

**University of Kentucky**

**Renter's Guide**

**2013-2014**



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Dear UK Student,

Thank you for reading the 2013-2014 edition of the University of Kentucky Renters Guide. This publication has been provided by [UK Student Government](#) and [UK Off-Campus Student Services](#) in order to make your search for off-campus housing easier and to help you make more informed decisions in the leasing process. This publication will provide you with data and comments on property management companies/landlords who rent to large numbers of students. These results were compiled by a survey administered by UK Student Government and UK Off-Campus Student Services. Please feel free to contact us if you have any questions, concerns or feedback for how Student Government or Off-Campus Student Services might better serve you. We wish you all the best in your renting process.

Roshan Palli  
SG President

Tony Blanton  
Director, Off-Campus Student Services

## Purpose and Methodology

The data in the following report is intended to provide useful information about the previous experiences of UK students living in the Lexington community. The data was generated through surveying and evaluating the perceived level of service tenants received from their landlords/property management companies during the previous (2012-13) academic year. Survey participants were asked to complete an online questionnaire relevant to their individual experience with their respective landlord/property management company.

The survey was administered during the Fall 2013 Semester to a random sample of UK students who had completed at least 50 hours. The initial sample included 5,000 students, but after subtracting 56 email addresses from students who opted out of the survey in previous years, the initial request to complete the survey was sent to 4,944 students. The survey yielded 1,067 responses or an approximate 21.6% overall response rate.

The survey generated completed responses for over 200 landlords/property management companies. In order to ensure a greater degree of confidence in the presented results, only landlords/property management companies that received 4 or more completed responses are included in this publication. The number of responses (n=XX) is presented beside the name of the landlord/property management company in the results chart for each question. These numbers may vary throughout the results because every survey participant did not answer every question.

We hope that you will utilize the data and comments in this publication to help you make a more informed decision regarding from whom you should rent. Another great resource for information about renting is [UK Off-Campus Student Services](#) (OCSS), located at 1080 S. Broadway, Suite 106.

The [UK Student Government](#) and UK Off-Campus Student Services would like to thank everyone who responded to this year's survey.

### *DISCLAIMER*

In publishing this information neither the UK Student Government nor the University of Kentucky 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 publication 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. Comments presented in the comments section of the guide were taken directly from survey responses. These comments do not represent the view of UK Student Government or the University of Kentucky. These comments have been provided by tenants and have not been checked for factual accuracy. If you have any questions regarding the law or its application in a certain situation we suggest you consult with UK Student Government Legal Aid or another attorney service.

## Maintenance

How easy was it to contact your property manager/landlord for general concerns or requests?

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	Not Applicable
<b>All-Property Average (n=715)</b>	<b>40.4%</b>	<b>29.4%</b>	<b>15.2%</b>	<b>14.1%</b>	<b>0.8%</b>
Anderson Communities (n=19)	52.6%	21.1%	15.8%	10.5%	0.0%
Ball Homes/Ball Realty (n=10)	40.0%	40.0%	10.0%	10.0%	0.0%
Big Blue Properties (n=13)	7.7%	15.4%	46.2%	30.8%	0.0%
Brandywine Apartments (n=4)	50.0%	50.0%	0.0%	0.0%	0.0%
Breckinridge Court (n=9)	44.4%	33.3%	22.2%	0.0%	0.0%
Burton Properties (n=11)	27.3%	18.2%	18.2%	36.4%	0.0%
Campus Court @ Red Mile (n=11)	9.1%	63.6%	0.0%	9.1%	9.1%
Campus Downs (n=8)	25.0%	37.5%	12.5%	25.0%	0.0%
Classic Real Estate (n=4)	0.0%	75.0%	25.0%	0.0%	0.0%
The Collegiate (n=4)	75.0%	0.0%	0.0%	25.0%	0.0%
The Courtyards (n=13)	23.1%	61.5%	7.7%	7.7%	0.0%
Cowgill Properties (n=9)	66.7%	11.1%	22.2%	0.0%	0.0%
Cundiff Real Estate (n=4)	0.0%	100.0%	0.0%	0.0%	0.0%
First Place Properties (n=17)	0.0%	5.9%	23.5%	70.6%	0.0%
5 Twenty Four Angliana (n=28)	25.0%	37.5%	25.0%	14.3%	0.0%
Hardin Properties (n=19)	36.8%	42.1%	15.8%	5.3%	0.0%
Kampus Properties (n=7)	0.0%	42.9%	57.1%	0.0%	0.0%
Khayat Properties (n=5)	0.0%	40.0%	20.0%	40.0%	0.0%
The Lex (n=14)	21.4%	14.3%	35.7%	28.6%	0.0%
Limestone Square (n=6)	83.3%	16.7%	0.0%	0.0%	0.0%

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	Not Applicable
Marshall Properties (n=7)	28.6%	42.9%	14.3%	14.3%	0.0%
Medical View Properties (n=4)	50.0%	0.0%	50.0%	0.0%	0.0%
Merrick Place (n=5)	60.0%	20.0%	20.0%	0.0%	0.0%
Modern Properties (n=5)	40.0%	0.0%	20.0%	40.0%	0.0%
Morgan Properties (n=9)	22.2%	44.4%	11.1%	22.2%	0.0%
Newtown Crossing (n=60)	46.7%	35.0%	13.3%	3.3%	1.7%
Park Place (n=6)	83.3%	16.7%	0.0%	0.0%	0.0%
Positive Properties (n=4)	50.0%	25.0%	25.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	100.0%	0.0%	0.0%	0.0%	0.0%
Red Mile Village (n=19)	47.4%	36.8%	0.0%	15.8%	0.0%
REI, LLC (n=17)	5.9%	35.3%	23.5%	35.3%	0.0%
Reserve at Merrick (n=7)	85.7%	14.3%	0.0%	0.0%	0.0%
Royal Lexington (n=15)	0.0%	66.7%	20.0%	6.7%	6.7%
Tates Creek Village (n=8)	87.5%	0.0%	12.5%	0.0%	0.0%
Tim Chesney Properties (n=8)	62.5%	25.0%	12.5%	0.0%	0.0%
Touchstone Properties (n=12)	0.0%	16.7%	41.7%	41.7%	0.0%
University Village Apartments (n=16)	37.5%	50.0%	0.0%	12.5%	0.0%
Wassmer Properties (n=15)	26.7%	13.3%	20.0%	40.0%	0.0%
Wayne Michael Properties (n=6)	33.3%	16.7%	33.3%	16.7%	0.0%
Wildcat Properties (n=19)	5.3%	0.0%	5.3%	89.5%	0.0%

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## How soon did your property manager/landlord attend to general maintenance concerns?

	Less than 1 Week	1 – 2 Weeks	3 – 4 Weeks	4+ Weeks	Not Applicable
<b>All-Property Average (n=715)</b>	<b>49.1%</b>	<b>25.7%</b>	<b>9.5%</b>	<b>11.0%</b>	<b>4.6%</b>
Anderson Communities (n=19)	63.2%	15.8%	10.5%	10.5%	0.0%
Ball Homes/Ball Realty (n=10)	40.0%	50.0%	10.0%	0.0%	0.0%
Big Blue Properties (n=13)	23.1%	30.8%	15.4%	30.8%	0.0%
Brandywine Apartments (n=4)	75.0%	25.0%	0.0%	0.0%	0.0%
Breckinridge Court (n=9)	44.4%	22.2%	0.0%	33.3%	0.0%
Burton Properties (n=11)	18.2%	54.5%	18.2%	0.0%	9.1%
Campus Court @ Red Mile (n=11)	18.2%	36.4%	27.3%	18.2%	0.0%
Campus Downs (n=8)	37.5%	12.5%	25.0%	25.0%	0.0%
Classic Real Estate (n=4)	0.0%	50.0%	50.0%	0.0%	0.0%
The Collegiate (n=4)	50.0%	0.0%	0.0%	25.0%	25.0%
The Courtyards (n=13)	61.5%	23.1%	15.4%	0.0%	0.0%
Cowgill Properties (n=9)	77.8%	11.1%	0.0%	0.0%	11.1%
Cundiff Real Estate (n=4)	75.0%	25.0%	0.0%	0.0%	0.0%
First Place Properties (n=17)	5.9%	23.5%	23.5%	47.1%	0.0%
5 Twenty Four Angliana (n=28)	35.7%	28.6%	17.9%	17.9%	0.0%
Hardin Properties (n=19)	42.1%	42.1%	10.5%	5.3%	0.0%
Kampus Properties (n=7)	71.4%	28.6%	0.0%	0.0%	0.0%
Khayat Properties (n=5)	0.0%	60.0%	0.0%	20.0%	20.0%
The Lex (n=14)	28.6%	35.7%	0.0%	35.7%	0.0%
Limestone Square (n=6)	66.7%	33.3%	0.0%	0.0%	0.0%
Marshall Properties (n=7)	28.6%	42.9%	14.3%	0.0%	14.3%
Medical View Properties (n=4)	75.0%	0.0%	25.0%	0.0%	0.0%

	Less than 1 Week	1 – 2 Weeks	3 – 4 Weeks	4+ Weeks	Not Applicable
Merrick Place (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%
Modern Properties (n=5)	20.0%	20.0%	0.0%	60.0%	0.0%
Morgan Properties (n=9)	22.2%	33.3%	11.1%	33.3%	0.0%
Newtown Crossing (n=60)	78.3%	10.0%	1.7%	3.3%	6.7%
Park Place (n=6)	100.0%	0.0%	0.0%	0.0%	0.0%
Positive Properties (n=4)	25.0%	50.0%	25.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	100.0%	0.0%	0.0%	0.0%	0.0%
Red Mile Village (n=19)	26.3%	52.6%	10.5%	10.5%	0.0%
REI, LLC (n=17)	5.9%	35.3%	23.5%	29.4%	5.9%
Reserve at Merrick (n=7)	100.0%	0.0%	0.0%	0.0%	0.0%
Royal Lexington (n=15)	46.7%	40.0%	13.3%	0.0%	0.0%
Tates Creek Village (n=8)	87.5%	12.5%	0.0%	0.0%	0.0%
Tim Chesney Properties (n=8)	62.5%	12.5%	25.0%	0.0%	0.0%
Touchstone Properties (n=12)	16.7%	25.0%	33.3%	16.7%	8.3%
University Village Apartments (n=16)	56.3%	31.3%	6.3%	6.3%	0.0%
Wassmer Properties (n=15)	33.3%	26.7%	0.0%	20.0%	20.0%
Wayne Michael Properties (n=6)	66.7%	0.0%	33.3%	0.0%	0.0%
Wildcat Properties (n=19)	15.8%	52.6%	0.0%	31.6%	0.0%

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## How soon did your property manager/landlord tend to emergency maintenance concerns?

