

University of Kentucky

Renter's Guide

2012-2013



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Dear UK Student,

Thank you for reading the 2012-2013 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.

Stephen Bilas
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 (2011-12) 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 2012 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 16 email addresses from students who opted out of the survey last year, the initial request to complete the survey was sent to 4,984 students. The survey yielded 1,283 responses or an approximate 25.7% overall response rate. Based on the response rate, the margin of error for the overall data is less than $\pm 3\%$.

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 in the 523 Patterson Office Tower.

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
All-Property Average (n=932)	45.7%	28.4%	13.4%	10.7%	1.7%
Anderson Communities (n=54)	63.0%	24.1%	9.3%	3.7%	0.0%
Andover Management (n=6)	83.3%	16.7%	0.0%	0.0%	0.0%
Big Blue Properties (n=10)	0.0%	20.0%	30.0%	50.0%	0.0%
Bluegrass Commons (n=6)	0.0%	66.7%	33.3%	0.0%	0.0%
Breckinridge Court (n=7)	42.9%	42.9%	14.3%	0.0%	0.0%
Bridle Creek (n=8)	75.0%	12.5%	0.0%	12.5%	0.0%
Burton Properties (n=19)	36.8%	31.6%	15.8%	15.8%	0.0%
Campus Court @ Red Mile (n=12)	50.0%	25.0%	16.7%	8.3%	0.0%
Campus Downs (n=12)	41.7%	41.7%	8.3%	8.3%	0.0%
Chinoe Creek (n=7)	100.0%	0.0%	0.0%	0.0%	0.0%
The Courtyards (n=24)	29.2%	12.5%	33.3%	25.0%	0.0%
Cravens Properties (n=15)	60.0%	33.3%	6.7%	0.0%	0.0%
Creeks at Kirklevington (n=4)	0.0%	25.0%	25.0%	50.0%	0.0%
Cundiff Real Estate (n=4)	50.0%	25.0%	25.0%	0.0%	0.0%
Fayette Crossing (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%
First Place Properties (n=6)	16.7%	16.7%	66.7%	0.0%	0.0%
5 Twenty Four Angliana (n=43)	25.6%	44.2%	18.6%	11.6%	0.0%
George Wilson Properties (n=5)	60.0%	20.0%	0.0%	20.0%	0.0%

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	Not Applicable
Hagerman Properties (n=4)	0.0%	25.0%	50.0%	25.0%	0.0%
Hardin Properties (n=16)	68.8%	6.3%	25.0%	0.0%	0.0%
Holly Enterprises (n=4)	25.0%	75.0%	0.0%	0.0%	0.0%
Kampus Properties (n=4)	50.0%	50.0%	0.0%	0.0%	0.0%
Kesten Management (n=5)	0.0%	0.0%	40.0%	60.0%	0.0%
The Lex (n=23)	17.4%	39.1%	30.4%	13.0%	0.0%
Lexington Rental Homes (n=5)	20.0%	40.0%	40.0%	0.0%	0.0%
Lexington Theological Seminary (n=5)	40.0%	20.0%	40.0%	0.0%	0.0%
Limestone Square (n=6)	50.0%	50.0%	0.0%	0.0%	0.0%
The Mansion (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%
The Meadows (n=6)	50.0%	50.0%	0.0%	0.0%	0.0%
Medical Villas (n=5)	0.0%	60.0%	20.0%	20.0%	0.0%
Merrick Place (n=10)	80.0%	10.0%	10.0%	0.0%	0.0%
Modern Properties (n=4)	0.0%	75.0%	0.0%	25.0%	0.0%
Morgan Properties (n=18)	16.7%	33.3%	16.7%	33.3%	0.0%
Newtown Crossing (n=57)	49.1%	38.6%	8.8%	1.8%	1.8%
Park Place (n=6)	100.0%	0.0%	0.0%	0.0%	0.0%
Pegasus Place (n=4)	50.0%	25.0%	25.0%	0.0%	0.0%
Pinebrook (n=4)	75.0%	25.0%	0.0%	0.0%	0.0%
Red Mile Village (n=20)	30.0%	35.0%	20.0%	15.0%	0.0%
REI, LLC (n=11)	0.0%	18.2%	27.3%	54.5%	0.0%
Reserve at Merrick (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	Not Applicable
Royal Lexington (n=34)	53.9%	32.4%	8.8%	5.9%	0.0%
Saxena Properties (n=4)	25.0%	25.0%	25.0%	25.0%	0.0%
South Hill Group (n=8)	50.0%	37.5%	0.0%	12.5%	0.0%
Stoney Falls (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%
Tates Creek Village (n=5)	0.0%	100.0%	0.0%	0.0%	0.0%
Touchstone Properties (n=14)	14.3%	28.6%	35.7%	21.4%	0.0%
UK Real Estate (n=5)	60.0%	20.0%	0.0%	20.0%	0.0%
W.R. Young Apartments (n=7)	57.1%	28.6%	14.3%	0.0%	0.0%
Wassmer Properties (n=11)	9.1%	27.3%	27.3%	36.4%	0.0%
Wayne Michael Properties (n=8)	37.5%	25.0%	12.5%	25.0%	0.0%
Wildcat Properties (n=28)	21.4%	14.3%	10.7%	53.6%	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
All-Property Average (n=932)	54.9%	21.6%	8.7%	9.4%	5.4%
Anderson Communities (n=54)	74.1%	11.1%	5.6%	5.6%	3.7%
Andover Management (n=6)	66.7%	16.7%	0.0%	16.7%	0.0%
Big Blue Properties (n=10)	20.0%	60.0%	10.0%	10.0%	0.0%
Bluegrass Commons (n=6)	50.0%	33.3%	16.7%	0.0%	0.0%
Breckinridge Court (n=7)	100.0%	0.0%	0.0%	0.0%	0.0%
Bridle Creek (n=8)	50.0%	25.0%	12.5%	0.0%	12.5%
Burton Properties (n=19)	42.1%	31.6%	15.8%	10.5%	0.0%
Campus Court @ Red Mile (n=12)	58.3%	8.3%	8.3%	25.0%	0.0%
Campus Downs (n=12)	25.0%	25.0%	25.0%	16.7%	8.3%
Chinoe Creek (n=7)	71.4%	28.6%	0.0%	0.0%	0.0%
The Courtyards (n=24)	45.8%	25.0%	12.5%	16.7%	0.0%
Cravens Properties (n=15)	86.7%	0.0%	6.7%	0.0%	6.7%
Creeks at Kirklevington (n=4)	0.0%	25.0%	0.0%	50.0%	25.0%
Cundiff Real Estate (n=4)	50.0%	50.0%	0.0%	0.0%	0.0%
Fayette Crossing (n=5)	80.0%	0.0%	20.0%	0.0%	0.0%
First Place Properties (n=6)	33.3%	50.0%	0.0%	0.0%	16.7%
5 Twenty Four Angliana (n=43)	72.1%	14.0%	9.3%	4.7%	0.0%
George Wilson Properties (n=5)	60.0%	20.0%	20.0%	0.0%	0.0%
Hagerman Properties (n=4)	0.0%	75.0%	25.0%	0.0%	0.0%

	Less than 1 Week	1 – 2 Weeks	3 – 4 Weeks	4+ Weeks	Not Applicable
Hardin Properties (n=16)	56.3%	31.3%	6.3%	0.0%	6.3%
Holly Enterprises (n=4)	50.0%	50.0%	0.0%	0.0%	0.0%
Kampus Properties (n=4)	100.0%	0.0%	0.0%	0.0%	0.0%
Kesten Management (n=5)	20.0%	0.0%	20.0%	60.0%	0.0%
The Lex (n=23)	21.7%	43.5%	17.4%	13.0%	4.3%
Lexington Rental Homes (n=5)	20.0%	60.0%	0.0%	20.0%	0.0%
Lexington Theological Seminary (n=5)	100.0%	0.0%	0.0%	0.0%	0.0%
Limestone Square (n=6)	66.7%	33.3%	0.0%	0.0%	0.0%
The Mansion (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%
The Meadows (n=6)	100.0%	0.0%	0.0%	0.0%	0.0%
Medical Villas (n=5)	60.0%	20.0%	0.0%	20.0%	0.0%
Merrick Place (n=10)	90.0%	0.0%	0.0%	0.0%	10.0%
Modern Properties (n=4)	50.0%	25.0%	25.0%	0.0%	0.0%
Morgan Properties (n=18)	11.1%	38.9%	33.3%	16.7%	0.0%
Newtown Crossing (n=57)	80.7%	12.3%	1.8%	1.8%	3.5%
Park Place (n=6)	100.0%	0.0%	0.0%	0.0%	0.0%
Pegasus Place (n=4)	75.0%	25.0%	0.0%	0.0%	0.0%
Pinebrook (n=4)	100.0%	0.0%	0.0%	0.0%	0.0%
Red Mile Village (n=20)	50.0%	20.0%	20.0%	10.0%	0.0%
REI, LLC (n=11)	27.3%	27.3%	27.3%	18.2%	0.0%
Reserve at Merrick (n=5)	100.0%	0.0%	0.0%	0.0%	0.0%
Royal Lexington (n=34)	41.2%	38.2%	14.7%	0.0%	5.9%

	Less than 1 Week	1 – 2 Weeks	3 – 4 Weeks	4+ Weeks	Not Applicable
Saxena Properties (n=4)	50.0%	50.0%	0.0%	0.0%	0.0%
South Hill Group (n=8)	37.5%	37.5%	12.5%	0.0%	12.5%
Stoney Falls (n=5)	100.0%	0.0%	0.0%	0.0%	0.0%
Tates Creek Village (n=5)	60.0%	20.0%	0.0%	0.0%	20.0%
Touchstone Properties (n=14)	14.3%	42.9%	14.3%	21.4%	7.1%
UK Real Estate (n=5)	40.0%	40.0%	0.0%	0.0%	20.0%
W.R. Young Apartments (n=7)	57.1%	0.0%	0.0%	42.9%	0.0%
Wassmer Properties (n=11)	18.2%	45.5%	0.0%	36.4%	0.0%
Wayne Michael Properties (n=8)	37.5%	37.5%	0.0%	12.5%	12.5%
Wildcat Properties (n=28)	28.6%	32.1%	10.7%	25.0%	3.6%

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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
All-Property Average (n=932)	35.8%	13.2%	8.4%	12.8%	29.8%
Anderson Communities (n=54)	38.9%	11.1%	7.4%	5.6%	37.0%
Andover Management (n=6)	66.7%	0.0%	16.7%	0.0%	16.7%
Big Blue Properties (n=10)	0.0%	20.0%	20.0%	40.0%	20.0%
Bluegrass Commons (n=6)	0.0%	33.3%	33.3%	33.3%	0.0%
Breckinridge Court (n=7)	42.9%	0.0%	28.6%	0.0%	28.6%
Bridle Creek (n=8)	37.5%	0.0%	0.0%	12.5%	50.0%
Burton Properties (n=19)	36.8%	5.3%	15.8%	15.8%	26.3%
Campus Court @ Red Mile (n=12)	33.3%	16.7%	0.0%	16.7%	33.3%
Campus Downs (n=12)	33.3%	8.3%	8.3%	16.7%	33.3%
Chinoe Creek (n=7)	57.1%	28.6%	14.3%	0.0%	0.0%
The Courtyards (n=24)	20.8%	25.0%	16.7%	20.8%	16.7%
Cravens Properties (n=15)	46.7%	26.7%	0.0%	0.0%	26.7%
Creeks at Kirklevington (n=4)	25.0%	0.0%	0.0%	50.0%	25.0%
Cundiff Real Estate (n=4)	75.0%	0.0%	0.0%	0.0%	25.0%
Fayette Crossing (n=5)	60.0%	0.0%	0.0%	0.0%	40.0%
First Place Properties (n=6)	0.0%	16.7%	33.3%	0.0%	50.0%
5 Twenty Four Angliana (n=43)	48.8%	14.0%	14.0%	7.0%	16.3%
George Wilson Properties (n=5)	40.0%	40.0%	0.0%	20.0%	0.0%
Hagerman Properties (n=4)	25.0%	50.0%	0.0%	25.0%	0.0%

	1 – 6 Hours	7 – 12 Hours	13 – 24 Hours	24+ Hours	Not Applicable
Hardin Properties (n=16)	50.0%	25.0%	12.5%	6.3%	6.3%
Holly Enterprises (n=4)	25.0%	25.0%	0.0%	0.0%	50.0%
Kampus Properties (n=4)	25.0%	0.0%	0.0%	0.0%	75.0%
Kesten Management (n=5)	0.0%	20.0%	0.0%	80.0%	0.0%
The Lex (n=23)	17.4%	4.3%	13.0%	21.7%	43.5%
Lexington Rental Homes (n=5)	40.0%	0.0%	0.0%	0.0%	60.0%
Lexington Theological Seminary (n=5)	60.0%	20.0%	0.0%	20.0%	0.0%
Limestone Square (n=6)	50.0%	33.3%	16.7%	0.0%	0.0%
The Mansion (n=5)	40.0%	0.0%	0.0%	0.0%	60.0%
The Meadows (n=6)	50.0%	0.0%	0.0%	0.0%	50.0%
Medical Villas (n=5)	40.0%	20.0%	0.0%	0.0%	40.0%
Merrick Place (n=10)	80.0%	20.0%	0.0%	0.0%	0.0%
Modern Properties (n=4)	25.0%	0.0%	0.0%	25.0%	50.0%
Morgan Properties (n=18)	33.3%	0.0%	5.6%	27.8%	33.3%
Newtown Crossing (n=57)	56.1%	10.5%	7.0%	5.3%	21.1%
Park Place (n=6)	66.7%	0.0%	16.7%	0.0%	16.7%
Pegasus Place (n=4)	25.0%	0.0%	0.0%	0.0%	75.0%
Pinebrook (n=4)	25.0%	25.0%	0.0%	0.0%	50.0%
Red Mile Village (n=20)	30.0%	5.0%	10.0%	20.0%	35.0%
REI, LLC (n=11)	18.2%	0.0%	0.0%	45.5%	36.4%
Reserve at Merrick (n=5)	40.0%	0.0%	20.0%	0.0%	40.0%
Royal Lexington (n=34)	26.5%	20.6%	5.9%	8.8%	38.2%

