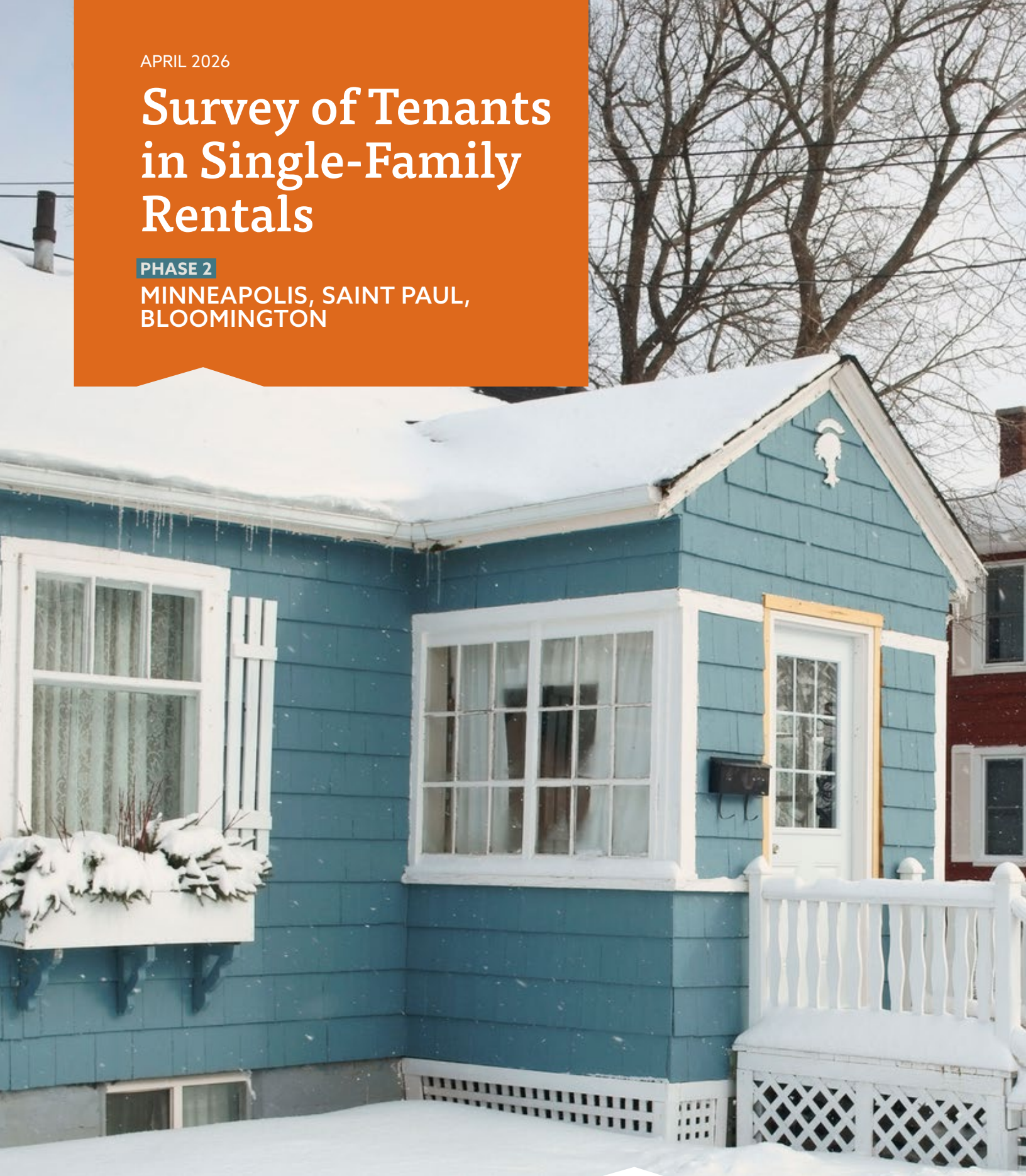


APRIL 2026

Survey of Tenants in Single-Family Rentals

PHASE 2

MINNEAPOLIS, SAINT PAUL,
BLOOMINGTON



FAMILY HOUSING
FUND



Center for Urban and
Regional Affairs | [cura](#)
UNIVERSITY OF MINNESOTA

Acknowledgements

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Contents

Executive Summary	4
PART 1: Methods and Respondent Characteristics	7
Landlord Size/Type	7
Survey	9
Focus Groups	10
Survey Respondents	11
Representativeness	12
Racial Equity Implications.....	14
PART 2: Housing Search	15
Tradeoffs.....	16
Future Housing Plans	17
Summary.....	19
PART 3: Tenant and Landlord Relations	20
Tenant/Landlord Contact.....	20
Tenant/Landlord Relationship.....	22
Tenant Actions	25
Multivariate Analysis	26
Summary.....	28
PART 4: Health, Safety, Repairs	29
Health and Safety Concerns	29
Repairs.....	30
Multivariate Analysis	31
Tenant Well-being Index	32
Summary.....	35
PART 5: Rent and Fees	36
Monthly Costs	36
Voucher Acceptance	37
Fees	38
Rent Increases	38
Sense of Precarity	38
Multivariate Analysis	39
Summary.....	43
PART 6: Focus Groups	44
1. Distant and Impersonal Large Landlords	45
2. Responsive and Accommodating Small Landlords	48
3. Affordability.....	51
4. Homeownership.....	54
Summary.....	57
PART 7: Conclusion	58
APPENDIX A.....	60
APPENDIX B.....	66
APPENDIX C.....	72



Executive Summary

Recent research has shown an increase in ownership of single-family rentals by large-portfolio landlords, among them corporate investors and private equity firms, in the Twin Cities region.¹ Family Housing Fund partnered with the University of Minnesota's Center for Urban and Regional Affairs (CURA) on a research project to learn about the experiences of tenants who live in single-family rentals. The central research objective focused on the question of whether conditions for tenants varied by the portfolio size of the landlord. The first phase of this project surveyed renters in North Minneapolis; [the survey results](#) were published in January 2024. The second phase expanded the survey to more addresses across Minneapolis, Saint Paul, and Bloomington.

This report describes the findings of the second phase of research, which included an online survey and follow-up focus groups with tenants of single-family rentals (SFRs) in Minneapolis, Saint Paul, and Bloomington. More than 1,000 tenants of SFRs completed the survey. Respondents were asked a series of questions about interactions with their landlords, the quality of the homes they lived in, and rents and fees charged by their landlords. Survey data was analyzed in combination with census data and information on the property and property owner taken from parcel level data. Seven follow-up focus groups were conducted with volunteers among the survey participants.

This study confirms a range of negative outcomes related to large-portfolio ownership of SFRs in Hennepin and Ramsey Counties.

We categorize owners by the number of properties they own in Hennepin and Ramsey Counties:

- **MICRO** = owner of one SFR property in the two counties
- **SMALL** = owner of two to five SFR properties in the two counties
- **MEDIUM** = owner of six to 20 SFR properties in the two counties
- **LARGE** = owner of more than 20 SFR properties in the two counties

Of the 42,441 SFRs included in this study:

- **86.1%** are owned by micro or small owners.
- **5.4%** are owned by medium owners.
- **8.5%** are owned by large owners, including a combination of traditional owners, private equity owners, REITs (Real Estate Investment Trusts), rent to own programs, and purpose-built single-family rental communities.

¹ Kim-Eng Ky and Libby Starling, "Very large investors increase their share of the Twin Cities rental-home market," Federal Reserve Bank of Minneapolis, December 6, 2023. <https://www.minneapolisfed.org/article/2023/very-large-investors-increase-their-share-of-the-twin-cities-rental-home-market>

Key Findings

As the portfolio size increases, tenant experiences worsen: The data consistently show that tenants living in homes owned by large-portfolio landlords report worse outcomes across virtually all measures related to housing quality, landlord responsiveness and treatment, and cost. Through multivariate analysis, we confirmed that this pattern occurs even when controlling for characteristics of the tenants, the properties, and the neighborhoods in which they are located.

There may be a tipping point for effective SFR management: CURA developed an index of tenant well-being indicators which allowed researchers to assess the overall experience of the tenant and how that relates to landlord size. When the portfolio size increases beyond 14 SFR properties, our index of Tenant Well-Being indicators drops into the negative, suggesting a critical tipping point for resident experience.

Communities of color are most impacted by these trends in the SFR market: Our analysis did not indicate a difference in experiences between BIPOC and white respondents when controlling for other factors. However, there are clear implications of racial inequity in these findings, as this study found that Black and Latinx tenants were more likely than white tenants to live in homes owned by large-portfolio landlords.

In each of the categories below, we used a multivariate analysis to identify trends in renter experiences and landlord practices that are present even when controlling for other factors or characteristics of the tenant, property, and neighborhood.

RENTS AND FEES:

- Rents rise consistently as the size of the landlord portfolio increases.
- Tenants living in homes owned by medium- and large-landlords were more likely to report having

had a rent increase at their current home, and they report having received more rent increases than other respondents.

- Tenants of medium- and large-portfolio owners pay significantly more in rent than other respondents.
- Tenants with large landlords reported rents more than \$200 per month higher than rents reported by respondents living in micro-owned homes.
- Fees and utilities were highest for tenants living in medium- and large-landlord homes.
- The percentage of respondents with extreme cost burdens (paying more than 50% of their incomes on rent) was significantly higher among respondents living in medium- and large-landlord homes than for other tenants.

TENANT-LANDLORD RELATIONSHIPS:

- Tenants living in homes owned by medium- and large-portfolio owners are less likely to report having been treated well by their landlords, and more likely to report harassment, discrimination, or retaliation from their landlords compared to other respondents.
- Tenants in large-portfolio homes are more likely than other respondents to communicate with their landlords through an intermediary, or with different people across each interaction. These tenants consider their landlord/property manager more difficult to reach and less responsive.
- When controlling for other factors, tenants living in large portfolio homes report more problematic relations with their landlords than other respondents.
- Our analysis also shows that independent of other factors, tenants with low incomes (incomes below 50% of AMI) report higher rates

of landlord abuse (harassment, discrimination, or retaliation), and repair needs, though they pay lower rents on average.

- About one in five respondents either has no lease or no copy of their current lease. This percentage is highest among tenants in homes owned by micro-owners.

HEALTH, SAFETY, AND REPAIRS:

- Health and safety concerns are much more common among respondents who live in homes owned by medium- and large-scale landlords.
- Tenants who live in homes owned by medium- and large-scale landlords are more likely to report the need for repairs in their homes.
- Almost two-thirds of tenants living in large-landlord homes reported they noticed the need for repairs immediately upon moving in, a rate significantly higher than all other respondents.
- Tenants in medium- and large-landlord homes are twice as likely to report that few or none of the needed repairs have been completed, compared to respondents living in micro-owned homes.
- Repair needs and low rate of repair completion increase as landlord portfolio size increases, even when controlling for characteristics of the home, neighborhood, and tenant.

HOUSING SEARCH AND MOBILITY PLANS:

- More than half of respondents reported making tradeoffs when they chose their current home. These respondents most frequently prioritized rent and location and sacrificed quality housing conditions.
- Tenants with medium- and large-portfolio landlords were much more likely than others to be short-term tenants at the time they completed the survey, suggesting a higher level of residential instability in large portfolio SFRs.

- Focus group participants identified a number of transaction costs, from security deposits to application fees and search costs, that are significant monetary obstacles to moving.
- Most survey respondents would like to remain in their current home after the end of their current lease. This is strongly dependent on the condition of the house and their relationship with the landlord.
- More than half of respondents reported at least a potential interest in purchasing their current home if it were to be put on the market in the future. But focus group participants named a number of important obstacles to homeownership including down payment, credit, loan qualifications, and concern about the unexpected costs associated with homeownership.

CONCLUSION

Single-family rentals provide an important option for renters in the Twin Cities housing market. Most of the renters who participated in the focus groups had limited their housing search only to single-family rentals because of the space and privacy that the participants felt single-family homes provide. Our findings suggest, however, that large-scale ownership of SFRs is associated with a range of sub-optimal outcomes for tenants and for the properties themselves. These findings are consistent across different types of outcomes and when controlling for other factors.

Methods and Respondent Characteristics

The foreclosure crisis of 2007-2011 led to an increase in the number of single-family rentals (SFRs) in the Twin Cities housing market, and to a growth in the number of SFRs owned by large institutional owners. Previous research has indicated that investor owners and large-portfolio owners in the SFR market are associated with more problematic housing conditions, rent escalation, and higher eviction rates. The body of research on large-portfolio owners has been growing in recent years, but very little is known about the direct experience of the tenants in these homes. Existing research has relied on administrative data to connect ownership with outcomes. In contrast, this study is based on information collected directly from tenants about their experiences in SFRs, through an online survey and a series of focus groups. This research thus provides a unique view on the growing phenomenon of SFRs and large-portfolio ownership.

LANDLORD SIZE/TYPE

The major objective of this study is to determine whether tenants living in homes owned and operated by large-portfolio and/or institutional owners report rental outcomes that are different from outcomes reported by other tenants.

We utilize longitudinal parcel data from Hennepin and Ramsey Counties in Minnesota (the study area) from 2005 through the first quarter of 2024 to identify ownership. This process is complicated by both the lack of good data and the purposeful strategies employed by some owners to obscure their identities. We use a three-step process to better identify ownership and tie together properties owned by large operators:

1. Standardize addresses to remove ambiguity related to the format of the address (e.g., 412 W Oak St vs. 412 Oak St W)
2. Utilize software to cluster like-names (e.g., J Smith / J.A. Smith / Jane A. Smith)
3. Perform additional manual cleaning to identify any known entities missed in the automated clustering.

The greatest challenge in uncovering ownership patterns is in connecting the properties that are owned by entities that are not identical but are financially linked. For example, *Pretium* is a private equity investment firm that was formerly called *HavenBrook*, which was formerly *Backyard Residential*. *Pretium* bought *Front Yard Residential* which had been a publicly owned Real Estate Investment Trust (REIT) but was turned private after the *Pretium* purchase.

Uncovering and understanding the web of ties between owners that arise in the *Pretium* case and others like it requires analysis of corporate structure, which is information not contained in parcel data but available through the State Commerce Department. While we did not access Commerce Department data to conduct a matching analysis, our manual efforts to identify ownership clusters included attempts to link properties of entities known to be legally connected, focusing on the largest and most well-known corporate investors in housing.

We begin by differentiating owners by the number of properties owned in Hennepin and

Ramsey County. This is an imperfect method since some owners may also control properties in this metro area but outside of the two core counties. Estimates from the 2018-2022 American Community Survey (ACS) indicate that 59% of single-family rentals in the Twin Cities metropolitan area are located in Hennepin and Ramsey Counties. Thus, it is quite possible that the owners of properties in the two counties of our study area also own SFRs elsewhere in the metro area. With that caveat we categorize property owners in the following way:

- **MICRO** = owner of one SFR property in the two counties
- **SMALL** = owner of two to five SFR properties in the two counties
- **MEDIUM** = owner of six to 20 SFR properties in the two counties
- **LARGE** = owner of more than 20 SFR properties in the two counties

Within the large owner category, there are a number of sub-types. The first subtype is institutional owners, and among them we differentiate between private equity firms, publicly- held REITs, Rent-To-Own operations, and purpose-built SFR communities. There are also large-scale operators that are non-institutional.

Of the 42,441 SFRs included in this study:

- **86.1%** are owned by micro or small owners.
- **5.4%** are owned by medium-sized owners.
- **8.5%** are owned by large owners, including a combination of traditional owners, private equity owners, REITs (Real Estate Investment Trusts), rent to own programs, and purpose-built single-family rental communities.

Figure 1.1 shows the location of all suspected single-family rentals in Hennepin and Ramsey County in 2024. A single-family home was suspected to be a rental if, in the parcel level data, it did not have a homestead tax exemption or it was owned by an entity previously defined as a rental property owner. As the map shows, these homes are clustered in the central cities and inner suburbs. The more western suburbs of Hennepin County have relatively few SFRs compared to the rest of the metro.

At this level of resolution, it is clear that SFRs appear in all parts of the central cities. Maps at a smaller scale show the densest clusters are on the Northside of Minneapolis and the East Side of Saint Paul. These are target neighborhoods in our study. The City of Bloomington — the third most populous city in the Twin Cities metro — also has a cluster of SFRs and was a third target area in this study.

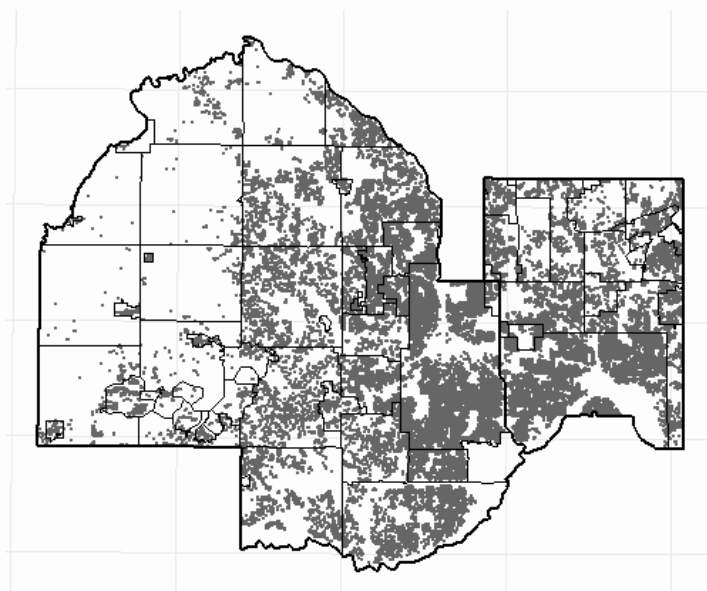


FIGURE 1.1 LOCATION OF SFRS, HENNEPIN AND RAMSEY COUNTIES, 2024

Figure 1.2 below shows the location of SFRs held by large-scale owners highlighted in red. We see definite patterns of clustering in the holdings of large-scale investor-operators. The largest, highest density cluster is on the Northside of Minneapolis, but other sizable clusters exist on the East Side of Saint Paul, in the West Side neighborhood of Saint Paul, and along the Midway area of Saint Paul. The inner suburbs to the north and west of Minneapolis also contain concentrations of SFRs.

Figure 1.3 on the next page shows the geographic distribution of the two largest categories of institutional owners, private equity firms and REITs.

On the left side of Figure 1.3, the private equity SFRs are identified. Private equity firms own most of their properties in the central cities, with the Northside of Minneapolis and the East Side of Saint Paul being the center of their holdings. In contrast, while REITs (shown on the right-hand panel of Figure 1.3) own some properties in these lower-income neighborhoods, particularly the East Side, their holdings are much more scattered and much more likely to be in the suburban areas of Hennepin and Ramsey Counties.

The location of institutional investor-owned SFRs is detailed in Table 1.1. The concentration of these homes is greatest in North Minneapolis and the East Side of Saint Paul.

SURVEY

The survey questionnaire was constructed by CURA in consultation with the Family Housing Fund, local city officials from Minneapolis, Saint Paul, and Bloomington, and community partners from the East Side neighborhoods of Saint Paul and North Minneapolis.

Because large-portfolio and institutional owners remain a relatively small percentage of the overall SFR market, we oversampled those properties in our survey. We also oversampled in three geographic areas, North Minneapolis, the East Side of Saint Paul, and the city of Bloomington. We over-sampled in these communities because of the concentration of holdings by large-portfolio and investor owners in these geographies. Oversampling was necessary to receive enough completed surveys to analyze the practices of large-portfolio and investor owners within those communities specifically.

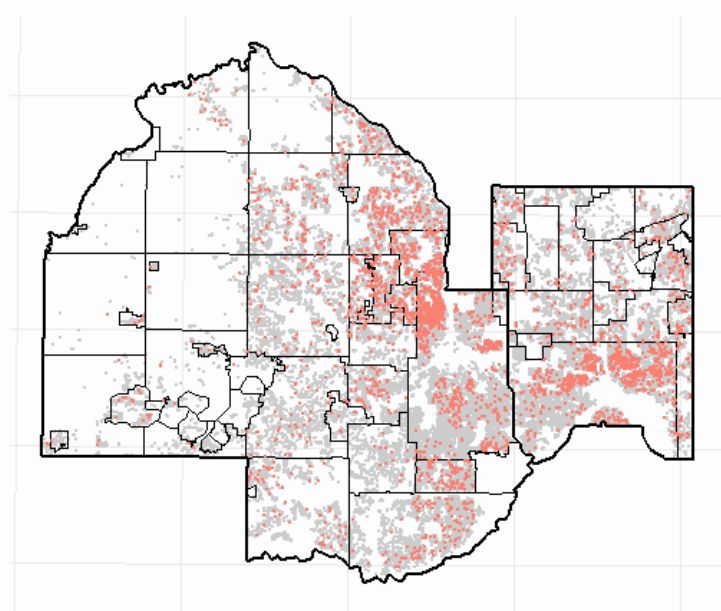


FIGURE 1.2 LOCATION OF SFRS HELD BY LARGE SCALE OWNERS, 2024

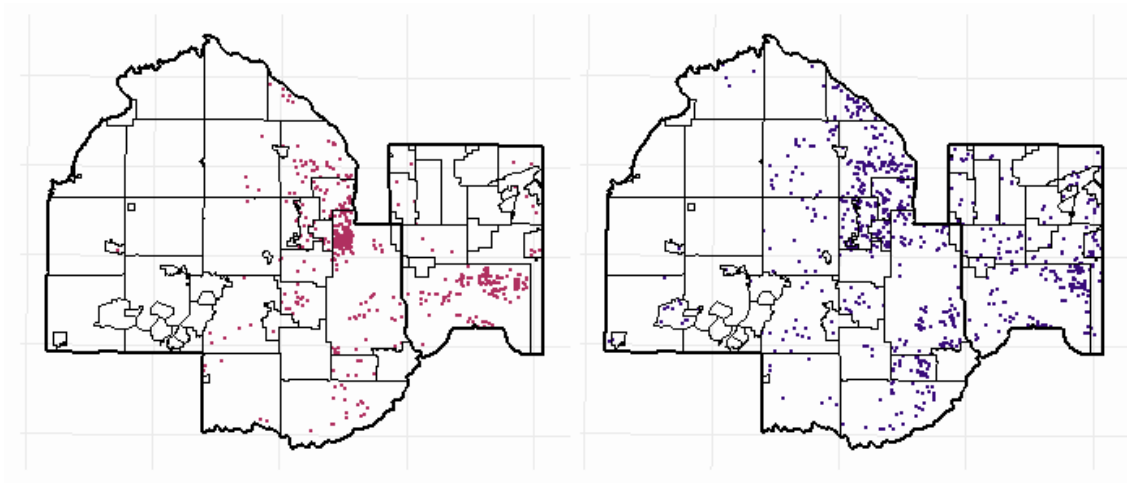


FIGURE 1.3 LOCATION OF PRIVATE EQUITY AND REIT SFRS, 2024

TABLE 1.1 INSTITUTIONAL INVESTOR-OWNED HOMES BY LOCATION

	TOTAL SFR	INSTITUTIONAL INVESTOR-OWNED HOMES	
North Minneapolis	3,982	248	13.8%
Minneapolis Remainder	7,252	123	5.0%
Bloomington	2,027	60	5.7%
Hennepin Remainder	15,227	893	9.4%
Saint Paul East Side	2,699	155	11.4%
Saint Paul Remainder	5,696	126	6.7%
Ramsey Remainder	5,558	236	8.2%
TOTAL	42,441	1,841	8.5%

The survey link went live on March 26, 2024. Postal solicitations were sent to 9,000 addresses. The solicitations were not personalized because the parcel data we used to identify SFRs does not contain occupant names. Three follow-up mailings were sent to remind potential participants. Each of the mailed solicitations provided the potential respondent with the survey link and a user ID that would allow for completion of the survey. Potential respondents were offered a \$25 gift certificate as an incentive to complete the survey.