	1 – 6 Hours	7 – 12 Hours	13 – 24 Hours	24+ Hours	Not Applicable
<b>All-Property Average (n=715)</b>	<b>34.1%</b>	<b>10.6%</b>	<b>9.4%</b>	<b>14.4%</b>	<b>31.5%</b>
Anderson Communities (n=19)	36.8%	10.5%	5.3%	10.5%	36.8%
Ball Homes/Ball Realty (n=10)	30.0%	10.0%	0.0%	20.0%	40.0%
Big Blue Properties (n=13)	15.4%	15.4%	30.8%	30.8%	7.7%
Brandywine Apartments (n=4)	75.0%	0.0%	0.0%	0.0%	25.0%
Breckinridge Court (n=9)	22.2%	44.4%	11.1%	11.1%	11.1%
Burton Properties (n=11)	9.1%	18.2%	18.2%	9.1%	45.5%
Campus Court @ Red Mile (n=11)	18.2%	18.2%	9.1%	18.2%	36.4%
Campus Downs (n=8)	25.0%	12.5%	12.5%	12.5%	37.5%
Classic Real Estate (n=4)	25.0%	0.0%	25.0%	0.0%	50.0%
The Collegiate (n=4)	50.0%	0.0%	0.0%	25.0%	25.0%
The Courtyards (n=13)	38.5%	7.7%	15.4%	7.7%	30.8%
Cowgill Properties (n=9)	44.4%	0.0%	0.0%	0.0%	55.6%
Cundiff Real Estate (n=4)	0.0%	75.0%	0.0%	0.0%	25.0%
First Place Properties (n=17)	5.9%	5.9%	11.8%	70.6%	5.9%
5 Twenty Four Angliana (n=28)	25.0%	7.1%	10.7%	14.3%	42.9%
Hardin Properties (n=19)	47.4%	15.8%	5.3%	10.5%	21.1%
Kampus Properties (n=7)	28.6%	0.0%	42.9%	0.0%	28.6%
Khayat Properties (n=5)	0.0%	20.0%	40.0%	20.0%	20.0%
The Lex (n=14)	21.4%	0.0%	7.1%	35.7%	35.7%
Limestone Square (n=6)	66.7%	0.0%	16.7%	0.0%	16.7%
Marshall Properties (n=7)	42.9%	14.3%	0.0%	14.3%	28.6%
Medical View Properties (n=4)	50.0%	50.0%	0.0%	0.0%	0.0%

	1 – 6 Hours	7 – 12 Hours	13 – 24 Hours	24+ Hours	Not Applicable
Merrick Place (n=5)	40.0%	0.0%	20.0%	0.0%	40.0%
Modern Properties (n=5)	40.0%	0.0%	20.0%	40.0%	0.0%
Morgan Properties (n=9)	22.2%	11.1%	22.2%	11.1%	33.3%
Newtown Crossing (n=60)	43.3%	15.0%	5.0%	1.7%	35.0%
Park Place (n=6)	66.7%	33.3%	0.0%	0.0%	0.0%
Positive Properties (n=4)	0.0%	0.0%	25.0%	0.0%	75.0%
Racquet Club Apartments (n=4)	75.0%	0.0%	0.0%	0.0%	25.0%
Red Mile Village (n=19)	36.8%	0.0%	15.8%	21.1%	26.3%
REI, LLC (n=17)	11.8%	17.6%	23.5%	17.6%	29.4%
Reserve at Merrick (n=7)	42.9%	0.0%	14.3%	0.0%	42.9%
Royal Lexington (n=15)	33.3%	13.3%	0.0%	6.7%	46.7%
Tates Creek Village (n=8)	50.0%	12.5%	12.5%	0.0%	25.0%
Tim Chesney Properties (n=8)	62.5%	37.5%	0.0%	0.0%	0.0%
Touchstone Properties (n=12)	16.7%	0.0%	16.7%	50.0%	16.7%
University Village Apartments (n=16)	12.5%	12.5%	6.3%	12.5%	56.3%
Wassmer Properties (n=15)	13.3%	6.7%	13.3%	33.3%	33.3%
Wayne Michael Properties (n=6)	66.7%	0.0%	16.7%	16.7%	0.0%
Wildcat Properties (n=19)	5.3%	5.3%	10.5%	47.4%	31.6%

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**How well do you think your property manager/landlord maintained the exterior of the property?**

	Very Well	Somewhat Well	Somewhat Poor	Very Poor
<b>All-Property Average (n=715)</b>	<b>31.3%</b>	<b>40.7%</b>	<b>13.7%</b>	<b>14.3%</b>
Anderson Communities (n=19)	31.6%	36.8%	21.1%	10.5%
Ball Homes/Ball Realty (n=10)	30.0%	50.0%	10.0%	10.0%
Big Blue Properties (n=13)	7.7%	38.5%	23.1%	30.8%
Brandywine Apartments (n=4)	75.0%	25.0%	0.0%	0.0%
Breckinridge Court (n=9)	22.2%	55.6%	11.1%	11.1%
Burton Properties (n=11)	9.1%	63.6%	18.2%	9.1%
Campus Court @ Red Mile (n=11)	27.3%	54.5%	9.1%	9.1%
Campus Downs (n=8)	12.5%	75.0%	12.5%	0.0%
Classic Real Estate (n=4)	25.0%	50.0%	0.0%	25.0%
The Collegiate (n=4)	75.0%	25.0%	0.0%	0.0%
The Courtyards (n=13)	0.0%	46.2%	53.8%	0.0%
Cowgill Properties (n=9)	55.6%	44.4%	0.0%	0.0%
Cundiff Real Estate (n=4)	25.0%	50.0%	25.0%	0.0%
First Place Properties (n=17)	0.0%	17.6%	23.5%	58.8%
5 Twenty Four Angliana (n=28)	28.6%	50.0%	14.3%	7.1%
Hardin Properties (n=19)	26.3%	42.1%	21.1%	10.5%
Kampus Properties (n=7)	14.3%	28.6%	42.9%	14.3%
Khayat Properties (n=5)	0.0%	0.0%	0.0%	100.0%
The Lex (n=14)	28.6%	35.7%	7.1%	28.6%
Limestone Square (n=6)	16.7%	83.3%	0.0%	0.0%
Marshall Properties (n=7)	28.6%	42.9%	14.3%	14.3%

	Very Well	Somewhat Well	Somewhat Poor	Very Poor
Medical View Properties (n=4)	50.0%	25.0%	25.0%	0.0%
Merrick Place (n=5)	100.0%	0.0%	0.0%	0.0%
Modern Properties (n=5)	0.0%	40.0%	20.0%	40.0%
Morgan Properties (n=9)	33.3%	33.3%	33.3%	0.0%
Newtown Crossing (n=60)	43.3%	48.3%	6.7%	1.7%
Park Place (n=6)	83.3.0%	16.7%	0.0%	0.0%
Positive Properties (n=4)	25.0%	75.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	75.0%	25.0%	0.0%	0.0%
Red Mile Village (n=19)	26.3%	47.4%	5.3%	21.1%
REI, LLC (n=17)	5.9%	29.4%	23.5%	41.2%
Reserve at Merrick (n=7)	100.0%	0.0%	0.0%	0.0%
Royal Lexington (n=15)	6.7%	53.3%	33.3%	6.7%
Tates Creek Village (n=8)	62.5%	37.5%	0.0%	0.0%
Tim Chesney Properties (n=8)	75.0%	25.0%	0.0%	0.0%
Touchstone Properties (n=12)	8.3%	25.0%	0.0%	66.7%
University Village Apartments (n=16)	25.0%	62.5%	12.5%	0.0%
Wassmer Properties (n=15)	20.0%	40.0%	26.7%	13.3%
Wayne Michael Properties (n=6)	33.3%	16.7%	0.0%	50.0%
Wildcat Properties (n=19)	0.0%	26.3%	36.8%	36.8%

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## How clean was your rental property at the time of your move-in?

	Very Clean	Somewhat Clean	Somewhat Dirty	Very Dirty
<b>All-Property Average (n=715)</b>	<b>35.1%</b>	<b>35.4%</b>	<b>17.1%</b>	<b>12.4%</b>
Anderson Communities (n=19)	52.6%	26.3%	10.5%	10.5%
Ball Homes/Ball Realty (n=10)	60.0%	20.0%	0.0%	20.0%
Big Blue Properties (n=13)	0.0%	46.2%	7.7%	46.2%
Brandywine Apartments (n=4)	75.0%	25.0%	0.0%	0.0%
Breckinridge Court (n=9)	55.6%	22.2%	11.1%	11.1%
Burton Properties (n=11)	9.1%	63.6%	27.3%	0.0%
Campus Court @ Red Mile (n=11)	36.4%	27.3%	9.1%	27.3%
Campus Downs (n=8)	37.5%	50.0%	12.5%	0.0%
Classic Real Estate (n=4)	50.0%	50.0%	0.0%	0.0%
The Collegiate (n=4)	75.0%	25.0%	0.0%	0.0%
The Courtyards (n=13)	15.4%	46.2%	23.1%	15.4%
Cowgill Properties (n=9)	44.4%	44.4%	11.1%	0.0%
Cundiff Real Estate (n=4)	50.0%	25.0%	25.0%	0.0%
First Place Properties (n=17)	0.0%	17.6%	41.2%	41.2%
5 Twenty Four Angliana (n=28)	32.1%	32.1%	25.0%	10.7%
Hardin Properties (n=19)	26.3%	57.9%	10.5%	5.3%
Kampus Properties (n=7)	14.3%	28.6%	42.9%	14.3%
Khayat Properties (n=5)	0.0%	0.0%	0.0%	100.0%
The Lex (n=14)	21.4%	50.0%	7.1%	21.4%
Limestone Square (n=6)	50.0%	50.0%	0.0%	0.0%
Marshall Properties (n=7)	28.6%	28.6%	28.6%	14.3%
Medical View Properties (n=4)	75.0%	25.0%	0.0%	0.0%

	Very Clean	Somewhat Clean	Somewhat Dirty	Very Dirty
Merrick Place (n=5)	80.0%	20.0%	0.0%	0.0%
Modern Properties (n=5)	40.0%	20.0%	0.0%	40.0%
Morgan Properties (n=9)	66.7%	11.1%	22.2%	0.0%
Newtown Crossing (n=60)	18.3%	38.3%	33.3%	10.0%
Park Place (n=6)	83.3%	16.7%	0.0%	0.0%
Positive Properties (n=4)	25.0%	75.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	100.0%	0.0%	0.0%	0.0%
Red Mile Village (n=19)	26.3%	36.8%	21.1%	15.8%
REI, LLC (n=17)	23.5%	11.8%	17.6%	47.1%
Reserve at Merrick (n=7)	71.4%	28.6%	0.0%	0.0%
Royal Lexington (n=15)	6.7%	33.3%	26.7%	33.3%
Tates Creek Village (n=8)	62.5%	37.5%	0.0%	0.0%
Tim Chesney Properties (n=8)	75.0%	12.5%	12.5%	0.0%
Touchstone Properties (n=12)	0.0%	33.3%	33.3%	33.3%
University Village Apartments (n=16)	37.5%	43.8%	12.5%	6.3%
Wassmer Properties (n=15)	13.3%	20.0%	26.7%	40.0%
Wayne Michael Properties (n=6)	0.0%	50.0%	16.7%	33.3%
Wildcat Properties (n=19)	15.8%	42.1%	42.1%	0.0%

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**If the property manager/landlord agreed to complete repairs prior to your move-in, how many were completed on time?**

	All	Some	None	Not Applicable
<b>All-Property Average (n=715)</b>	<b>21.3%</b>	<b>26.7%</b>	<b>14.1%</b>	<b>37.9%</b>
Anderson Communities (n=19)	15.8%	31.6%	15.8%	36.8%
Ball Homes/Ball Realty (n=10)	40.0%	20.0%	10.0%	30.0%
Big Blue Properties (n=13)	7.7%	53.8%	23.1%	15.4%
Brandywine Apartments (n=4)	25.0%	0.0%	0.0%	75.0%
Breckinridge Court (n=9)	33.3%	33.3%	22.2%	11.1%
Burton Properties (n=11)	0.0%	18.2%	27.3%	54.5%
Campus Court @ Red Mile (n=11)	9.1%	27.3%	18.2%	45.5%
Campus Downs (n=8)	12.5%	50.0%	12.5%	25.0%
Classic Real Estate (n=4)	0.0%	50.0%	0.0%	50.0%
The Collegiate (n=4)	25.0%	0.0%	0.0%	75.0%
The Courtyards (n=13)	7.7%	23.1%	23.1%	46.2%
Cowgill Properties (n=9)	0.0%	22.2%	11.1%	66.7%
Cundiff Real Estate (n=4)	50.0%	50.0%	0.0%	0.0%
First Place Properties (n=17)	0.0%	5.9%	64.7%	29.4%
5 Twenty Four Angliana (n=28)	0.0%	35.7%	10.7%	53.6%
Hardin Properties (n=19)	15.8%	47.4%	21.1%	15.8%
Kampus Properties (n=7)	28.6%	71.4%	0.0%	0.0%
Khayat Properties (n=5)	0.0%	60.0%	0.0%	40.0%
The Lex (n=14)	7.1%	14.3%	35.7%	42.9%
Limestone Square (n=6)	66.7%	16.7%	0.0%	16.7%
Marshall Properties (n=7)	57.1%	14.3%	0.0%	28.6%

