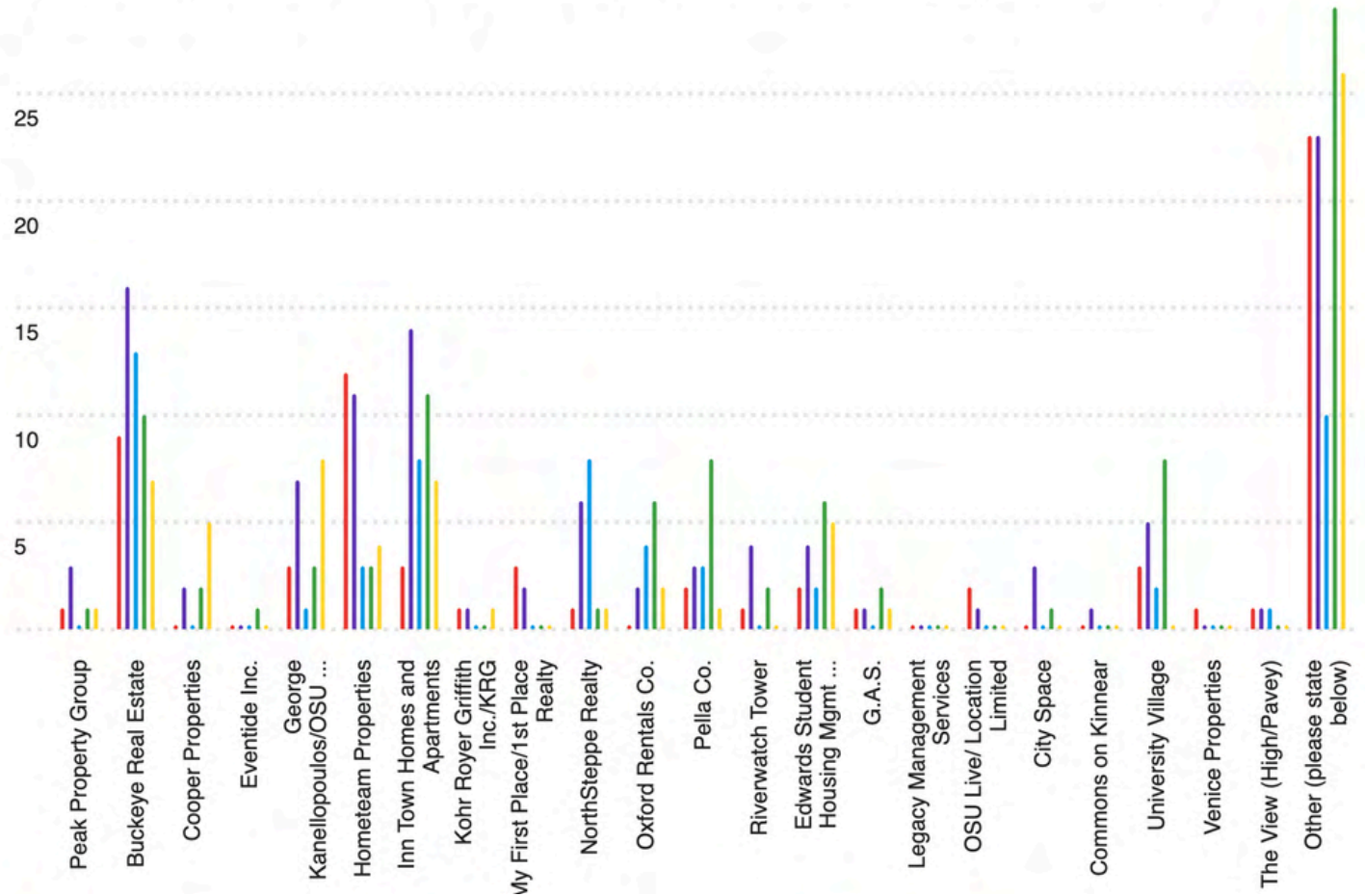
## My rental property was clean at the time of move-in.



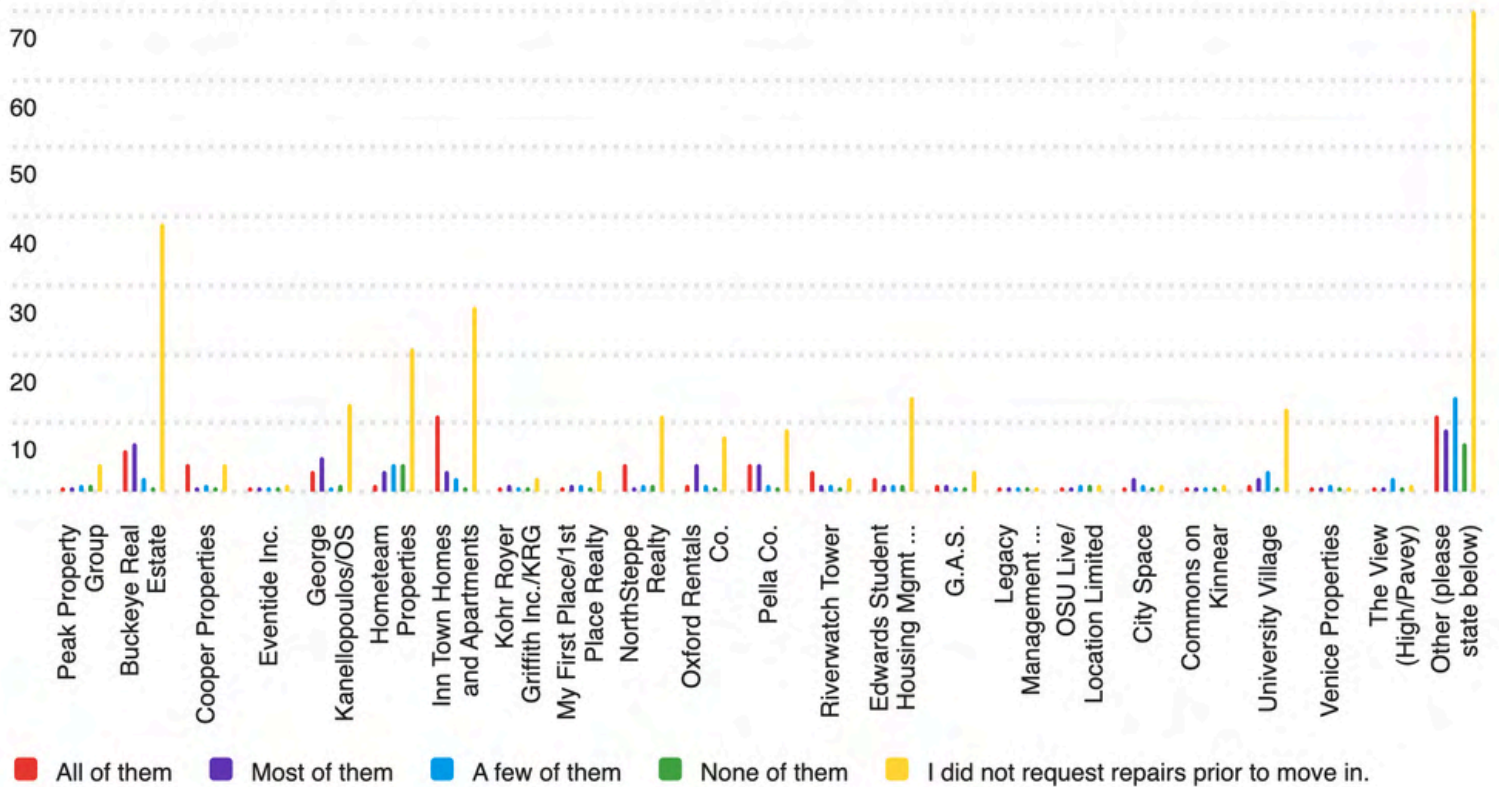
## My landlord/property manager was accessible during my move-in.



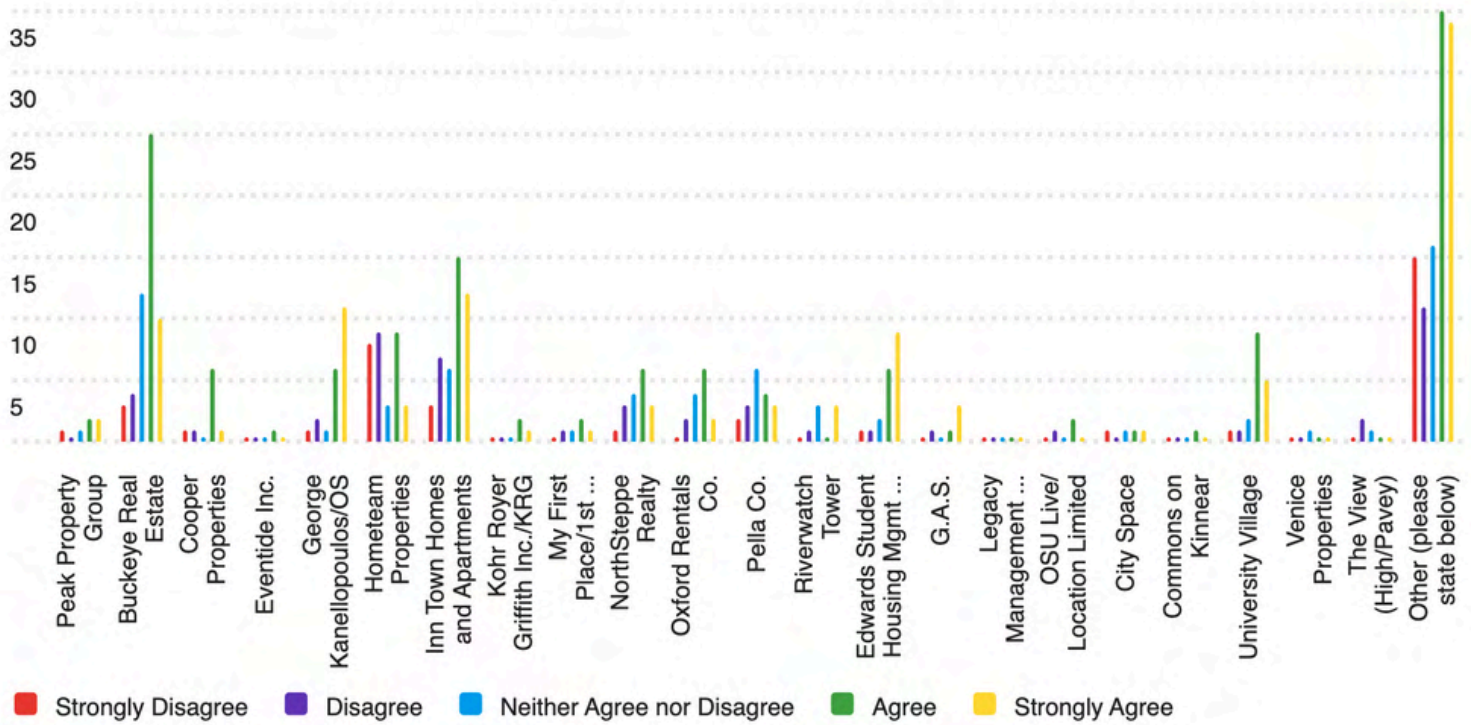
# My rental property did not need repairs at the time of move-in.



