Student Government at the University of South Carolina conducted this survey, and the views and opinions of the survey participants do not reflect those of the University of South Carolina, nor shall any information or statements contained in the survey be used for the purposes of advertising, or imply a recommendation, endorsement, or denouncement by the University of South Carolina.

Participation in this survey was completely voluntary. For the full text of the survey, as well as full data and a demographic breakdown of respondents, please visit us online at sa.sc.edu/sg.

Special thanks to Lindsay Richardson and Jourdan Simpson for writing and conducting this survey and to Annie Parham for designing this booklet.
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50% of respondents say they spend $51-99 each month on hidden fees.

The explanation of the leasing process:
- 6% Very Dissatisfied
- 14% Dissatisfied
- 54% Satisfied
- 26% Very Satisfied

The direction for making utility payments:
- 37% Very Dissatisfied
- 48% Dissatisfied
- 15% Satisfied

SATISFACTION WITH...

The explanation of the leasing process

AMENITIES

APPLIANCES
- 24% Very Dissatisfied
- 23% Dissatisfied
- 53% Satisfied
- 0% Very Satisfied

MAINTENANCE of EXTERIOR
- 26% Very Dissatisfied
- 26% Dissatisfied
- 45% Satisfied
- 3% Very Satisfied

CLEANLINESS at MOVE-IN
- 39% Very Dissatisfied
- 46% Dissatisfied
- 14% Satisfied
- 0% Very Satisfied

FINDING PARKING
- 5% Very Dissatisfied
- 40% Dissatisfied
- 42% Satisfied
- 13% Very Satisfied

GYM
- 24% Very Dissatisfied
- 53% Dissatisfied
- 23% Satisfied
- 0% Very Satisfied

SAFETY
- 39% Very Dissatisfied
- 46% Dissatisfied
- 15% Satisfied
- 0% Very Satisfied
How soon did your property manager tend to your...

General maintenance concerns

- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

Emergency maintenance concerns

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- I haven't contacted my property manager/landlord: 12%
- Very dissatisfied: 0%
- Dissatisfied: 13%
- Satisfied: 67%
- Very Satisfied: 8%

Would you rent again?

- Yes: 43%
- Maybe: 41%
- No: 16%

Please rate the overall performance of your property manager/landlord:

- Excellent: 18%
- Good: 65%
- Fair: 17%
- Poor: 0%
SATISFACTION WITH...

The explanation of the leasing process

<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>13%</td>
<td>72%</td>
<td>12%</td>
<td></td>
</tr>
</tbody>
</table>

The direction for making utility payments

<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>29%</td>
<td>46%</td>
<td>22%</td>
<td></td>
</tr>
</tbody>
</table>

Amenities

- **Amenities**
- **Appliances**
  - 1% Poor
  - 19% Fair
  - 70% Good
  - 10% Excellent
- **Maintenance of Exterior**
  - 6% Poor
  - 54% Fair
  - 39% Good
  - 1% Excellent
- **Cleanliness at Move-In**
  - 12% Poor
  - 38% Fair
  - 42% Good
  - 8% Excellent
- **Finding Parking**
  - 17% Poor
  - 19% Fair
  - 64% Good
  - 0% Excellent
- **Gym**
  - 1% Poor
  - 7% Fair
  - 81% Good
  - 11% Excellent
- **Safety**
  - 13% Poor
  - 15% Fair
  - 68% Good
  - 4% Excellent

54% of respondents say they spend $51-99 each month on hidden fees

$0 46%
$50 0%
$100+ 0%

FINDING PZKING
SAFETY
How soon did your property manager tend to your...

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

<table>
<thead>
<tr>
<th>How soon</th>
<th>Not contacted</th>
<th>Less than one week</th>
<th>1-2 weeks</th>
<th>3-4 weeks</th>
<th>4+ weeks</th>
</tr>
</thead>
<tbody>
<tr>
<td>General maintenance concerns</td>
<td>21%</td>
<td>51%</td>
<td>28%</td>
<td>46%</td>
<td>0%</td>
</tr>
<tr>
<td>Emergency maintenance concerns</td>
<td>21%</td>
<td>51%</td>
<td>28%</td>
<td>46%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Would you rent again?