This approach yielded 1,011 usable responses. In this report we combined these responses with the 140 responses received from the pilot study of the Northside of Minneapolis completed in 2023.² The analysis presented in this report is based on 1,151 completed surveys.

FOCUS GROUPS

CURA conducted seven focus groups between August 15 and September 12, 2024. Five of these focus groups occurred in-person at locations

² The survey for Phase 2 was identical to the pilot study survey except for the addition of questions related to the housing search participants conducted to find their current home."

across the Twin Cities metropolitan area; two in Minneapolis, two in Saint Paul, and one in Bloomington. The remaining two focus groups were conducted virtually, using Zoom. A total of 31 participants took part in the focus groups; nine participants were from Saint Paul, eight from Minneapolis, seven from Bloomington, and seven from other suburbs of the Twin Cities.

Participants in the focus groups were recruited from among the survey respondents. Survey respondents were given an opportunity at the end of the survey to indicate their willingness to participate in a follow-up focus group. Community partners helped to recruit focus group participants through a registration form sent out through email and phone calls. Participants self-selected into focus groups based on their availability and location. Renters living in homes owned by large or institutional investors were intentionally recruited for the online focus groups since the online format allowed for a more geographically varied participant pool.

The focus groups varied in length from 40 minutes to one hour and 20 minutes. Notes and audio transcripts from each meeting were used as a record of the discussion that took place in each group. Participants received a \$75 gift certificate for the virtual focus group sessions or a \$100 gift certificate for in-person focus groups, the extra amount to accommodate transportation time and costs.

The purpose of these focus groups was to explore the experiences of renters of single-family homes, their living conditions, and their interactions with their landlord or property manager. The focus group protocol included questions about how participants found their current home, their interests in and obstacles to owning a home, their knowledge of and relationship to their landlord, their experiences of repairs and maintenance requests, and their perceptions of affordability. The protocol was used as a guide; the moderator allowed the discussion to evolve organically as participants responded to each other and developed ideas based on others' insights.

The researchers combined the transcripts and notes into a comprehensive record of the discussions. The principal investigator and the co-investigator each analyzed the record separately and then conferred on what themes emerged across the seven focus groups. This process involved three steps: an initial read-through to establish familiarity with the discussions, a second read-through to identify themes, and a conference discussion between the two researchers to consolidate findings.

TABLE 1.2 COMPARISON OF LANDLORD TYPE OF SURVEY PARCELS TO ALL SFR PARCELS

	SFR PCT	SURVEY PCT
Micro 1	73.5	48.7
Small 2-5	12.6	20.3
Medium 6-20	5.4	14.2
Large > 20	3.9	10.2
PE	1.3	2.8
REIT	1.7	2.4
RTO	1.3	1.5
Purpose-Built SFR Communit	0.3	0

SURVEY RESPONDENTS

Survey respondents differ from the overall SFR population by ownership size and type as shown in Table 1.2. Tenants living in homes owned by micro-owners make up 48.7% of survey respondents but 73.5% of all SFRs in the study area. This is the result of the purposeful oversampling of the small, medium, and large-owner categories.

Most of the survey respondents were between the ages of 24 and 43 (53.8%). However, 17.5% of respondents were over the age of 54, and 11.3% of the households included seniors over the age of 65 (full demographic tables are provided in Appendix D, Q40 to Q51). Fewer than half of the respondents (42.4%) have children in the

household, 27.% have one or two children, and 15.2% have three or more.

Almost two-thirds of the respondents are female (62.2%), 34.6% are male and 3.2% indicated they are non-binary. Two percent of respondents reported being transgender.

TABLE 1.3 RACE/ETHNICITY OF RESPONDENTS

	N	PCT
Asian	66	6.2
Black	187	17.7
Latinx	127	12.0
Native American	13	1.2
White	597	56.5
Two or more	46	4.4
Other	21	2.0
Did not answer	94	-

TABLE 1.4 MET COUNCIL COMMUNITY TYPE

COMMUNITY TYPE	SFR PCT	SURVEY PCT
Central City	46.3	65.7
Inner Suburb	25.8	22.7
Outer Suburb	25.6	10.1
Exurban/Rural	2.4	1.5

Household size tended to be larger among the survey respondents than the SFR population as a whole. Only 10% of respondents were single-person households, while 43.6% were in households with four or more people (14% with six or more). Despite larger households, only 3.3% of respondents were overcrowded in their homes, according to the U.S. Department of Housing and Urban Development (HUD) definition (more than two persons per bedroom).

The average annual household income for respondents was \$66,257, though the median was much lower, \$55,200. Seventy-two percent of respondents were employed at the time they completed the survey. Ten percent of respondents were working fewer than 20 hours per week, and 46% were working more than 40 hours per week.

The average rent to income ratio was .37 (median = .32) and 57% of respondents were paying more than 30% of their income on housing. Most households (65%) had two or more people contributing to the rent payment (23% had three or more people contributing).

Race and ethnicity is known only for the household member who completed the survey. The racial and ethnic makeup of respondents is presented in Table 1.3. White respondents account for 56.5% of all respondents who answered the race/ethnicity question, while 17.7% are Black and 12% are Latinx.

Eleven percent of respondents were born outside the U.S. and 9.3% reported that English is not the primary language spoken in their home.

REPRESENTATIVENESS

Using American Community Survey (ACS) and parcel level data, we are able to assess the degree to which our sample of survey respondents reflects the full SFR population in Hennepin and Ramsey Counties. We use the Metropolitan Council's definition of community type to characterize the municipalities in which respondents live. Table 1.4 shows that the geography of respondents is not aligned closely with the full distribution of SFRs in our study area. This is a result of the oversampling of the two central cities and in particular the target neighborhoods of North Minneapolis and the East Side of Saint Paul.

We also compared respondent and property characteristics against what is known about SFRs through the ACS. Table 1.5 shows that respondents to the survey on average earn

TABLE 1.5 COMPARISON OF SAMPLE DEMOGRAPHICS TO ACS SFR DEMOGRAPHICS

VARIABLE	ACS	SURVEY
Contract Rent (mean)	\$1,591	\$1,739
Bedrooms (mean)	3.84	2.97
HH Income (mean)	\$101,730	\$66,257
Rent to Income Ratio (mean)	0.25	0.37
Cost Burdened (pct)	0.27	0.57
Employment Rate# (pct)	0.75	0.72
HH Size (mean)	3.12	3.45
Female Headed HH (pct)	0.54	0.55
HH with Child Present (pct)	0.47	0.40
No. Children in HH (mean)	1.17	0.99
With Disability (pct)	0.15	0.18
Non-English at Home (pct)	0.22	0.09
Born Outside US (pct)	0.21	0.10
n	46,604	1,151

Calculated for head of household (HH)

lower income than SFR households in general (\$66,257 compared to \$101,730). Survey respondents also have a higher rent to income ratio (.37 to .25 for SFR households generally), and they were over two times more likely to be cost burdened (57% to 27%). The income profile of survey respondents is closer to that of tenants in multifamily housing who have a mean income of \$69,633 and a rent to income ratio of .30.

TABLE 1.6 COMPARISON OF SURVEY PARCEL CHARACTERISTICS TO ALL SFR PARCELS (comparison of means)

VARIABLE	ALL SFR	SURVEY
Parcel Area (Acres)	0.22	0.18
Est. Market Value Total (\$)	326,444	265,968
Est. Market Value Land (\$)	96,567	78,843
Est. Market Value Building (\$)	229,877	201,871
Year Built	1951	1940
Year of Most Recent Sale	2014	2013
n	42,441	1,151

In other respects, survey respondents closely reflect the full population of SFR households in the two counties. Household size was similar, as were the percentage of heads of households employed, the percentage of female-headed households, and the percentage with a disability. The survey captured fewer non-English speaking households and households born outside of the U.S.

Table 1.6 compares the homes of survey respondents to all SFRs in the two counties. The houses where survey respondents live tend to be on slightly smaller parcels and be of lower value than all SFRs in the two counties. Survey respondents' homes are slightly older than the typical SFR in the study area. All of these are likely consequences of our oversampling of central city locations.

Finally, we are able to compare survey respondents' ethnicity and income with other SFR households. Table 1.7 shows that survey respondents slightly under-represent Black and Asian households and slightly over-represent Latinx and white households. Survey respondents are more likely to have incomes at or below 50% of the area median income compared to all SFR occupants.

RACIAL EQUITY IMPLICATIONS

In the analyses to follow, we focus on how landlord size affects tenant experiences. Respondents who live in homes owned by large-portfolio owners consistently report worse experiences than other respondents. These experiences in tenant-landlord interactions, in housing condition and maintenance, and in housing costs will be detailed in the following pages. There are important racial equity implications for these findings. Table 1.8 below shows the breakdown of landlord size by the race/ethnicity of tenants in our sample. It shows that Black tenants are overrepresented in the large- and medium-landlord categories. While making up 17% of our total sample, Black tenants comprise

36% of households living in large-landlord owned homes and 31% of households living in homes owned by medium-sized landlords.

Even after controlling for income and geography, households of color in our sample were more likely to live in homes owned by a medium- or large-portfolio landlord compared to white households. We estimate that Black households were 85% more likely to live in homes owned by larger landlords compared to white households, while Latinx households were 32% more likely to live in households owned by bigger landlords. This then increases the likelihood that households of color are exposed to the poor experiences reported by tenants in homes owned by larger landlords. (See Appendix E, table B8 for model.)

TABLE 1.7 DEMOGRAPHICS OF SURVEY RESPONDENTS COMPARED TO ACS DATA

	ACS	SURVEY		ACS	SURVEY
RACE/ETHNICITY			INCOME		
Asian	8.2	6.2	<30% AMI	23.3	35.6
Black	21.3	17.7	50% AMI	16.9	22.3
Latinx	8.9	12.0	80% AMI	23.3	22.3
Native American	1.9	1.2	100% AMI	10.0	7.1
White	53.9	56.5	>100% AMI	26.4	12.7
Two or More	5.4	4.4			
Other	0.4	2.0			

TABLE 1.8 RACE/ETHNICITY OF SURVEY RESPONDENTS BY LANDLORD SIZE

RACE/ETHNICITY	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Asian	36 (7.1%)	15 (7.0%)	11 (7.1%)	4 (2.2%)	66 (6.2%)
Black	51 (10.0%)	24 (11.2%)	48 (31.2%)	64 (35.8%)	187 (17.7%)
Latinx	57 (11.2%)	24 (11.2%)	27 (17.5%)	19 (10.6%)	127 (12.0%)
Native American	3 (0.6%)	3 (1.4%)	1 (0.6%)	6 (3.4%)	13 (1.2%)
White	330 (64.8%)	130 (60.5%)	62 (40.3%)	75 (41.9%)	597 (56.5%)
Two or More	20 (3.9%)	13 (6.0%)	3 (1.9%)	10 (5.6%)	46 (4.4%)
Other	12 (2.4%)	6 (2.8%)	2 (1.3%)	1 (0.6%)	21 (2.0%)
NA	51	19	9	15	94

Housing Search

In this section, we describe the housing search that survey participants conducted that led them to the home they occupied when they answered the survey. For some participants, their most recent housing search was many years ago. As Table 2.1 indicates, 14.7% of respondents have been living in their home for more than 10 years and another 25.9% for more than five years. Residential stability in SFRs seems to be associated with the portfolio size of the landlord.

Longevity of more than 10 years in the current home is a phenomenon that is most common among tenants in micro-portfolio properties (19.2%) and least common for tenants in large-portfolio properties (7.9%). This pattern also holds for longevity of more than 5 years.

Correspondingly, 39.6% of tenants in large-portfolio properties have been there for less than two years at the time they completed the survey, compared to only 25.8% of respondents living in micro-landlord homes and 27.4% of respondents in small-landlord homes.

The most common way in which survey respondents found their current home was through responding to an advertisement; 48.8% of respondents found their home that way (see Table 2.2). The second most common means of searching was through word of mouth; one quarter of respondents reported finding their current home that way.

Respondents who ended up living in homes owned by large landlords were slightly more likely than other respondents to have answered an advertisement (55% to 48%), but the difference is not great. Transferring from one property to another managed by the same company was another method employed more often by tenants of large landlords (18% to 8% for other respondents).

TABLE 2.2 METHOD OF HOUSING SEARCH

"HOW DID YOU FIND YOUR CURRENT HOME?"	n	
Responded to advertisement	490	(48.8%)
Word of mouth	240	(23.9%)
Transferred from other property managed by same company	77	(7.7%)
Owned by family/friend	61	(6.1%)
Saw "For Rent" sign	53	(5.3%)
Took over existing lease	26	(2.6%)
Other	57	(5.7%)

TABLE 2.1 HOW LONG HAVE YOU BEEN LIVING IN YOUR CURRENT HOME?

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Fewer than 2 years	93 (25.8%)	40 (27.4%)	42 (37.2%)	55 (39.6%)	230 (30.4%)
More than 2 years, fewer than 5	96 (26.8%)	56 (38.4%)	25 (22.1%)	43 (30.9%)	220 (29.1%)
More than 5 years, fewer than 10	101 (28.1%)	33 (22.6%)	32 (28.3%)	30 (21.6%)	196 (25.9%)
More than 10 years	69 (19.2%)	17 (11.6%)	14 (12.4%)	11 (7.9%)	111 (14.7%)
NA	201	88	50	55	394

The two most important factors for respondents when they were searching for their current home were the rent amount and the condition of the house. Seventy percent of the respondents said the rent was important, and 65% indicated the condition of

TABLE 2.3 IMPORTANCE OF HOUSING FEATURES IN SEARCH

HOW IMPORTANT WERE EACH OF THE FOLLOWING IN YOUR DECISION TO RENT YOUR CURRENT HOME?	n	
Rent	229	(69.6%)
Condition and quality of the house	406	(64.6%)
Size of the house	368	(58.1%)
Location	342	(57.2%)
Safety of the area	315	(56.0%)
Proximity to work	278	(36.2%)
Proximity to family/friends	238	(28.7%)
Proximity to school	200	(26.7%)
Proximity to healthcare	190	(22.1%)
Proximity to transit	163	(19.0%)
Proximity to place of worship	114	(12.7%)

Number and percent of respondents who answered "important" or "very important"

the home was important (see Table 2.3). The size of the house, its location, and the safety of the area were also features identified as important by more than half of all respondents.

Only two of the features listed in Table 2.3 above varied by landlord type. Respondents living in large landlord properties tended to consider rent and size of the house important factors more frequently than did residents of micro-owned properties. Tenants in large landlord properties rated rent as important in their search 84% of the time, compared to only 66% of respondents in micro-owned homes and 65% of respondents in small-owner homes. The pattern for size of the house was similar but not as sizable; 67% of respondents in large landlord homes indicated housing size was

important in their search compared to 56% of respondents in micro-owned homes.

Beyond these tendencies related to rent and size of the house, the nature of the housing search and what house hunters looked for does not seem to be a major factor in steering households towards properties of one type of landlord or another. None of the other factors varied in importance across the different ownership categories.

TRADEOFFS

Households often have difficulty in the housing search finding choices that meet all of their needs. Typically, households will make choices that reflect tradeoffs — achieving some priorities in one's housing search but sacrificing others. More than half (58.3%) of the survey respondents indicated that they made tradeoffs in the decision to rent their current home. Surprisingly, tradeoffs were least common among the lowest-income respondents; only 52.9% of these respondents reported making a tradeoff in their housing search compared to more than 62% for all other groups. This pattern might be due to reduced expectations among very low-income tenants, though we lack the data to confirm this explanation.

Tradeoffs were most likely to be reported by white and Asian respondents, and least likely to be reported by Black, Latinx, and Native American respondents. Respondents living in large- landlord homes were slightly more likely than other respondents to report tradeoffs (62.8% compared to 57.1%, 59.8%, and 55.5% for respondents in micro, small, and medium portfolio homes) though the differences are not large.

The nature of the tradeoffs reported by respondents is described in Table 2.4. Respondents were allowed to identify up to two specific characteristics that they prioritized in the tradeoff and two characteristics that they had to sacrifice in order to achieve what they wanted. The far-right column indicates that affordable rent was the characteristic sought by

TABLE 2.4 HOUSING SEARCH TRADEOFFS

"I RENTED THIS HOUSE FOR ITS..."	"...BUT I HAD TO GIVE UP WHAT I WANTED IN..."						TOTAL
	RENT	LOC-ATION	SIZE	COND-ITION	SAFETY	OTHER	
Rent		124 (25.1%)	86 (17.4%)	151 (30.6%)	75 (15.2%)	58 (11.7%)	494 (31.1%)
Location	110 (25.9%)		100 (23.5%)	128 (30.1)	35 (8.2%)	52 (12.2%)	425 (26.7%)
Size	63 (18.7%)	89 (26.4%)		93 (27.6%)	48 (14.2%)	44 (13.1%)	337 (21.2%)
Condition	35 (24.6%)	48 (33.8%)	26 (18.3%)		20 (14.1%)	13 (9.2%)	142 (8.9%)
Safety	31 (31.0%)	20 (20.0%)	22 (22.0%)	22 (22.0%)		5 (5.0%)	100 (6.3%)
Availability	7 (15.9%)	3 (6.8%)	8 (18.2%)	13 (29.5%)	7 (15.9%)	6 (13.6%)	44 (2.8%)
Other	6 (12.8%)	10 (21.3%)	7 (14.9%)	15 (31.9%)	3 (6.4%)	6 (12.8%)	47 (2.9%)
Total	252 (15.8%)	294 (18.5%)	249 (15.7%)	422 (26.6%)	188 (11.8%)	184 (11.6%)	1,589

Respondents could provide up to two responses to this question.

Figures in parentheses are row percentages and based on number of responses.

respondents that most frequently triggered a tradeoff (494 responses or 31.1% of all responses to this question). Location and size were also housing search objectives that frequently produced tradeoffs (425 or 26.7% of responses for location, and 337 responses or 21.2% for size). The bottom row of the table indicates that housing condition was the most common characteristic that respondents sacrificed in their housing search (422, or 26.6% of all mentions).

Among respondents who indicated that they rented their current unit because of its rent (the top row of data), the condition of the house and its location were the most common factors that they had to sacrifice; 30.6% of the sacrifices mentioned by these respondents were the condition of the house and 25.1% of the sacrifices were the location.

Among those who got what they wanted in terms of location, the most common characteristics traded off were condition (30.1%) and rent (25.9%). Respondents who traded for size gave up condition and location most frequently (27.6% and 26.4%, respectively).

Except for respondents who indicated that they traded for safety, the condition of the house was the most frequently mentioned sacrifice that respondents made, no matter what they were looking for in their housing search.

FUTURE HOUSING PLANS

Most respondents (72.7%) indicated a desire to remain in their current home beyond their current lease. This wish is associated with the type of owner; 80% of respondents with a micro-scale owner indicated that they wished to remain in their units beyond the end of the current lease compared to 69% of those with small- or medium-sized owners, and 59% of those with large-portfolio owners. The desire to remain in their current home is also related to the respondents' assessment of the condition of the home. Respondents who indicated that they have health concerns were significantly less likely (56% to 78%) to want to remain in the home compared to those who had no such concerns. Similarly, respondents who reported having a safety concern were less likely to want to remain in the home compared to other respondents (57% to 78%).

TABLE 2.5 INTEREST IN BUYING CURRENT HOUSE

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Yes, very interested	121 (24.5%)	53 (24.6%)	25 (19.7%)	25 (20.2%)	224 (23.3%)
Maybe interested	186 (37.6%)	76 (35.4%)	43 (33.9%)	35 (28.3%)	340 (35.4%)
Not interested	187 (37.8%)	86 (40.0%)	59 (46.5%)	64 (51.6%)	396 (41.2%)
Total	494	215	127	124	960

TABLE 2.6 SELECTED CHARACTERISTICS OF POTENTIAL HOMEBUYERS

	"YES, VERY INTERESTED"	"MAYBE INTERESTED"	"NOT INTERESTED"	TOTAL
RACE/ETHNICITY				
Asian	11 (5%)	24 (7%)	26 (7%)	61 (7%)
Black	34 (16%)	41 (12%)	50 (13%)	125 (13%)
Latinx	34 (16%)	44 (13%)	37 (10%)	115 (12%)
White	118 (55%)	194 (58%)	249 (64%)	561 (60%)
Other	18 (8%)	31 (9%)	25 (6%)	73 (8%)
INCOME				
< 30% AMI	64 (31%)	103 (33%)	123 (34%)	290 (33%)
30-50%	46 (22%)	66 (21%)	77 (21%)	189 (22%)
50-80%	56 (27%)	70 (23%)	82 (23%)	208 (24%)
> 80%	42 (20%)	69 (22%)	77 (21%)	188 (21%)
LANGUAGE				
English is first language	207 (92%)	300 (89%)	359 (92%)	866 (91%)
GEOGRAPHY				
Bloomington	27 (12%)	41 (12%)	39 (10%)	107 (11%)
North Minneapolis	18 (8%)	30 (9%)	36 (9%)	84 (9%)
East Side Saint Paul	44 (20%)	62 (18%)	70 (18%)	176 (18%)
Other Minneapolis	40 (18%)	71 (21%)	89 (22%)	200 (21%)
Other Saint Paul	30 (13%)	44 (13%)	50 (13%)	124 (13%)
Other Suburban	65 (29%)	92 (27%)	112 (28%)	269 (28%)

The relationship with the landlord was also strongly related to the respondents' desire to remain in the house; 81% of survey participants who reported that their landlords treat them "well" or "very well" indicated a desire to remain in their home beyond the current lease compared to 36% of respondents who said their landlord has treated them "badly" or "very badly."

Homeownership is an aspiration for a significant number of survey respondents. When asked whether they were interested in purchasing their current home, should it be offered for sale in the future, 23.3% indicated they would be very interested and another 35.4% answered "maybe." Interest in purchasing their current home varied slightly by the landlord category. The difference is greatest between tenants in homes owned by micro-owners and tenants in homes owned by large-scale landlords, but the main break in the data is between tenants in the micro- and small-landlord categories and those in the medium- and large-landlord categories (see Table 2.5).

Stronger relationships are seen between interest in buying and the respondents' assessment of the quality of the house. More than half of respondents who had health or safety concerns about the house expressed no interest in purchasing the house in the future. Respondents who identified repair needs were also significantly less likely to be interested in purchasing the home in the future.

