



2016 Study on Experiences and Attitudes of Renters

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About The Study

These findings are from a Research Now poll conducted in June 2016. For the survey, a sample of over 1,000 U.S. renters age 18 and over was interviewed online, with boosts to reach 500 respondents in Seattle, 501 in San Francisco, 504 in Boston, and 389 in Austin. The precision of Research Now is measured using a nonprobability sampling. In this case, the poll has a credibility interval of plus or minus 2.5 percentage points for all respondents. The data were weighted to the U.S. current population data by gender, age, and region based on Census data.

Avvo conducts periodic studies of topics at the intersection of lifestyle and the law to better understand the issues facing individuals engaging with attorneys and the legal system. Given that nearly every working adult pays rent and/or taxes on property, and that real estate law represents one of the largest and most routine needs for legal help in the United States, understanding the tensions in the current rental/real estate market between is beneficial to the landlords, renters, property owners and real estate industry professionals and attorneys whom Avvo serves.

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Feelings about renting

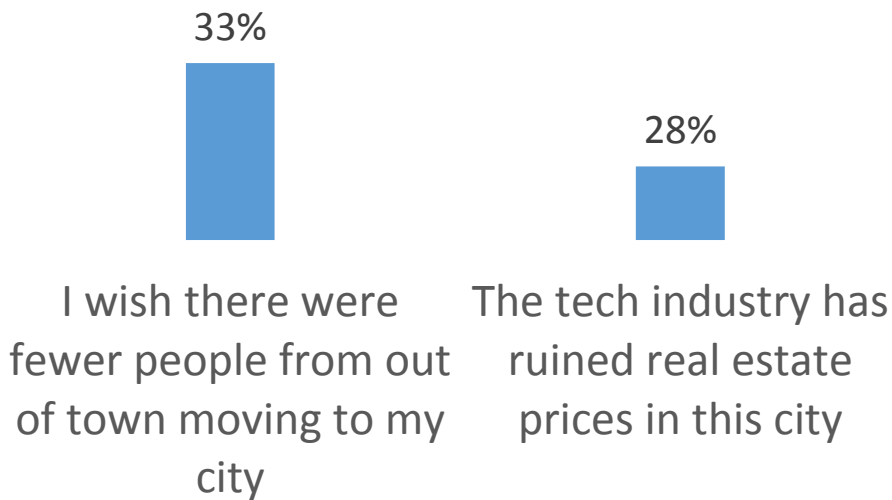


Most American renters feel frustrated with rental prices and finding a good place to rent



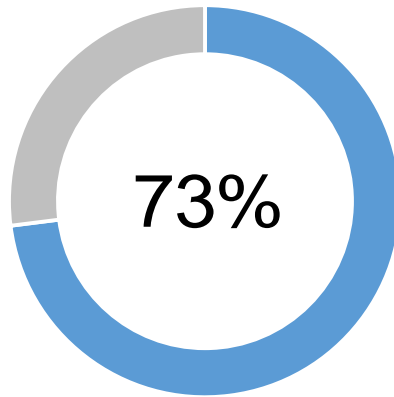
To what extent do you agree or disagree with each of the following statements (T3B)? n=1000

1 in 3 express dissatisfaction with people moving to their town; 1 in 4 with the tech sector

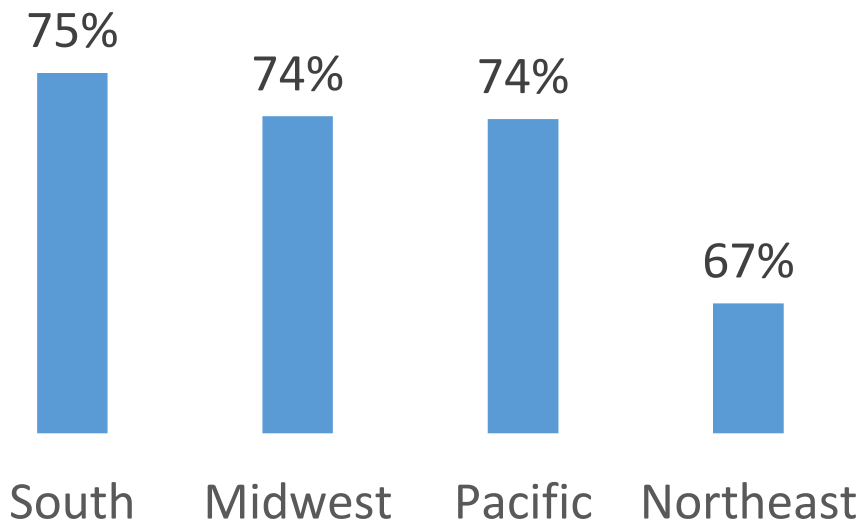


To what extent do you agree or disagree with each of the following statements (T3B)? n=1000

