

City of Davis Renters Survey 2009

Preliminary Results

Report submitted by Steven Worker on March 5, 2009

Survey Purpose

This survey will allow the City of Davis / UCD Student Liaison Commission to:

- Inform City Council & City Staff about renters issues.
- Inform landlords & apartment managers about renters experience & how they can better serve renters.
- Create a renters education program for new renters.

Data Collection

Survey available online January 19 through February 28, 2009 to renters in the City of Davis.

Publicized through

- City of Davis homepage
- ASUCD Housing Day on January 22
- Daviswiki Calendar event and Renters page
- Ads in the Cal Aggie newspaper
- Routed through various email lists
- Other in-person advertising coordinated by ASUCD (e.g. on the Quad, at Aggie Pack events)

Incentive

- ASUCD Housing Day incentives – Blackberry Storm phones
- Overall - Insignia 42" 1080p LCD HDTV

Results

- 746 completed surveys (767 partially completed & 714 names provided for incentive)

Davis-UCD Student Liaison Commission **Renters Subcommittee**

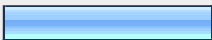


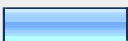

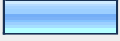


- Brenda Little, commissioner, subcommittee Chair
- Steven Lee, commissioner
- Steven Worker, commissioner
- Kara McCue, non-commissioner; invited to subcommittee based on background experience

This survey has been created by a partnership of:
ASUCD * City of Davis * Tandem Properties



City of Davis 2009 Renters Survey

| 1. How satisfied have you been with ... | | | | | | | |
|---|--------------------------|--------------------|-------------|--------------|----------------------|--------------------|----------------|
| | Very satisfied | Satisfied | Neutral | Dissatisfied | Not satisfied at all | N/A | Response Count |
| Your rental's proximity to campus? | 28.2% (215) | 42.5% (324) | 17.8% (136) | 6.2% (47) | 1.4% (11) | 3.8% (29) | 762 |
| Your rental's distance to grocery stores, restaurants and other businesses? | 36.1% (276) | 37.3% (285) | 15.4% (118) | 7.2% (55) | 1.4% (11) | 2.5% (19) | 764 |
| Refund of your past security deposit? | 8.8% (67) | 17.5% (133) | 16.5% (125) | 8.8% (67) | 5.5% (42) | 42.7% (324) | 758 |
| The overall safety of your rental? | 25.7% (195) | 48.9% (372) | 16.7% (127) | 4.7% (36) | 0.8% (6) | 3.2% (24) | 760 |
| Adequate lighting at your rental? | 19.1% (145) | 45.1% (342) | 19.5% (148) | 11.5% (87) | 1.4% (11) | 3.4% (26) | 759 |
| The atmosphere of the rental as affected by cigarette smoking? | 35.0% (266) | 30.0% (228) | 16.7% (127) | 5.8% (44) | 2.5% (19) | 10.1% (77) | 761 |
| Accessibility of your management/maintenance staff? | 30.7% (233) | 36.7% (278) | 17.3% (131) | 7.4% (56) | 2.9% (22) | 5.0% (38) | 758 |
| Speediness of management/maintenance response? | 31.6% (240) | 34.7% (264) | 17.5% (133) | 7.8% (59) | 3.2% (24) | 5.3% (40) | 760 |
| Effective resolution of issues? | 23.0% (175) | 40.8% (310) | 18.9% (144) | 7.2% (55) | 2.8% (21) | 7.2% (55) | 760 |
| The overall appearance and cleanliness of your rental? | 22.2% (169) | 46.9% (357) | 18.7% (142) | 7.6% (58) | 1.4% (11) | 3.2% (24) | 761 |
| Limited pest issues (rodents, cockroaches and ants)? | 30.2% (230) | 37.2% (283) | 16.2% (123) | 8.5% (65) | 2.4% (18) | 5.5% (42) | 761 |
| Parking availability at your rental? | 25.8% (196) | 35.7% (272) | 13.8% (105) | 12.7% (97) | 4.3% (33) | 7.6% (58) | 761 |
| Renting overall in DAVIS? | 10.5% (79) | 48.5% (366) | 25.8% (195) | 7.9% (60) | 3.7% (28) | 3.6% (27) | 755 |
| | answered question | | | | | | 764 |
| | skipped question | | | | | | 3 |