Table 2.6 presents selected characteristics of respondents who indicated an interest or potential interest in purchasing their current home. Slightly disproportionate numbers of Black and Latinx respondents reported an interest in purchasing their current homes; Black respondents are 16% of those who are interested in buying but they make up 13% of all respondents. Similarly, Latinx respondents are 16% of those interested in buying but that group makes up only 12% of all respondents. There are no real patterns by income, language, or geography; interest in purchasing their current home is not differentiated by any of these characteristics.

Summary

- Tenant stability is associated with landlord portfolio size. Tenants living in homes owned by micro-owners are more likely than other respondents to have lived in their current unit for more than 5 years. The pattern is even stronger for those who have lived in their current home for more than 10 years. Tenants with medium- and large- portfolio landlords are much more likely than others to be short-term tenants at the time they completed the survey
- Rent and condition of the house were identified by respondents as the two most important factors when they selected their current home. Rent was especially important to tenants in large landlord properties.
- More than half of respondents reported making tradeoffs when they chose their current home. The characteristic most commonly traded away was housing condition. Rent and location were what respondents traded for most frequently.
- Most respondents wish to remain in their home after the end of their current lease. This is strongly dependent on the condition of the house and their relationship with the landlord.
- More than half of the respondents reported at least a potential interest in purchasing their current home if it were to go on the market in the future.

Tenant and Landlord Relationships

In this section we focus on the nature and quality of the tenant-landlord relationship. We begin by providing a summary of the data broken down by landlord size. Because many of the outcomes we are examining also vary by race, income, geography, and other factors, we conclude with a multivariate analysis that enables an assessment of the effect of landlord size controlling for the effect of other factors. The findings indicate that landlord size is an important determinant of the quality of the tenant-landlord relationship. Tenants with large-portfolio landlords, and to a lesser extent tenants of medium-sized portfolio landlords, are more likely than other respondents to report a range of problematic outcomes in the relationship with their landlords.

TABLE 3.1 WHO OWNS THE HOUSE YOU LIVE IN?

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
The house is owned by a person	502 (90.0%)	196 (84.1%)	102 (63.4%)	55 (28.5%)	855 (74.9%)
The house is owned by a corporation	35 (6.3%)	30 (12.9%)	42 (26.1%)	118 (61.1%)	225 (19.7%)
I don't know	18 (3.2%)	7 (3.1%)	17 (10.6%)	20 (10.4%)	62 (5.4%)

TENANT-LANDLORD CONTACT

Respondents were asked whether they knew who owned the house they live in. Two things are noteworthy in their responses, summarized in Table 3.1 above. First, 10% of tenants living in medium- and large-portfolio homes indicated that they do not know whether the owner of the house is an individual or corporation, compared to just 3% of tenants living in properties owned by micro- and small-portfolio owners.

The second obvious pattern in Table 3.1 is that portfolio size and corporate ownership is strongly correlated. Almost two-thirds (61%)

of the respondents living in large-portfolio properties indicated that the owner of their homes is a corporation.

Correspondingly, tenants living in large-portfolio properties are much less likely to have ever met the owner of their property: 40% compared to 78% of those living in medium-sized portfolios and close to 90% of tenants living in small- and micro-sized portfolios (see Table 3.2).

In addition, tenants living in large-portfolio properties are much more likely to interact with an intermediary when they have questions about

TABLE 3.2 HAVE YOU EVER MET YOUR LANDLORD IN PERSON?

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Yes	436 (85.0%)	196 (89.5%)	114 (77.6%)	59 (39.9%)	805 (78.4%)
No	77 (15.0%)	23 (10.5%)	33 (22.4%)	89 (60.1%)	222 (21.6%)
NA	47	15	16	46	124

TABLE 3.3 WHO DO YOU NORMALLY CONTACT WHEN YOU HAVE QUESTIONS ABOUT THE HOUSE OR THE RENT OR THE LEASE?

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Landlord	388 (74.0%)	174 (78.0%)	100 (62.5%)	47 (24.6%)	709 (64.6%)
Property Manager	105 (20.0%)	44 (19.7%)	56 (35.0%)	134 (70.2%)	339 (30.9%)
Other	31 (5.9%)	5 (2.2%)	4 (2.5%)	10 (5.2%)	50 (4.6%)
NA	36	11	3	3	53

TABLE 3.4 DO YOU INTERACT WITH THE SAME PERSON EACH TIME YOU HAVE A QUESTION OR CONCERN?

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Always same person	35 (41.7%)	8 (33.3%)	14 (35.9%)	22 (22.9%)	79 (32.5%)
Sometimes same person	23 (27.4%)	11 (45.8%)	19 (48.7%)	34 (35.4%)	87 (35.8%)
Always different person	8 (9.5%)	3 (12.5%)	6 (15.4%)	26 (27.1%)	43 (17.7%)
Don't know / can't tell	18 (21.4%)	2 (8.3%)	0 (0%)	14 (14.6%)	34 (14.0%)
NA	476	210	124	98	908

the house, the rent, or the lease. Table 3.3 shows that 75% of tenants with large-portfolio landlords work through property managers or other intermediaries, while about the same percentage of tenants in micro- or small-portfolio homes typically have contact directly with the landlord.

Tenants with large-portfolio owners are less likely to have a single or consistent set of contacts. Table 3.4 shows that only 23% of such tenants regularly interact with the same person about their rental unit compared to 42% of tenants with micro-portfolio owners. More than one-quarter

of tenants with large landlords indicate that their contact is 'always a different person' compared to only 9.5% of tenants in micro-portfolio homes.

There are no large differences in the frequency of interactions between tenants and landlords/property managers across the landlord size categories (Q28 in Appendix D). Tenants in large-portfolio properties are also less likely to deal with their landlord/property manager in person and more likely than other tenants to communicate by email or other means (e.g., through a web portal) (Q29 in Appendix D).

TABLE 3.5 "MY LANDLORD IS EASY TO REACH"

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Strongly agree	246 (47.6%)	93 (42.1%)	49 (32.2%)	34 (19.3%)	422 (39.6%)
Agree	182 (35.2%)	80 (36.2%)	68 (44.7%)	74 (42.0%)	404 (37.9%)
Neither agree nor disagree	33 (6.4%)	18 (8.1%)	19 (12.5%)	26 (14.8%)	96 (9.0%)
Disagree	30 (5.8%)	18 (8.1%)	7 (4.6%)	24 (13.6%)	79 (7.4%)
Strongly disagree	26 (5.0%)	12 (5.4%)	9 (5.9%)	18 (10.2%)	65 (6.1%)
NA	43	13	11	18	85

TABLE 3.6 HAVE YOU EVER RECEIVED A COPY OF YOUR CURRENT LEASE?

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Yes	375 (71.4%)	184 (83.6%)	129 (87.2%)	157 (85.8%)	845 (78.5%)
No	41 (7.8%)	15 (6.8%)	9 (6.1%)	19 (10.4%)	84 (7.8%)
There is no lease	109 (20.8%)	21 (9.5%)	10 (6.8%)	7 (3.8%)	147 (13.7%)

Tenants living in properties owned by micro- and small-scale landlords were much more likely to report that their landlord was easy to reach. More than 80% of tenants with micro-scale landlords agreed with the statement "My landlord is easy to reach" compared to only 61% of tenants with large landlords (see Table 3.5).

TENANT-LANDLORD RELATIONSHIP

The most fundamental document regulating the tenant-landlord relationship is the lease; the lease spells out the critical terms of occupancy for the tenant and provides both tenant and landlord with a formal set of expectations to guide the relationship between the two parties. Table 3.6 indicates, however, that a sizable portion of survey respondents either were never given a copy of their lease or indicate that there is no lease.

The percentage of respondents reporting never having received a copy of their lease is consistent across all landlord size categories at between

seven and eight percent except for tenants in large-portfolio homes, 10.4% of whom report not having received their lease. In addition, 21% of tenants in micro-portfolio homes report that there is no lease, as do 9.5% of tenants in small-portfolio homes, and 7% in medium-portfolio homes. Thus, from roughly 15% to 30% of tenant households across the board either have no lease or do not have a copy of the lease. This phenomenon does not vary by the income of the tenant nor by geography, but Asian (21%), Latinx (16%), and Native American (25%) tenants are much more likely to report not having received a lease compared to Black (6%) and white (6%) tenants.

Most single-family homes have sizable outside areas that require maintenance such as lawncare and snow removal. Seventy-five percent of respondents indicated that they were responsible for lawn care and 81% indicated they were responsible for snow removal. In both cases, a higher percentage of tenants living in large-

TABLE 3.7 MAINTENANCE RESPONSIBILITY

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Lawn Care	396 (72.9%)	164 (71.9%)	120 (74.1%)	159 (83.7%)	839 (74.7%)
Snow Removal	416 (76.8%)	183 (80.6%)	137 (85.1%)	167 (87.9%)	903 (80.6%)
Small Interior Repairs	259 (48.1%)	89 (39.2%)	55 (34.2%)	85 (44.7%)	488 (43.7%)
Small Exterior Repairs	190 (35.3%)	67 (29.5%)	40 (24.8%)	72 (38.3%)	369 (33.1%)

TABLE 3.8 "ARE YOU GIVEN THE EQUIPMENT YOU NEED?"

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Lawn Care	199 (51.3%)	68 (42.0%)	28 (24.6%)	25 (18.0%)	320 (39.9%)
Snow Removal	183 (45.1%)	61 (33.9%)	33 (25.2%)	26 (18.2%)	303 (35.2%)
Small Interior Repairs	104 (40.9%)	29 (32.6%)	8 (16.0%)	14 (17.9%)	155 (32.9%)
Small Exterior Repairs	85 (45.9%)	21 (31.3%)	7 (19.4%)	11 (16.4%)	124 (34.9%)

Figures are number and percent responding yes

landlord homes reported having to provide this type of upkeep (see Table 3.7). Additionally, 44% of respondents reported being responsible for small repairs to the interior of the home and 33% reported being responsible for small exterior repairs. These forms of upkeep and maintenance did not vary systematically by landlord size.

These maintenance responsibilities may be a burden to tenants if they do not have the equipment necessary to perform the tasks. In fact, a large majority of tenants who report having responsibility to provide these upkeep tasks also report that they are not provided with the equipment needed to carry them out. While half or more of tenants in all landlord-size categories report not being provided with equipment, the pattern is most severe in properties owned by large landlords. See Table 3.8.

Among tenants living in large-landlord homes, fewer than one in five are given the equipment

they need to complete the maintenance they are expected to perform. This is compared to 30% to 40% of tenants living in small portfolio properties and 40% to 51% of tenants living in micro-portfolio homes. The pattern for medium-sized landlords is closer to large landlords than to the two smallest categories.

Moreover, very few respondents report being compensated for the upkeep they perform. The data shown in Table 3.9 indicate very small percentages of tenants reporting receiving compensation for the work they do on the property. The percentages are lowest among tenants of large landlord homes, though in the cases of lawncare and snow removal the differences are not large.

Survey respondents were asked a series of questions about the quality of their relationship with their landlord/property manager. The results consistently support the conclusion that tenants

TABLE 3.9 COMPENSATION TO TENANTS FOR MAINTENANCE TASKS

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Lawn Care	47 (12.2%)	17 (10.4%)	11 (9.5%)	13 (9.4%)	88 (11.0%)
Snow Removal	44 (10.9%)	13 (7.2%)	10 (7.6%)	11 (7.7%)	78 (9.1%)
Small Interior Repairs	45 (17.9%)	17 (19.1%)	5 (9.4%)	8 (10.3%)	75 (15.9%)
Small Exterior Repairs	38 (20.8%)	14 (21.2%)	6 (15.8%)	7 (10.4%)	65 (18.4%)

Figures are number and percent who receive compensation

TABLE 3.10 "HOW DO YOU FEEL YOU HAVE BEEN TREATED BY YOUR LANDLORD/MANAGEMENT COMPANY?"

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Very well	286 (54.8%)	113 (50.7%)	50 (31.2%)	46 (24.3%)	495 (45.2%)
Well	156 (29.9%)	49 (22.0%)	60 (37.5%)	55 (29.1%)	320 (29.3%)
So-so	64 (12.3%)	49 (22.0%)	34 (21.2%)	68 (36.0%)	215 (19.7%)
Badly	9 (1.7%)	8 (3.6%)	13 (8.1%)	15 (7.9%)	45 (4.1%)
Very badly	7 (1.3%)	4 (1.8%)	3 (1.9%)	5 (2.6%)	19 (1.7%)

with large landlords report more problematic relationships. For example, respondents were asked how they feel they have been treated by their landlord/property manager. More than 80% of tenants in micro-portfolio properties and more than 70% of tenants in small-portfolio properties indicated that they have been treated well or very well, compared to only 53% of tenants in large-portfolio homes. Conversely, only 3% of tenants in micro-portfolio homes reported having been treated badly or very badly, compared to 10% of respondents with medium- or large-portfolio owners (see Table 3.10).

Respondents were asked more specifically whether they feel they have ever been harassed by their current landlord/property manager, discriminated against by them, or retaliated against. As with the overall assessment, these

specific forms of mistreatment are reported at higher rates by tenants who live in homes owned by large-portfolio owners.

The data in Table 3.11 show in all cases significant differences between tenants in large-landlord homes and tenants in micro-landlord homes. The rate at which tenants with large landlords report concerns of harassment, discrimination, and retaliation is roughly twice that of tenants with micro landlords. For harassment, there seems to be a linear relationship with landlord size. The rate of this problem increases from each landlord size category. For discrimination and retaliation, however, the difference seems to be between micro-portfolio tenants and all of the rest. The bottom row reports the number and percentage of tenants who reported any of the three problems above. Reports of harassment, discrimination, or

TABLE 3.11 LANDLORD ABUSE (HARASSMENT, DISCRIMINATION, OR RETALIATION)

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Harassment	41 (7.9%)	26 (11.8%)	22 (13.7%)	32 (17.0%)	121 (11.1%)
Discrimination	26 (5.0%)	24 (10.9%)	16 (9.9%)	20 (10.7%)	86 (7.8%)
Retaliation	29 (5.6%)	24 (11.0%)	24 (15.1%)	18 (9.6%)	95 (8.7%)
Any of the three	54 (9.6%)	36 (15.4%)	32 (19.6%)	41 (21.1%)	163 (14.1%)

TABLE 3.12 PERCENT OF RESPONDENTS WHO AGREE WITH THE FOLLOWING STATEMENTS

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
"I am comfortable bringing issues to my landlord."	416 (80.5%)	171 (77.0%)	126 (83.4%)	124 (69.3%)	837 (78.3%)
"My landlord is responsive to me"	430 (83.5%)	170 (77.3%)	115 (76.2%)	116 (65.5%)	831 (78.1%)
"I have never had a problem with my landlord."	394 (76.2%)	149 (67.7%)	93 (61.6%)	108 (60.6%)	744 (69.8%)

retaliation are most common among residents of large and medium-landlord homes and least common among tenants living in homes owned by micro landlords.

Table 3.12 reports responses to additional questions measuring the quality of tenant-landlord relationships. Respondents were presented with a series of questions and asked to indicate the degree to which they agreed with each. The first statement gauges whether the respondent is comfortable bringing issues to their landlord. As the data show, slightly more than two-thirds of tenants in large-portfolio homes (69%) agreed that they are comfortable presenting issues to their landlords, compared to around 80% of tenants in the other categories. This pattern is repeated for the other two statements, "My landlord is responsive to me," and "I have never had a problem with my landlord." In each case, tenants of large landlords are least likely to agree, and tenants of micro landlords are most likely.

TENANT ACTIONS

Respondents were asked a series of questions about steps they had taken and tenant resources they have utilized. In general, these responses did not vary by landlord portfolio size, and in most cases, very few respondents reported having engaged outside resources in attempts to address issues related to their rental home.

Table 3.13 shows the responses to a series of questions about whether the respondents know of and have used various tenant-based resources. The data show that very few of the survey respondents have used any of the resources listed. The most heavily used resource was Community Action Partnership and that was reported by 5.6% of respondents.

Awareness of the resources is much higher. More than one-quarter and up to one-third of respondents report being aware of resources like United Way 211, Legal Aid, and the two central

TABLE 3.13 AWARENESS AND USE OF TENANT RESOURCES

	AWARE OF	HAVE USED
Inquilinx Unidxs	78 (7.3%)	3 (0.3%)
HOMELine	156 (14.5%)	7 (0.7%)
Legal Aid	343 (31.8%)	9 (1.0%)
United Way 211	252 (26.3%)	22 (2.4%)
CAP	272 (28.4%)	49 (5.6%)
Minneapolis 311	325 (33.9%)	18 (2.0%)
Saint Paul DSI	294 (30.8%)	9 (1.0%)

city municipality-based resources. As would be expected, the Minneapolis and Saint Paul resources are known by even larger percentages of respondents from those two cities, over 40% in both cases. Awareness and use of the tenant resources listed in Table 3.13 did not vary systematically by landlord portfolio size.

Only four percent of respondents reported ever having withheld their rent because of a repair issue. This was a slightly more common action for those

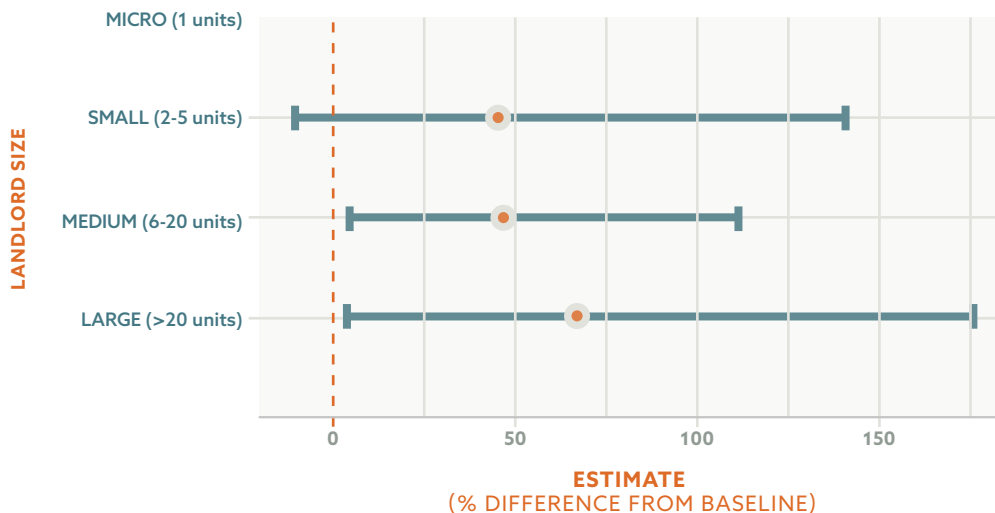
living in large-landlord homes; 7.5% of those tenants have withheld rent for this reason, compared to three or four percent of other respondents. Among those who have withheld rent, more than three-quarters (78%) did so on their own rather than going through the Courts to do so.

MULTIVARIATE ANALYSIS

Reports of landlord abuse (harassment, discrimination, and retaliation) vary by income, race, and geography. Each of these problems is reported more often by households below 30% of the AMI, and by Black respondents, and more often in two of the target areas of this study, North Minneapolis and the East Side of Saint Paul. Each of these factors — income, race, and location — are also correlated with each other. In order to understand the nature of these relationships, our multivariate analysis isolates the independent impact of landlord size, race, income, and geography on landlord abuse.

Below are the results of a regression model that estimates the relative risk of experiencing landlord abuse by landlord size. The model contains controls for tenant income, tenant race/ethnicity,

FIGURE 3.1 RELATIVE RISK OF LANDLORD ABUSE (HARASSMENT, DISCRIMINATION, AND/OR RETALIATION) - ESTIMATED EFFECT OF LANDLORD SIZE RELATIVE TO MICRO LANDLORDS



Notes: Lines represent 95% confidence intervals. Statistical significance is present when the confidence interval does not include baseline value (represented as 0 on the horizontal axis). A value greater than zero represents higher risk relative to micro-owned units.

TABLE 3.14 RELATIVE RISK OF LANDLORD ABUSE (HARASSMENT, DISCRIMINATION, AND/OR RETALIATION) - CONTROL VARIABLE ESTIMATE SUMMARY

VARIABLE	RELATIONSHIP DIRECTION	STATISTICALLY SIGNIFICANT?
TENANT CHARACTERISTICS		
HH Income < 50% AMI	⊕	✓
BIPOC Head of Household	⊕	
RELATIONSHIP TO LANDLORD		
Friend/Family-Owned Unit	⊖	
NEIGHBORHOOD CHARACTERISTICS		
Tract Majority BIPOC	⊕	
STUDY AREA		
North Minneapolis	⊕	✓
Bloomington	⊕	
Hennepin Remainder	⊕	✓
Saint Paul Cluster	⊕	✓
Saint Paul Remainder	⊕	✓
Ramsey Remainder	⊕	✓

Notes: Model estimates relative risk of being harassed, discriminated, or retaliated against. Full model results in Appendix E, table B1.

study sample area, tenant relationship to landlord, and neighborhood racial composition. An estimate greater than one indicates a higher probability of experiencing harassment, discrimination, and/or retaliation relative to tenants living in housing units owned by micro-owners after controlling for all other factors in the model. Figure 3.1 shows the estimated effects of landlord size.

Our model estimates that tenants living in medium and large landlord-owned homes were statistically more likely to experience landlord abuse compared to tenants living in micro landlord-owned homes after controlling for other factors. We estimate that tenants of large landlords were about 70% more likely, while tenants of medium landlords were 50% more likely than micro landlord tenants to report harassment, discrimination, or retaliation.

Above we provide a summary of the model results for the control variables. Our model estimates that lower income tenants (defined as having a household income less than 50% AMI) were 45% more likely to report harassment, discrimination, and/or retaliation compared to higher income tenants (see Table 3.14). The race/ethnicity of the tenant was not significantly associated with reported landlord abuse when all other factors were controlled.

Additionally, our model indicates that there were statistically significant differences in landlord abuse by geographic location. In this analysis, all of the sub-geographies listed in Table 3.14 were compared to Minneapolis (all of Minneapolis except the Northside).

Respondents from all parts of the study area (Hennepin and Ramsey Counties) except for Bloomington were more likely to report landlord abuse compared to Minneapolis as a whole.

The findings summarized in Table 3.14 indicate that the variable for “BIPOC head of household” has a positive sign but is not statistically significant. This means that controlling for all

other factors, BIPOC residents are not singled out for harassment, discrimination, and/or retaliation. However, as we noted in part 1 (Table 1.7), Black and Latinx tenants are overrepresented among those living in units owned by large-portfolio landlords. Thus, by virtue of that fact, Black and Latinx tenants are disproportionately affected by landlord harassment, discrimination, and/or retaliation.

Summary

- Tenants of large landlords are more likely to have an impersonal relationship with their landlord/property manager.
- Tenants of large landlords are more likely than other respondents to work through an intermediary, or with different people across each landlord interaction, and to find their landlord/property manager more difficult to reach.
- Most tenants report having responsibility for routine external upkeep (lawn care and snow removal), while at the same time most report not being given the equipment necessary to carry out that maintenance or receiving compensation for doing so.
- Tenants of large- and medium-scale landlords are less likely to report having been treated well by their landlords, and more likely to report landlord abuse (harassment, discrimination, or retaliation) compared to respondents living in homes owned by micro- and small-portfolio owners.
- Multivariate analysis confirms the differences in treatment of tenants across the different landlord size categories. Tenants living in homes owned by large landlords report more problematic relations with their landlords than other respondents.