Despite these frustrations, most American renters are satisfied with where they live

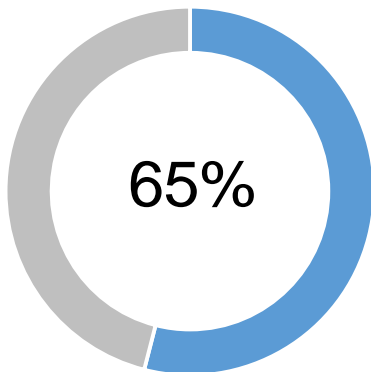


Are very satisfied with where they live

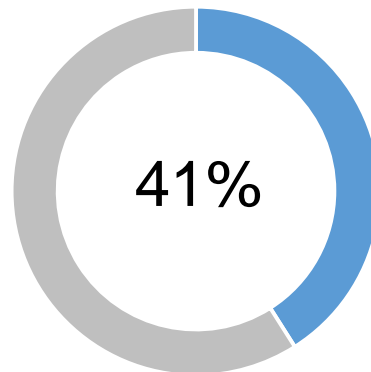


To what extent do you agree or disagree with each of the following statements (T3B)? n=1000

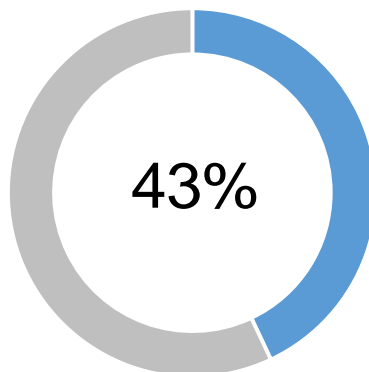
Managing their rental online might make them even happier



I really like the idea of being able to pay my rent online



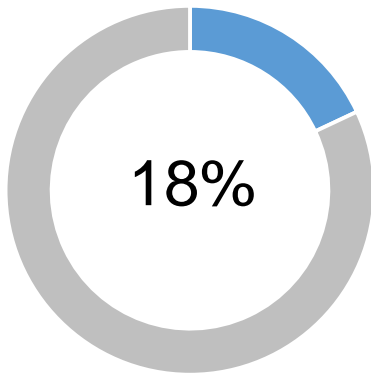
It would be very valuable to me to be able to sign my lease online



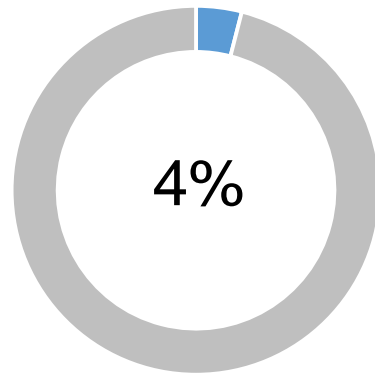
I want a landlord/property manager who lets me text them

To what extent do you agree or disagree with each of the following statements (T3B)? n=1000

About 1 in 5 say subletting through Airbnb is appealing



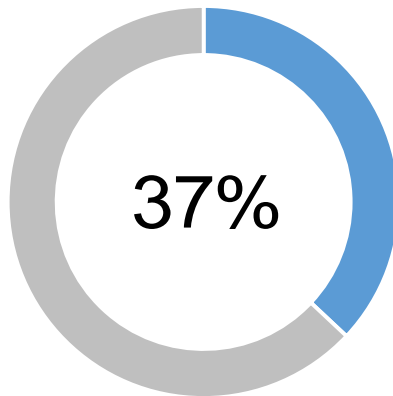
If I had space in my rental, I would absolutely sublet through Airbnb



Has actually sublet their apartment (including on places like Airbnb) without the knowledge of their landlord

To what extent do you agree or disagree with each of the following statements (T3B)? Which of the following have you ever experienced or done as a renter (T3B)? n=1000

Over 1 in 3 say they'd pay more for a security system in their rental



I am willing to pay more rent if there is a security system in my rental

To what extent do you agree or disagree with each of the following statements (T3B)? n=1000