	All	Some	None	Not Applicable
Medical View Properties (n=4)	25.0%	50.0%	0.0%	25.0%
Merrick Place (n=5)	60.0%	40.0%	0.0%	0.0%
Modern Properties (n=5)	20.0%	0.0%	40.0%	40.0%
Morgan Properties (n=9)	22.2%	44.4%	22.2%	11.1%
Newtown Crossing (n=60)	26.7%	18.3%	6.7%	48.3%
Park Place (n=6)	66.7%	16.7%	0.0%	16.7%
Positive Properties (n=4)	25.0%	25.0%	25.0%	25.0%
Racquet Club Apartments (n=4)	50.0%	25.0%	0.0%	25.0%
Red Mile Village (n=19)	5.3%	15.8%	21.1%	57.9%
REI, LLC (n=17)	5.9%	35.3%	35.3%	23.5%
Reserve at Merrick (n=7)	42.9%	0.0%	0.0%	57.1%
Royal Lexington (n=15)	20.0%	26.7%	6.7%	46.7%
Tates Creek Village (n=8)	12.5%	37.5%	0.0%	50.0%
Tim Chesney Properties (n=8)	87.5%	12.5%	0.0%	0.0%
Touchstone Properties (n=12)	0.0%	41.7%	25.0%	33.3%
University Village Apartments (n=16)	12.5%	25.0%	6.3%	56.3%
Wassmer Properties (n=15)	13.3%	20.0%	26.7%	40.0%
Wayne Michael Properties (n=6)	33.3%	33.3%	33.3%	0.0%
Wildcat Properties (n=19)	0.0%	21.5%	42.1%	36.8%

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## Costs

How do you believe your overall rental costs compared to similar properties in your area?

	Lower	About the Same	Higher	Don't Know
<b>All-Property Average (n=713)</b>	<b>21.7%</b>	<b>47.0%</b>	<b>28.6%</b>	<b>2.7%</b>
Anderson Communities (n=19)	15.8%	47.4%	36.8%	0.0%
Ball Homes/Ball Realty (n=10)	40.0%	50.0%	10.0%	0.0%
Big Blue Properties (n=13)	0.0%	53.8%	46.2%	0.0%
Brandywine Apartments (n=4)	50.0%	25.0%	25.0%	0.0%
Breckinridge Court (n=9)	11.1%	66.7%	22.2%	0.0%
Burton Properties (n=11)	36.4%	45.5%	18.2%	0.0%
Campus Court @ Red Mile (n=11)	0.0%	36.4%	54.5%	9.1%
Campus Downs (n=8)	50.0%	25.0%	25.0%	0.0%
Classic Real Estate (n=4)	0.0%	75.0%	25.0%	0.0%
The Collegiate (n=4)	0.0%	50.0%	50.0%	0.0%
The Courtyards (n=13)	46.2%	30.8%	23.1%	0.0%
Cowgill Properties (n=9)	66.7%	22.2%	11.1%	0.0%
Cundiff Real Estate (n=4)	75.0%	25.0%	0.0%	0.0%
First Place Properties (n=17)	5.9%	23.5%	70.6%	0.0%
5 Twenty Four Angliana (n=28)	3.6%	42.9%	46.4%	7.1%
Hardin Properties (n=19)	5.3%	26.3%	63.2%	5.3%
Kampus Properties (n=7)	60.0%	40.0%	0.0%	0.0%
Khayat Properties (n=5)	60.0%	40.0%	0.0%	0.0%
The Lex (n=14)	0.0%	14.3%	71.4%	14.3%
Limestone Square (n=6)	0.0%	66.7%	33.3%	0.0%
Marshall Properties (n=7)	57.1%	14.3%	28.6%	0.0%

	Lower	About the Same	Higher	Don't Know
Medical View Properties (n=4)	25.0%	50.0%	25.0%	0.0%
Merrick Place (n=5)	0.0%	80.0%	20.0%	0.0%
Modern Properties (n=5)	20.0%	60.0%	0.0%	20.0%
Morgan Properties (n=9)	33.3%	55.6%	0.0%	11.1%
Newtown Crossing (n=60)	5.0%	40.0%	53.3%	1.7%
Park Place (n=6)	0.0%	50.0%	50.0%	0.0%
Positive Properties (n=4)	25.0%	75.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	0.0%	25.0%	75.0%	0.0%
Red Mile Village (n=19)	5.3%	63.2%	26.3%	5.3%
REI, LLC (n=17)	11.8%	76.5%	11.8%	0.0%
Reserve at Merrick (n=7)	14.3%	71.4%	14.3%	0.0%
Royal Lexington (n=15)	13.3%	53.3%	33.3%	0.0%
Tates Creek Village (n=8)	25.0%	62.5%	0.0%	12.5%
Tim Chesney Properties (n=8)	0.0%	75.0%	25.0%	0.0%
Touchstone Properties (n=12)	0.0%	66.7%	33.3%	0.0%
University Village Apartments (n=16)	12.5%	50.0%	37.5%	0.0%
Wassmer Properties (n=15)	6.7%	20.0%	66.7%	6.7%
Wayne Michael Properties (n=6)	0.0%	83.3%	16.7%	0.0%
Wildcat Properties (n=19)	5.3%	63.2%	26.3%	5.3%

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## What was the monthly rent per person in your rental property?

	<\$200	\$200-299	\$300-399	\$400-499	\$500-599	\$600-699	\$700-799	>\$800
<b>All-Property Average (n=713)</b>	<b>0.7%</b>	<b>5.2%</b>	<b>24.1%</b>	<b>32.1%</b>	<b>24.1%</b>	<b>6.3%</b>	<b>4.9%</b>	<b>2.5%</b>
Anderson Communities (n=19)	0.0%	0.0%	21.1%	68.4%	0.0%	0.0%	5.3%	5.3%
Ball Homes/Ball Realty (n=10)	10.0%	10.0%	10.0%	40.0%	0.0%	10.0%	0.0%	20.0%
Big Blue Properties (n=13)	0.0%	0.0%	23.1%	61.5%	15.4%	0.0%	0.0%	0.0%
Brandywine Apartments (n=4)	0.0%	0.0%	75.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Breckinridge Court (n=9)	0.0%	0.0%	44.4%	11.1%	44.4%	0.0%	0.0%	0.0%
Burton Properties (n=11)	0.0%	9.1%	27.3%	54.5%	9.1%	0.0%	0.0%	0.0%
Campus Court @ Red Mile (n=11)	0.0%	0.0%	0.0%	0.0%	54.5%	0.0%	45.5%	0.0%
Campus Downs (n=8)	0.0%	0.0%	62.5%	25.0%	0.0%	12.5%	0.0%	0.0%
Classic Real Estate (n=4)	0.0%	0.0%	25.0%	25.0%	0.0%	50.0	0.0%	0.0%
The Collegiate (n=4)	0.0%	0.0%	0.0%	0.0%	50.0%	50.0%	0.0%	0.0%
The Courtyards (n=13)	0.0%	0.0%	23.1%	46.2%	30.8%	0.0%	0.0%	0.0%
Cowgill Properties (n=9)	0.0%	11.1%	55.6%	11.1%	22.2%	0.0%	0.0%	0.0%
Cundiff Real Estate (n=4)	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
First Place Properties (n=17)	0.0%	0.0%	23.5%	58.8%	5.9%	11.8%	0.0%	0.0%
5 Twenty Four Angliana (n=28)	0.0%	0.0%	0.0%	14.3%	60.7%	21.4%	0.0%	3.6%
Hardin Properties (n=19)	0.0%	0.0%	26.3%	52.6%	10.5%	5.3%	0.0%	5.3%
Kampus Properties (n=7)	0.0%	0.0%	85.7%	14.3%	0.0%	0.0%	0.0%	0.0%
Khayat Properties (n=5)	0.0%	40.0%	40.0%	20.0%	0.0%	0.0%	0.0%	0.0%
The Lex (n=14)	0.0%	0.0%	0.0%	0.0%	57.1%	28.6%	0.0%	14.3%
Limestone Square (n=6)	0.0%	0.0%	33.3%	33.3%	0.0%	0.0%	33.3%	0.0%
Marshall Properties (n=7)	0.0%	28.6%	28.6%	28.6%	14.3%	0.0%	0.0%	0.0%
Medical View Properties (n=4)	0.0%	0.0%	25.0%	50.0%	0.0%	0.0%	25.0%	0.0%

	<\$200	\$200-299	\$300-399	\$400-499	\$500-599	\$600-699	\$700-799	>\$800
Merrick Place (n=5)	0.0%	0.0%	0.0%	40.0%	40.0%	20.0%	0.0%	0.0%
Modern Properties (n=5)	0.0%	40.0%	40.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Morgan Properties (n=9)	0.0%	0.0%	33.3%	66.7%	0.0%	0.0%	0.0%	0.0%
Newtown Crossing (n=60)	0.0%	0.0%	0.0%	3.3%	91.7%	1.7%	0.0%	3.3%
Park Place (n=6)	0.0%	0.0%	16.7%	33.3%	0.0%	0.0%	50.0%	0.0%
Positive Properties (n=4)	0.0%	25.0%	25.0%	25.0%	0.0%	25.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	0.0%	0.0%	0.0%	50.0%	0.0%	50.0%	0.0%	0.0%
Red Mile Village (n=19)	0.0%	0.0%	0.0%	42.1%	42.1%	15.8%	0.0%	0.0%
REI, LLC (n=17)	0.0%	0.0%	58.8%	41.2%	0.0%	0.0%	0.0%	0.0%
Reserve at Merrick (n=7)	0.0%	0.0%	71.4%	28.6%	0.0%	0.0%	0.0%	0.0%
Royal Lexington (n=15)	0.0%	0.0%	0.0%	66.7%	33.3%	0.0%	0.0%	0.0%
Tates Creek Village (n=8)	0.0%	0.0%	62.5%	0.0%	12.5%	25.0%	0.0%	0.0%
Tim Chesney Properties (n=8)	0.0%	0.0%	12.5%	62.5%	25.0%	0.0%	0.0%	0.0%
Touchstone Properties (n=13)	0.0%	0.0%	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%
University Village Apartments (n=16)	0.0%	0.0%	6.3%	43.8%	12.5%	0.0%	37.5%	0.0%
Wassmer Properties (n=15)	0.0%	0.0%	26.7%	26.7%	46.7%	0.0%	0.0%	0.0%
Wayne Michael Properties (n=6)	0.0%	0.0%	33.3%	66.7%	0.0%	0.0%	0.0%	0.0%
Wildcat Properties (n=19)	5.3%	0.0%	5.3%	68.4%	15.8%	5.3%	0.0%	0.0%

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## Amenities

In general, how easy was it to find a parking space at your rental property?

