

DISCRIMINATION IN IMMIGRANT HOUSING: A Pilot Paired-Testing Project in Greensboro, NC

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Introduction

Forty years ago, the Fair Housing Act of 1968 became law, but despite some improvements, testing has revealed continuing patterns of housing discrimination against minorities. When minorities find their residential mobility blocked, it creates a barrier to spatial assimilation – a key component to socioeconomic and occupational mobility. This study will provide data that is important in helping to identify and redress violations of Title VIII of the Civil Rights Act of 1968 (Fair Housing Act or FHA). The FHA and its 1988 amendments were designed to protect renters and home buyers from unequal treatment on the basis of race, color, religion, sex, national origin, familial status, and handicap. The FHA bars landlords from refusing to rent or sell housing, making housing unavailable, denying housing, setting different terms or conditions, providing different housing services or facilities, or from falsely denying that housing is available on the basis of one of the protected categories.

The goals of this study are to identify the extent and types of rental discrimination experienced by Hispanic immigrants and African Americans in Greensboro and to provide pilot data for future projects involving the broader community. The project employed the common methodology of paired-testing. Paired-testing has been used as a tool for detecting and documenting individual instances of discrimination for more than thirty years (Yinger 1986; Fix and Struyk 1993; Foster, Williams, Mitchell, and Fienberg 2002; Turner, Ross, Galster, and Yinger 2002; Turner and Ross 2003; Fischer and Massey 2004). Paired testing studies have shown that the rates of discrimination have decreased for African-Americans since the early audit studies of the 1970s and 1980s, yet have remained constant or even risen for Hispanics (Krivo 1995; Turner, et al 2002). Findings from the Department of Housing and Urban Development (HUD) show that Hispanic apartment seekers were being told that rental units were unavailable when they were available to non-Hispanic white applicants. They were also quoted higher rents than Whites for the same units (Turner et al. 2002). In addition to being illegal, housing discrimination, “raises the costs of housing search, creates barriers to homeownership and housing choice, and contributes to the perpetuation of racial and ethnic segregation” (Turner and Ross 2003: ii).

To date there have been no systematic studies of Fair Housing Act violations against immigrants in the Greensboro area and few nationwide have included small to medium sized Metropolitan Statistical Areas (MSAs) though these areas represent the some of the most quickly diversifying places in the country (Frey 2006). It is important to understand the context for this study. In order to do this, we must first briefly define the concepts of race and ethnicity from a Sociological perspective. We will then review the history of racial segregation and the legislation which has attempted to encourage racially balanced neighborhoods. Finally we will review the different methods for studying segregation and housing discrimination, focusing on the paired-tester audit method.

The findings will be important to the various community partners who have assisted in the project: the Greensboro Housing Coalition, the Immigrant Assistance Center of FaithAction International House, the City of Greensboro Department of Housing and Community Development, and the City of Greensboro Human Relations Department. These partners will use research findings to: (1) develop literature that clearly informs landlords of their responsibilities under the Fair Housing Act targeting those types of property owner who most seriously are found to be in violation of the Act; (2) educate potential renters of the types of discriminatory activities they may encounter; and (3) lobby for protection of immigrants in the pursuit of housing. As per the agreement with the Fair Housing Division of the City of Greensboro, no enforcement will occur as a direct result of the research, though findings may help to tailor future enforcement activities. Finding of this pilot study will also be used in order to pursue grants and funding for a broader and more generalizable study of rental housing.

As the demographic profile of North Carolina and other southeastern locations have diversified dramatically in the past decade (Frey 2006), studies of this kind will be of greater importance. Moreover, the rigorous and objective measures of the incidence and severity of discrimination in the local rental market will help to assess the current fair housing enforcement policies and resources, increase understanding about the forms of discrimination that take place, raise public awareness of the issue, and target resources to particular issues of discrimination.

The Language of Race and Ethnicity

From early in human history we see a move to classify and categorize people on the basis of their perceived racial differences. In the 17th century, with European expansion to new parts of the world, we see a rise of the ideology of racial stratification with Europeans placing themselves at the top of the scheme. Following Darwin's biological theories of natural selection, the concept of Social Darwinism arose in the 1800s arguing that certain social or racial groups were more successful and thus superior than others. As Audrey Smedley's notes in *Race in North America: Origin and Evolution of a Worldview* (2007), "...the idea of race differences was seized upon to divide, separate, and rank ... and to justify the dominance of certain class groups or ethnic elements." Prejudicial attitudes on the basis of race and the belief in *stereotypes* clearly influence people's willingness to be open to those who are different from themselves. Often underlying this prejudice is a feeling that one's own group is somehow superior; a concept known as ethnocentrism. Most damaging is when prejudice leads to discriminatory practices or treating people inequitably on the basis of their race or ethnicity (aka racism). This unfair treatment can be systemic or individual. Individual discrimination occurs when one person treats another unfavorably. Yet, an entire social system or institution (such as housing, banking, medical care, education, etc.) may establish practices that favor one racial or ethnic group above others.

Racial stratification continues in many forms today, we have learned that race itself is a contested social construct without biological basis (Smelser et al 2001), a socially constructed *myth* (Thio 2007) that has changed over time (Ignatiev 1995; Roediger 2005; Zolberg 2006). Racial classifications are assigned to people on the basis of often arbitrary differences like the shape of the nose, the degree of pigmentation in the skin, and the texture of the hair. There is in fact more genetic variation within a particular racial group than between racial groups. Nonetheless, the perception of real biological racial differences is a powerful social force. Even with the understanding that race is a social classification and not a biological one, it is still a very meaningful concept to most people in America. The U.S. federal government acknowledges the lack of a scientific basis of racial categories, yet continues to create distinctions between peoples using the terminology of race – that of population groups

distinguished by physical characteristics, particularly skin color, based on a common ancestry. *Ethnicity* is also a term used by the government, related to common heritage, but not necessarily associated with physical characteristics such as skin color. The U. S. government imposes the ethnic category *Hispanic*, independent of race, on persons of Mexican, Puerto Rican, Cuban, Central and South American, and other Latin American descent (U.S. Office of Management and Budget 1995).

We use the terms *White*, *African American*, and *Hispanic* in this study to refer to the groups we are comparing, but we recognize the complexity and contradictions inherent in the use of such short-hand terms. In the United States today, *African American* and *White* are popularly understood to refer to racial groups. We will use the term *Hispanic* in the same way. In order to compare Hispanics (an ethnic group) with African Americans and Whites (racial groups), we ensured mutually-exclusive categories by including only Hispanics who did not identify themselves as either African American or White, and including only Whites and African Americans who did not identify themselves as Hispanic. We will at times refer to African Americans and Hispanics together as “minorities,” “minority groups,” or “nonWhites.”

Changing Race Paradigms

For most of American history, African American-white relations have constituted the dominant paradigm for comprehending race, and as a model it has been built in to the popular culture and social ideology (Jaynes 2000). Within this conceptual framework, Americans have not necessarily ignored additional groups, but, as Herbert Gans (1999) argues, have imposed the dual-group model on them, employing at times a white-nonwhite structure, and at other times, a African American-nonAfrican American structure, but always keeping within the ideology of a racial hierarchy that places Whites at the top. Gans (1999) notes that even within this dual racial hierarchy, there is a conditional, middle category of “residuals” in which non-African American, non-white groups are placed to wait while being assessed for assignment to either non-white or non-African American status (Gans 1999). In this process, Whites tend to invoke the “model minority” theme for those groups who seem to them to be rising in status (Jaynes 2000). One problem (among many) with this binary paradigm is that it encourages invidious

comparisons of African Americans with various immigrant groups of substantially different historic circumstances (Jaynes 2000).

Growing Diversity

America is becoming more diverse and less white (Frey 2006; Jaynes, 2000; Iceland, 2004). By 2050, it is projected that Hispanics will be the nations' largest minority population (Camarillo and Bonilla 2001). The non-Hispanic white population is not growing at the same rate as other groups due to a lower birth rate and immigration contributing more to Hispanic, Asian, and African American populations than white (Frey 2006). In 1965, Congress passed legislation that overturned national-origin immigration quotas that favored Europeans, and in the years since, immigration to the U.S. has drawn more from developing countries in Asia and Latin America (Frey and Farley 1996, Frey 2006; Jaynes 2000; Zolberg 2006). Since then, major metropolitan areas in the U.S. have attracted large numbers of immigrants, both documented and undocumented, altering the existing African American-white racial paradigm to one that is much more diverse (Jaynes, 2000; Iceland, 2004). More recently, Hispanic and Asian populations have been spreading out from their traditional urban port-of-entry centers, while African Americans have been increasingly returning to the South (Farley and Frey 1994; Jaynes, 2000; Frey, 2006).

Changing Regional Demographics

This study examines housing discrimination in Greensboro, a mid-sized Southern city of about 245,000 residents, located in Guilford County, North Carolina. The Greensboro-Winston-Salem area is one of the thirty metropolitan areas in the United States with the largest African American populations. Its segregation levels are somewhat lower than most in the South and much lower than those in the North (Massey 2000) (see Table 1 for exact breakdowns for 1970-1990). Even though this area compares favorably to other cities with fairly large African American populations, its segregation scores in the fifties and sixties mean that over half the African American population would have to move in order to achieve perfect integration. In addition, when it comes to race relations, Greensboro has a history that includes a number of

explosive events and an ongoing discourse that has been contentious at times and is well-documented elsewhere (see Chafe 1978, Greensboro Truth and Reconciliation Commission 2006).

Table 1 - Trends in African American Segregation and Isolation

	Dissimilarity Index			Isolation Index		
	1970	1980	1990	1970	1980	1990
Northern Cities Average Scores	84.5	80.1	77.8	68.7	66.1	68.9
Southern Cities Average Scores	75.3	68.3	66.5	69.3	63.5	64.9
Greensboro-Winston-Salem Scores	65.4	56.0	60.9	56.1	50.1	55.5

Source: Massey 2000

Like much of the Sunbelt, North Carolina has been undergoing change in its racial and ethnic composition over the decades. Cultural anthropologist Sandy Smith-Nonini (2005) explains the somewhat-ironic transnational dynamic that has affected the area. North Carolina – once a destination for manufacturing companies relocating from the North in search of lower-cost labor – has been hardest hit by the loss of manufacturing jobs since the signing of the North American Free Trade Agreement (NAFTA) in 1992. As labor-intensive industries such as textile manufacturing have moved abroad, often to Mexico, Mexican immigration flows have shifted from their traditional destinations (Florida, Texas, and the West Coast states) to the mid-South. North Carolina led the nation in Hispanic population growth from 1995 to 1999, with Mexican migrants often beginning as agricultural workers and then moving into other low-wage sectors such as poultry processing, construction, and service work. Anthropologist David Griffith (2005) notes that agricultural labor contractors who move Mexican work crews in the Southern states will usually not go north of the North Carolina-Virginia line, because Virginia lies in a different jurisdictional region of the U.S. Department of Labor, one which enforces the Migrant and Seasonal Agricultural Workers’ Protection Act (MSAWPA) more strictly.

According to the Greensboro City Planning Department (1993, 2003), Greensboro has gone from being about three-quarters white and one-quarter African American in 1960 (with a scant .3 per cent “other” recorded by the Census Bureau that year) to only 55.5 per cent white in 2000, and 37.4 per cent African American in 2000 (for specific breakdown of groups from 1960-2000, see Table 2). The Census Bureau did not begin collecting data about Hispanic ethnicity

until the year 1980. Since then, that data has been collected separately from race data, so that respondents must choose a racial group in addition to indicating whether or not they are Hispanic. In 1980 and

Table 2 - Greensboro’s Race and Ethnicity Composition 1960-2000

	1960	1970	1980	1990	2000
White	74.0%	71.3%	65.7%	63.9%	55.5%
African American	5.7%	28.2%	33.0%	33.9%	37.4%
Indian	NA	0.3%	0.5%	0.5%	0.4%
Other	0.3%	0.5%	0.8%	1.7%	4.9%
Hispanic¹	NA	NA	0.8%	0.8%	4.4%

Sources: *City Trends: U.S. Census: 1960-1990 Greensboro, N.C.* and *The Greensboro City Data Book 2003*

in 1990, the Census counted .4 per cent of Greensboro’s population as being Hispanic. By 2000, however, Greensboro’s Hispanic presence had surged to 4.4 per cent. The overall picture is one of a city that once experienced race in a binary, white-majority-African American-minority framework, to one that has become less white and less binary, such that Asians, Hispanics, biracial and multiracial adults, and others in addition to African Americans and Whites, have become a visible part of the everyday social landscape.

Housing Discrimination

Discrimination in the real estate sales market is a significant problem with important consequences, and it has been studied extensively (see Helper 1969; Wienk et al 1979; Hakken 1979; Yinger 1986, 1995, 1997, and 1998; Fisher and Massey 2004; Yzaguirre 1999; Ondrich et al 2002 and 2003; Ross and Turner 2005; Turner et al 2007). Although the gap in homeownership rates constitutes a problem in itself worth studying (See Sills 2008), our focus will be on the rental market because of the large proportions of minorities who rent. The link between low income and housing problems has been well established (Yzaguirre 1999), as has the link between race and socioeconomic status, even considering some improvement over the decades (Blank 2001).

So, for some of the most vulnerable populations in America, the dynamics of the rental housing

¹ Of Hispanic ethnicity or origin, of any race

market represent a more salient concern than the real estate sales market. One third of all Americans of all races rent their homes (Katz and Turner 2006). Minorities have different patterns of home ownership than do Whites, and they move more slowly into homeownership in young adulthood than Whites, and are still forming some renter households at ages 35-44, partially offsetting the renter to owner transition that typically takes place in this age group (Masnick and Di 2003). The typical native-born American is more likely to own than is the typical foreign-born person, especially the more recent arrivals, and especially those from Mexico and Central and South America (Chiswick and Miller 2003).

Table 3 - Guilford County Homeownership by Race and Ethnic Origin, 2000

Race of ethnic origin of head of household	Owner-occupied households (absolute number)	Owner-occupied households (percentage of all households)	Renter-occupied households (absolute number)	Renter-occupied households (percentage of all households)	Total households (absolute number)	Total households (percentage)
White HH	200,517	49.2%	65,667	16.1%	266,184	65.4%
African American HH	54,287	13.3%	62,937	15.5%	117,224	28.8%
Other HH	10,058	2.5%	13,605	3.3%	23,663	5.8%
Total	264,862	65.1%	142,209	34.9%	407,071	100.0%
Hispanic HH*	3,711	0.9%	11,320	2.8%	15,031	3.7%

HH = Head of Household ; Source: The Greensboro City Data Book 2003

In Guilford County, North Carolina, which includes Greensboro and the smaller city of High Point as well as unincorporated areas, 35 per cent of residents rent and 65 per cent own the homes they live in (Greensboro Planning Department, 2003). Table 3 shows that out of a total of 407,071 households counted (not individuals, but rather occupied housing units), 49.2 per cent were occupied by white owners, 13.3 per cent by African American owners, and 2.5 per cent by owners of some other race. Irrespective of race, Hispanic owners made up .9 per cent of county households. Of all the households, 16.1 per cent were occupied by white renters, 15.5 per cent by African American renters, and 3.3 per cent by renters of some other race. Hispanic renters made up 2.8 per cent of the households counted. Thus, 75 per cent of white heads of household are homeowners, whereas only 46 per cent of African American and 25 per cent of Hispanic heads of household own the homes they live in. The majority of African Americans and

Hispanics living in Guilford County rent rather than own their homes. (Greensboro Planning Department, 1993 and 2003)

HISTORY OF RESIDENTIAL SEGREGATION

Residential racial segregation emerged in America between 1900 and 1940 (Massey and Denton 1993; Farley and Frey 1994). In this period, over a million African American Southerners migrated to cities in the North on the promise of better-paying industrial work (Hahn 2003; Wilson, 1978). In the South, the Jim Crow system governed the terms of inter-racial contact by subordinating African Americans and enforcing strict public separation of the races, but it did not create or enforce residential segregation (Massey and Denton 1993), and segregation levels were lower in 1900 than they are now (Farley and Frey 1994). In the North, with no such system in place, working-class Whites responded with alarm to the rapid influx of potential competitors, and increasingly used violence and threats to keep the new arrivals contained in less desirable housing and jobs (Massey and Denton 1993). Between 1900 and the 1920s, a wave of white mob attacks and riots directed against African Americans was followed by a wave of bombings aimed at African American homes and offices, but as the violent trend crested, Whites increasingly turned to more institutionalized methods (Massey and Denton 1993).

Neighborhood Associations and Restrictive Covenants

Massey and Denton (1993) provide a comprehensive review of the strategies used by white homeowners to formalize the exclusion of African Americans from their neighborhoods. Middle-class homeowners formed “neighborhood improvement associations” and other voluntary property owners’ corporations, ostensibly to promote security and property values, but with the implicit purpose of preventing African American entry into their neighborhoods. They lobbied city councils for zoning restrictions and the closing of businesses that attracted African Americans, and they pressured real estate agencies to support their agenda. They implemented restrictive covenants, which were contractual agreements binding property owners to sell only to Whites, and they pressured neighbors who were reluctant to sign. Restrictive covenants spread widely throughout the country after 1910, often with the

leadership of local real estate boards.

Racial Zoning

Beginning in 1910, Southern cities began the use of municipal ordinances establishing separate African American and white neighborhoods. In 1916, the Supreme Court found these ordinances unconstitutional, and in 1948, another Supreme Court ruling declared restrictive covenants unenforceable. Civil rights historian William Chafe (1980) noted that in Greensboro, NC, where our study takes place, there was a city ordinance on the books from 1914 to 1929 that prohibited African Americans from living on streets that contained a majority of white households. As late as 1967, more than 90 per cent of Greensboro's African American residents lived in the southeast quadrant of the city, where – although African Americans comprised 26 per cent of the city's population – they were living in an area that covered only 14 per cent of the city's space, hemmed in by infrastructural barriers including an inter-state highway, an industrially-zoned district, and the commercially-zoned downtown area.