Health, Safety, and Repairs

In this section we report on matters relating to housing quality and repairs. As in the previous section, we report the data by landlord size category and then conduct multivariate analysis to account for other factors beyond landlord size that might impact housing quality issues.

TABLE 4.1 SAFETY AND HEALTH CONCERNS

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Health concerns	115 (21.7%)	63 (27.9%)	49 (30.2%)	64 (33.5%)	291 (26.2%)
Safety concerns	105 (20.0%)	56 (24.8%)	50 (31.1%)	65 (34.2%)	276 (25.0%)
Health or safety concerns	168 (30.0%)	86 (36.7%)	68 (41.7%)	88 (45.4%)	410 (35.6%)

HEALTH AND SAFETY CONCERNS

About one-quarter (26.2%) of all survey respondents reported having health concerns about living in their current home (see Table 4.1). Health concerns were more prevalent among tenants living in homes owned by large landlords (33.5%) and least prevalent for respondents living in homes owned by micro-owners (21.7%).

Similarly, respondents were asked whether they had safety concerns about living in their current home. The same pattern emerged; one-quarter of all respondents indicated that they had safety concerns about the house, with a disproportionate number of those concerns coming from respondents living in homes owned by large landlords and the relatively smallest number of concerns coming from tenants of micro-scale owners.

Nearly one-half of respondents living in homes owned by large landlords (45.4%) reported either a health or safety concern, compared to fewer than one-third (30%) of respondents living in homes owned by micro-scale landlords.

In part 2, we reported on respondents who indicated that they had made tradeoffs in their housing search. Housing condition was the characteristic most commonly sacrificed by respondents in their housing search. Respondents who reported trading off housing conditions reported health and safety concerns at a much higher rate than other respondents; 45% of respondents who indicated they had sacrificed housing conditions in their search reported health concerns about their current unit, 50% reported safety concerns, and 63% reported at least one of the two concerns.

Respondents were also asked whether they agreed or disagreed with the statements, "This is a healthy house to live in," and "This is a safe house to live in." The pattern of responses to these statements is similar to that shown in Table 4.1 above. Only 59% of respondents living in large-landlord homes agreed that their house is healthy and 69% agreed that their house is safe. Among respondents living in micro-owner homes, 77% agreed their house is a healthy place to live and 84.5% agreed their house is safe.

TABLE 4.2 REPAIR NEEDS AND RESPONSE

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Any repairs needed?	330 (67.3%)	147 (67.1%)	120 (78.9%)	142 (79.8%)	739 (71.1%)
Repair needs noticed immediately#	192 (39.3%)	93 (42.6%)	85 (55.9%)	112 (62.9%)	482 (46.5%)
Few or none of needed repairs completed	34 (10.4%)	21 (14.3%)	25 (21.0%)	30 (21.2%)	110 (15.0%)

Percent answering "strongly agree" or "somewhat agree" to "I started finding things that needed to be repaired right after I moved in."

The most common health concerns reported by respondents were related to mold (16.6% of respondents), allergies (14.2%), and asthma (10.3%). Each of these concerns was about twice as prevalent among respondents living in large landlord homes compared to respondents who have micro-owner landlords (see Appendix D, Q20a for the full table). Among safety concerns the most common was about the condition and operation of doors and windows in the house. This concern was voiced by 8.1% of all respondents (see Appendix D, Q21a).

REPAIRS

A large percentage of all survey respondents indicated that their homes have needed repairs while they were living there. Renters living in homes owned by micro-operators and small landlords were less likely to report the need for repairs (67%). In contrast, 79% of renters living in homes owned by medium- and large-scale landlords indicated that their houses have needed repairs.

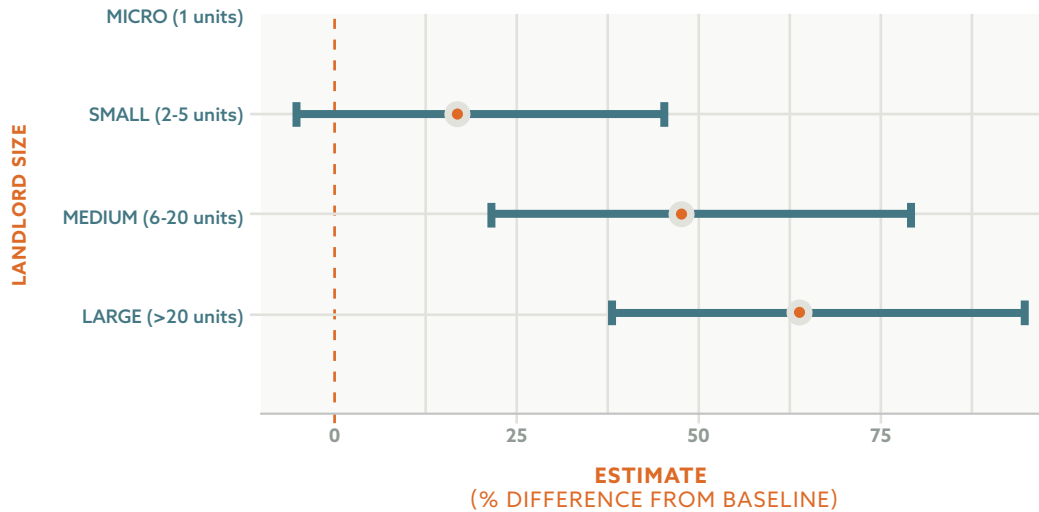
Moreover, it was common for respondents living in homes owned by large-scale landlords to notice a need for repair right after moving in; 63% of such respondents indicated an immediate need for repair, compared to only 39% of survey

participants living in homes owned by micro-operators (see Table 4.2).

There is also a difference by size of landlord in the rate at which repairs are completed. Twenty-one percent of respondents living in homes owned by medium- and large-scale landlords report that few or none of the needed repairs have been completed. This is more than twice the rate reported by those living in micro-landlord homes (10.4%). Respondents who reported being forced to tradeoff housing conditions in order to rent their current home were much more likely to report noticing needed repairs immediately after move-in (71.1%).

Respondents were also asked about renovations (as opposed to repairs) made to their current homes while they have been living there. Renovations are more common in micro- landlord homes compared to large-scale landlord homes (36% to 26%). While renovations are less likely in large landlord homes, they are more likely to result in a rent increase; 13% of respondents in large landlord homes indicated that renovations led to rent increases compared to only 5% of respondents living in micro- or small-operator homes and 4% of those living in the homes of owners in the medium-sized categories. The most common home renovations were new

FIGURE 4.1 **RELATIVE RISK OF NEEDING REPAIRS AT MOVE-IN - ESTIMATED EFFECT OF LANDLORD SIZE RELATIVE TO MICRO LANDLORDS**



Notes: Lines represent 95% confidence intervals. A value greater than one represents higher risk relative to micro-owned units. An estimate less than zero indicates lower risk compared to micro-landlords.

appliances and exterior upgrades, mentioned by 17% and 12% of respondents, respectively (see Appendix D, Q25a for full list). Renovations such as exterior upgrading and remodeling were twice as likely to occur in homes owned by micro-scale operators compared to homes owned by large-scale landlords.

MULTIVARIATE ANALYSIS

We estimate a regression model that estimates the relative risk of a home requiring repairs at move-in by landlord size. The model contains controls for tenant income, tenant race/ethnicity, study sample area, tenant relationship to landlord and neighborhood racial composition.

Figure 4.1 shows the estimated effects of landlord size. Our model estimates that tenants living in medium and large landlord owned homes were statistically more likely to report their home needing repairs the day they moved in compared to micro landlord-owned homes after controlling for other factors. We estimate that tenants

of large landlords were 64% more likely while medium landlord tenants were 48% more likely than tenants with micro-scale landlords to need repairs at move-in.

Table 4.3 provides a summary of the model results for the control variables. Our model estimates that lower income tenants (defined as having a household income less than 50% AMI) were 18% more likely to report needing repairs at move-in compared to higher income tenants. Additionally, our model estimates the relationship between our study sample areas and finds that compared to our reference group (all parts of Minneapolis except North Minneapolis) respondents in Bloomington, the Saint Paul cluster study area, and suburban Hennepin County were statistically significantly more likely to report an immediate need for repairs.

The findings summarized in Table 4.3 indicate that the variable for “BIPOC head of household” has a positive sign but is not statistically significant. This

TABLE 4.3 RELATIVE RISK OF NEEDING REPAIRS AT MOVE-IN - CONTROL VARIABLE ESTIMATE SUMMARY

VARIABLE	RELATIONSHIP DIRECTION	STATISTICALLY SIGNIFICANT?
TENANT CHARACTERISTICS		
HH Income < 50% AMI	⊕	✓
BIPOC Head of Household	⊕	
RELATIONSHIP TO LANDLORD		
Friend/Family-Owned Unit	⊕	
NEIGHBORHOOD CHARACTERISTICS		
Tract Majority BIPOC	⊕	
STUDY AREA		
North Minneapolis	⊕	
Bloomington	⊕	✓
Hennepin Remainder	⊕	✓
Saint Paul Cluster	⊕	✓
Saint Paul Remainder	⊕	
Ramsey Remainder	⊕	

means that controlling for all other factors, BIPOC residents did not report repair needs at rates higher than white respondents. However, as we noted in Part 1 (Table 1.7), Black and Latinx respondents are overrepresented among those living in units owned by large-portfolio landlords. Thus, by virtue of that fact, Black and Latinx tenants are disproportionately affected by repair needs.

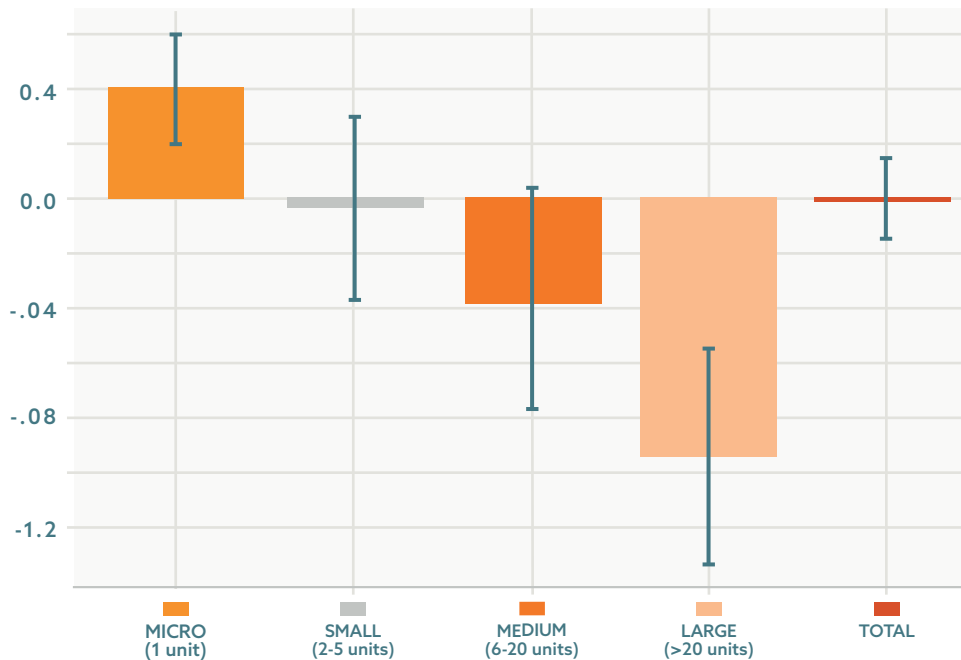
Next, we used the same techniques to analyze the question of the extent to which those repairs were completed and the results were consistent with the findings above. The model shows that relative to homes owned by micro-landlords and after controlling for other variables, tenants living in homes owned by large-scale landlords were 25% less likely to have the repairs reported at move-in completed. Additionally, our model estimates that lower-income households were 15% less likely to

have their repairs completed, and tenants living in majority BIPOC neighborhoods were also 15% less likely to have their repairs completed after controlling for other factors. (See Appendix E, table B2 for full model results).

TENANT WELL-BEING INDEX

CURA created a “Tenant Well-Being” summary index combining a set of variables related to landlord-tenant relationships and housing quality. The index included survey responses to items about landlord responsiveness, harassment/discrimination/retaliation, repairs, and home safety (see Appendix E, page B3 for the full set of variables included). The index allows us to assess the overall experience of the tenant and how that relates to landlord size. The score is measured as standard deviations above or below the mean. A score of 0 represents the average index score.

FIGURE 4.2 AVERAGE TENANT WELL-BEING INDEX BY LANDLORD SIZE



Note: Lines represent 95% confidence intervals.

On average, only tenants in homes owned by micro-landlords had an above average score at 0.4. Tenants in homes owned by small-scale landlords had an average score of -0.03 (functionally 0 or average). Tenants in homes owned by medium-sized landlords had a negative average score of -0.4, but this was not statistically different from zero. Lastly, tenants living in homes owned by large-portfolio landlords had the lowest average score of -0.9 or almost a full standard deviation below the mean and this difference was statistically significant. Thus, when combining multiple experiences into a single index of tenant well-being, the data clearly show that tenants in large-portfolio homes experience significantly lower levels of well-being.

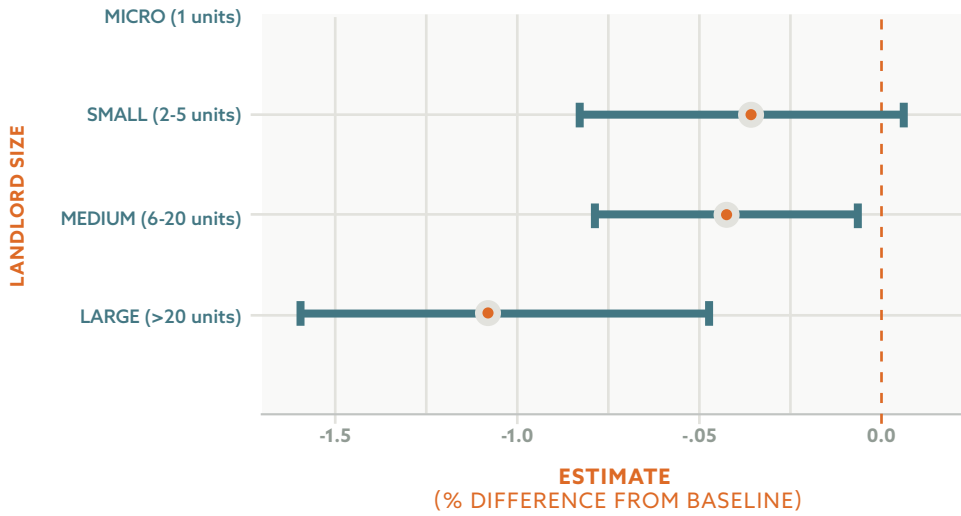
On the other hand, on average, tenants with micro landlords had the highest well-being score. However, it should be noted that these

tenants' scores had the highest coefficient of variation (data not shown), meaning there was more variation within the micro landlord category compared to other categories.

As with other outcome measures reviewed in this report, these scores may be correlated with other variables including tenant income, tenant race, neighborhood characteristics and other housing unit characteristics. We ran a multivariate model to assess the extent to which differences in average Tenant Well-Being were being driven by landlord size as opposed to other factors. Our results suggest that even after controlling for other factors, landlord size plays a significant role in tenant well-being.

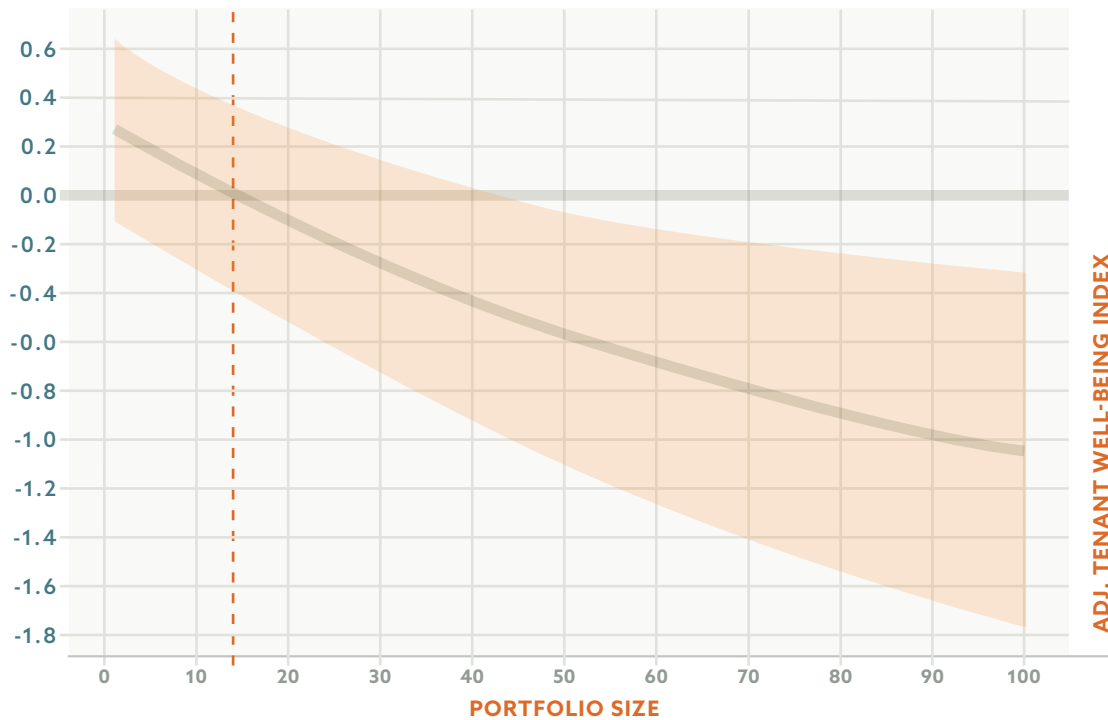
As Figure 4.3 shows, after controlling for other factors, living in a medium landlord-owned home was associated with a tenant well-being index

FIGURE 4.3 TENANT WELL-BEING INDEX - ESTIMATED EFFECT OF LANDLORD SIZE RELATIVE TO MICRO LANDLORDS



Note: Lines represent 95% confidence intervals.

FIGURE 4.4 AVERAGE TENANT WELL-BEING INDEX SCORE BY PORTFOLIO SIZE



score 0.4 standard deviations below a similar unit owned by a micro landlord. For large landlords, the estimated effect was even larger at an average -1.1 standard deviations compared to a similar unit owned by a micro landlord.

Figure 4.4 on the previous page shows the trend for the Tenant Well-Being Index by landlord portfolio size, controlling for other factors.

The figure shows that tenant well-being decreases steadily as portfolio size increases. The Well-Being Index shifts from positive to negative when portfolio size hits 14. This provides some evidence of what could be a critical tipping point for tenant experience based on portfolio size. When a landlord's portfolio gets larger than 14 SFRs, the level of the tenant well-being index becomes negative.

Summary

- Health and safety concerns are much more common among respondents who live in homes owned by medium- and large-scale landlords.
- Tenants who live in homes owned by medium- and large-scale landlords are more likely to report the need for repairs in their homes.
- Almost two-thirds of tenants living in large-landlord homes reported they noticed the need for repairs immediately upon moving in. The renting of homes with immediate repair needs increases with ownership scale; it is least likely among micro- and small-owners, more likely when the owner is in the medium category, and most likely for large-landlord homes.
- Tenants in medium- and large-landlord homes are twice as likely to report that few or none of the needed repairs have been completed, compared to respondents living in micro-owned homes.
- Multivariate analysis confirms repair needs and low rate of repair completion are related to landlord size, controlling for characteristics of the home, neighborhood, and tenant.
- A "Tenant Well-Being Index" combining measures of landlord responsiveness, landlord treatment of the tenant, home safety, and repair needs was created. Tenants of micro-owners scored above average on the index, tenants of small-scale owners were at the average, tenants of medium-sized landlords were below average, and tenants of large-scale landlords had the lowest score, significantly below all other groups.
- The analysis shows that when portfolio size increases beyond 14 SFRs, the Tenant Well-Being Index drops into the negative, suggesting that for these measures the tipping point for effective property management is a portfolio size of 14 or fewer units.

Rent and Fees

In this section we report data on rents and fees paid by tenants and the impact of housing costs on the respondent households. As with the two previous sections, we proceed first by summarizing a range of rent and cost-related information broken down only by landlord size. We then conduct a multivariate analysis to assess the separate impact of race, income, geography and other factors, in addition to the independent impact of landlord size. We find that overall, monthly costs were higher for renters of large and medium-sized landlords.

TABLE 5.1 MEAN TENANT COSTS BY LANDLORD SIZE

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Rent	\$1,661.3	\$1,751.2	\$1,813.1	\$1,882.4	\$1,739.3
Utilities	\$ 312.0	\$ 327.9	\$ 391.8	\$ 381.3	\$ 339.6
Fees	\$ 68.5	\$ 75.0	\$ 102.7	\$ 110.0	\$ 81.7
Total	\$1,976.6	\$2,100.9	\$2,233.1	\$2,317.0	\$2,096.0

MONTHLY COSTS

Respondents reported three types of expenses related to their housing each month: rent, utilities, and extra fees. The average monthly rent reported by respondents was \$1,739. The mean rent for tenants in large-landlord homes was more than \$200 more than the reported rent for tenants in homes owned by micro-owners.

Respondents also reported spending hundreds of dollars each month on utilities and fees. On average, respondents whose utilities are not included in the rent report paying an average of \$340 each month on heat, electricity, and water. Respondents also reported paying another \$82 on assorted fees. Utility costs and fees also vary by landlord size. Utilities in large landlord-owned homes average \$381 per month, while in micro landlord-owned homes they come to \$312 per month on average. Average fees paid by tenants

living in large landlord-owned homes are \$110 per month compared to \$68.5 per month for tenants living in homes owned by micro-owners. Table 5.1 summarizes tenant costs.

The patterns shown in Table 5.1 are consistent; tenants living in homes owned by large landlords pay more for each category of expense and for total rental expenses. On average, rents are \$220 higher per month for tenants of large landlords compared to tenants of micro-landlords, and overall costs (including utilities and fees) are almost \$350 higher on a monthly basis (\$2,317 to \$1,976.6).