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
<b>All-Property Average (n=708)</b>	<b>59.6%</b>	<b>24.4%</b>	<b>11.7%</b>	<b>4.2%</b>
Anderson Communities (n=19)	52.6%	36.8%	10.5%	0.0%
Ball Homes/Ball Realty (n=10)	90.0%	0.0%	10.0%	0.0%
Big Blue Properties (n=13)	38.5%	30.8%	30.8%	0.0%
Brandywine Apartments (n=4)	100.0%	0.0%	0.0%	0.0%
Breckinridge Court (n=9)	66.7%	11.1%	22.2%	0.0%
Burton Properties (n=11)	54.5%	18.2%	18.2%	9.1%
Campus Court @ Red Mile (n=11)	27.3%	18.2%	36.4%	18.2%
Campus Downs (n=8)	50.0%	50.0%	0.0%	0.0%
Classic Real Estate (n=4)	75.0%	0.0%	25.0%	0.0%
The Collegiate (n=4)	75.0%	0.0%	0.0%	25.0%
The Courtyards (n=13)	92.3%	7.7%	0.0%	0.0%
Cowgill Properties (n=9)	88.9%	11.1%	0.0%	0.0%
Cundiff Real Estate (n=4)	25.0%	75.0%	0.0%	0.0%
First Place Properties (n=17)	35.3%	29.4%	17.6%	17.6%
5 Twenty Four Angliana (n=28)	39.3%	35.7%	21.4%	3.6%
Hardin Properties (n=19)	63.2%	26.3%	10.5%	0.0%
Kampus Properties (n=7)	71.4%	14.3%	0.0%	14.3%
Khayat Properties (n=5)	0.0%	60.0%	20.0%	20.0%
The Lex (n=14)	21.4%	50.0%	7.1%	21.4%
Limestone Square (n=6)	83.3%	16.7%	0.0%	0.0%
Marshall Properties (n=7)	28.6%	57.1%	14.3%	0.0%

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
Medical View Properties (n=4)	75.0%	25.0%	0.0%	0.0%
Merrick Place (n=5)	80.0%	20.0%	0.0%	0.0%
Modern Properties (n=5)	80.0%	20.0%	0.0%	0.0%
Morgan Properties (n=9)	44.4%	44.4%	11.1%	0.0%
Newtown Crossing (n=60)	28.3%	36.7%	25.0%	10.0%
Park Place (n=6)	100.0%	0.0%	0.0%	0.0%
Positive Properties (n=x)	100.0%	0.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	50.0%	25.0%	25.0%	0.0%
Red Mile Village (n=19)	57.9%	31.6%	10.5%	0.0%
REI, LLC (n=16)	75.0%	18.8%	6.3%	0.0%
Reserve at Merrick (n=7)	71.4%	28.6%	0.0%	0.0%
Royal Lexington (n=13)	76.9%	0.0%	7.7%	15.4%
Tates Creek Village (n=7)	100.0%	0.0%	0.0%	0.0%
Tim Chesney Properties (n=8)	50.0%	25.0%	25.0%	0.0%
Touchstone Properties (n=12)	33.3%	25.0%	16.7%	25.0%
University Village Apartments (n=16)	62.5%	37.5%	0.0%	0.0%
Wassmer Properties (n=15)	46.7%	40.0%	6.7%	6.7%
Wayne Michael Properties (n=6)	50.0%	33.3%	16.7%	0.0%
Wildcat Properties (n=19)	36.8%	36.8%	21.1%	5.3%

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**In general, how up-to-date were the appliances in your rental property?**

	New	3-5 Years Old, Functional	3-5 Years Old, Not Functional	5+ Years Old, Functional	5+ Years Old, Not Functional
<b>All-Property Average (n=708)</b>	<b>13.6%</b>	<b>43.9%</b>	<b>1.7%</b>	<b>35.9%</b>	<b>4.9%</b>
Anderson Communities (n=19)	15.8%	36.8%	5.3%	36.8%	5.3%
Ball Homes/Ball Realty (n=10)	40.0%	30.0%	0.0%	30.0%	0.0%
Big Blue Properties (n=13)	0.0%	23.1%	23.1%	46.2%	7.7%
Brandywine Apartments (n=4)	0.0%	50.0%	0.0%	50.0%	0.0%
Breckinridge Court (n=9)	0.0%	11.1%	0.0%	88.9%	0.0%
Burton Properties (n=11)	9.1%	45.5%	0.0%	36.4%	9.1%
Campus Court @ Red Mile (n=11)	36.4%	63.6%	0.0%	0.0%	0.0%
Campus Downs (n=8)	0.0%	37.5%	25.0%	25.0%	12.5%
Classic Real Estate (n=4)	0.0%	50.0%	0.0%	50.0%	0.0%
The Collegiate (n=4)	100.0%	0.0%	0.0%	0.0%	0.0%
The Courtyards (n=13)	7.7%	53.8%	0.0%	30.8%	7.7%
Cowgill Properties (n=9)	22.2%	44.4%	0.0%	33.3%	0.0%
Cundiff Real Estate (n=4)	0.0%	75.0%	0.0%	25.0%	0.0%
First Place Properties (n=17)	0.0%	47.1%	0.0%	35.3%	17.6%
5 Twenty Four Angliana (n=28)	32.1%	57.1%	0.0%	3.6%	7.1%
Hardin Properties (n=19)	10.5%	36.8%	0.0%	47.4%	5.3%
Kampus Properties (n=7)	0.0%	42.9%	0.0%	57.1%	0.0%
Khayat Properties (n=5)	0.0%	0.0%	0.0%	100.0%	0.0%
The Lex (n=14)	14.3%	78.6%	0.0%	7.1%	0.0%
Limestone Square (n=6)	0.0%	50.0%	16.7%	33.3%	0.0%
Marshall Properties (n=7)	14.3%	42.9%	0.0%	28.6%	14.3%

	New	3-5 Years Old, Functional	3-5 Years Old, Not Functional	5+ Years Old, Functional	5+ Years Old, Not Functional
Medical View Properties (n=4)	0.0%	0.0%	0.0%	100.0%	0.0%
Merrick Place (n=5)	60.0%	20.0%	0.0%	20.0%	0.0%
Modern Properties (n=5)	20.0%	40.0%	0.0%	40.0%	0.0%
Morgan Properties (n=9)	11.1%	77.8%	0.0%	11.1%	0.0%
Newtown Crossing (n=60)	10.0%	65.0%	1.7%	23.3%	0.0%
Park Place (n=6)	66.7%	33.3%	0.0%	0.0%	0.0%
Positive Properties (n=4)	25.0%	25.0%	0.0%	50.0%	0.0%
Racquet Club Apartments (n=4)	0.0%	20.0%	0.0%	60.0%	20.0%
Red Mile Village (n=19)	15.8%	78.9%	0.0%	5.3%	0.0%
REI, LLC (n=16)	6.3%	12.5%	0.0%	68.8%	12.5%
Reserve at Merrick (n=7)	28.6%	71.4%	0.0%	0.0%	0.0%
Royal Lexington (n=13)	0.0%	23.1%	0.0%	53.8%	23.1%
Tates Creek Village (n=7)	14.3%	42.9%	0.0%	42.9%	0.0%
Tim Chesney Properties (n=8)	25.0%	75.0%	0.0%	0.0%	0.0%
Touchstone Properties (n=12)	0.0%	0.0%	0.0%	83.3%	16.7%
University Village Apartments (n=16)	0.0%	37.5%	0.0%	56.3%	6.3%
Wassmer Properties (n=15)	13.3%	13.3%	0.0%	46.7%	26.7%
Wayne Michael Properties (n=6)	16.7%	16.7%	0.0%	50.0%	16.7%
Wildcat Properties (n=19)	5.3%	31.6%	5.3%	57.9%	0.0%

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**In general, do you believe your property manager/landlord provides adequate safety measures (e.g. working locks, lockable windows, working smoke/fire alarms, etc.) for your rental property?**

	Yes	No	Don't Know
<b>All-Property Average (n=708)</b>	<b>74.6%</b>	<b>21.5%</b>	<b>4.0%</b>
Anderson Communities (n=19)	78.9%	15.8%	5.3%
Ball Homes/Ball Realty (n=10)	80.0%	20.0%	0.0%
Big Blue Properties (n=13)	38.5%	53.8%	7.7%
Brandywine Apartments (n=4)	100.0%	0.0%	0.0%
Breckinridge Court (n=9)	77.8%	11.1%	11.1%
Burton Properties (n=11)	81.8%	18.2%	0.0%
Campus Court @ Red Mile (n=11)	100.0%	0.0%	0.0%
Campus Downs (n=8)	62.5%	25.0%	12.5%
Classic Real Estate (n=4)	75.0%	25.0%	0.0%
The Collegiate (n=4)	100.0%	0.0%	0.0%
The Courtyards (n=13)	76.9%	23.1%	0.0%
Cowgill Properties (n=9)	88.9%	11.1%	0.0%
Cundiff Real Estate (n=4)	75.0%	25.0%	0.0%
First Place Properties (n=17)	23.5%	76.5%	0.0%
5 Twenty Four Angliana (n=28)	85.7%	7.1%	7.1%
Hardin Properties (n=19)	68.4%	31.6%	0.0%
Kampus Properties (n=7)	71.4%	14.3%	14.3%
Khayat Properties (n=5)	0.0%	100.0%	0.0%
The Lex (n=14)	78.6%	14.3%	7.1%
Limestone Square (n=6)	100.0%	0.0%	0.0%
Marshall Properties (n=7)	71.4%	14.3%	14.3%

	Yes	No	Don't Know
Medical View Properties (n=4)	100.0%	0.0%	0.0%
Merrick Place (n=5)	100.0%	0.0%	0.0%
Modern Properties (n=5)	60.0%	40.0%	0.0%
Morgan Properties (n=9)	88.9%	11.1%	0.0%
Newtown Crossing (n=60)	88.3%	8.3%	3.3%
Park Place (n=6)	100.0%	0.0%	0.0%
Positive Properties (n=4)	100.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	60.0%	20.0%	20.0%
Red Mile Village (n=19)	73.7%	21.1%	5.3%
REI, LLC (n=16)	25.0%	68.8%	6.3%
Reserve at Merrick (n=7)	100.0%	0.0%	0.0%
Royal Lexington (n=13)	69.2%	23.1%	7.7%
Tates Creek Village (n=7)	71.4%	14.3%	14.3%
Tim Chesney Properties (n=8)	87.5%	0.0%	12.5%
Touchstone Properties (n=12)	33.3%	66.7%	0.0%
University Village Apartments (n=16)	100.0%	0.0%	0.0%
Wassmer Properties (n=15)	53.3%	46.7%	0.0%
Wayne Michael Properties (n=6)	33.3%	66.7%	0.0%
Wildcat Properties (n=20)	42.1%	52.6%	5.3%

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## What was the overall condition of your rental property?