Lending Policies and Practices

Sociologists and urban historians have detailed the comprehensive ways in which the federal government instituted practices that contributed heavily to the racial discrimination and the spatial reorganization of American housing patterns (Jackson 1985; Massey and Denton 1993; Mohl 1997, 2002; Rabin 1997; Shipp 1997; Hall 2002). During the New Deal, the Home Owners' Loan Corporation (HOLC) was signed into law to protect small homeowners from foreclosure and to boost homeownership. HOLC developed the modern mortgage and pumped billions of dollars into low-interest loans and refinancing. However, it also institutionalized the real estate profession's practice called "red lining" of assessing value and risk using racial, ethnic, and class characteristics of each neighborhood block.

Red Lining

This appraisal system known as "red lining" relied on secret, detailed, color-coded "Residential

Security Maps” that indicated neighborhood racial composition (Jackson 1985; Massey and Denton 1993; Mohl 1997). African American, mixed, and changing neighborhoods were systematically undervalued and excluded from this cash infusion, as were high-density and older city neighborhoods (Jackson 1985; Massey and Denton 1993). Private banks, the Federal Housing Administration, and the Veterans’ Administration adopted the HOLC’s system, virtually excluding minorities from the unprecedented postwar housing boom that massively expanded homeownership and reshaped the entire housing industry throughout the 1940s and 1950s (Jackson 1985; Massey and Denton 1993).

Interstate Highways and the Second Ghetto

Urban historian Raymond Mohl (1997, 2002) examines how the spatial reorganization of the American social landscape is closely related to the construction after 1956 of the national interstate highway system, a 42,500-mile network of high-speed, limited-access highways that cut through cities across the country. The federal government provided massive amounts of funding for “slum clearance” and highway construction while doing little to link the highway program with assistance for displaced residents. While the funding was mostly federal, state and local officials were handed the decision-making power to select the routes, with the consequence that they could – and did – use that power to carry out local race, housing, and segregation agendas. Displaced families were forced to press in into low-cost housing in the working-class neighborhoods on the fringe surrounding the ghetto, creating population pressure on limited resources and growing the intensely-concentrated and racially-segregated “second ghetto.”

Economic Structures

Sociologist William Julius Wilson (1978, 1996) provides a historical analysis of how economic changes that contributed to the racial-spatial reorganization of America. Industrialization attracted first European immigrants and then rural African Americans to city factories, but a twentieth-century shift from steam to electric power led to innovations in technology that made the centralized district of multi-storey factories unnecessary and uneconomical. Over

time, business owners began to abandon the traditional city factories and move out to cheaper, suburban land tracts, where they could set up shop on cheap land and away from crime, municipal regulations, high taxes, and, as it happened, public transportation. More recently, as the U.S. has embraced globalization, the base of the American economy has shifted from manufacturing to service-based businesses. The move away from manufacturing durable goods has not been total, but industrial employment did accomplish an almost total flight from the traditional center of African American urban life. Thus, whatever new manufacturing growth that takes place domestically, now does so out of reach of the large segment of African American workers that remained in the center-city America. Wilson (1987, 1996) argues that this economic structure of racism results in an underclass of ghetto residents locked into high concentrations of jobless poverty and social dislocation.

Local Factors Influencing Mortgage Denial

According to the recent analysis of Home Mortgage Disclosure Act (HMDA) data for the Greensboro -High Point MSA, minorities were less likely to be approved for a loan than Non-Hispanic White applicants. In 2006, more than two-thirds (70.3%) of applications made by Non-Hispanic White primary applicants were approved. In comparison, only 54.9% of applications from Non-White primary applicants were approved. This 15.4 percentage point difference was found to be statistically significant. When all other factors were equal, the probability that mortgage applications would be approved from primary applicants who were Hispanic (-27.5%), Asian (-23.1%), and African American (-38.7%) were significantly lower than odds of approval for Non-Hispanic White applicants.

Effects of Segregation

There are some researchers who argue against focusing attention on housing segregation. For example, historical sociologist Orlando Patterson (1997) argues that housing segregation is relatively unimportant, because Americans are increasingly integrated in other life domains, particularly the workplace, and because white attitudes towards integration continue their decades-long improvement trend. Thernstrom and Thernstrom (1997) point to the declining

nation-wide mean segregation scores to justify their argument that residential segregation no longer poses a significant problem deserving action. However, the national means mask an important distinction: On the one hand, the newer and smaller metropolitan areas of the south and west, and areas that contain colleges, military bases, and large stocks of post-1970 housing have accomplished precipitous declines in racial residential segregation (Frey 2006). On the other hand, in older metropolitan areas that are home to a disproportionate number of minorities, segregation persists at high levels (Iceland et al 2002; Massey and Denton 1988). In essence, areas where few minorities reside are becoming more integrated, while the traditional ghettos experience little change in segregation levels and are actually experiencing increasing poverty and declining wellbeing (Wilson 1987, 1996). The deleterious effects of racial residential segregation have been widely studied. The Chicago School of Urban Sociology developed the spatial assimilation model, demonstrating the links between ecological and social conditions (Park 1926; Foote 1943; Drake and Cayton 1945; Warner and Srole 1945; Duncan and Duncan 1957; Taeuber and Taeuber 1965). Restricted spatial mobility limits access to jobs, education, and services (Wilson 1987; Yinger 1999; Katz and Turner 2006; Turner 2007), and is associated with poor health and high stress (Massey 2003; Epstein 2003).

FAIR HOUSING LEGISLATION

In 1967, President Johnson set up the National Advisory Commission on Civil Disorders, with Governor Kerner of Illinois at its head, to address the urban rioting that had been occurring across the country. The Kerner Commission made its investigation and returned with its conclusion: “Our nation is moving toward two societies, one African American, one white – separate and unequal” (National Advisory Commission on Civil Disorders 1968). The report identified the chief underlying cause: residential segregation; it also recommended a remedy: comprehensive, enforceable fair housing legislation (National Advisory Commission on Civil Disorders 1968). Johnson had been pushing for such legislation since 1966, but Republicans in the Senate had been chronically resistant, and it was not until Martin Luther King was assassinated that Johnson was able to wrangle a behind-the-scenes compromise with moderate Republicans that allowed the Fair Housing Act to pass, albeit significantly watered down

(Mathias and Morris 1999; Kotz 2006). The new law banned racial discrimination in the housing market, whether rental or sales, but its enforcement mechanisms were idiosyncratic and lacking in force (Massey and Denton 1993; Schill and Friedman 1999; Massey 2001; Kotz 2006; Goering 2007; Turner et al 2007).

Housing Discrimination Before 1968

There had been previous legal efforts to fight racial residential segregation and discrimination, resulting in some limited government action addressing various facets of housing discrimination. Supreme Court rulings banned municipal racial zoning in 1917 and rendered homeowners' restrictive covenants unenforceable in 1948 (Massey and Denton 1993; Rabin 1997; Farley and Frey 1994; Roisman 1999; Chafe 1980; Katz and Turner 2006). In 1962, Kennedy issued an executive order banning discrimination in new federally-owned or -funded housing (Branch 1988; Rabin 1997). Despite these efforts, in 1968 it was still standard practice for realtors, landlords, and rental agents to discriminate with impunity against non-Whites in a wide variety of ways. Real estate professionals regularly advertised properties according to race, directed people to a particular area because of race, misrepresented availability of units to minority clients, screened applicants differently according to race, charged minorities higher rents and fees, and often flat-out refused to do business with anyone but Whites (Helper 1969; Farley and Frey 1994; Fischer and Massey 2004).

The Fair Housing provisions of the Civil Rights Act of 1968 put an end to the legality of such practices, but because the law was the result of so much contention and compromise in Congress (Mathias and Morris 1999; Denton 1999; Schill and Friedman 1999; Kotz 2006), it lacked adequate enforcement provisions and had the effect of simply making ongoing discrimination harder to detect (Schill and Friedman 1999; Massey and Denton 1993; Yinger 1986). The Fair Housing Amendments of 1988 corrected the 1968 legislation's major flaws by strengthening enforcement mechanisms and broadening the scope of the original law (Massey and Denton 1993; Mathias and Morris 1999; Schill and Friedman 1999).

Housing Discrimination Today

Some researchers suggest that an emphasis on discrimination as a factor in residential segregation is misplaced. Schelling (1971), Clark (1991, 1992, 2002), and Fossett (2006) argue that relatively small differences in neighborhood composition preferences between Whites and non-Whites will quickly result in stable patterns of segregation, even in the absence of discriminatory actions. However, Massey and Denton (1993) argue that active discrimination must occur in order for Whites to have neighborhoods to flee to in keeping with their preferences for neighborhoods with low numbers of non-Whites. Historical sociologist Orlando Patterson (1997) suggests that continuing segregation is largely a voluntary phenomenon on the part of African Americans, and he and others believe that it is not discrimination, but behavioral and cultural factors, that perpetuate segregation (Moynihan 1965; Thernstrom and Thernstrom 1997; Patterson 1998; Sowell 2002). However, there is a wide body of literature that suggests otherwise.

We agree with the many researchers who have concluded that housing discrimination contributes to the perpetuation of racial residential segregation (Feagin 1999; Galster 1986, 1987, 1988a, 1988b, 1991; Massey et al 1994; Charles 2003), which in turn restricts access to some local public services, such as education (Yinger 1999) and appears to constrain access to employment opportunities (Massey and Denton 1993; Wilson 1987; Jencks and Mayer 1990; Blank 2001; Massey 2001; Pastor 2001). Discrimination in the housing market can also create significant financial costs for minority home seekers whose available options are restricted relative to Whites (Yinger 1997).

STUDYING SEGREGATION

Otis and Beverly Duncan (1955) asserted that the various ways of measuring segregation in use at the time could all be boiled down to a single construct – the “segregation curve” – using the dissimilarity index and the minority proportion. Taeuber and Taeuber (1965) reaffirmed this conclusion, and the dissimilarity index remained the standard measurement of African American-white segregation until the late 1970s when various other instruments proliferated and the field of segregation studies again fell into some disarray (Massey and Denton 1988). In 1988, Massey and Denton effectively re-imposed some order and re-defined the standard with the publication of their paper “The Dimensions of Residential Segregation” in which they analyze data from the 1980 census for 60 metropolitan areas and develop a five-dimension conceptual model of residential segregation.

Five Dimensions of Segregation

Massey and Denton (1988) conclude that residential segregation has a structure of five basic distributional characteristics: (1) evenness, or the differential distribution of groups, which can be measured using the dissimilarity index (2) exposure, or the potential contact, which can be measured using the isolation index, (3) concentration, or the relative amount of geographical space occupied, which is measured using the delta index, (4) centralization, which indicates the degree to which a group is situated near an urban center, and which may be measured using the absolute centralization index, and (5) clustering, or the degree to which minority group members live disproportionately in contiguous areas, and which can be measured using the spatial proximity index. Empirically, the first two dimensions have more significant correlation and are relatively more important than the other three dimensions. Although these five dimensions of variation overlap, they are nonetheless conceptually distinct. For instance, the first two dimensions have significant empirical correlations. The first dimension, evenness, measures the degree of departure from an abstract ideal of proportional distribution, the second, exposure, gets at the lived experience of the people involved and their chances of physical encounters with people belonging to different groups. A weakness of this model is its use of a two-group framework for analysis, always with Whites as a reference group.

A Multi-Ethnic Framework for Measuring Segregation

Iceland (2004) critiqued both the dissimilarity and isolation indexes for their inability to calculate segregation when dealing with more than two groups. These indexes must calculate each minority groups in reference to Whites, which in the past was an adequate fit with the traditional African American-white dual group model of race relations, but no longer reflects the nature of race relations in the U.S. which have become more diverse since 1965 changes to immigration law. Iceland's study measures diversity in a multi-ethnic context. He employs the multi-race information theory index (H), and uses the multi-group entropy or diversity score (not a measure of segregation per se) as a measure of evenness or extent to which groups are evenly distributed across geographic units.

Using this measure, Iceland (2004) examined U.S. Census data from 1980 to 2000 to investigate the effect of diversity on segregation. He found that African American-white segregation is the most pronounced type of segregation, but its rate has been modestly declining since 1980. Hispanics and Asians experienced lower levels of segregation, but those levels have not dropped in the same time period. Increases in diversity are associated with increases in overall segregation and increases in segregation for Whites, Asians, and Hispanics, but higher diversity is strongly associated with declines in African American segregation. This suggests that high levels of multi-group diversity may be collections of ethnically homogeneous immigrant enclaves, rather than integrated neighborhoods. Iceland (2004) posits that the persistence of immigrant enclaves is probably related to the high concentration of recent immigrants outweighing effect of dispersion of longer-term residents, as well as other factors including mobility decisions, which are in turn influenced by socioeconomic differences and housing costs, housing market information and perceptions, preferences, and discrimination. Iceland (2004) notes that his data is consistent with the Farley and Frey's (1996) hypothesis that the presence of Hispanics and Asians may serve as a "buffer" between African American and white neighborhoods, thus decreasing African American segregation. Iceland indicates that a growing urban Hispanic population is consistent with declining African American segregation, and that the presence of multiple minority groups is altering the dualistic framework for understanding race relations that was the dominant paradigm in the past.

INVESTIGATING HOUSING DISCRIMINATION

Early housing discrimination studies (Helper 1969; National Committee Against Discrimination in Housing 1970) revealed that housing agents used steering, discouragement, evasion, misrepresentation, withholding information, delay, and differential screening and pricing, or downright refusal to do business with non-Whites. What these studies did not do was reveal the frequency with which such practices occurred (Fix and Turner 1998; Yinger 1999). After the passage of the Fair Housing Act in 1968, local fair housing advocacy organizations began developing what is now the methodological centerpiece of housing discrimination investigation: the fair housing audit (Fix and Turner 1998; Yinger 1998; Fischer and Massey 2004).

The Fair Housing Audit

This process of paired-tester audits systematizes the study of discrimination with a quasi-experimental design that can measure the incidence of discrimination in a housing market and provides researchers with greater control and more internal validity than other designs common in the social sciences (Fischer and Massey 2004). The process pairs trained auditors by matching them on intrinsic characteristics such as age and sex, and providing them with similar fictitious background identities that match them on characteristics such as income, education, employment, and household composition, and sends them to rental or sales agents to pose as home seekers and then complete detailed standardized reporting forms about the treatment they experienced (Yinger 1986; Galster 1990; Yinger 1999; Galster and Godfrey, 2005; Choi et al 2005; Ross and Turner 2005).

Audit studies are especially important as they unearth the factors that raise and lower the degree of discrimination (Yinger 1986; Fix and Struyk 1993; Foster, Williams, Mitchell, and Fienberg 2002; Fischer and Massey 2004). For example, in telephone audits where speakers of white middle-class English, African American-accented English, and African American English Vernacular called to inquire about listings, Whites were more likely to be favored over African American auditors (Massey and Lundy 2001; Fischer and Massey 2004). In a meta-analysis of more than seventy local fair housing audits conducted in the 1980s, Galster (1990) found that

minority auditors had a one in two chance of being discriminated against. The audit methodology has also been used to measure the prevalence of discrimination across the housing market as a whole (Galster 1990; Turner, et al 2002). The 1977 Housing Market Practices Study (HMPS), the 1989 Housing Discrimination Study (HDS), and the most recent series of studies entitled the Housing Discrimination Study 2000: Phases I-IV (HDS2000) all found significant levels of discrimination in both rental and sales markets of urban areas.

The Housing Market Practices Survey (HMPS) was the first national paired-tester audit study, and it was conducted in 1977 and funded with a million-dollar budget from the Department of Housing and Urban Development (HUD) (Goering 2007). It used more than 600 African American and white auditors to conduct 3,264 tests in 40 cities across the country (Wienk et al 1979). The HMPS uncovered many discriminatory practices in the rental market. For example, Whites were significantly more likely than African Americans to be told that an apartment was available, to be told about more apartments than their pair-mate, or to be placed on an apartment waiting list, and Whites were significantly less likely to be told that an application fee was required (Wienk et al 1979). A follow-up study in Dallas paired Hispanic and White testers to discover high levels of discrimination against Mexican Americans, especially those with darker skin (Hakken 1979). Galster (1990) reviews 70 additional local-level audit studies that followed the HMPS, virtually all of which provided evidence of discrimination. These audit studies that took place in the 1970s and 1980s played a role in the eventual adoption of the much-needed Fair Housing Amendments in 1988 (Fix and Turner 1998). In 1989 and 2000, HUD conducted comparable large-scale Housing Discrimination Studies (HDS) using paired-testing housing audits, and found that disparate-treatment housing discrimination persists in both rental and sales housing markets, but has declined in magnitude, with the notable exceptions of Hispanic access to rental housing and racial steering of African Americans (Turner et al 2002; Fisher and Massey 2004; Ross and Turner 2005; Galster and Godfrey 2005; Turner et al 2007; Ross and Galster 2007).

Defining Discrimination

According to fair housing laws, “it shall be unlawful because of race ... to restrict or attempt to restrict the choices of a person by word or conduct in connection with seeking, negotiating for, buying or renting a dwelling so as to perpetuate, or lend to perpetuate, segregated housing patterns” (p.45025, U.S. Department of Housing and Urban Development, 1988). By law, discrimination exists if an agent violates either one of two standards. The first standard involves the “disparate treatment” of customers on the basis of their membership in a protected class. The second standard involves the use of practices with a “disparate” or “adverse impact” on the members of a protected class, and uses the “effects test” to judge practices that purport to be race-neutral but which in effect have a disproportionate impact on a protected class (Yinger 1998). Housing discrimination is usually clandestine and thus can occur without the knowledge of the victim (Massey and Denton 1993; Denton 1999; Fischer and Massey 2004). The paired-tester design provides a way to observe and measure disparate-treatment discrimination, but it appears to be an inappropriate method for studying disparate-impact discrimination (Yinger 1998).

Galster (1990) considers two aspects of racial steering: incidence and magnitude. The measure of incidence captures the likelihood that a home seeker will experience discriminatory behavior, and the measure of magnitude indicates the severity or amount of the resulting information differential, when discrimination has occurred (Galster 1990). He breaks down the magnitude measure into three components: (1) differences in the number of areas shown, (2) differences in the location of areas shown, and (3) differences in the racial composition of areas shown. Steering appears to be more common in the sales market, but it can occur in the rental market as well, especially when an owner, agent, and company is managing multiple rental properties (Galster 1990).