Experiences and Attitudes Regarding Landlords and Property Managers

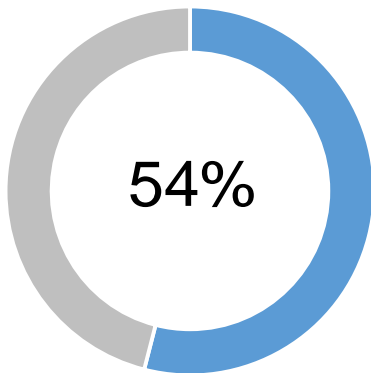


Most renters have positive opinions about their landlords

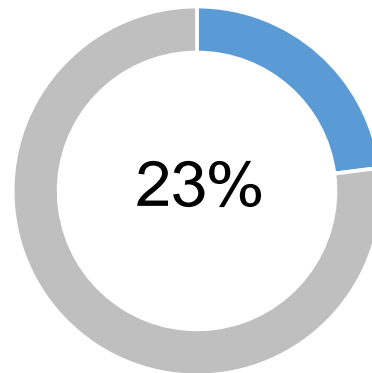


To what extent does each of the following describe your current landlord/ property manager (T3B)? n=1000

Renters have more positive opinions of landlords generally



I feel sympathy for what landlords/ property managers have to deal with



Landlords and property managers are unethical people

To what extent do you agree or disagree with each of the following statements (T3B)? n=1000

Bad experiences with landlords do happen, however...

% who have experienced each of these with a previous landlord

Unfairly keeping my security deposit	25%
Refusing to repair something	23%
Not providing adequate pest control	19%
Not helping when I have issues with neighbors	14%
Having too many rules or restrictions	13%
Failing to tell me about something that was wrong with the rental property	13%
Being intrusive or acting suspiciously	11%
Disrespecting my right to privacy	10%
Behaving in an inappropriate way toward me	9%
Putting statements in the rental agreement that didn't seem fair	9%
Disturbing me at inappropriate hours of the day	9%
Increasing my rent without telling me	5%
Not being fair/following a fair process in evicting me	5%
Disposing of property I accidentally left behind when I moved	4%
Renting me property that wasn't properly insured	3%
Discriminating against me or a roommate	3%
None of the above	40%

Which of the following have you ever experienced by a past landlord or property manager (T3B)? n=802

When it comes to bad experiences, women seem to bear more of it

% who have experienced each of these with a previous landlord

	Women	Men
Unfairly keeping my security deposit	27%	22%
Refusing to repair something	26%	20%
Not providing adequate pest control	23%	14%
Not helping when I have issues with neighbors	17%	9%
Having too many rules or restrictions	15%	10%
Failing to tell me about something that was wrong with the rental property	16%	9%
Being intrusive or acting suspiciously	12%	9%
Disrespecting my right to privacy	11%	8%
Behaving in an inappropriate way toward me	10%	8%
Putting statements in the rental agreement that didn't seem fair	10%	7%
Disturbing me at inappropriate hours of the day	11%	5%
Increasing my rent without telling me	5%	5%
Not being fair/following a fair process in evicting me	5%	4%
Disposing of property I accidentally left behind when I moved	4%	5%
Renting me property that wasn't properly insured	3%	3%
Discriminating against me or a roommate	3%	2%

Which of the following have you ever experienced by a past landlord or property manager (T3B)? n=468 women, 334 men

Refusing to repair something and disrespecting privacy are among the worst things landlords can do

% who rank each of the following as serious landlord offenses

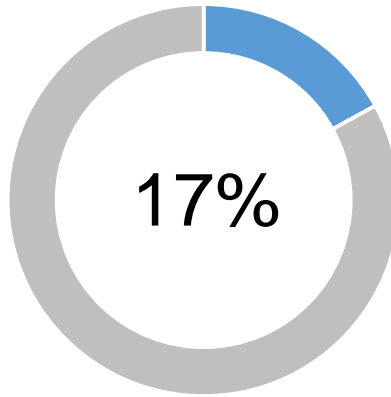
Refusing to repair something	86%
Disrespecting my right to privacy	86%
Increasing my rent without telling me	85%
Behaving in an inappropriate way toward me	85%
Failing to tell me about something that is wrong with the rental property	84%
Unfairly keeping my security deposit	84%
Not providing adequate pest control	83%
Being intrusive or acting suspiciously	83%
Discriminating against me or a roommate	82%
Not being fair/following a fair process in evicting me	81%
Disturbing me at inappropriate hours of the day	81%
Not returning my emails/phone calls/texts	80%
Putting statements in the rental agreement that don't seem fair	79%
Renting me property that isn't properly insured	77%
Not helping when I have issues with neighbors	74%
Having too many rules or restrictions	68%
Disposing of property I accidentally left behind when I moved	59%