	Exceptional	Good	Poor	Very Poor
<b>All-Property Average (n=708)</b>	<b>15.7%</b>	<b>62.7%</b>	<b>15.1%</b>	<b>6.5%</b>
Anderson Communities (n=19)	15.8%	52.6%	26.3%	5.3%
Ball Homes/Ball Realty (n=10)	30.0%	50.0%	20.0%	0.0%
Big Blue Properties (n=13)	0.0%	30.8%	61.5%	7.7%
Brandywine Apartments (n=4)	0.0%	100.0%	0.0%	0.0%
Breckinridge Court (n=9)	0.0%	77.8%	11.1%	11.1%
Burton Properties (n=11)	0.0%	81.8%	9.1%	9.1%
Campus Court @ Red Mile (n=11)	27.3%	54.5%	18.2%	0.0%
Campus Downs (n=8)	25.0%	62.5%	12.5%	0.0%
Classic Real Estate (n=4)	25.0%	75.0%	0.0%	0.0%
The Collegiate (n=4)	75.0%	25.0%	0.0%	0.0%
The Courtyards (n=13)	0.0%	76.9%	15.4%	7.7%
Cowgill Properties (n=9)	22.2%	66.7%	11.1%	0.0%
Cundiff Real Estate (n=4)	0.0%	100.0%	0.0%	0.0%
First Place Properties (n=17)	0.0%	29.4%	29.4%	41.2%
5 Twenty Four Angliana (n=28)	17.9%	67.9%	10.7%	3.6%
Hardin Properties (n=19)	15.8%	63.2%	21.1%	0.0%
Kampus Properties (n=7)	0.0%	71.4%	28.6%	0.0%
Khayat Properties (n=5)	0.0%	0.0%	40.0%	60.0%
The Lex (n=14)	21.4%	50.0%	7.1%	21.4%
Limestone Square (n=6)	0.0%	100.0%	0.0%	0.0%
Marshall Properties (n=7)	14.3%	57.1%	14.3%	14.3%
Medical View Properties (n=4)	0.0%	100.0%	0.0%	0.0%

	Exceptional	Good	Poor	Very Poor
Merrick Place (n=5)	60.0%	40.0%	0.0%	0.0%
Modern Properties (n=5)	0.0%	40.0%	20.0%	40.0%
Morgan Properties (n=9)	33.3%	55.6%	11.1%	0.0%
Newtown Crossing (n=60)	11.7%	85.0%	3.3%	0.0%
Park Place (n=6)	83.3%	16.7%	0.0%	0.0%
Positive Properties (n=4)	0.0%	100.0%	0.0%	0.0%
Racquet Club Apartments (n=4)	75.0%	25.0%	0.0%	0.0%
Red Mile Village (n=19)	5.3%	78.9%	5.3%	10.5%
REI, LLC (n=16)	6.3%	37.5%	31.3%	25.0%
Reserve at Merrick (n=7)	28.6%	71.4%	0.0%	0.0%
Royal Lexington (n=13)	0.0%	53.8%	46.2%	0.0%
Tates Creek Village (n=7)	14.3%	85.7%	0.0%	0.0%
Tim Chesney Properties (n=8)	62.5%	37.5%	0.0%	0.0%
Touchstone Properties (n=12)	0.0%	33.3%	33.3%	33.3%
University Village Apartments (n=16)	0.0%	93.8%	6.3%	0.0%
Wassmer Properties (n=15)	0.0%	53.3%	20.0%	26.7%
Wayne Michael Properties (n=6)	0.0%	50.0%	16.7%	33.3%
Wildcat Properties (n=19)	0.0%	52.6%	31.6%	15.8%

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## Overall Rating

Would you rent from your property manager/landlord in the future?

	Yes	No
<b>All-Property Average (n=705)</b>	<b>559.7%</b>	<b>40.3%</b>
Anderson Communities (n=19)	68.4%	31.6%
Ball Homes/Ball Realty (n=10)	70.0%	30.0%
Big Blue Properties (n=13)	23.1%	76.9%
Brandywine Apartments (n=4)	100.0%	0.0%
Breckinridge Court (n=9)	44.4%	55.6%
Burton Properties (n=11)	81.8%	18.2%
Campus Court @ Red Mile (n=11)	54.5%	45.5%
Campus Downs (n=8)	71.4%	28.6%
Classic Real Estate (n=4)	75.0%	25.0%
The Collegiate (n=4)	75.0%	25.0%
The Courtyards (n=13)	38.5%	61.5%
Cowgill Properties (n=9)	88.9%	11.1%
Cundiff Real Estate (n=4)	75.0%	25.0%
First Place Properties (n=17)	0.0%	100.0%
5 Twenty Four Angliana (n=28)	32.1%	67.9%
Hardin Properties (n=18)	55.6%	44.4%
Kampus Properties (n=7)	57.1%	42.9%
Khayat Properties (n=5)	0.0%	100.0%
The Lex (n=14)	42.9%	57.1%
Limestone Square (n=6)	83.3%	16.7%
Marshall Properties (n=7)	71.4%	28.6%

	Yes	No
Medical View Properties (n=4)	100.0%	0.0%
Merrick Place (n=5)	100.0%	0.0%
Modern Properties (n=5)	20.0%	80.0%
Morgan Properties (n=9)	55.6%	44.4%
Newtown Crossing (n=60)	66.7%	33.3%
Park Place (n=6)	83.3%	16.7%
Positive Properties (n=4)	75.0%	25.0%
Racquet Club Apartments (n=4)	100.0%	0.0%
Red Mile Village (n=19)	52.6%	47.4%
REI, LLC (n=16)	31.3%	68.8%
Reserve at Merrick (n=7)	100.0%	0.0%
Royal Lexington (n=13)	38.5%	46.2%
Tates Creek Village (n=7)	71.4%	28.6%
Tim Chesney Properties (n=7)	85.7%	14.3%
Touchstone Properties (n=12)	16.7%	83.3%
University Village Apartments (n=16)	56.3%	43.8%
Wassmer Properties (n=15)	26.7%	73.3%
Wayne Michael Properties (n=6)	50.0%	50.0%
Wildcat Properties (n=19)	0.0%	100.0%

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Please rate the overall performance of your property manager/landlord. (1=Very Poor; 2=Poor; 3=Good; 4=Exceptional)

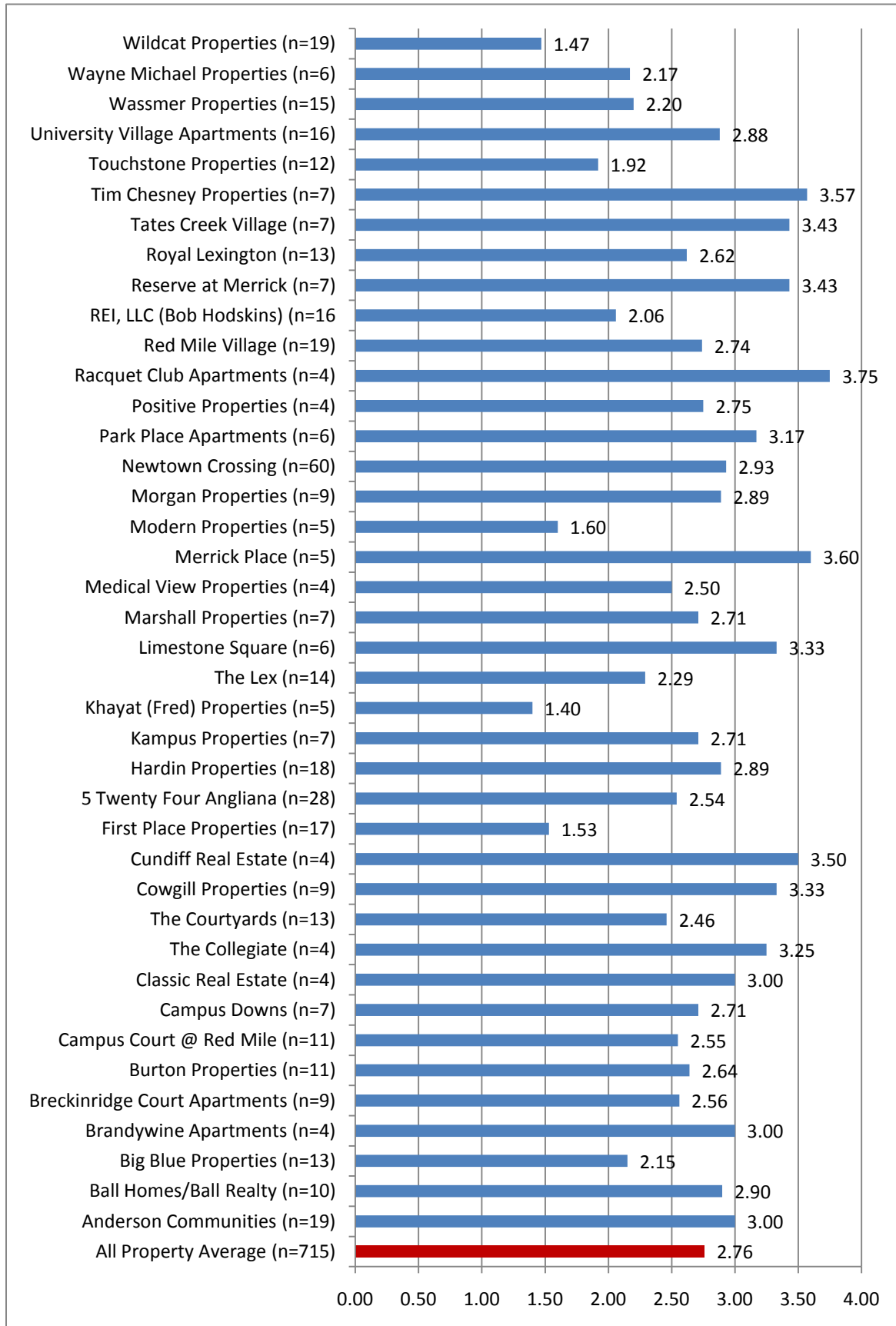
	Very Poor	Poor	Good	Exceptional	Average Rating
<b>All-Property Average (n=715)</b>	<b>13.3%</b>	<b>17.9%</b>	<b>48.5%</b>	<b>20.3%</b>	<b>2.76</b>
Anderson Communities (n=19)	5.3%	21.1%	42.1%	31.6%	3.00
Ball Homes/Ball Realty (n=10)	10.0%	0.0%	80.0%	10.0%	2.90
Big Blue Properties (n=13)	15.4%	53.8%	30.8%	0.0%	2.15
Brandywine Apartments (n=4)	0.0%	0.0%	100.0%	0.0%	3.00
Breckinridge Court (n=9)	11.1%	22.2%	66.7%	0.0%	2.56
Burton Properties (n=11)	9.1%	18.2%	72.7%	0.0%	2.64
Campus Court @ Red Mile (n=11)	9.1%	36.4%	45.5%	9.1%	2.55
Campus Downs (n=7)	14.3%	14.3%	57.1%	14.3%	2.71
Classic Real Estate (n=4)	0.0%	25.0%	50.0%	25.0%	3.00
The Collegiate (n=4)	25.0%	0.0%	0.0%	75.0%	3.25
The Courtyards (n=13)	15.4%	23.1%	61.5%	0.0%	2.46
Cowgill Properties (n=9)	11.1%	0.0%	33.3%	55.6%	3.33
Cundiff Real Estate (n=4)	0.0%	0.0%	50.0%	50.0%	3.50
First Place Properties (n=17)	52.9%	41.2%	5.9%	0.0%	1.53
5 Twenty Four Angliana (n=28)	17.9%	17.9%	57.1%	7.1%	2.54
Hardin Properties (n=18)	5.6%	16.7%	61.1%	16.7%	2.89
Kampus Properties (n=7)	0.0%	28.6%	71.4%	0.0%	2.71
Khayat Properties (n=5)	60.0%	40.0%	0.0%	0.0%	1.40
The Lex (n=14)	42.9%	14.3%	14.3%	28.6%	2.29
Limestone Square (n=6)	0.0%	0.0%	66.7%	33.3%	3.33
Marshall Properties (n=7)	28.6%	0.0%	42.9%	28.6%	2.71