	1 – 6 Hours	7 – 12 Hours	13 – 24 Hours	24+ Hours	Not Applicable
Saxena Properties (n=4)	25.0%	0.0%	0.0%	0.0%	75.0%
South Hill Group (n=8)	0.0%	50.0%	0.0%	12.5%	37.5%
Stoney Falls (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%
Tates Creek Village (n=5)	40.0%	40.0%	20.0%	0.0%	0.0%
Touchstone Properties (n=14)	0.0%	14.3%	7.1%	42.9%	35.7%
UK Real Estate (n=5)	60.0%	20.0%	0.0%	0.0%	20.0%
W.R. Young Apartments (n=7)	14.3%	14.3%	14.3%	14.3%	42.9%
Wassmer Properties (n=12)	18.2%	9.1%	9.1%	45.5%	18.2%
Wayne Michael Properties (n=8)	25.0%	37.5%	12.5%	0.0%	25.0%
Wildcat Properties (n=28)	17.9%	3.6%	7.1%	39.3%	32.1%

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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
All-Property Average (n=932)	35.5%	41.0%	13.4%	10.1%
Anderson Communities (n=54)	31.5%	46.3%	16.7%	5.6%
Andover Management (n=6)	66.7%	16.7%	16.7%	0.0%
Big Blue Properties (n=10)	0.0%	40.0%	20.0%	40.0%
Bluegrass Commons (n=6)	33.3%	50.0%	0.0%	16.7%
Breckinridge Court (n=7)	42.9%	57.1%	0.0%	0.0%
Bridle Creek (n=8)	62.5%	25.0%	12.5%	0.0%
Burton Properties (n=19)	26.3%	42.1%	31.6%	0.0%
Campus Court @ Red Mile (n=12)	41.7%	41.7%	16.7%	0.0%
Campus Downs (n=12)	25.0%	58.3%	8.3%	8.3%
Chinoe Creek (n=7)	85.7%	14.3%	0.0%	0.0%
The Courtyards (n=24)	4.2%	25.0%	20.8%	50.0%
Cravens Properties (n=15)	46.7%	40.0%	13.3%	0.0%
Creeks at Kirklevington (n=4)	0.0%	50.0%	25.0%	25.0%
Cundiff Real Estate (n=4)	25.0%	75.0%	0.0%	0.0%
Fayette Crossing (n=5)	60.0%	40.0%	0.0%	0.0%
First Place Properties (n=6)	0.0%	16.7%	33.3%	50.0%
5 Twenty Four Angliana (n=43)	48.8%	48.8%	2.3%	2.3%
George Wilson Properties (n=5)	60.0%	20.0%	20.0%	0.0%
Hagerman Properties (n=4)	0.0%	0.0%	75.0%	25.0%

	Very Well	Somewhat Well	Somewhat Poor	Very Poor
Hardin Properties (n=16)	37.5%	43.8%	18.8%	0.0%
Holly Enterprises (n=4)	25.0%	50.0%	25.0%	0.0%
Kampus Properties (n=4)	0.0%	100.0%	0.0%	0.0%
Kesten Management (n=5)	0.0%	0.0%	40.0%	60.0%
The Lex (n=23)	26.1%	21.7%	26.1%	26.1%
Lexington Rental Homes (n=5)	0.0%	60.0%	40.0%	0.0%
Lexington Theological Seminary (n=5)	80.0%	20.0%	0.0%	0.0%
Limestone Square (n=6)	16.7%	83.3%	0.0%	0.0%
The Mansion (n=5)	100.0%	0.0%	0.0%	0.0%
The Meadows (n=6)	66.7%	33.3%	0.0%	0.0%
Medical Villas (n=5)	20.0%	60.0%	20.0%	0.0%
Merrick Place (n=10)	90.0%	10.0%	0.0%	0.0%
Modern Properties (n=4)	0.0%	75.0%	0.0%	25.0%
Morgan Properties (n=18)	22.2%	61.1%	5.6%	11.1%
Newtown Crossing (n=57)	47.4%	43.9%	7.0%	1.8%
Park Place (n=6)	100.0%	0.0%	0.0%	0.0%
Pegasus Place (n=4)	0.0%	100.0%	0.0%	0.0%
Pinebrook (n=4)	50.0%	50.0%	0.0%	0.0%
Red Mile Village (n=20)	35.0%	50.0%	15.0%	0.0%
REI, LLC (n=11)	0.0%	9.1%	45.5%	45.5%
Reserve at Merrick (n=5)	60.0%	40.0%	0.0%	0.0%
Royal Lexington (n=34)	14.7%	61.8%	17.6%	5.9%

	Very Well	Somewhat Well	Somewhat Poor	Very Poor
Saxena Properties (n=4)	50.0%	25.0%	0.0%	25.0%
South Hill Group (n=8)	50.0%	37.5%	12.5%	0.0%
Stoney Falls (n=5)	60.0%	40.0%	0.0%	0.0%
Tates Creek Village (n=5)	20.0%	80.0%	0.0%	0.0%
Touchstone Properties (n=14)	0.0%	64.3%	14.3%	21.4%
UK Real Estate (n=5)	60.0%	40.0%	0.0%	0.0%
W.R. Young Apartments (n=7)	14.3%	42.9%	28.6%	14.3%
Wassmer Properties (n=11)	0.0%	54.5%	18.2%	27.3%
Wayne Michael Properties (n=8)	50.0%	25.0%	12.5%	12.5%
Wildcat Properties (n=28)	14.3%	35.7%	25.0%	25.0%

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

	Very Clean	Somewhat Clean	Somewhat Dirty	Very Dirty
All-Property Average (n=932)	40.3%	35.7%	15.2%	8.7%
Anderson Communities (n=54)	37.0%	38.9%	16.7%	7.4%
Andover Management (n=6)	50.0%	50.0%	0.0%	0.0%
Big Blue Properties (n=10)	0.0%	40.0%	30.0%	30.0%
Bluegrass Commons (n=6)	33.3%	16.7%	50.0%	0.0%
Breckinridge Court (n=7)	57.1%	42.9%	0.0%	0.0%
Bridle Creek (n=8)	87.5%	0.0%	0.0%	12.5%
Burton Properties (n=19)	31.6%	57.9%	10.5%	0.0%
Campus Court @ Red Mile (n=12)	58.3%	16.7%	0.0%	25.0%
Campus Downs (n=12)	25.0%	58.3%	8.3%	8.3%
Chinoe Creek (n=7)	71.4%	28.6%	0.0%	0.0%
The Courtyards (n=24)	12.5%	45.8%	16.7%	25.0%
Cravens Properties (n=15)	40.0%	46.7%	13.3%	0.0%
Creeks at Kirklevington (n=4)	50.0%	25.0%	25.0%	0.0%
Cundiff Real Estate (n=4)	0.0%	25.0%	75.0%	0.0%
Fayette Crossing (n=5)	40.0%	40.0%	20.0%	0.0%
First Place Properties (n=6)	16.7%	66.7%	0.0%	16.7%
5 Twenty Four Angliana (n=43)	51.2%	27.9%	18.6%	2.3%
George Wilson Properties (n=5)	60.0%	20.0%	0.0%	20.0%
Hagerman Properties (n=4)	0.0%	75.0%	0.0%	25.0%

	Very Clean	Somewhat Clean	Somewhat Dirty	Very Dirty
Hardin Properties (n=16)	43.8%	31.3%	12.5%	12.5%
Holly Enterprises (n=4)	25.0%	75.0%	0.0%	0.0%
Kampus Properties (n=4)	25.0%	25.0%	50.0%	0.0%
Kesten Management (n=5)	0.0%	0.0%	40.0%	60.0%
The Lex (n=23)	34.8%	26.1%	39.1%	0.0%
Lexington Rental Homes (n=5)	20.0%	60.0%	0.0%	20.0%
Lexington Theological Seminary (n=5)	60.0%	40.0%	0.0%	0.0%
Limestone Square (n=6)	33.3%	66.7%	0.0%	0.0%
The Mansion (n=5)	60.0%	40.0%	0.0%	0.0%
The Meadows (n=6)	50.0%	50.0%	0.0%	0.0%
Medical Villas (n=5)	20.0%	80.0%	0.0%	0.0%
Merrick Place (n=10)	60.0%	40.0%	0.0%	0.0%
Modern Properties (n=4)	0.0%	75.0%	0.0%	25.0%
Morgan Properties (n=18)	27.8%	33.3%	22.2%	16.7%
Newtown Crossing (n=57)	31.6%	36.8%	19.3%	12.3%
Park Place (n=6)	66.7%	16.7%	16.7%	0.0%
Pegasus Place (n=4)	25.0%	50.0%	25.0%	0.0%
Pinebrook (n=4)	75.0%	25.0%	0.0%	0.0%
Red Mile Village (n=20)	45.0%	35.0%	20.0%	0.0%
REI, LLC (n=11)	18.2%	27.3%	18.2%	36.4%
Reserve at Merrick (n=5)	80.0%	0.0%	0.0%	0.0%
Royal Lexington (n=34)	17.6%	47.1%	23.5%	11.8%

	Very Clean	Somewhat Clean	Somewhat Dirty	Very Dirty
Saxena Properties (n=4)	0.0%	25.0%	50.0%	25.0%
South Hill Group (n=8)	25.0%	37.5%	25.0%	12.5%
Stoney Falls (n=5)	40.0%	60.0%	0.0%	0.0%
Tates Creek Village (n=5)	40.0%	60.0%	0.0%	0.0%
Touchstone Properties (n=14)	21.4%	21.4%	28.6%	28.6%
UK Real Estate (n=5)	0.0%	60.0%	0.0%	40.0%
W.R. Young Apartments (n=7)	28.6%	57.1%	0.0%	14.3%
Wassmer Properties (n=11)	18.2%	45.5%	27.3%	9.1%
Wayne Michael Properties (n=8)	50.0%	25.0%	12.5%	12.5%
Wildcat Properties (n=28)	21.4%	28.6%	35.7%	14.3%

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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
All-Property Average (n=932)	28.1%	27.5%	9.4%	35.0%
Anderson Communities (n=54)	31.5%	24.1%	5.6%	38.9%
Andover Management (n=6)	16.7%	50.0%	0.0%	33.3%
Big Blue Properties (n=10)	10.0%	80.0%	10.0%	0.0%
Bluegrass Commons (n=6)	16.7%	33.3%	0.0%	50.0%
Breckinridge Court (n=7)	28.6%	28.6%	0.0%	42.9%
Bridle Creek (n=8)	37.5%	12.5%	0.0%	50.0%
Burton Properties (n=19)	21.1%	36.8%	0.0%	42.1%
Campus Court @ Red Mile (n=12)	33.3%	25.0%	8.3%	33.3%
Campus Downs (n=12)	33.3%	33.3%	16.7%	16.7%
Chinoe Creek (n=7)	14.3%	14.3%	0.0%	71.4%
The Courtyards (n=24)	12.5%	33.3%	25.0%	29.2%
Cravens Properties (n=15)	46.7%	26.7%	6.7%	20.0%
Creeks at Kirklevington (n=4)	25.0%	0.0%	50.0%	25.0%
Cundiff Real Estate (n=4)	25.0%	50.0%	25.0%	0.0%
Fayette Crossing (n=5)	40.0%	40.0%	0.0%	20.0%
First Place Properties (n=6)	16.7%	33.3%	16.7%	33.3%
5 Twenty Four Angliana (n=43)	30.2%	30.2%	9.3%	30.2%
George Wilson Properties (n=5)	60.0%	20.0%	0.0%	20.0%
Hagerman Properties (n=4)	25.0%	0.0%	50.0%	25.0%

	All	Some	None	Not Applicable
Hardin Properties (n=16)	25.0%	37.5%	12.5%	25.0%
Holly Enterprises (n=4)	25.0%	25.0%	25.0%	25.0%
Kampus Properties (n=4)	50.0%	50.0%	0.0%	0.0%
Kesten Management (n=5)	0.0%	0.0%	80.0%	20.0%
The Lex (n=23)	8.7%	26.1%	13.0%	52.2%
Lexington Rental Homes (n=5)	40.0%	40.0%	0.0%	20.0%
Lexington Theological Seminary (n=5)	60.0%	0.0%	0.0%	40.0%
Limestone Square (n=6)	16.7%	33.3%	0.0%	50.0%
The Mansion (n=5)	40.0%	0.0%	0.0%	60.0%
The Meadows (n=6)	33.3%	0.0%	0.0%	66.7%
Medical Villas (n=5)	40.0%	20.0%	20.0%	20.0%
Merrick Place (n=10)	30.0%	30.0%	0.0%	10.0%
Modern Properties (n=4)	25.0%	25.0%	25.0%	25.0%
Morgan Properties (n=18)	11.1%	44.4%	27.8%	16.7%
Newtown Crossing (n=57)	28.1%	14.0%	1.8%	56.1%
Park Place (n=6)	33.3%	0.0%	0.0%	66.7%
Pegasus Place (n=4)	25.0%	25.0%	0.0%	50.0%
Pinebrook (n=4)	50.0%	0.0%	0.0%	50.0%
Red Mile Village (n=20)	5.0%	25.0%	10.0%	60.0%
REI, LLC (n=11)	0.0%	27.3%	54.5%	18.2%
Reserve at Merrick (n=5)	40.0%	0.0%	0.0%	60.0%
Royal Lexington (n=34)	8.8%	17.6%	2.9%	70.6%