Other ways housing discrimination can occur include misrepresenting or withholding information about rental unit availability, making fewer or less desirable properties available for inspection for minorities (or none at all), altering terms and conditions, offering different quantity and quality of commentary about a property or neighborhood, and providing differing

levels of encouragement and follow-up contact (Ross and Turner 2005). In addition, agents may engage in what Fischer and Massey (2004) term “linguistic profiling” (pp.224-5) when listening to their voice messages, and minority callers may be screened out without ever meeting the agent.

Measuring Discrimination

The paired-tester audit design offers strengths and advantages not available with other techniques for studying discrimination (Bendick 1998; Yinger 1995; Yinger 1998; Fix and Turner 1998). Other ways of researching housing discrimination include multiple regression analysis of Census data, administrative records analysis (such as HUD enforcement caseload changes) (Fix and Turner 1998), studies of housing market outcomes (Yinger 1998), and survey questionnaires and interviews (Helper 1969; McEntire 1960). Ross and Yinger (2006) provide a detailed review of research methods other than paired testing for studying housing discrimination. However, paired-tester audit studies have the advantage of being transparent and intuitive, which – unlike complex econometric methods like multivariate regression – lends credibility and plausibility to policy-makers, the media, and the public who are able to understand and interpret the findings more readily (Yinger 1998; Fix and Turner 1998).

The paired-tester audit can result in one of three outcomes: (1) the white tester is favored over the minority, (2) the minority tester is favored over the white, or (3) both testers receive the same treatment (Ross and Turner 2005; Turner et al 2007). Incidence then can be measured in two different ways: gross or net incidence. The simpler of the two, gross incidence, is a measure of how often white testers are treated more favorably than their pair-mates. Sometimes, the outcome occurs in which the minority tester is favored over the white, and therefore when using the gross measure it is necessary to report the gross incidence for both outcomes (Ross and Turner 2005; Turner et al 2007). However, adverse or differential treatment may occur due to random factors that are unrelated to race, such as different agents being present, or unobserved factors influencing the same agent, such as illness or distractions (Ross and Turner 2005; Turner et al 2007). Gross measures therefore will include some random

factors, over-stating incidence, and thus they provide an upper bound of systematic discrimination (Ross and Turner 2005; Turner et al 2007).

The net measure, then, provides a lower bound by removing the subtracting the gross incidence of minority-favored treatment from the gross incidence of white-favored treatment to produce an estimate of systematic discrimination with random factors removed (Ross and Turner 2005; Turner et al 2007). This strategy operates on the assumptions that discrimination is unlikely to favor minorities and that random white-favored treatment occurs just as frequently as random minority-favored treatment (Ross and Turner 2005; Turner et al 2007). However, all favorable treatment of minorities is not the result of random factors. An apartment complex run by a Hispanic family may prefer Hispanic tenants, or an agent might steer white clients away from available housing in a predominantly-African American neighborhoods (Ross and Turner 2005; Turner et al 2007). Therefore, net measures should be taken as an understatement of the frequency of systematic discrimination. Both net and gross measures are required in order to establish a confidence interval for the frequency of discrimination (Ross and Turner 2005; Turner et al 2007).

Strengths and Limitations of Paired-Testing

Bendick (1998) argues that the paired-testing audit design “uniquely bridges the intuitive and research components of the information portfolio. *In a world in which stories are more powerful than studies, testing generates studies that are also stories*” (p.48, emphasis in original). Yinger (1998) calls this the method’s “great narrative power” (p.30), and he maintains that its widespread use has transformed the way that housing discrimination is looked at: from the abstract level of dry statistics to the concrete and more compelling level of stories about the unequal treatment of two equal individuals.

Beyond this popular appeal, paired-testing design can claim some rather more cut-and-dried strengths. The paired-tester design reveals not only incidence and severity of discrimination but also on the differing circumstances under which discrimination occurs (Yinger 1998). These studies can observe a wide range of circumstances and agent behavior that would be hard to

capture using other methods (Yinger 1998). This is important because policy-makers need to know not only the incidence, but also the circumstances and potential causal factors, in order to craft effective interventions (Fix and Turner 1998). Yinger (1998) notes that paired testing minimizes the problem of unobserved differences (the “omitted variable bias”) that is a threat to the validity of multiple regression analyses.

There are some limitations to the fair housing audit method. Paired-tester audits do not provide evidence of discrimination in general – these studies will not reveal the discrimination experienced by the typical African American or Hispanic home seeker – but rather uncovers what occurs in the specific realm circumscribed by the sampling frame (Yinger 1998; Ross and Turner 2005). This leaves some forms of discrimination concealed if they occur outside of the range of properties and behaviors being sampled (Yinger 1998); for instance, submitting a completed application is not one of the transaction components being studied, then discrimination that occurs at that point in the process will go undetected (Ross and Turner 2005). Sampling frames may leave out important components of the market, where incidence and type of discrimination may differ (Fix and Turner 1998; Ross and Turner 2005). In particular, in the course of the Housing Discrimination Survey of 1989 (HDS1989), researchers discovered that minority neighborhoods were underrepresented in a random sample of newspaper advertisements (Yinger 1999).

Another potential weakness of the paired-tester design is that each tester may interpret the protocol differently, which could have a non-random effect if there is a systematic difference in the way that white and minority testers implement the protocols (Heckman and Seigelman 1993). For instance, white testers may feel more comfortable following the requirement to inquire persistently about a property, and may implement that part of the protocol more aggressively than minority testers (Ross and Turner 2005). Finally, this method has been criticized for relying on ambiguous definitions of “unequal treatment” and for confounding random and systematic effects (Fischer and Massey 2004). To address this, researchers should provide both gross and net measures and upper and lower bounds, and, of course, strive for precision in language and clarity of conceptualization as part of the battle against of ambiguity

and conceptual conflation that can occur whenever very complex phenomena are being studied.

Large-scale, national-level efforts at audit studies have incurred substantial costs and require complex logistical arrangements (Fix and Turner 1998). Audits require a pool of candidates large enough to allow for selection of competent testers that can be closely matched not only on readily-observable traits (style of dress, level of attractiveness, general body type) but also on more subtle traits (tone of voice, personality style, talkativeness, etc.) (Fix and Turner 1998). Some tester compensation methods may create incentives to elicit particular outcomes, and many researchers have concluded that a fixed salary rather than a pay-per-test system decreases rushing and improves accuracy (Fix and Turner 1998). Another cost and logistical consideration involves tester supervision. Fix and Turner (1998) suggest that a full-time coordinator is necessary to make sure that auditors follow the prescribed protocol in a timely manner and to ensure that forms are filled out completely and comprehensibly. They suggest that one full-time testing coordinator cannot effectively manage more than four pairs of testers (Fix and Turner 1998).

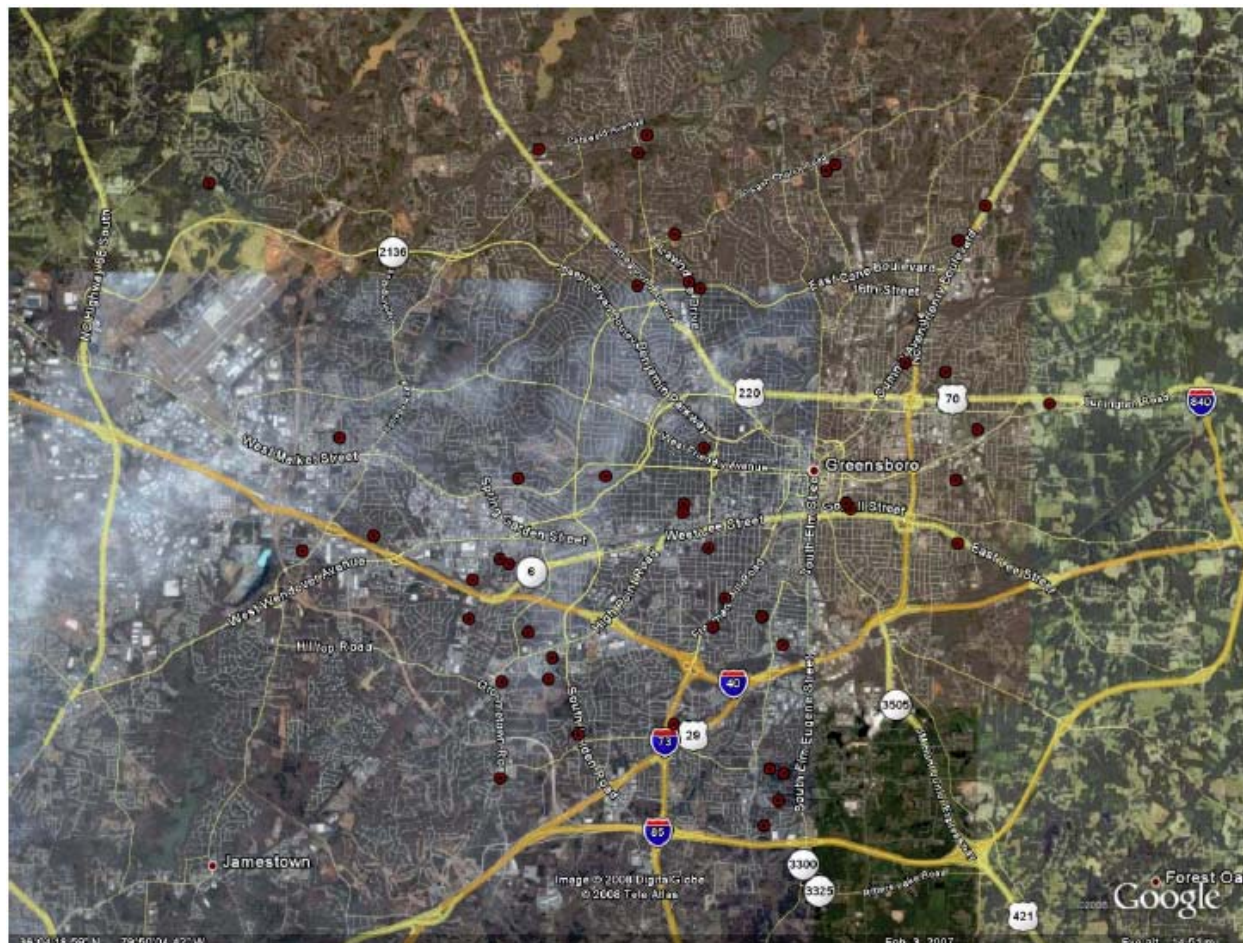
Finally, there are ethical and legal issues that need to be addressed when implementing the paired-tester audit design. The research subjects in these studies must be unwitting participants; obtaining their consent would destroy the central functional mechanism of the method and defeat the purpose of the study. There is concern from some corners that the use of deception is inappropriate or unfair (Bok 1999), but it should be noted that strong opposition to the use of discrimination testers is correlated with strong doubts about the existence of discrimination (Edley 1993). Some critics claim that using the agent this way in an experiment without knowledge or consent breaches a legitimate expectation of privacy (Fix et al 1993).

However, we agree with Fix et al (1993) and Edley (1993) that the public advertisement of properties constitutes an invitation to the public, and that all the subsequent behaviors that are monitored in the audit are commercial transactions that are subject to public regulation, thus creating an implied consent to the kind of policing that makes regulation possible. Further, the Fair Housing Amendments of 1988 authorized funding for this type of test (Galster 1993),

making it publicly-available knowledge that the possibility of this type of testing may occur. Additionally, there is ample legal precedent from federal courts that tester evidence is admissible in fair housing cases (Galster 1993; Fix and Turner 1998; Yinger 1998).

Findings

Figure 1 - Geographic Representativeness of Sampled Units



This study has closely followed the protocols established in the Housing Discrimination Study 2000, conducted by the Urban Institute, adapting them only slightly to fit the local rental market. It employed a commonly used methodology to examine potential discriminatory practices. A pool of testers were recruited and trained. Individual testers (or auditors) were selected and matched with similar background, educational attainment, employment status, age, sex, family status, etc. but of differing ethnic/national origins. Both individuals made an inspection of the same property for rent. The property was randomly selected from local advertisements. In this pilot project, a Hispanic immigrant and a native-born, non-Hispanic white person were paired in 30 tests, and 15 additional tests were conducted with African American and White pairs. The sampling frame was limited to “affordable” properties at or

below the 2007 Fair Market Rent for a 2-bedroom unit for the Greensboro-High Point HUD Metro FMR Area (\$705). All variables were controlled, but for ethnic/national origin, thus differences in the treatment of potential renters could be attributed to discriminatory practices (Foster et al 2002). By utilizing the same methodology and approach as the Urban Institute, comparisons may be made with the 60 metropolitan sites audited in 2000-2001.

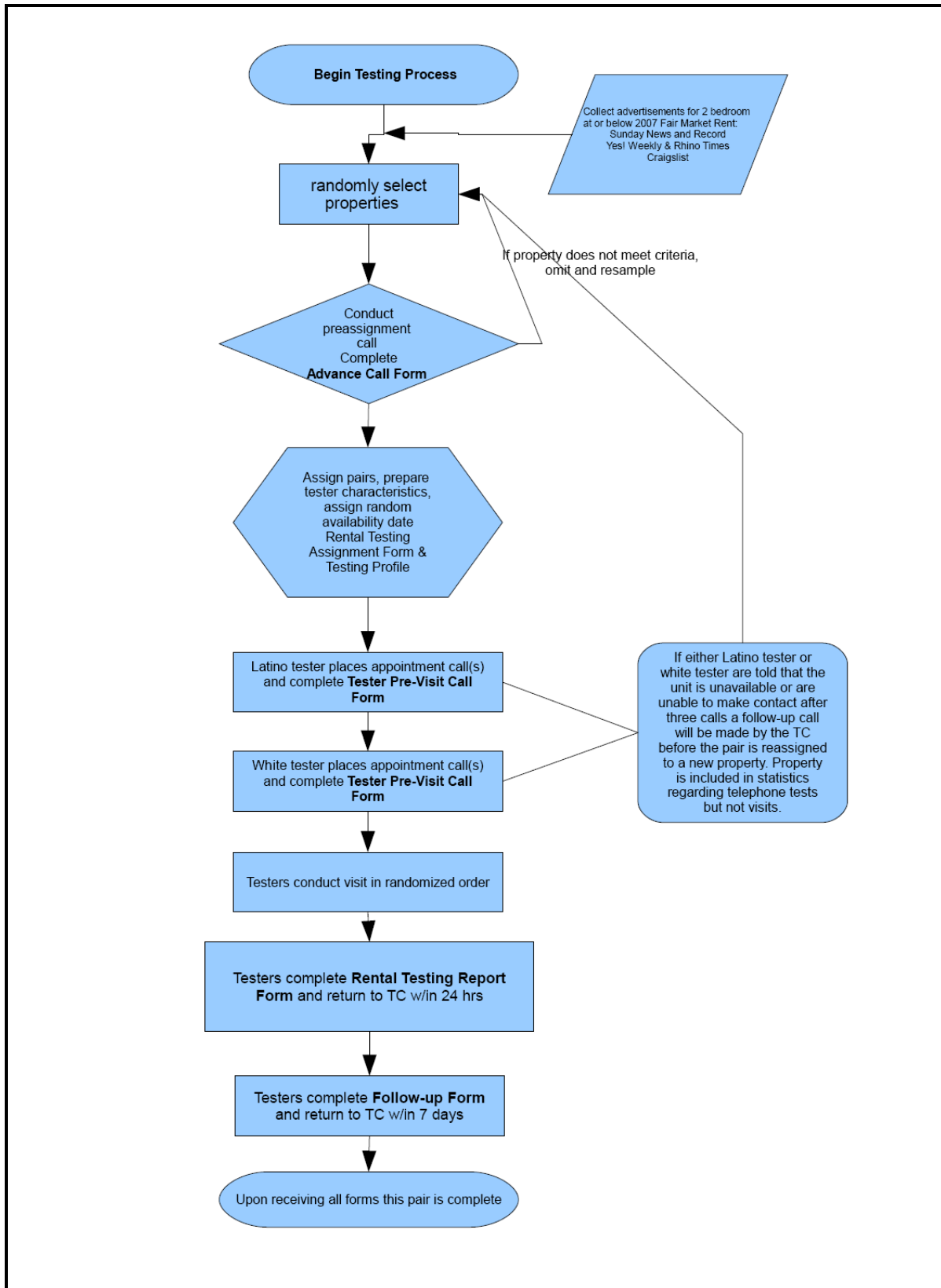
Sampling

Random samples of advertised housing units were drawn from newspapers and rental guides on a weekly basis (See Table 4). Weekly we tested 2-3% of available 2 bedroom rental units meeting the criteria of affordability. It is recognized that there is duplication of properties across advertising outlets (and weeks), thus creating higher odds that certain properties would be drawn more often. We reasoned that this increased chance of selection would apply similarly to the property hunter. Properties ranged from single-family homes for rent to 680 unit apartment complexes. As seen in Figure 1, these properties were geographically dispersed around the city.

Table 4 - Sampling Frame

Week	Start	News and Record (Daily)	Rhino Times (Weekly)	Yes! (Weekly)	Apartment Finder (Monthly)	Craigslist (Online)	Total	Tests
101	9/10/2007	94	6	2	64	5	167	1
201	9/17/2007	102	7	1	64	0	174	5
301	9/24/2007	44	7	0	64	5	121	4
401	10/1/2007	65	5	0	64	0	134	3
501	10/15/2007	81	10	0	64	5	164	4
601	10/22/2007	45	8	2	68	1	124	2
701	10/28/2007	49	3	1	68	0	121	5
801	11/5/2007	68	10	0	65	2	145	5
901	11/26/2007	87	7	0	65	1	160	5
1101	12/3/2007	84	6	0	67	0	157	5
1201	12/10/2007	72	10	0	67	0	139	5

Figure 2- Testing Procedure Flowchart



Stages in the Testing Process

Testing began in mid-September of 2007 after a period of recruiting and training auditors (see Figure 2). The first eight weeks of testing involved Hispanic- White testing pairs, followed by three weeks of African American – White pairs. An advance call was conducted by the testing coordinator to determine if the unit advertised, or any other comparable units, were still available and if an appointment would be necessary to view the unit(s) (See Figure 2). Auditors were then assigned. Minority testers were given two days in which to conduct pre-visit phone calls before White testers called. During the call auditors confirmed rent, deposit, utilities covered, size of complex and other information. They also set an appointment with the leasing agent. The auditors then completed a site visit following their training procedures as to assigned income, family circumstances, job characteristics, education levels, and housing preferences. They noted information regarding the availability, rental and deposit amounts, requirements for credit and/or background check, terms and conditions of the lease, and any pertinent comments or questions posed by the rental agent. Auditors completed a post-inspection site visit form which included a narrative report followed by specific questions regarding the property (see Tester Training Manual in the Appendices). These forms were submitted to the testing coordinator via email, fax, or hand delivery. Auditors received \$25 for completed tests (increased to \$50). Data from the forms were aggregated into an XLM file and later converted into an SPSS compatible format. Data from report forms was then compared line by line against the narrative forms for consistency and accuracy.