	Very Poor	Poor	Good	Exceptional	Average Rating
Medical View Properties (n=4)	25.0%	0.0%	75.0%	25.0%	2.50
Merrick Place (n=5)	0.0%	0.0%	40.0%	60.0%	3.60
Modern Properties (n=5)	60.0%	20.0%	20.0%	0.0%	1.60
Morgan Properties (n=9)	0.0%	33.3%	44.4%	22.2%	2.89
Newtown Crossing (n=60)	1.7%	13.3%	75.0%	10.0%	2.93
Park Place (n=6)	16.7%	0.0%	33.3%	50.0%	3.17
Positive Properties (n=4)	0.0%	25.0%	75.0%	0.0%	2.75
Racquet Club Apartments (n=4)	0.0%	0.0%	25.0%	75.0%	3.75
Red Mile Village (n=19)	10.5%	15.8%	63.2%	10.5%	2.74
REI, LLC (n=16)	37.5%	18.8%	43.8%	0.0%	2.06
Reserve at Merrick (n=7)	0.0%	0.0%	42.9%	57.1%	3.57
Royal Lexington (n=13)	0.0%	46.2%	46.2%	7.7%	2.62
Tates Creek Village (n=7)	0.0%	14.3%	28.6%	57.1%	3.43
Tim Chesney Properties (n=7)	0.0%	0.0%	42.9%	57.1%	3.57
Touchstone Properties (n=12)	25.0%	58.3%	16.7%	0.0%	1.92
University Village Apartments (n=16)	6.3%	12.5%	68.8%	12.5%	2.88
Wassmer Properties (n=15)	26.7%	33.3%	33.3%	6.7%	2.20
Wayne Michael Properties (n=6)	50.0%	0.0%	33.3%	16.7%	2.17
Wildcat Properties (n=19)	52.6%	47.4%	0.0%	0.0%	1.47

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Please rate the overall performance of your property manager/landlord (1 = Very Poor; 2 = Poor; 3 = Good; 4 = Exceptional).



## Comments

Please share any general comments regarding your property manager/landlord that you'd like to share with other students.

### Anderson Communities

NOTE: Anderson Communities operates multiple apartment communities in the campus area (University Village, Woodland Village, Park Hill) as well as offering a large number of houses for rent. They also operate multiple apartment communities outside the immediate campus area.

- Outstanding Landlord and great staff working for the company. Would recommend to anyone.
- Easy to walk to class if you are a graduate student in the health field.
- Nothing was fixed prior or during the time I lived there. We also turned in a list every month of things needing fixed and didn't get anything done by the time we moved out.
- It's a place to live and they want your money and you are going to give it to them because you need a place to live. They won't fix it up because that isn't your main concern, your main concern is the price and they know that.
- I've had several rental places now and Anderson has been BY FAR the best experience. Our rent is divided between 3 people (\$1050/3 people), so my answer to the previous question was for the total rent, not my share.

### Ball Homes/Ball Realty

- Needs landscaping and updating bad. Want us to buy garage door opener but then leave it when we leave. Not a chance that happens. We also had a temporary door on our bedroom upon move in.
- No fire extinguisher, which every apt. should have!!!
- Ball Realty does not reinvest any money into things outside of required maintenance. They have begun reroofing the units, but have failed to do anything about squirrels in the walls for 3 years now.

### Big Blue Properties

- Landlord extorted claims to keep the renters' property deposits.
- Could not contact anyone who worked for the company. They would send "do not reply emails" and provide no phone number or location to be contacted.
- Management is not very good and is unpleasant to work with.

- After living there for the first 3 months, we were informed by our gas provider that there was a carbon monoxide leak in the basement. We were all very scared and had it repaired ASAP. But the landlord was very unsupportive and told us we "wouldn't have died" from that. Um Hello! Carbon monoxide is DEADLY. Would never rent from Big Blue Properties again. Way too overpriced, unhelpful landlord, and crappy houses.
- Great!
- If you live with Big Blue Properties, be sure to fill out completely\* the move-in inspection form. If it's not listed there, they will charge you an infinite amount on your security deposit. We received next to no part of our deposit back on move out. In honesty, I would not recommend living through Big Blue Properties, but there are worse places to live, too.

#### Brandywine Apartments

- They are very easy to work with you.

#### Breckinridge Court

- My apartment was not insulated, in the winter my heating bill was \$150/month and I kept it 65 degrees. Also they never paved the parking lot as promised. The maintenance people there are awesome and very timely.
- Property owners don't enforce any rules that don't hurt them directly; visitors park anywhere without a parking tag and they won't tow anyone so you can never find a place to park. They also don't enforce picking up after your dog so you can't walk ten feet without stepping in dog poop. Non-critical maintenance requests get ignored; I've had to fix many things myself w/out compensation. Overall I would rate them as poor (and surprisingly expensive).
- I would rent from them again, however for the price paid it is not worth it. They remodeled most of the outside to get people in, but meanwhile the appliances are still old and some attention needs to be given inside the rentals.
- Recent renovations made living there annoying, but by now they probably have all the construction done. Close to a park and restaurants and quick access to new circle or tates creek.

#### Burton Properties

- Gives grace period for late rent if you forget one month.
- The property manager is overloaded with work, manages way too many properties all by himself. Nice place at 268 Kalmia though, great location.
- Did not return security deposit without contact from renters.
- David Burton properties are terrible. I know 4+ groups of people that rent from or have rented from David Burton. He invests no money in his houses. Micah, the manager is overwhelmed and David will not hire help. Jody, the repair man, is a joke. He is unprofessional and creeps out girl tenants. They take WAY too long to reply to any requests. Jody will steal your food to use in traps. If there is a major repair such as your ceiling falling in, they will take 2-3 weeks to get it

repaired. They took 4 weeks to remove the dead animal from under our house. Mold grew on the walls and they did nothing to prevent it. Literally, mushrooms were growing out of the ceiling. Someone should report these properties to the city.

- He can be hard to get in touch with. We have been living in our house for 4 months and our landlord has yet to meet up with one of my roommates, despite her effort to contact him, so that she can sign the lease.

#### Campus Court @ Red Mile

- Some of the apartments are a little out dated, but some of them look new and very nice. It just depends on how many bedrooms.
- They charge a full months rent for a fraction of a month if you move in on their "move in" days. I pretty much gave them 2 weeks rent for no reason.
- Poor maintenance, the manager is hard to deal with. We went without any interior doors for 3 months. The place was trashed when we moved in. overall way overpriced.
- They add excessive and unjustified fees to past accounts. Cleaning fees, painting fees, etc., despite painting being mandatory and walk through being completed to approval from management. Account was sent to collections then proved unjust and sent back from collections. They then reported the unpaid balance (after collections returned it) to other rental companies during application process.

#### Campus Downs

NOTE: Campus Downs is a condominium complex and, therefore, has many different owners. There is no central property manager for all units. Therefore, experiences can vary widely based on the quality of the owner from whom you might rent.

- good place
- The landlord did not help with the roommate situation which escalated into lawsuits.
- Just that my landlords may not have been my family member, but they are my roommate's landlords, so they are always timely with everything.

#### Classic Real Estate

- Difficult to work with them- abusive wording in their emails, would never recommend.

#### The Collegiate

- They are very friendly
- I love The Collegiate. The staff from office to maintenance are all super attentive and friendly. The property is beautiful. The amenities are superb. I just wish other tenants respected the property more.

- The Collegiate is such a terrible place to live. No parking. Loud. Expensive. And they feel that it is necessary to tow every morning at 5:30.

### The Courtyards

NOTE: The Courtyards is the former name of University Trails. The Courtyards was bought by another company during the previous school year and was renamed University Trails.

- While away the apartment complex deemed my apartment empty and demolished my apartment. In the process they threw away roughly 800 dollars worth of property. They did reimburse me 3 months later but nevertheless it should have never happened.
- The apartments are old and run-down. There has been black mold growing in my bathroom, which they had just painted over, since I moved in. One of our chairs broke a week after move-in. They misinformed us about the amount we would be paying. They told us utilities were now included, then a month later (after move-in) told us that we actually had to pay utilities separately.
- Prices are very high for the quality, but I have heard it is new management now and much more enjoyable
- Roommate matching is a joke.
- Courtyards is a pleasant place to be at. It is quiet and I have never had any noise problems. Because such a large property was renovated in such a short time, when I moved into my apartment, it was not finished yet. The bathrooms were leaking, dry ceiling was falling off, and carpets were dirty. It necessarily wasn't the management's fault but it was more of the contractors fault. Even though of all these issues, they went out of their way to help my roommate and I to offer the best deal to keep us there. It is definitely the cheapest student housing in the area and even though moving into an apartment with basic issues was a hassle but it was worth it because they gave me such a good deal on my rent and were helpful to value my specific requests.
- The property has not been taken care of properly. It is under new ownership but the problems faced could only be solved through a large renovation.
- This place was nasty, I only stayed there because of the tennis court and the low price.

### Cowgill Properties

NOTE: Cowgill Properties owns numerous apartment communities, including Limestone Square which is rated separately. The properties that are included in this rating are Belmont Run, Cove Lake Village, and Lansdowne Apartments.

- Great location, they have renovated the complex, great pricing.
- Cove Lake Village is 5 miles from campus, but it has a great staff and a family atmosphere. For students who don't mind commuting and want a quiet community, it's a great value.

- They are great with maintenance request, in that they fix things either the day of or the day after the request. The only concern is that, in my personal experience, each time we renew our lease our rent goes up. If you renew your lease for anything less than a year lease, such as for 6 months or month to month payments, your rent will go up significantly which is very inconvenient and puts people at a disadvantage if they could previously afford it before and now can't afford it. Overall, I would say it's a good first apartment for about a year or two, it has a pool and laundry facilities and parking is decent.
- The window in my apartment leaks, so I told the landlord and she just went on about how it was suppose to have been repaired during the summer. The window still has not been fixed and it has been over a month and it can be seen that the wall has bad water damage because of the window leaking.

#### Cundiff Real Estate

- Really easy going guy. I think he only has one property, so sometimes getting hold of him meant calling, leaving a voicemail and then he'd get back to you... later, but sometimes the next day. I sent him an urgent text once, though, about a leak, and he had someone over there ASAP.

#### First Place Properties

- The carpet had to be replaced after my move in date because the rental company was unable to remove the smell of cat urine from the previous owner. The apartment flooded on two occasions and the rental company did not respond to my emergency requests for repair, the apartment was soaked and caused damage to my furniture. I will never rent from First Place Properties again, and strongly advise against the University recommending them.
- Be prepared for your rent to go up SIGNIFICANTLY after your first year.
- Absolutely the worst property I've ever lived in. They tried to screw us on the deposit.
- Many code violations and horrible customer service. The only reason I am remaining in the house is the location from campus and my job. The house and company are horrible and make me wish I never left my first landlord (Collins-Wathen Properties)
- Moved in with a flea infestation that was not taken care of, the landlord refused to properly get rid of the fleas. After pointing out a broken heating unit, the landlord refused to fix it for 2+ months and we received a \$600 electric bill for trying to keep the place at 68 degrees. There was terrible management and employees for this company kept changing throughout the year. Overall a terrible company that students should avoid.
- First Place Properties was terrible.
- Very hard to get hold of for emergency repairs. Lost payments and tried to collect twice. Unpleasant to work with on billing matters that they were at fault for. Overall kind of slimy company to deal with.
- Repairs are simply completed with patching the issue and not actually fixing it. Properties are old and are now in terrible shape due to constantly "repairing" issues in this manner. One ceiling

fan was wired incorrectly and nearly caused a fire within 3 weeks of moving into the property (sparks began shooting out onto the carpet below). Would not rent from them again.