Survey respondents reported a high rate of housing cost burden. Housing cost burden is defined as paying more than 30% of one's income on rent each month. Severe cost burden is defined as paying more than 50%. Overall, 33% of respondents pay between 30% and 50%

TABLE 5.2 HOUSING COST BURDEN

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Cost Burdened (pay >30% of income)	131 (31.1%)	63 (37.1%)	42 (35.9%)	40 (30.8%)	276 (32.9%)
Extremely Cost Burdened (pay >50% of income)	89 (21.1%)	29 (17.1%)	39 (33.3%)	41 (31.5%)	198 (23.6%)
Mean rent to income ratio	0.35	0.34	0.41	0.41	0.37

TABLE 5.3 SHARE OF RESPONDENTS PAYING FEES TO LANDLORD

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Trash	274 (51.1%)	115 (51.1%)	86 (53.1%)	125 (66.5%)	600 (54.0%)
Late Rent	234 (46.2%)	106 (48.2%)	93 (61.2%)	123 (69.5%)	556 (52.7%)
Pet	112 (21.8%)	56 (25.2%)	41 (26.1%)	66 (36.7%)	275 (25.7%)
Laundry	15 (3.0%)	5 (2.3%)	8 (5.1%)	13 (7.3%)	41 (3.9%)
Parking	17 (3.3%)	8 (3.6%)	7 (4.4%)	4 (2.3%)	36 (3.4%)
Lawn Care	41 (8.0%)	19 (8.7%)	15 (9.5%)	30 (16.7%)	105 (9.8%)
Snow Removal	51 (10.0%)	26 (11.9%)	17 (10.9%)	26 (14.4%)	120 (11.2%)
Payment Method	47 (9.2%)	20 (9.3%)	32 (20.4%)	75 (41.0%)	174 (16.3%)
Other	24 (9.4%)	9 (9.6%)	9 (9.7%)	16 (15.1%)	58 (10.6%)

of their income on rent, and another 23.6% pay more than 50% of their income (see Table 5.2). As noted in Part 1, this rate of cost burden (57% overall) is much higher than the overall rate for residents of single-family homes in Hennepin and Ramsey County (27%). This higher rate is related to the oversampling of tenants in the two central cities and from the target neighborhoods of North Minneapolis and the East Side of Saint Paul.

Tenants of large- and medium-sized landlords are more likely to be cost-burdened than tenants of small- and micro-landlords. The incidence of rent burden is high across all landlord size categories but is highest among tenants of medium- and large-landlord properties.

The problem of cost burden is only slightly greater among respondents who indicated that they sacrificed on rent in their housing search (i.e., traded away on their preferred rent for another feature of the house they wanted more); 60% of those who said they sacrificed on rent are cost burdened compared to 53% of others. There is no difference across these two groups in the percentage who are extremely cost-burdened.

VOUCHER ACCEPTANCE

Ten percent of the respondents reported having a Section 8 Housing Choice Voucher or another form of subsidy to help pay their rent. These tenants are more likely to live in homes owned by large- and medium-sized owners. Twenty-one percent of tenants living in large- and medium-

TABLE 5.4 RENT INCREASES AT CURRENT HOME

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Pct experiencing rent increase	203 (45.4%)	89 (47.3%)	73 (64.6%)	99 (76.1%)	464 (52.8%)
Average number of rent increases#	2.15	2.01	2.29	2.39	2.20

Computed for respondents who have lived at current home for at least one year

sized portfolio homes have an HCV, compared to only nine percent of respondents in small-landlord homes and just four percent in micro-portfolio homes. For the households with vouchers, the subsidy reduces their rent on average to \$598 per month, roughly one-third the average rent paid by other respondents.

FEES

Table 5.3 on the previous page provides more detail on the fees reported by respondents. Fees for waste removal and late rent are the most common with more than half of all respondents paying such fees. Tenants with large landlords are most likely to report paying almost every fee listed. For example, two-thirds of tenants in homes owned by large landlords pay trash fees, compared to roughly half of all other tenants. Fees for lawn care, snow removal, and laundry access are also more common among tenants with large landlords. The biggest disparity, however, is for the method of paying rent. Forty-one percent of tenants with large landlords are charged a fee for the method of rent payment (for example, online payments), compared to just 20% of tenants with medium-sized landlords, and fewer than 10% of tenants living in homes owned by small- and micro-landlords.

Large landlords are also most likely to impose fees for late payment of rent; 69.5% of respondents living in large landlord homes report a late rent fee, compared to 61.2% of tenants with medium-sized landlords, and fewer than half of tenants with small or micro-sized landlords.

RENT INCREASES

Tenants with large landlords not only pay more in rent and fees each month and are more likely to be cost burdened, but, according to respondents, they are also more likely to receive rent increases. We asked survey participants whether they had ever had a rent increase in their current home. Three-quarters of the tenants renting from large landlords have received a rent increase compared to 65% of tenants with medium-sized landlords, and fewer than half of tenants living in small- or micro-portfolio homes (see Table 5.4). Moreover, among respondents who report having received any rent increase at their current home, tenants of large- and medium-sized landlords have experienced on average more rent increases than other respondents (see Table 5.4).

This pattern is especially notable because tenants of micro- and small-portfolio landlords have on average lived in their current units longer than tenants in medium- and large-landlord properties (as shown in Table 2.1 in Part 2). One might expect that the longer period of time would correspond to a higher number of rent increases, but that was not the case for respondents.

SENSE OF PRECARITY

Survey participants were asked whether they felt that they could afford the home they currently occupy. One might expect the percentage of respondents answering “no” to this question would be small given that they are already living there and paying rent. In fact, overall, 16.6% of

TABLE 5.5 CONCERNS ABOUT AFFORDABILITY AND STABILITY

	LANDLORD SIZE				TOTAL
	MICRO	SMALL	MEDIUM	LARGE	
Pct saying they cannot afford current home [#]	72 (13.8%)	37 (16.9%)	28 (18.6%)	41 (23.1%)	178 (16.6%)
Pct worried they won't be able to afford current home much longer [*]	132 (25.5%)	68 (30.9%)	48 (31.5%)	60 (34.0%)	308 (28.9%)
Pct saying it would be difficult to find new place to live [^]	172 (33.1%)	81 (36.6%)	67 (42.2%)	78 (41.7%)	398 (36.7%)

[#] Percent responding "disagree" or "strongly disagree" to the statement, "I can afford this place right now."

^{*} Percent responding "agree" or "strongly agree" to the statement, "I am worried I won't be able to afford this house much longer."

[^] Percent responding "difficult" or "very difficult" to the question, "If you had to move, how easy would it be for you to find another place to live?"

all respondents felt that they could not afford the home they are currently living in. That percentage is 23.1% for tenants in homes owned by large landlords but only 13.8% for tenants living in homes owned by micro-scale owners (see Table 5.5). The answer to this question is also, predictably, conditioned by income as well. One-quarter of respondents with incomes below 30% of AMI, and 17% of respondents between 30% and 50% of AMI felt they could not afford their current home, compared to 11% of all other respondents (data not shown).

A larger proportion of respondents were worried about being able to afford their home in the near future. Overall, 29.9% of respondents agreed with the statement, "I am worried I won't be able to afford this house much longer." Concern about continued affordability was greatest among tenants with large landlords (34%) and least common for those living in homes owned by micro-landlords (25.5%).

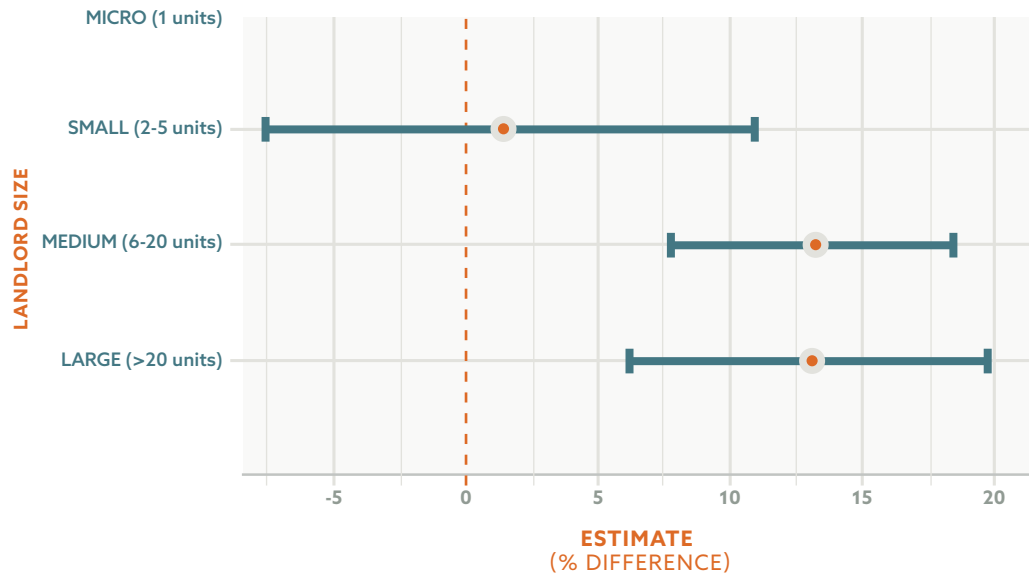
Finally, tenants living in homes owned by large landlords have slightly more concerns about being able to find a new place to live that would fit their needs; 41.7% indicated that they think finding a new place would be difficult, compared to 33.1% of respondents living in homes owned by micro-

landlords. Thus, the respondents with large landlords are most likely to feel they cannot afford their current home, most likely to feel that they will not be able to continue to afford it, and most likely to feel that it would be difficult to find a new place to live. Finally, as noted in Part 2, these tenants were least likely to indicate a desire to remain in their current home beyond their current lease.

MULTIVARIATE ANALYSIS

Rents are sensitive to neighborhood location and the characteristics of the home such as age and size. The data show, for example, that respondents reported higher rents in suburban locations and the lowest rents in the target neighborhoods of North Minneapolis and the East Side of Saint Paul. Households earning below 30% of AMI paid the lowest rents. BIPOC tenants on average paid less than white tenants. Because of the ways in which race, income, and location are correlated, however, it is not clear which, if any of these factors, is driving cost disparities. Concerns about affordability and worries about finding other places to live may also depend on factors such as income and household size and makeup. To control for the range of factors that might impact rents and affordability, we conducted a multivariate analysis.

FIGURE 5.1 ESTIMATED EFFECT OF LANDLORD SIZE ON RENT



Note: Lines represent 95% Confidence intervals.

Estimates represent average percent difference in rent from Micro Landlord owned units.

We ran a model that included housing unit characteristics including unit age, number of bedrooms, quality (measured by estimated market value), neighborhood characteristics, and tenant characteristics including race and income. Our results suggest that even after controlling for other factors, medium and large landlords charge more in rent. As Figure 5.1 above shows, our model estimates that medium and large landlords charge about 12% more on average compared to micro-landlords. These results are both statistically and practically significant. In dollar terms, that amounts to an average of over \$180 more a month for rent than paid by tenants renting from micro-owners, controlling for other factors.

We performed additional analysis to test for any spatial patterns to these premiums. Using the same model framework, we added an interaction term between our study areas and landlord size. We found that the premium that large landlords were able to charge varied by study area. The premium was largest in suburban communities

and lower-income communities of color like North Minneapolis and Saint Paul's East Side (See Appendix E, figure B1). This seems to be correlated with study areas that had higher rates of institutional investor owners. For instance, our targeted central city areas (North Minneapolis, East Side of Saint Paul) and suburban communities had rates of institutional investor ownership above five percent, while the remaining parts of Minneapolis and Saint Paul had a rate of less than two percent (See Appendix E, table B3).

Table 5.6 on page 41 shows a summary of the estimates for the control variables in the rent model. Our model estimates that tenant income is also correlated with rent when controlling for other factors. We estimate that households earning less than 50% of AMI pay about 15% less on rent on average compared to higher-income tenants in our sample. There were also spatial differences in rents paid. We estimate that, after controlling for other factors, tenants living in majority BIPOC census tracts paid about ten

TABLE 5.6 RENT MODEL CONTROL VARIABLE ESTIMATE SUMMARY

VARIABLE	RELATIONSHIP DIRECTION	STATISTICALLY SIGNIFICANT?
TENANT CHARACTERISTICS		
Household Income < 50% AMI	⊖	✓
BIPOC Head of Household	⊕	
RELATIONSHIP TO LANDLORD		
Friend/Family-Owned Unit	⊖	✓
NEIGHBORHOOD CHARACTERISTICS		
Census Tract Majority BIPOC	⊖	✓
HOUSING UNIT CHARACTERISTICS		
Bedroom Count	⊕	✓
Estimated Market Value	⊕	✓
Unit Age	Mixed	✓
STUDY AREA		
North Minneapolis	⊖	
Bloomington	⊕	
Hennepin Remainder	⊕	✓
Saint Paul Cluster	⊖	
Saint Paul Remainder	⊕	
Ramsey Remainder	⊖	

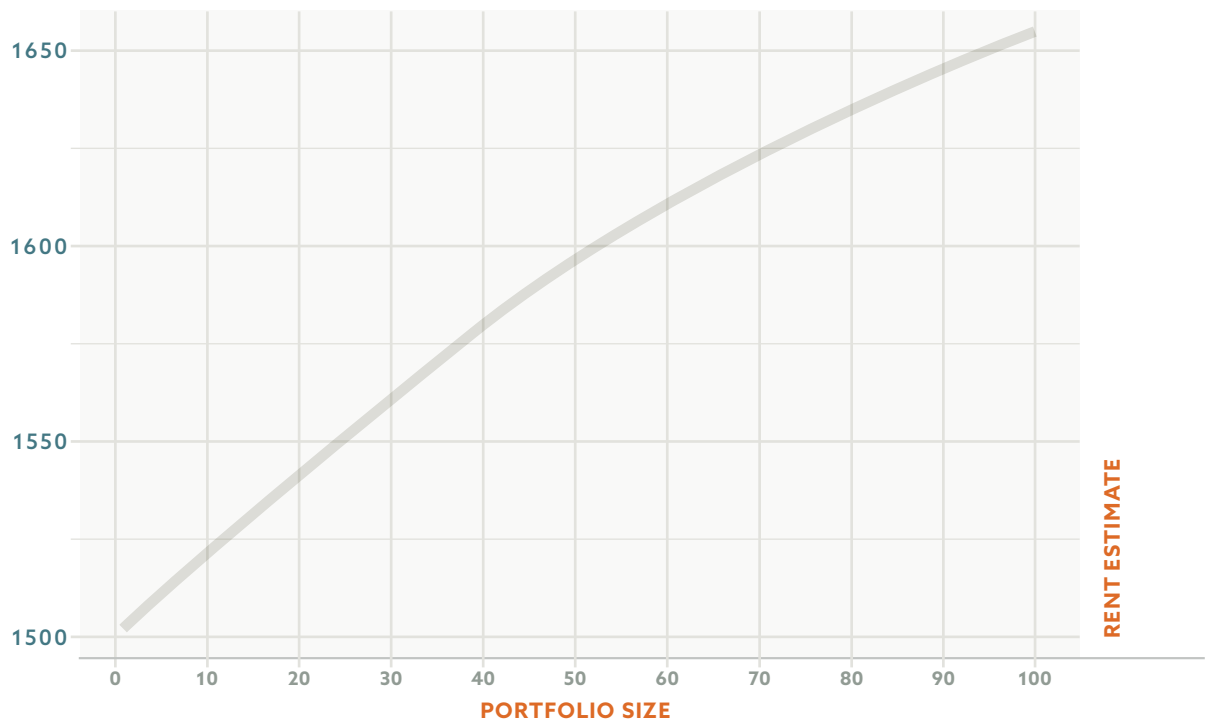
percent less in rent on average. After controlling for other factors, tenants living in suburban Hennepin County (except for Bloomington) paid about ten percent more in rent all else being equal.

We ran similar models estimating fees paid and found that, after controlling for other factors, renters living in homes operated by medium-sized landlords pay on average 44% — or \$30 — more a month in fees, while tenants in large landlord-owned homes pay 36% — or \$23 — more per month (Appendix E, table B6). Finally, we ran this model again but estimated the marginal impact of landlord size on the cost of utilities and found that tenants in medium landlord-owned homes paid six percent or \$12 more on average per month, while tenants in large landlord-owned homes paid

15% or \$50 more a month on utilities (Appendix E, table B7). It is not clear what is driving these discrepancies in utilities since home characteristics are held constant in the analysis. This question of divergent utility costs presents itself as a topic for further research.

The findings summarized in Table 5.6 indicate that the variable for “BIPOC head of household” has a positive sign but is not statistically significant. This means that when controlling for all other factors, BIPOC residents did not pay higher rents than white respondents. However, as we noted in Part 1 (Table 1.7), Black and Latinx respondents are overrepresented among those living in units owned by large-portfolio landlords. Thus, by virtue of that fact, Black and Latinx tenants are

FIGURE 5.2 RENTS BY PORTFOLIO SIZE



disproportionately affected by the higher rents charged by medium- and large- portfolio landlords.

Next, we estimate to what extent these rent premiums are resulting in higher cost-burdens for tenants living in homes owned by larger landlords. We estimate a model similar to the rent model where the dependent variable is the share of a tenant's monthly income that goes toward rent (Appendix B, table B8). We estimate that even after controlling for tenant income and other factors — including unit size, location and quality — tenants living in homes owned by medium and large landlords have higher cost burdens compared to tenants in small- and micro-owned homes. We estimate that a typical tenant at 50% AMI living in a micro-owned home in our sample pays about 35% of their income on rent. Meanwhile, a tenant with the same demographic profile in a similar unit owned by a medium-sized landlord pays 39% of their income on rent, and if

that same tenant lived in a unit owned by a large landlord it would be 41% of their income in rent. This is a difference of six percentage points for large landlord-owned homes. Tenants are not only paying more overall for homes owned by medium and large owners — they are also paying a larger share of their income for similarly situated units.

Finally, we examined the question of portfolio-size threshold in relation to rents charged. When controlling for factors related to the tenant, the neighborhood, and the house, rents increase consistently with the size of the portfolio (see Figure 5.2). There is no break in the data curve, no point of inflection in the trend that marks a significant change in landlord behavior related to rents charged. Thus, unlike the Tenant Well-being Index analyzed in the previous section, no critical threshold of portfolio size emerges. The rents charged by landlords simply increase as the portfolio size of the landlord increases.

Summary

- The mean rents for tenants in medium- and large-landlord homes were significantly higher than the reported rent for tenants in micro-portfolio homes. Tenants in large- landlord homes reported rents more than \$200 higher than rents reported by respondents living in micro-owned homes.
- Fees and utilities are higher for tenants living in medium- and large-landlord homes.
- The percentage of respondents experiencing housing cost burden (paying more than 30% of their incomes on rent) did not vary consistently across landlord size categories. However, the percentage of tenants with extreme cost burdens (paying more than 50% of their

Focus Groups

Focus groups were conducted to elicit insights from the renter perspectives and illuminate the lived experience of single-family rental residents. The following findings reflect the participants' understanding of their living situations and relationships to their landlords. Participants' stories and insights are their own accounts. No additional research was conducted to confirm or verify the information provided by participants. As a result, the summary of focus group themes is best understood as a reflection of how the participants understand their experiences as a renter of a single-family home and their perceptions of their landlords. Findings from the focus groups complement the quantitative data analysis with qualitative evidence that centers the resident perspective.

The findings are presented according to four overarching themes that emerged across all of the focus groups. One theme that emerged related to comments participants made about the impersonal management of large landlords. Participants also made observations about responsive and accommodating micro landlords. An overall lack of affordability emerged as another theme. Finally, questions were asked at each of the focus groups about homeownership that produced a range of comments we summarized on the following pages.



1

Distant and impersonal large landlords

Across all the focus groups, there were substantive differences between the experiences of renters living in units owned by small-portfolio landlords compared with those living in units owned by large-scale landlords. Renters living in units owned by large landlords frequently reported not knowing who owned the home and experiencing a more distant and impersonal relationship with the owner. Participants in units owned by large landlords cited a host of problems associated with poor communication, including unclear maintenance request processes, delayed response times, untimely or inadequate repairs, and fees for rescheduling services.

POOR OR INCONSISTENT COMMUNICATION

Multiple participants named online maintenance portals as a source of frustration. They described having to put in significant effort to speak with a representative in order to address incomplete services or to better understand their responsibilities as a tenant. **One participant describes:**

“We’ve talked to a human... because we’ve had to call them, like when the pipes were frozen, and argue with them why they’re not going to do anything about it. ... They basically put out a bid to all these other companies and whoever’s the cheapest, then they’re going to come out. That took another 48 hours, and they make the recommendations to the company, and they have to approve what’s being fixed, and the frozen pipes didn’t qualify. That was on us.”

Two participants in another focus group suggested that repairs were only completed after they contacted a city inspector who identified violations on the properties. **A third participant described recurring maintenance issues going unaddressed:**

“There have been many times that we put in maintenance requests for things that we think are valid, like the squirrels living in the attic, and they would just delete a request or respond like, ‘oh, that’s something you have to pay for’. When we tried to mention it again to our rental agency, they just deleted the request, and they refused or denied when I reached out again... We put in our notice to move and they’re

like, ‘why?’ And we’re like, ‘well for one, you don’t answer our maintenance requests or you send someone who doesn’t do the job’. Like when we moved in, the place was trashed.”

LEASE RENEWALS & RENT INCREASES

Many participants in large landlord-owned houses suggested that the only time they actively heard from their landlord outside of the portal was around the time of lease renewal. One participant recalled, “No one ever, like, calls and follows up when there’s a problem with maintenance. I have to be really assertive...I’ve only spoken with him then, during the renewal process.” Another participant expanded on this, stating, “we only get emails when something is coming up like the renewal. But what’s crazy, is for the first year or two we were here, they were sending us “do not reply” email addresses so, like, we can never respond, and it took a lot of digging for me to figure out how to respond and get in contact with them.” These instances point to both inconsistent communication and poor responsiveness from large-scale landlords.

All of the participants who spoke about lease renewals described a burdensome process. Multiple participants said lease renewals were always associated with rent increases. **As one participant reported:**

“Our rent goes up \$200 every year when we get the new lease, and I’ve checked the property. The excuse

or reason given is for tax increases and utilities, and we pay all the utilities ourselves. And I checked with the [city] records, and the tax increase on this home has not ever been more than \$35 a year, yet our rent goes up \$200."

This observation aligns with other participants who sought outside information to better understand their rent levels. As another participant states, "They wanted a five percent increase and I pushed back and said, that's insane. And then, as I was going through the negotiations of, like, pulling...[out] of the renewal lease, I got them to just raise it by \$25 instead only and counted that as a win." A different participant looked up the price of new rentals in the area, which were often listed at lower rates to attract new tenants, and used this information to negotiate no rent raises for two out of the three years of their tenancy.

This participant went on to say:

"They're very, very pushy with how they approach the rental increases... I feel like there's a line somewhere where they financially value that I'm keeping things together and taking good care of the property. But as far as, like, personal, like, no, this is just because I'm a decent tenant that helps their numbers instead of turning over. So, they do want people to stay, because that's cheaper for them."

At least three participants describe how their assertiveness as a tenant allowed them to successfully negotiate with their large landlord like a "business." One participant described how a representative from the management company called and offered conflicting information on renewal deadlines: "So he was trying so hard to stumble me, to confuse me to play by some other rules. And he didn't understand...I'm used to things like this. You're not gonna get me, but not everybody has that. And that is so incredibly predatory."