- Yes: 28%
- Maybe: 51%
- No: 21%

Please rate the overall performance of your property manager/landlord:

- Excellent: 4%
- Good: 46%
- Fair: 44%
- Poor: 6%
Satisfaction with...

The explanation of the leasing process

- 36% Very Dissatisfied
- 64% Satisfied

The direction for making utility payments

- 29% Very Dissatisfied
- 71% Satisfied

57% of respondents say they spend $0 each month on hidden fees

Amenities

Appliances

- 0% Poor
- 22% Fair
- 71% Good
- 7% Excellent

Maintenance of exterior

- 0% Poor
- 50% Fair
- 43% Good
- 7% Excellent

Cleanliness at move-in

- 0% Poor
- 64% Fair
- 29% Good
- 7% Excellent

Finding parking

- 0% Poor
- 21% Fair
- 57% Good
- 21% Excellent

Gym

No gym available at this location

Safety

- 0% Poor
- 91% Fair
- 0% Good
- 9% Excellent
How soon did your property manager tend to your...

General maintenance concerns

- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

Emergency maintenance concerns

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haven’t contacted</td>
<td>0%</td>
</tr>
<tr>
<td>Very dissatisfied</td>
<td>7%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>29%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>64%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>0%</td>
</tr>
</tbody>
</table>

Would you rent again?

- Yes: 14%
- Maybe: 72%
- No: 14%

Please rate the overall performance of your property manager/landlord

- Excellent: 0%
- Poor: 7%
- Fair: 57%
- Good: 36%
- Very Satisfied: 0%
86% of respondents say they spend $51-99 each month on hidden fees.

SATISFACTION WITH...

The explanation of the leasing process

- Very Dissatisfied: 5%
- Dissatisfied: 81%
- Satisfied: 14%

The direction for making utility payments

- Very Dissatisfied: 48%
- Dissatisfied: 38%
- Satisfied: 14%

AMENITIES

APPLIANCES

- Poor: 0%
- Fair: 67%
- Good: 33%
- Excellent: 0%

MAINTENANCE of EXTERIOR

- Poor: 14%
- Fair: 9%
- Good: 77%
- Excellent: 0%

CLEANLINESS at MOVE-IN

- Poor: 10%
- Fair: 19%
- Good: 57%
- Excellent: 14%

FINDING PARKING

- Poor: 5%
- Fair: 28%
- Good: 43%
- Excellent: 24%

GYM

- Poor: 19%
- Fair: 62%
- Good: 19%
- Excellent: 0%

SAFETY

- Poor: 29%
- Fair: 71%
- Good: 0%
- Excellent: 0%
Please rate the overall performance of your property manager/landlord

---

How soon did your property manager tend to your...

**General maintenance concerns**

- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

---

**Emergency maintenance concerns**

---

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- Haven’t contacted
- Very dissatisfied
- Dissatisfied
- Satisfied
- Very Satisfied

---

Would you rent again?

- Yes: 48%
- Maybe: 43%
- No: 9%

---

Please rate the overall performance of your property manager/landlord

- Excellent: 5%
- Good: 62%
- Fair: 24%
- Poor: 9%
54% of respondents say they spend $51-99 each month on hidden fees.