	All	Some	None	Not Applicable
Saxena Properties (n=4)	25.0%	25.0%	25.0%	25.0%
South Hill Group (n=8)	25.0%	37.5%	0.0%	37.5%
Stoney Falls (n=5)	40.0%	20.0%	0.0%	40.0%
Tates Creek Village (n=5)	20.0%	40.0%	0.0%	40.0%
Touchstone Properties (n=14)	21.4%	50.0%	14.3%	14.3%
UK Real Estate (n=5)	0.0%	80.0%	0.0%	20.0%
W.R. Young Apartments (n=7)	42.9%	14.3%	14.3%	28.6%
Wassmer Properties (n=12)	9.1%	27.3%	45.5%	18.2%
Wayne Michael Properties (n=8)	12.5%	25.0%	37.5%	25.0%
Wildcat Properties (n=28)	17.9%	42.9%	17.9%	21.4%

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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
All-Property Average (n=930)	26.6%	44.9%	25.5%	3.0%
Anderson Communities (n=54)	27.8%	38.8%	29.6%	3.7%
Andover Management (n=6)	0.0%	33.3%	66.7%	0.0%
Big Blue Properties (n=10)	0.0%	30.0%	60.0%	10.0%
Bluegrass Commons (n=6)	0.0%	50.0%	50.0%	0.0%
Breckinridge Court (n=7)	28.6%	42.9%	28.6%	0.0%
Bridle Creek (n=8)	12.5%	50.0%	37.5%	0.0%
Burton Properties (n=19)	15.8%	78.9%	5.3%	0.0%
Campus Court @ Red Mile (n=12)	8.3%	33.3%	58.3%	0.0%
Campus Downs (n=12)	33.3%	58.3%	8.3%	0.0%
Chinoe Creek (n=7)	28.6%	57.1%	0.0%	14.3%
The Courtyards (n=24)	66.7%	33.3%	0.0%	0.0%
Cravens Properties (n=15)	33.3%	60.0%	6.7%	0.0%
Creeks at Kirklevington (n=4)	0.0%	75.0%	25.0%	0.0%
Cundiff Real Estate (n=4)	50.0%	50.0%	0.0%	0.0%
Fayette Crossing (n=5)	60.0%	40.0%	0.0%	0.0%
First Place Properties (n=6)	0.0%	66.7%	33.3%	0.0%
5 Twenty Four Angliana (n=43)	0.0%	25.6%	69.8%	4.7%
George Wilson Properties (n=5)	60.0%	40.0%	0.0%	0.0%

	Lower	About the Same	Higher	Don't Know
Hagerman Properties (n=4)	25.0%	25.0%	50.0%	0.0%
Hardin Properties (n=16)	12.4%	62.5%	25.0%	0.0%
Holly Enterprises (n=4)	25.0%	75.0%	0.0%	0.0%
Kampus Properties (n=4)	50.0%	25.0%	25.0%	0.0%
Kesten Management (n=5)	60.0%	40.0%	0.0%	0.0%
The Lex (n=23)	0.0%	17.4%	82.6%	0.0%
Lexington Rental Homes (n=5)	40.0%	60.0%	0.0%	0.0%
Lexington Theological Seminary (n=5)	60.0%	40.0%	0.0%	0.0%
Limestone Square (n=6)	33.3%	50.0%	16.7%	0.0%
The Mansion (n=5)	0.0%	40.0%	40.0%	20.0%
The Meadows (n=6)	50.0%	33.3%	0.0%	16.7%
Medical Villas (n=5)	20.0%	40.0%	40.0%	0.0%
Merrick Place (n=10)	0.0%	40.0%	60.0%	0.0%
Modern Properties (n=4)	50.0%	50.0%	0.0%	0.0%
Morgan Properties (n=18)	44.4%	44.4%	5.6%	5.6%
Newtown Crossing (n=57)	3.5%	38.6%	56.1%	1.8%
Park Place (n=6)	16.7%	16.7%	66.7%	0.0%
Pegasus Place (n=4)	75.0%	25.0%	0.0%	0.0%
Pinebrook (n=4)	50.0%	50.0%	0.0%	0.0%
Red Mile Village (n=20)	15.0%	40.0%	45.0%	0.0%
REI, LLC (n=11)	9.1%	72.7%	18.2%	0.0%
Reserve at Merrick (n=5)	80.0%	20.0%	0.0%	0.0%

	Lower	About the Same	Higher	Don't Know
Royal Lexington (n=34)	35.3%	29.4%	29.4%	5.9%
Saxena Properties (n=4)	0.0%	100.0%	0.0%	0.0%
South Hill Group (n=8)	12.5%	25.0%	50.0%	12.5%
Stoney Falls (n=5)	20.0%	40.0%	40.0%	0.0%
Tates Creek Village (n=5)	0.0%	80.0%	20.0%	0.0%
Touchstone Properties (n=14)	14.3%	42.9%	42.9%	0.0%
UK Real Estate (n=5)	60.0%	40.0%	0.0%	0.0%
W.R. Young Apartments (n=7)	57.1%	28.6%	0.0%	14.3%
Wassmer Properties (n=11)	0.0%	54.5%	36.4%	9.1%
Wayne Michael Properties (n=8)	37.5%	50.0%	12.5%	0.0%
Wildcat Properties (n=28)	7.1%	71.4%	21.4%	0.0%

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
All-Property Average (n=930)	0.8%	7.6%	28.2%	27.8%	21.6%	7.6%	3.0%	3.3%
Anderson Communities (n=54)	0.0%	11.1%	22.2%	35.2%	13.0%	9.3%	5.6%	3.7%
Andover Management (n=6)	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	66.7%	16.7%
Big Blue Properties (n=10)	0.0%	0.0%	20.0%	80.0%	0.0%	0.0%	0.0%	0.0%
Bluegrass Commons (n=6)	0.0%	0.0%	0.0%	16.7%	16.7%	50.0%	16.7%	0.0%
Breckinridge Court (n=7)	0.0%	0.0%	0.0%	42.9%	28.6%	14.3%	14.3%	0.0%
Bridle Creek (n=8)	0.0%	0.0%	37.5%	25.0%	12.5%	12.5%	12.5%	0.0%
Burton Properties (n=19)	0.0%	5.3%	57.9%	31.6%	5.3%	0.0%	0.0%	0.0%
Campus Court @ Red Mile (n=12)	0.0%	0.0%	8.3%	0.0%	75.0%	0.0%	0.0%	16.7%
Campus Downs (n=12)	0.0%	25.9%	58.3%	16.7%	0.0%	0.0%	0.0%	0.0%
Chinoe Creek (n=7)	0.0%	28.6%	28.6%	0.0%	0.0%	14.3%	14.3%	14.3%
The Courtyards (n=24)	0.0%	0.0%	70.8%	20.8%	8.3%	0.0%	0.0%	0.0%
Cravens Properties (n=15)	0.0%	6.7%	66.7%	13.3%	0.0%	13.3%	0.0%	0.0%
Creeks at Kirklevington (n=4)	0.0%	0.0%	25.0%	0.0%	50.0%	25.0%	0.0%	0.0%
Cundiff Real Estate (n=4)	0.0%	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Fayette Crossing (n=5)	0.0%	60.0%	20.0%	0.0%	20.0%	0.0%	0.0%	0.0%
First Place Properties (n=6)	0.0%	0.0%	33.3%	50.0%	0.0%	16.7%	0.0%	0.0%
5 Twenty Four Angliana (n=43)	0.0%	0.0%	0.0%	0.0%	69.8%	30.2%	0.0%	0.0%
George Wilson Properties (n=5)	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
Hagerman Properties (n=4)	0.0%	25.0%	25.0%	25.0%	25.0%	0.0%	0.0%	0.0%

	<\$200	\$200-299	\$300-399	\$400-499	\$500-599	\$600-699	\$700-799	>\$800
Hardin Properties (n=16)	0.0%	6.3%	25.0%	62.5%	0.0%	0.0%	6.3%	0.0%
Holly Enterprises (n=4)	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
Kampus Properties (n=4)	0.0%	0.0%	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Kesten Management (n=5)	0.0%	20.0%	80.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The Lex (n=23)	0.0%	0.0%	0.0%	0.0%	73.9%	21.7%	4.3%	0.0%
Lexington Rental Homes (n=5)	0.0%	20.0%	80.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lexington Theological Seminary (n=5)	0.0%	0.0%	0.0%	40.0%	40.0%	20.0%	0.0%	0.0%
Limestone Square (n=6)	0.0%	0.0%	33.3%	50.0%	16.7%	0.0%	0.0%	0.0%
The Mansion (n=5)	0.0%	0.0%	0.0%	60.0%	20.0%	20.0%	0.0%	0.0%
The Meadows (n=6)	0.0%	0.0%	66.7%	16.7%	0.0%	16.7%	0.0%	0.0%
Medical Villas (n=5)	0.0%	40.0%	0.0%	0.0%	60.0%	0.0%	0.0%	0.0%
Merrick Place (n=10)	0.0%	0.0%	20.0%	20.0%	0.0%	30.0%	20.0%	10.0%
Modern Properties (n=4)	0.0%	25.0%	50.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Morgan Properties (n=18)	0.0%	0.0%	55.6%	38.9%	5.6%	0.0%	0.0%	0.0%
Newtown Crossing (n=57)	0.0%	0.0%	0.0%	7.0%	78.9%	1.8%	5.3%	7.0%
Park Place (n=6)	0.0%	0.0%	16.7%	16.7%	16.7%	16.7%	16.7%	16.7%
Pegasus Place (n=4)	0.0%	50.0%	25.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Pinebrook (n=4)	0.0%	0.0%	25.0%	0.0%	50.0%	25.0%	0.0%	0.0%
Red Mile Village (n=20)	0.0%	0.0%	0.0%	15.0%	50.0%	35.0%	0.0%	0.0%
REI, LLC (n=11)	0.0%	0.0%	72.7%	27.3%	0.0%	0.0%	0.0%	0.0%
Reserve at Merrick (n=5)	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%	0.0%
Royal Lexington (n=34)	0.0%	0.0%	0.0%	91.2%	5.9%	2.9%	0.0%	0.0%

	<\$200	\$200-299	\$300-399	\$400-499	\$500-599	\$600-699	\$700-799	>\$800
Saxena Properties (n=4)	0.0%	0.0%	0.0%	100%	0.0%	0.0%	0.0%	0.0%
South Hill Group (n=8)	0.0%	0.0%	0.0%	37.5%	12.5%	0.0%	25.0%	25.0%
Stoney Falls (n=5)	0.0%	0.0%	40.0%	0.0%	20.0%	20.0%	20.0%	0.0%
Tates Creek Village (n=5)	0.0%	0.0%	40.0%	20.0%	20.0%	20.0%	0.0%	0.0%
Touchstone Properties (n=14)	0.0%	7.1%	14.3%	71.4%	0.0%	7.1%	0.0%	0.0%
UK Real Estate (n=5)	0.0%	20.0%	40.0%	20.0%	20.0%	0.0%	0.0%	0.0%
W.R. Young Apartments (n=7)	0.0%	28.6%	42.9%	28.6%	0.0%	0.0%	0.0%	0.0%
Wassmer Properties (n=11)	0.0%	0.0%	9.1%	54.5%	36.4%	0.0%	0.0%	0.0%
Wayne Michael Properties (n=8)	0.0%	0.0%	50.0%	25.0%	12.5%	12.5%	0.0%	0.0%
Wildcat Properties (n=28)	0.0%	0.0%	28.6%	57.1%	14.3%	0.0%	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
All-Property Average (n=928)	63.9%	22.8%	9.1%	4.2%
Anderson Communities (n=54)	63.0%	20.4%	14.8%	1.9%
Andover Management (n=6)	83.3%	16.7%	0.0%	0.0%
Big Blue Properties (n=10)	50.0%	50.0%	0.0%	0.0%
Bluegrass Commons (n=6)	83.3%	16.7%	0.0%	0.0%
Breckinridge Court (n=7)	28.6%	71.4%	0.0%	0.0%
Bridle Creek (n=8)	75.0%	0.0%	12.5%	12.5%
Burton Properties (n=19)	84.2%	10.5%	5.3%	0.0%
Campus Court @ Red Mile (n=12)	33.3%	25.0%	33.3%	8.3%
Campus Downs (n=12)	66.7%	25.0%	8.3%	0.0%
Chinoe Creek (n=7)	57.1%	28.6%	14.3%	0.0%
The Courtyards (n=24)	66.7%	33.3%	0.0%	0.0%
Cravens Properties (n=15)	66.7%	26.7%	6.7%	0.0%
Creeks at Kirklevington (n=4)	75.0%	0.0%	25.0%	0.0%
Cundiff Real Estate (n=4)	50.0%	250.0%	25.0%	0.0%
Fayette Crossing (n=5)	100.0%	0.0%	0.0%	0.0%
First Place Properties (n=6)	33.3%	50.0%	0.0%	16.7%
5 Twenty Four Angliana (n=43)	51.2%	32.6%	14.0%	2.3%
George Wilson Properties (n=5)	60.0%	0.0%	20.0%	20.0%

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
Hagerman Properties (n=4)	25.0%	50.0%	0.0%	25.0%
Hardin Properties (n=16)	62.5%	25.0%	6.3%	6.3%
Holly Enterprises (n=4)	50.0%	50.0%	0.0%	0.0%
Kampus Properties (n=4)	25.0%	25.0%	50.0%	0.0%
Kesten Management (n=5)	60.0%	20.0%	20.0%	0.0%
The Lex (n=23)	52.2%	43.5%	0.0%	4.3%
Lexington Rental Homes (n=5)	60.0%	40.0%	0.0%	0.0%
Lexington Theological Seminary (n=5)	100.0%	0.0%	0.0%	0.0%
Limestone Square (n=6)	33.3%	50.0%	16.7%	0.0%
The Mansion (n=5)	80.0%	20.0%	0.0%	0.0%
The Meadows (n=6)	50.0%	33.3%	16.7%	0.0%
Medical Villas (n=5)	60.0%	0.0%	0.0%	0.0%
Merrick Place (n=10)	70.0%	20.0%	10.0%	0.0%
Modern Properties (n=4)	75.0%	0.0%	0.0%	25.0%
Morgan Properties (n=18)	61.1%	22.2%	11.1%	5.6%
Newtown Crossing (n=57)	26.3%	36.8%	22.8%	14.0%
Park Place (n=6)	100.0%	0.0%	0.0%	0.0%
Pegasus Place (n=4)	100.0%	0.0%	0.0%	0.0%
Pinebrook (n=4)	50.0%	50.0%	0.0%	0.0%
Red Mile Village (n=20)	60.0%	25.0%	15.0%	0.0%
REI, LLC (n=11)	36.4%	36.4%	9.1%	18.2%
Reserve at Merrick (n=5)	40.0%	60.0%	0.0%	0.0%