VALUE BASED ON INVESTMENT

Participants living in large-landlord owned houses described mixed feelings about whether the landlord valued the property and valued them as tenants. In response to questions of whether the landlord valued the property or the tenants, one respondent said "it's all about money. It's money... We're a number. Very straightforward. We're a number." All but two of the participants who live in large-landlord owned houses described their relationship with the landlord (or lack thereof) as negative. **Another participant living in a large, but non-REIT, non- Private Equity (PE) owned unit described their landlord:**

"[They] can be very nice, but then [they] can also be very cold...they threaten. I feel like they're quick to threaten eviction due to whatever is not going in their favor...and I've talked to other tenants, like, because I know a lot of people who rent from them, and it's across the board...how I'm replaceable quickly."

However, we heard other opinions of large landlords from tenants who either valued the distant relationship or had no issues with the management. One such tenant, for example, said, "They'll run it like a business. They'll come and fix it. They don't bother you. They don't come check up on the house to see anything and I don't have to ever worry about that." This participant also suggested the communication isn't "great," but that things get fixed on an acceptable timeline. Another participant also expressed a preference for the hands-off nature of distant, corporate ownership, saying "We pay our rent. We don't talk to anybody. They don't know who we are. We don't know who they are."

One participant living in a home owned by a large landlord, but non-REIT, non-Private Equity (PE), suggested that they found the property management company to be accommodating and responsive. This individual had no complaints or issues with their property manager or landlord.

Participants in large landlord-owned homes described the ways they felt devalued based on the lack of maintenance of the property, excess fees, and questionable lease clauses. At least two participants described ongoing flooding issues from neglected repairs with no expedited maintenance timelines or rent compensation. **In another case, a participant shared a story about a house owned by the same company, which they toured before renting their current place:**

“To put it into perspective, they own the house on the other side of the block too. There was a fire in that house in the basement, and it’s just sitting there, [it’s] just been over a year. So, because we looked at that house too, they didn’t even know there was fire in it... we had to let them know...and nothing’s happened with that house.”

Another common issue for renters of these units is ambiguity around appliances. Four participants (including one in a medium landlord-owned unit) stated that their lease required them to replace at their own expense any appliance that broke. In an additional case, a participant recalls “they have a washer and dryer in the basement that was free to use, and then all of a sudden, the maintenance guy came around and was putting a box to make it...so the washing machine would be \$4 to wash.” This participant explains that she purchased a small portable washer to save money and the maintenance person, “cut the cord flush to the unit, cut it right off of my washing machine.”

Multiple participants also felt unclear about their responsibilities and what was required or allowed of them as tenants. Some participants attributed this to confusing language in their leases. **One participant stated:**

In some areas it’s very gray as to where the line is and in others, it’s very clear. But their reasoning for that, which is also written in the lease, is ‘oh, you know we expect you to help as a partner to maintain and keep repairs of the property. That’s why your rent is as low as it is.’ And our rent is not low.”

Another participant confirmed this, saying:

“In our lease, there was at least some very confusing wording... about where the responsibilities of the homeowner stop and, like their tenants’ responsibilities begin. Because it says somewhere in that lease that if you ask for a maintenance request and it’s something that is actually supposed to be, like, the tenant’s responsibility, they will charge you a fee.”

One participant also communicated frustration with numerous lease clauses including one that forbade participation in a class action lawsuit and another that restricted guests from staying over.

This participant went on to suggest:

“It’s really offensive and frustrating for someone who is proactive, who does read things, who wants to follow things by the agreement, but also is like, ‘well, I don’t have any rights. There’s no one protecting me, and I’m just a person and not a corporation.”

A final set of responses from renters with large landlords illustrated frustrations with arbitrary fees. **As one participant put it:**

“There’s one charge that’s just a convenience fee. That’s for really no value. They’re charging us like \$15 or \$20 a month...but it seems to change. Like, we will get charged one amount this month, and then, the following month, we won’t get a charge, and then two months from then we will get, like, a double or triple charge.”

Another participant from the same focus group in a similar living situation confirmed having to pay an unspecified \$15 fee: “I think it’s just for renting through them.” One participant also describes a monthly fee to replace the filter on their furnace system. Other participants describe having fees for online payment processing, third party management of trash and water, and steep late fees for delayed payments. All of these culminate in participants reporting higher housing costs than the base amount the unit is listed for.

2 Responsive and accommodating small landlords

In contrast with those living in homes owned by large landlords, participants in homes owned by small landlords typically reported knowing their landlord and described a primarily positive relationship. The relationship tended to be characterized by accessible and frequent communication, timely repair, compensation or appreciation for repairs, accommodations for late rent, and less frequent rent increases.

While some participants still used an online portal to interact with their landlords, many renters in small landlord homes texted, called, emailed, or spoke frequently with their landlords.

One participant stated,

“My landlords are super responsive, like, if I tell them something’s broken, they’re on it that day, getting the plumber out as soon as possible. I feel like it’s because they own this house directly, and they plan on retiring here.”

Another reported,

“They’re responsive, very. They’ve got a fleet of people when we have a need...Because they have that expansive network, we’re not waiting for a vendor to become available.”

A participant in the same focus group added:

“They just know we’re taking care of everything because they can see it. And I think that’s the difference between, like, a big property management company and having that private party, it’s like, you do get that relationship that allows for establishing trust.”

ACCOMMODATION

At least two participants spoke to how their small landlord accommodated them during tough circumstances.

Another said, “they’re really good with, you know, me having financial issues, and you know, ‘next month is tax season, so you could just hold off’, and he’s really good with that too. Just, you know, next month, I’ll pay you two months of rent.”

One participant recalled:

“I did get COVID, and I was hospitalized with it, and my person that owns the property, the management company, we went to her and told her what was going on...but she lowered my rent for a couple months, which was really nice. And I got laid off one time, and she was more than kind enough to, you know, I talked to the management company, and she lowered it for a couple months.”

COMPENSATION

There was also a common sentiment among tenants with small landlords of quid pro quo arrangements for repairs and maintenance. Sometimes this involved financial compensation, but more often tenant repairs were part of informal good faith arrangements or convenience.

One participant stated,

“We pay \$1,000 a month and whatever needs fixing gets fixed. I don’t have that issue where my landlord doesn’t fix anything, because, if anything, I just do it myself. And I’m like...[landlord], you owe me \$17.”

These participants describe doing simple repairs in order to avoid a delay. Others also note their repair work as a “tradeoff” in which the landlord is more appreciative and more likely to support their tenancy. These statements are distinct from other renters who reported doing small repairs because of the hassle or inconvenience associated with calling out a maintenance person.

However, the blurring of lines between who is responsible for repairs can produce complications in the tenant-landlord relationship that reflected feelings of indebtedness to the landlord. **One participant described feeling beholden to the landlord:**

“We’ve been very fortunate. I’d actually say it’s probably why we haven’t pushed for a lot of the bigger repairs because we know our situation is really unique, and we don’t want to push their buttons. Because, I mean, when the pandemic hit, I think there was, like, honestly, three months we couldn’t pay rent, and they said it was fine, and they never charged us those months...we just deal with the things that are crumbling because they’ve been so good to us.”

Some participants explained that the landlord seeing them as good tenants has likely contributed to affordability and fewer rent increases. One participant stated, “We’ve been in our house for 11 years, and our rent has, I think, only gone up like \$200 in the whole time.” Another said, “The owner hasn’t raised the rent or anything on me. I mean, she did for like the first two years, and then it’s been staying the same after that.” **A participant from a different focus group described:**

“I know they value me because they tell me, and they send me a gift card every Christmas and say I’m a great tenant and they hope that I’ll re-sign the lease. So more of a personal value than a numerical, I mean, I know it’s, it’s nice for them that we’re low maintenance, and we pay the rent on time every month, and all that. But I know I’m still valued as a person here.”

PERCEPTIONS OF THE ATYPICAL “GOOD” LANDLORD

There was often a perception amongst participants in small landlord-owned homes that their situation was “unique.” After listening to the experiences of others in the focus group, one participant stated, “I feel like kind of an oddball in this instance, because I’ve lived in two rented

houses so far, and I’ve had really good landlords that are responsive. So that hasn’t been a factor for me. I don’t think that’s normal.” Other common refrains include participants feeling “lucky”, “fortunate”, or “blessed” to have the situation they do. Sometimes this was evident through the accommodations that these landlords offered. One participant stated, “I’m just blessed to have a landlord that’s understanding, you know... my bank account got scammed, you know, recently for \$400, and he’s very lenient to let me just send partial right now... he’s very lenient.” In one particular focus group, three related statements from participants illustrate renters’ interest in working with a smaller landlord. The first participant recounted, “So I will stick with that [landlord], because I know they’ll see me as a human being and not an investment.” Another participant added “Yeah, I wish, I wish tenfold, that I could have a private party right now. Yeah. So, I mean, I feel that we’re paying even more because it is [REIT]”. Another respondent concluded, “I wish there were more personal [landlords] out there, because it’s, you know, not necessarily that they’re all compassionate, but it’s more human.”

CHALLENGES WITH SMALL LANDLORDS

The experiences of renters in small-landlord units, however, were not unanimously positive. In almost every focus group there was at least one participant who described problematic issues with their small landlord. **One participant offered the following observation:**

“I think, whether by intention or inaction, it’s growing more negative, or I’ll be like, there’s a problem with this. And then it would be an indeterminate amount of time before he responds... I think I gave him something like two, two and a half months, and then I filed my papers with the small claims court, like, ‘I will pay my rent into escrow until you fix this.’ And he showed up within the week and fixed it. That’s the first and only time I’ve had to do that, but I hope it’s the last.”

Another participant described how the landlord passes responsibility off onto the housing association:

“There’s an association associated with the property, so it’s part of the lease that the lawn and stuff like that, that the person who lives in those townhomes has to take care of it, and be there in the wintertime, and the shoveling is our responsibility. They do have the lot plowed, but they don’t put down any salt or anything like that. So, I’m wondering, like that portion paid to an association fee. I just said, what are they really supposed to do? Like, I’ll call her and complain about the water. There’s water coming down on the roof, and she says, ‘Well, the association is supposed to clean the gutters,’ but, so, I don’t know. She won’t communicate with the president of the association, who lives in the row of townhomes, unless I say something. Like she doesn’t, she barely sees the townhome.”

A third participant explained the lack of responsiveness from their landlord who leaves “quality of life issues” in the home unaddressed:

“Repairing it is too expensive. So when things break, I’ll buy new ones, but until then, like, she just doesn’t care...just literally zero response from her about that. Not major issues for us. It’s not like a safety issue ... but just sort of an annoyance that when we reach out to her about issues, we often don’t hear back.”

While other renters expressed minor frustrations with their small landlords being unresponsive or not addressing their concerns, these examples are exceptions to the more frequent positive sentiments of participants.

3

Affordability

Renters in units owned by all types of landlords described affordability as a significant consideration in their renting experience. Participants primarily attributed unaffordability to rising housing costs and unexpected expenses associated with renting. As a result, some participants describe having to compromise their location or share costs with family members or roommates. Consequently, multiple participants across different focus groups felt “stuck” in their current housing situation due to affordability concerns.

RISING HOUSING COSTS

Rising rents were a recurring concern for many participants. Almost all participants described experiencing rent increases in some form. However, some participants expressed particular worry. In response to questions about the frequency of rent increases, one participant stated, “Every year, every year... [we’re feeling] anxiety, because it’s like, okay, well, we’re still here, and the rent keeps going up still in the neighborhood, yeah...it’s delaying us from moving, right? Because we have to worry about the increase in that.” **Another participant described fluctuating rents:**

“I would say personally, it’s bordering on being a little bit much due to those rent increases when we first began renting at this place. We had actually been kind of watching the property over the course of a month or so, as we were looking for places, and we saw the rent dramatically decrease a few times. And it got down to the point where it became a much better deal than other options. But that being said, now that the rent is increasing so much every lease, it’s kind of becoming more average again.”

According to another participant:

“Rent is outrageous, though I live in a townhouse, and you had to be a two income [household]. I’m a one income. Plus, I take care of both of my parents. I moved them in with me... but there’s no way I could afford to rent, even if I wanted to rent an apartment. I mean, it’s ridiculous. It takes over almost a third, if not half or three quarters of your check a month, right? It’s ridiculous.”

LOCATIONAL CHALLENGES

Participants often described the rising costs of housing as something that is not only specific to their neighborhood, but also generally concerning across the metro area. One participant said, “The thing about [city] is there are a lot of half a million-dollar homes for sale and the ones for rent are also anywhere from \$3,000 plus a month. So, this was the only home in the area that was semi-affordable.” Another participant said, “I know there’s been a housing crunch and... rents everywhere are going up more. So, I don’t see our landlord as doing anything exorbitant or different than it’s just happening across the entire rental market.” While many participants spoke of the rising costs of rent and competitive housing markets, some spoke specifically about how affordability comes with tradeoffs for location, safety, community, and schools. **One participant described that affordability took precedence over location:**

“And then we thought we wanted to be in, like, the [city] area, but then we realized that there wasn’t that many options that were affordable to us. So, at that point, we were looking all over [the city], and we ended up finding an affordable house to us in the [neighborhood] area. And we found that house on Zillow. I think the price was a big factor.”

Another described the challenges associated with finding affordable units near schools and work:

“And one of the downsides for me is, I had to find a place fast within a reasonable distance of my work and my kids’ school. But there isn’t anywhere more affordable that I could possibly live closer and get my kids busing, you know? Yes, there’s some issues I’ve heard with the local school district that kind of concern me. But also, your kids are going through stress [if they have to] leave their schools and their friends.”

A third participant pointed to the sometimes-conflicting challenges of affordability, safety, and building community:

“It does take so much out of you to try and establish a presence in a space, and having that single-family dwelling has allowed us to get to know our neighbors and trust that we’re taken care of and that they’ve got our backs, which isn’t something that we found in apartment living at all, or even moving into another part of the area, because if it’s going to be affordable, there’s a chance you’re probably compromising safety.”

COST SHARING

Some renters addressed affordability concerns by sharing costs with family members or roommates.

In response to rent increases, a participant noted:

“I’m living with others that are paying rent as well. So, we’ve been able to kind of share that cost increase. But I do think if it was not just a group of people doing this, and it was just an individual or two people, that would definitely start to cause issues.”

At least eight other participants across the focus groups described needing to share costs with roommates and family members to maintain affordability.

TRANSITION COSTS

Concerns about expenses related to moving were a notable pattern in participant responses. These transaction costs affect residents’ ability to move or save money. Participants typically described these transaction costs as financial barriers, but some respondents also spoke to the physical, emotional, and mental costs of relocation. **One participant stated:**

“We’ve been up in [the neighborhood] since, and we literally had to move next door, and we’ve stayed there because it’s affordable. We’ve tried to rent elsewhere, but they want a deposit of, like, three to five thousand and we never prioritize, you know, moving... but everywhere we find it’s like, well, they want first month’s rent, last month’s rent and deposit so, and it’s only been me and my mom, usually, out of the six of us, covering all the bills. So, it’s been really tough.”

As this participant described, the costs of signing a lease at a new place can be high. Other participants also voiced concerns about the costs of leaving a unit. **One said:**

“They assign, like during a move out, they assign all of the [extra costs] to you, and then you have to fight it to get it off so that you can get your deposit back. So, it’s like, what? Who has an extra few \$1,000 laying around that can just be hanging out while you’re trying to get a new place in? So, that is a really tricky... that’s a barrier that’s...that’s holding me back.”

Another participant described the costs associated with breaking a lease to try and find a home at a more convenient time.

“Personally, I find the kind of penalties for exiting your lease early to be very extreme for us. We’d have to give 30 days’ notice, which seems fine to me, but we’d also have to pay the next three months’ rent immediately. So, that’s why we ended up staying, because it was just going to be too much of a financial burden to leave early to potentially find some place that would be more affordable.”

Other participants thought they could eventually find another affordable place, but not on feasible timelines. One participant suggested:

“It’s not so much that we couldn’t find [a new place], but I couldn’t do it in a month. I mean, we started looking five months prior to our last lease ending, and we looked at ten, fifteen, twenty different places, you know, before even applying to one, because it’s so expensive even to just apply to one, right?”

The application costs affected at least three other participants who either forfeited the costs or restricted their rental home search. One participant described how the lease changed from yearly to month-to-month, which came with increased rents while they searched for a new place. **Another participant talked about the instability of this process:**

“If you need to shift to month-to-month to get you through, it is definitely more expensive when you have to do that in so many ways. And then they have the right to say, nope, we’re not going to give you another month... So, there’s a lot of risk there, and I’m highly risk averse.”

Still other participants described how the timing of their leases affected their ability to move. Multiple participants described their lease ending on the 25th of the month leaving them with a one-week gap between places if they wanted to move. Others were concerned about the time of the year that the leases ended. Leases that end in winter months leave the tenant with fewer options in the market since most leases turn over at other times of the year and moving in harsh winter conditions is difficult. Others were worried about leases that end during the school year, leaving them with the prospect of moving while their children are in the middle of a school year.

These numerous and varied transaction costs present real barriers to mobility, according to the participants, and may illustrate why some renters stay in place even when there may be more convenient, affordable, or higher quality options available.

4

Homeownership

There were primarily three kinds of responses across the focus groups to questions about participant interest in and challenges to homeownership. The first and most common response was from people who want to buy a home but have significant financial barriers. The second kind of response was from participants who are reluctant or not interested in owning a home. Finally, some respondents discussed mixed feelings about owning the home they currently rent.

Participants across the focus groups indicated that they value living in single-family homes. Most indicated that their most recent search was limited to SFRs. Participants referenced the size (inside the home and outside) and the privacy that single-family homes provide as reasons for their preference. Nevertheless, this preference for single-family homes did not always translate into a desire to buy.

Participants often described varied and intersecting barriers to homeownership. It was rare for a participant to describe only one factor keeping them from owning a home. The factors that participants frequently cited include the unexpected costs associated with home ownership, not having a down payment saved, high interest rates, loan qualification issues, low credit scores, and a lack of knowledge about home purchasing processes.

BARRIERS TO HOMEOWNERSHIP — UNEXPECTED COSTS

The most common concern that participants raised about homeownership was the unexpected costs or unknowns associated with maintaining the property. **As one participant noted:**

“That’s one of the things that has kept us renting, is just knowing what the expected expenses will be all the time, versus, like, all those unknowns... And for me, like, I don’t have a huge cushy savings to be able to be like, oh, we just have to spend \$5,000 to bring a tree down... Like, that wouldn’t happen. So, to me, [renting is] like, a sense of security.”

Another participant who was actively trying to buy a home suggested they were glad they got outbid during their search: “You know what, we weren’t ready for a big repair right off the bat... it was a fixer upper too...and that wasn’t even including all the unexpected” costs. The fear of having additional costs immediately after such a large purchase was a common thread in

participant responses. Another participant stated concern about having “to find out after having gone through a bidding war, paying too much for it, and then having to fork over to them even more because it was not disclosed.” These statements reflect the concern that homeownership will come with costs that the participants would not be able to afford.

BARRIERS TO HOMEOWNERSHIP — DOWN PAYMENTS & INTEREST RATES

Another common barrier to homeownership for participants was the down payment. One participant who was close to purchasing a home said, “What they were asking would have been covered by the loan we were offered, but we didn’t have enough of the down payment.” At least three other participants describe how being a single parent precluded them from saving for a down payment because of the cost of food, school, and other expenses.

Some participants suggested that they are less worried about the down payment than about current interest rates. **One participant stated,** *“I’ve got a down payment saved up. I’ve taken some homeownership first time classes... [but] I wish I was ready in 2020 because the interest rate is preventative for me anyway, right now.”*

Another participant describes

“The other aspect of the finances that is a barrier for me is the interest rates, like, that’s grotesque. No, I won’t be signing myself up for that high of a percentage rate when it’s just something arbitrary... I’d rather struggle in the short term, and then eventually the interest rates, you know, know stabilize, or go lower...”

The combination of large down payments and high interest rates are a recurring concern for participants who are prospective homeowners.

In two focus groups, the idea of “bidding wars” was a concern. **As one participant described,** *“Over COVID, when houses went up for sale...they were paying cash for all these houses people liked...and a lot of people didn’t stand a chance of buying a house. We didn’t. There was no way...We were outbid on a house by \$100,000.”*

BARRIERS TO HOMEOWNERSHIP — LOAN QUALIFICATION & CREDIT SCORE

Even participants with money for a down payment described issues with qualifying for a loan. One participant stated, “Just having money for the down payment, though, that still doesn’t make you qualified. Yeah, because they still want to see the payments and future payments...” At least four other participants shared a perception that they would not qualify for a loan even if they had the money for a down payment and mortgage. Two participants link this to the availability of qualifying programs. One participant stated, “A lot of cities offer programs too...but again, you got to qualify. It’s either, like, you got to make hardly anything,

or, you know, it’s like the middle class can’t do anything. Yeah, you have to be, you know, really low income.” Another participant describes how their lower income was a concern for qualification since it comes from various sources. **A participant explained their hesitancy, saying:**

“I guess I fear of making a bad financial move. Getting into something that I would feel stuck with, and then also just, I guess, a little bit, the fear of rejection, you know? Almost like a bank would laugh at me. I have student debt and my income is not huge. So, I just don’t think that it would be feasible.”

These observations are also tied to participants’ perceptions of creditworthiness. **One participant commented that their barrier was credit score:**

“It’s not bad by any means. But probably a year or two ago, I was trying to consolidate, like, a couple different things that I need to pay off. So, I tried to apply for a small personal loan through my bank to just pay one thing, and even that was denied.”

Others describe how life circumstances have affected their credit rating. Various participants describe living outside the U.S., delays to building credit, and ongoing debt issues as factors affecting their credit. **As one participant described their debt-to-income ratio and said:**

“Credit history is an issue. Especially with as much as it costs just to buy a house and have that major investment. We talk about the cost of education and if that’s going to be counted in my creditworthiness. I can pay, but it’s a question of how much can I pay? Because student loans are still a thing for many of us.”

BARRIERS TO HOMEOWNERSHIP — KNOWLEDGE OF MORTGAGE/BROKER OR FINANCIAL LITERACY

A final concern among those who seek to own a home is having the financial literacy and knowledge of the home purchasing process. One participant stated, “Interest rates matter, business math matters, but we don’t learn it

early enough, which means we don't even know where to go when we're ready to use it." Another participant agreed with this idea, suggesting that it wasn't until far later in life that they acquired the knowledge to even begin to apply for a mortgage. A third participant said, "I wish there were more of a clear path from renting to owning, that it were easier to figure out what the rules are for first time homebuyers, down payments..." At least five participants across the different focus groups report having taken classes from nonprofits in their efforts to purchase a home. But many participants suggest that stability in their financial situation or in the market is more important. Participants in at least two focus groups had discussions about finding the right realtor and mortgage broker. A few participants described actively speaking with a mortgage broker, but others expressed uncertainty about how to find the right person.

HOMEOWNERSHIP WAS NOT AN ASPIRATION FOR ALL

There was a small number of participants who expressed little or no interest in owning a home. These respondents typically described how the financial costs of repairs or the overhead costs were a hard deterrent. Three participants who were formerly homeowners also talked about their hesitancy about purchasing a home again.

