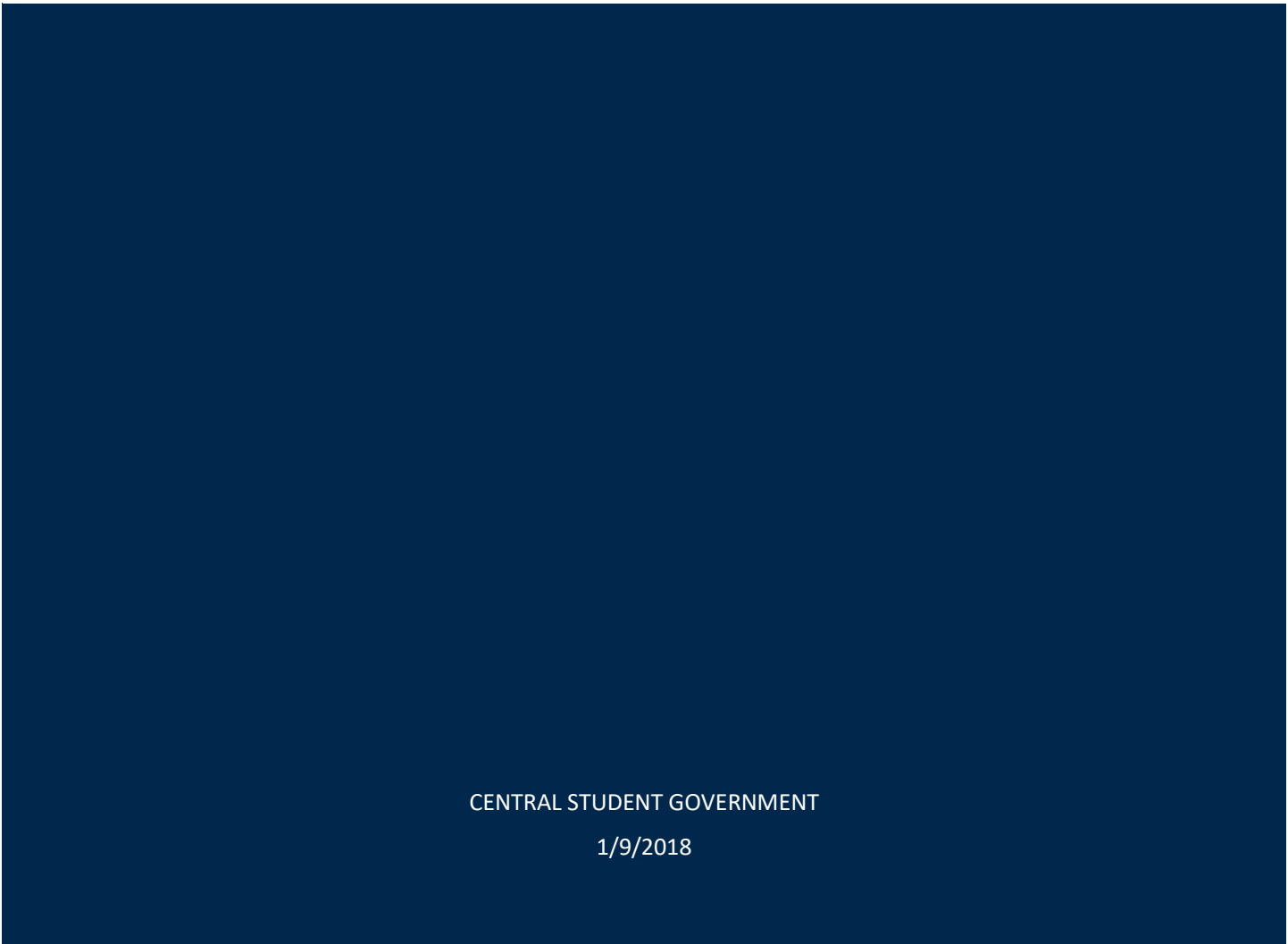




CSG ANNUAL HOUSING MANAGEMENT SURVEY

CENTRAL STUDENT GOVERNMENT

1/9/2018



EXECUTIVE SUMMARY

This survey was created by University of Michigan's Central Student Government in order to address the demonstrated need from the student body to facilitate the off-campus housing search process. It was determined that the most effective way to address this need was to construct a database which ranks and rates various property managers to empower students' voices in the housing process and help students make better informed decisions when searching for off-campus housing. To realize that goal this survey was created with the following objectives in mind:

1. Provide an overview of the housing management companies available off-campus in Ann Arbor and Ypsilanti.
2. Provide metrics on those housing management companies for students to make informed decisions when choosing off-campus housing.
3. Provide some general landscape and statistics of the off-campus housing experience at the University of Michigan.

A survey was created and then opened from 11/16/2018 to 11/26/2018. During this time, it was distributed through social media, email, and word of mouth. This survey addressed all the objectives that were set and included general demographic questions. The survey was targeted towards any University of Michigan Student who lived off campus during the 2017 – 2018 academic year. 1,603 students accessed the survey with 1,005 of those living off-campus during the 2017 – 2018 academic year, 689 students at least partially completed the survey, and 643 completing the survey in its entirety. There was attrition throughout the survey, so the total responses per question varies.

The survey found students are unhappy with the current off-campus housing search process with 80% finding the process frustrating. The approximate average rent was found to be \$832 per person per month. There were 132 unique housing property managers captured by this survey. However, only companies that received at least 5 responses are considered for the key findings, resulting in ratings and rankings for 34 property managers. Given our sentiment/inclination questions the survey found University of Michigan students have a generally positive off-campus housing experience as well

Central Student Government hopes that these results will be useful to the student body and encourages students to utilize this report while searching for off-campus housing. The survey is being distributed through this PDF format, and through the Central Student Government website with interactive Tableau Charts.

Though the number of respondents represents only a small proportion of the off-campus housing student population, this report is only the beginning of, hopefully, an annual survey that will allow Central Student Government to build a robust database of property manager ratings and housing satisfaction to give students more autonomy in the off-campus housing search process.

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BACKGROUND AND OBJECTIVE

There is a demonstrated need from the University of Michigan student body to facilitate the process of finding and selecting off-campus student housing. In response, the University of Michigan Central Student Government (CSG), which serves as the university's unifying student government organization, surveyed the student body to understand their off-campus housing experiences. This effort was done with aid from and collaboration with the Ohio State University in developing the survey questions. The survey focused on the experience's students had with housing management companies, as well as general information such as rent, location, lease dates, and more.

From that survey CSG created this Housing Management Report which shows the satisfaction that students have with their previous academic year housing management company and general information about off-campus housing at the University of Michigan. The report will have two forms: one as this PDF, and another interactive online portion. The PDF will have all data, methodologies, and metrics. The interactive online graphs will have a subset of the data and will allow students the ability to adjust the visualization of the given data. The online graphs will be posted to the CSG website and can be accessed at the following link: <https://csg.umich.edu/housing-management-survey-2018-2019/>.

The specific objectives of the Housing Management Survey Report are the following:

1. Provide an overview of the housing management companies available off-campus in Ann Arbor and Ypsilanti
2. Provide metrics on those housing management companies for students to make informed decisions when choosing off-campus housing
3. Provide some general landscape and statistics of the off-campus housing experience at the University of Michigan

CSG believes this report will empower student voices in the housing process and help students make better informed decisions while considering off-campus housing options.

Disclaimer

In publishing this information, neither Central Student Government nor the University of Michigan 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 Student Legal Services (studentlegalservices.umich.edu) or another attorney service.

SUMMARY OF KEY FINDINGS

- Students are unhappy with the current off-campus housing search process.** There is a large portion of students that are not satisfied with the current methods and resources for finding off campus housing. This serves as more evidence to the necessity of this report and other open channels of information that can assist students in their off-campus housing search. 80% of students found finding off campus housing frustrating, and 47% think the process can be streamlined.
- The average monthly rent according to this survey is approximately \$832.** This metric is below many of the current reported figures. A reason for this difference could be this survey focused specifically on student housing while the previous measures included all housing in Ann Arbor.
- There were 132 unique property managers captured by this survey.** Only companies that received at least 5 responses are considered for the key findings. There are 34 unique property managers that received 5 or more responses. Key Findings will focus on these 34 housing managers, but this report will include all data in the Detailed Findings. All 34 of these companies are ranked in the table below. Important to note is the count of responses for each housing company. These results should be used in respect of those counts. These ratings were generated from Question 19 and can range from 1 – 10.

Property Manager	Rating	Responses	Property Manager	Rating	Responses
1. Spaly Group	9.72	25	18. Spice Tree Apartments	6.60	6
2. Horvath Properties	9.17	6	19. Prime Student Housing	6.46	28
3. Zaragon Apartments	9.00	6	20. Cappo Management	6.29	14
3. Wessinger Properties	9.00	6	21. Michigan Commercial Reality	6.20	5
5. Copi Properties	8.60	5	22. J Keller Properties	6.11	9
6. PTP Management	8.42	19	23. Investors Property Management	5.63	10
7. The Courtyards	8.00	8	24. PMSI	5.60	6
8. YOUnion	7.80	8	25. Campus Realty	5.35	17
9. McKinley Properties	7.71	21	26. Michigan Rental	5.18	18
10. ICC	7.40	5	27. Old Town Realty	5.00	11
11. Ann Arbor Apartments	7.27	23	28. Island Drive Apartments	5.00	5
12. Private Landlords	7.17	83	29. Campus Management Inc.	4.68	25
13. Wickfield Properties	7.16	19	30. University Towers	4.64	14
14. Oxford Companies	7.15	27	31. Willowtree Apartments	4.00	8
15. American Campus Communities	6.72	18	32. Broder & Sachse	4.00	5
16. Varsity Management	6.67	17	33. Cribspot	3.20	5
17. Cabrio Properties	6.60	25	34. Tree City Properties	1.80	5

Table 1. Housing companies with five or more responses ranked

- University of Michigan students have a generally positive housing experience.** According to most of the sentiment/inclination questions as well as the questions pertaining directly to the ratings of housing companies, University of Michigan students have a generally positive off-campus housing experience. Most students have had positive interactions with their property manager as well.