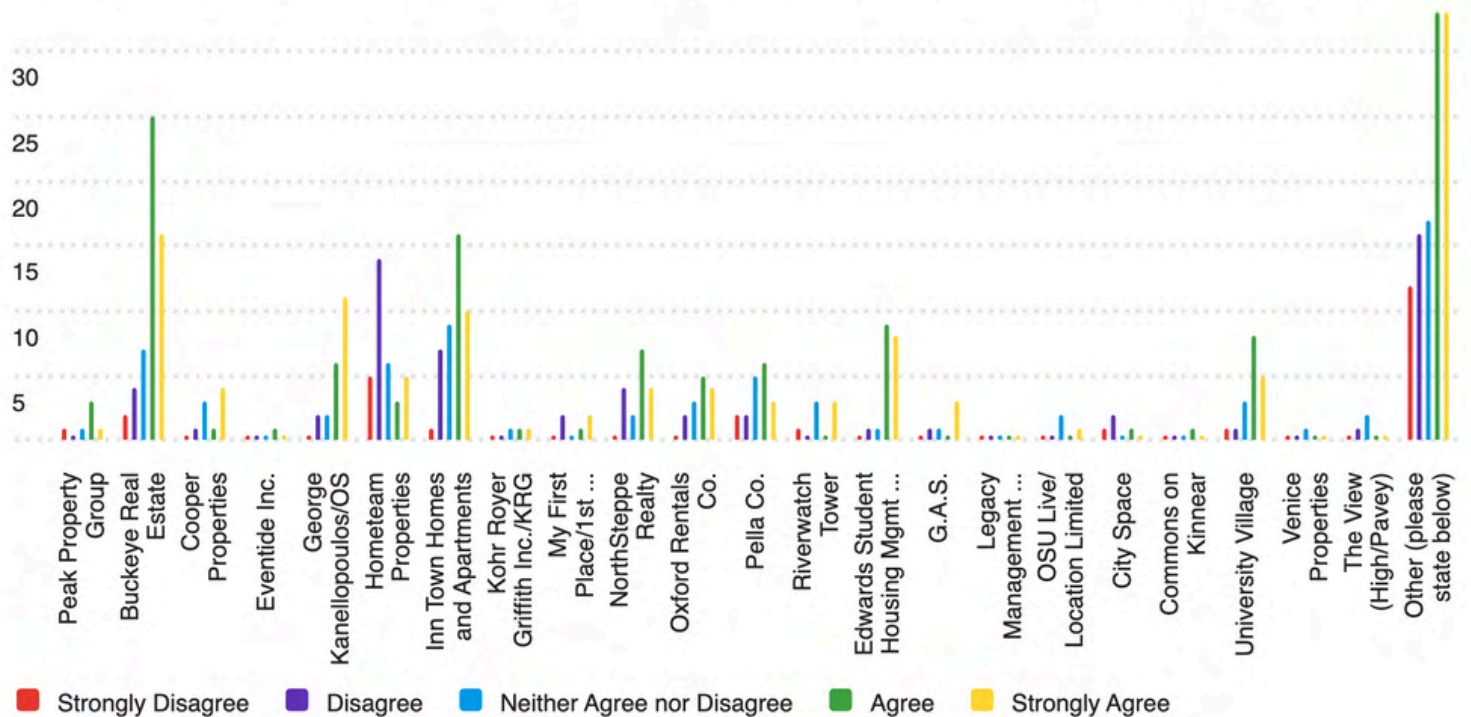
# If your property manager agreed to complete renovations/repairs prior to your move in, how many were completed on time?



## My landlord kept sidewalks and driveways (if applicable) around the property free of significant damage and/or holes.

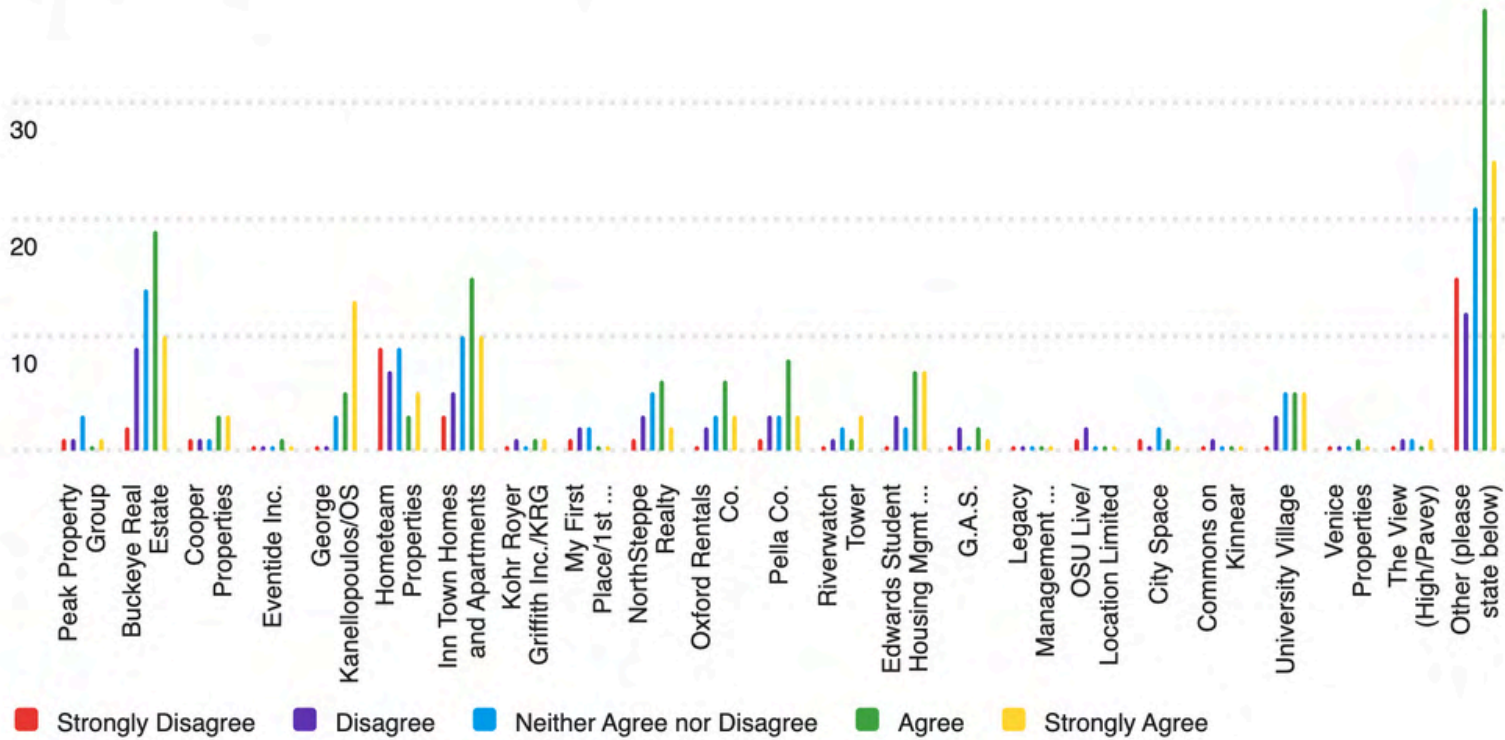


## My landlord/property manager properly maintained the exterior of my rental unit (e.g. adequate lighting, property free of garbage, grass cut).

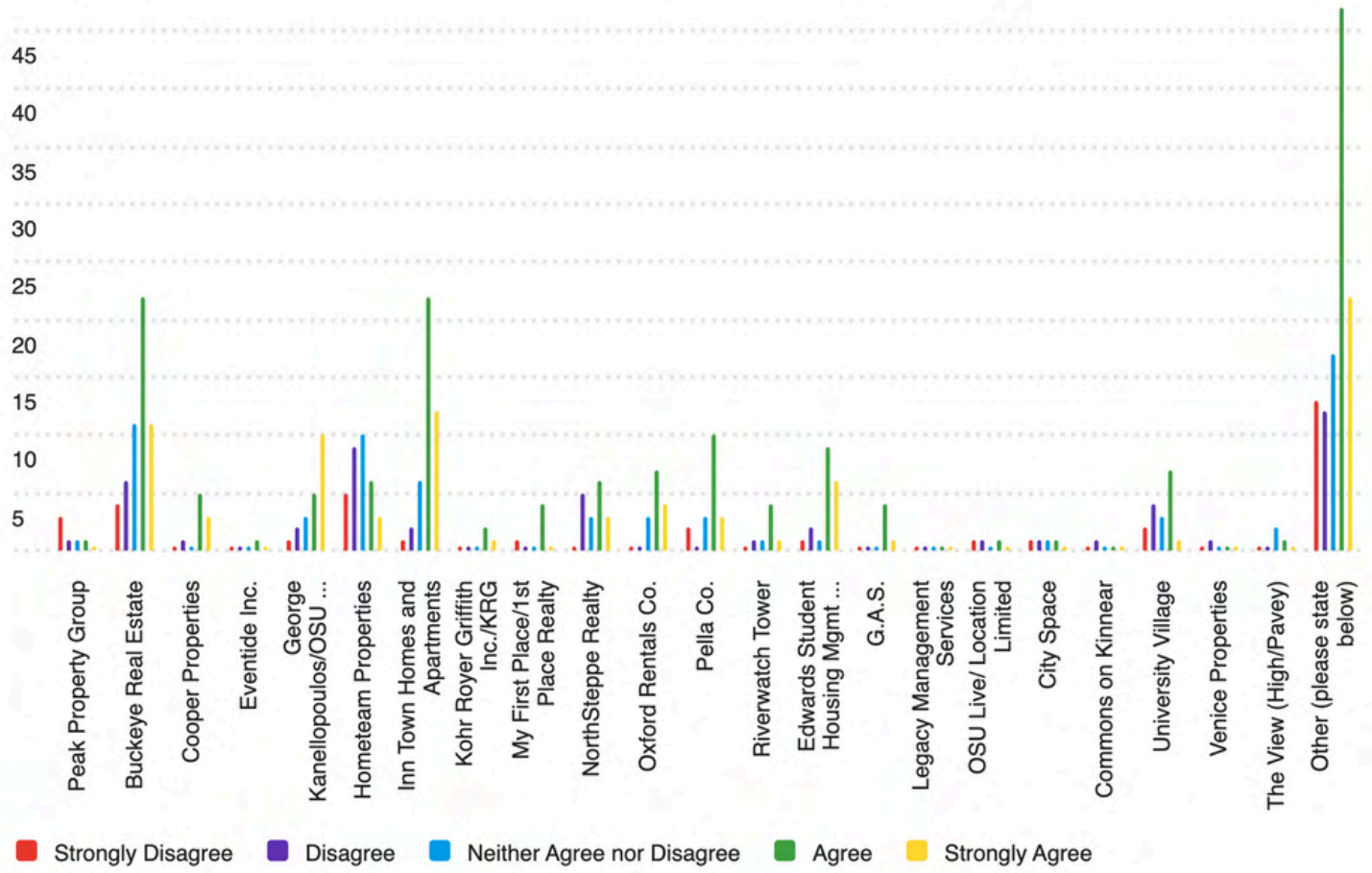




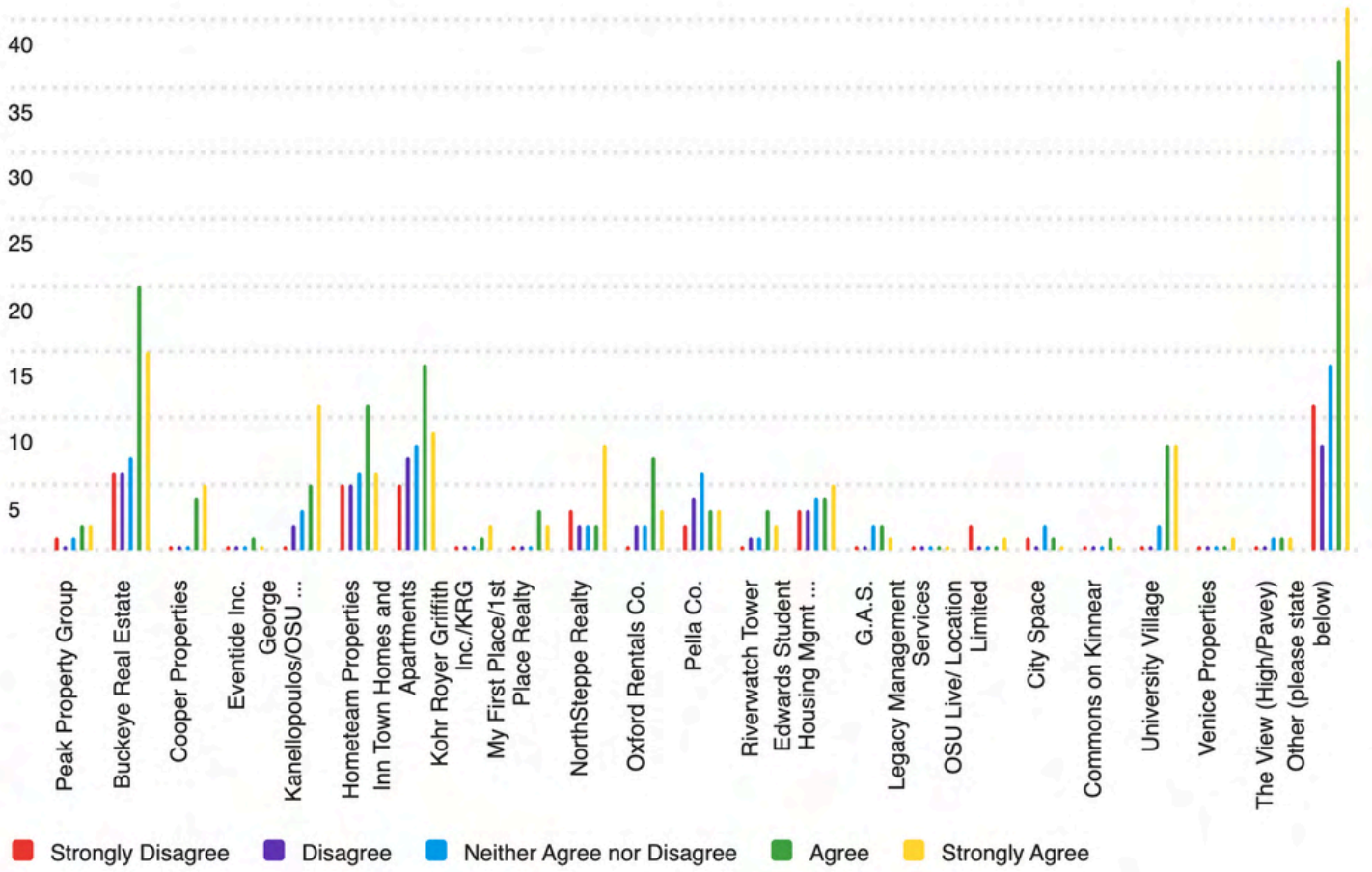
# My landlord/property manager provided adequate safety measures for my rental unit.