| 2. Which of these services have you used to find roommates? (check all that apply) | | | Response Percent | Response Count |
|--|--|--------------------------|------------------|----------------|
| None |  | | 22.8% | 171 |
| Friends |  | | 62.3% | 467 |
| Craigslist |  | | 23.7% | 178 |
| Social Networking - Facebook/Myspace |  | | 13.5% | 101 |
| Newspapers |  | | 3.6% | 27 |
| UCD Community Housing Listing |  | | 12.1% | 91 |
| Rental management |  | | 3.9% | 29 |
| Living with same people from Dorms/Residence Halls |  | | 22.5% | 169 |
| | | answered question | | 750 |
| | | skipped question | | 17 |

| 3. How do you normally resolve roommate conflict? (Leave blank if no conflict experience) | | Response Count |
|---|--------------------------|----------------|
| | | 245 |
| | answered question | 245 |
| | skipped question | 522 |





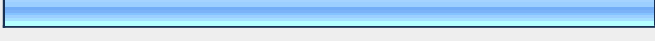
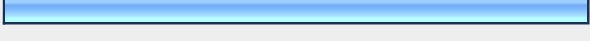
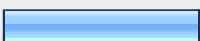

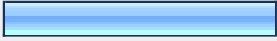
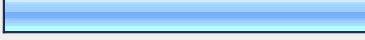
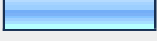

| 4. Please answer yes or no to the following ... | | | | |
|---|--------------------------|--------------------|--------------|----------------|
| | Yes | No | I don't know | Response Count |
| Do you have renters insurance? | 18.8% (144) | 62.4% (478) | 18.8% (144) | 766 |
| Do you participate in a neighborhood watch? | 5.9% (45) | 87.2% (668) | 6.9% (53) | 766 |
| Have you participated in the Davis Neighbors Night Out event? | 8.6% (66) | 88.9% (679) | 2.5% (19) | 764 |
| Have you hosted a party at your rental? | 41.2% (315) | 56.6% (433) | 2.2% (17) | 765 |
| Have you ever visited the Safe Party Website (http://safeparty.ucdavis.edu/)? | 17.3% (132) | 80.3% (614) | 2.5% (19) | 765 |
| Are there enough smoke free units available in Davis? | 53.9% (412) | 11.8% (90) | 34.4% (263) | 765 |
| Are you aware of the Davis Model Lease? | 41.9% (319) | 50.3% (383) | 7.9% (60) | 762 |
| Would renters in Davis benefit from a Renters Bill of Rights? | 59.9% (458) | 6.9% (53) | 33.2% (254) | 765 |
| | <i>answered question</i> | | | 767 |
| | <i>skipped question</i> | | | 0 |

| 5. Other comments about your experience renting in Davis: | |
|---|-------------------------------------|
| | Response Count |
| | 238 |
| | <i>answered question</i> 238 |
| | <i>skipped question</i> 529 |

6. Please rate the following items in their importance to you in selecting a rental unit in Davis.

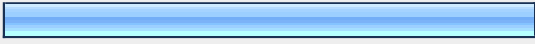
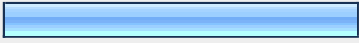

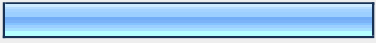
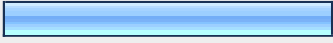