5. **A large proportion of leases are August/September to August.** Out of the 672 records, 263 (39%) were August to August leases. Behind that was September to August leases with 163 (24%) responses. Combined they make 63% of the responses. There were only 68 (10%) May to May, May to April, and April to April leases reported in this survey. The rest of the lease times vary greatly.

6. **Most students sign their leasing agreements during the Fall Semester regardless of lease start month.** 321 (47%) of students in this survey found their 2017 to 2018 housing during the Fall 2016 Semester. For those who signed Fall leases (leases starting in the Fall Semester), 51% signed their lease during the Fall 2016 Semester and 22% signed during the Winter 2017 Semester. For those who signed Spring leases (leases starting during the end of Winter Semester/beginning of Spring Semester), 49% signed their lease during the Fall 2016 Semester and 19% signed during the Winter 2017 Semester.

PROPERTY MANAGER METRICS

This section will break down the rating, metric, and sentiment responses collected about the 34 property managers that received at least 5 responses. All sentiment questions have response options of: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1).

Overall Property Manager Rating

This section will detail the two overall property manager satisfaction questions.

Please rate the overall performance of your landlord/property manager (1 being worst, 10 being best).

The first question we asked respondents was to rate their property manager on a scale from 1 to 10, with 1 being poor and 10 being superior. The overall average was 6.72. An important consideration that should be taken for this metric, as well as all subsequent metrics, is the number of responses.

Property Manager	Rating	Responses	Property Manager	Rating	Responses
1. Spaly Group	9.72	25	18. Spice Tree Apartments	6.60	6
2. Horvath Properties	9.17	6	19. Prime Student Housing	6.46	28
3. Zaragon Apartments	9.00	6	20. Cappo Management	6.29	14
3. Wessinger Properties	9.00	6	21. Michigan Commercial Realty	6.20	5
5. Copi Properties	8.60	5	22. J Keller Properties	6.11	9
6. PTP Management	8.42	19	23. Investors Property Management	5.63	10
7. The Courtyards	8.00	8	24. PMSI	5.60	6
8. YOUnion	7.80	8	25. Campus Realty	5.35	17
9. McKinley Properties	7.71	21	26. Michigan Rental	5.18	18
10. ICC	7.40	5	27. Old Town Realty	5.00	11
11. Ann Arbor Apartments	7.27	23	28. Island Drive Apartments	5.00	5
12. Private Landlords	7.17	83	29. Campus Management Inc.	4.68	25
13. Wickfield Properties	7.16	19	30. University Towers	4.64	14
14. Oxford Companies	7.15	27	31. Willowtree Apartments	4.00	8
15. American Campus Communities	6.72	18	32. Broder & Sachse	4.00	5
16. Varsity Management	6.67	17	33. Cribspot	3.20	5
17. Cabrio Properties	6.60	25	34. Tree City Properties	1.80	5

Table 1 reproduced. Housing companies with five or more responses ranked

I would rent from my landlord/property manager again.

This was a multiple-choice question and the responses options were Yes (1), Maybe (0), and No (-1). This was used to create a bar graph centered at zero displaying the average response. The scale ranges from 1 (I would rent from my property manager again) to -1 (I would NOT rent from my property manager again). This could be used as another general indication of the quality and satisfaction students have with a property manager. There were 689 responses to this question.

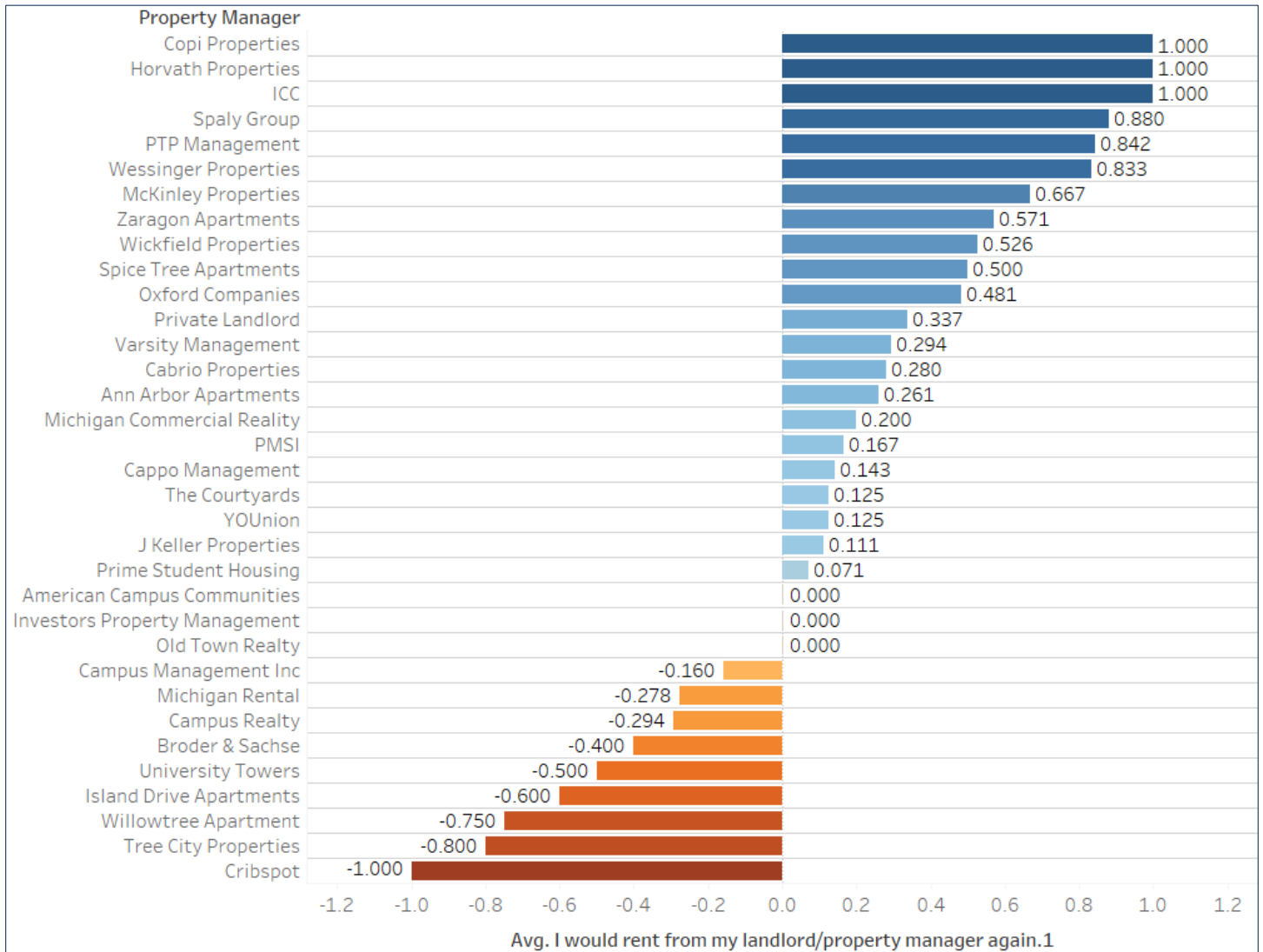


Figure 1. Average of “I would rent from my property manager again” by property manager.

Repairs & Maintenance Metrics

The following questions are about the repair and maintenance relationship the respondent had with their property manager and the state of their leased property. Below are all the relevant sentiment questions and the average across the 34 property managers to be used as a point of comparison. All sentiment questions have response options of: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1).

Sentiment	Average
My landlord/property manager properly maintained the exterior of my rental unit	3.63
My landlord/property manager provided 24-hour notice prior to entering my property during non- emergency situations.	3.75
My landlord/property manager responded properly to general maintenance concerns	3.65
My landlord/property manager responded quickly to emergency maintenance concerns	3.90
My landlord/property manager responded quickly to general maintenance concerns	3.73
My rental property did not need repairs at the time of move in	3.00
I was satisfied with the overall condition of my property	3.41

Table 2. Repair and maintenance averages

We will break down each of these sentiments by property manager below.

My landlord/property manager properly maintained the exterior of my rental unit.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Spaly Group	4.92	18	J Keller Properties	3.67
2	YOUnion	4.88	18	Oxford Companies	3.67
3	Wessinger Properties	4.83	20	Prime Student Housing	3.61
4	The Courtyards	4.75	21	Cabrio Properties	3.20
5	Horvath Properties	4.67	21	Island Drive Apartments	3.20
6	Zaragon Apartments	4.57	23	Cappo Management	3.14
7	McKinley Properties	4.29	23	University Towers	3.14
8	ICC	4.25	25	Investors Property Management	2.90
9	Copi Properties	4.20	26	Campus Management Inc	2.88
10	Ann Arbor Apartments	4.17	26	Willowtree Apartment	2.88
11	American Campus Communities	4.11	28	PMSI	2.83
12	PTP Management	4.11	29	Broder & Sachse	2.80
13	Spice Tree Apartments	4.00	29	Michigan Commercial Reality	2.80
14	Wickfield Properties	3.84	31	Michigan Rental	2.44
15	Campus Realty	3.76	32	Old Town Realty	2.27
16	Varsity Management	3.76	33	Cribspot	1.80
17	Private Landlord	3.70	34	Tree City Properties	1.40

Table 3. Exterior of rental unit and property company

My landlord/property manager provided 24-hour notice prior to entering my property during non-emergency situations.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Copi Properties	5.00	18	Broder & Sachse	3.80
2	Horvath Properties	5.00	19	Campus Realty	3.76
3	Zaragon Apartments	4.83	20	Spice Tree Apartments	3.67
4	Spaly Group	4.72	21	Private Landlord	3.64
5	ICC	4.67	22	Campus Management Inc	3.63
6	The Courtyards	4.50	23	Prime Student Housing	3.56
7	Wessinger Properties	4.40	24	University Towers	3.46
8	McKinley Properties	4.35	25	Cabrio Properties	3.44
9	Wickfield Properties	4.21	26	Old Town Realty	3.40
10	YOUnion	4.20	27	Willowtree Apartment	3.40
11	Oxford Companies	4.11	28	Investors Property Management	3.38
12	Cribspot	4.00	29	Varsity Management	3.21
13	American Campus Communities	4.00	30	Michigan Rental	3.00
14	PTP Management	3.95	31	Michigan Commercial Reality	3.00
15	Cappo Management	3.93	32	PMSI	2.60
16	Ann Arbor Apartments	3.90	33	Island Drive Apartments	2.40
17	J Keller Properties	3.89	34	Tree City Properties	2.20