- The sewage line under our house broke on a Friday night. This caused sewage to pump out of our toilet and shower drain leaving our bathroom flooded with sewage. Since our landlord did not deem this an emergency, no one came out to fix this problem until Monday. We did not have a usable bathroom from the time it happened until Tuesday, and we had no running water at all on Monday and Tuesday. When everything was finally fixed we were the ones left to clean up the bathroom.
- Don't ever rent from First Place Properties- they are simply terrible as far as addressing any concerns or problems and trying to even get hold of someone in the first place, literally! The apartment was very nice however you can tell how greedy the company really is when nothing is fixed but expect your check to be cashed the second it's received. You can definitely find something better, just look around.
- Worst rental company ever! Do not whatever you do, do not rent from first place properties
- First place properties was the worst experience I have ever had when renting a house. They were unhelpful and the windows in the house were painted shut. They never came to fix any broken appliances or the heat during the winter. I would never recommend first place properties to anyone.

#### 5 Twenty Four Angliana

- I really dislike the management and the maintenance at this place, plus since the people who own Newtown Crossing have taken over, the pet restrictions are really high. I can't even play fetch in the grass with my dog now. This has made me want to rent a house. I do not recommend living here, as getting a rental house would be cheaper if not the same with less annoyances and restrictions.
- Don't ever live here
- I thought the enforcement of "pool bands" was pointless and sort of discriminatory.
- They NEED to expand visitor parking in the back. A lot of people are complaining about it. And they need to have ink... there's always like a week straight where the printer can't be used every month because there's not ink
- There were three different managers in the first two months at Angliana. Residents are not given the email addresses of management and are not allowed to sit down for a meeting with management. All issues concerning management had to be written in the renting office and were delivered to management. Management would either send an email response or wouldn't depending on their preference.
- Not a bad place to live for my first apartment, but will probably find somewhere else next year. This is a student living apartment complex, so there are parties and loud nights. The cleanliness of the apartment could be better, but overall- I enjoy living here.

- 524 took away the majority of visitor parking because they said they have more residents that need the spots. Many of the resident spots are empty and visitor parking is impossible to get a spot. Very inconvenient. And then if you don't notice the correct visitor spots, metro towing will tow you 100 feet down the road and charge you \$124. It's awful. And the apartments are poor quality.
- Would tow people for parking over lines even though one could see the lines to park in due to snow. The grass was unkept and people did not clean up after their dogs. People had parties on weekdays, security was called MANY times, and nothing was done to prevent further partying. Gym had several pieces of broken equipment that was not repaired in a timely manner. The "free" printer was out of ink and/or toner half the time. All in all, extremely poor job by landlord.
- The students working in the office don't know anything and won't do anything to help you. The quality of the living was not great and the landlord never cared to fix anything.

#### Hardin Properties

- The landlord is a terrible person. Although, He will be extremely nice to you until you moved in and that's it. If you still want to rent his apts, be prepared to lose all your deposit. I guess that's how it works, no matter how clean the apt you cleaned.
- Tries to blame renters for things out of their control.
- Hardin Properties is great! They are worth the extra cost.
- He had an agreement with us to work on the house, his workers left the windows open that night and that was the only night we had problems with someone breaking in and taking our valuables. He could not care any less. He had so many rules that fined us for trivial matters. He WILL take every dollar he can from you. It has been 2 months removed from him and he has yet to mention returning any of our deposits, despite us contacting him.
- They are very nice locations and houses but the increase in price every year is a pain.
- Overall the rental property is adequate for college living. Positive: The maintenance guys are awesome and always fixed minor problems in the house quickly. They were also extremely nice. Negative: Most of the windows are sealed off so they would not open. But the windows were in such poor condition if they weren't sealed off air and heat would escape, making heating and cooling the house expensive. I do think the rental homes are expensive for what they are.

#### Kampus Properties

- It's cheap!
- The house needed a new heating system. When it got cold in the winter months the three floorboard heaters that were supposed to heat up the whole house were not efficient. It was 55 degrees when we had all the floorboards on high. My roommate and I had to spend up to 250 dollars on space heaters in order to keep the house at a comfortable temperature. My landlord said he would reimburse us for the space heaters but he never did. And we didn't get the total amount of our deposit back. I called to ask why and he wouldn't give me a reason.



### Khayat (Fred) Properties

- He is a slumlord. He hasn't fixed black mold issues, water leaks, insulation issues, soiled carpets, broken windows, plumbing, the list goes on. He also always tries to find the easy way out. One of his current tenants complained about a black mold problem in her BEDROOM and he just tore down the wall and never fixed it. He GOT MAD at the maintenance men who tore down said wall. He has multiple properties around Lexington but he is extremely lazy when it comes to maintaining them. Do not rent from this person unless you want to be stuck in a living hell for a year.
- Nothing was kept to code. The apartment was infested with fleas, the windows had no locks, homeless people lived in the basement, there were no fire alarms, the insulation was horrible, the water pipes were crossed and we were getting billed for the other apartment's water for 10 months, over all it was a HORRIBLE experience. I have just found out that there is black mold in the apartment as well and Fred is still not fixing it. Fred is a slumlord. The fence in the backyard was rotten and fell on my car and scratched my entire car. Fred refused to pay for the damages to my car. This was at 271 E Maxwell.

### The Lex

- They recently been under new management and they are trying to make positive changes. The overall activities they hold for residence in the past were nice hopefully the same happens for this fall and spring.
- The management has no idea what they're doing, but it's a nice place.
- Unorganized
- Nothing was prepared for move-in. Hard to get them to repair things.
- She was very untimely and rude. Diane is not very easy to work with, and only took things seriously when parents called about issues.
- Too expensive, no guest parking.
- The lex was hell! I would never live there again, and I tell everyone I know not to live there.
- The locks haven't functioned for two months, and the elevators have only been functional three months out of the 24 I have lived there. It's awful. Don't even consider it an option.

### Limestone Square

- We had a change in management half way through my lease. The new manager dedicated time and resources to the improvement of the properties.
- Location is pretty good.

### Marshall Properties

- Great landlord very easy to work with
- Joe Marshall sucks
- Joe Marshall and his company were absolutely wonderful. I give them my highest rating and would recommend their properties any day!!
- Everything's included plus internet, and the location really makes it worth it.

#### Medical View Properties

- A lot of ownership and management changes, not great transition. The rent has to be mailed to a total different city and they're slow at cashing the checks. No office in lex. All convos with ownership are over phone or email.

#### Merrick Place

- Great place to live. Have lived there for three yrs. safe and beautiful place to live.
- The safest place to live in Lexington!

#### Modern Properties

- Do not rent from this company!! Worst experience ever!!!!
- They are an awful company. They do not help their tenants at all and furthermore, try to take advantage of them and their money constantly. They are very tricky and changed our lease in the middle of our lease. They are constantly making mistakes. I would not recommend them to ANYONE.
- In general, Modern Property is very hands-off, which I like. Our overall experience was good. But during our walkout, the agent said we would not have to repaint. Later that day, she changed the signed walkout document to state that we would be charged \$1200 for a repainting fee. Of course, we disagree. We have not paid them, but they have not returned our \$750 deposit. So anyway, good experience up until then.

#### Morgan Properties

- I've never had to contact the landlord over maintenance issues but my roommates had and they were concerned. Our safety lights were not replaced until over a month had passed since it was brought to the landlord's attention. Some things could be better as far as taking care of things when they need to be but overall I love the property and location in relation to the rest of lexington and my home town.
- He is an excellent landlord. He communicates through text, and anything you ask gets done within a few days.
- It takes weeks even months to get our property manager Durand to do anything.

## Newtown Crossing

- No guest parking was an issue. Carpet needed to be replaced and/or cleaned but never was.
- If you want something done in your apartment, you need to be more persistent than you should have to be. The phones and front desks are controlled by students, some younger than me, which I think is ridiculous. When I want an official action performed for my lease, I want to deal with a professional, not a college kid. They don't know what they're talking about half the time. So if you actually want something to be done about a problem, insist on talking to the head manager or landlord, not the front desk.
- They are not very accommodating. They don't seem to care about anyone or anything other than money. ZERO UPDATES since buildings were built.
- Newtown was pretty dirty, especially the carpets. My feet were black every time I just walked to my kitchen.
- I haven't had any issues with my apartment/landlord so far. I locked my keys in my bathroom once, and all I had to do was go to the office and tell them. After confirming my identity through a social security number, they came up to my apartment and unlocked it right away! They seem like really cool people!
- Someone accidentally pressed the emergency button, yet no one ever came to see if they were okay but they got charged for pressing the button.
- Way too high of prices. The carpets were dirty, the whole building was gross and we had fleas a good majority of the time we lived there.
- They tow everyone within 20 minutes who doesn't have a pass.
- It was fine. Better than living on campus.
- The GM is somewhat rude when dealing with select issues. I realize that she must be accustomed to dealing with some not-so-pleasant residents, but there were some times when I was very put off by her attitude towards me and my roommates. However, overall, the staff is very pleasant.
- Furnished furniture is low quality
- Close to campus!
- When I told them my dishwasher was broken a month went by and I called again and they finally had it fixed the next day. I think it was just part of the student staff not doing their job well.
- They placed us with a drug dealer.
- Newtown is nice place to live but you have to watch out because they will try to get money out of you any way they possibly can.

- It was expensive as a student to have to pay for on my own without any additional support from my parents. I generally always felt safe. I really appreciated having an individual key to my bedroom and bathroom.
- Newtown is does a great job of meeting tenants needs quickly and efficiently.
- Disrespectful to students, and assumed we didn't have any authority. When my parents would step in, they started to listen, but that shouldn't have to happen.
- Maintenance people are very nice and will fix whatever needs fixing very quickly. However, they will also come into your room whenever they please and leave the door unlocked. This caused me to have over \$500 worth of my things stolen.

#### Park Place Apartments

- Best property in lexington
- Although the quality of the apartment, community, and maintenance of the property are exceptional, the management has, at times, been difficult to deal with. Specifically, the property manager has acted rudely and has not appeared to be concerned with resident satisfaction. I suspect that her attitude toward my concerns would have been different if I did not appear so young.

#### Positive Properties

- I really like my rental company however their policies for payment are stricter than any other place I've gone thru and sometimes it takes a couple weeks to get any maintenance issues addressed.
- Economical but I wouldn't recommend them. They don't do a great job of improving their properties.

#### Racquet Club Apartments

- They take care of you here. You're a priority.
- After living in the slums of University Avenue and renting from Bob Hodskins The Horrible, the Racquet Club was a renter's absolute dream come true.

#### Red Mile Village

- I had some issues at first, but they were quick to resolve them. I enjoyed the stay. Some minor problems, but they were always addressed quickly.
- Red Mile Village is a wonderful place to live with a great staff. I would recommend it to any other student.
- Red mile has mainly students as workers which isn't a bad thing but I feel like they could have an older staff to help maintain the properties

- Apartment was very dirty upon move in. Complained about it and nothing was done. There is a serious bug problem in and outside of rental property. They provide temporary solutions but don't get to actual root of problem. Example: if I had a leaking pipe they would put a bandaid over it instead of replacing the pipe.
- Worst experience I have ever had!
- I am very unsatisfied with my experience at Red Mile Village.
- While Red Mile Village is an adequate place to live, there are many faults, and I would not recommend living there unless you have no better options.

