DEAR UI STUDENT:

Thank you for reading this year’s edition of the University of Iowa Student Government’s (UISG) Renter’s Guide for 2019-2020. The guide provides you with data on landlords and property management companies in the Iowa City area, which was gathered from a survey administered by UISG in the spring of 2019. We hope the information contained here will help to clarify questions that may arise during your search for off-campus housing and will contribute to the making of 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. 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 various questions relevant to their experience with their landlord or property manager during the past academic year.

METHODOLOGY

The survey from which data was collected for this report was distributed by UISG in April 2019 via social media and a mass email to the student body. In addition, emails were sent by UISG to various student and professional organizations to further distribute the survey to its members. The survey received a total of 548 responses. A little over 450 individuals lived off-campus and completed the survey in its entirety. A landlord/property management company had to have at least five 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 $1,400 were taken out of the data in the rent category due to the worry that the question was answered incorrectly by the respondent. Averages were collected from the entire dataset, not just from the major landlords. Analysis of the data was completed via Stata and Excel.
DISCLAIMER

The 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 2019. 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

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<td>Percentage of income</td>
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Average rent per person, without utilities

- RISE at Riverfront Crossings: 965 USD
- Aspire at West Campus: 761.1 USD
- Rentals IC: 678.3 USD
- Watts Group: 650.3 USD
- Campus Life & Style (Hawks Ridge): 640.1 USD
- Average: 620.1 USD
- KMB Property Management Company: 617.5 USD
- Apartments at Iowa: 615.5 USD
- Prestige Properties LLC: 610.2 USD
- Heritage Property Management Company: 609.5 USD
- Private landlord: 607.8 USD
- Penningroth Apartments: 607.8 USD
- Tailwind Management (The Quarters): 606.5 USD
- ASI Rentals: 599 USD
- Big Ten Property Management: 592 USD
- Apartments Downtown: 571.1 USD
- Apartments Near Campus: 570.3304 USD
- Campus View: 570.2 USD
- Hawkeye Campus Properties LLC: 551.5 USD
- Cruise Properties LLC: 534.4 USD
- McLaughlin Rental Properties: 528.6 USD
- Keystone Property Management: 514.7 USD
- Apartments in Iowa City: 507.8 USD
- Westwinds Real Estate: 496.5 USD
- Van Buren Village: 365.1 USD
Prior to signing your lease, did your landlord show you the exact unit you would rent, rather than a model unit?

- Prestige Properties LLC
- McLaughlin Rental Properties
- Cruise Properties LLC
- Hawkeye Campus Properties LLC
- Private landlord
- Apartments at Iowa
- Keystone Property Management
- KMB Property Management Company
- Big Ten Property Management
- Watts Group
- Heritage Property Management
- Average
- Westwinds Real Estate
- Apartments in Iowa City
- Apartments Downtown
- Van Buren Village
- Penningroth Apartments
- Campus View
- Rentals IC
- Apartments Near Campus
- RISE at Riverfront Crossings
- ASI Rentals
- Aspire at West Campus
- Tailwind Management (The Quarters)
- Campus Life & Style (Hawks Ridge)

Proportion of respondents answering 'yes'
How long have you lived in your current rental property?

- Watts Group
- Private landlord
- Van Buren Village
- Westwinds Real Estate
- K&M Property Management Company
- Rentals IC
- Prestige Properties LLC
- Cruise Properties LLC
- Heritage Property Management Company
- Average
- Apartments in Iowa City
- Aspire at West Campus
- Penningroth Apartments
- Tailwind Management (The Quarters)
- Keystone Property Management
- McLaughlin Rental Properties
- Big Ten Property Management
- Apartments Downtown
- Campus Life & Style (Hawks Ridge)
- Campus View
- Apartments Near Campus
- Apartments at Iowa
- ASI Rentals
- Hawkeye Campus Properties LLC
- RISE at Riverfront Crossings

Average time span in building:

1: 0-1 year
2: 1-2 years
3: 2 years or more
When was your lease signed for the 2018-2019 academic year?