Table 4. 24-hour notice from property manager and property company

My landlord/property manager responded properly to general maintenance concerns.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Spaly Group	4.88	18	Ann Arbor Apartments	3.65
2	Horvath Properties	4.83	19	Michigan Commercial Reality	3.60
3	Copi Properties	4.60	20	Prime Student Housing	3.59
4	The Courtyards	4.50	21	Campus Realty	3.53
5	Wessinger Properties	4.50	22	Investors Property Management	3.40
6	YOUnion	4.50	23	Cappo Management	3.36
7	PTP Management	4.26	24	Varsity Management	3.35
8	ICC	4.20	25	Michigan Rental	3.22
9	Zaragon Apartments	4.14	26	Spice Tree Apartments	3.17
10	Wickfield Properties	4.11	27	University Towers	3.00
11	McKinley Properties	3.95	28	Old Town Realty	2.91
12	American Campus Communities	3.89	29	Campus Management Inc	2.72
13	Private Landlord	3.84	30	Willowtree Apartment	2.63
14	PMSI	3.83	31	Cribspot	2.60
15	J Keller Properties	3.78	32	Island Drive Apartments	2.60
16	Cabrio Properties	3.68	33	Broder & Sachse	1.40
17	Oxford Companies	3.67	34	Tree City Properties	1.20

Table 5. Proper response to general maintenance concerns and property company

My landlord/property manager responded quickly to emergency maintenance concerns.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Horvath Properties	5.00	18	Cappo Management	3.85
2	Spaly Group	4.96	19	Prime Student Housing	3.85
3	Wessinger Properties	4.83	20	Varsity Management	3.82
4	Copi Properties	4.80	21	Michigan Commercial Realty	3.75
5	ICC	4.60	22	University Towers	3.75
6	Zaragon Apartments	4.57	23	Investors Property Management	3.67
7	PTP Management	4.50	24	Ann Arbor Apartments	3.65
8	The Courtyards	4.33	25	Campus Management Inc	3.64
9	McKinley Properties	4.31	26	PMSI	3.50
10	YOUnion	4.29	27	Campus Realty	3.43
11	Wickfield Properties	4.25	28	Michigan Rental	3.41
12	Oxford Companies	4.04	29	Cribspot	3.40
13	Spice Tree Apartments	4.00	30	Willowtree Apartment	3.13
14	Cabrio Properties	3.96	31	Old Town Realty	2.90
15	American Campus Communities	3.94	32	Island Drive Apartments	2.50
16	Private Landlord	3.90	33	Broder & Sachse	2.20
17	J Keller Properties	3.88	34	Tree City Properties	1.20

Table 6. Quickly responding to emergency maintenance and property company

My landlord/property manager responded quickly to general maintenance concerns.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Horvath Properties	5.00	18	Cabrio Properties	3.72
2	Spaly Group	4.88	19	PMSI	3.67
3	Copi Properties	4.80	20	Private Landlord	3.67
4	The Courtyards	4.75	21	Varsity Management	3.65
5	Wessinger Properties	4.67	22	Campus Realty	3.59
6	YOUnion	4.38	23	Ann Arbor Apartments	3.57
7	PTP Management	4.32	24	Michigan Rental	3.50
8	Wickfield Properties	4.26	25	Investors Property Management	3.50
9	ICC	4.20	26	University Towers	3.36
10	McKinley Properties	4.14	27	Spice Tree Apartments	3.33
11	Zaragon Apartments	4.00	28	Campus Management Inc	3.16
12	Oxford Companies	3.81	29	Old Town Realty	3.00
13	Michigan Commercial Realty	3.80	30	Cribspot	2.80
14	Cappo Management	3.79	31	Willowtree Apartment	2.63
15	Prime Student Housing	3.78	32	Island Drive Apartments	2.20
16	J Keller Properties	3.78	33	Broder & Sachse	1.60
17	American Campus Communities	3.72	34	Tree City Properties	1.20

Table 7. Quick response to general maintenance concerns and property company

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

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Spaly Group	4.32	18	Prime Student Housing	2.96
2	YOUnion	4.25	19	Campus Realty	2.88
3	The Courtyards	4.13	20	Cabrio Properties	2.64
4	Wessinger Properties	4.00	21	Investors Property Management	2.50
5	Horvath Properties	3.67	22	University Towers	2.50
6	PTP Management	3.53	23	J Keller Properties	2.44
7	Spice Tree Apartments	3.50	24	Cappo Management	2.43
8	Ann Arbor Apartments	3.43	25	Willowtree Apartment	2.38
9	Zaragon Apartments	3.43	26	Campus Management Inc	2.32
10	American Campus Communities	3.33	27	Michigan Commercial Reality	2.20
11	Wickfield Properties	3.26	28	Old Town Realty	2.09
12	Varsity Management	3.18	29	Tree City Properties	2.00
13	McKinley Properties	3.14	30	Cribspot	2.00
14	Oxford Companies	3.04	31	Broder & Sachse	2.00
15	Private Landlord	3.00	32	Michigan Rental	1.89
16	Copi Properties	3.00	33	PMSI	1.83
17	ICC	3.00	34	Island Drive Apartments	1.80

Table 8. Repairs needed at time of move-in and property company

I was satisfied with the overall condition of my property.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Spaly Group	4.64	18	Prime Student Housing	3.39
2	Wessinger Properties	4.50	19	Broder & Sachse	3.20
3	Zaragon Apartments	4.43	20	Cabrio Properties	3.20
4	The Courtyards	4.38	21	Campus Realty	3.06
5	YOUnion	4.25	22	Cappo Management	2.86
6	Horvath Properties	4.17	23	University Towers	2.86
7	PTP Management	4.05	24	Campus Management Inc	2.84
8	McKinley Properties	3.86	25	Old Town Realty	2.82
9	ICC	3.80	26	Investors Property Management	2.80
10	Wickfield Properties	3.74	27	Island Drive Apartments	2.80
11	American Campus Communities	3.67	28	J Keller Properties	2.78
12	Ann Arbor Apartments	3.65	29	Michigan Rental	2.56
13	Oxford Companies	3.59	30	Cribspot	2.40
14	Spice Tree Apartments	3.50	31	Michigan Commercial Reality	2.40
15	Private Landlord	3.48	32	PMSI	2.33
16	Varsity Management	3.47	33	Willowtree Apartment	2.25
17	Copi Properties	3.40	34	Tree City Properties	1.20

Table 9. Overall condition of property and property manager

Property Manager & Tenant Relationship Metrics

The following sentiment questions describe the relationship between a property manager and tenant. Below are all the relevant sentiment questions and the average across the 34 property managers to be used as a point of comparison. All sentiment questions have response options of: Strongly Agree (5), Agree (4), Neutral (3), Disagree (2), Strongly Disagree (1).

Sentiment	Average
I received a fair amount of my security deposit back	3.85
I received my security deposit back within a reasonable time frame	3.65
It was easy to contact my landlord/property manager	3.84
My landlord/property manager was cooperative during my move-out.	3.75
My landlord/property manager was professional and polite.	3.83

Table 10. Property Management and Tenant Relationship Averages

We will break down each of these sentiments by property manager below.

I received a fair amount of my security deposit back.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Island Drive Apartments	5.00	18	Campus Realty	3.69
2	Spaly Group	5.00	19	Cabrio Properties	3.68
3	Zaragon Apartments	4.67	20	Michigan Commercial Reality	3.67
4	Horvath Properties	4.50	21	Prime Student Housing	3.58
5	PTP Management	4.38	22	American Campus Communities	3.57
6	Wessinger Properties	4.33	23	Campus Management Inc	3.53
7	Ann Arbor Apartments	4.21	24	Investors Property Management	3.50
8	Oxford Companies	4.19	25	Michigan Rental	3.47
9	University Towers	4.08	26	Copi Properties	3.40
10	McKinley Properties	4.08	27	ICC	3.33
11	Private Landlord	4.06	28	The Courtyards	3.33
12	Cappo Management	4.00	29	Broder & Sachse	3.00
13	PMSI	4.00	30	Spice Tree Apartments	3.00
14	Wickfield Properties	4.00	31	Willowtree Apartment	3.00
15	YOUnion	4.00	32	Old Town Realty	2.88
16	Varsity Management	3.93	33	Cribspot	2.33
17	J Keller Properties	3.88	34	Tree City Properties	1.40

Table 11. Security deposit return amount and property manager

I received my security deposit back within a reasonable time frame.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Island Drive Apartments	5.00	18	Willowtree Apartment	3.40
2	Spaly Group	4.94	19	Copi Properties	3.40
3	Wessinger Properties	4.67	20	American Campus Communities	3.36
4	Horvath Properties	4.67	21	University Towers	3.33
5	Zaragon Apartments	4.50	22	Michigan Rental	3.20
6	PTP Management	4.43	23	Investors Property Management	3.17
7	Oxford Companies	4.10	24	Varsity Management	3.14
8	McKinley Properties	4.08	25	Prime Student Housing	3.13
9	Ann Arbor Apartments	4.07	26	Campus Realty	3.06
10	J Keller Properties	4.00	27	The Courtyards	3.00
11	YOUnion	4.00	28	Campus Management Inc	3.00
12	Wickfield Properties	3.91	29	Old Town Realty	2.63
13	Private Landlord	3.83	30	Spice Tree Apartments	2.50
14	PMSI	3.80	31	Cribspot	2.33
15	Michigan Commercial Reality	3.67	32	Broder & Sachse	2.33
16	Cappo Management	3.50	33	Tree City Properties	2.00
17	Cabrio Properties	3.45	34	ICC	1.67