The explanation of the leasing process:
- 29% Very Dissatisfied
- 46% Dissatisfied
- 25% Satisfied
- 12% Very Satisfied

The direction for making utility payments:
- 12% Very Dissatisfied
- 17% Dissatisfied
- 50% Satisfied
- 21% Very Satisfied

**AMENITIES**

- **APPLIANCES**
  - 0% Poor
  - 50% Fair
  - 50% Good
  - 0% Excellent

- **MAINTENANCE of EXTERIOR**
  - 51% Poor
  - 33% Fair
  - 10% Good
  - 6% Excellent

- **CLEANLINESS at MOVE-IN**
  - 21% Poor
  - 50% Fair
  - 17% Good
  - 12% Excellent

- **FINDING PARKING**
  - 17% Poor
  - 30% Fair
  - 39% Good
  - 14% Excellent

- **GYM**
  - 0% Poor
  - 59% Fair
  - 24% Good
  - 17% Excellent

- **SAFETY**
  - 9% Poor
  - 65% Fair
  - 26% Good
  - 0% Excellent

**SATISFACTION WITH...**

- Satisfaction with the leasing process: 29% Very Dissatisfied, 46% Dissatisfied, 25% Satisfied, 12% Very Satisfied.
- Satisfaction with the direction for making utility payments: 12% Very Dissatisfied, 17% Dissatisfied, 50% Satisfied, 21% Very Satisfied.
How Soon Did Your Property Manager Tend To Your...

General maintenance concerns
- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

Emergency maintenance concerns
- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

Would You Rent Again?
- Yes: 37%
- Maybe: 17%
- No: 46%

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?
- Haven't contacted: 0%
- Very dissatisfied: 12%
- Dissatisfied: 13%
- Satisfied: 33%
- Very satisfied: 42%

Please rate the overall performance of your property manager/landlord:
- Excellent: 38%
- Good: 33%
- Fair: 17%
- Poor: 12%
SATISFACTION WITH...

The explanation of the leasing process

- 6% Very Dissatisfied
- 88% Satisfied
- 6% Very Satisfied
- 6% Dissatisfied

The direction for making utility payments

- 35% Very Dissatisfied
- 59% Satisfied
- 6% Very Satisfied
- 6% Dissatisfied

47% of respondents say they spend $0 each month on hidden fees.

$0

< $50 12%
$51-99 41%
$100+ 0%

OLYMPIA
17 responses

AMENITIES

APPLIANCES

- 47% Excellent
- 18% Good
- 35% Fair
- 0% Poor

MAINTENANCE of EXTERIOR

- 0% Excellent
- 71% Good
- 29% Fair
- 0% Poor

CLEANLINESS at MOVE-IN

- 41% Excellent
- 41% Good
- 18% Fair
- 0% Poor

FINDING PARKING

- 0% Excellent
- 53% Good
- 47% Fair
- 0% Poor

GYM

- 6% Excellent
- 29% Good
- 41% Fair
- 0% Poor

SAFETY

- 0% Excellent
- 12% Good
- 0% Fair
- 88% Poor
Please rate the overall performance of your property manager/landlord.

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

<table>
<thead>
<tr>
<th>Haven't contacted</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>6%</td>
<td>0%</td>
<td>6%</td>
<td>53%</td>
<td>35%</td>
</tr>
</tbody>
</table>

Would you rent again?

Yes 53%
Maybe 47%
No 0%

Please rate the overall performance of your property manager/landlord:

Excellent 29%
Fair 6%
Poor 0%
Good 65%
64% of respondents say they spend $0 each month on hidden fees.

The explanation of the leasing process:
- 12% Very Dissatisfied
- 24% Dissatisfied
- 64% Satisfied

The direction for making utility payments:
- 29% Very Dissatisfied
- 43% Dissatisfied
- 28% Satisfied

Satisfaction with...

AMENITIES

APPLIANCES
- 29% Poor
- 0% Fair
- 50% Good
- 21% Excellent

MAINTENANCE of EXTERIOR
- 14% Poor
- 0% Fair
- 50% Good
- 36% Excellent

CLEANLINESS at MOVE-IN
- 0% Poor
- 14% Fair
- 14% Good
- 72% Excellent

FINDING PARKING
- 7% Poor
- 64% Fair
- 14% Good
- 15% Excellent

GYM
No gym available at this location

SAFETY
- 14% Poor
- 7% Fair
- 0% Good
- 79% Excellent
**HOW SOON DID YOUR PROPERTY MANAGER TEND TO YOUR...**

