

From: [REDACTED] >  
Sent: Wednesday, October 5, 2022 3:38 PM  
To: Ann Arbor Renter's Commission <RentersCommission@a2gov.org>  
Subject: Landmark Apartments:

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Hello

I am writing with questions about the leasing practices of Landmark apartments, and what appears to be most of the high rise buildings for student housing in AA.

My [REDACTED] is a [REDACTED] living in a [REDACTED], and feeling the pressure to sign something now for next year.

Below please see her email thread with Landmark.

They are charging \$375 application fee and admin fee NOW to get on the waitlist.

They are not counter-signing leases until Mar 5, 2023, which I guess is good to abide by the new ordinance. But it does not even guarantee an apartment to lease until that time.

So... if accepted, the kids have paid \$375 fee which goes toward nothing. Just an additional fee in their pockets.

If NOT accepted, this fee is non-refundable, the kids are out \$375 - or more depending on how many buildings they applied to - and they also have nowhere to live, and need to restart their search on, or more likely after, March 5, which is quite late in the game. In the meantime, they may lose out on another housing opportunity.

Per Landmark's website, they have 608 occupants at \$375 each is \$228,000 for the kids who get accepted! How many kids do we think they are NOT accepting because of space limitations? I find this practice ridiculous and should be illegal.

I could perhaps understand a \$100 non-refundable application fee. Anything other than that is criminal honestly.

Regards,

[REDACTED]

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From: <[landmark5@emailrelay.com](mailto:landmark5@emailrelay.com)>

Date: Wed, Oct 5, 2022 at 1:06 PM

Subject: Re: Follow-Up for Landmark Apartments:

To: <[REDACTED]>

Hi [REDACTED],

We unfortunately do not refund the application fee and admin fee.

Thank you,

[REDACTED]  
Leasing and Marketing Manager

**Our mailing address is:**

Landmark  
[1300 South University Ave](#)  
[Ann Arbor, MI 48104](#)

**From:** [REDACTED] <[REDACTED]>

**Sent:** Wednesday, October 5, 2022 1:21 PM

**To:** Mom <[REDACTED]>

**Subject:** Fwd: Follow-Up for Landmark Apartments:

----- Forwarded message -----

**From:** [REDACTED] <[REDACTED]>

**Date:** Wed, Oct 5, 2022 at 10:39 AM

Subject: Re: Follow-Up for Landmark Apartments:

To: <[landmark5@emailrelay.com](mailto:landmark5@emailrelay.com)>

Hi,

Is the application and service fee refundable if we do not get a space?

Thank you,

[REDACTED]

On Tue, Oct 4, 2022 at 1:22 PM <[landmark5@emailrelay.com](mailto:landmark5@emailrelay.com)> wrote:

Hi [REDACTED],

Simply visit our community website, [livethelandmark.com](http://livethelandmark.com), find the floorplan you are wanting to apply to and complete the online application! Our application and service fee is \$375.

Within the application you are required to select the option of having a guarantor sign with you or pay a security deposit. Please ensure your guarantor is readily available to complete their application that will be sent to them once you complete the application. After the application is completed, we will send you and the guarantor a lease agreement to sign. As a reminder, we are not permitted to approve/countersign any new leases until March 5th. This is the deadline for the Ann Arbor leasing ordinance which allows our current residents to renew until that date. Please remember you are NOT guaranteed a space until we have approved/countersigned your lease after March 5th. By applying and signing your portion of the lease, this holds your space on the waitlist for your floorplan.

Best,

[REDACTED]

Leasing Professional

**Our mailing address is:**

Landmark  
[1300 South University Ave](#)  
[Ann Arbor, MI 48104](#)