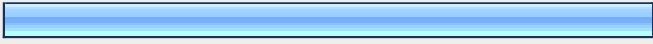
| | Critical importance | Very important | Important | Not important | Rating Average | Response Count |
|--------------------------------|--------------------------|--------------------|--------------------|--------------------|----------------|----------------|
| 24-hour study room | 12.4% (93) | 16.4% (123) | 22.0% (165) | 49.1% (368) | 2.92 | 749 |
| Fitness center | 14.4% (107) | 21.2% (158) | 33.3% (248) | 31.0% (231) | 3.19 | 744 |
| Lease & property policies | 33.8% (253) | 42.6% (319) | 21.7% (162) | 1.9% (14) | 4.08 | 748 |
| Location & proximity to campus | 37.3% (279) | 38.1% (285) | 19.7% (147) | 4.9% (37) | 4.08 | 748 |
| Overnight guest policies | 19.6% (146) | 26.7% (199) | 28.5% (212) | 25.1% (187) | 3.41 | 744 |
| Parking | 33.8% (253) | 37.0% (277) | 22.2% (166) | 7.0% (52) | 3.98 | 748 |
| Pet-friendly | 21.5% (161) | 14.8% (111) | 25.3% (189) | 38.4% (287) | 3.20 | 748 |
| Pool or spa | 10.8% (80) | 18.5% (138) | 34.3% (255) | 36.4% (271) | 3.04 | 744 |
| Price & Affordability | 78.5% (589) | 17.1% (128) | 4.1% (31) | 0.3% (2) | 4.74 | 750 |
| Safety | 60.6% (453) | 28.4% (212) | 9.9% (74) | 1.1% (8) | 4.49 | 747 |
| Smoke free | 39.2% (293) | 29.0% (217) | 19.8% (148) | 11.9% (89) | 3.96 | 747 |
| Upkeep of property | 37.0% (277) | 45.0% (337) | 16.6% (124) | 1.5% (11) | 4.17 | 749 |
| Uses Davis Model Lease | 14.3% (104) | 26.2% (191) | 33.7% (246) | 25.8% (188) | 3.29 | 729 |
| | answered question | | | | | 751 |
| | skipped question | | | | | 16 |



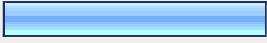
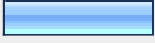
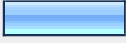





7. When searching for information about renting and rental policies, which of these sources do you use? (check all that apply)

| | | Response Percent | Response Count |
|--------------------------------------|--|--------------------------|----------------|
| ASUCD Housing Day |  | 29.8% | 219 |
| CA Apartment Association |  | 2.6% | 19 |
| CA Dept of Consumer Affairs |  | 3.4% | 25 |
| davishousing.com |  | 29.0% | 213 |
| Daviswiki |  | 71.8% | 528 |
| Friends |  | 64.6% | 475 |
| Newspapers – Enterprise, Aggie, etc. |  | 21.2% | 156 |
| Other commercial renting website |  | 14.1% | 104 |
| UCD Community Housing Listing |  | 29.9% | 220 |
| Craigslist |  | 39.9% | 293 |
| Student Housing |  | 16.6% | 122 |
| Parents |  | 6.1% | 45 |
| | | <i>answered question</i> | 735 |
| | | <i>skipped question</i> | 32 |

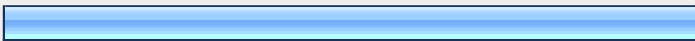


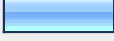
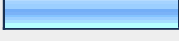
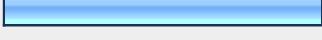

8. How do you determine whether the renter's information is credible?

| | | Response Count |
|--|--|--------------------------|
| | | 515 |
| | | <i>answered question</i> |
| | | 515 |
| | | <i>skipped question</i> |
| | | 252 |

