

2018-2019

# RENTER'S GUIDE

presented by UISG



# DEAR UI STUDENT -

Thank you for reading the first edition of the University of Iowa Student Government's Renter's Guide for 2018-2019. The guide provides you with data on landlords and property management companies in the Iowa City area, which was gathered from a recent survey administered by UISG. We hope the information will help to clarify questions that may arise during your search for off-campus housing and contribute to making well-informed decisions when signing a lease.

The renter's guide is only one of many UISG initiatives designed to improve your quality of life at the University of Iowa. For more information on your student representatives as well as the work that we do, please visit our website at [uisg.uiowa.edu](http://uisg.uiowa.edu). We welcome your feedback. Please feel free to contact us with questions, concerns, or input on how UISG might be better able to serve you.

Enjoy the renter's guide! On Iowa, and go Hawks!

## **PURPOSE:**

The data presented in the following report is intended to provide helpful information about the previous experiences of UI students living off-campus in the Iowa City area. This was done through an extensive survey of off-campus renters, evaluating the perceived level of service and quality tenants received from their landlords. Survey participants were asked questions relevant to their experience with their landlord or property manager during the last academic year.

## **METHODOLOGY:**

The UISG survey was distributed in April 2018 via social media and a mass email to the student body. In addition, UISG sent emails to various organizations to distribute the survey to its members. The survey received a total of 495 responses. A little over 300 individuals lived off-campus and completed the entirety of the survey.

A landlord/property management company had to have at least three responses to be included in the visual comparisons (i.e., bar graphs and scorecard). In addition, select data points were taken out to eliminate bias within the dataset. For example, all data points with a rent above \$1400 were taken out of the data in the rent category because worry that it was answered incorrectly. The analysis was completed through the use of both Stata and Excel.

## DISCLAIMER:

University of Iowa Student Government (UISG) does not endorse or support any company or business. This information is a direct report of tenant's experiences and opinions via a survey distributed in spring 2018. The data shared is a representation of opinions of the respondents. UISG does not assume responsibility for the reader, tenant, or prospective tenant's interpretation or reaction to the data.

## NUMBER OF RESPONDENTS:

Landlord	# of responses
Apartments at Iowa	26
Apartments Downtown	34
Apartments in Iowa City	8
Apartments near Campus	37
ASI Rentals	4
Big Ten Property Management	5
Campus-View	12
Hawkeye Campus Properties LLC	3
Heritage Property Management Company	12
Keystone Property Management	4
KMB Property Management Company	9
McLaughlin Rental Properties	4
Prestige Properties LLC	7
Private Landlord	10
REM Properties	3
Tailwind Management (The Quarters)	18

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## Average rent per person (not including utilities)



## Amount of utilities provided



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



## When did you sign your lease for the 2017-2018 academic year?



## How long have you lived in your current unit?



## My landlord/property manager clearly described my lease in depth



Strongly Disagree (1) to Strongly Agree (5)



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



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



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



## Did your landlord/property manager give you a copy of your signed lease?



## My landlord/property manager provided adequate safety measures for my rental unit (dead bolt locks exterior doors, common spaces)



## My landlord/property manager properly maintained the exterior of my rental unit (adequate lighting, damage to sidewalk)