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult
Royal Lexington (n=34)	41.2%	17.6%	23.5%	17.6%
Saxena Properties (n=4)	75.0%	0.0%	0.0%	25.0%
South Hill Group (n=8)	75.0%	25.0%	0.0%	0.0%
Stoney Falls (n=5)	80.0%	20.0%	0.0%	0.0%
Tates Creek Village (n=5)	100.0%	0.0%	0.0%	0.0%
Touchstone Properties (n=14)	50.0%	21.4%	14.3%	14.3%
UK Real Estate (n=5)	80.0%	20.0%	0.0%	0.0%
W.R. Young Apartments (n=7)	100.0%	0.0%	0.0%	0.0%
Wassmer Properties (n=11)	45.5%	27.3%	18.2%	9.1%
Wayne Michael Properties (n=8)	62.5%	37.5%	0.0%	0.0%
Wildcat Properties (n=28)	42.9%	42.9%	14.3%	0.0%

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
All-Property Average (n=928)	18.1%	44.4%	1.2%	33.1%	3.2%
Anderson Communities (n=54)	20.4%	46.3%	0.0%	29.6%	3.7%
Andover Management (n=6)	83.3%	16.7%	0.0%	0.0%	0.0%
Big Blue Properties (n=10)	0.0%	20.0%	0.0%	70.0%	10.0%
Bluegrass Commons (n=6)	16.7%	50.0%	0.0%	16.7%	16.7%
Breckinridge Court (n=7)	0.0%	42.9%	0.0%	57.1%	0.0%
Bridle Creek (n=8)	12.5%	75.0%	0.0%	12.5%	0.0%
Burton Properties (n=19)	5.3%	47.4%	0.0%	47.4%	0.0%
Campus Court @ Red Mile (n=12)	50.0%	50.0%	0.0%	0.0%	0.0%
Campus Downs (n=12)	16.7%	50.0%	0.0%	33.3%	0.0%
Chinoe Creek (n=7)	0.0%	57.1%	0.0%	42.9%	0.0%
The Courtyards (n=24)	4.2%	45.8%	12.5%	29.2%	8.3%
Cravens Properties (n=15)	0.0%	33.3%	0.0%	66.7%	0.0%
Creeks at Kirklevington (n=4)	0.0%	50.0%	0.0%	25.0%	25.0%
Cundiff Real Estate (n=4)	0.0%	50.0%	0.0%	50.0%	0.0%
Fayette Crossing (n=5)	0.0%	60.0%	0.0%	40.0%	0.0%
First Place Properties (n=6)	16.7%	50.0%	0.0%	33.3%	0.0%
5 Twenty Four Angliana (n=47)	41.9%	58.1%	0.0%	0.0%	0.0%
George Wilson Properties (n=5)	0.0%	60.0%	0.0%	40.0%	0.0%
Hagerman Properties (n=4)	0.0%	25.0%	0.0%	50.0%	25.0%

	New	3-5 Years Old, Functional	3-5 Years Old, Not Functional	5+ Years Old, Functional	5+ Years Old, Not Functional
Hardin Properties (n=16)	37.5%	18.8%	0.0%	43.8%	0.0%
Holly Enterprises (n=4)	0.0%	50.0%	0.0%	50.0%	0.0%
Kampus Properties (n=4)	25.0%	0.0%	0.0%	75.0%	0.0%
Kesten Management (n=5)	0.0%	0.0%	0.0%	100.0%	0.0%
The Lex (n=23)	34.8%	65.2%	0.0%	0.0%	0.0%
Lexington Rental Homes (n=5)	20.0%	40.0%	0.0%	40.0%	0.0%
Lexington Theological Seminary (n=5)	0.0%	60.0%	0.0%	40.0%	0.0%
Limestone Square (n=6)	0.0%	33.3%	16.7%	50.0%	0.0%
The Mansion (n=5)	0.0%	20.0%	0.0%	80.0%	0.0%
The Meadows (n=6)	100.0%	0.0%	0.0%	0.0%	0.0%
Medical Villas (n=5)	0.0%	20.0%	0.0%	60.0%	20.0%
Merrick Place (n=10)	10.0%	20.0%	0.0%	70.0%	0.0%
Modern Properties (n=4)	0.0%	75.0%	0.0%	25.0%	0.0%
Morgan Properties (n=18)	44.4%	33.3%	5.6%	16.7%	0.0%
Newtown Crossing (n=57)	7.0%	78.9%	1.8%	12.3%	0.0%
Park Place (n=6)	66.7%	16.7%	0.0%	16.7%	0.0%
Pegasus Place (n=4)	25.0%	25.0%	0.0%	50.0%	0.0%
Pinebrook (n=4)	100.0%	0.0%	0.0%	0.0%	0.0%
Red Mile Village (n=20)	65.0%	30.0%	0.0%	5.0%	0.0%
REI, LLC (n=11)	0.0%	9.1%	9.1%	63.6%	18.2%
Reserve at Merrick (n=5)	80.0%	20.0%	0.0%	0.0%	0.0%

	New	3-5 Years Old, Functional	3-5 Years Old, Not Functional	5+ Years Old, Functional	5+ Years Old, Not Functional
Royal Lexington (n=34)	5.9%	52.9%	2.9%	32.4%	5.9%
Saxena Properties (n=4)	0.0%	75.0%	0.0%	0.0%	25.0%
South Hill Group (n=8)	50.0%	37.5%	0.0%	12.5%	0.0%
Stoney Falls (n=5)	0.0%	20.0%	0.0%	80.0%	0.0%
Tates Creek Village (n=5)	0.0%	20.0%	0.0%	80.0%	0.0%
Touchstone Properties (n=14)	0.0%	14.3%	0.0%	64.3%	21.4%
UK Real Estate (n=5)	0.0%	0.0%	0.0%	80.0%	20.0%
W.R. Young Apartments (n=7)	0.0%	14.3%	0.0%	85.7%	0.0%
Wassmer Properties (n=11)	0.0%	45.5%	0.0%	45.5%	9.1%
Wayne Michael Properties (n=8)	12.5%	37.5%	0.0%	37.5%	12.5%
Wildcat Properties (n=28)	3.6%	39.3%	3.6%	50.0%	3.6%

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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
All-Property Average (n=928)	79.7%	16.4%	3.9%
Anderson Communities (n=54)	85.2%	5.6%	9.3%
Andover Management (n=6)	100.0%	0.0%	0.0%
Big Blue Properties (n=10)	40.0%	50.0%	10.0%
Bluegrass Commons (n=6)	83.3%	16.7%	0.0%
Breckinridge Court (n=7)	71.4%	14.3%	14.3%
Bridle Creek (n=8)	87.5%	0.0%	12.5%
Burton Properties (n=19)	89.5%	10.5%	0.0%
Campus Court @ Red Mile (n=12)	91.7%	8.3%	0.0%
Campus Downs (n=12)	91.7%	8.3%	0.0%
Chinoe Creek (n=7)	100.0%	0.0%	0.0%
The Courtyards (n=24)	54.2%	41.7%	4.2%
Cravens Properties (n=15)	93.3%	6.7%	0.0%
Creeks at Kirklevington (n=4)	75.0%	25.0%	0.0%
Cundiff Real Estate (n=4)	75.0%	0.0%	25.0%
Fayette Crossing (n=5)	100.0%	0.0%	0.0%
First Place Properties (n=6)	50.0%	50.0%	0.0%
5 Twenty Four Angliana (n=47)	88.4%	7.0%	4.7%
George Wilson Properties (n=5)	80.0%	20.0%	0.0%

	Yes	No	Don't Know
Hagerman Properties (n=4)	50.0%	50.0%	0.0%
Hardin Properties (n=16)	87.5%	12.5%	0.0%
Holly Enterprises (n=4)	100.0%	0.0%	0.0%
Kampus Properties (n=4)	75.0%	0.0%	25.0%
Kesten Management (n=5)	20.0%	80.0%	0.0%
The Lex (n=23)	73.9%	21.7%	4.3%
Lexington Rental Homes (n=5)	100.0%	0.0%	0.0%
Lexington Theological Seminary (n=5)	100.0%	0.0%	0.0%
Limestone Square (n=6)	66.7%	16.7%	16.7%
The Mansion (n=5)	100.0%	0.0%	0.0%
The Meadows (n=6)	100.0%	0.0%	0.0%
Medical Villas (n=5)	60.0%	20.0%	20.0%
Merrick Place (n=10)	90.0%	10.0%	0.0%
Modern Properties (n=4)	75.0%	25.0%	0.0%
Morgan Properties (n=18)	83.3%	16.7%	0.0%
Newtown Crossing (n=57)	89.5%	8.8%	1.8%
Park Place (n=6)	100.0%	0.0%	0.0%
Pegasus Place (n=4)	75.0%	0.0%	25.0%
Pinebrook (n=4)	75.0%	25.0%	0.0%
Red Mile Village (n=20)	80.0%	15.0%	5.0%
REI, LLC (n=11)	45.5%	54.5%	0.0%
Reserve at Merrick (n=5)	100.0%	0.0%	0.0%

	Yes	No	Don't Know
Royal Lexington (n=34)	88.2%	11.8%	0.0%
Saxena Properties (n=4)	75.0%	25.0%	0.0%
South Hill Group (n=8)	100.0%	0.0%	0.0%
Stoney Falls (n=5)	100.0%	0.0%	0.0%
Tates Creek Village (n=5)	100.0%	0.0%	0.0%
Touchstone Properties (n=14)	35.7%	57.1%	7.1%
UK Real Estate (n=5)	60.0%	20.0%	20.0%
W.R. Young Apartments (n=7)	57.1%	14.3%	28.6%
Wassmer Properties (n=11)	45.5%	54.5%	0.0%
Wayne Michael Properties (n=8)	75.0%	25.0%	0.0%
Wildcat Properties (n=28)	64.3%	35.7%	0.0%

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What was the overall condition of your rental property?

	Exceptional	Good	Poor	Very Poor
All-Property Average (n=928)	20.6%	61.6%	13.9%	3.9%
Anderson Communities (n=54)	29.6%	59.3%	9.3%	1.9%
Andover Management (n=6)	66.7%	33.3%	0.0%	0.0%
Big Blue Properties (n=10)	0.0%	30.0%	60.0%	10.0%
Bluegrass Commons (n=6)	16.7%	66.7%	16.7%	0.0%
Breckinridge Court (n=7)	28.6%	71.4%	0.0%	0.0%
Bridle Creek (n=8)	50.0%	50.0%	0.0%	0.0%
Burton Properties (n=19)	15.8%	84.2%	0.0%	0.0%
Campus Court @ Red Mile (n=12)	33.3%	58.3%	8.3%	0.0%
Campus Downs (n=12)	25.0%	66.7%	8.3%	0.0%
Chinoe Creek (n=7)	14.3%	85.7%	0.0%	0.0%
The Courtyards (n=24)	0.0%	45.8%	37.5%	16.7%
Cravens Properties (n=15)	26.7%	53.3%	20.0%	0.0%
Creeks at Kirklevington (n=4)	0.0%	50.0%	50.0%	0.0%
Cundiff Real Estate (n=4)	25.0%	50.0%	25.0%	0.0%
Fayette Crossing (n=5)	20.0%	60.0%	20.0%	0.0%
First Place Properties (n=6)	0.0%	66.7%	33.3%	0.0%
5 Twenty Four Angliana (n=47)	27.9%	69.8%	0.0%	2.3%
George Wilson Properties (n=5)	40.0%	40.0%	20.0%	0.0%
Hagerman Properties (n=4)	0.0%	75.0%	25.0%	0.0%

	Exceptional	Good	Poor	Very Poor
Hardin Properties (n=16)	37.5%	50.0%	12.5%	0.0%
Holly Enterprises (n=4)	0.0%	100.0%	0.0%	0.0%
Kampus Properties (n=4)	0.0%	100.0%	0.0%	0.0%
Kesten Management (n=5)	0.0%	20.0%	60.0%	20.0%
The Lex (n=23)	17.4%	65.2%	17.4%	0.0%
Lexington Rental Homes (n=5)	0.0%	100.0%	0.0%	0.0%
Lexington Theological Seminary (n=5)	40.0%	60.0%	0.0%	0.0%
Limestone Square (n=6)	0.0%	100.0%	0.0%	0.0%
The Mansion (n=5)	0.0%	100.0%	0.0%	0.0%
The Meadows (n=6)	16.7%	83.3%	0.0%	0.0%
Medical Villas (n=5)	0.0%	80.0%	20.0%	0.0%
Merrick Place (n=10)	20.0%	80.0%	0.0%	0.0%
Modern Properties (n=4)	0.0%	75.0%	0.0%	25.0%
Morgan Properties (n=18)	27.8%	66.7%	5.6%	0.0%
Newtown Crossing (n=57)	22.8%	66.7%	10.5%	0.0%
Park Place (n=6)	66.7%	33.3%	0.0%	0.0%
Pegasus Place (n=4)	0.0%	100.0%	0.0%	0.0%
Pinebrook (n=4)	25.0%	75.0%	0.0%	0.0%
Red Mile Village (n=20)	20.0%	60.0%	20.0%	0.0%
REI, LLC (n=11)	9.1%	18.2%	27.3%	45.5%
Reserve at Merrick (n=5)	80.0%	20.0%	0.0%	0.0%
Royal Lexington (n=34)	2.9%	79.4%	17.6%	0.0%