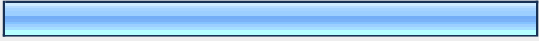
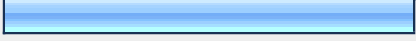
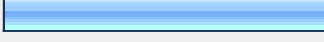
| 9. On which topics would you be interested in additional information? (check all that apply) | | | |
|--|--|--------------------------|----------------|
| | | Response Percent | Response Count |
| Security deposits |  | 58.5% | 370 |
| Safety |  | 38.9% | 246 |
| Finding roommates |  | 17.4% | 110 |
| Renters Insurance |  | 40.6% | 257 |
| Parking |  | 36.0% | 228 |
| Landlord rights and responsibilities |  | 58.6% | 371 |
| Tenants rights and responsibilities |  | 71.7% | 454 |
| | | <i>answered question</i> | 633 |
| | | <i>skipped question</i> | 134 |

| 10. Ideally, when do you think UCD students should start the housing search for the following school year? | | | |
|--|---|--------------------------|----------------|
| | | Response Percent | Response Count |
| November |  | 2.4% | 17 |
| December |  | 7.3% | 52 |
| January |  | 28.6% | 203 |
| February |  | 16.3% | 116 |
| March |  | 13.1% | 93 |
| April |  | 9.9% | 70 |
| May |  | 9.3% | 66 |
| June |  | 9.0% | 64 |
| July |  | 2.4% | 17 |
| August |  | 1.7% | 12 |
| | | <i>answered question</i> | 710 |
| | | <i>skipped question</i> | 57 |

11. Which format would you like to receive renting information? (check all that apply)

| | | Response Percent | Response Count |
|--------------------------------|--|--------------------------|----------------|
| Website |  | 76.4% | 574 |
| Email |  | 51.5% | 387 |
| Online Video |  | 10.7% | 80 |
| Workshop at place of residence |  | 11.9% | 89 |
| Workshop on campus |  | 18.9% | 142 |
| Paper brochure or newsletter |  | 34.9% | 262 |
| Fun campus event |  | 29.6% | 222 |
| | | answered question | 751 |
| | | skipped question | 16 |

12. When is the best time for you to contact your rental office or landlord? (check all that apply)

| | | Response Percent | Response Count |
|---------------------------------|--|--------------------------|----------------|
| Monday through Friday 8-5pm |  | 58.7% | 433 |
| Monday through Friday after 5pm |  | 45.1% | 333 |
| Saturday or Sunday |  | 35.4% | 261 |
| | | answered question | 738 |
| | | skipped question | 29 |

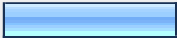
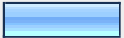
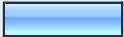



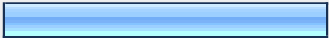



13. What is your preferred method of communicating with your rental office or landlord? (check all that apply)

| | | Response Percent | Response Count |
|------------------|--|--------------------------|----------------|
| Email | | 53.2% | 397 |
| Phone | | 48.4% | 361 |
| In-person | | 69.6% | 519 |
| Mail | | 6.7% | 50 |
| Facebook | | 5.1% | 38 |
| | | <i>answered question</i> | 746 |
| | | <i>skipped question</i> | 21 |

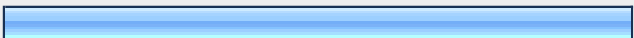
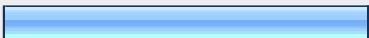
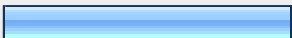

14. Gender:

| | | Response Percent | Response Count |
|---------------|--|--------------------------|----------------|
| Male | | 39.7% | 294 |
| Female | | 59.9% | 443 |
| Transgender | | 0.4% | 3 |
| | | <i>answered question</i> | 740 |
| | | <i>skipped question</i> | 27 |





15. University Status

| | | Response Percent | Response Count |
|--------------------------------|---|---------------------------------|----------------|
| Undergraduate 1st Year |  | 18.8% | 140 |
| Undergraduate 2nd Year |  | 12.5% | 93 |
| Undergraduate 3rd Year |  | 12.7% | 95 |
| Undergraduate 4th Year |  | 7.1% | 53 |
| Undergraduate 5th Year or More |  | 1.9% | 14 |
| Transfer Student |  | 1.7% | 13 |
| Graduate Student |  | 35.4% | 264 |
| UCD Faculty |  | 0.4% | 3 |
| UCD Staff |  | 3.4% | 25 |
| Non-UCD Affiliated |  | 6.2% | 46 |
| | | <i>answered question</i> | 746 |
| | | <i>skipped question</i> | 21 |