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



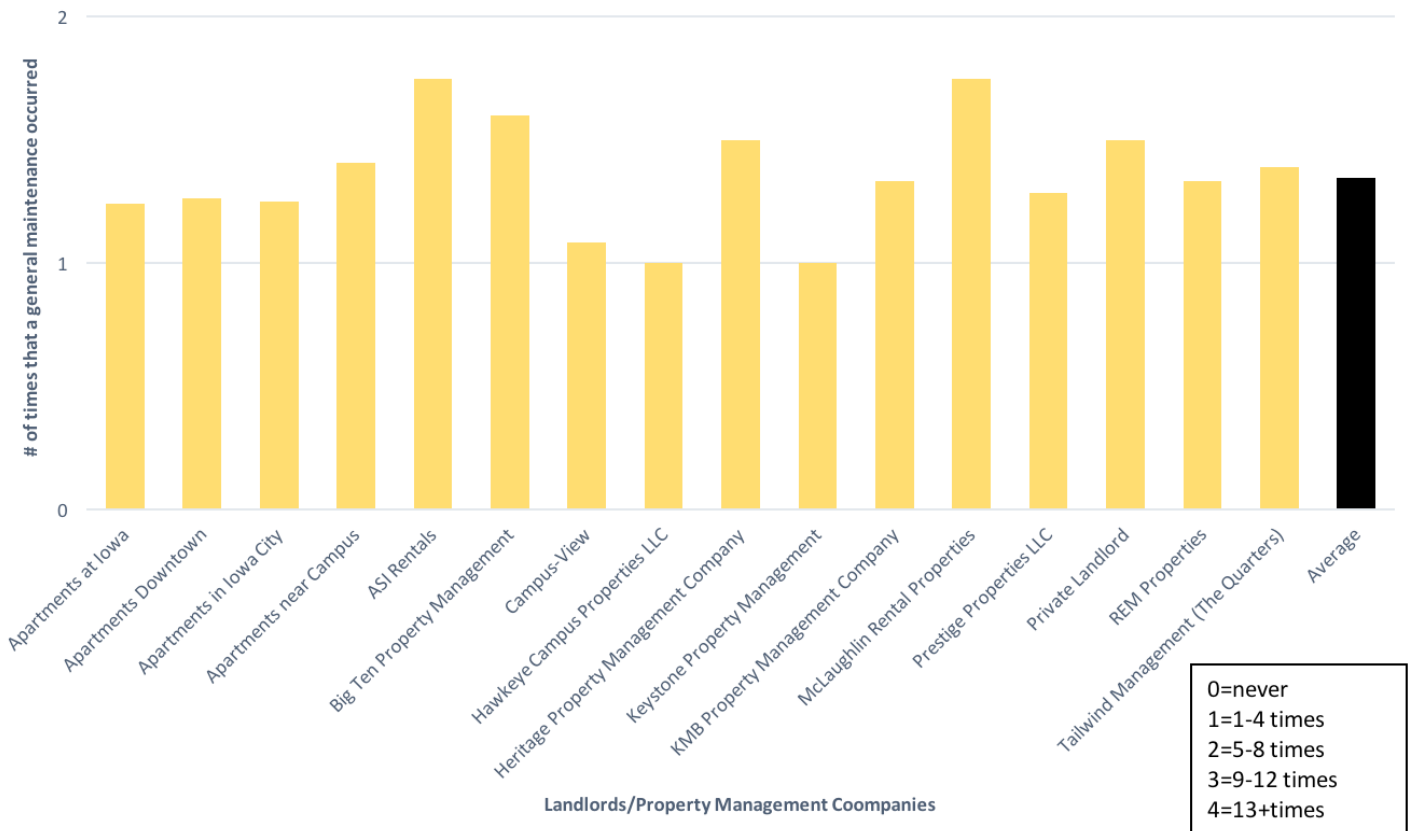
## My landlord/property manager was professional and polite with requests



## Did your landlord provide 24 hour notice period before entering property in non-emergency situations?



## How many times did you have general maintenance concerns during the last year?



0=never  
 1=1-4 times  
 2=5-8 times  
 3=9-12 times  
 4=13+times

## How long did it take the landlord/property manager to respond to the concern?



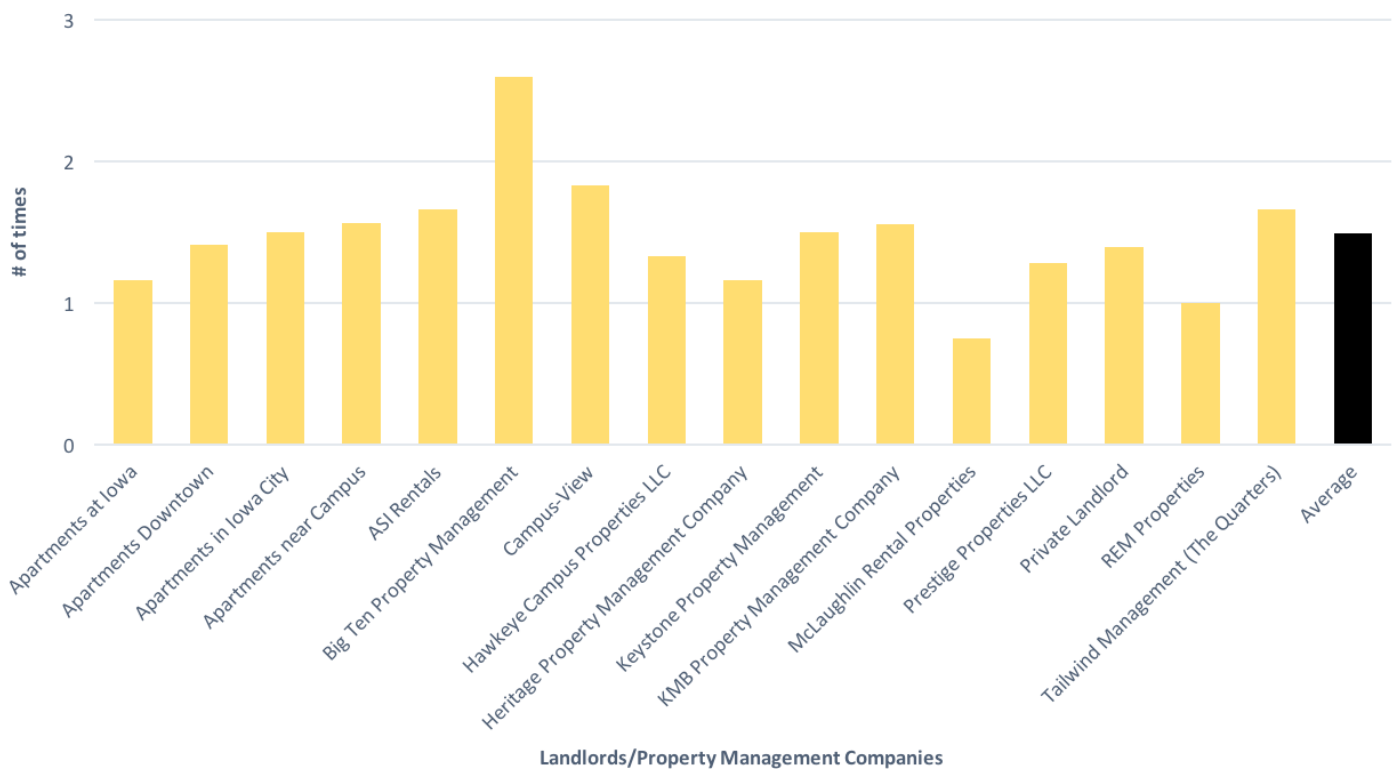
## How many times did you have an emergency maintenance concern last year?