	Exceptional	Good	Poor	Very Poor
Saxena Properties (n=4)	0.0%	75.0%	25.0%	0.0%
South Hill Group (n=8)	25.0%	75.0%	0.0%	0.0%
Stoney Falls (n=5)	20.0%	80.0%	0.0%	0.0%
Tates Creek Village (n=5)	20.0%	60.0%	20.0%	0.0%
Touchstone Properties (n=14)	0.0%	42.9%	28.6%	28.6%
UK Real Estate (n=5)	0.0%	60.0%	40.0%	0.0%
W.R. Young Apartments (n=7)	0.0%	57.1%	42.9%	0.0%
Wassmer Properties (n=11)	9.1%	45.5%	27.3%	18.2%
Wayne Michael Properties (n=8)	25.0%	37.5%	12.5%	25.0%
Wildcat Properties (n=28)	7.1%	50.0%	28.6%	14.3%

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Overall Rating

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

	Yes	No
All-Property Average (n=924)	65.8%	34.2%
Anderson Communities (n=54)	81.5%	18.5%
Andover Management (n=6)	83.3%	16.7%
Big Blue Properties (n=10)	30.0%	70.0%
Bluegrass Commons (n=6)	66.7%	33.3%
Breckinridge Court (n=7)	57.1%	42.9%
Bridle Creek (n=8)	75.0%	25.0%
Burton Properties (n=19)	84.2%	15.8%
Campus Court @ Red Mile (n=12)	58.3%	41.7%
Campus Downs (n=12)	83.3%	16.7%
Chinoe Creek (n=7)	100.0%	0.0%
The Courtyards (n=24)	25.0%	75.0%
Cravens Properties (n=15)	86.7%	13.3%
Creeks at Kirklevington (n=4)	0.0%	100.0%
Cundiff Real Estate (n=4)	50.0%	50.0%
Fayette Crossing (n=5)	80.0%	20.0%
First Place Properties (n=6)	33.3%	66.7%
5 Twenty Four Angliana (n=47)	53.5%	46.5%
George Wilson Properties (n=5)	80.0%	20.0%

	Yes	No
Hagerman Properties (n=4)	50.0%	50.0%
Hardin Properties (n=15)	60.0%	40.0%
Holly Enterprises (n=4)	75.0%	25.0%
Kampus Properties (n=4)	75.0%	25.0%
Kesten Management (n=5)	0.0%	100.0%
The Lex (n=23)	40.9%	59.1%
Lexington Rental Homes (n=5)	100.0%	0.0%
Lexington Theological Seminary (n=5)	80.0%	20.0%
Limestone Square (n=6)	66.7%	33.3%
The Mansion (n=5)	100.0%	0.0%
The Meadows (n=6)	83.3%	16.7%
Medical Villas (n=5)	60.0%	40.0%
Merrick Place (n=10)	70.0%	30.0%
Modern Properties (n=4)	75.0%	25.0%
Morgan Properties (n=18)	61.1%	38.9%
Newtown Crossing (n=57)	63.2%	36.8%
Park Place (n=6)	100.0%	0.0%
Pegasus Place (n=3)	66.7%	33.3%
Pinebrook (n=4)	100.0%	0.0%
Red Mile Village (n=20)	30.0%	70.0%
REI, LLC (n=11)	36.4%	63.6%
Reserve at Merrick (n=5)	100.0%	0.0%

	Yes	No
Royal Lexington (n=34)	44.1%	55.9%
Saxena Properties (n=4)	50.0%	50.0%
South Hill Group (n=8)	75.0%	25.0%
Stoney Falls (n=5)	80.0%	20.0%
Tates Creek Village (n=5)	60.0%	40.0%
Touchstone Properties (n=14)	42.9%	57.1%
UK Real Estate (n=5)	80.0%	20.0%
W.R. Young Apartments (n=7)	42.9%	57.1%
Wassmer Properties (n=11)	9.1%	90.9%
Wayne Michael Properties (n=8)	62.5%	37.5%
Wildcat Properties (n=28)	28.6%	71.4%

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

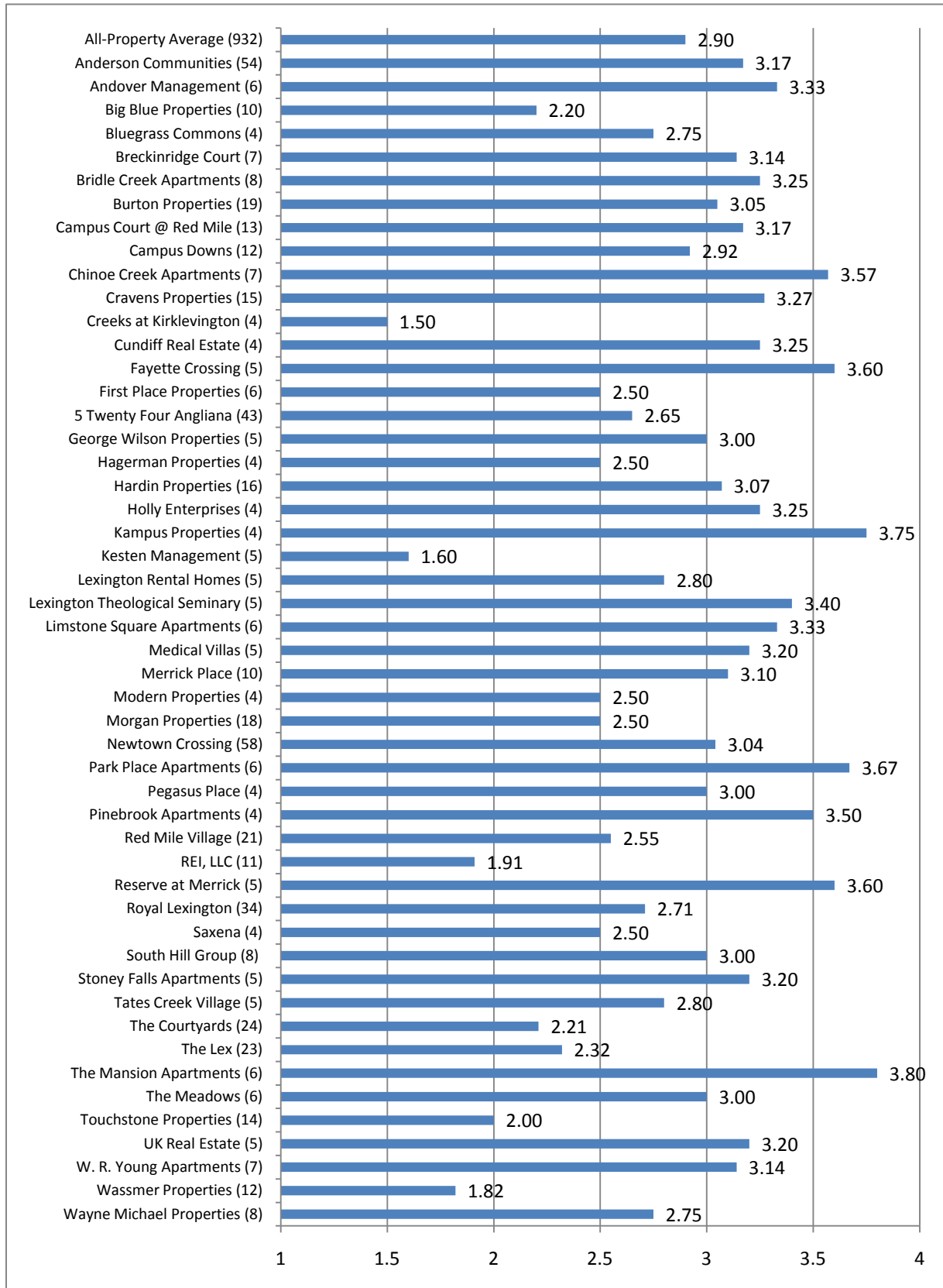
	Very Poor	Poor	Good	Exceptional	Average Rating
All-Property Average (n=932)	10.1%	16.3%	47.4%	26.2%	2.90
Anderson Communities (n=54)	3.7%	9.3%	55.6%	31.5%	3.15
Andover Management (n=6)	0.0%	16.7%	33.3%	50.0%	3.33
Big Blue Properties (n=10)	30.0%	30.0%	30.0%	10.0%	2.20
Bluegrass Commons (n=6)	16.7%	0.0%	66.7%	16.7%	2.83
Breckinridge Court (n=7)	0.0%	14.3%	57.1%	28.6%	3.14
Bridle Creek (n=8)	0.0%	12.5%	50.0%	37.5%	3.25
Burton Properties (n=19)	0.0%	21.1%	52.6%	26.3%	3.05
Campus Court @ Red Mile (n=12)	8.3%	0.0%	58.3%	33.3%	3.17
Campus Downs (n=12)	8.3%	16.7%	50.0%	25.0%	2.92
Chinoe Creek (n=7)	0.0%	0.0%	42.9%	57.1%	3.57
The Courtyards (n=24)	25.0%	33.3%	37.5%	4.2%	2.21
Cravens Properties (n=15)	0.0%	6.7%	60.0%	33.3%	3.27
Creeks at Kirklevington (n=4)	50.0%	50.0%	0.0%	0.0%	1.50
Cundiff Real Estate (n=4)	0.0%	0.0%	75.0%	25.0%	3.25
Fayette Crossing (n=5)	0.0%	0.0%	40.0%	60.0%	3.60
First Place Properties (n=6)	0.0%	50.0%	50.0%	0.0%	2.50
5 Twenty Four Angliana (n=47)	11.6%	20.9%	58.1%	9.3%	2.65
George Wilson Properties (n=5)	20.0%	0.0%	40.0%	40.0%	3.00
Hagerman Properties (n=4)	0.0%	50.0%	50.0%	0.0%	2.50

	Very Poor	Poor	Good	Exceptional	Average Rating
Hardin Properties (n=15)	6.7%	13.3%	46.7%	33.3%	3.07
Holly Enterprises (n=4)	0.0%	0.0%	75.0%	25.0%	3.25
Kampus Properties (n=4)	0.0%	0.0%	25.0%	75.0%	3.75
Kesten Management (n=5)	40.0%	60.0%	0.0%	0.0%	1.60
The Lex (n=23)	18.2%	40.9%	31.8%	9.1%	2.32
Lexington Rental Homes (n=5)	0.0%	20.0%	80.0%	0.0%	2.80
Lexington Theological Seminary (n=5)	0.0%	0.0%	60.0%	40.0%	3.40
Limestone Square (n=6)	0.0%	0.0%	66.7%	33.3%	3.33
The Mansion (n=5)	0.0%	0.0%	20.0%	80.0%	3.80
The Meadows (n=6)	16.7%	0.0%	50.0%	33.3%	3.00
Medical Villas (n=5)	0.0%	0.0%	80.0%	20.0%	3.20
Merrick Place (n=10)	0.0%	20.0%	50.0%	30.0%	3.10
Modern Properties (n=4)	25.0%	0.0%	75.0%	0.0%	2.50
Morgan Properties (n=18)	22.2%	16.7%	50.0%	11.1%	2.50
Newtown Crossing (n=57)	3.5%	10.5%	64.9%	21.1%	3.04
Park Place (n=6)	0.0%	0.0%	33.3%	66.7%	3.67
Pegasus Place (n=3)	0.0%	0.0%	100.0%	0.0%	3.00
Pinebrook (n=4)	0.0%	0.0%	50.0%	50.0%	3.50
Red Mile Village (n=20)	20.0%	20.0%	45.0%	15.0%	2.55
REI, LLC (n=11)	54.5%	9.1%	27.3%	9.1%	1.91
Reserve at Merrick (n=5)	0.0%	0.0%	40.0%	60.0%	3.60
Royal Lexington (n=34)	2.9%	26.5%	67.6%	2.9%	2.71

	Very Poor	Poor	Good	Exceptional	Average Rating
Saxena Properties (n=4)	25.0%	0.0%	75.0%	0.0%	2.50
South Hill Group (n=8)	0.0%	25.0%	50.0%	25.0%	3.00
Stoney Falls (n=5)	0.0%	20.0%	40.0%	40.0%	3.20
Tates Creek Village (n=5)	0.0%	40.0%	40.0%	20.0%	2.80
Touchstone Properties (n=14)	42.9%	21.4%	28.6%	7.1%	2.00
UK Real Estate (n=5)	0.0%	20.0%	40.0%	40.0%	3.20
W.R. Young Apartments (n=7)	0.0%	14.3%	57.1%	28.6%	3.14
Wassmer Properties (n=11)	36.4%	45.5%	18.2%	0.0%	1.82
Wayne Michael Properties (n=8)	25.0%	12.5%	25.0%	37.5%	2.75
Wildcat Properties (n=28)	35.7%	35.7%	17.9%	10.7%	2.04

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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.

- Anderson was not attentive to any concerns. They seemed to be a money garnering operation who could not bother to provide any services.
- I was the first renter in a brand new townhouse. I have had a great experience as a renter. Anderson has been easy to work with.
- I live in Park Plaza Apartments, which has a host of homeless people that congregate outside of the building. The management and especially the city has been ineffective at handling them as a mass—allowing crime and pandering.
- I live in Park Plaza....cheaper than most redmile rd apartments (for two people)....great walking distance to class...and awesome downtown experience. My landlord is fantastic always looking for new ways to renovate the property and make you feel as if you live in luxurious downtown condo for only 550 a month utilities included :)
- My house had a very poor experience with Anderson Communities and we rented from them for 2 years. The first year, we had completely different management who were unorganized but I would rate them higher than the second year. The management was difficult to work with and they are not much older than us. We had many disagreements over money and lost records of payments... I wouldn't recommend renting from their properties unless you want to face unnecessary added stress.
- Hard to get a hold of.
- The carpet was extremely dirty even though they claimed it had been cleaned. My roommate and I rented our own carpet cleaner, and we were amazed all the spots that came up out of the carpet. This is the biggest issue though, and we are happy with everything else.
- They have raised rent on us every year and we have rented from them for four years.
- Great place for students to live if you want to get away from the chaos of campus but also don't want a long commute. Don't let the distance from UK scare you it's 10 mins. away and an extremely safe and trustworthy neighborhood.
- Consider price and location. You can move 1/2 mile down the road and pay \$100-200/mo less and take the bus to campus.

