

From: [REDACTED]
Sent: Thursday, March 14, 2024 6:41 PM
To: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>
Cc: [REDACTED]
Subject: Complaint re: The Courtyards Apartments

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Please see the Google review my husband and I just posted detailing our experience with the Courtyards. Our son is a freshman looking for housing his Sophomore year, and this situation has been disturbing and frustrating, to say the least.

Think twice before applying to rent at The Courtyards. The leasing experience is abusive. My son and his two friends applied for a three-bedroom apartment in January 2024. He and his two friends each paid a \$286 deposit to be placed on a waiting list. My son was just told yesterday (March 13) that there are no three-bedroom apartments available for them. But The Courtyards will put just him in some apartment with some other random renters. The Courtyards claims that since it is offering "a room" it will consider his rejection of that offer to be grounds to forfeit the entire \$286 application fee. The Courtyards represented that it will refund \$200 for the application if it cannot offer "any space." The Courtyards gives no real consideration to the routine practice of residents searching for housing with their chosen roommates. Do not rent from The Courtyards and expect to live with your friends or your chosen roommates. The Courtyards will expect you to live with whoever they designate. If you reject that ridiculous offer, they will pocket your money and leave you to scramble for other housing.

I know we are not alone in our frustration as we hear similar stories from other students and their parents. We wanted to bring this matter to your attention.

Sincerely,

[REDACTED]