- Keystone Property Management
- Aspire at West Campus
- ASI Rentals
- Private landlord
- Hawkeye Campus Properties LLC
- Westwinds Real Estate
- Heritage Property Management Company
- Average
- Apartments Near Campus
- McLaughlin Rental Properties
- Cruise Properties LLC
- KMB Property Management Company
- Campus Life & Style (Hawks Ridge)
- Van Buren Village
- Tailwind Management (The Quarters)
- Apartments at Iowa
- Watts Group
- Big Ten Property Management
- Apartments Downtown
- Penningroth Apartments
- Prestige Properties LLC
- Apartments in Iowa City
- Rentals IC
- Campus View
- RISE at Riverfront Crossings

Average month of lease signing

1: August 2017  2: September 2017  3: October 2017
4: November 2017  5: December 2017  6: January 2018
7: February 2018  8: March 2018  9: April 2018  10: May 2018
My landlord clearly described my lease in-depth

- ASI Rentals
- Hawkeye Campus Properties LLC
- Apartments in Iowa City
- Campus View
- Private landlord
- Watts Group
- Heritage Property Management Company
- Westwinds Real Estate
- McLaughlin Rental Properties
- Average
- Tailwind Management (The Quarters)
- Van Buren Village
- RISE at Riverfront Crossings
- Cruise Properties LLC
- Aspire at West Campus
- KMB Property Management Company
- Penningroth Apartments
- Campus Life & Style (Hawks Ridge)
- Keystone Property Management
- Apartments at Iowa
- Apartments Downtown
- Prestige Properties LLC
- Big Ten Property Management
- Apartments Near Campus
- Rentals IC

Average rating

Strongly Disagree (1) to Strongly Agree (5)
My landlord was cooperative during my move-in

- ASI Rentals
- Hawkeye Campus Properties LLC
- Cruise Properties LLC
- Apartments in Iowa City
- Private landlord
- Watts Group
- Campus View
- Heritage Property Management Company
- Westwinds Real Estate
- Penningroth Apartments
- Aspire at West Campus
- Prestige Properties LLC
- Tailwind Management (The Quarters)
- Average
- Van Buren Village
- Keystone Property Management
- KMB Property Management Company
- Campus Life & Style (Hawks Ridge)
- RISE at Riverfront Crossings
- Big Ten Property Management
- Apartments Downtown
- Apartments at Iowa
- Rentals IC
- Apartments Near Campus
- McLaughlin Rental Properties

Average rating

Strongly Agree (5) to Strongly Disagree (1)
My rental property was clean at the time of move-in

- ASI Rentals
- RISE at Riverfront Crossings
- Watts Group
- Aspire at West Campus
- Campus View
- Apartments in Iowa City
- Rentals IC
- Cruise Properties LLC
- Private landlord
- Tailwind Management (The Quarters)
- Hawkeye Campus Properties LLC
- Penningroth Apartments
- Westwinds Real Estate
- Average
- Van Buren Village
- KMB Property Management Company
- Prestige Properties LLC
- Heritage Property Management Company
- Keystone Property Management
- Big Ten Property Management
- McLaughlin Rental Properties
- Apartments at Iowa
- Apartments Downtown
- Apartments Near Campus
- Campus Life & Style (Hawks Ridge)

Strength: Strongly Agree (5) to Strongly Disagree (1)
My rental property did not need repairs at move-in time

- ASI Rentals
- Aspire at West Campus
- Campus View
- Apartments in Iowa City
- Private landlord
- Hawkeye Campus Properties LLC
- Cruise Properties LLC
- Watts Group
- Tailwind Management (The Quarters)
- RISE at Riverfront Crossings
- Rentals IC
- Average
- KMB Property Management Company
- Keystone Property Management
- Van Buren Village
- Heritage Property Management Company
- Campus Life & Style (Hawks Ridge)
- Apartments at Iowa
- McLaughlin Rental Properties
- Westwinds Real Estate
- Prestige Properties LLC
- Apartments Downtown
- Penningroth Apartments
- Apartments Near Campus
- Big Ten Property Management

Average rating

Strongly Agree (5) to Strongly Disagree (1)
Did your landlord provide you a copy of your signed lease agreement?