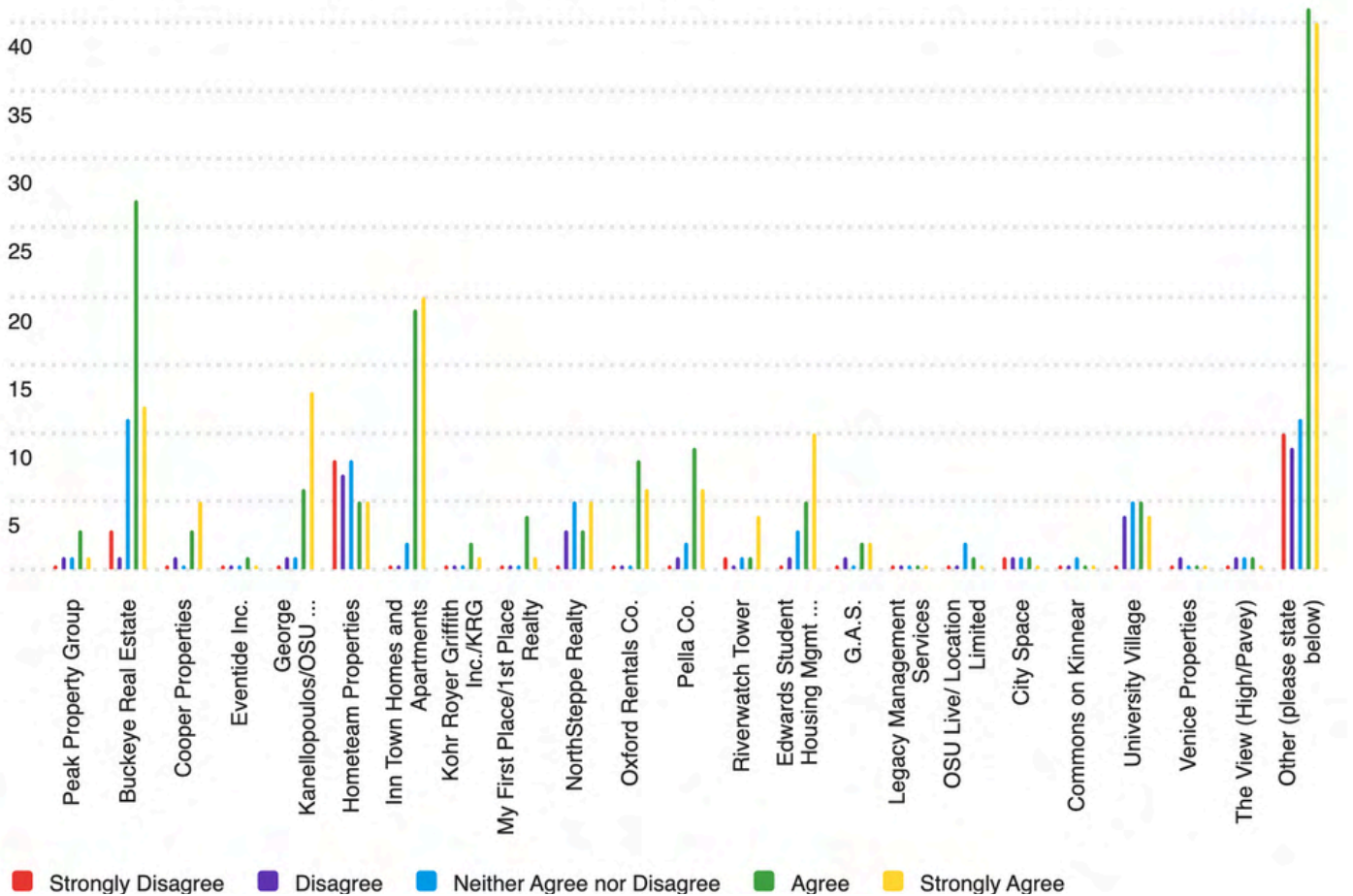
# I was satisfied with the overall condition of my property.



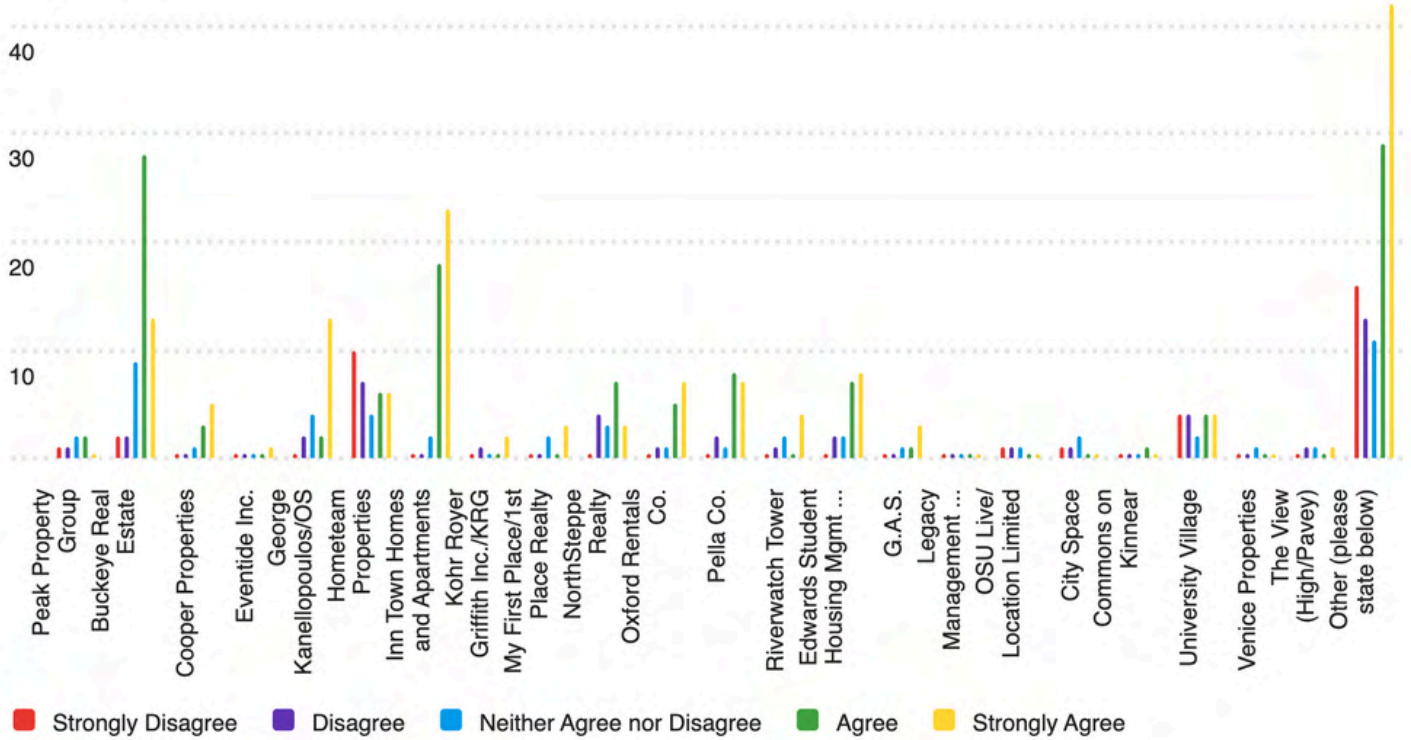
## It was easy to find a parking spot at or near my rental property.



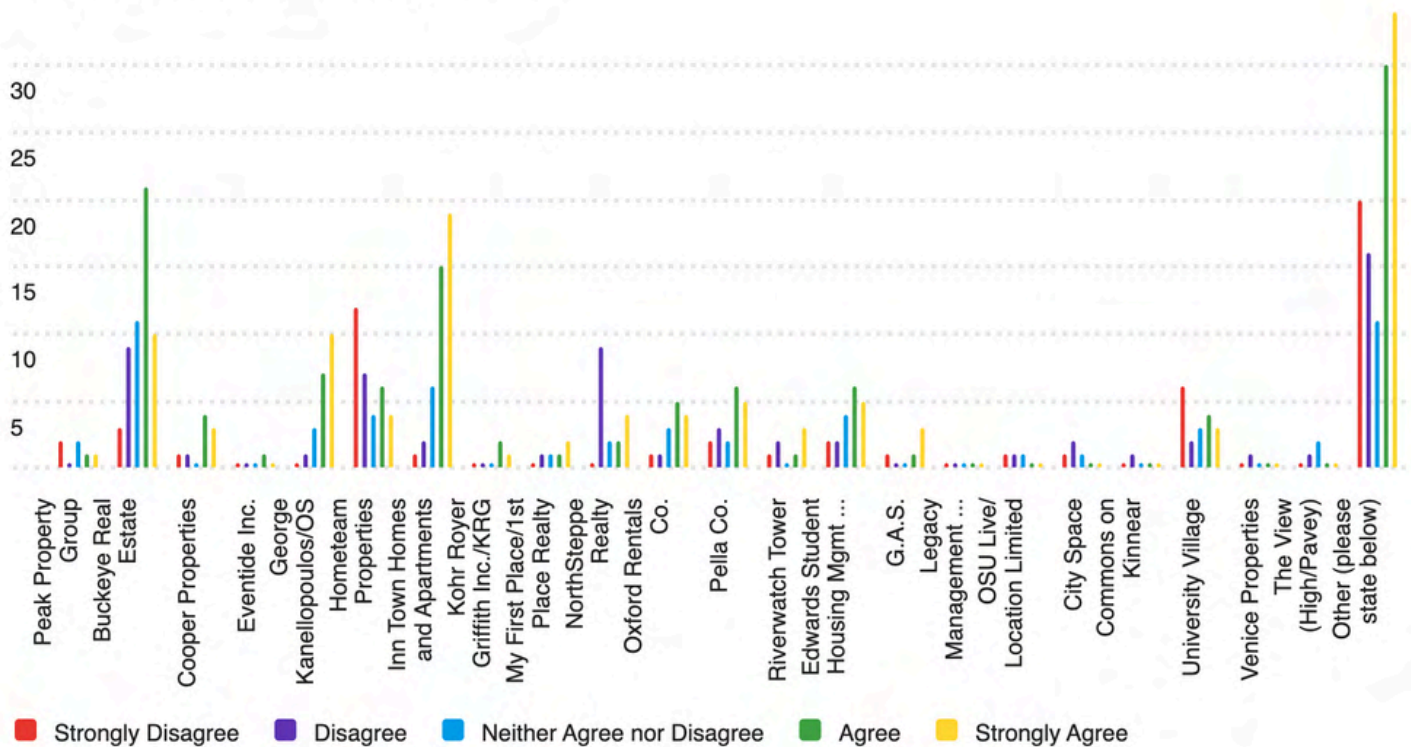
## My landlord/property manager was professional and polite.