#### REI, LLC (Bob Hodskins)

- I lived in 212 state fall 2012/ spring 2013, nice place, we rented from rei again this year and currently live on university ave. This house is not as clean and I still have never met our landlord bob after 2 years of renting from him. The maintenance man greg is very helpful but he is in charge of maintenance for like 40 houses or something so he doesn't always show up right away.
- Do not rent from REI. The landlord is terrible and does not even live in KY. None of the houses are kept in good order. Our house was extremely old and needed a ton of repair but none were made. Also the electrical work throughout the house was a huge safety hazard
- He didn't fix anything in the house we commented on when we moved it. The house was in terrible shape, the appliances were awful. The driveway had a divot the size of a boulder in it, took home 7 months to fix that. But when they did it was a sufficient job. He was rude, to us and my parents. We were robbed at gunpoint. He took no blame to the house not be up to date with outside lights until we complained over and over. Would never rent from him again, worst landlord I've ever had.
- The landlord tried to force fees upon us for not keeping the property clean enough during the rental year upon surprise inspections. This was not a prior agreement/ mentioned in the lease. It also took a very long time to have repairs attended to.
- bob hodskins did not care about his tenets. Was hard to get a hold of and never properly fixed things in the house. I do not recommend renting from him.
- He is really nice always has a good tone about him
- The maintenance guy is very nice and works hard to fix problems you have in the house, but the landlord is harder to get hold of and isn't always willing to work with you regarding concerns of the house.
- Our maintenance man was great he was so helpful and caring! Whenever we needed anything he would be there right away. As for our landlord he is not, we have yet to meet him and he only cares about our rent being in on time

- Very unprofessional. Does not care for his renters.
- He kept our entire security deposit because the place was "dirty". He did the same thing to friends of mine. We had many issues while living there and he would never answer or help.  
AVOID BOB HODSKINS AT ALL COSTS

#### Reserve at Merrick

- Utilities are MUCH higher than they tell you they will be.

#### Royal Lexington

- Supposedly you pay a fee for cleaning when you move out, but they clearly don't clean. When I moved in, there was dust caked on my fan, a dead bug in the dining room, the microwave was corroded, and the toilet barely flushed.
- The apartments were just dirty, but the people were nice.
- The property was very dirty on move in. It took a long time to fix anything. They lost record of my first rent check even though it had already been cashed. I provided a copy, which they lost too. Someone from another apartment used their key and unlocked our door by mistake. Made me feel unsure.

#### Tates Creek Village Apartments

- Far away from campus.

#### Tim Chesney Properties

- I like the place, but they use cheap paint on the walls which is chipping. The carpet wasn't put down right on the stairs, so there are small metal pieces that poke your skin, but never break it. And lastly, the rent is just ridiculous considering the state of the house and the train directly outside.
- love them and plan on renting from them the rest of my college career

#### Touchstone Properties

- The lady, Lynn Dunn, who runs Touchstone property is the definition of a slum landlord. Drives Mercedes but yet cannot afford to install a new Refrigerator that had not been working properly for 2 months. Could not have necessary food/drinks for those 2 months because did not have a refrigerator. Also the locks of our apt never worked. Even the maintenance guys would come in jimmying the lock because none of them were safe. Maintenance men would come in whenever, did not care if we were asleep, unclothed in the shower, Lynne told us it was our responsibility to not be sleeping or showering when they showed up but we were NEVER given times to expect them. The property smelled like cat litter and had ants everywhere. When I was shown the oven there was pieces of old/burnt food in it but was told it was scrubbed and cleaned and it was just stained; that was not true. I could go on forever. Touchstone Properties is awful and Lynne Dunn runs the whole thing.

- Charges ridiculous rent for old houses that are hard to keep cooled or heated - \$200 plus for gas/electricity depending on season. Terrible experience
- The landlord was not very organized in terms of utilities. She was not familiar with any of my fees and could not explain why my bill was so high. All she wanted was the money and for me to shut up.
- I strongly disliked the way Touchstone handled issues, their timeliness, and the condition of our house. We had many urgent safety issues arise in the house throughout the year and our landlord, Lynne Dunn, was no help in resolving them.
- Basically a slum lord. Staircase is a death trap, house got broken into, cracked plaster on the walls and ceiling, broken oven, no windows in one "bedroom", crack in shower floor took days to get fixed, leaky toilet took weeks to get fixed. Took money out of deposit for things that were not broken and not dirty and the one thing that I did break, the window shades, I was not charged for, which leads me to believe that the landlord decides what to deduct from the deposit for without inspecting the property.
- Do not rent from Touchstone Properties. Lynn Dunn is a crook who has no concern for her tenants. I lived in a house that was infested with mice, had undrinkable water, a broken shower, doors that wouldn't lock, windows that wouldn't open (which is a major fire code violation) and the list could go on forever. We had to get lawyers involved because there were so many code violations in the house and she refused to fix them. The whole situation could've been avoided if she has tried to work with us from the beginning. If you rent from touchstone you will regret it!
- When wild opossums entered the crawl space of the house in Spring 2013, maintenance did not come to remove them until they had entered our living space. Even then, they failed to actually remove the remaining animals and simply sealed them in the crawl space, which eventually resulted in their death and the accompanying stench permeated the house. The landlady was ridiculously difficult to deal with and extremely rude whenever we contacted her with concerns.

#### University Village Apartments

- I haven't had any problems.
- They were very nice, easy to work with, and it was a great location.

#### Wassmer Properties

- He is full of himself and difficult to work with.
- Mr. Wassmer is the worst landlord around Lexington.
- The management was very professional and organized
- Landlord difficult to work with when trying to get maintenance and repairs done repairs will usually get done a week or so after promised
- Do not rent from Wassmer Properties!

- Wassmer preys on naive college students.
- Extremely hard to get in touch with Wassmer. They were very difficult to work with, and were always very rude concerning any problems and/or rent. They lost one of my rent checks one month, and so I had to pay them an additional late fee even though it was their fault. Not the worst, but there are better landlords out there.
- Doesn't care about tenants. Lies. "Free" internet doesn't work. They get around it by saying it isn't guaranteed in the lease. They're a bunch of money hungry crooks that could care less about their tenants.
- Kroger nearby, but is a little bit noisy at night
- Wassmer is rude and obnoxious. He will take your deposit for damages you didn't cause. His crew is nice to work with, but the guy is a real jerk. He provides internet that isn't worth the extra money.
- He lives out of state. He slides by regulations and we once faced eviction until he had it solved in court.

#### Wayne Michael Properties

- He's a slimy used car salesman kind of guy. Makes all kinds of promises to you when you're about to sign the lease then never follows through. Tried to charge us \$50 for a dead light bulb that was left in when we moved out.
- We didn't have a single smoke alarm in the house nor a fire extinguisher
- I've rented from about 5 different rental companies/landlords in lexington and wayne michael was the worst one. All this man cares about is money and screwing over college kids. He changed the amount of our rent that we agreed on when it came time to resign for a second year, luckily i had saved the paperwork from months later and he did cooperate on this. He changed the amount of occupants from 4 to 5, however, at that point. At one point the pipes beneath our house busted and clogged and he was NOT cooperative about this. We waited over 24 hours for him to call a plumber while inhaling fumes of what was clearly waste leaking from the pipes. In fact, the leakage overflowed into our shower and he still did not seem concerned. We finally called the plumber ourselves, which he tried to charge us for, who came and said the pipes were way too old and had to be replaced. That is just one example, although probably the worst experience we had with him. He would frequently come into our home unannounced and more often than not go back on what he told us earlier regarding information about the house and maintenance repairs. There were a LOT of maintenance repairs. They were rarely repaired within the week, as well. Wayne Michael was rude, cursed at us, and made for some very inconvenient living arrangement for the 2 years that i lived on south Broadway pk.
- Wayne Michael showed genuine concern about the safety of me and my roommates. He was readily available to help us with our problems and did so in a promptly manner. The only draw back is that he treated us somewhat disrespectful in his interactions and email. Most of the time there was a condescending tone with his interactions with my roommates and myself.



- He's inconsiderate about your safety. He makes you do most of the things if it's an emergency (i.e., gas leak, plumbing issues). He promises things but doesn't follow through. I will never advise anyone to rent from him.

### Wildcat Properties

- You are not assigned a specific landlord when you rent from Wildcat and have no hopes of talking to an actual person. The only way to file a complaint is through the online portal. Complaints were usually handled in a timely manner, but we were treated rudely on several occasions. When it came time to move out we read what we needed to do to receive our deposit and spent several days cleaning (mopping, scrubbing, even fixing chips in walls etc...) so that we would get our \$1500 deposit, or at least most of it back. When we received our report after we moved out we found out that we were charged over \$2400 total, \$750 to clean the apartment, \$600 to paint, plus \$300 to remove items that were already present when we arrived. Wildcat has a clause in their leases that says you cannot dispute charges unless you want to pay for their lawyers' fees, which we did not do because we were obviously not going to win any judgment. Our experience, like many other former Wildcat renters I have personally talked to, was poor to say the least. I would definitely not recommend renting from Wildcat and to explore any other options possible before you decide to rent with Wildcat.
- They make you this deal where if you pay a month in advance you get a discount but you pretty much have to do it before you even sign the lease according to the contract so they make it sound like you can get money off but you can't.
- This year we're using them again and it was a huge mistake. They are very hard to contact. Our place has tons of things that were broken when we moved in and still are not fixed. They do not follow through a lot of the time. They tried to charge us exorbitant amounts of money for problems that were not our fault from our last property and would not give our safety deposit back. Do not rent from Wildcat Properties. It will be a HUGE mistake.
- Our landlord didn't care about us at all. We got broken into multiple times and we couldn't contact them and was extremely difficult for all of us to cope with.
- They are very difficult to work with, sometimes rude, and they don't care whether you have a good experience or not. They know you need to rent the house so they get by with the bare minimum.
- AVOID WILDCAT AT ALL COSTS. MY ROOMATES HAD A HORRIBLE EXPERIENCE MOVING IN AND OUT OF OUR RENTAL HOME. WE STILL HAVE NOT/PROBABLY WILL NOT RECEIVED OUR SECURITY DEPOSIT (WHICH WAS A BIG AMOUNT IN ITSELF) THERE IS NO NUMBER TO CALL WHEN THERE'S AN EMERGENCY ALL INTERACTION IS ONLINE. OUR HOUSE WAS BROKEN INTO AND WE NEVER HEARD FROM THEM. THERE WERE MULTIPLE TIMES WHERE OUR UTILITIES WOULD BE SHUT OFF BECAUSE THEY DIDNT PAY THE BILL WHICH IS INCLUDED IN OUR RENT PAID TO THEM. AGAIN AVOID WILDCAT PROPERTIES, SPREAD THE WORD, SHUT THEM DOWN
- They were impossible to call. There is no number provided to call any land lord. If you have an issue, you post in online and they attend to it pretty quickly. But if you have a question or money issue you are out of luck because there is no way to call them. And if rent is over due by 1 day, that is if you pay it the 2nd of the month instead of the 1st, you automatically get charged \$125, no questions asked. It was ridiculous.

- I felt that they were very difficult to deal with. If you spoke with someone about an issue on the phone, it was nearly impossible to get that same person on the phone again and a different person would supply a different answer. And once it was clear we were not renewing our lease, I felt we stopped being a priority, which I think is unprofessional.
- NEVER RENT FROM WILDCAT PROPERTIES! They are horrible landlords!
- Did not give back security deposit even though we left the house spotless
- They will take all of your security deposit and won't give you a chance to dispute their damage report.
- Wildcat is a very bad place to rent from. They never give their security deposit back even if there is nothing wrong with the property. I would strongly suggest not living in any of their properties. Its waaaaay to expensive as well.
- I would never recommend anyone ever rent from this company. They don't complete what is asked of them, they will put you off if you have a repair and you can't get hold of anyone. If you want to get hold of someone for an emergency you have to pay a fee to get a phone call through to them.