Van Buren Village
RISE at Riverfront Crossings
Campus View
Campus Life & Style (Hawks Ridge)
Big Ten Property Management
Aspire at West Campus
KMB Property Management Company
Apartments at Iowa
Apartments in Iowa City
Penningroth Apartments
Prestige Properties LLC
Cruise Properties LLC
Average
Apartments Downtown
Westwinds Real Estate
McLaughlin Rental Properties
Private landlord
Tailwind Management (The Quarters)
Heritage Property Management Company
Apartments Near Campus
Keystone Property Management
ASI Rentals
Rentals IC
Hawkeye Campus Properties LLC

Proportion of respondents answering 'yes'
Did you receive a move-in checklist upon moving in?

Proportion of respondents who answered 'yes'
If requested, how many repairs to your rental property were completed prior to move-in?

- Campus View
- Watts Group
- Penningroth Apartments
- ASI Rentals
- Private landlord
- Heritage Property Management Company
- Apartments in Iowa City
- Tailwind Management (The Quarters)
- Westwinds Real Estate
- Cruise Properties LLC

Average

- Apartments of Iowa
- Keystone Property Management
- Prestige Properties LLC
- Van Buren Village
- RISE at Riverfront Crossings
- Campus Life & Style (Hawks Ridge)
- Aspire at West Campus
- Apartments Downtown
- KMB Property Management Company
- McLaughlin Rental Properties
- Big Ten Property Management
- Rentals LC
- Apartments Near Campus
- Hawkeye Campus Properties LLC

Average rating

0: None of them
1: A few of them
2: Most of them
3: All of them
My landlord provided adequate safety measures for my rental property, such as deadbolt locks on exterior doors

<table>
<thead>
<tr>
<th>Landlord</th>
<th>Average rating</th>
</tr>
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<tbody>
<tr>
<td>ASI Rentals</td>
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<tr>
<td>Hawkeye Campus Properties LLC</td>
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<tr>
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<td>Apartments in Iowa City</td>
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<td>Aspire at West Campus</td>
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<td>Tailwind Management (The Quarters)</td>
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<td>Campus Life &amp; Style (Hawks Ridge)</td>
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<td>Apartments at Iowa</td>
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<td>KMB Property Management Company</td>
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<td>Campus View</td>
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<td>Apartments Downtown</td>
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<td>Apartments Near Campus</td>
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<tr>
<td>McLaughlin Rental Properties</td>
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<tr>
<td>Keystone Property Management</td>
<td>4.5</td>
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<tr>
<td>Big Ten Property Management</td>
<td>4.5</td>
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</table>

Strongly Agree (5) to Strongly Disagree (1)
My landlord properly maintained the exterior of my rental property, such as providing adequate lighting, cleaning up yard trimmings, and fixing damaged pavement.
It was easy to contact my landlord with concerns or requests

- ASI Rentals
- Apartments in Iowa City
- Private landlord
- Aspire at West Campus
- Campus View
- Prestige Properties LLC
- Heritage Property Management Company
- Cruise Properties LLC
- Tailwind Management (The Quarters)
- Keystone Property Management
- Westwinds Real Estate
- Average
- Hawkeye Campus Properties LLC
- Campus Life & Style (Hawks Ridge)
- KMB Property Management Company
- Watts Group
- Van Buren Village
- RISE at Riverfront Crossings
- McLaughlin Rental Properties
- Penningrod Apartments
- Apartments Downtown
- Apartments at Iowa
- Rentals IC
- Apartments Near Campus
- Big Ten Property Management

Average rating

Strongly Agree (5) to
Strongly Disagree (1)
My landlord was professional and polite with requests

- ASI Rentals
- Apartments in Iowa City
- Private landlord
- Heritage Property Management Company
- Hawkeye Campus Properties LLC
- Aspire at West Campus
- Campus View
- Cruise Properties LLC
- Westwinds Real Estate
- Tailwind Management (The Quarters)
- Average
- Prestige Properties LLC
- Watts Group
- Penningroth Apartments
- Keystone Property Management
- Campus Life & Style (Hawks Ridge)
- KMB Property Management Company
- Apartments Downtown
- Apartments at Iowa
- Van Buren Village
- McLaughlin Rental Properties
- Apartments Near Campus
- Rentals IC
- RISE at Riverfront Crossings
- Big Ten Property Management

Average rating

0 0.5 1 1.5 2 2.5 3 3.5 4 4.5

Strongly Agree (5) to Strongly Disagree (1)
Did your landlord provide a 24-hour notice before entering your property in non-emergency situations?