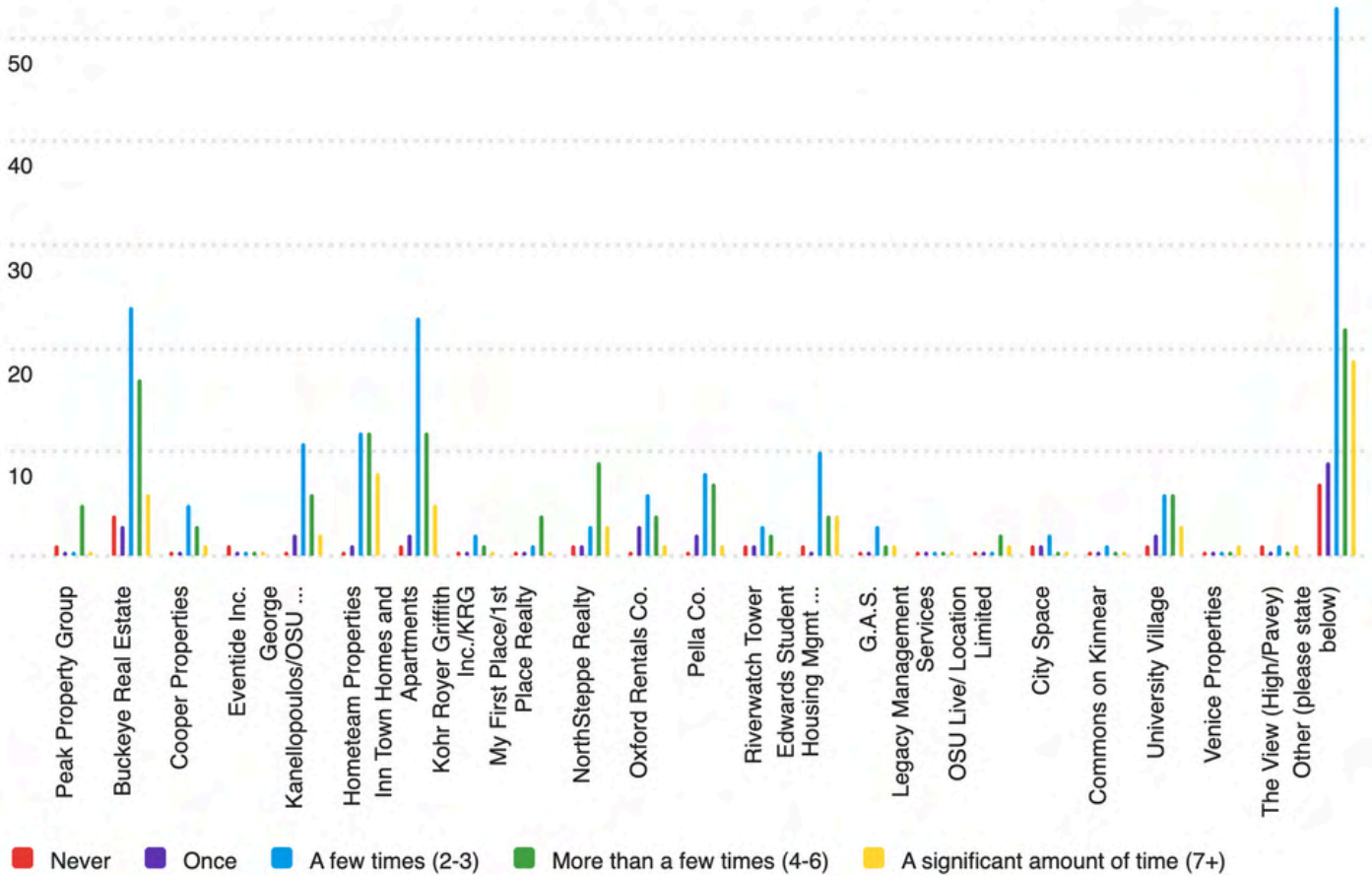
It was easy to contact my landlord/property manager with concerns or requests.



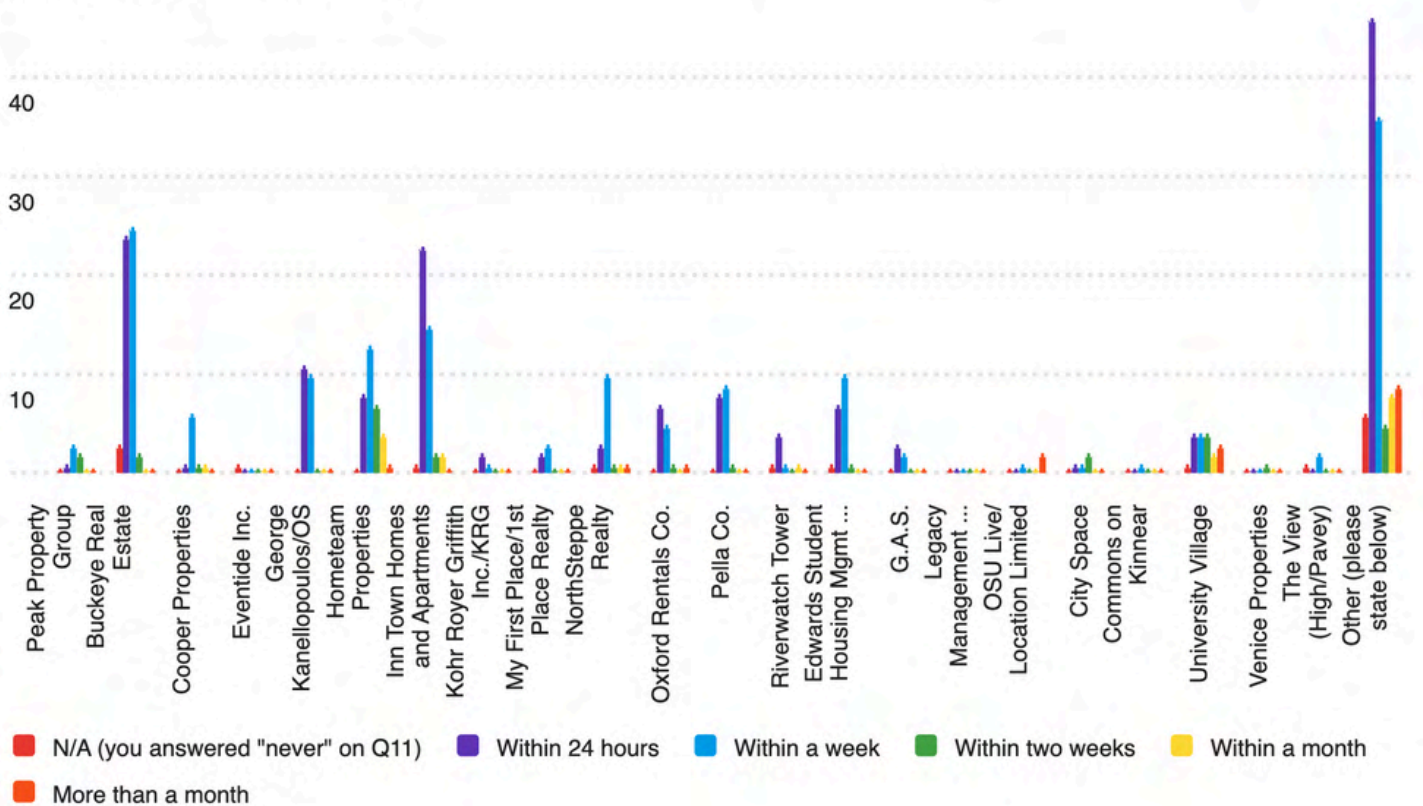
I was satisfied with the response from the landlord/property manager to my concerns or requests



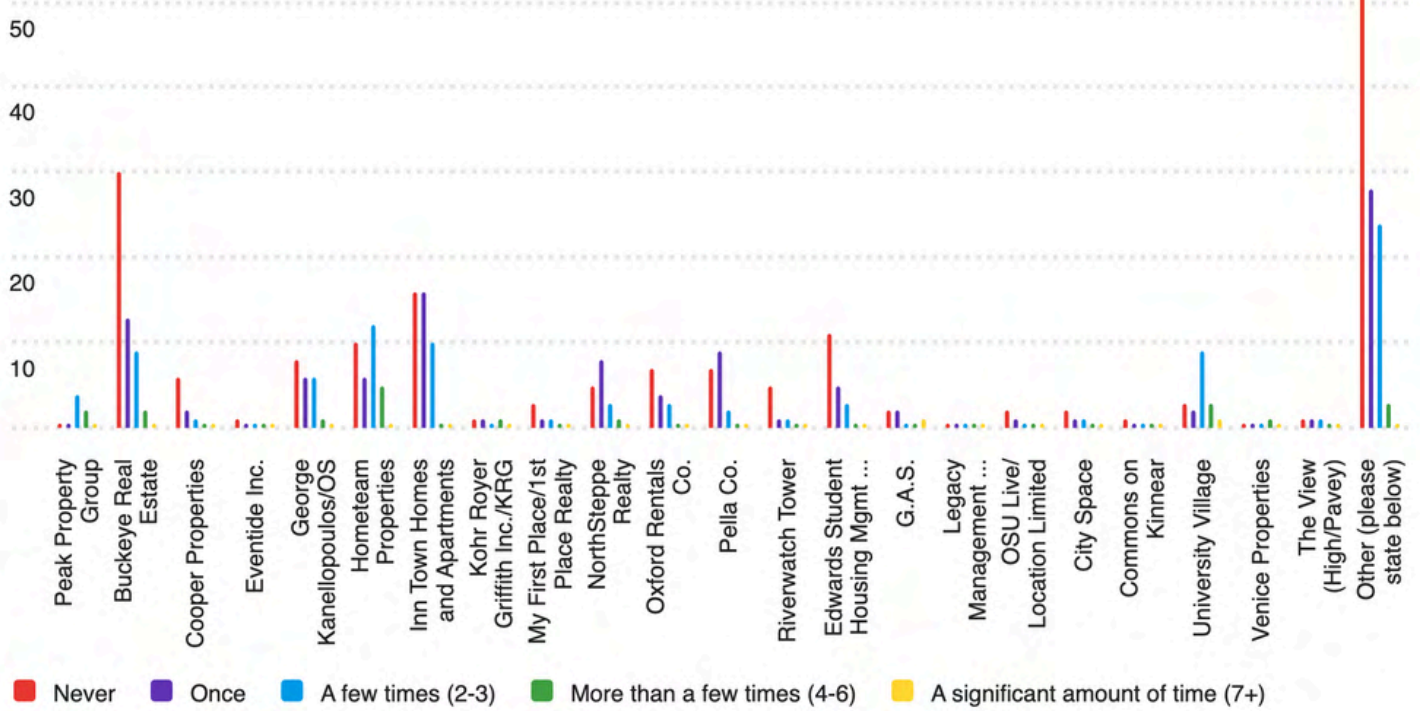
# How often did you have general maintenance concerns? (Examples include dishwasher needing repair or garbage disposal not working)