## On average, how long did it take your landlord/property manager respond to maintenance concerns?



## How many times has your landlord entered your apartment for non-emergency reasons (even after giving a 24 hour notice)?



## Did your landlord provide recycling?

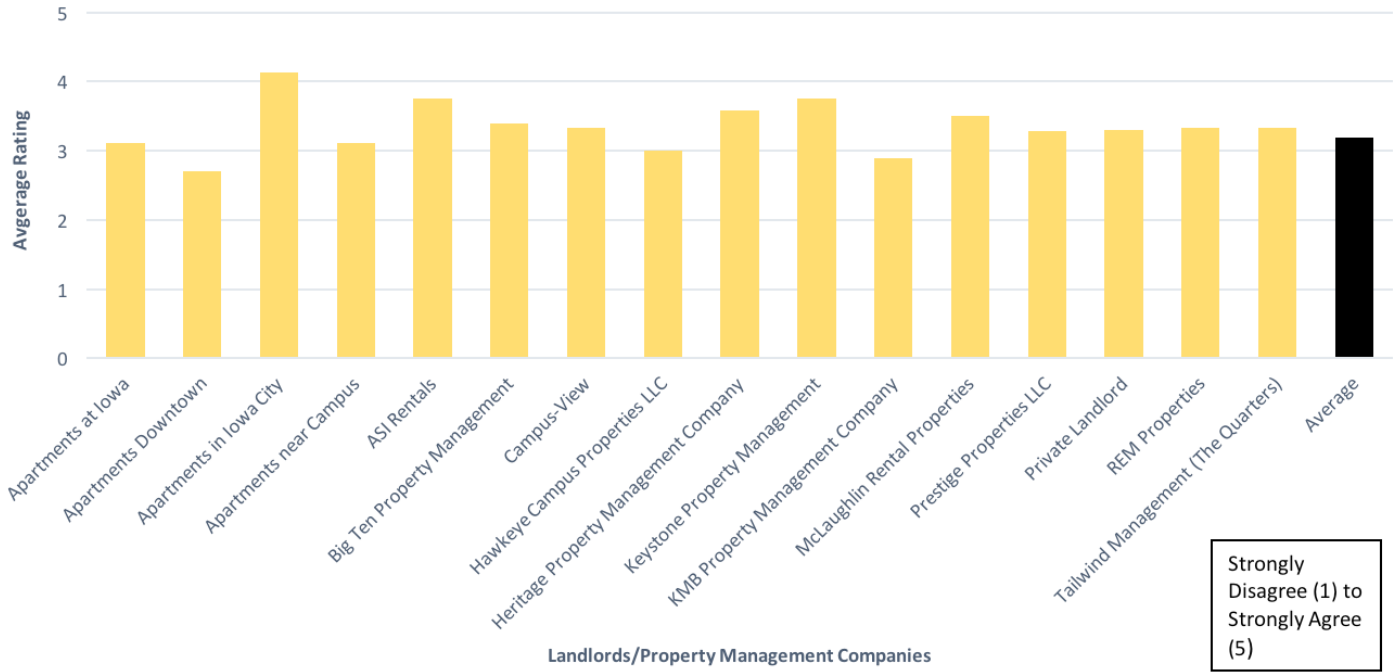


## I would recommend the property management company to a friend





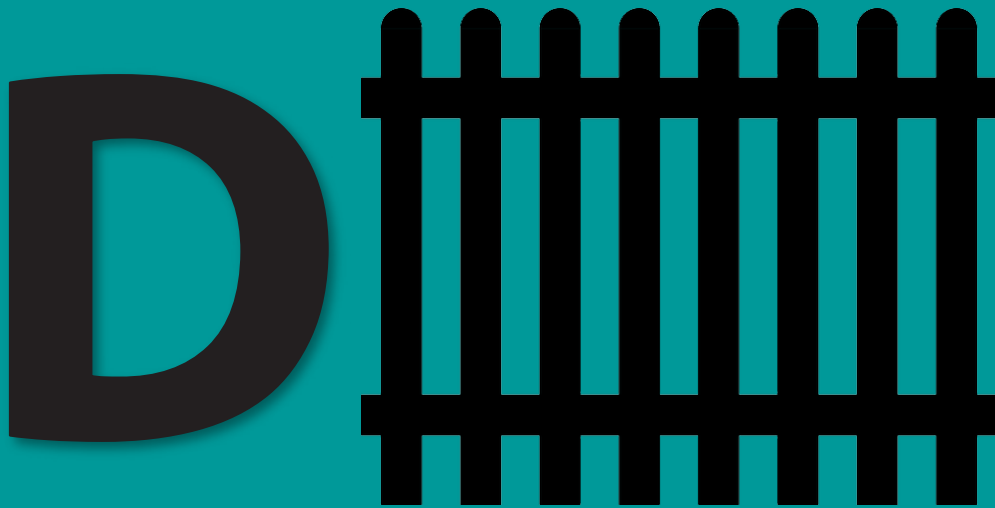
### I would rent from them again



### Overall performance of landlord was great



# Playing solid (legal)



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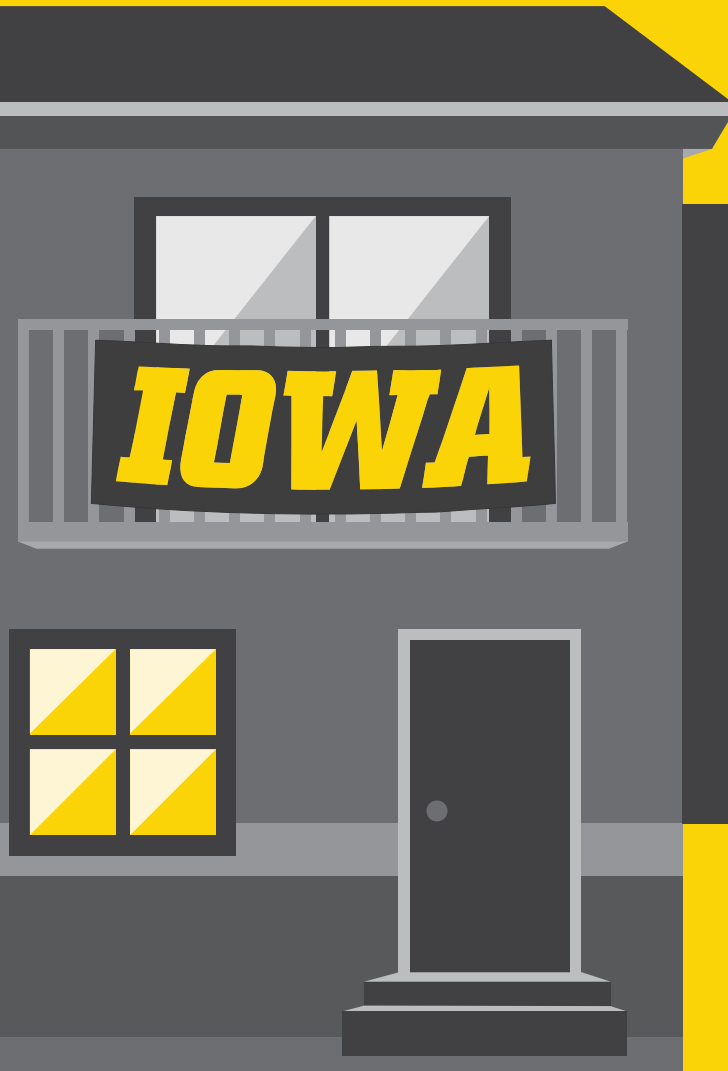
[legal.studentlife.uiowa.edu](http://legal.studentlife.uiowa.edu)  
UNIVERSITY OF IOWA  
319-335-3276



VISIT US ONLINE AT  
**offcampus.uiowa.edu**

Find current listings and housing resources including:

- Tips for finding an apartment
- Sample roommate agreement
- Things to know before you sign
- Contact information for utilities
- Moving Checklists





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to learn more about UISG resource  
and initiatives, check out  
[uisg.uiowa.edu](https://uisg.uiowa.edu)



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