Landlord

RISE at Riverfront Crossings
Keystone Property Management
Hawkeye Campus Properties LLC
Aspire at West Campus
ASI Rentals
Apartments in Iowa City
Apartments Near Campus
Tailwind Management (The Quarters)
Heritage Property Management
Westwinds Real Estate
Penningroth Apartments
Apartments at Iowa
Average
Prestige Properties LLC
Cruise Properties LLC
Campus View
Campus Life & Style (Hawks Ridge)
Private landlord
Apartments Downtown
Big Ten Property Management
KMB Property Management Company
Van Buren Village
Rentals IC
Watts Group
McLaughlin Rental Properties

Proportion of respondents answering 'yes'
How many times was a general maintenance request placed at your rental property during the past year?

- ASI Rentals
- Cruise Properties LLC
- Rentals IC
- Penningroth Apartments
- Private landlord
- KMB Property Management Company
- Campus View
- Campus Life & Style (Hawks Ridge)
- Tailwind Management (The Quarters)
- Hawkeye Campus Properties LLC
- Aspire at West Campus
- Heritage Property Management
- Average
- Watts Group
- RISE at Riverfront Crossings
- Apartments in Iowa City
- Westwinds Real Estate
- Prestige Properties LLC
- Apartments Near Campus
- Keystone Property Management
- Apartments at Iowa
- McLaughlin Rental Properties
- Apartments Downtown
- Van Buren Village
- Big Ten Property Management
How long did it take for your landlord to respond to a general maintenance concern, if there was one?

- Apartments in Iowa City
- Penningroth Apartments
- Campus View
- Prestige Properties LLC
- Aspire at West Campus
- Heritage Property Management Company
- Tailwind Management (The Quarters)
- Hawkeye Campus Properties LLC
- RISE at Riverfront Crossings
- Average
- Apartments Downtown
- Cruise Properties LLC
- Private landlord
- KMB Property Management Company
- Campus Life & Style (Hawks Ridge)
- Apartments Near Campus
- Watts Group
- Rentals IC
- Apartments at Iowa
- Westwinds Real Estate
- Keystone Property Management
- ASI Rentals
- McLaughlin Rental Properties
- Big Ten Property Management

Average time to respond in days
How many times did you have an emergency maintenance concern last year?

- Rentals IC
- ASI Rentals
- Campus View
- Penningroth Apartments
- Cruise Properties LLC
- Tailwind Management (The Quarters)
- Watts Group
- Hawkeye Campus Properties LLC
- Aspire at West Campus
- Prestige Properties LLC
- Campus Life & Style (Hawks Ridge)
- Apartments in Iowa City
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- Private landlord
- Apartments Downtown
- Westwinds Real Estate
- Heritage Property Management Company
- Apartments at Iowa
- Apartments Near Campus
- RISE at Riverfront Crossings
- KMB Property Management Company
- Keystone Property Management
- Van Buren Village
- McLaughlin Rental Properties
- Big Ten Property Management

Number of requests placed on average

0 0.5 1 1.5 2 2.5
How long did it take for your landlord to respond to an emergency maintainence concern, if there was one?

- Keystone Property Management
- Big Ten Property Management
- Van Buren Village
- RISE at Riverfront Crossings
- Apartments in Iowa City
- Heritage Property Management Company
- Private landlord
- Apartments at Iowa
- KMB Property Management Company
- Hawkeye Campus Properties LLC
- Watts Group
- Average
- Aspire at West Campus
- McLaughlin Rental Properties
- Campus Life & Style (Hawks Ridge)
- Prestige Properties LLC
- Cruise Properties LLC
- Apartments Near Campus
- Apartments Downtown
- Tailwind Management (The Quarters)
- Penningroth Apartments
- Westwinds Real Estate
- Campus View
- Rentals IC

Average time to respond:
1: 12 hours or less
2: 12-24 hours
3: 24-36 hours
4: 36-48 hours
5: 48 hours or more
How many times has your landlord entered your apartment for non-emergency reasons, even after giving a 24-hour notice?