Table 12. Security deposit returned reasonable time frame and property manager

It was easy to contact my landlord/property manager.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Copi Properties	5.00	18	Private Landlord	3.83
2	Wessinger Properties	5.00	19	Varsity Management	3.82
3	Horvath Properties	5.00	20	Prime Student Housing	3.79
4	Spaly Group	4.92	21	University Towers	3.79
5	Zaragon Apartments	4.57	22	Wickfield Properties	3.74
6	YOUnion	4.38	23	Campus Realty	3.71
7	McKinley Properties	4.29	24	Investors Property Management	3.60
8	The Courtyards	4.25	25	Michigan Commercial Reality	3.60
9	PTP Management	4.16	26	Michigan Rental	3.56
10	Cabrio Properties	4.04	27	J Keller Properties	3.56
11	ICC	4.00	28	Willowtree Apartment	3.25
12	Cappo Management	4.00	29	Campus Management Inc	3.12
13	American Campus Communities	3.89	30	Old Town Realty	3.00
14	Ann Arbor Apartments	3.87	31	Cribspot	2.80
15	Oxford Companies	3.85	32	Broder & Sachse	2.60
16	Spice Tree Apartments	3.83	33	Island Drive Apartments	2.60
17	PMSI	3.83	34	Tree City Properties	1.20

Table 13. Contact with property manager and property manager

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

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Spaly Group	4.89	18	Cabrio Properties	3.70
2	Horvath Properties	4.83	19	Michigan Rental	3.67
3	The Courtyards	4.80	20	University Towers	3.64
4	Zaragon Apartments	4.67	21	Prime Student Housing	3.54
5	Wessinger Properties	4.50	22	Spice Tree Apartments	3.50
6	ICC	4.40	23	American Campus Communities	3.50
7	Ann Arbor Apartments	4.27	24	Island Drive Apartments	3.50
8	PTP Management	4.20	25	PMSI	3.33
9	McKinley Properties	4.14	26	Campus Realty	3.31
10	Copi Properties	4.00	27	Old Town Realty	3.25
11	Michigan Commercial Reality	4.00	28	Broder & Sachse	3.25
12	J Keller Properties	4.00	29	Campus Management Inc	3.25
13	Varsity Management	3.93	30	Wickfield Properties	3.23
14	Cappo Management	3.90	31	Willowtree Apartment	3.20
15	Private Landlord	3.88	32	Investors Property Management	3.14
16	YOUnion	3.75	33	Cribspot	2.33
17	Oxford Companies	3.75	34	Tree City Properties	1.75

Table 14. Property manager cooperative during moveout and property managers

My landlord/property manager was professional and polite.

The table below show each of the 34 property managers ranked by this sentiment.

#	Property Manager	Average	#	Property Manager	Average
1	Spaly Group	5.00	18	J Keller Properties	3.78
2	Horvath Properties	4.83	19	Michigan Commercial Reality	3.60
3	Copi Properties	4.80	20	Investors Property Management	3.50
4	Wessinger Properties	4.80	21	Cappo Management	3.50
5	Zaragon Apartments	4.67	22	Varsity Management	3.47
6	McKinley Properties	4.57	23	Prime Student Housing	3.43
7	YOUnion	4.40	24	Island Drive Apartments	3.40
8	PTP Management	4.37	25	Michigan Rental	3.24
9	Ann Arbor Apartments	4.27	26	Old Town Realty	3.20
10	ICC	4.25	27	Campus Realty	3.12
11	Spice Tree Apartments	4.17	28	Campus Management Inc	3.08
12	American Campus Communities	4.06	29	Cribspot	3.00
13	Private Landlord	4.04	30	Willowtree Apartment	3.00
14	The Courtyards	4.00	31	PMSI	3.00
15	Wickfield Properties	3.89	32	University Towers	2.79
16	Cabrio Properties	3.88	33	Broder & Sachse	2.40
17	Oxford Companies	3.81	34	Tree City Properties	1.40

Table 15. Professional and polite metric by property manager

Average & Median Rent Costs

The tables below show the average and median rent costs per person per month for all 34 of the property managers.

#	Property Manager	Average	#	Property Manager	Average
1	PMSI	\$1,445.00	18	Wessinger Properties	\$818.33
2	Broder & Sachse	\$1,132.00	19	Tree City Properties	\$811.00
3	PTP Management	\$1,114.74	20	Private Landlord	\$797.95
4	Zaragon Apartments	\$1,103.57	21	Michigan Commercial Reality	\$787.50
5	American Campus Communities	\$1,086.89	22	McKinley Properties	\$780.75
6	YOUnion	\$1,071.25	23	Wickfield Properties	\$777.95
7	Investors Property Management	\$999.50	24	Ann Arbor Apartments	\$758.26
8	Oxford Companies	\$938.89	25	Cappo Management	\$744.29
9	Spice Tree Apartments	\$910.00	26	J Keller Properties	\$717.56
10	Spaly Group	\$896.32	27	Old Town Realty	\$711.18
11	University Towers	\$887.52	28	Cribspot	\$692.00
12	The Courtyards	\$884.00	29	Copi Properties	\$685.40
13	Island Drive Apartments	\$864.00	30	Campus Management Inc	\$660.88
14	Varsity Management	\$852.35	31	Prime Student Housing	\$654.91
15	Campus Realty	\$851.53	32	Willowtree Apartment	\$630.63
16	Cabrio Properties	\$834.10	33	ICC	\$625.20
17	Michigan Rental	\$818.99	34	Horvath Properties	\$619.17

Table 16. Average rent cost by property manager

#	Property Manager	Median	#	Property Manager	Median
1	American Campus Communities	\$1,237.00	18	Wickfield Properties	\$750.00
2	Broder & Sachse	\$1,150.00	19	Private Landlord	\$750.00
3	YOUnion	\$1,100.00	20	PTP Management	\$750.00
4	Spice Tree Apartments	\$1,050.00	21	Spaly Group	\$750.00
5	Investors Property Management	\$1,035.00	22	Cappo Management	\$725.00
6	Island Drive Apartments	\$1,010.00	23	PMSI	\$710.00
7	Zaragon Apartments	\$1,000.00	24	Cribspot	\$700.00
8	Campus Realty	\$850.00	25	Old Town Realty	\$700.00
9	Varsity Management	\$850.00	26	Copi Properties	\$700.00
10	Oxford Companies	\$850.00	27	McKinley Properties	\$700.00
11	The Courtyards	\$830.00	28	Ann Arbor Apartments	\$700.00
12	Tree City Properties	\$825.00	29	University Towers	\$662.50
13	Wessinger Properties	\$825.00	30	Campus Management Inc	\$625.00
14	J Keller Properties	\$800.00	31	Horvath Properties	\$625.00
15	Michigan Rental	\$786.25	32	ICC	\$616.00
16	Cabrio Properties	\$785.00	33	Prime Student Housing	\$600.00
17	Michigan Commercial Reality	\$750.00	34	Willowtree Apartment	\$525.00

Table 17. Median rent cost by property manager

SURVEY METHODOLOGY

The survey entitled, “University of Michigan Off-Campus Housing Survey,” was sponsored, funded, and conducted by University of Michigan’s Central Student Government. The survey was created and administered using Qualtrics and consists of 35 questions ranging from number input to sentiment/inclination. The survey in its entirety can be found in Detailed Responses.

The survey was distributed from 11/16/2018 to 11/26/2018. During this time, it was distributed widely through social media, email, and word of mouth. Access to the survey was through a URL. The survey was accessed a total of 1,603 times. The breakdown of the referrals to the survey URL are below, as provided by Bitly.

Referral Source	Count of Referrals	Cumulative Percentage
Email/SMS/Direct	1,089	67.9%
Facebook	454	96.3%
Other	60	100%

Table 18. URL referral sources distribution

Most of the survey respondents accessed the survey through a direct link from Email, SMS, or other messaging services. Referrals from Facebook was the second largest with less than half of the referrals from direct link. Finally, a small proportion of the referrals were from unknown or less common sources. These numbers accurately correlate with CSG’s promotional efforts as well.

Of the 1,603 users that accessed the survey, 1,005 indicated that they lived off-campus in the previous academic year, making them eligible for the survey. After the first question determining eligibility, there was a drop off rate of 31% with 689 respondents moving past the first question. 643 respondents finished the entire survey. For the purposes of this survey we will be using partially completed responses to get the maximum amount of information per question.

The questions for the survey were developed in collaboration with the Ohio State University student government. Due to privacy concerns, all private individual landlords have been grouped under the umbrella label, “Private Landlords.”

ACKNOWLEDGEMENTS

Central Student Government would like to give various acknowledgements to different parties for their assistance in helping create, distribute, and administer this survey. Firstly, thank you to the Ohio State University Student Government for their collaboration in creating many of the survey questions. Thank you to the various University of Michigan schools, departments, clubs, and organizations that helped distribute this survey to the student body.

The writing and development of this survey and report was led by Sanjee Choudhuri, Chief Operating Officer of Central Student Government, under guidance from Daniel Greene, President of Central Student Government. Special thanks to Usha Yeruva, Saveri Nandigima, Lydia Barry, Lloyd Lyons, Thaddeus Gregory, and the entire executive team for their aid in developing and advertising this survey.

DETAILED RESPONSES

This section provides the complete collection of data that we collected. Each question and data are provided below along with commentary and discussion regarding results. The data that is relevant to be broken down by property manager are broken down, while other questions will be shown more generally.

Question 1: Did you live in off-campus housing last year?