Measures

The HDS2000 Phase II study specifies a clear set of measures in rental transactions (Turner et al 2002; Turner and Ross 2003). As the authors of the study explain, “In selecting indicators for analysis, we have focused on forms of treatment that can be unambiguously measured, and appear to have real potential to affect the outcomes of housing search” (Turner and Ross 2003: 2-18). These indicators are divided into four sets of measures:

1. *Access* - whether partners were able to call agents, meet with agents, inspect the advertised housing unit and/or other units;
2. *Cost* - the differences in the costs (rent and deposit) quoted to testers for comparable housing;
3. *Information* - the extent to which partners received comparable information regarding credit

- reports and background checks;
4. *Encouragement* - the extent to which agents encouraged testers to complete the transaction.

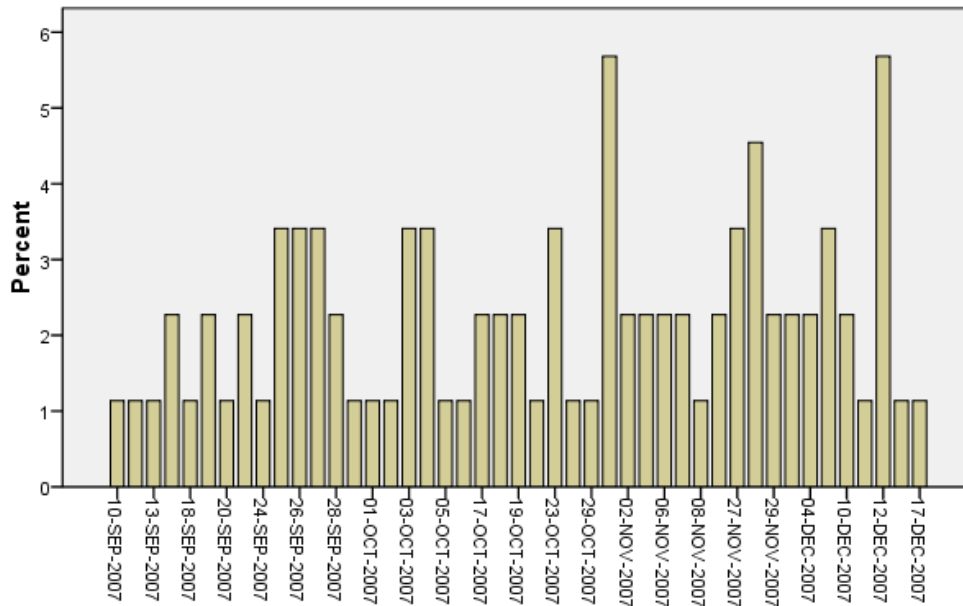
Each set of measures is further divided into treatment indicators. Paired testing results in three possible outcomes for each indicator: the white tester is favored; the minority tester is favored; or both testers receive the equal (positive or negative) treatment. Following Galster (1990), both the incidence and magnitude of discrimination may be obtained from this study for each of the indicators as well as in an overall composite measure. Galster explains that incidence may be defined as the probability that discrimination will occur, while magnitude is the “severity of differential treatment manifested when it does” (1990:166).

Limitations of this Study

Paired testing is especially useful for directly observing deferential treatment during the initial encounter with a rental agent as well as for establishing a general perception of the incidence and magnitude of discrimination. However, the proposed study does not cover all phases of the rental transaction. Moreover further limitations result from sampling of *advertised* properties as many smaller, low-cost rental properties may not advertise and segments of the population may rely more on word-of-mouth than advertisements (Foster et al 2002). Nor does sampling printed advertisements address the growing internet-based apartment advertising. Finally, by fixing the economic characteristics of auditors to the average moderate to low-income property seeker, we may not represent all of the population: undocumented migrants, very low income migrants, as well as those who are above the mean in economic characteristics. Attempts to address the limitations will be made in subsequent studies based on findings in this pilot study. Under advisement from the UNCG Office of Research Compliance and the Institutional Review Board the project also incorporated a number of safeguards to limit disclosure of identifiable research information. The protocol provided by the Urban Institute specified a number of approaches to minimize risk to auditors as well as to the property owners and their agents. All names and addresses of agents and auditors were changed to pseudonyms in the analysis data files and in this report. Auditors were explicitly and extensively trained and made to sign non-disclosure agreements (see DIH Training Manual in Appendices). Pairs of randomly assigned auditors did not know the identity of their counterparts in conducting tests. The Greensboro Fair Housing Division has committed not to use the research tests as *evidence* in any

enforcement action.

Figure 3 - Testing Timeline



RESULTS OF TESTS

A total of 95 individual tests, or 46 pairs of tests, were conducted. Sixteen (16) individual tests were conducted by African Americans, 31 by Hispanic testers, and 48 by White testers. Thirty-two tests (32) were conducted by men, while 63 tests were completed by women (see Table 5). Testing concluded in mid-December of 2007. Data from individual test forms were aggregated into a single SPSS file with 88 variables. Narrative reports were aggregated separately, cleaned of identifying information and analyzed in a separate procedure. A cell-by-cell verification of data in the SPSS file was conducted using original data forms and narratives to limit missing data. The following sections will first provide a variable by variable individual level descriptive analysis. This will be followed by a pair-wise analysis of the four indicators or measures of discrimination. Narrative data will be incorporated in the paired analysis to further enhance the study findings.

Seven tests were deemed invalid: one was a test verification only conducted by the testing coordinator; two were invalidated due to tester deviation from the protocol; two were omitted due to errors in assignment of property or profile information, and two were invalidated due to

the length of time between tests (typically less than 3 days). Information, when available, from the invalid tests are included in some statistics if useful information was provided. They are not included in the analysis of pairs of tests to follow as pairs were omitted when one or both tests were invalidated.

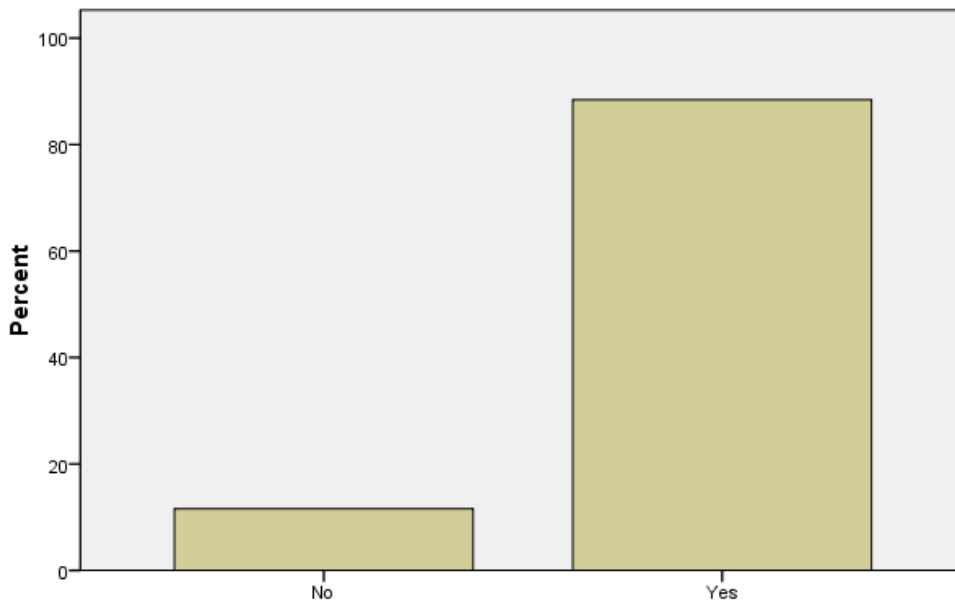
Table 5 - Testing by Sex and Ethnicity

	African American	Hispanic	White	Total
Male	8	8	16	32
Female	8	23	32	63
Total	16	31	48	95

Pre-visit Calls

The pre-visit call was completed in 83 tests (87.4% of all tests, see Figure 4). There were various reasons for the thirteen cases where calls were not completed. In a few cases (N=4), it was determined during the testing coordinator’s advanced call that the renting agency did not

Figure 4- Calls Completed



accept calls (only drop-ins), thus no calls were required. Two incomplete calls resulted from incorrect phone numbers (though tests were later conducted at the site). Two incomplete calls resulted from non-response to both testers. Finally, four calls were incomplete as a result of

one tester not being able to get within the requisite three attempts.

Cross-tabulated by ethnicity (Table 6) we see that 4 of 16 calls made by African Americans were not completed, 3 of 31 calls from Hispanics were incomplete, and 5 of 48 calls from Whites were incomplete. Of interest to this study are the four incomplete calls for only one of the pair of testers: two from white females; two from White females, one from an African American male, and one from a Hispanic female.

Table 6 - Calls Completed by Ethnicity

		Ethnicity			
		African American	Hispanic	White	Total
No	Count	4	3	5	12
	% within Ethnicity	25.0%	9.7%	10.4%	12.6%
Yes	Count	12	28	43	83
	% within Ethnicity	75.0%	90.3%	89.6%	87.4%
Total	Count	16	31	48	95
	% within Ethnicity	100.0%	100.0%	100.0%	100.0%

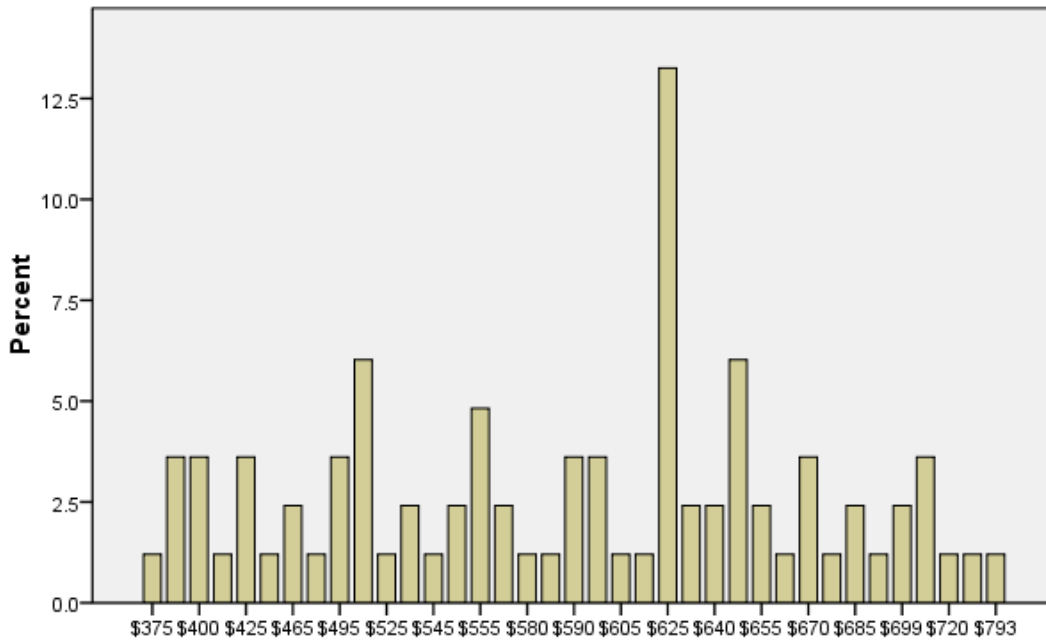
Table 7 - Availability of Advertised Unit

			Ethnicity			
			African American	Hispanic	White	Total
Do you have any two-bedroom apartments?	No	Count	3	0	0	3
		% within Ethnicity	25.0%	.0%	.0%	3.6%
	Yes	Count	9	28	43	80
		% within Ethnicity	75.0%	100.0%	100.0%	96.4%
	Total	Count	12	28	43	83
		% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Advertised unit available?

Nearly all calls (97.6%, n=81) found that the apartment advertised was still available. However, three callers were told the unit was no longer available when their counterpart was told that it was available. The cross-tabulation above (Table 7) shows all three were African American, one female the other male.

Figure 5 - Range of Rents



Information & Costs

Table 8 - Differences in Rent Quoted

		Hispanic	African American	Total
No	Count	7	4	11
	% within Ethnic2	25.0%	40.0%	28.2%
Yes	Count	21	6	27
	% within Ethnic2	75.0%	60.0%	71.8%
Total	Count	28	10	38
	% within Ethnic2	100.0%	100.0%	100.0%

All units sampled for this study were advertised as two bedrooms at or below \$705 per month. Actual rents quoted over the phone ranged from a low of \$375 per month to a high of \$793 with a mean of \$579. Of the 30 pairs reporting rents, 13 pairs (43.3%) reported differing amounts quoted over the phone. The differences ranged from \$14 to \$50 a month (average \$30). Four of the 10 tests with African Americans showed a discrepancy. Only 7 of 28 tests with Hispanic’s differed. Interestingly of the seven Hispanic-White tests with discrepancies, six favored the Hispanic with lower rents. However, of the four tests with African Americans, three

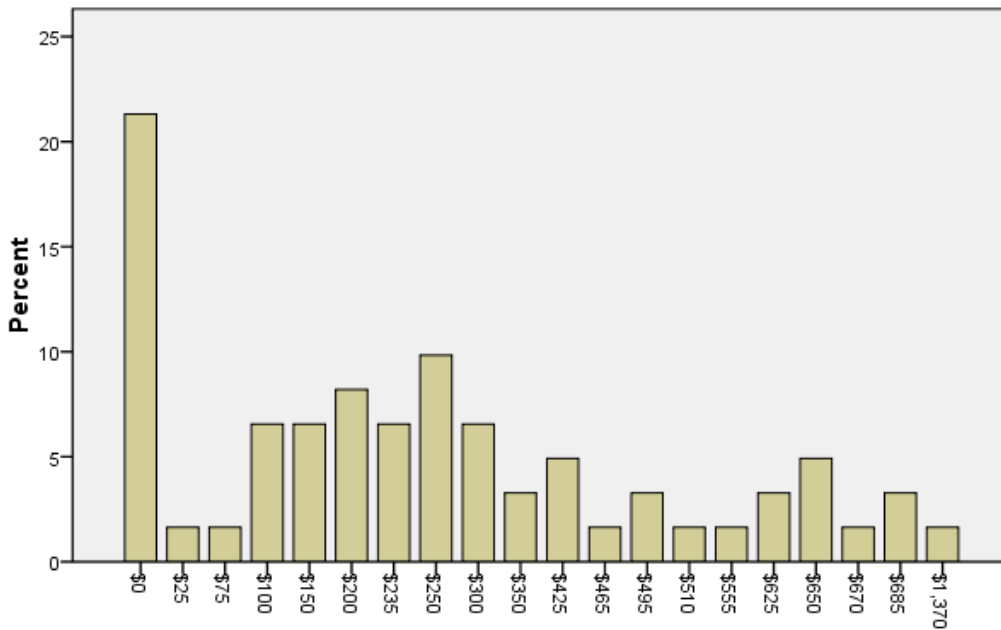
avored African Americans with lower rents.

Testers were instructed to ask about which utilities were covered with rent (electricity, gas, water, and heat). Of 28 pairs (where both testers asked the questions regarding utilities), only a few discrepancies were found. One Hispanic and two African Americans were told that heat was not included when the White tester indicated that it was included. Three Hispanics were told that water was not included when the White tester was told it was included. One Hispanic tester was told it was included when the White tester indicated that it was not included. One African American tester was told that water was not included when the White tester indicated otherwise. All testers were told the same regarding gas and electricity.

Table 9 - Utilities

	Heat		Water		Gas		Electricity	
	Told Same	Told Different	Told Same	Told Different	Told Same	Told Different	Told Same	Told Different
Hispanic	22	1	19	4	23	0	23	0
African American	6	2	5	1	6	0	6	0

Figure 6 - Deposit



Minimum deposits ranged from a low of \$0 (based on good credit) to a high of \$1370 (deposit + last month rent) (see Figure 5). The average deposit was \$276 (mean). Seven of the 26 pairs (26.9%) reporting deposits showed discrepancies. In all but one case (a Hispanic-White pair),

White testers were quoted less deposit than their minority counterparts (from \$35 less to \$685 less; on average \$185 less).

Table 10 - Differences in Deposit

		Hispanic	African American	Total
No	Count	5	2	7
	% within Ethnic2	27.8%	33.3%	26.9%
Yes	Count	13	4	19
	% within Ethnic2	72.2%	66.7%	73.1%
Total	Count	18	6	26
	% within Ethnic2	100.0%	100.0%	100.0%

Final Disposition of Call

The final disposition of a call was coded as either an appointment set (N=48, 50.5% of tests), no appointment necessary (N=32, 33.7% of tests), no housing available (N=1, 1.1% of tests), or other (N=4, 4.4%). Differences by ethnicity may be noted in the table below (Table 11). Only 43.8% of African American testers were able to set appointments as compared to 50% of White testers and 54.8% of Hispanic testers.