**General maintenance concerns**
- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

**Emergency maintenance concerns**
- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

**WOULD YOU RENT AGAIN?**
- **YES** 93%
- **MAYBE** 7%
- **NO** 0%

**PLEASE RATE THE OVERALL PERFORMANCE OF YOUR PROPERTY MANAGER/LANDLORD**
- **EXCELLENT** 14%
- **GOOD** 43%
- **FAIR** 21%
- **POOR** 22%

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- Haven't contacted: 0%
- Very dissatisfied: 14%
- Dissatisfied: 14%
- Satisfied: 43%
- Very Satisfied: 29%
93% of respondents say they spend $0 each month on hidden fees.

The explanation of the leasing process:
- 57% are satisfied
- 43% are unsatisfied

The direction for making utility payments:
- 15% are unsatisfied
- 85% are satisfied

SATISFACTION WITH...

The dissatisfaction with the leasing process:
- Very Dissatisfied: 15%
- Dissatisfied: 21%
- Satisfied: 0%
- Very Satisfied: 69%

The satisfaction with utility payments:
- Very Dissatisfied: 8%
- Dissatisfied: 23%
- Satisfied: 0%
- Very Satisfied: 65%

AMENITIES

APPLIANCES
- Excellent: 92%
- Good: 8%
- Fair: 0%
- Poor: 0%

MAINTENANCE of EXTERIOR
- Excellent: 79%
- Good: 0%
- Fair: 21%
- Poor: 0%

CLEANLINESS at MOVE-IN
- Excellent: 69%
- Good: 23%
- Fair: 0%
- Poor: 8%

FINDING PARKING
- Excellent: 71%
- Good: 29%
- Fair: 0%
- Poor: 0%

GYM
- Excellent: 72%
- Good: 14%
- Fair: 7%
- Poor: 0%

SAFETY
- Excellent: 35%
- Good: 65%
- Fair: 0%
- Poor: 0%
How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- General maintenance concerns
- Emergency maintenance concerns

Would you rent again?

- **Yes**: 100%
- **Maybe**: 0%
- **No**: 0%

Please rate the overall performance of your property manager/landlord:

- **Excellent**: 21%
- **Good**: 79%
- **Poor**: 0%
- **Fair**: 0%
SATISFACTION WITH...

The explanation of the leasing process

- 9% Very Dissatisfied
- 71% Dissatisfied
- 20% Satisfied
- 0% Very Satisfied

The direction for making utility payments

- 36% Very Dissatisfied
- 57% Dissatisfied
- 7% Satisfied
- 0% Very Satisfied

45% of respondents say they spend $100+ each month on hidden fees

- $0 38%
- $0-$50 0%
- $51-$99 17%

AMENITIES

APPLIANCES

- 16% Poor
- 49% Fair
- 49% Good
- 4% Excellent

MAINTENANCE of EXTERIOR

- 23% Poor
- 44% Fair
- 33% Good
- 0% Excellent

CLEANLINESS at MOVE-IN

- 13% Poor
- 25% Fair
- 40% Good
- 22% Excellent

FINDING PARKING

- 91% Poor
- 0% Fair
- 9% Good
- 0% Excellent

GYM

- 16% Poor
- 22% Fair
- 60% Good
- 2% Excellent

SAFETY

- 13% Poor
- 84% Fair
- 3% Good
- 0% Excellent
How soon did your property manager tend to your...

General maintenance concerns

- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

Emergency maintenance concerns

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- Haven't contacted: 7%
- Very dissatisfied: 13%
- Dissatisfied: 27%
- Satisfied: 42%
- Very Satisfied: 11%

Would you rent again?

- Yes: 48%
- Maybe: 52%
- No: 48%

Please rate the overall performance of your property manager/landlord

- Excellent: 20%
- Good: 29%
- Fair: 42%
- Poor: 9%
86% of respondents say they spend $51-99 each month on hidden fees.