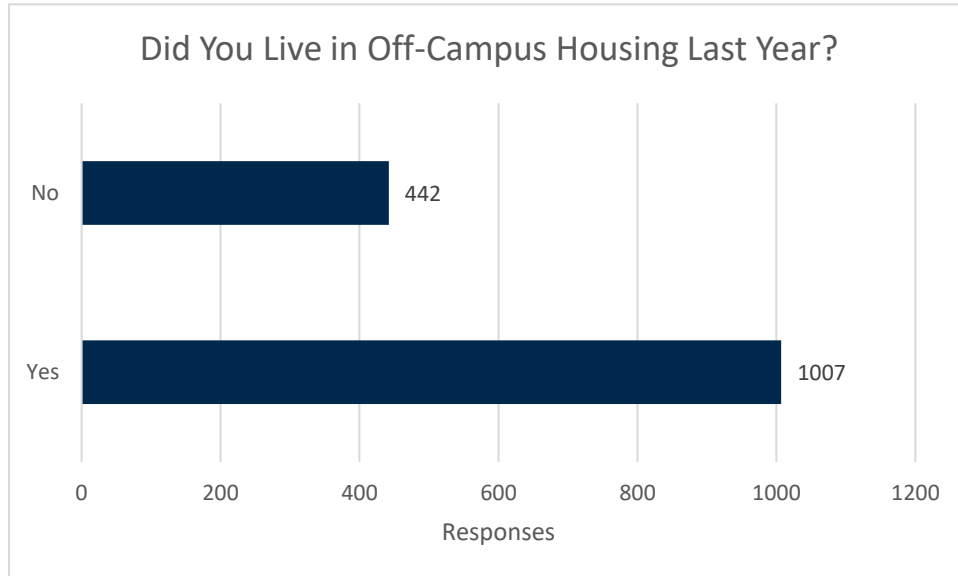


Figure 2. Bar graph of have you lived off-campus?

This question served to determine whether a respondent would qualify for the rest of the survey. If “Yes,” is selected then respondent moves on to the rest of the survey. If “No,” is selected the respondent is brought to the final page of the survey. There were 1,449 survey respondents for this question, of which 1007 selected “Yes,” and were able to continue through the survey.

Question 2: Please drag the marker to the approximate location of your residence last year (2017 - 2018).

This question consisted of a Google Maps Widget which allowed the user to drag and drop a marker to their place of residence. We then recorded the latitude and longitude of this location for graphical mapping purposes. To see this data please refer to this link: “<https://csg.umich.edu/housing-management-survey-2018-2019/>”. This is a map of every data point colored by rent costs.

Question 3: What was the approximate monthly rent per person for your rental property?

This question was composed of a text entry box which allowed a user to input the approximate monthly rent per person for their residence last year. Below is a table with the statistical characteristics and a histogram of the distribution.

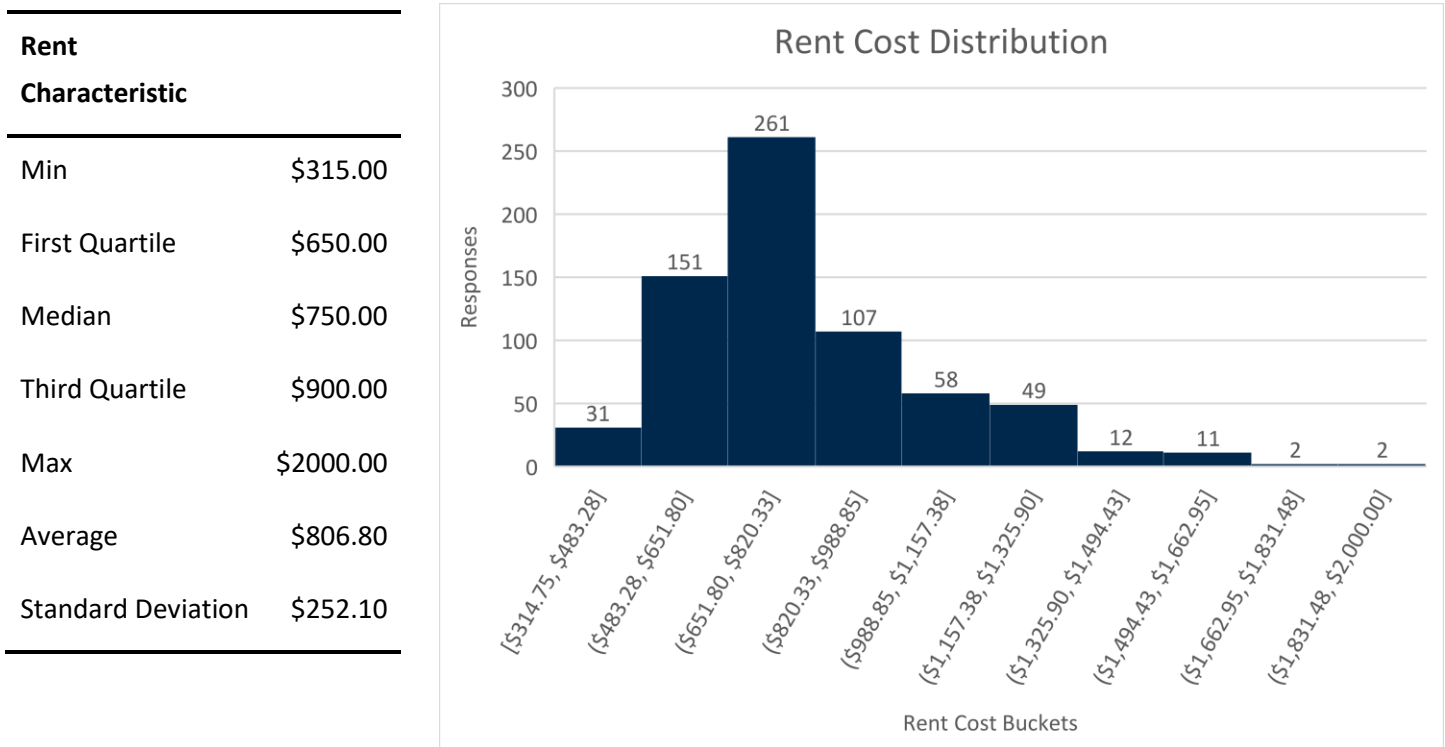


Figure 3 and Table 19. Table shows the statistical characteristics of the rent costs and the figure is a histogram with 10 bins showing the distribution of the rent data collected.

Question 4: When did you sign your lease?

This question asked when the respondent signed their lease. Below is the table of responses.

Year	Month	Responses	Year	Month	Responses	Year	Month	Responses
2015	January	1	2016	January	7	2017	January	20
	February	1		February	6		February	19
	March	2		March	8		March	41
	April	1		April	8		April	35
	May	0		May	10		May	36
	June	0		June	2		June	28
	July	1		July	5		July	23
	August	0		August	14		August	28
	September	2		September	41		September	4
	October	23		October	149		October	17
	November	13		November	107		November	6
	December	3		December	24		December	4

Table 20. Year and month of lease signing

Question 5: When did you move in?

This question asked when the respondent moved in to their lease. Below is the table of responses.

Year	Month	Responses	Year	Month	Responses
2016	January	1	2017	January	3
	February	1		February	2
	March	0		March	1
	May	14		April	4
	June	1		May	38
	July	7		June	7
	April	1		July	20
	August	46		August	353
	September	20		September	165
	October	0		October	2
	November	1		December	2

Table 21. Year and month of move in

Question 6 & 7: What month did your lease start and end?

This question asked when the respondent's lease started and ended. Below is the table of responses.

Month	Responses	Month	Responses
January	4	January	2
February	2	February	3
March	1	March	3
April	7	April	34
May	64	May	73
June	9	June	14
July	36	July	60
August	328	August	438
September	217	September	37
October	2	October	3
November	1	November	1
December	1	December	4

Table 22 & 23. Month of lease start (left), month of lease end (right)

Question 8: Who was your landlord/property manager?

The below table has all the housing management companies and the amount of responses we received per company.

Housing Company	Responses	Housing Company	Responses	Housing Company	Responses
400 Maynard	1	Diag Properties	2	OneUp Management	1
A2 Management	2	DTN Management	1	Orion NorthStar	3
ABC Rental Village	2	Eastern Lofts	1	Oxford Companies	27
AJP	1	Eastern Michigan University	1	Peppers Properties	1
Allmand Properties	3	EdR Collegiate Housing	1	Pixie Properties	1
Alpha Management Group	1	Eladott Real Estate Brokerage	2	PMSI	6
American Campus Comm	18	Esponda Associates	1	Ponds at Georgetown	2
American Presidential Estates	1	Evergreen Apartments	1	Prime Student Housing	28
Ann and Ingalls Properties	3	First Martin	1	Private Landlord	83
Ann Arbor Apartments	23	Foundry Lofts	4	PTP Management	19
Arbor Hills Apartments	1	Frankel Management	1	QR Management	1
Arbor Maintenance Inc.	3	Gallatin Property Management	1	Richmond Property	1
Arborstone Properties	4	Gottschalk Management	4	Sahul Properties	1
Asset Campus Housing	1	Greek Life	10	SG Companies	1
Barnes and Barnes	1	Gruber Management	3	Sgt. Peppers Properties	2
Bartonbrook	2	Hayman Company	3	Shaffran Companies	1
Beacon Property Mgmt	1	Hidden Valley Club	1	Shaw Properties	1
Berkshire Hathaway	1	Holland Management	2	Shoreview Apartments	1
Big House Rentals	3	Horvath Properties	6	Slavik Management	1
Big Ten Management	2	Huron Towers	1	Smiley Properties	2
Bleznak	1	ICC	5	Spaly Group	25
Brad Quinn	1	Investors Property Mgmt	10	Spice Tree Apartments	6
Brian Tomsic	1	Island Drive Apartments	5	The Courtyards	8
Broder & Sachse	5	ISSA Properties	3	The Haven of Ann Arbor	1
Brookside Apartments	1	J Keller Properties	9	The Highlands	4
Burwick Farms	1	Jaeger Properties	3	The Renewal Company	1
Cabrio Properties	25	Jimson Realty	2	Tom Clark Apartments	2
Campus Management Inc	25	Johnston & Johnston	1	Traver Crossing	1
Campus Realty	17	Jone's Properties	4	Tree City Properties	5
Cappo Management	14	Jones Properties	4	University Places	1
Cara Goodloe	1	Kaz Management	1	University Towers	14
Care One Rental	2	Ken Hays Rentals	1	Unknown	18
Carlson Properties	2	McKinley Properties	21	Varsity Management	17
Cedar River Properties LLC	1	Metro Property Services	1	Village Green	1
Chen Investment Property	4	Michigan Commercial Reality	5	Wessinger Properties	6
City Place Apartments	1	Michigan Condo Association	1	Wickfield Properties	19
Copi Properties	5	Michigan Rental	18	Willowtree Apartment	8
Cribspot	5	Mill Creek Townhomes	1	Wilson White Company	3
CSL	1	Nam Investments	2	Woodbury Gardens	2
Dan's Houses	2	North Arbor LLC	1	York Management	1
David Bell	1	Old Town Realty	11	YOUnion	8
DCM Investments, LLC	1	Omicron Rentals	1	Zaragon Apartments	7

Table 24. Property managers and responses

Question 9: Were utilities included in your rent?