Table 11 - Final Disposition by Ethnicity

		Ethnic2			Total
		White	Hispanic	African American	
Appointment made	Count	24	17	7	48
	% within Ethnic2	50.0%	54.8%	43.8%	50.5%
No housing available#	Count	0	0	1	1
	% within Ethnic2	.0%	.0%	6.2%	1.1%
Other (specify):	Count	2	0	2	4
	% within Ethnic2	4.2%	.0%	12.4%	4.4%
Told no appointment necessary to visit	Count	18	12	2	32
	% within Ethnic2	37.5%	38.7%	12.5%	33.7%
Missing	Count	4	2	4	10
	% within Ethnic2	8.3%	6.5%	25.0%	10.5%
Total	Count	48	31	16	95
	% within Ethnic2	100.0%	100.0%	100.0%	100.0%

Property Visits

Once visits were scheduled, testers proceeded to conducting the property inspection. An extensive narrative report was filed (See Appendices) in addition to completion of forms with specific indicators regarding the property inspected, the information provided, the information solicited from agents, etc. In all 87 visits were conducted (91.6% of attempts). Of the 8 visits that were not made, four were invalid tests. Thus, four visits were not made either because the tester was told the property was no longer available or the tester was unable to reach the property manager to arrange a visit. We see that these limitations to visits were disproportionately found in tests involving African Americans (see Table 12). In two tests (one African American the other Hispanic) auditors were unable to meet with an agent at the property. Visits ranged from as short as 5 mins to as long as 1 hour and 45 mins. On average, visits lasted 27 minutes. African American testers reported visits of 22 minutes on average while Hispanic testers were at the property for 28 minutes and Whites for 29 minutes. Half of the testers (56.0%, n = 47) had no wait time; nine testers (10.8 %) had wait times of more than 10 minutes.

Table 12 - Visit Completion

			Ethnicity			
			White	Hispanic	African American	Total
Completed a visit	No	Count	4	1	3	8
		% within Ethnic2	8.3%	3.2%	18.8%	8.4%
	Yes	Count	44	30	13	87
		% within Ethnic2	91.7%	96.8%	81.2%	91.6%
Total		Count	48	31	16	95
		% within Ethnic2	100.0%	100.0%	100.0%	100.0%

Testers collected detailed information regarding the property agents. This was done in order to see if testers were encountering the same agent at the property. Property agents were most often White, female, and between the ages of 31 and 45 (See Figures 6 to 8). Based on demographic information and narrative descriptions, more than half (54.3%, N=44) of auditors visited the same property agents.

Figure 7 - Agent Age range

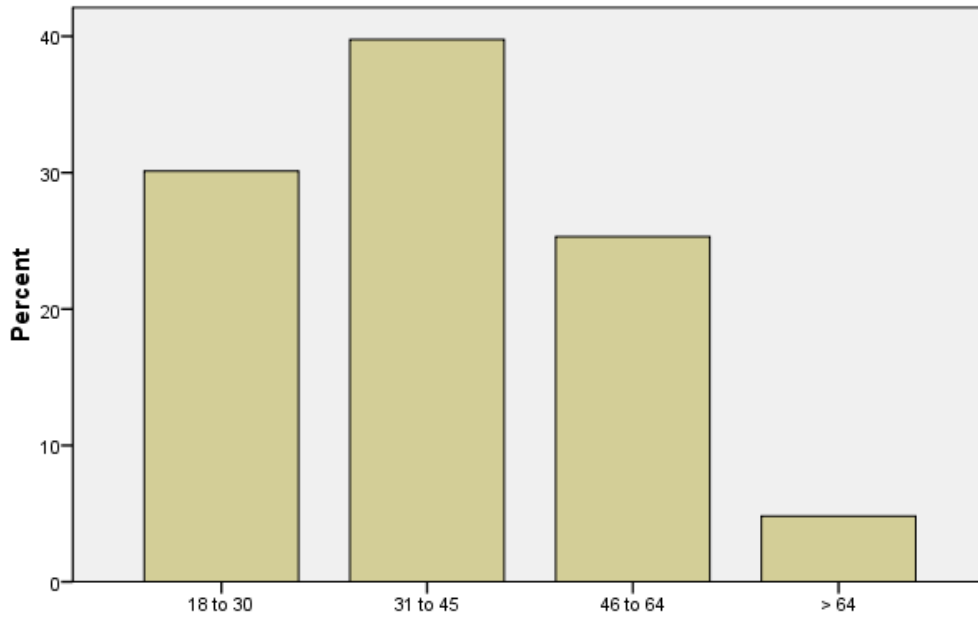


Figure 8 - Agent Sex

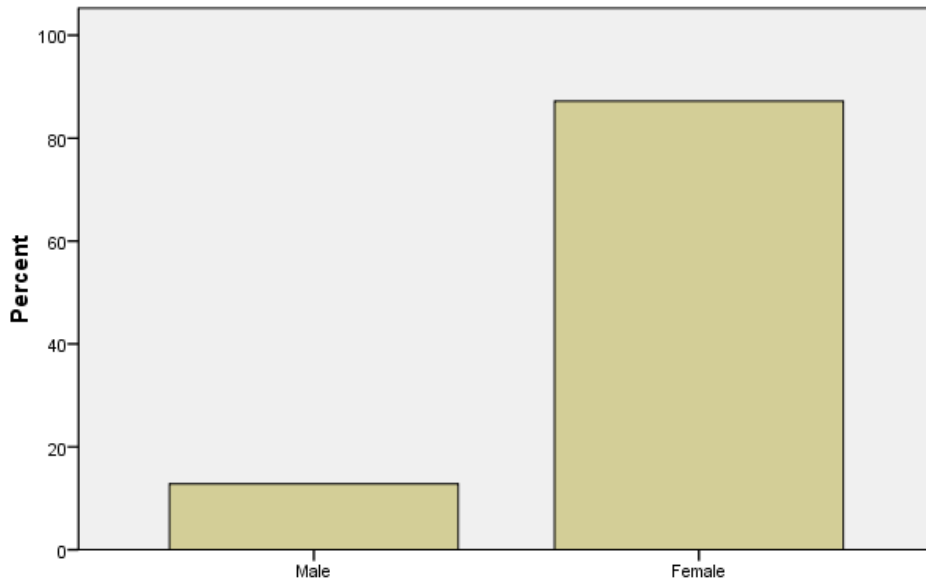
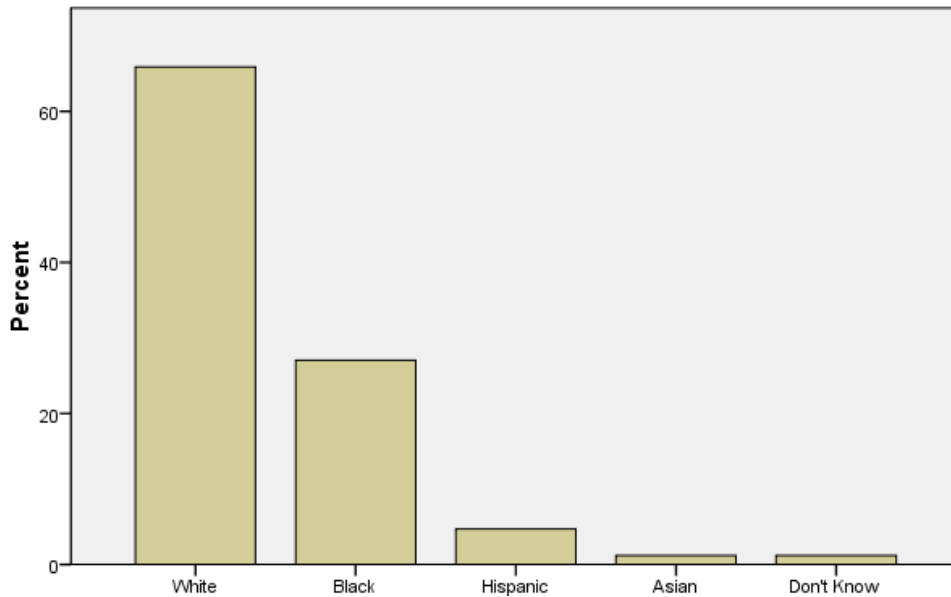


Figure 9 - Agent Ethnicity



In most visits (86.0%, n=74) testers were shown the advertised property and told the property would be available for the timeframe requested. In 8 tests (9.35), the property was said to be unavailable for the required time and no other property was shown. In 4 cases (4.7%) alternative, but comparable properties were shown. Disproportionately, African American testers were either shown alternative properties or told that housing was not available when they needed it (see Table 13).

Table 13- Housing Availability

		Ethnicity				
		African American	Hispanic	White	Total	
Available	Housing is available when I need it	Count	9	27	38	74
		% within Ethnicity	75.0%	90.0%	86.4%	86.0%
Housing is not available when I need it		Count	2	2	4	8
		% within Ethnicity	16.7%	6.7%	9.1%	9.3%
Something else		Count	1	1	2	4
		% within Ethnicity	8.3%	3.3%	4.5%	4.7%
Total		Count	12	30	44	86
		% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Most testers (79.1%, n = 68) inspected a single unit (typically a model). A few testers (16.3%,

N=14) visited two or more units. Four testers (two African American and two Hispanic) were unable to inspect a unit. A number of reasons were provided as to why the tester could not see the property. For example, one African American tester was told that the house in question was now going to be sold. It was suggested to another Hispanic tester that she visit other properties. Several White testers were told that the properties they were going to visit were not yet ready for inspections, while yet another had a lease pending. Two White testers were told by the agents that they “didn’t recommend the property” and that the tester should look at another apartment that they managed.

Table 14 - Number of Units Inspected

Units		African American	Hispanic	White	Total
0	Count	2	2	0	4
	% within Ethnicity	16.7%	6.7%	.0%	4.7%
1	Count	7	27	34	68
	% within Ethnicity	58.3%	90.0%	77.3%	79.1%
2	Count	3	0	10	13
	% within Ethnicity	25.0%	.0%	22.7%	15.1%
3	Count	0	1	0	1
	% within Ethnicity	.0%	3.3%	.0%	1.2%
Total	Count	12	30	44	86
	% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Verifications required for rental application

Most testers (61.9%, n = 52) were told that a credit check was required in order to lease an apartment (See Table 15). However, differences were noted by ethnicity. African American auditors were the least likely to be told that a credit check was needed: 6 of 11 testers or 54.5% of tests were told that a check was required. Hispanic testers were also told that a credit check was needed less frequently than Whites: 48.3% (14 of 29) as compared to 72.7% of Whites (32 of 44 tests).

Table 15 - Credit Check Required

		Ethnicity			Total
		African American	Hispanic	White	
No	Count	5	15	12	32
	% within Ethnicity	45.5%	51.7%	27.3%	38.1%
Yes	Count	6	14	32	52
	% within Ethnicity	54.5%	48.3%	72.7%	61.9%
Total	Count	11	29	44	84
	% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Only 26.3% (n=25) of testers indicated that the agent told them a criminal background check would be required in order to rent the apartment. Rates were similar for Hispanics and Whites (29.2% and 26.3% respectively). Only two African American testers (12.5%) were told a background check was required.

Table 16 - Criminal Background Check Required

		Ethnicity			Total
		African American	Hispanic	White	
No	Count	9	20	30	59
	% within Ethnicity	56.3%	64.5%	62.5%	62.1%
Yes	Count	2	9	14	25
	% within Ethnicity	12.5%	29.0%	29.2%	26.3%
Total	Count	11	29	44	84
	% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Information Requested

Testers were instructed to record which demographic information (from their fictive identities) was volunteered, requested, exchanged in earlier phone conversations, or un-obtained by rental agents (see Table 17). Information included marital status, family size, income, occupation, length of employment, credit standing, and “other” information for both the tester and spouse. Most often rental agents requested information regarding family size (21.4% of tests), the tester’s occupation (21.4% of tests), length of employment (7.1% of tests), marital status (6% of tests), and “other” information (10.4% of tests). Respondent who were asked for

“other” information indicated such requests as how many occupants (family or not) would be living in the apartment, place of employment, if the tester or any other occupants had disabilities that should be accommodated by the rental company, and information regarding rental history. Disparities noted by ethnicity include the following:

- 37.9% of Hispanics were asked about family size. Only 13.6% of Whites, and 9.1% of African Americans were asked.
- 29.5% of Whites were asked about their occupations while 17.2% of Hispanics were asked. No African Americans were asked about occupation.
- 18.2% of African Americans were asked about length of employment while only 6.8% of Whites and 3.4% of Hispanics were asked.

Table 17 - Information Provided to Agent

	Ethnicity			
	African American	Hispanic	White	Total
Your marital status				
Volunteered	18.2%	13.8%	18.6%	16.9%
Agent requested	9.1%	6.9%	4.7%	6.0%
Exchanged in phone call	0.0%	0.0%	4.7%	2.4%
Agent did not obtain	72.7%	79.3%	72.1%	74.7%
N	11	29	43	83
Your family size				
Volunteered	0.0%	13.8%	2.3%	6.0%
Agent requested	9.1%	37.9%	13.6%	21.4%
Exchanged in phone call	0.0%	0.0%	9.1%	4.8%
Agent did not obtain	90.9%	48.3%	75.0%	67.9%
N	11	29	44	84
Your spouse's income				
Volunteered	0.0%	0.0%	0.0%	0.0%
Agent requested	0.0%	0.0%	0.0%	0.0%
Exchanged in phone call	0.0%	0.0%	0.0%	0.0%
Agent did not obtain	100.0%	100.0%	100.0%	100.0%
N	11	28	44	84
Assets other than income i.e. SSI, Child Support, etc.				
Volunteered	0.0%	3.6%	2.3%	2.4%
Agent requested	0.0%	0.0%	0.0%	0.0%
Exchanged in phone call	0.0%	0.0%	0.0%	0.0%
Agent did not obtain	100.0%	96.4%	97.7%	97.6%
N	11	28	44	84
Your Occupation				
Volunteered	9.1%	6.9%	2.3%	4.8%
Agent requested	0.0%	17.2%	29.5%	21.4%
Exchanged in phone call	0.0%	6.9%	4.5%	4.8%
Agent did not obtain	90.9%	69.0%	63.6%	69.0%
N	11	29	44	84
Spouse's Occupation				
Volunteered	0.0%	0.0%	6.8%	3.6%
Agent requested	0.0%	0.0%	0.0%	0.0%
Exchanged in phone call	0.0%	0.0%	0.0%	0.0%
Agent did not obtain	100.0%	100.0%	93.2%	96.4%
N	11	28	44	83

Table 15 (cont.) - Information Provided to Agent

	Ethnicity			
	African American	Hispanic	White	Total
Your length of employment				
Volunteered	0.0%	0.0%	0.0%	0.0%
Agent requested	18.2%	3.4%	6.8%	7.1%
Exchanged in phone call	0.0%	0.0%	0.0%	0.0%
Agent did not obtain	81.8%	96.6%	93.2%	92.9%
N	11	29	44	84
Your spouse's length of employment				
Volunteered	0.0%	0.0%	0.0%	0.0%
Agent requested	0.0%	0.0%	2.3%	1.2%
Exchanged in phone call	0.0%	0.0%	0.0%	0.0%
Agent did not obtain	100.0%	100.0%	97.7%	98.8%
N	11	28	44	83
Your credit standing				
Volunteered	0.0%	0.0%	6.8%	3.6%
Agent requested	9.1%	3.4%	0.0%	2.4%
Exchanged in phone call	0.0%	0.0%	2.3%	1.2%
Agent did not obtain	90.9%	96.6%	90.9%	92.9%
N	11	29	44	84
Other information				
Volunteered	0.0%	3.7%	2.6%	2.6%
Agent requested	9.1%	18.5%	5.1%	10.4%
Exchanged in phone call	0.0%	0.0%	0.0%	0.0%
Agent did not obtain	90.9%	77.8%	92.3%	87.0%
N	11	27	39	77

Equal Housing Awareness

Equal Housing Opportunity signage and sensitivity to Fair Housing protected statutes additional domains being tested. Testers were trained to look for EHO signage. Only 36.1% of tests noted seeing EHO signs at the property. Auditors were also trained to note references to protected groups. Very few tests (between 0.0% and 4.2%) noted reference to protected groups or the laws and ordinances protecting these groups (see Table 18).

Table 18 - EHO Signage and Topics Discussed

	Yes	Ethnicity			Total
		African American	Hispanic	White	
Were there any equal housing signs visible on the premises?	%	36.4%	35.7%	36.4%	36.1%
	N	11	28	44	83
During your visit, did the agent comment on or make reference to any of the following					
Families	%	8.3%	3.4%	2.3%	3.5%
	N	12	29	44	85
Immigrants	%	0.0%	3.4%	0.0%	1.2%
	N	12	29	44	85
Religion	%	0.0%	3.4%	2.3%	2.4%
	N	12	29	44	85
Ethnic groups	%	0.0%	0.0%	2.3%	1.2%
	N	12	29	44	85
Disabilities	%	0.0%	0.0%	0.0%	0.0%
	N	12	29	46	87
Fair Housing Laws	%	0.0%	0.0%	4.5%	2.4%
	N	12	29	44	85
Anti-Discrimination Laws	%	0.0%	0.0%	2.3%	1.2%
	N	12	29	44	85
Equal Housing Opportunities	%	0.0%	6.5%	4.2%	4.2%
	N	16	31	48	95

Encouragement

An important element of testing is whether the auditor is encouraged to apply for the apartment. Testers indicated if they were invited to complete an application during their visit (24.2% indicated they were invited). They also recorded if they were invited to take an application with them (55.8%). Hispanic testers were more likely to be invited to complete an application during their visit. More than a third of Hispanics (35.5%) were invited versus 18.8% of Whites and 18.8% of African Americans. Three-fifths of Hispanics (61.3%) and Whites (62.5%) were invited to take an application with them as compared to only a quarter (25.0%) of African Americans.