Participants who don't want to purchase a home described similar sentiments to participants who wanted to own a home but are concerned about the unexpected costs. **One participant said,** *"It seems like a lot of work, the maintenance and the things that pop up, and I'm like, I don't want to deal with that. Just even though rent is more money than a house or mortgage payment, like, is it, when you have a \$6,000 bill come in randomly, right?"*

Two participants describe their renting situation in quite different terms than many other participants. One suggested they are "not at all interested in owning a home" because they have a stable,

affordable living arrangement and don't need the "security" that homeownership offers. This participant also stated, "If something breaks in the middle of the night, I'm calling my guy, and he'll be there in ten minutes with a new one, right? I'm not dealing with that. I'm not dealing with heaters and water going out." Another participant said, "I'm just paying for a place where I need to live. I'm not thinking about investments."

These participants see their current living situation as sufficient and don't see the immediate need to move toward homeownership.

Three participants, all from different focus groups, feel deterred from owning a home based on their past experiences as homeowners. **The first described the unexpected expenses they faced in their previous homeownership experience:**

"The first home I owned the water heater busted...and I had to pay people to come and clean up the water and replace it. So, from the first moment I was kind of... we owned a home and that didn't go so well. So, we're kind of skittish about wanting to make an investment. We have a fixed income now, so probably really don't want to make that kind of an investment. And yet, when we've been looking at other rentals that are smaller than what we have in terms of the size of the house, they're like, more than what we're paying for the house that we're in. So, maybe we should just stay where we are."

Two others described their fear of repeating their loss from the 2008 housing market crash. One stated:

"We owned a home previously, before we moved to Minnesota, and I think we're so traumatized by how much money we've lost and how the market crashed, that that's also a big reason why I'm like... We just know what our expenses are right now, and it's good and we're not losing so... But yet, when I think of like, 11 years' worth of rent and how that could have been like an investment on its own, then I'm like... but what if that happens again? I mean, it was ridiculous, what we lost."

A third participant describes a combination of the sentiments from the previous two:

“I owned a home before that I bought in, like, 2007, right before the crash. And for me, like, a big part of it was, you know, we had the heater go out, so having to spend, you know, \$6,000 for something, that’s not fun...then we knew that the siding and the roof were going to need to be replaced within the next few years, and so just all the maintenance and upkeep and whatnot, like we were just not interested.”

MIXED FEELINGS ON PURCHASING CURRENT RENTAL UNIT

In response to questions about purchasing their current rental unit, participants reported mixed feelings. Some participants had clear aversions to purchasing their current units. Two participants suggested their current home is too small for their family. As one participant put it: “I would like a little bit of separation, and I absolutely would not purchase the home that we live in...we’re on top

of each other, this is way too small.” At least two other participants described knowing too much about the issues with the home from renting it to be interested in buying it. One participant said, “I know it has foundation issues, and then all the windows need to be replaced because they’re kind of falling out. And I mean, it hasn’t had a new roof...It’s fine to live in, but I think owning it would be very expensive.” A final set of participants suggested they might be willing to purchase their current home for the right price, but these three did not see the unit as their “forever home”.

In a different sense, a few participants thought their rental process was a way to try the house before buying it. One participant stated, “I feel like, for us anyway, because we do like the property that we’re in, we get to take it for a test run. We’re learning things about it.” Another three participants indicated that they would purchase their current rental unit “if the price was right.”

Summary

- Focus group participants described frustration with poor communication from large landlords, the difficulty of working through web portals to communicate issues with their landlords, and delayed responses on repairs.
- Participants living in homes owned by large-scale owners described regular and sizable rent increases that they feel are not tied to improvements of the property or reflective of the market.
- Participants who know the landlord/homeowner typically described a positive relationship with the landlord, recounting times when they were accommodated in various ways by a landlord with whom they had a relationship.
- A significant number of participants described doing small repairs around the home, some because of a positive relationship with the landlord where such acts are compensated and supported, and some because they wished to avoid the headaches associated with making a maintenance request and waiting for the work to be done.
- Several participants described transaction costs associated with moving that have inhibited their mobility.
- Some participants described elements of their rental leases that imposed potential cost burdens on them or significantly constrained their behavior.
- A significant number of the participants are interested in homeownership, but they identified a number of barriers.
- Participants described mixed feelings about whether they would be interested in buying their current home, depending on concerns over quality and price.

Conclusion

The consistent finding of this research is that renters living with large-scale landlords face more difficult experiences compared with those living in homes owned by smaller landlords. Our study consistently found that as the landlord's portfolio size increases, tenant experiences worsen. Across both the survey and the focus groups, renters with large-portfolio landlords reported more inconsistent and problematic property management, frequent rent increases, additional fees, and more problematic relationships with their landlords.



Focus group participants described feeling devalued due to the landlords' impersonal and inflexible processes. Meanwhile, survey and focus group participants living in homes owned by small- and micro- scale landlords reported fewer repair needs, more timely maintenance, lower rental rates, lower fees, and lower rates of harassment, discrimination, and retaliation from their landlords. The focus group participants in these types of homes described their landlords as more accommodating and more responsive.

The data also shows that independent of other factors, low-income tenants (incomes below 50% of AMI) report higher rates of adverse outcomes

related to landlord abuse and repairs, though they pay lower rents on average.

The multivariate models do not indicate that BIPOC tenants have worse outcomes than white tenants, all other factors being held constant. However, because Black and Latinx tenants are more likely to inhabit homes owned by large-portfolio owners, they are disproportionately affected by the management styles of these owners. Thus, there are racial equity implications to our findings.

The findings of this report also suggest that tenants of all types of single-family rentals are

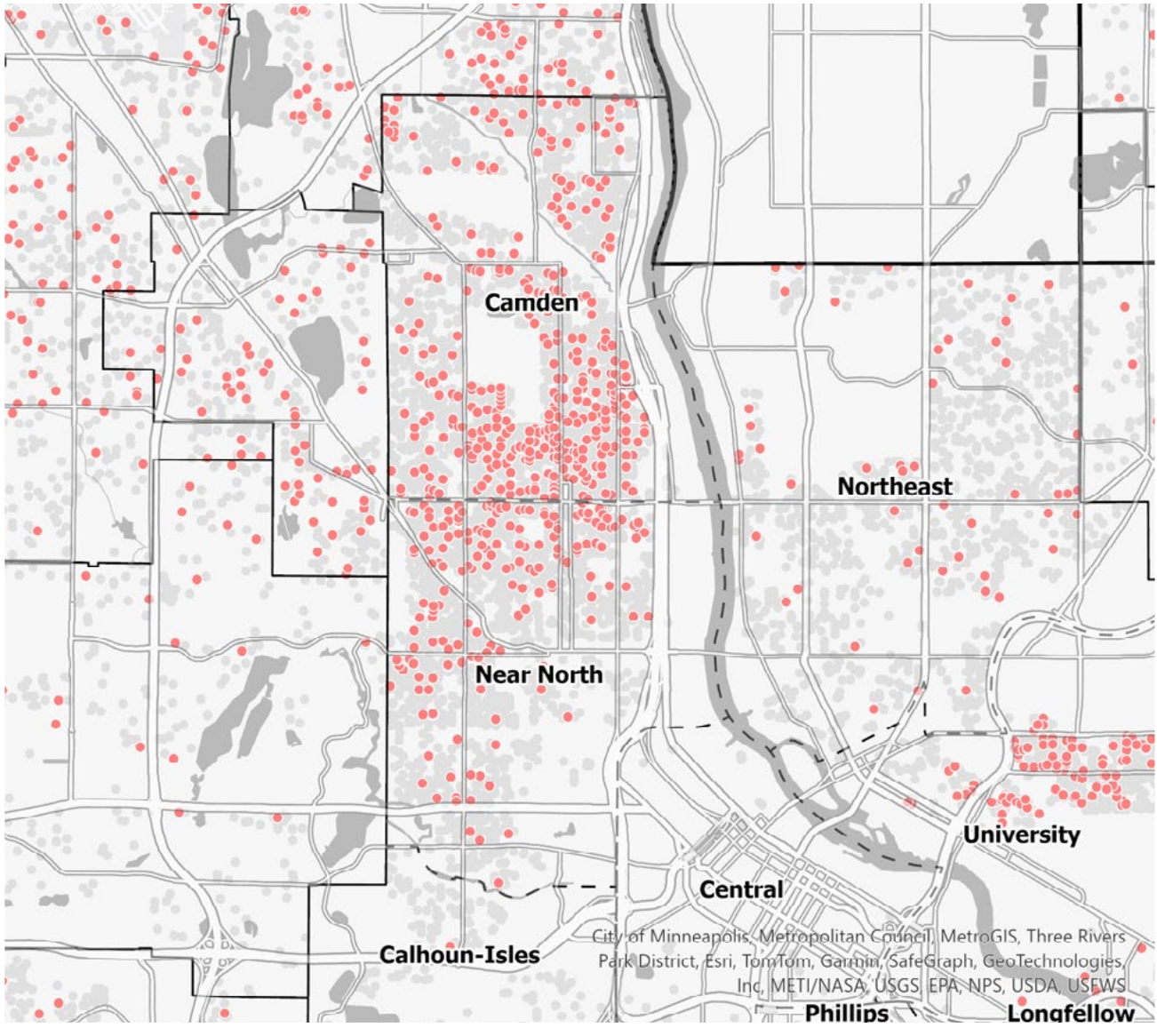
struggling with affordability. Across both the survey and the focus groups we found that affordability and rising rents are a pressing concern for renters. Survey respondents tended to prioritize rent costs, the condition of the home, the size, and the location as the top factors in their home search process. The focus groups revealed the ways that rising rents put pressure on renters to share costs, accept smaller or worse quality homes, and compromise on location to make ends meet.

The survey data further supports this, showing that over a third of all renters are cost-burdened, with many others extremely cost-burdened. Along with frequent rent increases and fees, many single-family home renters are facing housing precarity; about a third of respondents are worried they will soon no longer be able to afford their home, and over a third believe it would be difficult to find a new place to live. Focus group participants underscored this finding, specifically describing the transaction costs of moving that make it difficult for them to change their living situations. These costs keep them in their current living situation despite preferences for a different size or location or more affordable options.

A majority of respondents to the survey indicated at least some interest in purchasing the home they were renting if the opportunity came. However, focus group participants noted a range of concerns regarding homeownership. In particular, the unexpected costs of owning a home, lack of down payment, rising interest rates, and loan qualification challenges all serve as barriers to homeownership for focus group participants. Despite these concerns, the level of interest in purchasing these homes — coupled with the tradeoffs that respondents made to be able to live in these homes — underscores a high level of demand for single-family homes among our surveyed population.

Renters living in single-family rentals reported prioritizing this type of housing in their housing search, and some even limited their housing search to only single-family homes. This suggests that single-family rentals are an important housing option in the Twin Cities market, underscoring the need for responsible and fair management by owners of all types and portfolio sizes.

Geographic Profile: North Minneapolis Survey Results



Single Family Rental Map

- The North Minneapolis study area includes the community areas of Camden and Near North. Highlighted are single-family rentals owned by large landlords (greater than 20 properties).
- All tables calculated from Family Housing Fund Single Family Rental Survey unless otherwise noted.

Single-Family Rentals and Landlord Portfolio Size

- Compared to the study area as a whole, North Minneapolis has a larger share of single-family rentals owned by large owners that own at least 20 properties.
- We estimate that in North Minneapolis about 14% of single-family rentals are owned by large owners compared to about 8% in the study area.

SINGLE-FAMILY RENTALS BY LANDLORD PORTFOLIO SIZE						
LANDLORD SIZE	NMPLS	NMPLS PCT	MPLS	MPLS PCT	TOTAL SFR	SFR PCT
Micro 1	2,397	60.2	8,290	73.8	31,209	73.5
Small 2-5	635	15.9	1,391	12.4	5,348	12.6
Medium 6-20	400	10.0	637	5.7	2,273	5.4
Large > 20	550	13.8	916	8.2	3,611	8.5
Total	3,982	99.9	11,234	100.1	42,441	100.0

Source: Author calculations, 2024 Hennepin and Ramsey Parcel Data

Demographics of Respondents

- Compared to the survey as whole, respondents in North Minneapolis were more likely to be Black (46% vs. 18%).
- The income of North Minneapolis respondents was lower than the sample as a whole. In North Minneapolis over half of households reported an income less than 30% of AMI compared to just over a third for the entire survey.

RACE/ETHNICITY			
RACE/ETHNICITY	NORTH MPLS	MPLS	TOTAL
Asian	4.0	3.3	6.2
Black	46.2	14.9	17.7
Latinx	12.6	14.5	12.0
Native American	2.0	1.4	1.2
White	29.6	60.5	56.5
Two or More	4.5	4.3	4.3
Other	1.0	1.1	2.0

HOUSEHOLD INCOME			
AMI	NORTH MPLS	MPLS	TOTAL
30% AMI	53.2	33.1	35.6
50% AMI	26.3	20.5	22.3
80% AMI	13.4	21.6	22.3
100% AMI	2.9	11.4	7.1
>100% AMI	4.1	13.4	12.7

Tenant Experience

- In our survey, tenants in North Minneapolis generally reported having a worse relationship with their landlord compared to other parts of Hennepin and Ramsey counties.
- Tenants in North Minneapolis were 10 percentage points less likely to report that they were treated positively by their landlord. The share reporting positive treatment decreases as landlord size increases.
- North Minneapolis tenants were more likely to report experiencing harassment, discrimination and/or retaliation by their landlord (22% vs. 14% overall). Rates of harassment, discrimination and retaliation increased as landlord size increased.

SHARE REPORTING POSITIVE TREATMENT BY LANDLORD				HARASSMENT/DISCRIMINATION/RETALIATION			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL	LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	73.0	84.1	78.9	Micro 1	6.8	5.7	9.5
Small 2-5	51.7	59.0	69.2	Small 2-5	31.0	19.7	15.0
Medium 6-20	66.7	79.5	67.5	Medium 6-20	27.1	17.9	19.6
Large > 20	45.6	41.0	52.1	Large > 20	29.1	15.4	20.6
All	59.6	72.6	70.8	All	21.7	11.5	13.9

Overall Tenant Well-Being

- CURA created an index that combines questions related to repairs, health and safety and landlord treatment to gauge overall tenant well-being. A score of 0 represents an average score and it is scaled in terms of standard deviations above or average
- On average, tenants in North Minneapolis reported much lower well-being index scores compared to other parts of Hennepin and Ramsey counties (-0.7 vs 0).
- The average score for North Minneapolis tenants was worse for all types of landlords and the difference was most extreme for large landlords.
- The average tenant well-being score for tenants in large landlord homes was 77% lower compared to large landlords overall.

AVERAGE TENANT WELL-BEING INDEX SCORE			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	0.12	0.49	0.39
Small 2-5	-1.31	-0.89	-0.03
Medium 6-20	-0.44	-0.36	-0.36
Large > 20	-1.67	-1.16	-0.94
All	-0.70	-0.12	0.00

Repairs/Health & Safety

- North Minneapolis tenants were about as likely to report that their unit needed repairs at move-in compared to other parts of Hennepin and Ramsey counties.
- However, they were also less likely to report that those repairs had been completed. Overall, 42% of respondents said some or all of the needed repairs had been completed. For North Minneapolis that number was 33% or 9 percentage points lower.
- 37% of North Minneapolis tenants reported having health and/or safety concerns about their home. This was similar to Hennepin and Ramsey Counties. In North Minneapolis almost half of tenants living in homes owned by large landlords reported having health and safety concerns about their unit.

UNIT NEEDED REPAIRS AT MOVE-IN			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	23.0	35.0	34.3
Small 2-5	44.8	55.7	39.7
Medium 6-20	50.0	69.2	52.1
Large > 20	62.0	64.1	57.7
All	44.8	47.6	41.9

NEEDED REPAIRS HAVE BEEN COMPLETED			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	29.7	46.5	41.8
Small 2-5	37.9	52.5	40.2
Medium 6-20	39.6	71.8	48.5
Large > 20	30.4	48.7	37.6
All	33.0	51.4	41.7

HEALTH AND/OR SAFETY CONCERNS			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	29.7	35.0	29.6
Small 2-5	37.9	49.2	36.8
Medium 6-20	27.1	48.7	41.1
Large > 20	49.4	48.7	44.8
All	37.0	41.6	35.3

Rent and Fees

- Average rents in North Minneapolis were 13% lower than the study area as a whole.
- On average tenants pay 1.7 fees at a cost of \$82 a month. Tenants in North Minneapolis report similar rates of fees and fee amounts compared to the sample as a whole. Tenants living in large landlord owned across the two counties reported 47% more fees costing them 34% more on average.
- Tenants living in North Minneapolis showed higher rates of housing cost-burden compared to other parts of our sample. A household is cost-burdened if it spends more than 30% of its income on housing. 64% of North Minneapolis tenants reported being cost-burdened which was 7 percentage points higher than the sample overall.
- Extreme housing cost-burden is when a household must spend more than half it's income on rent. A little under a third of North Minneapolis tenants reported extreme housing cost-burden. Rates were even higher for medium (56%) and large (42%) landlords.
- Tenants in our survey expressed concern that they cannot afford their current home. Overall, about 16% of respondents said they cannot afford their current home. In North Minneapolis that number was higher at 20% and even higher (25%) for those tenants living in large landlord owned homes.

AVERAGE RENT BY LANDLORD SIZE			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	\$1,445	\$1,682	\$1,661
Small 2-5	\$1,387	\$1,734	\$1,751
Medium 6-20	\$1,592	\$2,067	\$1,813
Large > 20	\$1,578	\$1,980	\$1,882
All	\$1,516	\$1,784	\$1,739

AVERAGE NUMBER OF EXTRA FEES			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	1.3	1.3	1.5
Small 2-5	1.9	2.0	1.6
Medium 6-20	1.9	1.7	1.9
Large > 20	2.6	2.6	2.5
All	1.9	1.7	1.7

AVERAGE AMOUNT PAID IN EXTRA FEES			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	\$57	\$63	\$68
Small 2-5	\$73	\$84	\$75
Medium 6-20	\$76	\$88	\$103
Large > 20	\$98	\$70	\$110
All	\$77	\$71	\$82

AVERAGE SHARE OF INCOME GOING TOWARD RENT			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	0.34	0.34	0.35
Small 2-5	0.27	0.31	0.34
Medium 6-20	0.53	0.44	0.41
Large > 20	0.47	0.45	0.41
All	0.41	0.36	0.37

Rent and Fees *continued*

SHARE OF HOUSEHOLDS WHO ARE COST-BURDENED (30% OF INCOME ON RENT)			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	53.8	47.3	52.3
Small 2-5	35.7	45.2	54.1
Medium 6-20	88.9	73.1	69.2
Large > 20	70.7	68.0	62.3
All	64.2	52.3	56.6

SHARE OF HOUSEHOLDS WHO ARE EXTREMELY COST-BURDENED (50% OF INCOME ON RENT)			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	17.3	20.9	21.1
Small 2-5	7.1	16.7	17.1
Medium 6-20	55.6	38.5	33.3
Large > 20	41.5	44.0	31.5
All	31.3	24.8	23.6

SHARE OF HOUSEHOLDS REPORTING THEY "CANNOT AFFORD" THEIR CURRENT HOME			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	16.2	12.1	12.9
Small 2-5	24.1	18.0	15.8
Medium 6-20	14.6	12.8	17.2
Large > 20	25.3	10.3	21.1
All	20.0	13.2	15.5

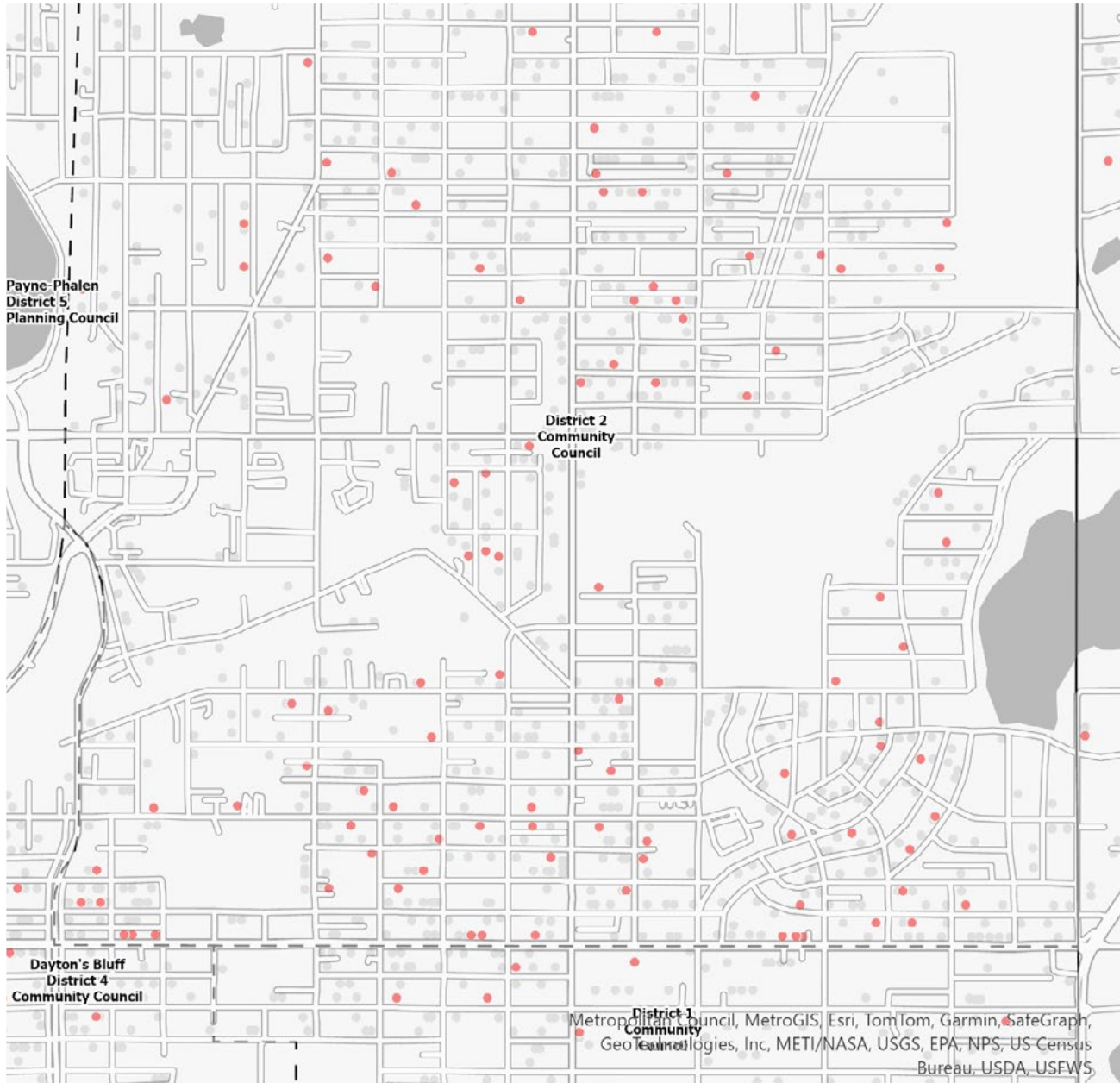
SHARE OF HOUSEHOLDS REPORTING THEY WILL NOT BE ABLE TO AFFORD THEIR HOME FOR MUCH LONGER			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	27.0	19.7	23.6
Small 2-5	34.5	32.8	29.1
Medium 6-20	27.1	30.8	29.4
Large > 20	24.1	17.9	30.9
All	27.0	23.6	26.8

Homeownership

- We asked tenants about their interest in purchasing their current home if it became available. Overall, close to half of respondents said they would have at least some interests in purchasing their current home if it became available.
- North Minneapolis tenants generally showed much less interest in purchasing their current home. Only 21% of North Minneapolis respondents expressed interest in purchasing their current home.
- Almost no North Side tenants living in homes owned by large landlords expressed interest in purchasing their current home (5%).