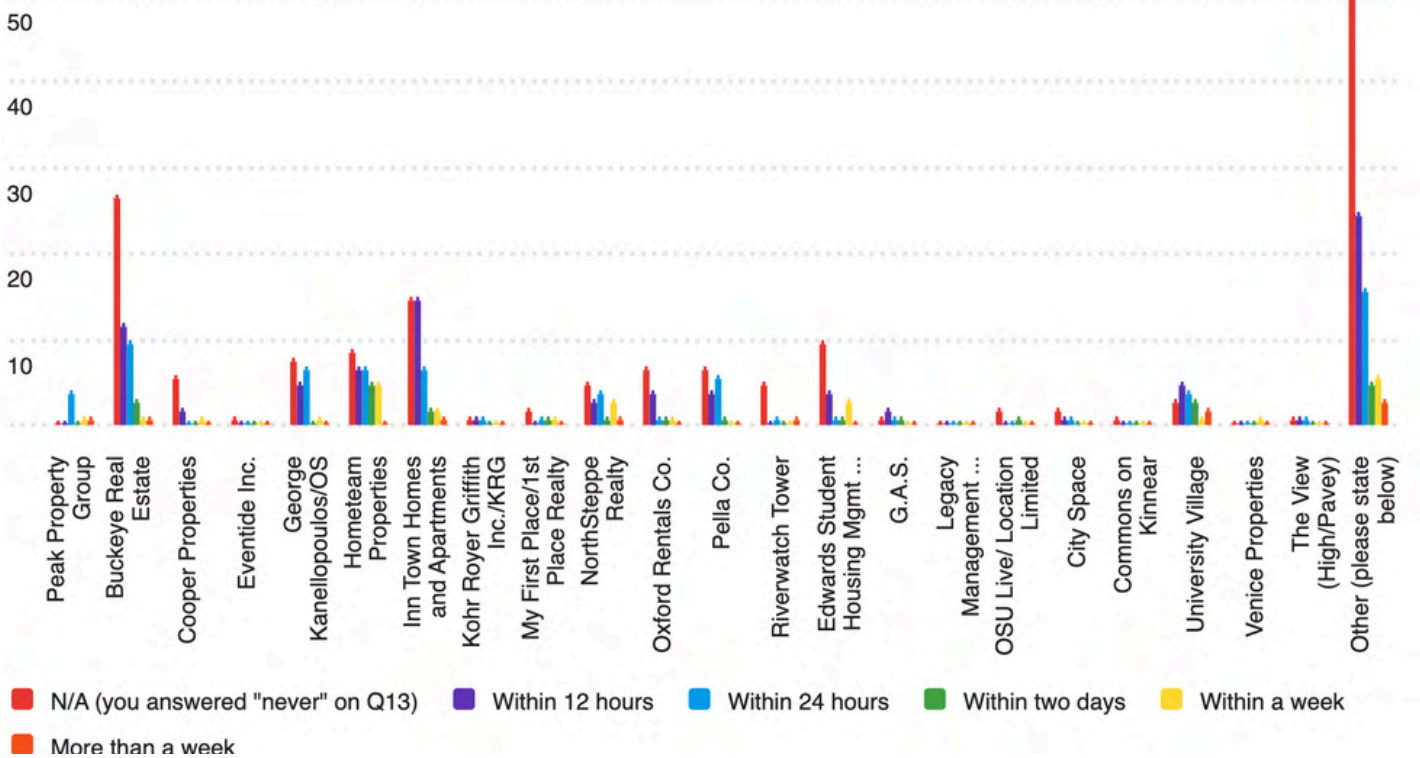
# On average, how quickly did your property manager tend to general maintenance concerns?



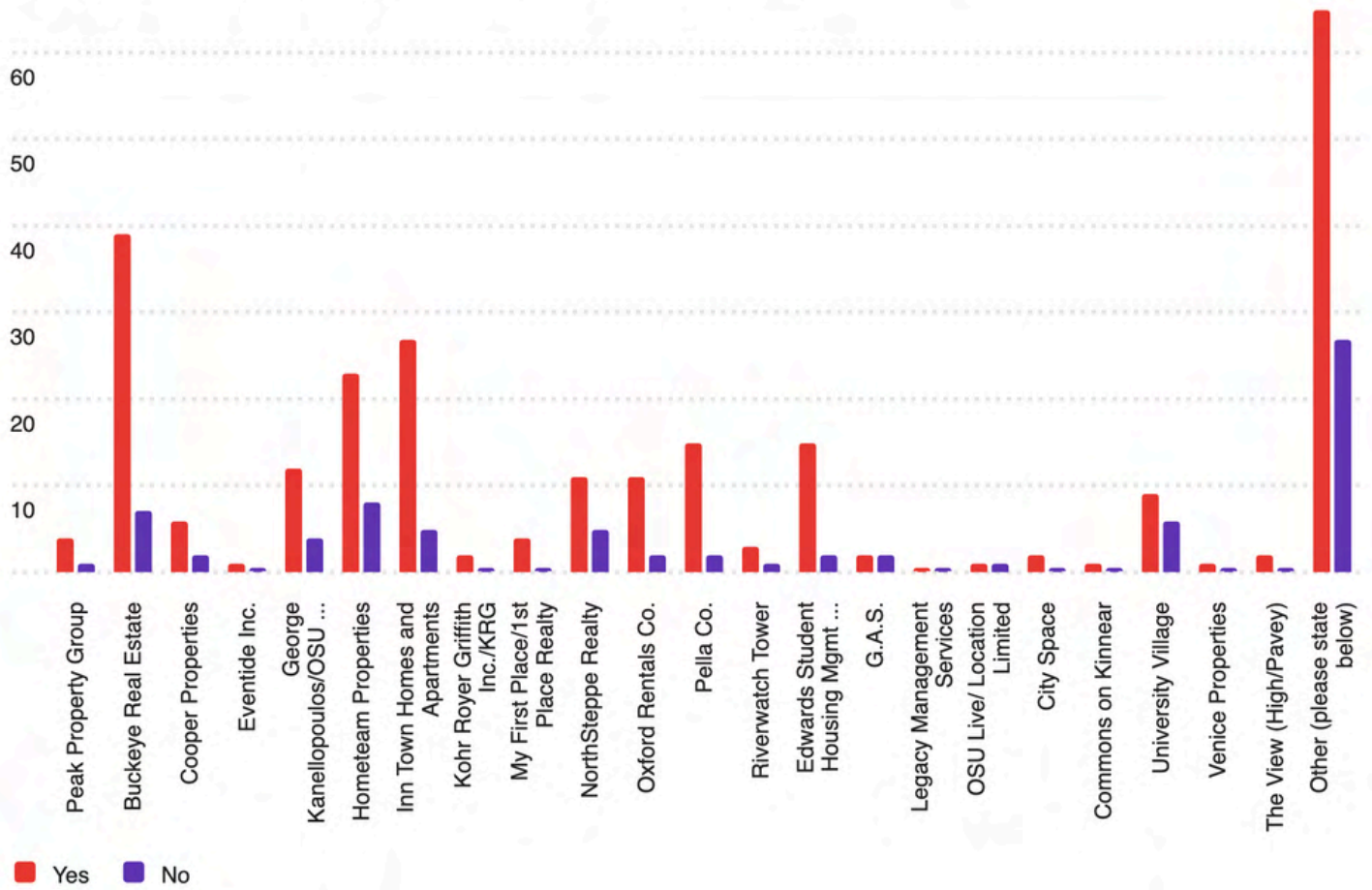
During your lease, how often did you have emergency maintenance concerns? (Examples include basement flooding or heat not working in the winter)



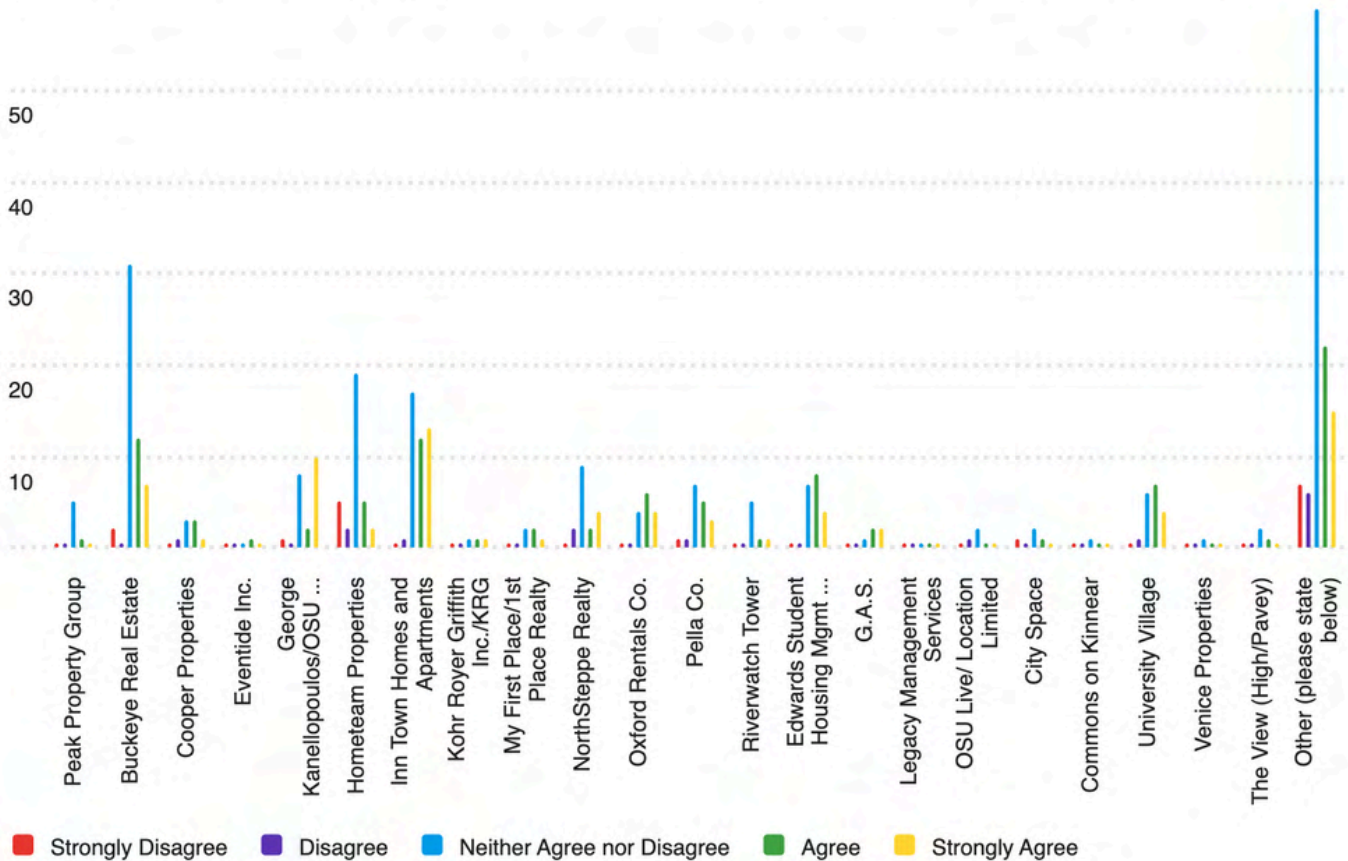
On average, how quickly did your property manager tend to emergency maintenance concerns?



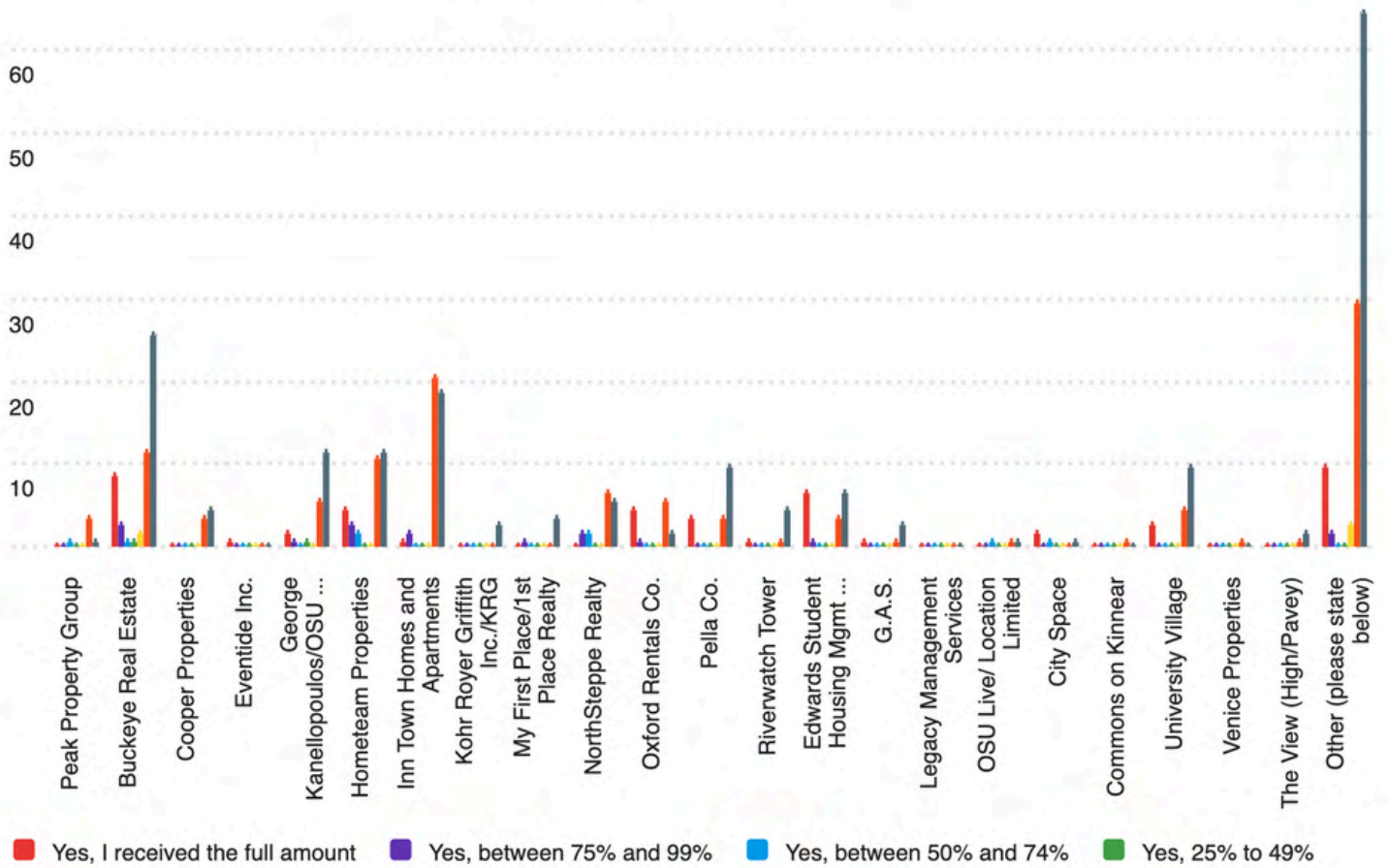
# Did your property manager provide 24-hour notice prior to entering your property during non-emergency situations?