- They are pretty good to work with. Sometime maintenance requests take longer than we would like. Also, the house is definitely not worth the amount that we are paying. Otherwise, we enjoy this house and don't have too many complaints about Anderson Communities.
- Although it's a little further from campus, the trailside apartments on McConnells Trace are a wonderful place to live! Extremely safe neighborhood, very affordable, new apartments. My roommates and I have loved it there!
- Charged me an unreasonable amount on my deposit for amenities/appliances that weren't in the apartment when I moved in and was never informed they should be there. The apartment was filthy when I moved in and I complained but nothing was ever done about this. They then charged me significant amounts of money for things that had permanent damage or stains and weren't cleaned when I moved in. I left the apartment in much better condition than when I moved in but was still charged nearly my entire deposit.
- Anderson is very good in my experience as well as my friends' experiences.
- Their maintenance crew is probably one of the best. They get to your property in almost no time at all to fix whatever your problem may be. There is always at least one person on call 24 hours a day, 7 days a week.
- We lived in one of the rental homes, not an apartment complex. It's a bit further away from campus, but all of our needs have been taken care of.
- I live in a 5 bedroom house with 8 people. That is why the rent per person is so cheap.
- Apartment was slightly dirty at move in and have had some problems with bugs coming in from outside but overall has been good.

Andover Management

- Rent includes cable and internet.
- Did not take steps to remedy noise, laundry, and smoke problems.

Big Blue Properties

- They wouldn't give us our deposit back until we threatened to sue and had our parents call them multiple times. Also charged us for damages that existed before we moved in.
- Bad about security deposit.
- Big Blue Properties has had some previous issues with returning your deposit money, some cases have even been taken to court. I've also heard that if you are not there for maintenance issues they have been known to throw your stuff on the street and expect you to move it all back in when they are done. A kitchen was refurnished and it took two weeks instead of 5 days and the staff was awful.
- Don't wait on paying rent! The late fees are ridiculous!!

Bluegrass Commons

NOTE: Bluegrass Commons is a 3-building 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 property owner from whom you rent.

- The Virginia ave bluegrass commons are very expensive but there are apts on Simpson ave managed by the same person that are exceptionally good value
- Poor customer service skills when a tenant calls to complain. Smart remarks and inappropriate tone.
- Bluegrass Commons is very close to campus (especially for engineering and medical student). However, this landlord is not very considerate of the students nor their quality of life. Recently, this place is under a lot of construction for renovation purposes. A tenant was asked to move to another room (of the same complex) so they can renovate the room. The tenant agreed to move but only requested that they start the construction after the tenant comes back from travelling. The landlord agreed but when the tenant came back from vacation, the door of the room was open and the construction has already started. I understand the landlord needs to do what's good for the business, but it's unacceptable to lie and break promises to the tenants. I would rate this landlord highly unreliable and disqualified.
- Landlords are cheap; if they can do something to save/make money, they will.

Breckinridge Court

- When moving out have them come do an inspection before you leave. So that they don't charge you any cleaning fees.
- I will not recommend this place to a student. This place is clean and safe but it's somewhat far from the campus and the rent is expensive. Most importantly, the manager is not a good person. They accidentally threw away my washer and dryer but only paid me 100 dollars for it..... plus they did not say sorry. They were like if you don't want to take this money then you won't get any. One of my friends also lived there, he too had troubles with them.
- Appliances and general interior are extremely out of date. The kitchen cabinets are a dark brown (from the 80s). If your decor is modern and stylish, it'll look tacky and won't match the cabinetry. These apartments are in desperate need for a makeover.
- I answered "No" on #15 due to the age of the appliances in the apartment. The dishwasher was basically non-functional.
- Breckinridge Court Apartments are located in an excellent area of Lexington, feel very safe, and are well-cared for. The management are very responsive and maintenance requests are guaranteed to be handled within 48 hours (and usually are taken care of the next day). The apartments are spacious and well-furnished with appliances. There are washer and dryer connections in each apartment, but there is also a laundry facility with pay-to-use washers and dryers. It is not too far from campus (approx. 15 minute commute to campus with traffic), but is far enough away that there are no loud parties. It is also conveniently located to the Fayette

Mall (approx. 5 minute drive) as well as several grocery and mass-market stores. There is also a near-by ramp to New Circle Road, allowing easy access to nearly anywhere else in Lexington. I highly recommend this property to anyone looking for a new apartment off-campus.

Bridle Creek

- Property management is very inconsistent with maintenance responses. When emergency repairs need to be made such as a heat emergency this summer, maintenance and management made excuses such as "Yea, you're the 11th caller and it's hot in my apartment too," instead of addressing concern and using other good customer service responses. I would never rent from Bridle Creek Again.
- It's a great place to live with one or two other roommates; however, the single br's are too pricey, therefore I left. The one drawback is its location on Nicholasville Road across from Fayette Mall (it can get very congested). There is a Lextran stop in front of it for convenient public transit into town/campus.

Burton Properties

- Hard to get in contact with but measures are being taken to get back to us for maintenance faster. Don't have a lot of problems, just not a lot of communication.
- Did not complete any maintenance that was not absolutely necessary. Hole in ceiling covered with paper bag, and both bathrooms had fans that never worked from the beginning of the year. We couldn't move in on time because of work to still be done. The deck was in very poor condition and on the borderline of being dangerous and carpets and other tools were still left out there from before move in.
- The location was great. The house could use some general maintenance upkeep - example: walls painted, bathroom sinks/showers fixed, etc. The landlord was extremely hard to get ahold of and ignored most requests. Sometimes he promised to come but never did. It was EXTREMELY frustrating.
- Love Burton Properties! Micah is very helpful and pretty easy to get ahold of!
- Renting from Burton has been great. Everything is very simple and easy as a tenant. Micah, the property manager, is also really awesome and helpful!
- When we submitted repair requests online, he'd get them fixed eventually, but he never let us know that he'd received the request or when he'd be coming out.

Campus Court @ Red Mile

- The day I moved in my toilet did not run properly, it actually kept running water and to stop the problem I had to turn the water on and off and had to inform them of the problem three times.
- Apartments are expensive. Houses are generally cheaper and closer to campus, but not always as nice.
- Great apartments, especially if you like a quiet environment.

- This place is honestly a crime scheme. They tell you they will fix things, they do not. They say they spray for bugs IN your apartment, they don't. The manager there is very inconsiderate, rude, unintelligent, and cringe worthy. She has no respect for her tenants and doesn't do what is promised. This place deserves to be bought out or at the very least, her fired.
- The rent is extremely high and places like this do not always do roommate matching well so if you don't have to do roommate matching, then don't. After a while you will see that the rent you pay isn't worth where you live especially if you're paying out of pocket and do not have a really good job.
- Very patient, and caring about all tenants.

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.

- Very run down place. Landlord never fixed running toilets and it cost us a ton in water bills.
- Couldn't ask for a better landlord.
- The property manager is a kind person.
- The landlord is very slow to respond to requests such as parking, rent collection, and repairs.
- Very rude.

Chinoe Creek

- Most professional staff I've never encountered.
- great place to live as a busy student

The Courtyards

- They are incredibly unorganized. I had to pay \$20 more a month than what was signed in my lease. It took over one month for them to fix our air conditioner. Paying rent is a complete hassle due to the fact that rent is due on the 5th of each month and the utility bill is not posted until the 5th. So it leaves you less than 24 hours to pay on time. They also charged us twice for carpet cleaning upon moving out, and when we complained they agreed that we paid twice but they "weren't able to refund us".
- The rent was low which was what initially lead me to sign a lease. The roommate matching was great but the condition upon move in was abysmal. We had a unit that was supposed to come fully furnished. Instead, they told us that they would get us some living room furniture soon. It was a month later when it was delivered. Everything else in the apartment was dirty and we were told upon move out that we must pay for the repair of the dirty floors, which we didn't do.

Our dryer never worked even after it was "repaired." The whole complex as a whole would get really sketchy on the weekends and unsafe for most everyone.

- They often times will overcharge because they do a very poor job of remembering if you paid them. They are unprofessional in the way they do business.
- The staff was rude, the maintenance workers were creepy. The pool was disgusting. It was easy to find a parking spot because the lot was very full but guest parking was inconvenient. They also charged for random things without telling you. The office workers also always hit on female residents. My apartment though for the most part was not that bad but the staff really made my experience not good. I would never live there again. Also I didn't feel safe because there were shootings and fires all of the time that the staff rarely informed us about. One time there was a shooting there and it was on the news before the residents were informed by the staff. Also because there were police there 24/7 because it was unsafe I couldn't even have a small gathering for my birthday without the police showing up because they just assumed someone was going to pull a gun out... I also never received a utility bill for one month because it had been placed in the wrong mailbox.
- The courtyards could easily be the worst place on earth to live. The partying was incessant and the broken beer bottles everywhere were disgusting. Management rarely cleaned the property. There were constantly fights out in the front landing. The neighbors beneath us were loud and smoked constantly. Management never addressed any of our problems. In the first week I lived there someone backed into my car and drove away. Management did nothing. Later my car was broken into and same thing. Miserable experience and paying a dollar a month in rent is overpaying.
- One of my roommates was robbed in another apartment at the Courtyards at gunpoint. She had to beg and show a full police report before they complied to let her out of her lease. Also, another roommate of mine was charged about \$250 for cleaning services definitely NOT provided at all (e.g. shampoo carpet, cleaning room, shampoo living room, fixing appliances). She is still fighting this bill almost 6 months later!
- They were not nice or helpful when it came to tenet concerns. They 'nickled and dimed' us as often as possible.
- It's the best place to live if you're on a tight budget. But remember, you get what you pay for.
- I can't stand this place.
- Management was very difficult to communicate with. Repairs requests were often ignored or took extremely long times to get fixed. Repairs were usually incomplete and items often broke again very soon. Apartment was dirty upon move in and I had to clean the place myself because management never got to it. There were noise and party restrictions in the lease terms but many residents had very loud parties late into the night/am and management never sought to control these issues. Cops were there often because parties were so loud. Many robberies and break-ins while I was there.

Cravens Properties

- The property was in need of repair upon move in, and I completed many of the repairs myself, I also submitted requests for repairs and documented what I had completed. The property manager was very cooperative and apologetic and refunded me a full month's rent for the repairs I did and fixed the requested repairs within 2 days.
- Very helpful.
- Great landlord. Apartment is older, appliances aren't always great but they work most of the time.
- Cravens was very responsive to my concerns and was easy to work with.
- There's a strict no-pet policy on the property -- which is a big disadvantage for some people. And in spite of this policy being in place, one of the tenants has a dog against the rules whereas the crazy and paranoid property owner shows no qualms in exhibiting her hypocrisy by not even allowing other people on the property to feed stray animals! Other than that, appliances and other amenities are in very primitive conditions and the owners show no interest in updating/maintaining them.
- Good for the value and Close to campus.

Creeks at Kirklevington

- A/C went out during 90 degree summer & was left unfixed for 2 weeks. Don't fix things in timely manner.

Cundiff Real Estate

- We had a leak and didn't know if it was the ac unit or the water heater. The next morning he had maintenance guys over to look at both.

Fayette Crossing

- All the staff lives on site. Makes it very easy to contact them when you need to. The staff makes it feel like family and they get to know the residents personally. Awesome place!

First Place Properties

- I feel they do the minimum to get by at the price they provide. Rarely available on phone and 5+ days response time if any for email concerns. Although when you do talk with them they are friendly and understanding. Nice people, bad business people.
- I lived with four other girls. We moved in after subleasing the property from sorority sisters for the summer months. First Place Properties would not clean the house for us and advised us not to paint because the people they would bring in to paint would "slop it on the walls with dirty brushes". They did not have any pride in the house they were providing us. The floor was caving in, and they came to fix it at 7am on a Saturday without notifying us. They had to take out the back door to replace the floor for the day, which was very unsafe. The ceiling leaked (ruining my

antique bed) over Labor Day weekend, and it took them over a month to come fix it. It is October 1st, and I have yet to receive my deposit or any part of it. Also, when we moved out, we had scheduled to walk through the house at 5:30, and they showed up at 5, and said we were late, so they did the walk-through without us.

- Pros: Was a decent apartment and landlord was quick with repairs and very responsive. Cons: Fairly expensive, charged for unnecessary cleaning after move out.

5 Twenty Four Angliana

- I was attacked by a raccoon when I was taking out my trash at 524. I reported it and nothing has been done. I have missed 8 days of work and 3 weeks of school due to undergoing a new rabies treatment. The management at 524 is horrible of allowing this to happen as well as not take care of the problem.
- I love living at 524 Angliana but the manager(s) don't act like they care about the people living here. I have lived here for the past two years and I have done random roommates ever since and they have never placed me with someone that even got close to fitting my description on my "random roommate request paper". I know picking out two people to live together can be difficult but if someone is allergic to animals, they should know better than to place you with someone who has animals.
- The manager at 524 Angliana is not a good communicator with the residents. She is never at work.
- The office staff was very frustrating at times.
- Great place to live. Just can't afford it. Too many young rich kids that don't value what they have.
- 524 was great. A pool workout room new apartments, that was all very good. However after move out I was charged almost a thousand dollars worth of move out expenses that an apartment complex should have covered during a process called turning an apartment. My charges were 150 dollars for cleaning of the carpet. 100 dollars to repaint, 100 dollars to clean the fridge which I cleaned and a 150 dollars to clean a bathroom which was cleaned. Also 400 dollars to repair a busted door which they told me would only cost 100 dollars. I took pictures before we moved out of the cleaning we did. And before we moved in we noted the carpet was stained. I have never heard of place that charges to turn an apartment and neither has my mother who is a head leasing director for a leasing agency. When they sent me a bill for the charge we disputed the charge along with showing them pictures of the apartment as we left it via email and they never replied. We also attempted to call them but there just happened to never have a manager in office. After ignoring us for months they then turn us over to a collection agency for neglection of payment but at the same time dismissed charges on my other 3 roommates. So why am I forced to pay bogus charges that my roommates got cut loose on. I believe they are taking advantage of several college students and it should be noted.
- The amenities at 524 were very good. The walls were a little thin so it could get noisy. Parking was very simple and easy to find a spot. All appliances worked very well. Easy to get a hold of the office for maintenance requests, questions, etc. Furniture was a little scratched, walls were dirty, bathrooms a little dingy upon move-in, but easily cleaned up.