This question wanted to assess whether utilities are commonly included with rent. The table below has the responses.

Answer Choice	Responses
None	251
Some	371
All	67

Table 25. Utilities included in rent

Question 10: Prior to signing the lease, did your landlord/property manager show you the exact unit you would rent (rather than a model unit)?

An important necessity when finding housing is to personally assess the unit. This question describes whether the respondents did that. The table below shows the responses.

Answer Choices	Responses
Definitely Not	210
I'm not sure	66
Definitely Yes	413

Table 26. Showing the exact unit to rent

Question 11: Did your landlord/property manager give you a copy of the signed lease agreement?

It is important when signing a house to receive a copy of the lease agreement to know the signed contract between the tenant and property manager.

Answer Choices	Responses
Yes	582
I'm not sure	56
No	51

Table 27. Showing the exact unit to rent

Question 12: I would rent from my landlord/property manager again.

This question served to pose, in definite terms, whether an individual would rent again with a property manager. This helps determine tenant satisfaction.

Answer Choices	Responses
Yes	322
Maybe	198
No	169

Table 28. Showing the exact unit to rent

Question 13: Please rate your agreement with the following statements.

These sentiment and inclination questions deal with both tenant and property manager relationships, as well as some repair and maintenance questions. This question had 696, 695, 694, 691, 623, and 691 responses total. Students could put not applicable as well.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagr..
I was satisfied with the overall condition of my property	21.55%	36.06%	14.37%	17.96%	10.06%
It was easy to contact my landlord/property manager	34.39%	37.27%	13.24%	8.35%	6.76%
My landlord/property manager properly maintained the exterior of my rental unit	26.66%	39.34%	12.54%	12.25%	9.22%
My landlord/property manager responded properly to general maintenance concerns	27.93%	38.93%	12.88%	11.14%	9.12%
My landlord/property manager responded quickly to emergency maintenance concerns	38.52%	31.30%	17.50%	6.26%	6.42%
My landlord/property manager responded quickly to general maintenance concerns	33.43%	35.31%	11.43%	10.85%	8.97%
My rental property did not need repairs at the time of move in along	19.11%	24.86%	9.77%	29.02%	17.24%

Table 29. Sentiments Question 13

Question 14: If your landlord/property manager agreed to complete repairs prior to your move in, how many were completed on time?

This was a metric that could be used to determine property manager quality, but it did not provide much insight as most property managers did not receive many responses, with only 345 total respondents.

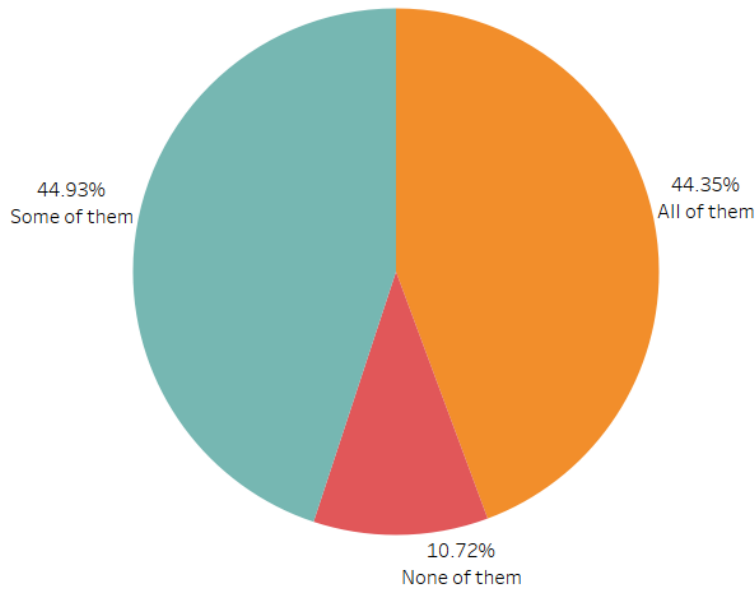


Figure 4. Pie chart of property manager completing repairs

Question 15: How often did you have general maintenance concerns during the last year?

This asked a general question regarding how often students had maintenance concerns.

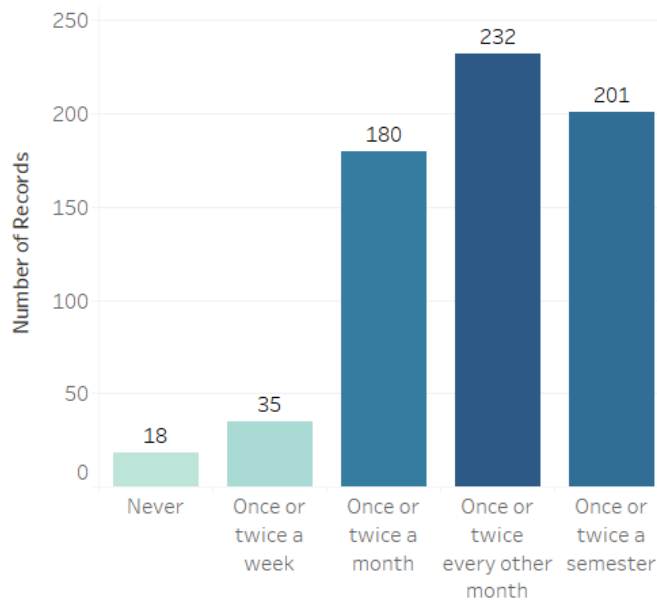


Figure 5. Bar graph of general maintenance

Question 16: How often did you have emergency maintenance concerns during the last year?
 This question is similar to question 15 but refers specifically to emergency maintenance.

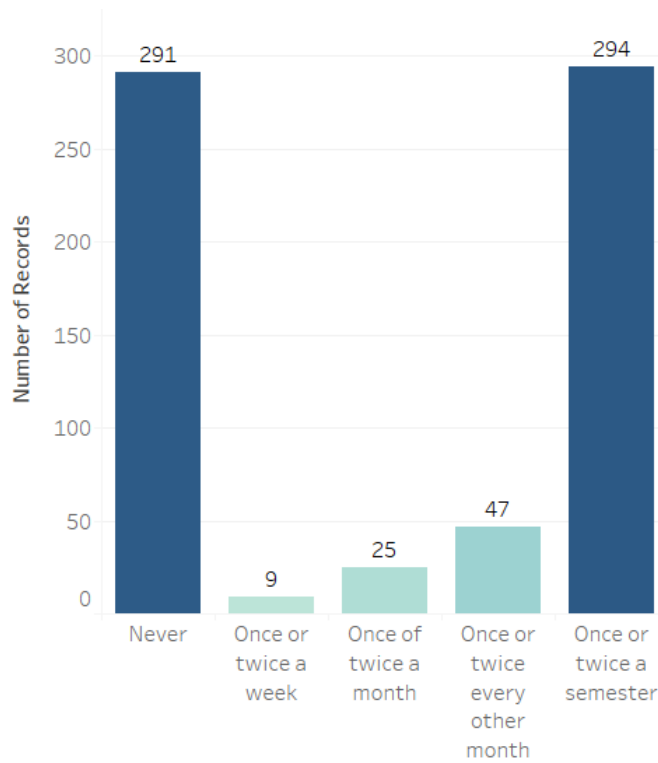


Figure 6. Bar graph showing occurrence of emergency maintenance

Question 17: Please rate your agreement with the following sentiments
 Same options as Question 13 with more focus on tenant and property manager relationships.

	Agree	Disagree	Neutral	Strongly Agree	Strongly Disagree
I received my security deposit back within a reasonable time frame	31.80%	9.50%	23.90%	28.10%	6.70%
My landlord/property manager provided 24-hour notice prior to entering my property during non-emergenc..	33.20%	13.20%	9.00%	36.00%	8.60%
My landlord/property manager provided adequate safety measures for my rental unit.	39.80%	9.30%	14.70%	32.00%	4.20%
My landlord/property manager was cooperative during my move-out.	36.74%	5.41%	24.72%	27.53%	5.61%
My landlord/property manager was professional and polite.	35.70%	10.00%	14.60%	34.30%	5.40%

Table 30. Sentiment table

Question 18: When did you receive your security deposit back? (If applicable)

This question was not required and regarded when students receive their security deposits back.

Year	Month	Responses	Year	Month	Responses
2017	January	2	2018	January	1
	February	0		February	1
	March	0		March	1
	April	0		April	2
	May	6		May	15
	June	5		June	20
	July	0		July	20
	August	12		August	36
	September	9		September	124
	October	2		October	62
	November	2		November	11
	December	0		December	2

Table 31. Security Deposit Back

Question 19: Please rate the overall performance of your landlord/property manager (1 being worst, 10 being best)

This question was a rating scale from 1 to 10. For a breakdown by property manager please see Property Manager Metrics. The overall average was 6.72 with 665 responses.

Question 20: Were you interviewed by the landlord or housing company before signing a lease?

This question had the response options of "Yes", "I'm not sure", and "No". The distribution is below.

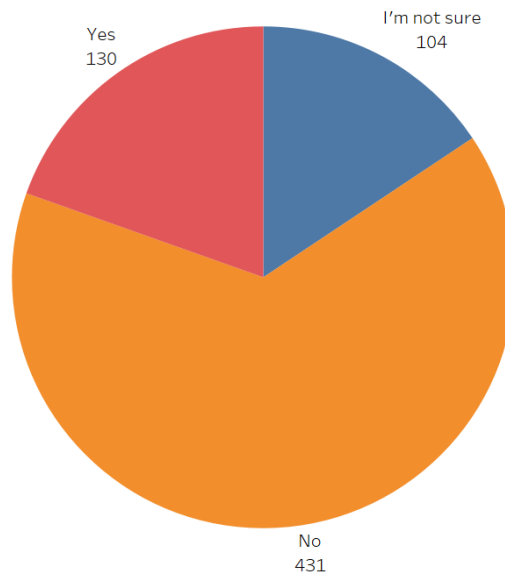


Figure 7. Pie chart showing counts of Question 20.