SHARE INTERESTED IN HOMEOWNERSHIP			
LANDLORD SIZE	NORTH MPLS	MPLS	TOTAL
Micro 1	28.4	61.8	54.8
Small 2-5	44.8	52.5	55.1
Medium 6-20	20.8	48.7	41.7
Large > 20	5.1	28.2	30.9
All	20.9	53.7	49.0

Geographic Profile: Saint Paul District 2 Survey Results



Single Family Rental Map

- Highlighted are single-family rentals owned by large landlords (greater than 20 properties).
- All tables calculated from Family Housing Fund Single Family Rental Survey unless otherwise noted.

Single-Family Rentals and Landlord Portfolio Size

- Compared to the study area as a whole, District 2 has a slightly larger share of single-family rentals owned by large owners that own at least 20 properties.
- We estimate that in District 2 about 11% of single-family rentals are owned by large owners compared to about 8% in the study area.

SINGLE-FAMILY RENTALS BY LANDLORD PORTFOLIO SIZE						
LANDLORD SIZE	D2	D2 PCT	STPL	STPL PCT	TOTAL SFR	SFR PCT
Micro 1	621	66.1	5,612	66.8	31,209	73.5
Small 2-5	141	15.0	1,410	16.8	5,348	12.6
Medium 6-20	74	7.9	685	8.2	2,273	5.4
Large > 20	103	11.0	688	8.2	3,611	8.5
Total	939	100.0	8,395	100.0	42,441	100.0

Source: Author calculations, 2024 Hennepin and Ramsey Parcel Data

Demographics of Respondents

- Compared to the survey as whole, respondents in District 2 were less likely to be White (37% vs 56%) and more likely to be BIPOC (63% vs. 44%).
- The income of District 2 respondents was similar to the sample as a whole.

RACE/ETHNICITY			
RACE/ETHNICITY	D2	STPL	TOTAL
Asian	18.5	9.9	6.2
Black	24.1	16.0	17.7
Latinx	13.0	12.6	12.0
Native American	1.9	1.0	1.2
White	37.0	53.9	56.5
Two or More	5.6	5.5	4.3
Other	NA	1.0	2.0

HOUSEHOLD INCOME			
AMI	D2	STPL	TOTAL
30% AMI	39.2	40.9	35.6
50% AMI	29.4	23.2	22.3
80% AMI	23.5	21.0	22.3
100% AMI	0.0	2.5	7.1
>100% AMI	7.8	12.3	12.7

Tenant Experience

- In our survey, tenants in District 2 generally reported having a similar with their landlord compared to other parts of Hennepin and Ramsey counties, about 70% reported positive treatment.
- In contrast to other parts of the survey area, tenants living in large landlord owned homes in District 2 reported positive treatment at higher rates compared tenants in large landlord homes in other parts of the survey area (89% vs 71%).
- District 2 tenants were about as likely to report experiencing harassment, discrimination and/or retaliation by their landlord (13%). Rates were highest in District 2 for tenanting living in medium landlord owned homes (30%).

SHARE REPORTING POSITIVE TREATMENT BY LANDLORD				HARASSMENT/DISCRIMINATION/RETALIATION			
LANDLORD SIZE	D2	STPL	TOTAL	LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	73.3	75.3	78.9	Micro 1	10.7	13.8	10.2
Small 2-5	66.7	69.2	69.2	Small 2-5	9.1	12.2	15.9
Medium 6-20	70.0	59.3	67.5	Medium 6-20	30.0	22.2	20.3
Large > 20	88.9	69.2	52.1	Large > 20	11.1	15.8	21.9
All	73.8	70.4	70.8	All	13.1	14.3	13.9

Overall Tenant Well-Being

- CURA created an index that combines questions related to repairs, health and safety and landlord treatment to gauge overall tenant well-being. A score of 0 represents an average score and it is scaled in terms of standard deviations above or average
- On average, tenants in District 2 had similar tenant well-being index scores compared to other parts of Hennepin and Ramsey counties (0.06 vs 0).

AVERAGE TENANT WELL-BEING INDEX SCORE			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	-0.13	0.04	0.39
Small 2-5	0.43	0.18	-0.03
Medium 6-20	-0.05	-0.56	-0.36
Large > 20	0.32	-0.19	-0.94
All	0.06	-0.06	0.00

Repairs/Health & Safety

- District 2 tenants were about as likely to report that their unit needed repairs at move-in compared to other parts of Hennepin and Ramsey counties.
- However, they were slightly less likely to report that those repairs had been completed. Overall, 42% of respondents said some or all of the needed repairs had been completed. For District 2 that number was 36%. Rates of dissatisfaction with repairs were higher than the area as a whole for District 2 tenants living in large landlord owned homes.
- 33% of District 2 tenants reported having health and/or safety concerns about their home. This was similar to Hennepin and Ramsey Counties.
- In District 2 over half of tenants living in homes owned by large landlords reported having health and safety concerns about their unit.

UNIT NEEDED REPAIRS AT MOVE-IN			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	40.0	38.7	34.3
Small 2-5	33.3	35.9	39.7
Medium 6-20	30.0	50.0	52.1
Large > 20	55.6	43.6	57.7
All	39.3	40.5	41.9

NEEDED REPAIRS HAVE BEEN COMPLETED			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	56.2	64.3	71.3
Small 2-5	40.0	54.5	64.4
Medium 6-20	83.3	70.7	66.4
Large > 20	75.0	66.7	51.8
All	36.1	41.1	41.7

HEALTH AND/OR SAFETY CONCERNS			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	31.0	38.1	31.6
Small 2-5	27.3	32.9	38.1
Medium 6-20	30.0	48.1	41.6
Large > 20	55.6	43.2	45.8
All	32.8	37.4	35.3

Rent and Fees

- Average rents in District 2 were 21% lower than the study area as a whole.
- On average tenants pay 1.7 fees at a cost of \$86 a month. This was in-line with the study as a whole.
- Tenants living in District 2 showed higher rates of housing cost-burden compared to other parts of our sample. A household is cost-burdened if it spends more than 30% of its income on housing. 44% of District 2 tenants reported being cost-burdened.
- Extreme housing cost-burden is when a household must spend more than half it's income on rent. 18% of District 2 tenants reported being extremely housing cost-burdened which is a similar rate to the survey as a whole.
- Tenants in our survey expressed concern that they cannot afford their current home. Overall, about 16% of respondents said they cannot afford their current home. In District 2 that number was slightly lower at about 10%.

AVERAGE RENT BY LANDLORD SIZE			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	\$1,292	\$1,484	\$1,662
Small 2-5	\$1,408	\$1,618	\$1,752
Medium 6-20	\$1,608	\$1,646	\$1,814
Large > 20	\$1,716	\$1,624	\$1,882
All	\$1,434	\$1,562	\$1,740

AVERAGE NUMBER OF EXTRA FEES			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	1.3	1.5	1.5
Small 2-5	1.2	1.5	1.6
Medium 6-20	2.3	2.0	1.9
Large > 20	3.2	2.5	2.5
All	1.7	1.7	1.7

AVERAGE AMOUNT PAID IN EXTRA FEES			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	\$56	\$64	\$68
Small 2-5	\$90	\$76	\$76
Medium 6-20	\$98	\$112	\$102
Large > 20	\$168	\$140	\$110
All	\$86	\$84	\$82

AVERAGE SHARE OF INCOME GOING TOWARD RENT			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	0.32	0.34	0.35
Small 2-5	0.44	0.36	0.34
Medium 6-20	0.50	0.39	0.41
Large > 20	0.37	0.41	0.41
All	0.39	0.37	0.37

SHARE OF HOUSEHOLDS WHO ARE COST-BURDENED (30% OF INCOME ON RENT)			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	47.4	53.3	52.3
Small 2-5	85.7	59.6	54.1
Medium 6-20	80.0	65.9	69.2
Large > 20	57.1	53.6	62.3
All	44.3	41.7	41.2

SHARE OF HOUSEHOLDS WHO ARE EXTREMELY COST-BURDENED (50% OF INCOME ON RENT)			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	15.8	21.0	21.1
Small 2-5	14.3	19.3	17.1
Medium 6-20	60.0	36.4	33.3
Large > 20	14.3	35.7	31.5
All	18.0	18.4	17.2

Rent and Fees *continued*

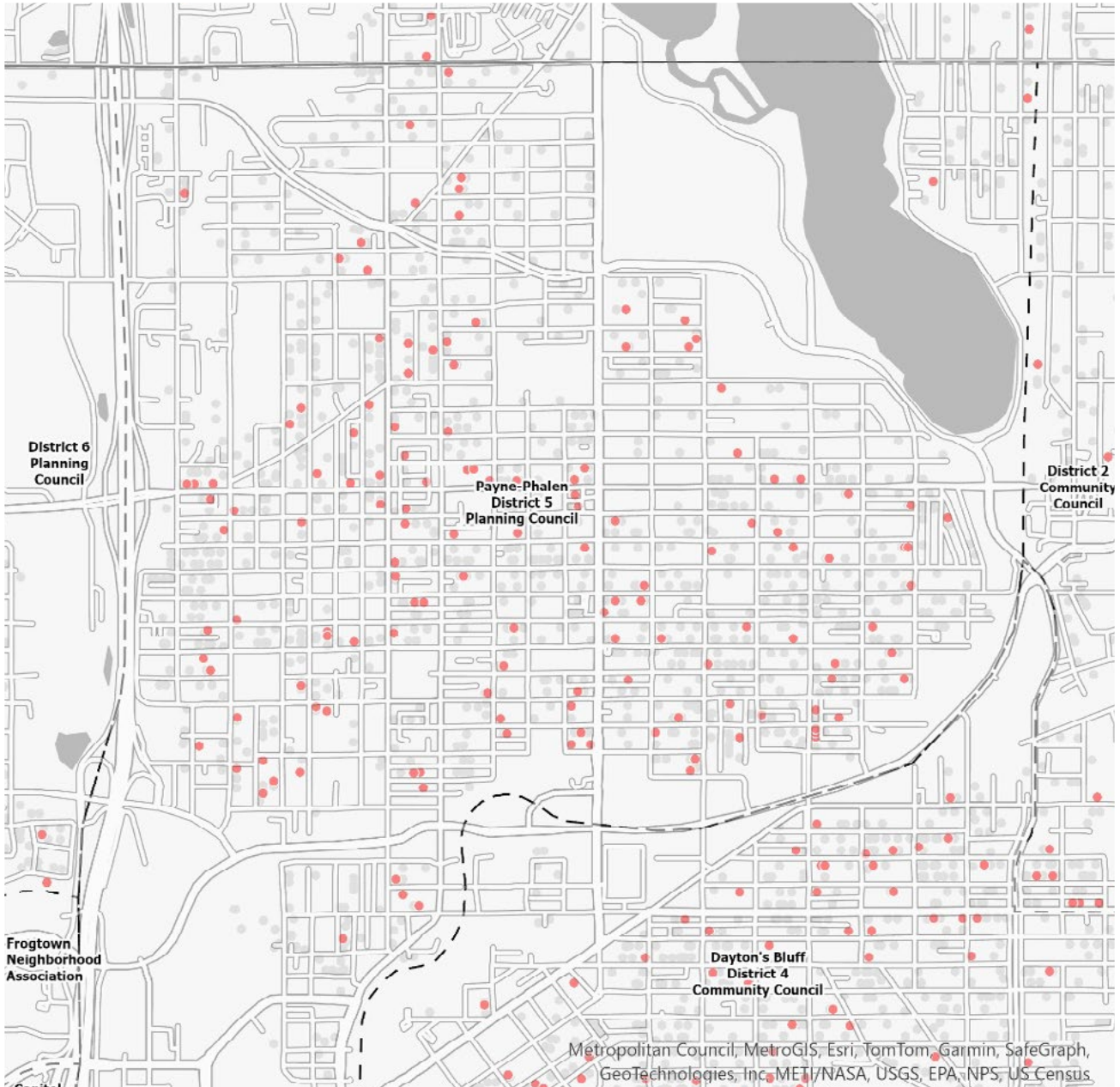
SHARE OF HOUSEHOLDS REPORTING THEY "CANNOT AFFORD" THEIR CURRENT HOME				SHARE OF HOUSEHOLDS REPORTING THEY WILL NOT BE ABLE TO AFFORD THEIR HOME FOR MUCH LONGER			
LANDLORD SIZE	D2	STPL	TOTAL	LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	6.7	16.7	12.9	Micro 1	23.3	27.3	23.6
Small 2-5	NA	17.9	15.8	Small 2-5	8.3	28.2	29.1
Medium 6-20	30.0	20.4	17.2	Medium 6-20	20.0	33.3	29.4
Large > 20	11.1	17.9	21.1	Large > 20	33.3	25.6	30.9
All	9.8	17.8	15.5	All	21.3	28.3	26.8

Homeownership

- We asked tenants about their interest in purchasing their current home if it became available. Overall, close to half respondents said they would have at least some interest in purchasing their current home if it became available.
- District 2 tenants generally slightly higher interest in purchasing their current home (55% vs 49%).
- Over 90% of tenants living in medium landlord owned homes reported interest in purchasing their current home which was unusual compared to other parts of the study area.

SHARE INTERESTED IN HOMEOWNERSHIP			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	46.7	55.3	54.8
Small 2-5	50.0	57.7	55.1
Medium 6-20	90.0	59.3	41.7
Large > 20	55.6	51.3	30.9
All	55.7	56.1	49.0

St. Paul District 5 Single Family Rental Survey Summary



Single Family Rental Map

- Highlighted are single-family rentals owned by large landlords (greater than 20 properties).
- All tables calculated from Family Housing Fund Single Family Rental Survey unless otherwise noted.

Single-Family Rentals and Landlord Portfolio Size

- Compared to the study area as a whole, District 5 has a slightly larger share of single-family rentals owned by large owners that own at least 20 properties.
- We estimate that in District 5 about 11% of single-family rentals are owned by large owners compared to about 8% in the study area as a whole.

SINGLE-FAMILY RENTALS BY LANDLORD PORTFOLIO SIZE						
LANDLORD SIZE	D5	D5 PCT	STPL	STPL PCT	TOTAL SFR	SFR PCT
Micro 1	621	66.1	5,612	66.8	31,209	73.5
Small 2-5	141	15.0	1,410	16.8	5,348	12.6
Medium 6-20	74	7.9	685	8.2	2,273	5.4
Large > 20	103	11.0	688	8.2	3,611	8.5
Total	939	100.0	8,395	100.0	42,441	100.0

Source: Author calculations, 2024 Hennepin and Ramsey Parcel Data

Demographics of Respondents

- Compared to the survey as whole, respondents in D5 were more likely to be People of Color (58% vs 44%).
- The income of District 5 respondents was lower than the sample as a whole. In District 5 44% reported an income less than 30% of AMI compared to just over a third for the entire survey.

RACE/ETHNICITY			
RACE/ETHNICITY	D5	STPL	TOTAL
Asian	14.5	9.9	6.2
Black	15.9	16.0	17.7
Latinx	13.0	12.6	12.0
Native American	1.4	1.0	1.2
White	42.0	53.9	56.5
Two or More	8.7	5.5	4.3
Other	4.3	1.0	2.0

HOUSEHOLD INCOME			
AMI	D5	STPL	TOTAL
30% AMI	43.9	40.9	35.6
50% AMI	22.7	23.2	22.3
80% AMI	18.2	21.0	22.3
100% AMI	1.5	2.5	7.1
>100% AMI	13.6	12.3	12.7

Tenant Experience

- In our survey, tenants in District 5 generally reported having a worse relationship with their landlord compared to other parts of Hennepin and Ramsey counties.
- 67% of tenants in District 5 reported being treated positively by their landlord. This was similar to the study area as a whole.
- District 5 tenants were more likely to report experiencing harassment, discrimination and/or retaliation by their landlord (19% vs. 14% overall).
- District 5 tenants living in large landlord owned homes were less likely to report harassment, discrimination and/or retaliation compared to tenants as a whole in our survey.

SHARE REPORTING POSITIVE TREATMENT BY LANDLORD			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	78.6	75.3	78.9
Small 2-5	50.0	69.2	69.2
Medium 6-20	58.3	59.3	67.5
Large > 20	71.4	69.2	52.1
All	67.1	70.4	70.8

HARASSMENT/DISCRIMINATION/RETALIATION			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	25.0	13.8	10.2
Small 2-5	12.5	12.2	15.9
Medium 6-20	25.0	22.2	20.3
Large > 20	7.1	15.8	21.9
All	18.6	14.3	13.9

Overall Tenant Well-Being

- CURA created an index that combines questions related to repairs, health and safety and landlord treatment to gauge overall tenant well-being. A score of 0 represents an average score and it is scaled in terms of standard deviations above or average.
- On average, tenants in District 5 reported much lower well-being index scores compared to other parts of Hennepin and Ramsey counties (-0.7 vs 0).
- The average score for District 5 tenants was worse especially for micro, small and medium landlords.

AVERAGE TENANT WELL-BEING INDEX SCORE			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	-1.27	0.04	0.39
Small 2-5	-0.36	0.18	-0.03
Medium 6-20	-0.92	-0.56	-0.36
Large > 20	0.00	-0.19	-0.94
All	-0.73	-0.06	0.00

Repairs/Health & Safety

- District 5 tenants were about as likely to report that their unit needed repairs at move-in compared to other parts of Hennepin and Ramsey counties.
- However, they were also less likely to report that those repairs had been completed. Overall, 42% of respondents said some or all of the needed repairs had been completed. For District 5 that number was 36%.
- 44% of District 5 tenants reported having health and/or safety concerns about their home. This was higher than Hennepin and Ramsey Counties in total.

UNIT NEEDED REPAIRS AT MOVE-IN			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	46.4	38.7	34.3
Small 2-5	43.8	35.9	39.7
Medium 6-20	50.0	50.0	52.1
Large > 20	28.6	43.6	57.7
All	42.9	40.5	41.9

NEEDED REPAIRS HAVE BEEN COMPLETED			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	45.0	64.3	71.3
Small 2-5	20.0	54.5	64.4
Medium 6-20	81.8	70.7	66.4
Large > 20	83.3	66.7	51.8
All	35.7	41.1	41.7

HEALTH AND/OR SAFETY CONCERNS			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	53.6	38.1	31.6
Small 2-5	37.5	32.9	38.1
Medium 6-20	50.0	48.1	41.6
Large > 20	28.6	43.2	45.8
All	44.3	37.4	35.3

Rent and Fees

- Average rents in District 5 were 17% lower than the study area as a whole.
- On average tenants pay 1.6 fees at a cost of \$84 a month. Tenants in District 5 report similar rates of fees and fee amounts compared to the sample as a whole.
- Tenants living in District 5 showed higher rates of housing cost-burden compared to other parts of our sample. A household is cost-burdened if it spends more than 30% of its income on housing. 49% of District 5 tenants reported being cost-burdened which was 8 percentage points higher than the sample overall.
- Extreme housing cost-burden is when a household must spend more than half it's income on rent. About 19% of District 5 tenants reported extreme housing cost-burden. This was similar to the sample as a whole.
- Tenants in our survey expressed concern that they cannot afford their current home. Overall, about 16% of respondents said they cannot afford their current home. In District 5 that number was higher at 21%.

AVERAGE RENT BY LANDLORD SIZE			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	\$1,464	\$1,484	\$1,662
Small 2-5	\$1,546	\$1,618	\$1,752
Medium 6-20	\$1,378	\$1,646	\$1,814
Large > 20	\$1,562	\$1,624	\$1,882
All	\$1,486	\$1,562	\$1,740

AVERAGE NUMBER OF EXTRA FEES			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	1.5	1.5	1.5
Small 2-5	1.2	1.5	1.6
Medium 6-20	1.2	2.0	1.9
Large > 20	2.6	2.5	2.5
All	1.6	1.7	1.7

AVERAGE AMOUNT PAID IN EXTRA FEES			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	\$72	\$64	\$68
Small 2-5	\$38	\$76	\$76
Medium 6-20	\$72	\$112	\$102
Large > 20	\$174	\$140	\$110
All	\$84	\$84	\$82

AVERAGE SHARE OF INCOME GOING TOWARD RENT			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	0.37	0.34	0.35
Small 2-5	0.31	0.36	0.34
Medium 6-20	0.31	0.39	0.41
Large > 20	0.51	0.41	0.41
All	0.37	0.37	0.37

SHARE OF HOUSEHOLDS WHO ARE COST-BURDENED (30% OF INCOME ON RENT)			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	72.0	53.3	52.3
Small 2-5	58.3	59.6	54.1
Medium 6-20	44.4	65.9	69.2
Large > 20	62.5	53.6	62.3
All	48.6	41.7	41.2

SHARE OF HOUSEHOLDS WHO ARE EXTREMELY COST-BURDENED (50% OF INCOME ON RENT)			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	20.0	21.0	21.1
Small 2-5	16.7	19.3	17.1
Medium 6-20	22.2	36.4	33.3
Large > 20	50.0	35.7	31.5
All	18.6	18.4	17.2

Rent and Fees *continued*

SHARE OF HOUSEHOLDS REPORTING THEY "CANNOT AFFORD" THEIR CURRENT HOME			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	25.0	16.7	12.9
Small 2-5	31.2	17.9	15.8
Medium 6-20	8.3	20.4	17.2
Large > 20	14.3	17.9	21.1
All	21.4	17.8	15.5

SHARE OF HOUSEHOLDS REPORTING THEY WILL NOT BE ABLE TO AFFORD THEIR HOME FOR MUCH LONGER			
LANDLORD SIZE	D5	STPL	TOTAL
Micro 1	25.0	27.3	23.6
Small 2-5	43.8	28.2	29.1
Medium 6-20	16.7	33.3	29.4
Large > 20	21.4	25.6	30.9
All	27.1	28.3	26.8

Homeownership

- We asked tenants about their interest in purchasing their current home if it became available. Overall, close to half of respondents said they would have at least some interest in purchasing their current home if it became available.
- District 5 tenants showed a similar level of interest in purchasing their home compared to tenants in the study area as a whole.

SHARE INTERESTED IN HOMEOWNERSHIP			
LANDLORD SIZE	D2	STPL	TOTAL
Micro 1	60.7	55.3	54.8
Small 2-5	62.5	57.7	55.1
Medium 6-20	41.7	59.3	41.7
Large > 20	42.9	51.3	30.9
All	54.3	56.1	49.0