- NO flexibility in changing the contractual terms. Once you sign in you have to pay, unless you find somebody else to move in. However, even if you do so, there is contract transfer fee of 85% of the monthly rate. Also the utilities are not entirely covered. Once you go over 100\$ per apartment you get charged the difference.
- Only gated community in Lexington
- Not enough visitor parking, manager is disrespectful, maintenance comes in unexpectedly without knocking.
- Property managers are AWFUL. They try to cheat you out of money and will avoid talking to you if you have complaints. Amenities are terrible and not worth the overpriced rent and distance away from campus. Do not live here.
- I don't feel as if 524 gave enough attention to the needs of the residents as much as they did maintaining the premises and recruiting new residents for the upcoming year.
- There's a list of things I could write. I won't go into to much detail right now but here's the gist 1. Terrible Customer Service (except for Josh) > Lobby people- always on their phones waiting for someone to help the customer walked in. Hello isn't that your job? > Rude, have heard, and been a part of several stories, where they were rude, called us liars, told us we were dumb, etc. Always to our face > Act a lot nicer to your parents then when you're trying to talk to them. FAKE > Take forever to "get to" things you pain extra for like your reserve parking lot for example, this is where I say thanks to Josh because w/o his initiative I still might not have what I paid for. 2. Noise > The old manager (thank god he moved) lived in the aptmt next door. Used to have wild parties where the police rarely showed up, always had his music loud, dumped his crate--- anything else he could get always within the rules just because he was manager. 3. Dangerous & Dirty Don't get me started on the amount of throw up, trash and dog poo that they let sit there for weeks at a time. Not to mention when it snows or freeze over they don't put salt down, so beware of the ice patch they leave at the bottom of the stairs and don't even think about driving your car in the parking lot, they don't put salt down there either. 4. Will do construction at your expense. The only good thing I can say is that 1-2 new people in the office and Josh are great or okay and the maintenance guys are stellar. The management sucks, their organization with in the office sucks, their customer service sucks. And it's not worth \$200 a month to live there, let alone what they actually charge, \$550. My only advice don't live here and look somewhere else. Oh and it's an extra months rent or more to save a parking spot, which they won't actually claim as yours till the three months actually paying for it.
- I was locked out of my apartment, not because I forgot my key but because the electronic key did not work in the door, I called the on-call office phone no one answered. I had to find somewhere to stay for the night. Also, our lock on our door kept locking us out or it would not lock and anyone could come in and harm us. It took over 2 weeks for someone to fix the lock and it kept breaking. They took off \$100 for inconvenience fee for the month after we complained. I was put off the apartment after that incident, among others such as little parking for guests, my parents could never come visit because they did not have any where to park. After people stopped renewing their lease they increased parking spots. Also, in the beginning they did not explain where the trash bins were and charged me for putting my trash in the wrong location. I like my new apartment a lot better, and it is cheaper.

George Wilson Properties

- George is very sweet and friendly. He's just a little on the older side...but mostly great.
- He's an older fellow and runs this apartment complex. He was always ready to help us with any repairs that we had (he even snaked our drain once!). While he does talk a lot, he is truly one of the best landlords anyone could ever ask for. Cannot recommend the property and Mr. George Wilson enough.

Hagerman Properties

- Makes a lot of promises about fixing things or updated house but does not usually follow up.

Hardin Properties

- Craig Hardin is extremely difficult to work with. He is out to get as much money from residents as possible.
- Good properties. A little out of the way. A renting experience like the real world. If looking for college experience, more convenient properties could be found. Good places to study and enjoy some peace and quiet.
- Dottie Stinnant the property manager is very nice and always on call.
- We moved into a house that was being renovated. Almost all the renovation was suppose to be complete by the time we moved in. However, only half was complete on our move in data. It was not until mid-September until a majority of the renovations were complete. All the renovations were suppose to be complete by the end October but they were not complete until mid-Jan.

Holly Enterprises

- Highly recommend renting with this company.

Kampus Properties

- He just tends to the superficial problems a house may have and doesn't seem to understand the structural concerns with the house sinking in the middle. It is a good first rental house but there are better ones. Whatever you do, do not rent from Wildcat Properties. I used to work for them and they look for ways to fine you.
- great landlord, easy to get security deposit back from if you leave house in same condition, kind of unprofessional, but easy going landlord.

Kesten Management

- Lost rent checks, other documents. Said things would get done that didn't get done. Blamed problems he was responsible for on other people (i.e. maintenance workers, former tenants).

- Kesten Management is not a bad company, but they are cheap. We had a toilet leak and our kitchen sink leak and they continuously sent the same repair man to "fix" both problems. Needless to say, they both were never actually fixed. Upon move out, the company tried to charge us for both the leaking sink and toilet. We were able to clear up the situation and get our money back and the "repairman" was fired. Also, the girls that moved in after us said that the company was too cheap to put locks on the windows so girls put pieces of wood in the windows so the windows cannot open. Since the start of this school year, Kesten Management has placed another company in charge of that property.
- Do not expect to get any help caring for the property. Moved in dirty, things broken etc, and in our second year in the house the only things that have been fixed have been by us (the tenants)
- Midway through the rental period, Kesten sold our property to another company, Lexington Rental Homes, without any prior notice. Kesten tried to have the renters in our home sign a contract he wrote on the back of a Subway receipt. We spent considerable amounts of money trying to eradicate our rodent problem, and when our house was broken into, a main reason was the faulty window latches that Kesten nor the new rental company ever replaced. DO NOT RENT FROM KESTEN EVER.

The Lex

- The property manager is rude
- a lot of problems could be resolved if the management confronted key renters. the glass of the entrance doors is often broken and always takes over a month to be fixed. a door handle was broken and took a month and a half to be "fixed." the fire alarms go off frequently due to renters who smoke too much pot, so tenants often no longer leave the building when the alarm goes off (severe safety hazard).
- There were horrible with keeping track of who had paid their rent. I had multiple times when I was sent late fees when I had paid my rent on time every single month. Management is just super unorganized.
- Where to start?? First of all, the property was not well maintained. It's very common to find broken beer bottles and trash in the parking lots as well as inside the complex. Inside of the buildings was never cleaned. There was always food, trash, and broken glass in the stairwells. After I moved out, I was told that the Lex had no record of my \$250 security deposit and therefore I would not be receiving a refund, even though I provided a copy of the check I paid it with along with the corresponding bank statement. The property manager refused to speak to me about the issue until I got lawyers and the Better Business Bureau involved. They violated their own terms in the lease about returning the deposit within 45 days after I moved out. I still have not received a deposit and I moved out over two months ago. The Lex is very irresponsible when it comes to finances and record keeping. They refuse to give out receipts for anything and will then tell you they have no record of you paying an expense, including rent!!!
- Pretty poor management, punishes the group as a whole when there are individuals causing problems. This is a grade-school punishment approach.
- Awesome!

- I lived at the Lex for two years... At first I loved living there. My unit was brand new and the company took pretty good care of the common areas, even after they were trashed on the weekends. Unfortunately, the new management is TERRIBLE. We got bed bugs from our neighbors and we had to fight tooth and nail to have them take care of the problem, even though it had nothing to do with us. Because of their slow response and unwillingness to fix this problem they spread to 8 other units. They were in and out of our unit, broke things, lost rent and left our unit unlocked for over a week when no one was in town. The day I left they looked up my deposit and now they claim I never had one. More than anything, they do not care for their property. What was once a pretty building that was well kept is now a trash hole. The people in the office are inconsiderate and rude. I understand that my circumstances are interesting but seriously, DO NOT LIVE HERE. you can find a much better place to live than the Lex; Its going downhill fast!
- It wasn't so much the manager of the property. Cleaning staff never did their jobs and the complex was very dirty. They always posted notes when things were going to be fixed but they never followed through. Doors are broke and trash is laying everywhere in the hall ways. The complex is a dump and way over priced.

Lexington Rental Homes

- Lexington Rental Properties is a great company to rent from. They won't rip you off like other rental companies in Lexington. They also are always willing to fix repairs and help us out with things. They also are more relaxed with rent (unlike other companies like Newtown) who have strict late fees, which is great!
- It's easiest to get in touch with the rental homes service opposed to the specific landlord. So I would try them first.

Lexington Theological Seminary

- The lady that does the housing at the Lexington Theological Seminary is not very friendly, but she responds to emails and maintenance requests in a timely manner.

Limestone Square

- Gave the apartment I was originally promised to by contract to someone else for two months extra rent, then told me to pick a new apartment of the same value because the old tenants weren't going to be moved out in time for my move-in date.
- The apartment complex is older, and therefore I've had a lot of things break on me (air conditioner, refrigerator, heater). However the day I call in a problem, even as late as the afternoon it is fixed the same day.

The Mansion

- This is a nice and relatively quiet place to live, however, for what I pay I would like to have a patio/porch area.

- Unfortunately, the rent went up at this property and I was unable to pay the price they wanted. I had to move to a different apartment complex which has been a disaster! I would definitely recommend the apartments I lived in last semester! I hate that I had to leave.

The Meadows

- They are out for any money they can get.
- Great.
- Good rentals overall; minor issues but nothing that couldn't be easily fixed!

Merrick Place

- Needs better parking on nights the Merrick Inn is doing business and place signage to designate that lined parking areas are for residents only and NOT for Merrick Inn guests or valet usage. This has been very annoying. especially when you have a handicap tag and are told there is plenty of parking at the facility prior to renting. Valet parks cars in any space which should be done if we are paying 720 + util for a residence.
- Management is not student friendly. They only care about adult renters.
- The property is really nice and I like living there, it's just too expensive.
- We love our place because of easy location in regards to new circle, campus, and lansdowne shoppes (including Harry's and Drake's). We are in love with the pool area, beach volleyball, tennis, workout facilities, and 10% of Merrick Inn. Our apartment is a townhouse with dishwasher, stacked washer and dryer, 1.5 bath, and a great patio area. We also have a German Shepard and she loves it too!
- Once, rent was paid, but credited to the wrong account due to a clerical error by their staff. It took several visits to straighten out.
- Office and Maintenance staff are exceptionally helpful...all my issues were handled promptly.
- Merrick Place is a great place to live. Everyone who works there is very nice and the apartments are well kept. Neighbors are pretty nice as well. You can either join in the community or be left alone if you'd like. There is no designated parking so renters and their friends are allowed to park anywhere. This would be an ideal place to live as long as you can afford it and as long as you don't mind living a few miles off campus. I share a 1 bedroom with a guy and our rent is 645, \$25 for a pet charge every month. There are two pools, a restaurant, and a clubhouse with a gym and tanning. Merrick Place is a great place to live.
- A bit higher rent than other places, but excellent management/maintenance.

Modern Properties

- Terrible service, still owe me money.

Morgan Properties

- Very nice property. BUT management is terrible! Very disrespectful. Hard to contact. Would not recommend.

Newtown Crossing

- Was pretty pricey. I have found much more inexpensive options for this year.
- They will charge you extra when you move out even when you wrote it the condition was not okay in the move-in condition.
- I love living at Newtown. It's just difficult having guests park.
- Very friendly and always willing to help you out.
- Good place close to campus for an upper classman.
- Generally on top of issues, and getting information out to the residents.
- Location is the driving factor here. It's an easy walk to campus - closer than living in the dorms on south campus.
- I used my apartment key to get into my friend's apartment in a different building.
- For such a high rental rate, there's a lot to be fixed. The biggest complaint I have is parking. There are several nights when I don't have a parking spot and am forced to park somewhere else and walk back to my apartment.
- Office ran by students who had the tendency to not double check paperwork, answer questions poorly.
- The rent was overpriced, and they kept raising it with no regard for patronage. The front office staff was very nice, but one time they made a mistake when I paid rent and tried blaming me, so I was happy to be done. Other than that though, the maintenance crew is fantastic, friendly, and always helpful even if it doesn't have anything to do with the apartment (they've jumped my car as well as helped break into a friend's when they locked their keys in the car).
- The prices are beginning to become very expensive with each successive school year. The overall quality of living here was very good though.
- I have an issue with this being focused on the property manager/landlord exclusively. Lots of exterior factors go into student apartment communities now. I feel the manager did their job well by HIRING others to do their job. The maintenance crew was the best part of Newtown Crossing. Though they look a little odd they are all very friendly and know how to do their job well. The student workers in the office were helpful, most of the time, and when they didn't know an answer to a question I raised they took me to the manager. Overall I was happy with my experience at Newtown, minus a roommate, but I felt it was just a little too pricey for what I was receiving in a 4 bedroom apartment.

- They were not vocal about the electric bill. Apparently the rules were in an 8 page contract that I was supposed to read, in front of them, during the signing of my lease; NOT FEASIBLE. The staff is very rude and no one is on the same page. You can call in and talk to one person and get a totally different answer than if you called in 10 minutes later and talked to someone else. The maintenance men are the only good people working at Newtown Crossing. They come fix things when they need to be fixed within 24 hours of the call-in. That is, IF the staff lets them know when you call. Good living arrangements, close to campus, and convenient, just poor staff.
- Newtown Crossing just costs too much for what you are getting. It's nice, but it's not worth \$535 a month. I moved to an old residential house, step down in niceness but a leap down in price.
- She was really nice. Had no issues.
- This place is a cash pit. Managers are the money hungriest bunch ive ever seen and construction quality of these cookie cutter apartments is terrible at best. No overhead lights spray painted walls, dysfunctional furniture, wasted space, and limited storage.
- Very convenient!

Park Place Apartments

- Very well kept apartments. While the rent is low the utilities add up since they don't pay for any. Monthly bills and rent were around 500-600 a month.
- They are so kind and helpful; always have a smile on their face.
- Park Place is amazing, but by no means is it affordable!

Pegasus Place

- Our first apartment was great for the price, but when we moved to a bigger place in another building at the same complex there was a substantial cockroach problem, despite the appliances being all new.