### Satisfaction With...

**The explanation of the leasing process**

- Very Dissatisfied: 15%
- Dissatisfied: 78%
- Satisfied: 0%
- Very Satisfied: 0%

**The direction for making utility payments**

- Very Dissatisfied: 15%
- Dissatisfied: 64%
- Satisfied: 19%
- Very Satisfied: 0%

### Amenities

#### Appliances

- Poor: 0%
- Fair: 25%
- Good: 25%
- Excellent: 50%

#### Maintenance of Exterior

- Poor: 0%
- Fair: 0%
- Good: 37%
- Excellent: 56%

#### Cleanliness at Move-In

- Poor: 5%
- Fair: 0%
- Good: 42%
- Excellent: 29%

#### Finding Parking

- Very Dissatisfied: 27%
- Dissatisfied: 39%
- Satisfied: 22%
- Very Satisfied: 12%

#### Gym

- Very Dissatisfied: 5%
- Dissatisfied: 62%
- Satisfied: 25%
- Very Satisfied: 7%

#### Safety

- Very Dissatisfied: 20%
- Dissatisfied: 56%
- Satisfied: 20%
- Very Satisfied: 4%
**How Soon Did Your Property Manager Tend to Your...**

### General Maintenance Concerns
- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

### Emergency Maintenance Concerns

**Would You Rent Again?**

- Yes: 39%
- Maybe: 36%
- No: 25%

Please rate the overall performance of your property manager/landlord:

- Excellent: 12%
- Good: 54%
- Fair: 15%
- Poor: 19%

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- Haven't contacted: 9%
- Very dissatisfied: 10%
- Dissatisfied: 15%
- Satisfied: 54%
- Very satisfied: 12%
SATISFACTION WITH...

The explanation of the leasing process

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>17%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>71%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>12%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>0%</td>
</tr>
</tbody>
</table>

The direction for making utility payments

<table>
<thead>
<tr>
<th>Payment Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>$51-99</td>
<td>21%</td>
</tr>
<tr>
<td>$0</td>
<td>21%</td>
</tr>
<tr>
<td>$0 &lt; $50</td>
<td>0%</td>
</tr>
<tr>
<td>$100+</td>
<td>58%</td>
</tr>
</tbody>
</table>

AMENITIES

APPLIANCES

- 0% Poor
- 42% Fair
- 54% Good
- 4% Excellent

MAINTENANCE of EXTERIOR

- 8% Poor
- 34% Fair
- 54% Good
- 4% Excellent

CLEANLINESS at MOVE-IN

- 25% Poor
- 21% Fair
- 29% Good
- 25% Excellent

FINDING PARKING

- 44% Poor
- 43% Fair
- 13% Good
- 0% Excellent

GYM

- 17% Poor
- 58% Fair
- 13% Good
- 12% Excellent

SAFETY

- 8% Poor
- 75% Fair
- 13% Good
- 4% Excellent
PLEASE RATE THE OVERALL PERFORMANCE OF YOUR PROPERTY MANAGER/LANDLORD

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

- Haven't contacted: 0%
- Very dissatisfied: 4%
- Dissatisfied: 17%
- Satisfied: 71%
- Very Satisfied: 8%

WOULD YOU RENT AGAIN?

- YES: 29%
- MAYBE: 50%
- NO: 21%

HOW SOON DID YOUR PROPERTY MANAGER TEND TO YOUR...

General maintenance concerns

- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks

Emergency maintenance concerns

- I have yet to contact my property manager/landlord
- Less than one week
- 1-2 weeks
- 3-4 weeks
- 4+ weeks
**UNIVERSITY OAKS**

63% of respondents say they spend **$51-99** each month on hidden fees

---

**SATISFACTION WITH...**

The explanation of the leasing process

<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>19%</td>
<td>62%</td>
<td>19%</td>
<td></td>
</tr>
</tbody>
</table>

The direction for making utility payments

<table>
<thead>
<tr>
<th>Very Dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>13%</td>
<td>81%</td>
<td>6%</td>
<td></td>
</tr>
</tbody>
</table>

