

Hello,

My name is [REDACTED] and I am a current sophomore at the University of Michigan. I was given your contact information as I have been informed the University and City Council are attempting to make a new law surrounding Ann Arbor housing, and I believe my experience is a good example of why we need a law.

My friends and I contacted Oxford Companies about a property on 209 North Thayer for 5 people in October. They told us it was available to apply for, and there was an application fee of \$200 each (so \$1,000 total). Then after further communication, we signed the lease and gave a deposit fee of \$1,500 each (so \$7,500 total). At this point, they have collected \$8,500 total from us.

On March 10th, Katie Chase through Oxford Companies emailed us saying that the tenants at 209 Thayer were considering renewal. Her email had incorrect information regarding the renewal date and was very confusing.

Hello,

The current tenants at 209Thayer have initiated renewal with us. While their renewal is still not fully signed there's a chance they will be done with the signing before the deadline. We wanted to reach out to you now since the renewal deadline is this Sunday 03/03/24 to give you a chance to start looking at our transfer options and prepare for the worst-case scenario.

I have attached a list of our available units. If you click the blue address, it will take you to the virtual tour. Please let me know if you have any questions.

Katie Chase (she/her)
Assistant Portfolio Manager
O: 734-662-2883

We then sent a follow-up email asking her to clarify the date as well as actually send the available units as she did not attach them. The response was as follows:

208 has finalized their renewal. Please let me know how you would like to proceed.

Katie Chase (she/her)

As you can see, she did not answer our questions and gave the incorrect address. After this, we called a few times and then finally contacted management who apologized and clarified. We are currently waiting for our refund for the security deposit and application fee.

Overall, this has been an extremely negative experience. The housing company asked for (in my opinion) a ridiculous amount of money that guarantees the potential renter absolutely NOTHING, and we are out of that money for months with no idea if we actually will get housing. The company clearly does not care about the potential renters at all or their money as they are unable to communicate the correct information.

In the end, this being legal only benefits the renting companies as they can collect large sums of money from multiple groups and gain interest without guaranteeing housing whatsoever.

I hope you are successful in your mission to change these laws about Ann Arbor housing.