Question 21: Did your realtor company/landlord make you feel comfortable during your housing interview? (if you had one)

This question was only displayed if “Yes,” was selected in Question 22.

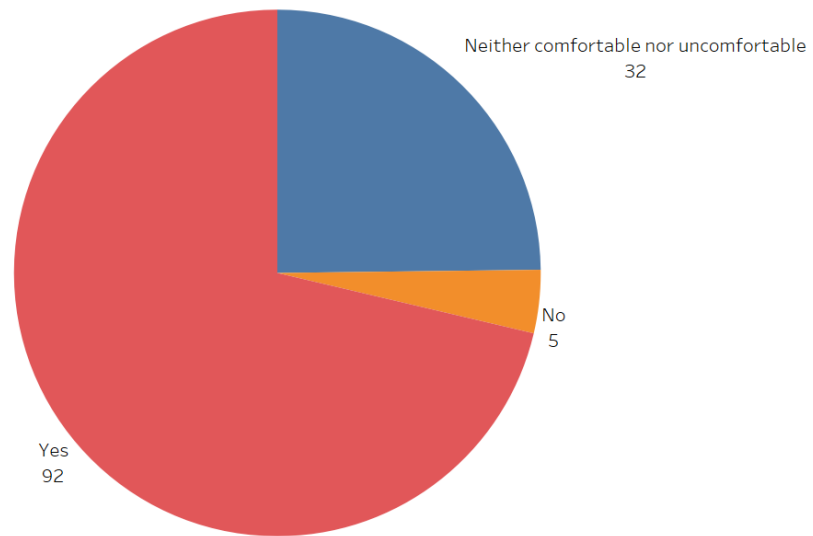


Figure 8. Pie chart showing counts of Question 21

Question 22: Please rate your agreement with the following statements.

This sentiment question asked students about the off-campus housing search process.

Sentiment	Finding off campus housing was easy	I felt frustrated when looking for housing off campus	The off campus housing application could be streamlined
Strongly Agree	4.81%	48.12%	35.04%
Agree	24.06%	31.43%	36.39%
Neutral	14.74%	10.98%	23.31%
Disagree	35.19%	7.52%	4.21%
Strongly Disagree	21.20%	1.95%	1.05%
Grand Total	665.0	665.0	665.0

Table 32. Sentiments by percentage with grand totals of Question 22

Question 23: What is your age?

This question had a numerical answer box. Below is the histogram of responses.

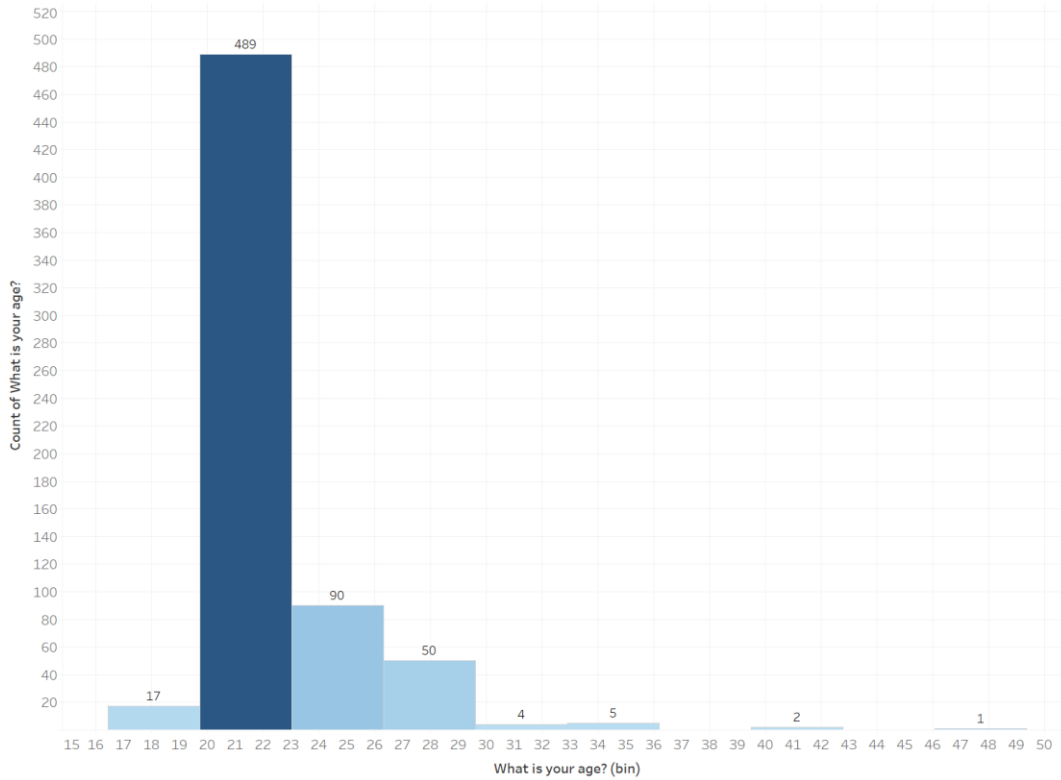


Figure 9. Histogram of age

Question 24: Are you an undergraduate or graduate student?

This simply asked whether the respondent was a graduate or undergraduate student.

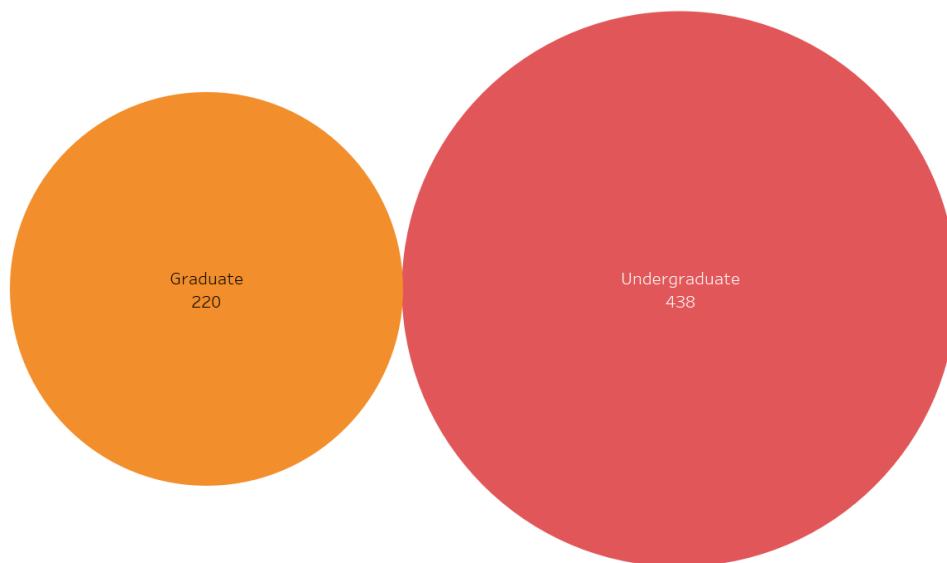


Figure 10. Bubble Graph of undergraduate and graduate responses.

Question 25: What is your year?

This question was only asked to students that selected “Undergraduate,” for Question 24 and was implemented before the language change from “Freshman,” to “First-year”.

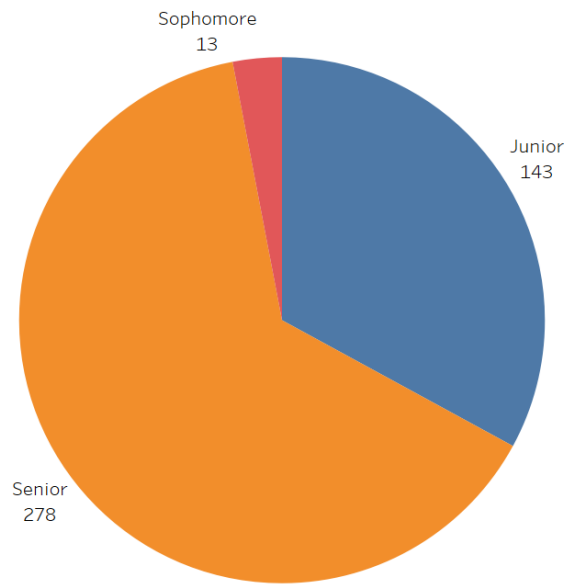


Figure 11. Pie graph of undergraduate year

Question 26: What school are you a part of?

This question was a drop-down box of every school available at the University of Michigan.

What school are you a part of?	
Architecture & Urban Planning	3
Art & Design	2
Business	43
Dentistry	3
Education	33
Engineering	88
Environment and Sustainability	4
Information	21
Kinesiology	10
Law	4
LSA	217
Medicine	23
Music, Theatre, and Dance	27
Nursing	31
Pharmacy	6
Public Health	94
Public Policy	23
Rackham School of Graduate Studies	15
Social Work	7

Table 33. Distribution of Schools

Question 27: Please specify your race.

This is a simple racial demographic question with 654 total respondents.

Please specify your race.	
American Indian or Alaska Native	0.61%
Black or African American	2.75%
East Asian	8.56%
Middle Eastern or North African	3.21%
Native Hawaiian or Pacific Islander	0.15%
Other	5.05%
Prefer not to say	4.59%
South Asian	7.80%
White	67.28%

Table 34. Racial demographics

Question 28: Do you consider yourself to be Hispanic or Latinx?

This question clarifies if someone considers them to be Hispanic. Due to a technical problem, this question was not shown for the first two days the survey was open and therefore these are only partial results.