- Van Buren Village
- Keystone Property Management
- Cruise Properties LLC
- Private landlord
- Penningroth Apartments
- Westwinds Real Estate
- Tailwind Management (The Quarters)
- RISE at Riverfront Crossings
- Rentals IC
- Aspire at West Campus
- Campus View
- Apartments in Iowa City
- **Average**
- Hawkeye Campus Properties LLC
- Prestige Properties LLC
- Heritage Property Management
- Apartments Downtown
- Apartments Near Campus
- McLoughlin Rental Properties
- KMB Property Management Company
- Apartments at Iowa
- ASI Rentals
- Big Ten Property Management
- Campus Life & Style (Hawks Ridge)
- Watts Group
Was recycling provided at your rental property?

- RISE at Riverfront Crossings
- Prestige Properties LLC
- Campus Life & Style (Hawks Ridge)
- Aspire at West Campus
- McLaughlin Rental Properties
- Private landlord
- ASI Rentals
- Apartments in Iowa City
- Average
- Westwinds Real Estate
- Tailwind Management (The Quarters)
- Big Ten Property Management
- Apartments Downtown
- KMB Property Management Company
- Heritage Property
- Hawkeye Campus Properties LLC
- Apartments Near Campus
- Watts Group
- Rentals IC
- Penningroth Apartments
- Apartments at Iowa
- Keystone Property Management
- Cruise Properties LLC
- Campus View
- Van Buren Village

Average rating

0: No
1: Yes, but only for cardboard
2: Yes
Overall performance of this landlord was great

- ASI Rentals
- Apartments in Iowa City
- Private landlord
- Aspire at West Campus
- Hawkeye Campus Properties LLC
- Westwinds Real Estate
- Cruise Properties LLC
- Prestige Properties LLC
- Campus View
- Heritage Property Management Company
- Tailwind Management (The Quarters)

Average

- Penningroth Apartments
- Van Buren Village
- Watts Group
- McLaughlin Rental Properties
- Keystone Property Management
- Campus Life & Style (Hawks Ridge)
- KMB Property Management Company
- RISE at Riverfront Crossings
- Rentals IC
- Apartments Downtown
- Apartments at Iowa
- Apartments Near Campus
- Big Ten Property Management

Average rating

Strongly Disagree (1) to Strongly Agree (5)
Did you feel like you should have less, more, or about the same of your rental/security deposit (referring to your 2017-2018 lease)?

- Big Ten Property Management
- ASI Rentals
- Tailwind Management (The Quarters)
- Apartments Near Campus
- Apartments at Iowa
- Apartments Downtown
- KMB Property Management Company
- Campus View
- Heritage Property Management
- Average
- Hawkeye Campus Properties LLC
- Other
- Apartments in Iowa City
- Van Buren Village
- Prestige Properties LLC
- Keystone Property Management
- Cruise Properties LLC
- Aspire at West Campus

Average rating:

1: Less
2: About the same
3: More
What percentage of your income did you spend on housing?

K&M Property Management Company
McLaughlin Rental Properties
Keystone Property Management
Campus Life & Style (Hawks Ridge)
Heritage Property Management Company
Cruise Properties LLC
Private landlord
Van Buren Village
Penningroth Apartments
Big Ten Property Management
Apartments Downtown
Tailwind Management (The Quarters)
Westwinds Real Estate
Average
Prestige Properties LLC
Apartments at Iowa
Apartments Near Campus
ASI Rentals
Aspire at West Campus
Hawkeye Campus Properties LLC
Watts Group
Rentals IC
Apartments in Iowa City
RISE at Riverfront Crossings
Campus View

1: 0-19%
2: 20-29%
3: 30-50%
4: >50%
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