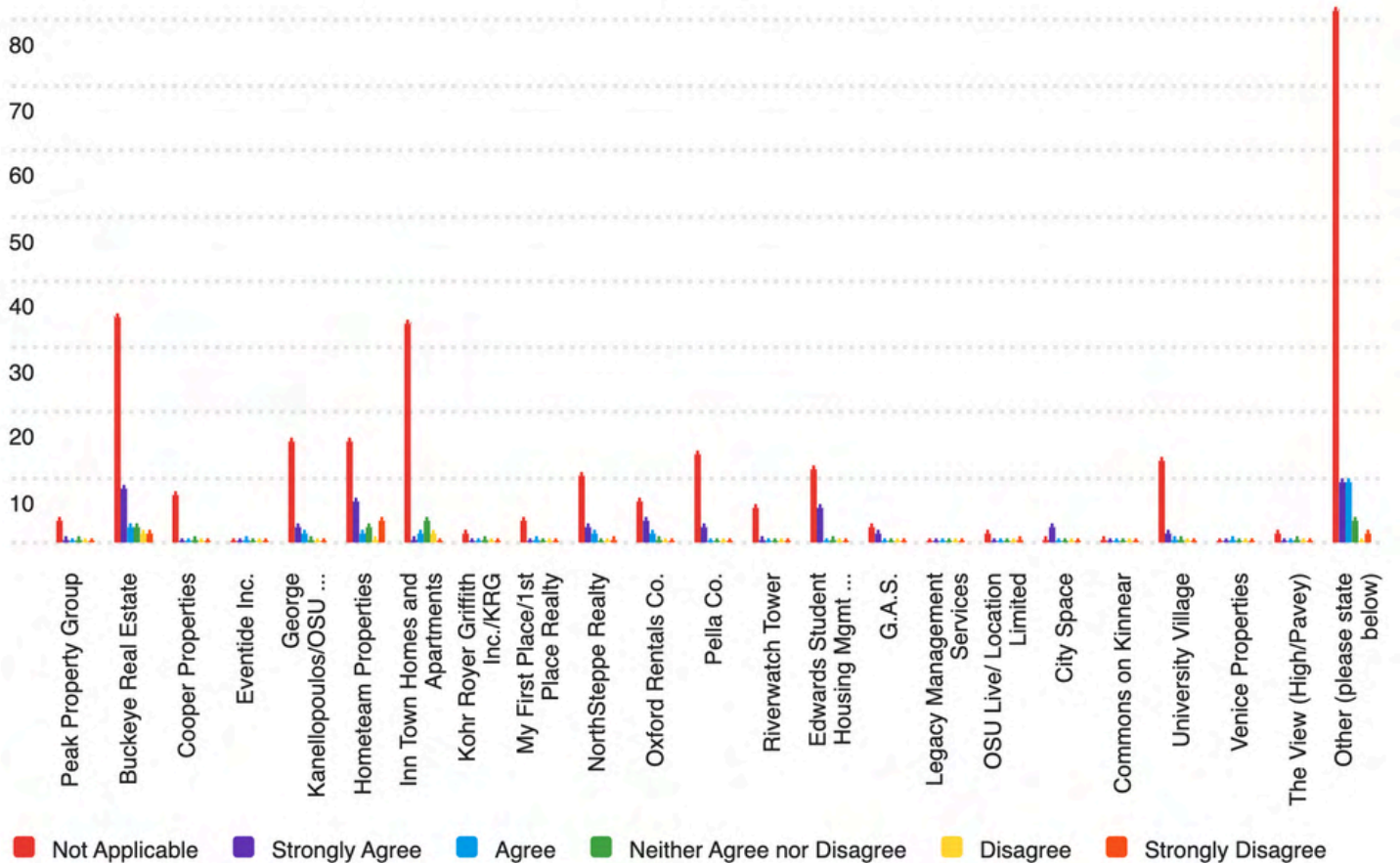
# My landlord/property manager was cooperative during my move-out.



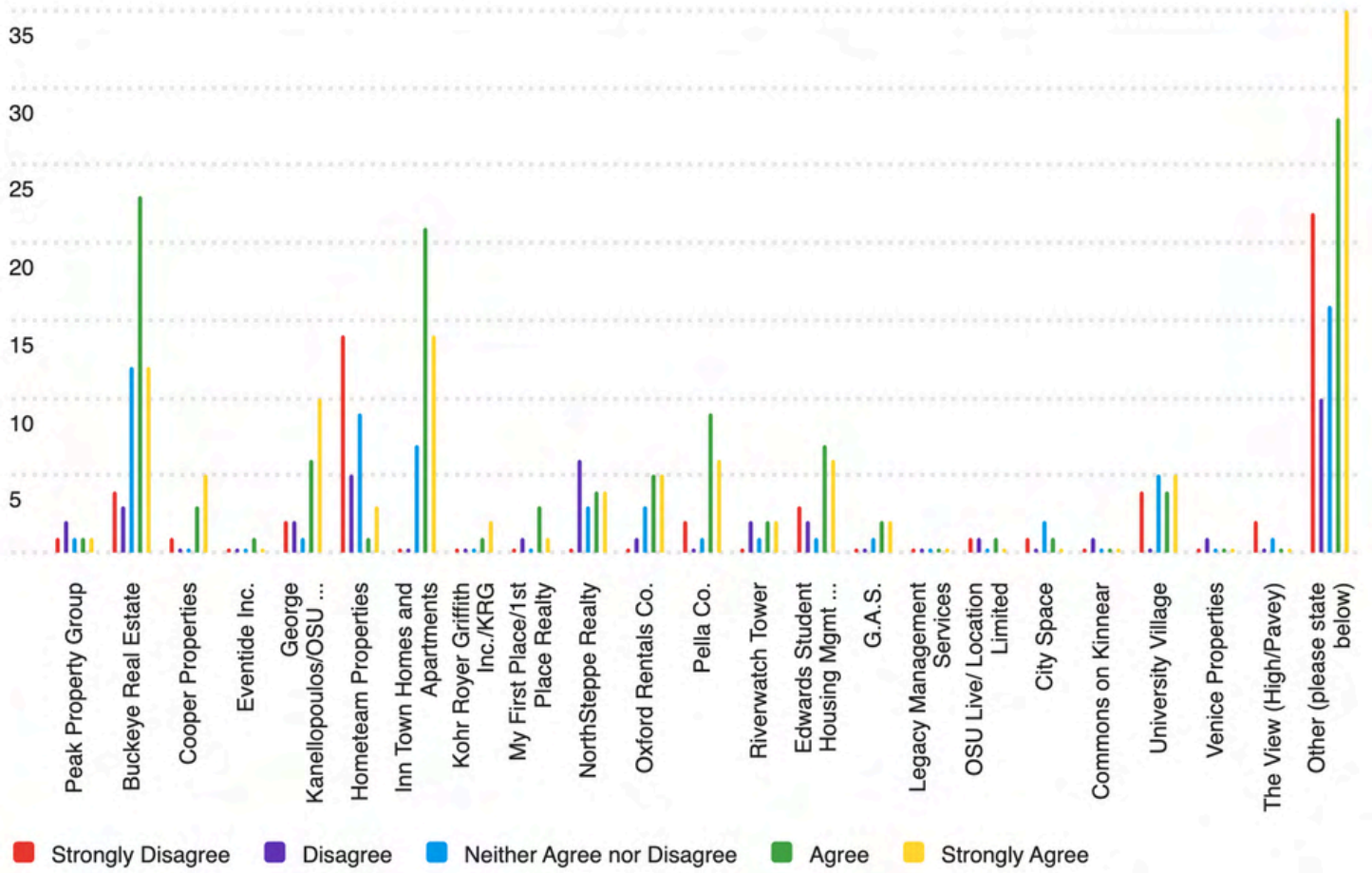
# Did you receive your security deposit back?



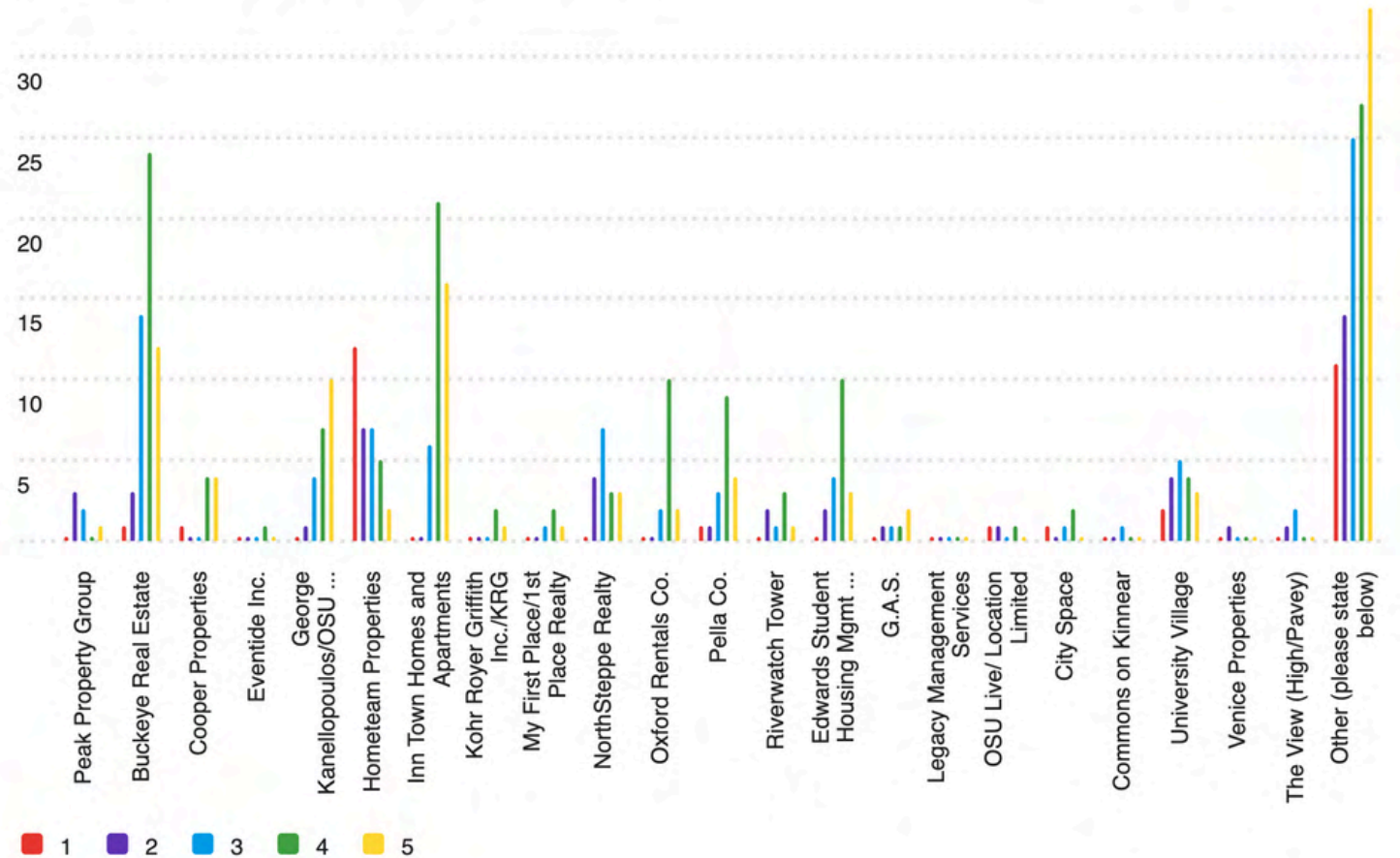
# Based on the condition that you left the property, do you feel that you received a fair portion of your security deposit back?