How would you rate the seriousness of each of the following possible behaviors by a landlord or property manager (T3B)?
n=1000

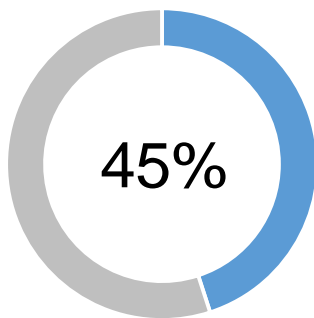
Renter Behavior and Experiences



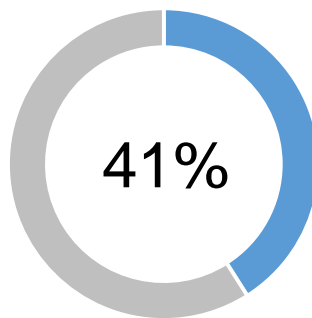
Almost 1 in 5 renters dislike their neighbors; many have had negative experiences with them



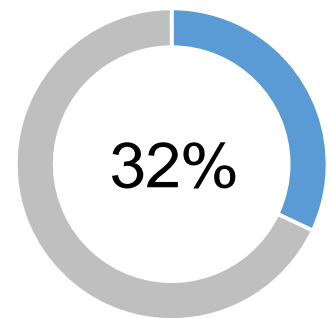
Dislike their neighbors



Heard a neighbor having sex



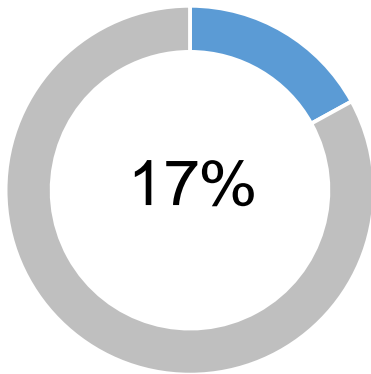
Suspected a neighbor was involved in illegal criminal activity



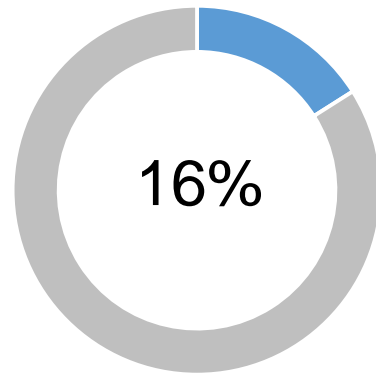
Had an argument or fight with a neighbor

To what extent do you agree or disagree with each of the following statements (T3B)? Which of the following have you ever experienced or done as a renter (T3B)? n=1000

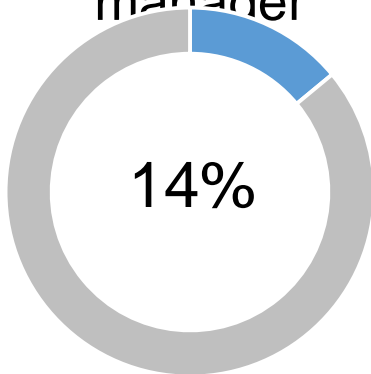
But renters also admit to being less than perfect themselves....



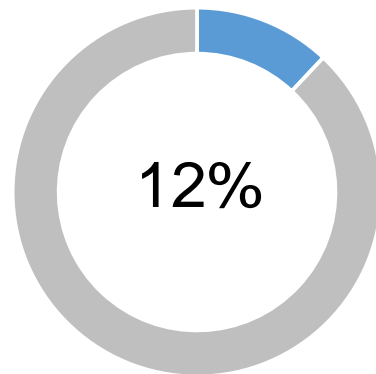
Hidden a pet from my landlord/property manager



Had an extra person living with me without my landlord's knowledge



Made an extra key to my apartment in violation of my rental agreement



Damaged my rental property without telling my landlord

Which of the following have you ever experienced or done as a renter (T3B)? n=1000



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For additional resources about residential or commercial lease agreements, tenant rights, or to find a lawyer who specializes in landlord-tenant or real estate law in your area, visit www.avvo.com.

Thank you!