---

**AMENITIES**

**APPLIANCES**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>54%</td>
<td>42%</td>
<td>4%</td>
</tr>
</tbody>
</table>

**MAINTENANCE of EXTERIOR**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>50%</td>
<td>31%</td>
<td>6%</td>
<td>13%</td>
</tr>
</tbody>
</table>

**CLEANLINESS at MOVE-IN**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>25%</td>
<td>29%</td>
<td>21%</td>
<td>25%</td>
</tr>
</tbody>
</table>

**FINDING PARKING**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>38%</td>
<td>50%</td>
<td>12%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**GYM**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0%</td>
<td>88%</td>
<td>6%</td>
<td>6%</td>
</tr>
</tbody>
</table>

**SAFETY**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>37%</td>
<td>63%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
**Please rate the overall performance of your property manager/landlord.**

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

<table>
<thead>
<tr>
<th>General maintenance concerns</th>
<th>Emergency maintenance concerns</th>
</tr>
</thead>
<tbody>
<tr>
<td>I have yet to contact my property manager/landlord</td>
<td></td>
</tr>
<tr>
<td>Less than one week</td>
<td></td>
</tr>
<tr>
<td>1-2 weeks</td>
<td></td>
</tr>
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<td></td>
</tr>
<tr>
<td>4+ weeks</td>
<td></td>
</tr>
</tbody>
</table>

How satisfied are you with the ability to contact your property manager/landlord with questions or requests?

<table>
<thead>
<tr>
<th>Haven't contacted</th>
<th>Very dissatisfied</th>
<th>Dissatisfied</th>
<th>Satisfied</th>
<th>Very Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>19%</td>
<td>6%</td>
<td>6%</td>
<td>38%</td>
<td>31%</td>
</tr>
</tbody>
</table>

Would you rent again?

- **Yes**: 56%
- **Maybe**: 31%
- **No**: 13%

Please rate the overall performance of your property manager/landlord:

- **Excellent**: 25%
- **Good**: 56%
- **Fair**: 6%
- **Poor**: 13%
54% of respondents say they spend $51-99 each month on hidden fees.

The explanation of the leasing process:
- 8% Very Dissatisfied
- 6% Dissatisfied
- 64% Satisfied
- 22% Very Satisfied

The direction for making utility payments:
- 9% Very Dissatisfied
- 8% Dissatisfied
- 49% Satisfied
- 34% Very Satisfied

Satisfaction with:
- AMENITIES
- APPLIANCES
- MAINTENANCE of EXTERIOR CLEANLINESS at MOVE-IN
- FINDING PARKING
- GYM
- SAFETY

- 28% Very Dissatisfied
- 41% Dissatisfied
- 28% Satisfied
- 3% Very Satisfied

- 42% Very Dissatisfied
- 24% Dissatisfied
- 32% Satisfied
- 2% Very Satisfied

- 22% Very Dissatisfied
- 40% Dissatisfied
- 34% Satisfied
- 4% Very Satisfied

- 36% Very Dissatisfied
- 42% Dissatisfied
- 18% Satisfied
- 4% Very Satisfied

- 12% Very Dissatisfied
- 58% Dissatisfied
- 28% Satisfied
- 2% Very Satisfied

- 14% Very Dissatisfied
- 86% Dissatisfied
- 0% Satisfied
- 14% Very Satisfied

28% say they spend $0 each month on hidden fees.
**How Soon Did Your Property Manager Tend to Your...**

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</tbody>
</table>

**Would You Rent Again?**

- **Yes**: 28%
- **Maybe**: 56%
- **No**: 16%

**How satisfied are you with the ability to contact your property manager/landlord with questions or requests?**

- Haven’t contacted: 8%
- Very dissatisfied: 4%
- Dissatisfied: 10%
- Satisfied: 48%
- Very Satisfied: 30%

**Please Rate the Overall Performance of Your Property Manager/Landlord**

- Excellent: 24%
- Fair: 22%
- Good: 54%
- Poor: 0%