16. Who provides for your living expenses? (check all that apply)

| | | Response Percent | Response Count |
|-----------------|--|---------------------------------|----------------|
| Yourself |  | 69.4% | 514 |
| Parents |  | 39.9% | 296 |
| Financial Aid |  | 31.6% | 234 |
| Other |  | 4.2% | 31 |
| | | <i>answered question</i> | 741 |
| | | <i>skipped question</i> | 26 |

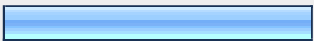


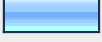






17. Who makes the decision where you live? (check all that apply)

| | | Response Percent | Response Count |
|--------------|--|--------------------------|----------------|
| Yourself |  | 98.6% | 637 |
| Parents |  | 9.1% | 59 |
| Living Group |  | 9.3% | 60 |
| Other |  | 2.3% | 15 |
| | | answered question | 646 |
| | | skipped question | 121 |

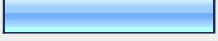
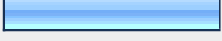



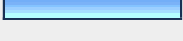

18. Living Group Affiliation

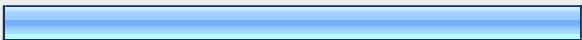




| | | Response Percent | Response Count |
|--------------------|--|--------------------------|----------------|
| None |  | 92.6% | 673 |
| Fraternity |  | 1.1% | 8 |
| Sorority |  | 0.8% | 6 |
| Sports |  | 0.8% | 6 |
| Other Living Group |  | 4.7% | 34 |
| | | answered question | 727 |
| | | skipped question | 40 |

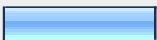
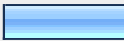


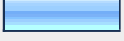

19. Number of years renting in DAVIS total (including the current year and on-campus)

| | | Response Percent | Response Count |
|------------------|---|--------------------------|----------------|
| 1 year |  | 33.9% | 249 |
| 2 years |  | 18.8% | 138 |
| 3 years |  | 18.0% | 132 |
| 4 years |  | 10.3% | 76 |
| 5 years |  | 7.5% | 55 |
| 6 years |  | 3.5% | 26 |
| 7 years |  | 1.8% | 13 |
| 8 years |  | 1.8% | 13 |
| 9 years |  | 0.7% | 5 |
| 10 or more years |  | 3.8% | 28 |
| | | answered question | 735 |
| | | skipped question | 32 |



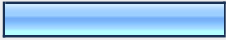








20. Where do you rent in Davis?

| | | Response Percent | Response Count |
|--------------------|---|--------------------------|----------------|
| West Davis |  | 22.9% | 167 |
| North Davis |  | 23.7% | 173 |
| East Davis |  | 7.8% | 57 |
| Central Davis |  | 16.0% | 117 |
| South Davis |  | 9.7% | 71 |
| On-Campus |  | 19.3% | 141 |
| Outside Davis |  | 0.5% | 4 |
| | | answered question | 730 |
| | | skipped question | 37 |