# I would rent from my landlord/property manager again.

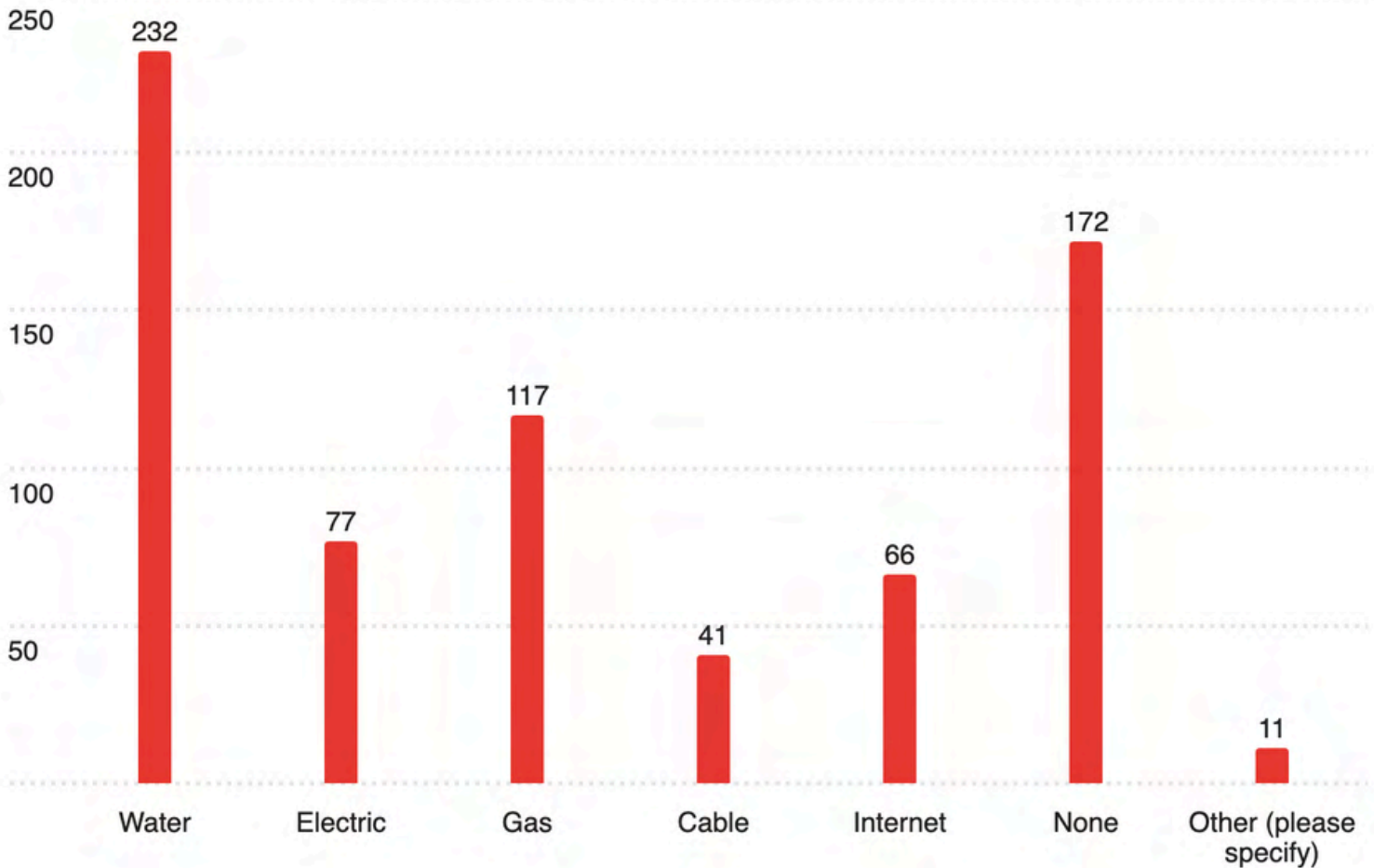


# Please rate the overall performance of your property manager. (1 being the worst, 5 being the best)

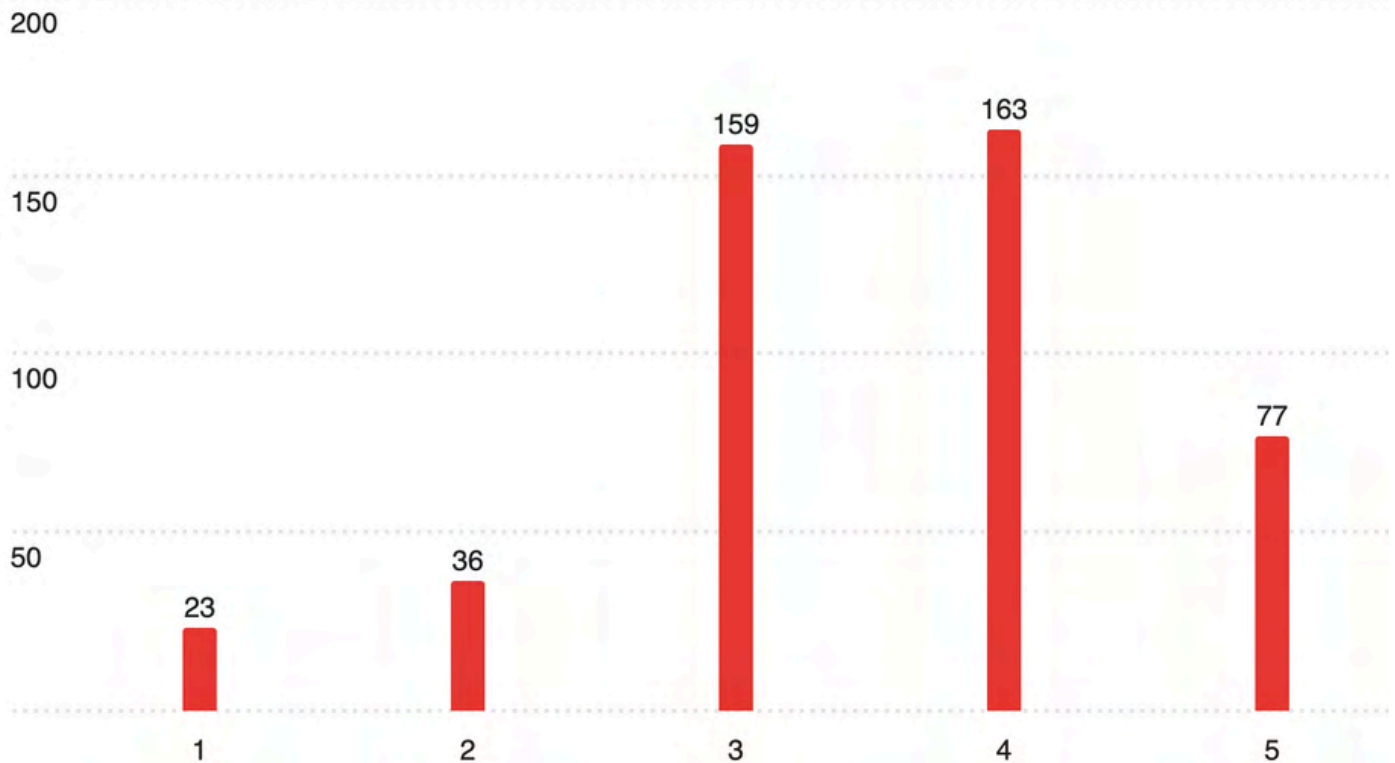




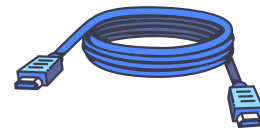
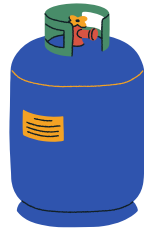
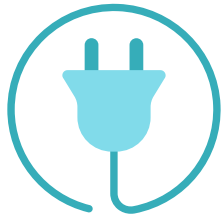
# What utilities were included in your rent?



# How would you rate the quality of your internet service provider? (1 being the worst, 5 being the best)



**Landlords providing utilities included  
in rent (>50% of respondents  
answered "yes" when asked if utility  
was covered)**