Table 19 - Encouraged to Complete Application

		Ethnicity			
		African American	Hispanic	White	Total
Missing	Count	4	2	5	11
	% within Ethnicity	25.0%	6.5%	10.4%	11.6%
No	Count	9	18	34	61
	% within Ethnicity	56.3%	58.1%	70.8%	64.2%
Yes	Count	3	11	9	23
	% within Ethnicity	18.8%	35.5%	18.8%	24.2%
Total	Count	16	31	48	95
	% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Table 20 - Encouraged to Take Application

		Ethnicity			
		African American	Hispanic	White	Total
Missing	Count	4	2	4	10
	% within Ethnicity	25.0%	6.5%	8.3%	10.5%
No	Count	8	10	14	32
	% within Ethnicity	50.0%	32.3%	29.2%	33.7%
Yes	Count	4	19	30	53
	% within Ethnicity	25.0%	61.3%	62.5%	55.8%
Total	Count	16	31	48	95
	% within Ethnicity	100.0%	100.0%	100.0%	100.0%

Analysis of Pairs - Differential Treatment

This section will explore each test in pair wise fashion. After omitting all invalid tests, 42 matched pairs of valid tests remain (13 African-American/ White, 29 Hispanic/White). More than four-fifths (83.3%) of the valid pairs of tests (35 of 42 pairs) resulted in discrepancies - either in access, information, costs, or encouragement. In all, there were 79 individual test discrepancies in these 35 pairs of tests. They ranged from as few as 1 difference noted in the eleven measures being tracked to as many as 5 differences (mean = 2.3). While there was almost an equal proportion of differential treatment overall (84.6% African American tests and 82.8% of Hispanic tests), the types of differential treatment were quite distinct. The most important discrepancies were in the area of access to properties (whether calls were completed, properties were available, visits were conducted, etc.). Eight (8) paired-tests (19.1 % of all valid paired-tests) resulted in unequal access to the property. Importantly, 5 of the 8 who lacked access to property were African-Americans. Most discrepancies were found in the category “information and costs” and included different rents and deposits quoted, as well as differing information regarding credit and background checks. Many differences were also noted in the area of encouragement (being asked to complete an application or take an application home).

Table 21 - Differential Treatment by Ethnicity

		Ethnicity		
		African American	Hispanic	Total
No	Count	2	5	7
	% within Ethnicity	15.4%	17.2%	16.7%
Yes	Count	11	24	35
	% within Ethnicity	84.6%	82.8%	83.3%
Total	Count	13	29	42
	% within Ethnicity	100.0%	100.0%	100.0%

Access to Property

Access, if you will recall from the introduction, is whether partners were able to call agents, meet with agents, and inspect the advertised housing unit and/or other units. Of 42 valid pairs of tests, nearly a fifth (8 of 42) resulted in differential access to the advertised properties. Each of these tests represents potential discouragement, evasion, delaying, differential screening

Table 22 - Differential Treatment

Test	Access					Costs		Information		Encouragement		Totals
	Call completed	Advertised available	Visited property	Met with agent	Housing available	Same rent?	Same deposit?	Credit report needed	Background check needed	Invited to apply?	Take application?	
201						Hispanic			White			2
202								Hispanic		Hispanic		2
203			Hispanic									1
204						Hispanic			Hispanic		White	3
205						Hispanic			White			2
302						Hispanic	Hispanic	Hispanic				3
303							White	Hispanic			Hispanic	3
304						Hispanic				Hispanic		2
402						Hispanic		Hispanic		Hispanic		3
404						White	White	Hispanic				3
405										Hispanic	White	2
502											White	1
503	White			White						-	-	2
603								Hispanic	Hispanic	Hispanic		3
605						White				Hispanic		2
701										Hispanic		1
702							White		White		White	3
704								Hispanic		Hispanic		2
705						White						1
801			White									1
802								Hispanic		White	White	3
803								White				1
804										Hispanic		1
805						White	Hispanic	Hispanic	White		Hispanic	5
901											Black	1
903						White		White		Black	White	4
904		White	White	-	-	Black				-	-	3
905								Black	Black		White	3
1101				White	White			-	-	-	-	2
1102		White	White	-	-			-	-	-	-	2
1105							White			Black		2
1201		White	White	-	-		White	-	-	-	-	3
1202						Black			Black		White	3
1203						Black			Black			2
1205	White	-	White	-	-			-	-	-	-	2
Total	2	3	6	2	1	14	7	12	9	12	11	79

White = Test Favored Non-Hispanic White Tester, Hispanic = Test Favored Hispanic Tester, African American = Test Favored African American Tester, No = Testers Received Conflicting Information
 * Narrative indicates differential treatment not captured in these measures - missing

or refusal on the basis of race/ethnicity. This is one of the most important measures of disparate treatment as it shows that individuals do not have equal access to housing advertised.

Telephone Access

Two tests found disparate treatment in access by telephone. The test of telephone access begins with a call by the testing coordinator to confirm the availability of the property. The minority tester then makes up to three calls over two days. Two days later, the white tester begins calling. (up to three times). The call is coded as completed by reaching the intended agent or receiving a call-back from the agent. If either tester is unable to complete the call, then the Testing Coordinator would make an additional verification call to verify. In tests 503 (Hispanic/White) and 1205 (African American/White) there were issues with telephone access:

Test #503

The White tester was able to reach the leasing agent on the first call (October 19, 2007 at 1:05pm). However, the Hispanic tester explained, "I called 10/17 at 10:30 am, 10/18 at 2:00 pm, and 10/19 at 11:00 am. On Sunday 10/21 I went to the complex just to check where is that, and wishing to find somebody. It seems on weekends it is necessary an appointment." This was then coded as call incomplete within three calls for the Hispanic tester. The tester goes on to explain, "finally Stephanie called me back on 10/23 @ 12:05 pm , she apologizes, and told me she has a wonderful promotion. We sat an appointment for 10/24 @ 12:30 pm, I went, but nobody showed up." Thus, a call eventually did go through, though clearly a difference existed between the tester's calls favoring the White tester.

Test #1205

The African American tester attempted three calls (12/11 at 12:52pm, 12/11 at 4:36pm, and 12/12 at 10:02pm) as of 12/17 the tester received no call back. The White tester indicated that he "called and did not leave messages on Wednesday [12/12] afternoon at 2:45, 2:54, and 3:12... On Friday [12/14], I called and did not leave a message at 9:28am. Then I called again at 9:52 and I think I left a message, but am not sure. (The keypad doesn't work on my phone for selecting options.) I called again at 10:37am and did not leave a message. Then I called the 1-888 number I found online and nobody picked up then either. Finally, at 10:42 I

borrowed a friend's phone and called. I was able to select the option to leave a message (before there was just a list of options and a random beep), which I did – following fairly closely to the script above. I did add that I wasn't sure if the message I left earlier was recorded. At 11:41am, after 8 calls and 2 messages close together, the phone rang. I answered the phone, and a woman asked for Mr. Woods. I responded that I am John Woods." Because of the close temporal proximity the three calls on 12/12 were recorded as a single call. Likewise the first two and last two calls on 12/ 14 were recorded as calls 2 and 3. Most significantly the White caller received a call back while the African American did not showing favoritism to the White caller.

Advertised unit available

Three tests found disparate treatment in the availability of the advertised unit. In test 904 (African American/White), 1102 (African American/ White), and 1201 (African American/White) testers were provided different information regarding the availability of properties:

Test #904

The White tester notes, "I spoke with Mary, who told me that the unit I was asking about wouldn't be ready until Tuesday, but I could come see a similar unit that was about to be leased. I made an appointment to come in the next day (Friday) to see the unit." Meanwhile the African American tester explains, "I called the apartment complex about 4:35 in the evening [11/28]. It took about 3 rings before someone answered. When the phone was answered, a woman answered. She spoke softly. I asked her if she had the two bedroom apartment advertised available and the woman replied no, however, there would be a two bedroom apartment with two bathrooms available in January." This test was coded as favoring the White tester by providing a property to view and having a property available within the timeframe indicated on their test profile.

Test #1102

This test shows the most blatant case of differential treatment. It is noted that unlike many of the apartments tested this was a small apartment building (11 units) managed by the owner. The African American tester called on 12/3. He explains:

I explained to Marie that my wife and I were looking for a two bedroom apartment, and before I could finish Marie cut me off

asking “Do you guys have any children?” Before I could answer her she explained to me that none of the tenants had children and that none the other tenants were married. I said to Marie that my wife and I didn’t have children either, then Marie tone went from belligerent to pleasant. Marie then went into a spill about that ninety percent of the tenants are women from their thirties to sixties. She also mention several times that this was a quiet community. Marie explained to me that all I would need to bring was the first month rent plus a deposit if was interested, but when I asked if I could see the apartment first she replied “The only way I’ll show the apartment is you’ll agree to a credit and background check beforehand.” I asked why, Marie answered “I have to drive thirty five miles from [another] County, so I would need to have these things in place.”

The White tester, after a thorough investigation of his employment, rental history, family status, and other details, was allowed to visit the property (see Appenedices for entire narrative). This test was coded as favoring the White caller for property availability.

Test #1201

In this test the African American tester called three times, getting through on 12/10 to the property manager. The tester was told that no property was available, “When I called Lyon’s and asked about the apartment, I spoke to a receptionist/ agent named Laura .She told me that ‘someone else had just beat me to the punch.’ So I asked her if they had any other apartments available she replied not as this particular time.” The White tester, on the other hand, placed one call on 12/12 and recounts that the manager said, “Yes, it is still available, and there are other properties available.” For verification purposes the Testing Coordinator then made an additional call back to verify that the property was indeed available. This test was coded as favoring the White caller for property availability.

Visited property, Met with Agent, Property Still Available

Six tests found disparate treatment in the ability to visit the advertised unit. As noted above, African American testers for 904, 1102, and 1201 were told that properties were unavailable while the White counterparts were told differently. Subsequently, the White testers were able to visit the property and to meet with the agent to inspect the units. In test 1205, the African

American tester was unable to reach an agent by phone and so no test was conducted.

The Hispanic tester for pair 503 was unable initially to get a call through, but eventually did schedule a meeting. It was noted that the agent did not show up for the appointment. Even though the agent did not show, he was able to see the property. Thus, this was coded as a visit, though not a meeting with the agent:

Finally Stephanie called me back on 10/23 @ 12:05 pm , she apologizes, and told me she has a wonderful promotion. We sat an appointment for 10/24 @ 12:30 pm, I went, but nobody showed up. There was a flyer saying the "she is visiting some appartments and will be back shortly". I waited 20 minutes, I went to have lunch, came back at 1:30 pm, and she was not there. Anyway I was talking with the maintenance person, a man from Vietnam, he told me usually she is very busy, and the only person working there. He allowed me to visit one apartment.

Test number 801 reflects a difference in levels of encouragement. The Hispanic tester was told that the advertised property would not be available until the following week and given a sheet with alternative properties listed. The White tester, on the other hand, was encouraged to visit an alternative property, given a rent reduction, and received more information about the advertised property than the Hispanic tester:

The man greeted me. I said that I wanted to see the apartment at 2821 Pierce Ave. This professional looking male explained to me that he has a city inspector over there today and he is going to have to tear down a garage on the property, which will cost him \$2,000. So he gets to go ask an owner on Monday for \$2,000 and he can't rent the place until he get the certification from the city, "Are there any other places you would like to see?" I replied, "I don't know. I am interested in a 2 bedroom." He directed me to look at a copy of the property listing pages and pointed out the pictures of the places on the wall. I looked at the list at the 2BR apartments and houses. After a moment, I narrowed my options down to two of the remaining 3 choices. The man asked if I was interested in an apartment or a house. I replied that I was sure and pointed to the two choices I had in mind, noting that I liked the price range that the 2821 Pierce Ave was in. He pointed to the one option I wasn't considering and said that he could dock down the price from \$625 to \$595. He said that they were working on updating the listing to that, but it's not done yet. I said that he would recommend that property, that it is really neat and is just down Fillmore Ave. I realized that it was only a block away and

noted, "Oh, I could even walk to that." He replied, "It would depend on how environmentally concern you are." I agreed that I would go see it. He said he would just need my ID. He gave me the key and took my ID. I thanked him and said I'd be right back.

Test number 1101 also had differential treatment in meeting with the agent and having housing available. The African American tester was able to visit the management company, however the agent walked off after pointing her to a board of their properties while the White tester was immediately offered an alternative property to the advertised unit which had since been put up for sale:

I arrived at the office of Mebane Management on Wednesday, December 5, 2007, around 10:25am.... As I entered everyone looked up at me and the man said "Can I help you?" without stopping what he was doing. As I begun to respond, "Yes, I'm interested in a..." Cutting me off before I could finish my sentence, the man replied "Yeah everything we got is on the wall with pictures." I said "thanks" and began to look on the wall. When I turn[ed]around to see if the man was still there, he [had] left and went inside an actual office.

After looking on the wall for a few moments I posed the question about the property in question "I don't see see the house at 2618 Joyner. Is that still available?" The two ladies look at each other and one asked the other "Is that house still available?" The other replied "No I think that property is for sale now." Then the responded to me "That house was only on the market for a week and we are selling it. Just look on the board and that is all we have available." I said. "Okay thanks." I looked a little longer at the pictures but no one ever asked me if I was finding everything okay or if I had any questions about what I saw. I stayed there reading the profiles and gazing at the pictures for another 10 minutes but no one ever said anything to me so left.

In test 203, the White tester was shown an alternative property to the one listed: "I arrived at the test site on Peter St. 15 minutes early and found Susan waiting for me. The site was dusty and the sidewalks needed repair. Susan proceeded to show me the apartment, but the key for that unit was not in the door box, luckily she had a similar apartment across town off of Roberts Court Road. We proceeded to the next site." At the alternate address, the agent attempted to steer the tester away. The tester reported, "she didn't even want to show me the place because she said 'I reminded her of her niece, and she would never put her in a place like that.'" The tester elaborated further on how the agent attempted to steer her away:

She was constantly laughing and mocking the unit, as I went to check the bedrooms she continues on saying that it really wouldn't be safe for me here, and about the single men lurking about and about how I would be the minority in the neighborhood. As we were exiting the unit Sara told me of her boss Dierdra Stanley 447/555-58051, who had hundreds of units that Sara would be happy to rent me, just not this one. She even went as far to say 'I know it's illegal, but I can't put you in a place like this.'

For comparison, the Latina tester was shown the property. She too was steered away, though not as bluntly as the White tester:

She asked why we were interested in that particular property and I said the price was what had attracted us to it. We went outside and she said it may be better to look at other properties that she had or that more specifically another lady that she was working for had because this is one in particular was not safe. She said that for a couple of college students (especially being girls) as ourselves that this was not the best place to live. She offered other apartments and even some houses.

Table 23 - Rental Differentials

Test	White	Hispanic	African American	Difference
201	\$699	\$675	-	\$24
204	\$615	\$580	-	\$35
205	\$720	\$700	-	\$20
304	\$655	\$605	-	\$50
402	\$793	\$750	-	\$43
404	\$400	\$425	-	(\$25)
605	\$599	\$585	-	\$14
705	\$669	\$699	-	(\$30)
805	\$625	\$670	-	(\$45)
903	\$400	-	\$420	(\$20)
904	\$655	-	\$695	(\$40)
1202	\$510	-	\$480	\$30
1203	\$525	-	\$495	\$30

Costs

Differential costs of the rent or deposit quoted to testers for comparable housing may be evidence of misrepresentation, differential pricing, or steering. These differences may be used

either to lure a desired group or discourage application from an undesired group. Of 42 valid pairs of tests, there were 18 cases that resulted in differential costs for the advertised property (42.9% of paired tests).

Fourteen (14) cases showed differences in the rent (See Table 23). In the Hispanic - White tests (n=10), 4 cases favored White testers with a lower rent and 6 cases favored Hispanics. Of the four African American - White tests, 3 favored African Americans and only 1 favored Whites. Differences were no greater than \$50 a month, averaging only \$29 a month. Seven (7) cases showed differences in the deposit (See Table 24). In the Hispanic - White tests (n=5), 3 cases favored White testers with a lower deposits, while 2 cases favored Hispanics. Of the 2 African American - White tests, both favored Whites. Differences were as much as \$685, averaging \$235.

Table 24- Deposit Differentials

Test	White	Hispanic	African American	Difference
302	\$200	\$25	-	\$175
303	\$235	\$555	-	(\$320)
404	\$200	\$425	-	(\$225)
702	\$300	\$465	-	(\$165)
805	\$235	\$200	-	\$35
1105	\$685	-	\$1,370	(\$685)
1201	\$650	-	\$685	(\$35)

Information

The extent to which partners received comparable information regarding credit reports and background checks was also tested. There were 12 tests with discrepancies in reporting of whether the credit check was required. In the Hispanic - White tests (n=10), 9 cases favored Hispanic testers with no credit report. Of the two African American - White tests, one favored the White tester and the other favored the African American tester (see Table 22). Similarly, 9 tests showed discrepancies in reporting of whether a background check was required. In the Hispanic - White tests (n=6), 2 cases favored Hispanic testers with no background check while 4 favored Whites. Of the 3 African American - White tests, all favored the African American

testers (see Table 22).

Encouragement

Encouragement, or the extent to which agents encouraged testers to complete the transaction, was measured by whether testers were invited to complete an application and/or whether they were invited to take an application with them. There were 12 tests with discrepancies in reporting of whether they were invited to apply. In the Hispanic - White tests (n=10), 9 cases favored Hispanic testers being invited to complete an application on site. Of the two African American - White tests, both favored the African American testers (see Table 22). Similarly, 11 tests showed discrepancies in reporting of being invited to take an application home to complete later. In the Hispanic - White tests (n=7), 2 cases favored Hispanic testers, while 5 favored Whites with invitations to take an application. Of the 4 African American - White tests, 3 favored the White testers (see Table 22).

GROSS AND NET DIFFERENCES

The simplest measure of the incidence of adverse treatment is the proportion of tests in which the white tester is favored over the minority. However, minority testers may receive better treatment than their white partners so it is necessary to report both the incidence of white-favored treatment and the incidence of minority-favored treatment. These gross measures may overstate the frequency of systematic discrimination. Following Turner et al (2002), I will assume that all cases of minority-favored treatment are attributable to random factors and then subtract the incidence of minority-favored treatment from the incidence of white-favored treatment. In this manner, a *net measure of discrimination* is produced. Yet, the net measure subtracts systematic differences as well, thus understating the frequency of systematic discrimination. For this reason, the net measure will provide a conservative, lower-bound estimate of systematic discrimination, while the gross measures provide an upper-bound estimate.