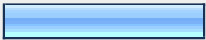
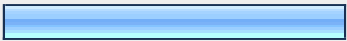
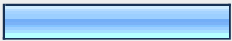
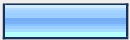

| 21. How many years have you rented at your current unit? | | | Response Percent | Response Count |
|--|--|--|--------------------------|----------------|
| 1 year |  | | 63.5% | 460 |
| 2 years |  | | 20.6% | 149 |
| 3 years |  | | 7.6% | 55 |
| 4 years |  | | 3.2% | 23 |
| 5 or more years |  | | 5.1% | 37 |
| | | | answered question | 724 |
| | | | skipped question | 43 |

| 22. What is your type of rental unit? | | | Response Percent | Response Count |
|---------------------------------------|--|--|--------------------------|----------------|
| Residence Halls/Dorms |  | | 16.5% | 122 |
| House |  | | 13.0% | 96 |
| Apartment |  | | 56.1% | 415 |
| Condo |  | | 1.2% | 9 |
| Townhouse/Duplex |  | | 12.6% | 93 |
| Other |  | | 0.7% | 5 |
| | | | answered question | 740 |
| | | | skipped question | 27 |

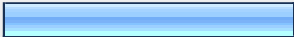
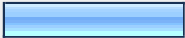


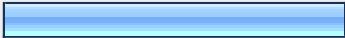
23. If you live ON-CAMPUS, which complex do you live in? (Leave blank if you do not live on campus)

| | | Response Percent | Response Count |
|----------------------------------|---|--------------------------|----------------|
| Segundo |  | 25.5% | 53 |
| Cuarto |  | 19.2% | 40 |
| Tercero |  | 24.0% | 50 |
| Primero Grove |  | 1.9% | 4 |
| The Colleges |  | 4.8% | 10 |
| Atriums |  | 3.8% | 8 |
| Russell Park |  | 3.8% | 8 |
| Orchard Park |  | 3.4% | 7 |
| Solano Park |  | 7.2% | 15 |
| Living Group (Coop, Domes, etc.) |  | 0.5% | 1 |
| Other |  | 5.8% | 12 |
| | | answered question | 208 |
| | | skipped question | 559 |

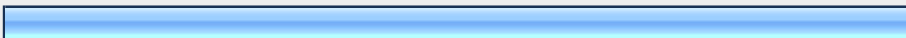
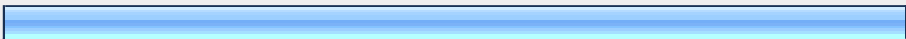
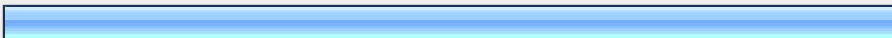
24. If you live in an apartment, house, condo or duplex, how many bedrooms are there? (Leave blank if you live on campus)

| | | Response Percent | Response Count |
|----|---|--------------------------|----------------|
| 1 |  | 21.9% | 134 |
| 2 |  | 37.6% | 230 |
| 3 |  | 24.7% | 151 |
| 4 |  | 13.4% | 82 |
| 5+ |  | 2.5% | 15 |
| | | answered question | 612 |
| | | skipped question | 155 |

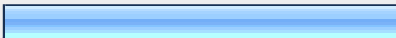

25. Where does the primary manager of your rental live?

| | | Response Percent | Response Count |
|---------------------|---|--------------------------|----------------|
| On-Site / RA |  | 31.9% | 235 |
| In Davis |  | 19.6% | 144 |
| Outside Davis |  | 9.2% | 68 |
| No manager |  | 1.8% | 13 |
| I don't know |  | 37.5% | 276 |
| | | answered question | 736 |
| | | skipped question | 31 |

26. Please include your name, email and phone number to be entered into the random drawing for a 42" LCD HDTV. You will not be eligible if this is not entered or incomplete. Your name will not be associated with your other survey responses.

| | | Response Percent | Response Count |
|----------------|--|--------------------------|----------------|
| Name: |  | 100.0% | 714 |
| Email Address: |  | 99.9% | 713 |
| Phone Number: |  | 98.6% | 704 |
| | | answered question | 714 |
| | | skipped question | 53 |

27. Can we contact you with future questions or participating in a focus group about renting in Davis?

| | | Response Percent | Response Count |
|-----------|--|--------------------------|----------------|
| Yes |  | 43.5% | 321 |
| No |  | 56.5% | 417 |
| | | answered question | 738 |
| | | skipped question | 29 |