Pinebrook Apartments

- Great student friendly environment only around 10-15min from campus.
- The only thing I didn't like was that there were no washers/dryers in the apartment itself & the laundry mat was far away from my apartment location.

Red Mile Village

- Did not feel safe. Police were dispatches numerous times without office taking any action.
- I personally will never live at Red Mile Village again. The management is very rude. It is very hard to switch roommates if you have an issue. If you do random they simply just try to fill the rooms they have open instead of taking the time to place you with someone that you could potentially

get along with (they just want to fill the empty space). They do not do maintenance requests in a timely manner. I have been waiting 5 weeks for the lights in the outside hallways to be turned on (so we don't have to walk back in the dark) and they still (week six) have yet to be turned on.

- Honestly, while things were nice, it's certainly not worth the price. Go elsewhere. The party atmosphere is sometimes too much to handle due to noise, as well.
- Do NOT live at Red Mile Village. People have been stabbed there. Drug deals were made there. Cars were broken into on several occasions. When I lived there, we literally had to call the police every single weekend. The cops had to come there so often due to crimes or noise complaints from the endless partying and rap music thumping at all hours of the night, people didn't even have to give the full address when calling them. Seriously. We'd say the first couple of numbers from the address, and the dispatch would cut us off and say, "Red Mile Village?" Complaints made to the front office were ignored. It was by far the worst place I've ever lived. If you love hearing rap music and bass thumping constantly, stupid drunk kids screaming in the parking lots at all hours of the night, ridiculous rental prices (\$1200 a month for a 2 bedroom - 2 bathroom unit...compared to \$720 a month for a 2-story, 2 bedroom, 2 and a half bathroom townhouse in a quiet neighborhood), and terrible management...then by all means...live it up at the Red Mile Village with the other morons.
- There was mold in my bathroom the day I moved in. I asked for them to fix it and the day I moved out it was still there. Condition of apartments went downhill as the semester went on and I was disgusted at the end with the service I was receiving for the money.
- I have lived at Red Mile Village for two years and it has been a great place to live. Once reason I chose this complex was because it was furnished. The furnishings are nice and in very good condition!
- They are horrible at roommate matching, and they don't have single room apartments. If you don't have people who you want to live with, then you go to red Mile Village.
- I was broken into at Red Mile and they did nothing to help. They didn't even get the police report to file with their records of the event and they accused me of breaking in to vacant apartment. I was very dissatisfied with my overall experience there.

REI, LLC

- Bob was an all around terrible person. He yelled at us every time he came into town and I feel that we were more responsible than most college aged tenants. We had over 2000 dollars in a deposit and only got 300 back. He told us that we didn't get the full amount back because of a variety of made-up reasons. He is an overall terrible person and an exceptionally bad landlord. DO NOT RENT FROM HIM! It will be a decision you will truly regret.
- Stay away from bob Hodgkins and rei llc. They should be shut down, their properties are unsafe.
- Bob Hodskins doesn't even live in Lexington, he never answered his phone or responded to messages we left. Parking was always an issue and I got multiple tickets because I was forced to park in our yard. Our house didn't even have a dishwasher. Mr. Hodskins also refused to replace A/C window units that barely worked, were excessively loud, and spit out dirt.

- Nothing that they said would be done before move in was done, i.e. carpet cleaning fresh paint on the walls, missing toilet seats, doors on bedrooms, and a fridge that didn't work-it was missing a plug, dirty and disgusting. I would not recommend him and not expect much from him.
- Rei has some shady maintenance people...
- Impossible to contact, extremely rude and still have not received my promised security deposit two months later
- My window AC unit broke in August and he refused to replace it. We had raccoons in ceiling and the maintenance person never showed up to get them out.
- Very good about giving tenants privacy. Sometimes maintenance would show up without warning but only happened twice towards end of lease year and they were very quick.

Reserve at Merrick

- The Reserve at Merrick is not within walking distance to campus, but it's a 5 minute drive. It's a great location for senior students or recent graduates to live.
- This location is in an extremely safe part of town and only minutes away from campus. I've lived here for two years now and I wouldn't want to go anywhere else.

Royal Lexington

- They won't tell you where to park and then you will get towed. So make them tell you what lot your pass corresponds to. And when they tell you that you don't have to pay electric or utilities they are lying.
- I hated living there.
- We had a lot of issues maintenance-wise, but the maintenance always came quickly after you called. The apartments are about to get an update this coming summer so all appliances will be new.
- Nice community, but not worth the money.
- Watch out when performing your initial walk thru and final walk thru. Be sure to nitpick everything and they've raised the rent drastically. As a plus, water and Internet were included with rent, provided you pay the utility fee.....
- I enjoyed living at Royal Lexington. It's very close to campus. It was just a little too expensive for me though.
- Very rude landlord/managers. Threatened fines for pre-existing problem and accused us of being dirty.
- It was very difficult to get any kind of maintenance problems immediately fixed. Appliances were so old, replacements parts were difficult to find. Carpet and floors were in very poor

condition. Furniture was old and not very comfortable. Visitors have no parking. Leasing office is unorganized for the most part. Some positives are the individual leases, somewhat spacious living area, and is extremely close to campus. Also, a little cheaper than surrounding rental properties but utilities are extremely expensive.

- I never had any problems with the staff at Royal Lex. All requests were generally completely within a week or so, and everyone seemed friendly and willing to help.
- Can't get in contact with landlord/maintenance workers after office closes, but overall it was a good enough place to live.
- The management at Royal Lexington will nickel and dime you for everything. The maintenance staff is incredibly lazy, and they once closed the pool for two months instead of cleaning out some glass. There was usually trash scattered around the courtyard. They don't ask permission before coming into the apartment when you aren't home. Move-in was incredibly difficult; they lied to me about being able to move in early (for marching band), then told me I couldn't. I ended up staying with a friend who lived at Royal Lex, and the staff locked all of my belongings in the empty bedroom I used the first night, I couldn't get my purse, computer, medicine, toothbrush etc, until the next morning, and then they told me I was an 'illegal tenant' and that they were going to charge me a full month's rent for being in that room. Luckily, they never did, but what a terrible threat to make to a customer. Long story short, while the apartments were nice, the staff was worse than terrible, and I could not move out soon enough.
- Charged me for a key that they never gave me. Charged me for my parking pass that I turned in one day late. NO guest parking. Cost is too much.
- Royal lex is a decent place. I've lived here for 3 years mainly because it's convenient!

Saxena Properties

- He was terrible. My roommates and I had the worst time with him. He didn't give us our full deposit back even though the house looked better than before we moved in. He was very rude and we have thought about taking him to court over several occasions.

South Hill Group

- The management is very slow to respond, and one of the ladies in the office is very mean. It is also hard to find parking sometimes for guests, since they cannot park in the parking garage and must park on the street. Also, it is very expensive. The apartment is very nice, but I cannot deal with the management.
- She is very easy to get in touch with but nothing ever gets done. For the rent I pay waiting 2 weeks without air conditioning during August and not getting much pro-rated rent for it is unacceptable.

Stoney Falls Apartments

- Rent went up without being informed. We were lied to when we asked if rent would change and we were told no. Went from \$692 to \$697 then up to \$707. Management was going to raise it again to \$727. Apartment was not worth that much money.

- Rent might increase after first year, but sign up for the 15 mo. Lease and you'll save money from the beginning, and delay the increased rent. Very safe. About 30 min. From campus, though. Great for dogs.
- I've been very happy with Stoney Falls. It is a great apartment complex especially when you consider how reasonable the rent is.

Touchstone Properties

- All of Hagerman Court should be condemned and Touchstone sued for negligence.
- Touchstone does a very poor job; the house I lived in probably should have been condemned. They just care about making money. My place was so dirty when we moved in - cobwebs and dust everywhere, unsanitary kitchen, nasty bathrooms. Very poor overall.
- Renting from Lynne Dunn at Touchstone Properties was an awful decision. She was an unpleasant person to work with and had poor upkeep of her property. Our shower ceiling fell in during the fall 2011 semester (due to a huge crack in the ceiling that was already there before we moved in, which we put in on our lease). She was unresponsive to our calls and it took about a week for maintenance to come to our house and fix it. We only received a security light in the back of the house about halfway through the spring semester and until then it was pitch black where we parked. It was an old home with poor insulation, causing our utility bills to be very high. The house could easily be renovated, but it hasn't been. Overall, no student should ever have to deal with her. We are here to focus on school and doing our best, not worrying about upkeep of a house. As a landlord that is their job and I can say that she did not do her job.
- Landlord and maintenance will do everything possible to avoid you and any problems you may have such as no water pressure and no working washer and dryer.
- The house had a lot of things wrong with it that we didn't notice until living there for a week. The water was GROSS, and the landlord was mean.
- Parking issues and other tenant problems are not addressed we'll by land lord. Don't expect landlord to handle issues. Maintenance is great but very busy in the first and last few months of lease
- Don't ever rent from Touchstone Properties.

UK Real Estate

- Our property manager has changed during our stay. The new property manager is wonderful. Some of the answers address the situation before the change in property managers.

W.R. Young Apartments

- When moved out. They charged more things that were original broken when we moved in and they never fixed them. And for the problem we found when moved in, they never fixed them neither.

Wassmer Properties

- He charges for WiFi that doesn't work. Everyone else in the apartment has the same problem, yet when questioned about it, he stated that I was the only one experiencing connection problems. In addition, the apartment was condemned twice because the second floor walkway was deemed unsafe, and instead of having the supports reinforced, he simply had wooden planks put in for temporary support. Now, six months later, they are still there and the place looks terrible from the road.
- Wassmer is a lowlife with no morals.
- The landlord didn't fix problems for a year and a half, and then it was really hard to get the deposit back, which we got incomplete. I am a graduate student and took good care of the apartment, but the property was just fixed with cheap materials and labor. We had black mold problems and the A/C filters were never replaced. Overall, don't rent from Wassmer no matter how good the properties seem to be.
- During the lease renewal he wrote some things on the original contract without telling us (rent increase, lease extension, and a new pet deposit for our cat). He is very smart and picked a time where we were rushed and we signed the renewal without reading it in detail since we would have thought he would have gone over the added changes. In the end, it's our own fault for not reading the renewal lease, but it was very sneaky how it was all done. He seemed like such a nice and honest guy that we really misjudged him.
- Quite dishonest manager with too many residential units to lease/care for, and too few employees to help him. Employees were hardly in the office, even when you had an appointment with them, they would either forget or run to get some other job done. Treat you like you are naturally irresponsible and like you have no school/business to attend. When you could reach them, they were not necessarily polite or informative, could be misleading and even rude. Wants to take the rent on time, but not willing to renew the systems or keep track of maintenance such as making sure the trash is picked up. If you complain, the manager will tell you not to take his time because he has bills to pay and too many properties to take care of. If you want a peaceful place overall, consider renting elsewhere.
- I tried to break the lease because of serious roommate issues and Wassmer threatened to sue. Also I never knew if the maintenance request would ever actually be put through.
- My place has been condemned twice and is currently under inspection and my landlord won't do anything about it.

Wayne Michael Properties

- Had multiple unnecessary and unjustified charges after move-out.
- He lied about how much the rent was going to be when we previewed the house. Tons of promises and exaggerations of the truth that turned out to be false
- Great landlord, he truly cares about his lessees.

Wildcat Properties

- Wildcat properties is not only the absolute worst company to rent a house from, they are one of the most unprofessional, rude, and disliked business in all of Lexington. Are in several lawsuits each year and refuse to be a member of the BBB (better business bureau). DO NOT RENT FROM THEM.
- Hidden fees in the lease and the management company tends to take most of your security deposit in the end and it's non-negotiable
- Wildcat Properties is a complete joke. They do not provide/allow phone calls from their tenants. The only way to contact them is through email. Do not expect to receive your down payment back, even if the property is the same as when you moved in. Wildcat properties rips college students off and i would not recommend anyone living with them.
- We were promised many things that weren't put on our lease. We had to pay an exceptional amount of money prior to even moving the house. Only contacts are through email . Sure we have a hot tub but they haven't done any maintenance on it. Nope not enjoying wildcat properties
- Do not rent from Wildcat Properties. They will charge you for anything and everything they can find. You also cannot get a hold of anyone by phone no matter how hard you try. Absolutely Terrible.
- Absolutely do not rent from Wildcat Properties. They have no phone number at which to reach them, and they will take every penny you own by the end of the year. After a thorough cleaning of our house before move out we owed the company \$90 on top of the \$1,500 dollar deposit they had already taken to pay for the apparent \$600 of paint and \$500 of labor they used to clear up our "mess." They also have an automatic withdrawal system which continued to take money out of my account after my time paying rent was done, and it took me over 30 times to contact them about receiving my refund (which I only got 75% of or so back). In short - they're crooks, try to find someone else.
- If rent is only late by one day there is a \$100 fee. They levy an undisclosed \$100 mid-month fee in additional to the first \$100, if not paid by mid-month.
- They took longer than they should have attending to matters. All of the properties around us except ours were broken into over Christmas break. The door was not square with the frame so the lock did not work properly so we were very lucky that our door was not tried.
- No direct telephone to talk to someone, they make you use their online portal system to indirectly communicate. Their lease is extremely lengthy and they have extremely high fees and charge you for anything and everything. Not pleasant to deal with I would recommend that nobody rent from wildcat properties, I know I am not alone in saying they take advantage of college students more than any other place around. DO NOT RENT FROM THEM.
- Wildcat Properties is terrible.
- Billed us for previous damage, took our security deposit, and refuses to contact us back to answer our many questions about this issue.

- Terrible. They are impossible to get a hold of and then they scam you out of your security deposit.
- They were still finishing up when we went to take possession of the house and there were still a few problems, but we have been overall been satisfied with the house and the landlord!
- They will take as much of your deposit as possible. Wildcat charged me 75 dollars for a shower curtain rod being taken after move out that I had to buy since they did not provide them.
- They have no phone number to contact them only an online portal. Often were rude when we had maintenance requests or questions.