Table 25 - Gross and Net Measures of Disparity

	% White favored	% Hispanic favored		% White favored	% African American favored	
Access	Gross	Gross	Net	Gross	Gross	Net
Call completed	3.4%	0.0%	3.4%	7.7%	0.0%	7.7%
Advertised available	0.0%	0.0%	0.0%	23.1%	0.0%	23.1%
Visited property	3.4%	3.4%	0.0%	30.8%	0.0%	30.8%
Met with agent	3.4%	0.0%	3.4%	7.7%	0.0%	7.7%
Housing available	0.0%	0.0%	0.0%	7.7%	0.0%	7.7%
Cost						
Same rent?	13.8%	20.7%	-6.9%	7.7%	23.1%	-15.4%
Same deposit?	10.3%	6.9%	3.4%	15.4%	0.0%	15.4%
Information						
Credit report needed	3.4%	31.0%	-27.6%	7.7%	7.7%	0.0%
Background check needed	13.8%	6.9%	6.9%	0.0%	23.1%	-23.1%
Encouragement						
Invited to apply?	3.4%	31.0%	-27.6%	0.0%	15.4%	-15.4%
Take application?	17.2%	6.9%	10.3%	23.1%	7.7%	15.4%

Based on the patterns evident in Table 25 (as well as the previous analyses) we see strong evidence of limited access to properties for African Americans, but not for Hispanic testers. Most significant were the cases where properties were available to White testers but not to the African American tester. The other measures (cost, information, encouragement) are less clear. African American and Hispanic testers were given quoted lower rental prices but greater deposits. They were less frequently told that a credit check would be needed. Hispanics were more often told a background check was required than the corresponding White tester. Yet, African Americans were less likely to be told a background check was needed. Hispanic and African American testers were more frequently invited to apply for renting while on-site, while Whites were more likely to be invited to take an application with them. These differences leave much room for interpretation and conjecture, though the limited access to properties experienced by African Americans was very clear.

Conclusions

Disparate Treatment

This report has documented through several types of analysis the disparate treatment of potential renters on the basis of ethnic/racial characteristics. While no one case is conclusive evidence of racial discrimination, the preponderance of evidence indicates differential access to properties, unequal rental or deposit costs, dissimilar information, and differing kinds of encouragement. Anecdotal evidence of steering, discouragement, evasion, misrepresentation, withholding information, differential screening, and refusal to do business with non-Whites has been seen.

Differences began with pre-visit phone calls. Only 43.8% of African American testers were able to set appointments as compared to 50.0% of White testers and 54.8% of Hispanic testers. Limitations to visits were also disproportionately found in tests involving African Americans. In two tests (one African American the other Hispanic) auditors were unable to meet with an agent at the property. Visits ranged from as short as 5 mins to as long as 1 hour and 45 mins. On average, visits lasted 27 minutes. African American testers reported shorter visits of 22 minutes on average while Hispanic testers were at the property for 28 minutes and Whites for 29 minutes. More frequently (37.9% of tests) Hispanics were asked about family size. Only 13.6% of Whites, and 9.1% of African Americans were asked. Likewise, 18.2% of African Americans were asked about length of employment while only 6.8% of Whites and 3.4% of Hispanics were asked. Three-fifths of Hispanics (61.3%) and Whites (62.5%) were invited to take an application with them as compared to only a quarter (25.0%) of African Americans. Most significantly, eight (8) paired-tests (19.1 % of all valid paired-tests) resulted in unequal access to the property; 5 of the 8 who lacked access were African-Americans.

In George Galster's (1990) comprehensive review of studies of housing discrimination he notes that racial steering usually takes one of two forms: (1) an agent (usually, but not always, White) directs minorities to properties in areas that are predominantly minority, or (2) an agent

withholds information from White clients about properties in neighborhoods that have significant numbers of minorities (Galster 1990; Fischer and Massey 2004; Galster and Godfrey 2005). An important methodological caveat is that, when testing for discrimination, this second form of steering can result in Whites being shown *fewer* properties, thus being *measured* as *favorable* treatment for the minority, even though this type of action is linked to the perpetuation of segregation, and its *impact* is *unfavorable* to minorities (Ross and Turner 2005; Turner et al 2007).

Much like Galster's description of steering in the real estate market we have seen in this report a pattern of steering occurring in Greensboro's rental market. White testers making inquiries of properties in historically African American communities were often told to "dive by" before making an appointment to view the property. In at least one case (test 203) we saw a tester being told that she should not rent the property because of the neighborhood. Her Hispanic counter-part was also told that the neighborhood may be unsafe, but the level and degree of discouragement was far below that of the White tester. In another case (test 901), the White tester was told on the phone that the area was "mixed" and while not discouraged, was only given a brief tour of the property. The African American tester reported that the landlord was very friendly and accommodating, showing her everything he could about the property and eagerly trying to attract her business. Most commonly though we see Hispanic and White testers privileged over African Americans.

Particularly concerning were the limitations to accessing the properties. Telephone calls were more frequently unreturned for African Americans. They were also told that properties were no longer for rent when White testers, calling after them, found the property to be available. This blatant misinformation was surprising. Further, test 1102 in which the African American tester was told he must submit to screening and be prepared with a deposit in hand while the White tester was shown the property was especially alarming.

Small discrepancies abound but present problems to the analysis. Does the fact that more Hispanics received questions about family size indicate disparate treatment based on the stereotype that Hispanic families are larger? Does the fact that minorities were more often

encouraged to apply on site versus being invited to take an application with them imply that they would have difficulty with the application? Likewise, one wonders if the fact that all testers had profiles that represent middle-class/ professional backgrounds played a role in how Hispanic testers appeared to be courted by some rental agencies. Would this preference have held if Hispanics had little or now education or were of working class backgrounds?

Areas for Further Study

Differential treatment begins with the pre-visit phone call. Recent telephone tests conducted by the National Fair Housing Alliance showed that minority callers were less likely to be told about available housing, less likely to have calls returned, and less likely to be furnished with the same information as white callers (NFHA 2006). One area for further study would be the telephone test. A well-structured, statistically generalizable survey of properties could be conducted with accented callers. This has been found to be a reliable and affordable way to conduct a large number of tests without the complications of the field tests.

Further study is also needed with Hispanics, African Americans, and Whites using working class profiles. It is believed (based on reports from community advocacy groups) that discrimination is occurring with Hispanics, however, this study used bilingual, professional members of the community who may be atypical of the recent migrants from Mexico and Central America. It would be informative also to use a broad selection of immigrant communities to include Vietnamese, Montagnard, Liberian, Sudanese, and other well-represented groups from the area.

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APPENDIX A - TESTER TRAINING MANUAL



THE UNIVERSITY of NORTH CAROLINA
GREENSBORO

FAITHACTION INTERNATIONAL HOUSE
A CENTER FOR CROSS-CULTURAL
LEARNING & SERVICE



Tester Training Manual

Discrimination in Immigrant Housing: A Pilot Project in Greensboro (DIH)

Stephen J. Sills, PhD - Principal Investigator
Ms. Elizabeth Blake - Testing Coordinator
Department of Sociology



Greensboro Housing Coalition

Advocating for decent housing for low and moderate
income people and those with special needs.

Fair Housing Division of the Human Relations Department
City of Greensboro North Carolina



Background Information:

The goal of the proposed study is to identify the extent and types of rental discrimination experienced by Hispanic immigrants in Greensboro and to provide pilot data for future projects involving the broader immigrant community. The project will employ the common methodology of paired-testing. Paired-testing has been used as a tool for detecting and documenting individual instances of discrimination for more than thirty years. To date there have been no systematic studies of Fair Housing Act violations against migrants in the Greensboro area and few nationwide that have included small to medium sized Metropolitan Statistical Areas (MSAs) though these areas represent the some of the most quickly diversifying places in the country.

The findings from this project will also be important to the community partners involved: the Fair Housing Division of the Human Relations Department of the City of Greensboro, the Greensboro Housing Coalition, and the Immigrant Assistance Center of FaithAction International House. These partners will use research findings to (1) develop literature that clearly informs landlords of their responsibilities under the Fair Housing Act, (2) educate potential renters of the types of discriminatory activities they may encounter, and (3) lobby for protection of immigrants in the pursuit of housing. No enforcement will occur as a direct result of the research, though findings may help to tailor future enforcement activities of the Fair Housing Division of the City of Greensboro.

Acknowledgement

This project has financial support from the Department of Sociology at the University of North Carolina Greensboro and the UNCG Office of Research and Public/Private Sector Partnerships. Community partners include the Fair Housing Division of the Human Relations Department of the City of Greensboro, the Greensboro Housing Coalition, and the Immigrant Assistance Center of FaithAction International House. These partners have assisted in the design of the project and the recruitment of research assistants (rental testers). Additional technical assistance has been provided by the National Fair Housing Alliance. Testing materials and forms have been adapted from those of the National Fair Housing Alliance and the HUD Housing Discrimination Study 2000 (HDS2000).

Research Confidentiality Agreement

FOR RESEARCH INVOLVING HUMAN PARTICIPANTS

I _____ understand that I have agreed to participate as a research assistant in a research study called **Discrimination in Immigrant Housing: A Pilot Project in Greensboro (DIH)** IRB # 067194 which is being conducted by Dr. Stephen J. Sills of the Department of Sociology at the University of North Carolina Greensboro and sponsored by funding through the UNCG Office of Research and Public/Private Sector Partnerships.

I understand that in the DIH study, research assistants will be assigned to pose as prospective renters for the purpose of gathering information about housing market practices. I agree to complete the training required for DIH assistants. I agree to follow the procedures and guidelines presented in the Training Manual for DIH assistants and in the training session. I agree to conscientiously carry out research assignments and I will adhere to the research standards that have been established for this project.

Following the completion of each test visit or phone call, I agree to provide a complete, detailed and accurate report of my experience in accordance with established procedures. I also agree that I will not maintain any independent record of my experiences or copy any completed forms or materials for any purpose.

I agree not to discuss or disclose any of the content or personal information contained within the data, forms, notes, or other research records with anyone other than the Principal Investigator, Stephen J. Sills, the Testing Coordinator, Elizabeth Blake, or in the context of the research team. I agree to maintain confidentiality at all times and to abide by the [UNCG Policy and Procedure for Ethics](#) in Research and the [UNCG Policy on the Protection of Human Subjects in Research](#).

Date: / /

Signature

Principal Investigator

To be completed by all members of the research team with access to personal data on human research participants.

File a copy with the PI.

Housing Discrimination and Fair Housing Law

The Federal Fair Housing Act² was passed days after the assassination of Martin Luther King Jr. in 1968. Today this act, and its amendments, protect renters and home buyers from unequal treatment on the basis of race, color, religion, sex, national origin, familial status, and handicap. With very few exceptions, all units are covered under Federal laws. There are some exemptions for owner-occupied units where the owner is renting out one unit only. There are also some exemptions for boarding house-style units where the kitchen and bathrooms are shared. The law applies to all transactions and dealings with housing providers, mortgage brokers, homeowner's insurance agents, and anyone else engaged in the sale or rental of housing. Discrimination is illegal in all housing-related activities, whether it occurs during the searching stages, when the tenant is currently in the unit, or when the tenant is leaving or has left the unit. Under Federal Law, there are 6 protected categories. Examples of Fair Housing violations include:

- Race / Color – An African-American client who arranged a rental by phone from another city. When she arrived at the unit on the move-in day the landlord took one look at her and said there was no way she could rent the place.
- Religion – While the number of cases filed since 1968 alleging religious discrimination is small in comparison to some of the other prohibited bases, an example may include: A landlord receives a complaint from a tenant who claims a Muslim tenant is "having a group of about five or six other Muslim men over to his apartment every Monday night." The tenant claims "the men appear unfriendly" and thinks they may be "up to something." However, the tenant's visitors do not disturb the other residents in their peaceful enjoyment of the premises. A landlord could be accused of religious discrimination if s/he asks the tenant to refrain from having Muslim guests when there is no evidence of any violation of established property management rules.³
- National origin – A Marin County Fair Housing study revealed that people with Hispanic accents are discriminated against over the phone in 55% of cases.
- Sex/Gender – Many advertisements on Craigslist will state "Females preferred." This is illegal.
- Disability –A woman with a bad knee was denied her request for an accessible parking space so that she didn't have to climb a set of 16 stairs every day. They refused the request continually for 3 years and the client ended up having to get a knee replacement. The case went to a jury trial and was settled for \$1 million.

² Text of the Fair Housing Act is available at <http://www.usdoj.gov/crt/housing/title8.htm>

³ <http://www.hud.gov/offices/fheo/library/sept11.cfm>

- Familial status –It is illegal for a landlord to steer a family with children away from second floor units out of fear for their children falling off the balcony. It is also illegal to set overly restrictive occupancy limits.

Housing is quickly emerging as a battleground in the social debates and struggles around immigration. While there is good evidence that the rates of discrimination have decreased for African-Americans since the early audit studies of the 1970s and 1980s, they have remained constant or even risen for Hispanics. Findings from the Department of Housing and Urban Development (HUD) show that Hispanic apartment seekers are being told that rental units are unavailable when they were available to non-Hispanic white applicants. They are also being quoted higher rents than Whites for the same units. In addition to being illegal, housing discrimination, “raises the costs of housing search, creates barriers to homeownership and housing choice, and contributes to the perpetuation of racial and ethnic segregation” (Turner and Ross 2003: ii).

The City of Greensboro has a Fair Housing Ordinance that protects people from discrimination in housing based on race, color, national origin, gender, handicap (physical and mental disability), and family status (families with children under 18 including single parents, adopted children, and pregnant women). It is illegal for anyone to discriminate in any public or private residential real estate transaction, including buying, selling, renting, financing, and advertising. If housing discrimination is found, the law provides for an award of monetary damages to the victim or an order stopping the discrimination.⁴

⁴ <http://www.greensboro-nc.gov/Departments/Relations/fairhousing/>

Fair Housing Testing

Fair housing testing (AKA paired-testing or audit studies) is a controlled method to determine differential treatment in the quality, content, and quantity of information and services given to home seekers by real estate agents, leasing agents, banks, insurance providers, appraisers and others in the marketplace. A test is a simulation of a housing transaction used to compare the treatment of one home seeker to another to determine if there are violations of fair housing laws. The technique of testing involves the pairing of individuals, similar in relevant respects except for the variable being tested (e.g., race, familial status, disability). After the conclusion of the contact or visit, the experiences of the two testers are compared to determine whether the alleged discrimination against the person representing the testing variable exists.

Audit studies are especially important as they unearth the factors that raise and lower the degree of discrimination. For example, in telephone audits where speakers of white middle-class English, African American-accented English, and African American English Vernacular called to inquire about listings, Whites were more likely to be favored over African American auditors (Massey and Lundy 2001; Fischer and Massey 2004). In a meta-analysis of more than seventy local fair housing audits conducted in the 1980s, Galster (1990) found that minority auditors had a one in two chance of being discriminated against. The audit methodology has also been used to measure the prevalence of discrimination across the housing market as a whole (Galster 1990; Turner, et al 2002). The 1977 Housing Market Practices Study (HMPS), the 1989 Housing Discrimination Study (HDS), and the most recent series of studies entitled the Housing Discrimination Study 2000: Phases I-IV (HDS2000) all found significant levels of discrimination in both rental and sales markets of urban areas.

Testing Guidelines and Procedures

Maintain confidentiality about testing activities. Testing is a confidential process. Testers should not discuss their testing experiences with anyone, including other testers, unless authorized to do so by the testing coordinator. Testing may reveal little about the policies or practices of a particular housing provider if that housing provider learns in advance that he or she is being tested.

Put aside personal interests and tastes while testing. Testing involves acting the role of a home seeker. No matter what type of housing testers are assigned to inquire about, interest in that housing should be conveyed to the housing provider. Show the housing provider that you are genuinely interested in finding a place to live. Also, be polite and courteous and don't argue with the housing provider. *For example, you may be shown a very ratty unit that is very unclean. You might never consider living in said unit, but keep in mind that you are acting and will not be living in that unit. Remember the slogan: "Always Interested, Never Committed."*

Keep an open mind about test results. Testing is an objective process that is used to investigate housing practices. Testers are asked not to make conclusions about the treatment they receive on a test. A tester generally doesn't know if he/she was treated differently than someone else.

Preparing for the Test

Before placing your initial appointment call, take time to review the test instruction; don't add to or deviate from the instructions. Testers need to thoroughly familiarize themselves with the information on a test instruction before any test is conducted. When in doubt, check with the testing coordinator or the principal investigator. Testing is a controlled process.

Dress appropriately for the test. Common sense should be used in determining suitable attire for a test. Testers should not wear political buttons or badges that the housing provider might find objectionable. The idea is that we don't want them to like you any more

or less on account of your dress. If a tester is uncertain about how to dress for a particular test, he or she should contact the testing coordinator.

Performing the test

Be on time for your appointment. Testers should conduct their tests in a timely manner. If an appointment has been made by or for a tester and, for some reason, the tester is unable to arrive for the appointment on time; the testing coordinator should be notified as soon as possible.

If you made an appointment prior to this visit, please ask to speak with the person with whom you made the appointment to meet. If you are dropping in without an appointment on this site visit, please ask to speak with a rental agent. Express interest in and ask to view the rental housing that was advertised for rent.

Ask about the availability of other rental housing with the same number of bedrooms as the advertised housing. Express interest in and ask to view any rental housing which has the same number of bedrooms, provided that it is within your price range and available when you need it.

If a rental agent informs you that the advertised housing is no longer available and no other rental housing is available with the same number of bedrooms as the advertised housing, ask the agent if any other rental units are available for the time you requested. Express interest in and ask to view any other rental housing that: 1) has at least the minimum number of bedrooms for your household; 2) is within your price range; and 3) is available when you need it.

If, at any time during your site visit, a rental agent recommends other rental units to you, you should express interest in and ask to view any rental housing that is recommended by the agent provided it: 1) has at least the minimum number of bedrooms for your household; 2) is within your price range; and 3) is available when you need it.

Please remember to obtain information about the exact address (including apartment #), number of bedrooms, rent, security deposit, other fees, lease length, which utilities are

included and the dates of availability for any homes or apartments suggested by the agent if this information is not provided by the end of your visit.