**George Kanellopoulos/OSU Properties:**

Water, electric, and gas

**Inn Town Homes and Apartments:**

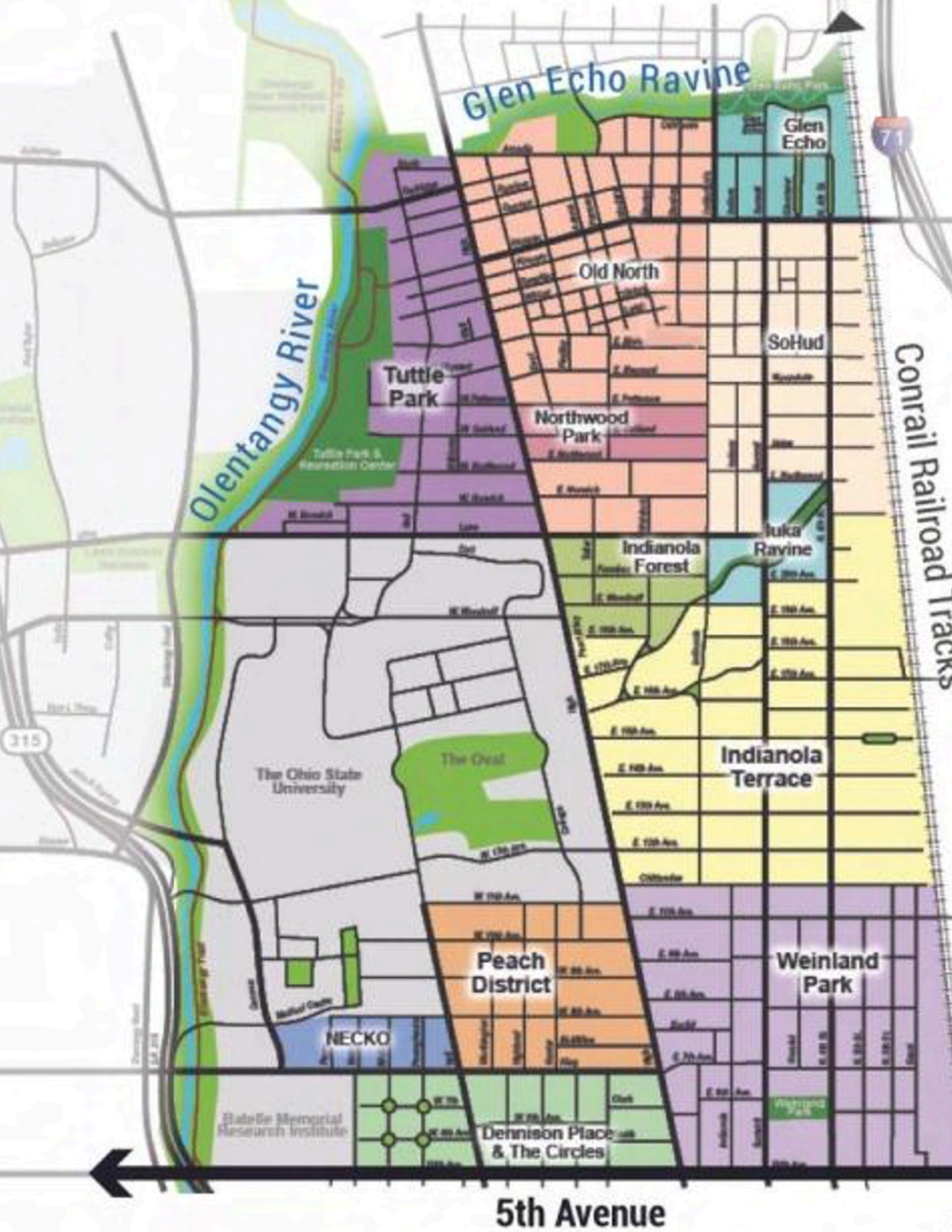
Water

**Northsteppe Realty:**

Water

**Edwards Student Housing Management:**

Cable and internet



Glen Echo Ravine

Glen Echo

Olentangy River

Conrail Railroad Tracks

Old North

SoHud

Tuttle Park

Northwood Park

Indianola Forest

Juka Ravine

The Ohio State University

The Oval

Indianola Terrace

Peach District

Weinland Park

NECKO

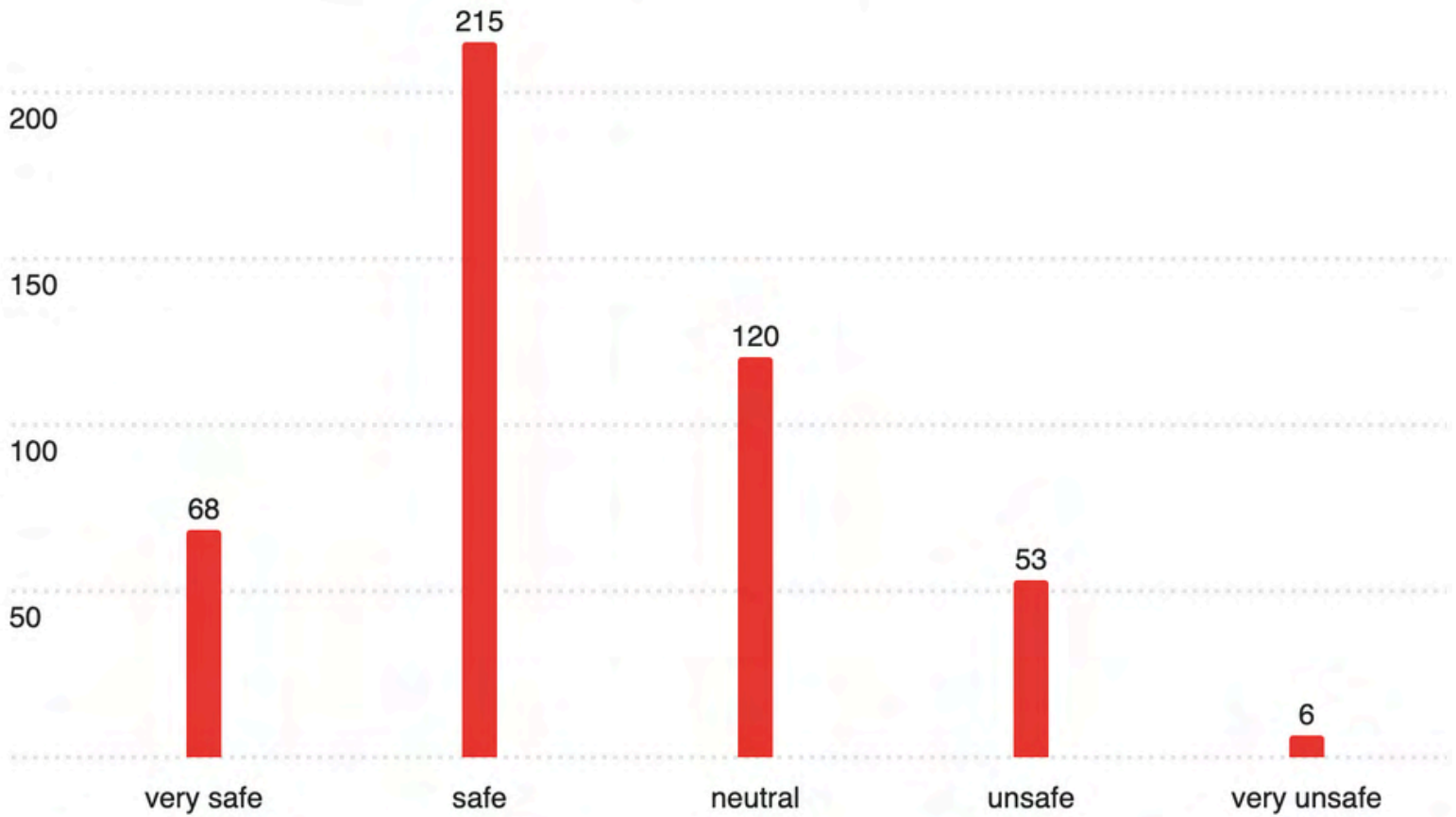
Dennison Place & The Circles

5th Avenue

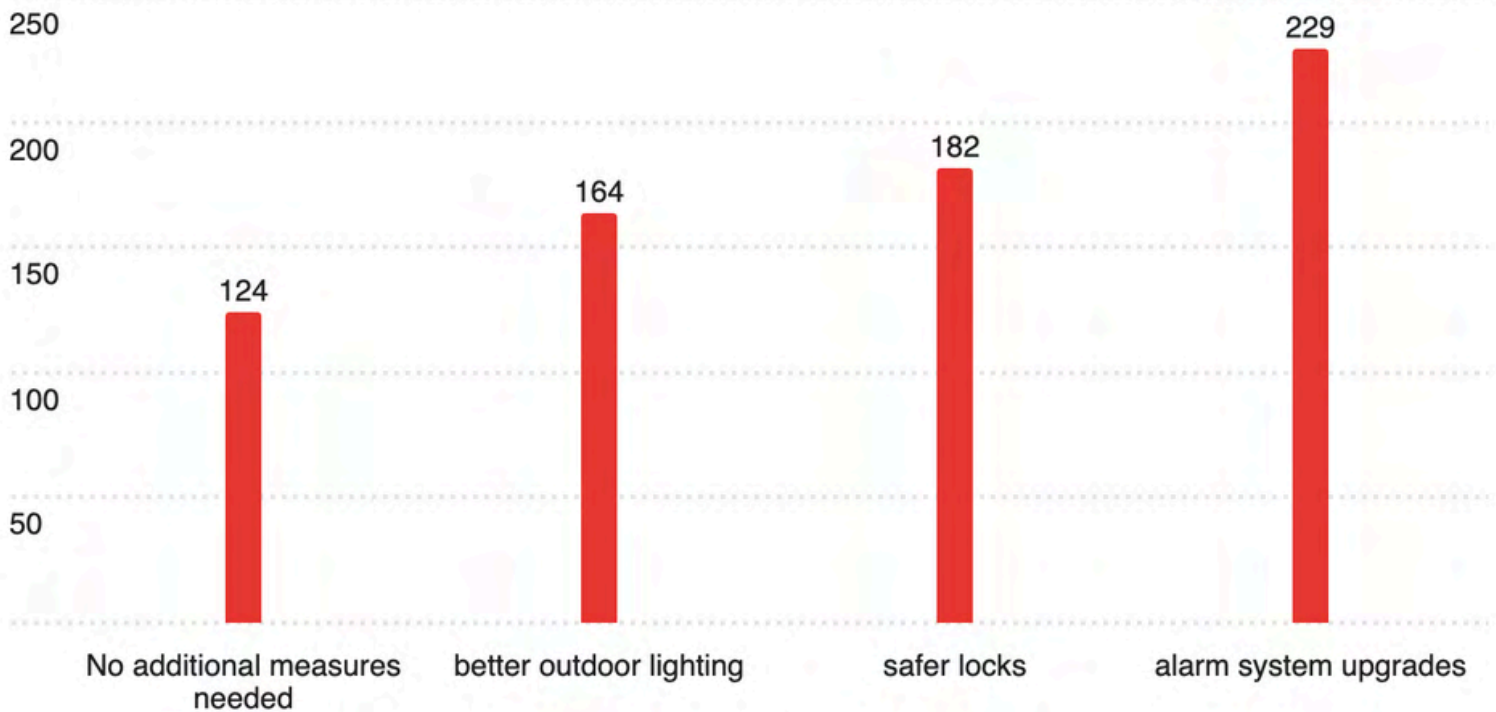
315



# How would you rate the safety of the area in which you rented?



# Is there anything your property manager could do to increase the safety in your unit?



# To do list

- Lease review from SLS
- Renter's insurance
- Roommate agreement
- Repair requests in writing
- Watch SLS info videos



**studentlegal.osu.edu**



**STUDENT  
LEGAL  
SERVICES**

614.247.5853 (call or text)

studentlegal@osu.edu

20 e. 11th avenue

@ohiostatelawyers



# Visit Willie J. Young, Sr. Off-Campus and Commuter Student Engagement

Ohio Union Room 3106

## Walk-in Hours:

Monday – Friday  
8 a.m. to 5 p.m.

## Complimentary Services:

Off-Campus Housing Consultations

Home Security Devices

Personal Safety Alarms

Roommate and Sublet Ads

Access to virtual communities for off-campus  
and commuter students and much more!

[offcampus.osu.edu](http://offcampus.osu.edu) | (614) 292-0100

 @offcampus\_osu  OffCampus\_OSU



THE OHIO STATE UNIVERSITY

OFFICE OF STUDENT LIFE

# YOUR SAFETY IS OUR TOP PRIORITY!

*Use these safety resources on and off campus*



## RAVE GUARDIAN

Rave Guardian allows you to select friends or family as a virtual guardian to follow you via GPS tracking, using a destination-based timer.

**Download by searching “Rave Guardian” inside the Ohio State app.**



## TRANSPORTATION SAFETY

Lyft Ride Smart at Ohio State offers eligible students discounted rides, inside the university-designated service area, during evening and overnight hours. The university also offers CABS On-Demand with service between central and west campus.

Visit [ttm.osu.edu/ride-smart](http://ttm.osu.edu/ride-smart) | Visit [ttm.osu.edu/on-demand](http://ttm.osu.edu/on-demand)



## SAFETY NOTICES

Ohio State’s Department of Public Safety uses a variety of methods to communicate with the campus community, including an off-campus Community Crime Map.

Visit [dps.osu.edu/alert-notices](http://dps.osu.edu/alert-notices)



## SAFETY DEVICES

Remember to lock your windows and doors and pick up complimentary safety alarms and timers from the Off-Campus and Commuter Student Services office located in the Ohio Union. Free personal safety devices are also available.

Visit [offcampus.osu.edu/resources/safety](http://offcampus.osu.edu/resources/safety)



## SAFETY PATROLS

The Ohio State University Police Division (OSUPD) and Columbus Division of Police (CPD) work closely to provide patrols on and around campus. This is supplemented by non-sworn security, including Buckeye Block Watch, lights and cameras.

Visit [dps.osu.edu](http://dps.osu.edu)



## ADD OSUPD TO YOUR CONTACTS

Add the OSUPD non-emergency number 614-292-2121 to your contacts and always dial 9-1-1 in case of emergencies. For off-campus crime, call CPD at 614-645-4545.

## ADDITIONAL RESOURCES

### Safety Resources

[dps.osu.edu/resources](http://dps.osu.edu/resources)

### Off-Campus and Commuter Student Services

[offcampus.osu.edu/resources/safety/](http://offcampus.osu.edu/resources/safety/)

### Off-Campus Housing Network

[offcampus.osu.edu/off-campus-housing-network/](http://offcampus.osu.edu/off-campus-housing-network/)

🐦 Ohio State Police Division  
@OSUPOLICE

📷 Ohio State Police Division  
@OSUPOLICE

🐦 Emergency Management  
@OSU\_EMFP

🐦 Student Life at Ohio State  
@StudentLifeOSU



THE OHIO STATE UNIVERSITY

# CLEAN UP COLUMBUS

Monthly opportunity! Light breakfast and cleaning supplies provided. \$100 in student org funding or service hours available. Learn more at [go.osu.edu/cleanupcbus](http://go.osu.edu/cleanupcbus)



# BUCKEYE ROAD TRIP



10 low-cost buses to and from various destinations for Thanksgiving and spring break. Learn more at [usg.osu.edu/buckeye-roadtrip](http://usg.osu.edu/buckeye-roadtrip)



# AIRPORT SHUTTLE

Save lots on FREE transportation to and from CMH during break periods! Learn more at [go.osu.edu/usgshuttle](http://go.osu.edu/usgshuttle)



**\$42,936 est. saved on rideshares**

Cars  

Lyft  4 **\$28.72**  
Pickup in 2 min  **11:05 AM**

# BUCKEYE 5K



Kick off the spring with USG at the Buckeye 5K. Shirts, giveaways, and a light breakfast provided. Registration is free! Learn more at [go.osu.edu/buckeye-mile](http://go.osu.edu/buckeye-mile)



UNDERGRADUATE  
STUDENT GOVERNMENT



FREE ACCESS

# The New York Times

Learn more and activate your subscription at: [go.osu.edu/usgnyt](https://go.osu.edu/usgnyt)



To learn more about USG resources and initiatives, check out

[usg.osu.edu](https://usg.osu.edu)

 /OhioStateUniversityUSG

 @usgosu

 @usg\_osu