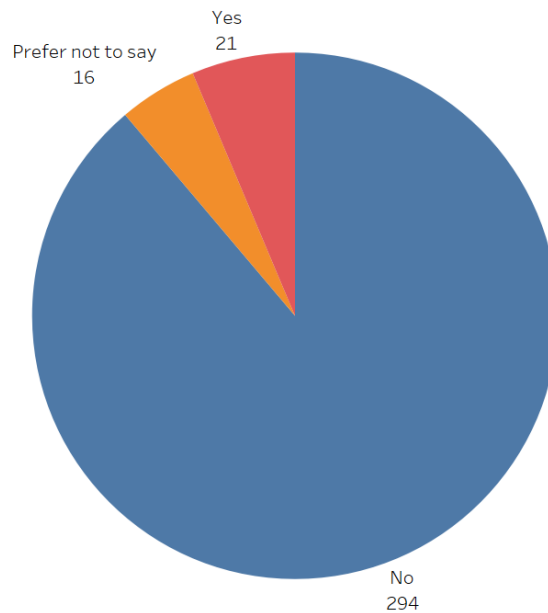


Figure 12. Pie graph of Hispanic/Latinx respondents

Question 29: What is your gender/gender identity?

This question was the first of two questions which addressed gender and gender identity. This question only had the options of “Male,” “Female”, “Transgender/Gender Non-Conforming,” and “Preferred Response not listed:” which included a text entry.

What is your gender/gender identity?	
Female	445
Male	197
Preferred response not listed	6
Transgender/Gender Non-Conforming	6

Table 35. Gender and Gender Identity

Question 30: Please indicate which of the following best describes you: (Check all that apply)

This question was only displayed if a respondent selected “Preferred response not listed,” or “Transgender/Gender Non-Conforming,” in Question 29. A respondent was able select as many options as they fit. There were only 12 total responses

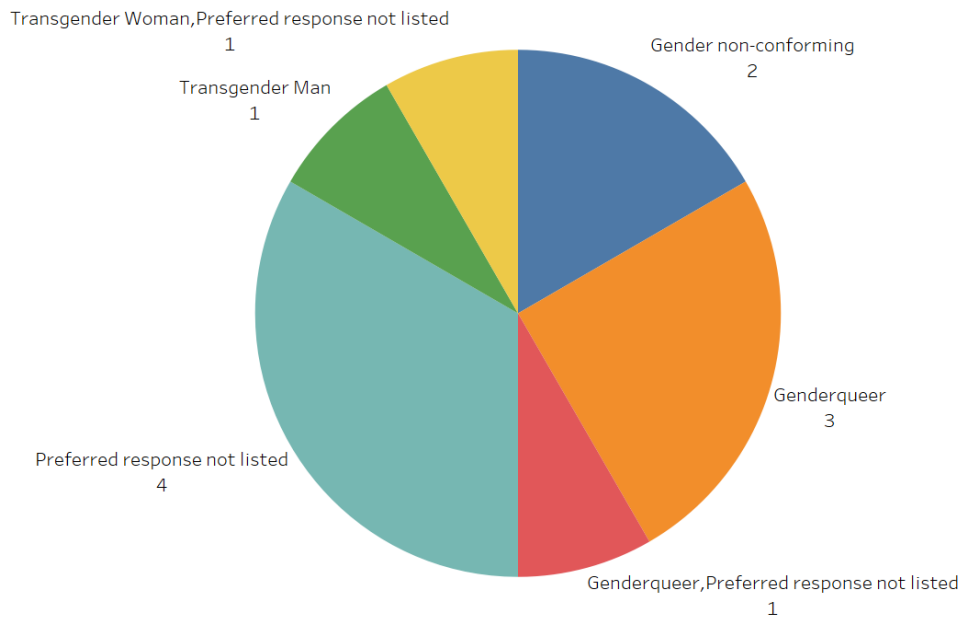


Figure 13. Pie chart from Question 30 with other gender/gender identities

Question 31: What is your sexual orientation?

This question asked respondents to choose which sexual orientation they most aligned with.

What is your sexual orientation?	
Asexual	4
Bisexual	31
Gay/Lesbian	25
Heterosexual	550
Preferred response not listed	16
Queer	11
Questioning	6

Table 36. Sexual orientation

Question 32: What is your parent's estimated income?

This question characterized the income of the respondent's parents.

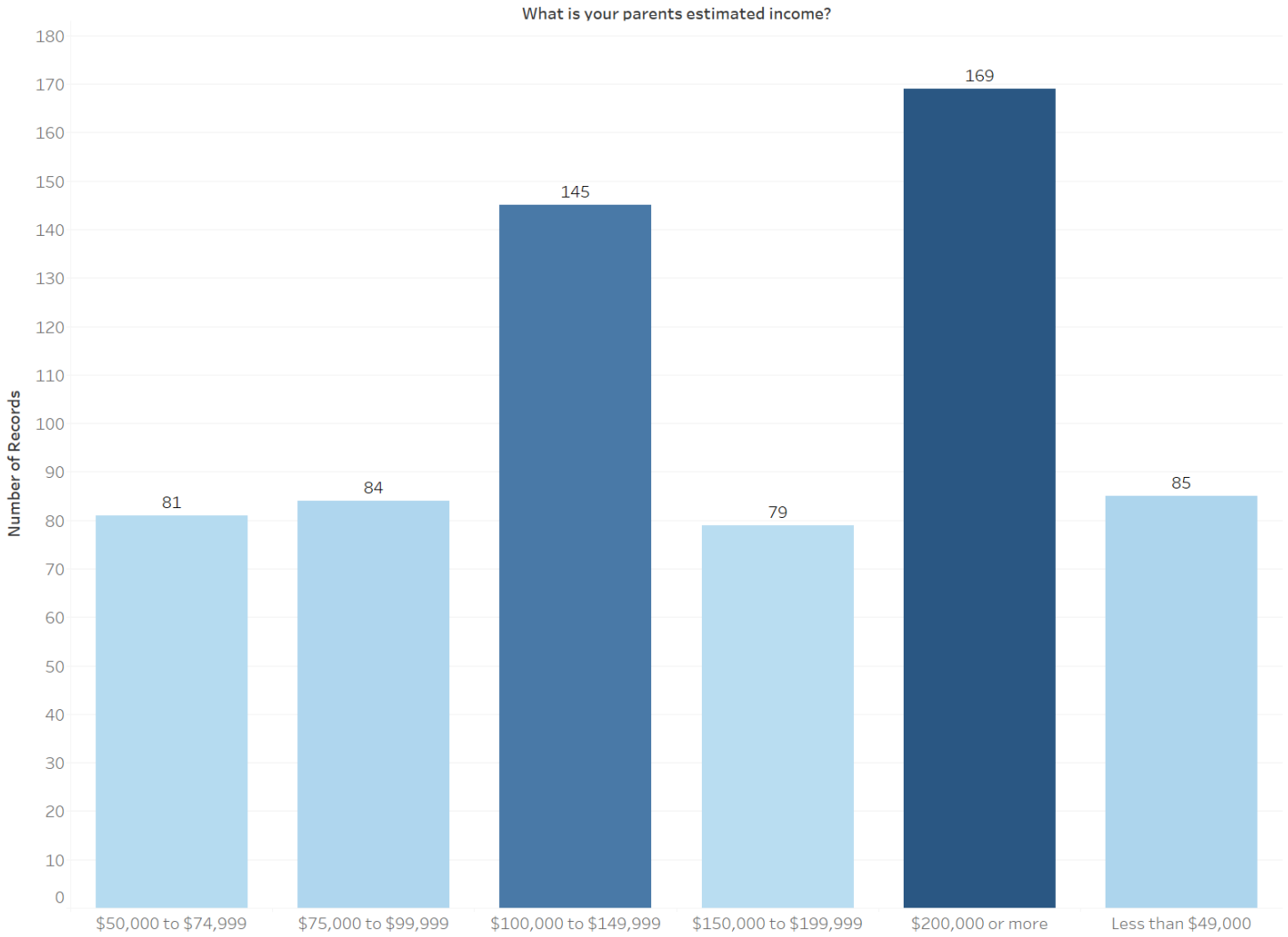


Figure 14. Bar graph showing parent's income of respondents

Question 35: Do you consider yourself to be financially independent?

This question served to characterize the financial independence of the respondents.

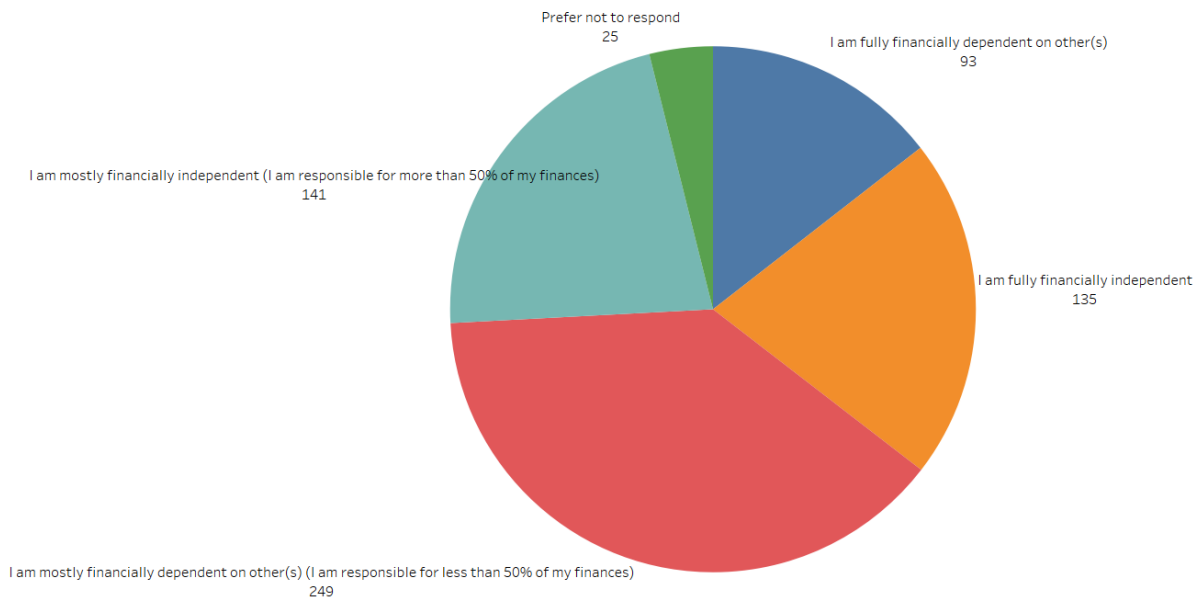


Figure 15. Pie chart of respondents financial independence