If you are told about any homes or apartments that meet your needs, please ask about the application process and find out what amount of money, if any, would need to accompany a completed application, whether a credit check is conducted and, generally, how long it takes to obtain approval on a rental application once it is submitted.

Do not ask for or complete a rental application. If the agent offers you an application, you should agree to take it with you. If you are informed that there is a waiting list for rental housing that you requested, please ask how many people are on the waiting list. If the agent invites you to add your name to the waiting list, you should politely decline to add your name. Lastly, if by the end of your visit the agent has not volunteered his or her name, please ask for it.

Exercise restraint by **not volunteering too much information**. Refrain from volunteering too much personal information, but be responsive to questions from the person with whom you are speaking. Testers should allow a housing provider to solicit information about housing needs and personal qualifications. If on your appointment call you get a landlord's answering machine, do not reveal your profile. Just leave your name and the number of where you can be reached. If you leave your home phone number, be sure that you have a neutral outgoing message on your answering machine and inform your family or roommates that you are expecting a call. If you have to leave a message for a landlord, it is usually best to leave your cell phone number.

Take simple precautions to avoid detection. For example, remove your child car seat if your profile describes you as a single person without a child. Likewise, do not wear a wedding ring if you are supposed to be a single person. Avoid raising the suspicions of a housing provider by making sure that all test materials in your vehicle are concealed during a test.

Testers should not indicate a preference for certain types of housing, housing styles, or particular locations unless these preferences are stated in the instruction or unless instructed by the testing coordinator. Indication of such preferences might inject another

variable into the testing process that the testing coordinator had not intended to include and did not control for when the test assignments were made. *If you are asked about your preferences, please ask to see all available units of the size you're requesting.*

Be observant. Testers should be aware of what he/she sees at the site. It is perfectly natural for persons who are searching for housing to take along a note pad and jot down prices, addresses and other relevant housing information. Therefore, testers are permitted and encouraged to take notes during a test. This does not mean that you should write down word for word the conversation that you have with the landlord. Be reasonable.

No leading remarks. Testers should refrain from making any leading remarks. Testers should not make remarks with the intent of soliciting discriminatory statements from a sales or rental agent. *Do not ask, "Is the neighborhood safe?" or "What do you think of the people in the building?"*

Testers should respond indifferently to unsolicited discriminatory remarks. Testers should react in a noncommittal or neutral manner if an agent offers a discriminatory remark. *For example, "Luckily there are no Puerto Ricans here." Do not say "Gotcha!" or "Could you expand on that?" Try not responding and see if the person continues.* Discrimination, like all prejudice, is often based on stereotypes. In an effort to investigate discrimination, we may ask you to enact these stereotypes. Please do not be offended if we ask you to do so, but also let us know if you are uncomfortable with what we ask. *For example, we may ask you to speak with a Hispanic accent so that we can be sure that someone is aware of your profile over the phone.*

Following the test.

Contact the fair housing testing coordinator as soon as you complete a test. The testing coordinator will ask detailed questions about the test experience. This phone call must be made as soon as you finish a phone conversation or leave a site. If the testing coordinator is not available, leave a complete message on the voicemail with as many details of the test as possible. Drive around the corner. Park. Complete the **Tester Report Form** including the narrative account. The completed test report forms, narratives, and any other documents

need to be signed and dated and should be mailed or delivered to the testing coordinator **within 24 hours** of the test.

A tester may be contacted by an agent following a test to find out if the tester is still interested in the housing. Report all follow-up contact with a housing provider (using the **Follow-Up Contact Form**). Unless otherwise instructed by the testing coordinator, the tester should continue to express interest in the housing to the agent and immediately contact the testing coordinator for further instructions. One of the best things to tell the agent is to say that you are still discussing with your spouse or parents or any other house mate if you have one on your profile. And tell the agent that you will get back to them. *This can be important in situations where landlords are following up with one tester but not with another, and can often involve extra encouragement for the preferred category.*

The Who, What, Why, When, and Where of Narrative Writing

Cathy Cloud, National Fair Housing Alliance

Narratives should contain detailed information about the test experience. They should include the information requested by the housing provider, the responses or volunteered information provided by the tester, the information given by the housing provider, identification of written information provided, etc. This information should be provided in the context in which it occurred, including discussion between the tester and agent about other matters, whether or not related to the housing transaction at issue. It should be comprehensive enough to allow answers to the questions of **who** was involved in the test; **when** events happened on the tests or units were available; **what** information was exchanged and what else happened; **where** the test took place, units were located, houses were shown or suggested; and **why** certain things happened, such as the clubhouse was seen because the tester asked to see it or the real estate agent suggested the tester look at new homes as well as older homes.

The narrative should include what occurred, was said, or was observed on a test. It should not include the tester's judgments or opinions about the people they encountered or the events that transpired. The following are not meant to be exhaustive but illustrative of what should be included in narratives.

First Sentence: Who did you call, date, time, phone number, etc. or
Where did you visit, date, time, address, etc.

Last Sentence: How test ended, what next steps would be taken, how tester
departed, and time test ended

- Who:** did you speak with (name, male, female, accent, title, etc.)
did you meet with (name, title, race, gender, primary physical characteristics, accessories, clothing, etc.)
else did you observe or meet with on the test (other residents, children, other employees, other applicants; include description)?
- When:** did the test phone call or site visit take place? When did the test end?
did you say that you needed an apartment, had a closing date, wanted to buy a home, would be in town, or your insurance policy was up for renewal?
did the agent say units were available, houses could be shown, an inspection would take place, etc?
- Why:** were you there? Did the agent ask what you wanted or did you volunteer what you wanted?
were you given a tour of the complex amenities -- because you asked or because the agent volunteered?
did you provide information about your finances -- because the agent requested the information or because you volunteered it?
did you end up with information in writing (did the agent provide it, did you request it, did you pick it up)?

did you end up seeing new homes instead of the older one you initially called about?
did the agent increase/decrease your price range, if you know?
- What:** information did the agent request from you and what were your responses?
information did you volunteer to the agent and what was the agent's response, if any?
information did the agent provide to you (verbally and in writing)?
other conversation did you have with the agent, either related to or unrelated to the housing transaction at issue?
next steps did you agree to take?
- Where:** did you meet with the agent?
did you see available apartment units (describe what you saw and identify numbers)
were the homes located shown to you by the agent?
were the homes located suggested to you by the agent?
were the other persons observed by you on the test?

Sign the narrative and label each page with the appropriate test number. Ensure that the report form contains the relevant information from the narrative.

APPENDIX B - DATA COLLECTION INSTRUMENTS

Date

Test#

Advance Call Form

(Complete One Form for Each Call Attempted)

Person Making Call: Elizabeth Blake – Training Coordinator		
Phone Number	<input type="text"/>	
1. Housing Information:		
Address	<input type="text"/>	
Date Available <input type="text" value="0"/>	Bedrooms <input type="text"/>	Price <input type="text"/>
Is this the advertised unit? <input type="radio"/> YES <input type="radio"/> NO		
2. What are the office hours? <input type="text"/>		
3. Is it possible to drop in and speak with an agent about the available housing or do you have to have an appointment? <input type="radio"/> May Drop-in <input checked="" type="radio"/> Must have Appointment		
4. With whom did you speak?	<input type="text"/>	
5. What was the FINAL DISPOSITION of this call?		
<input type="radio"/> Advance Call Completed <input type="radio"/> Advance Call Not Completed		
Select one of the following: <input type="text"/>		
If other please specify: <input type="text"/>		
Comments	<input type="text"/>	

Test#

5/5/08

DIRECTIONS - The Testing Coordinator will provide you with background for the property and your demographic profile for this test. Please delete this copy and destroy any printouts after completing the assignment.

Rental Testing Assignment Form & Testing Profile

1. Tester ID #:

2. Type of Test Drop In Appointment

3. Complex, site or property to be tested:

4. Address:

5. Telephone Number:

6. Directions:

7. Other information about the property:

Tester Housing Needs/Characteristics (Assigned by Testing Coordinator)

9. How you heard of property: Greensboro News & Record
 Apartment Finder
 www.craigslist.org
 Yes! weekly

10. Size of unit needed: 2 Bedrooms

11. Rent amount: Up to \$ Under \$

12. Text of Advertisement

13. Reason for move: Moving out of home Lease is up

14. Date wishing to move:

15. Other information:

Tester Personal/Financial Characteristics

16. Current Address

17. Telephone number:

18. Current Monthly rent:

19. Number of years there: **2**

20. Persons living in the property:

Name	Relationship	Sex	Age	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

21. Employment/Income Information

Household Member	Employer	Position	Monthly Income	Annual Income	Length of Employment
Self	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	2 years
Spouse	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

22. Other eligibility information:

23. Other instructions:

24. TC Notes:

Test Coordinator: Elizabeth Blake
Telephone: 336- 334-3696

DIRECTIONS - PLEASE COMPLETE THIS FORM THEN CLICK SUBMIT BY EMAIL. LASTLY PRINT A BACKUP COPY TO BE TURNED IN AT THE END OF THE PROJECT. THANK YOU.

Submit by Email

Print Form

Tester Pre-Visit Call Form

Test # _____

(All contacts with agent made prior to any site visit should be recorded on an appointment call form. Complete one form for each call attempted by tester or received from agent.)

Tester ID #:

Property Phone Number

Call Time Date

CALL SCRIPT

This script should be modified as needed to maintain the natural flow of the call. It should be used as a general guide to direct the call and a reference log for important information gathered during the call.

If machine answers:

Hello. My name is _____ . I'm interested in the apartment you advertised in _____ . Please call me back at _____ .

Number of Call Backs Before Speaking to Agent:

=====

If person answers:

Hello. My name is _____ . I'm interested in the apartment you advertised in _____ .

Are any apartments still available? Yes NO

If units still available:

Do you have any two-bedroom apartments?

How much is the rent for that apartment?

Do you have any other apartments available?

What does the rent include?

Heat/AC

Water

Electricity

Gas

How much do I have to put down?

Are there any other fees?

How much are they and what are they for?

How long is the lease? _____

What is the address? _____

How many apartments in the building/complex? _____

Thanks. I'd like to make an appointment to come look at the apartment. (Arrange date and time.)

Note as much of the telephone conversation as possible

1. Was the Appointment Call Completed?

Yes, Appointment Call Completed

Appointment? _____

Other _____

Return form to testing coordinator

No, Appointment Call Not Completed*

Actions _____

Other _____

* If an appointment call is not completed, a site visit cannot be conducted. Return form to testing coordinator

For Test terminated by Test Coordinator Reasons:	
<p>2. When is your appointment?</p> <p>Date <input data-bbox="545 604 782 667" type="text"/> Time <input data-bbox="945 604 1162 667" type="text"/></p> <p>3. Name of person you have appointment with: <input data-bbox="850 709 1170 758" type="text"/></p> <p>4. Location to meet <input data-bbox="664 772 1365 825" type="text"/></p>	
<p>FOR AGENT INITIATED CALL:</p> <p>7. Call was Received By: <input data-bbox="639 911 1037 968" type="text"/></p> <p>8. What was the Purpose of the Agent's Call? <input data-bbox="842 982 1297 1035" type="text"/></p> <p>Other <input data-bbox="826 1045 1305 1199" type="text"/></p>	

Test #

CO	CITY	NUM	FHC

Rental Testing Report Form

- Tester ID #:
- Type of Test Drop In Appointment
- Complex name:
- Address:
- Telephone Number:
- Directions:

Date and Time of Site Visit:

- Date (month/day/year): 8. Day of Week:
- Appointment Time:
- Time (arrival): 11. Time (departure):

12. Information on persons with whom you had contact during your visit [check responses where appropriate]:

Primary Contact	Name/ Position	Race/Ethnicity (check one entry)							Gender		Age Group			
		W	B	H	A	I	O	DK	M	F	18-30	31-45	46-64	65+
<input type="radio"/>	1. Name: <input type="text"/> Position: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	2. Name: <input type="text"/> Position: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	3. Name: <input type="text"/> Position: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	4. Name: <input type="text"/> Position: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	5. Name: <input type="text"/> Position: <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

W=White B=Black H=Hispanic A=Asian I=American Indian O=Other DK=Don't Know

CO	CITY	NUM	FHC

Narrative

Please complete the "narrative" portion of this report. Narratives should contain detailed information about the test experience. They should include the information requested by the housing provider, the responses or volunteered information provided by the tester, the information given by the housing provider, identification of written information provided, etc. This information should be provided in the context in which it occurred, including discussion between the tester and agent about other matters, whether or not related to the housing transaction at issue.

CO	CITY	NUM	FHC

13. Were you able to meet with an agent to discuss housing options? Yes No

If No, why not? _____
 (Note: Stop here and do not complete the rest of the form)

14. How many minutes did you wait to meet with someone (i.e. between the time you were greeted by someone when you entered and the time you met with the agent)? _____ minutes.

15. When you inquired about renting a unit, what did the agent tell you was available?

16. When you asked about the availability of the advertised housing, what were you told [check only ONE box]?

- Housing is available when I need it (SKIP TO 1)
 Housing is not available when I need it
 The agent did not know the status of the housing
 Something else (specify): _____

17. If nothing was available now, did the agent say when something would become available?

- Yes No Agent did not know Not Applicable

If Yes,

A. What will be available? _____
 B. How many units will be available? _____
 C. When would the unit(s) become available? _____

18. When you asked about "similar" housing, were you told that there was anything available?

[“Similar” housing has the same number of bedrooms as the advertised housing, is in your price range, and is available when you need it.]

- Yes No Agent did not know Not Applicable

If Yes,

A. What will be available? _____
 B. How many units will be available? _____
 C. When would the unit(s) become available? _____

CO	CITY	NUM	FHC

19. Whether you asked or the agent offered, were you told that any "other" housing was available? [Other" housing has at least the minimum number of bedrooms for your household, is in your price range, and is available when you need it. "Other" housing also includes housing with a greater number of bedrooms than the advertised unit.]

- Yes No Agent did not know Not Applicable

If Yes,

A. What will be available?	
B. How many units will be available?	
C. When would the unit(s) become available?	

20. Did the agent offer you information about a waiting list?

Other: specify:

21. Were you invited to complete an application during your visit?

22. Were you told an application is necessary before renting a unit?

23. Were you invited to take an application with you?

24. Were you told a credit check is necessary before renting a unit?

25. Were you told a criminal background check is necessary before renting a unit?

26. Were any of the following subjects regarding your needs or qualifications discussed? Include information given on guest card as Agent Asked.

	I volunteered	Agent Requested	Exchanged in earlier phone call	Agent did not obtain
a. Your marital status	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Your family size	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Your income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Your spouse's income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Assets other than income i.e. SSI, Child Support, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Your occupation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Your spouse's occupation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Your length of employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Your spouse's length of employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. Your credit standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

CO	CITY	NUM	FHC

Other: specify:

27. About how many rental units do you estimate there are in the building or complex?

28. How many rental units did you actually inspect?

29. For each unit shown or told about, please provide the following information:

Address/Unit No.	Date Available	Rent	Bedrooms	Vacant	Shown	Told About
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

30. Did the agent mention that any of the following were required? If your answer is yes to any of the following, please describe in narrative.

Requirement	Explain:
Application <input style="width: 50px;" type="text"/>	<input style="width: 100%;" type="text"/>
Credit Check <input style="width: 50px;" type="text"/>	<input style="width: 100%;" type="text"/>
Deposit <input style="width: 50px;" type="text"/>	<input style="width: 100%;" type="text"/>
Lease <input style="width: 50px;" type="text"/>	<input style="width: 100%;" type="text"/>
Confirmation of income <input style="width: 50px;" type="text"/>	<input style="width: 100%;" type="text"/>

Other requirements or fees (parking, laundry, etc.)

CO	CITY	NUM	FHC

31. Did the agent say you were not qualified to rent a unit?

32. Were you referred to any other location or organization for housing?

33. Did the agent say anything about the complex, the tenants, units, etc.?

34. Were there any equal housing signs visible on the premises?

35. During your visit, did the agent comment on or make reference to any of the following:

Race or ethnicity

National Origin, Citizenship or Legal Status

Religion

Persons with disabilities

Families with children

36. During your visit, did the agent comment on or make reference to any of the following:

Fair Housing Laws

Equal Housing Opportunity

Open Housing Ordinance

Anti-discrimination Laws

37. Were you given any information in a written form such as a guest log, etc.?

(If your answer was yes to 31 to 37 please describe in your narrative report)

38. Did the agent make any of the following comments regarding your qualifications to rent?

39. Did the agent suggest that you consider a different rental complex or building than the one in the ad?

If Yes, was the other property managed by the same agency?

40. What arrangements were made regarding future contact between you and the agent [check all that apply]?

The agent said that he/she would contact you

The agent invited you to call him/her

Future arrangements were not made

CO	CITY	NUM	FHC

41. Please describe how the visit ended.

Additional Notes:

I attest that the information provided on this form is true and correct to the best of my knowledge.

Tester Signature: _____

Completed on:

Date ____/____/____ Day of Week _____ Time ____:____ AM PM

DIRECTIONS - PLEASE COMPLETE THIS FORM THEN CLICK SUBMIT BY EMAIL. LASTLY PRINT A BACKUP COPY TO BE TURNED IN AT THE END OF THE PROJECT. THANK YOU.

Submit by Email

Print Form

Print Form
Submit by Email

CO	CITY	NUM	FHC
----	------	-----	-----

Follow-Up Contact Form

Test #

Complete one form if contacted by a property after completing the test. Do not use this form for appointment calls. Notify test coordinator of any contact and forward materials received

1. Tester ID #:

2. Was there any follow-up contact?

- Yes (Proceed to Q3)
 No (return form to Testing Coordinator)

3. Date and time of contact:

Date

Time

4. Type of Contact

- Telephone call to tester at home
 Telephone message
 Postal mail

5. Name of person making contact:

6. Name of agency (if given):

7. What was the stated purpose of the contact? [check all that apply]

8. Describe any materials received:

APPENDIX C - TESTER NARRATIVE REPOSSES

Previsit Call

Other than what has been listed in the script...

- > 1st month's rent is free
- > Trash and Sewer included
- > Gas is not applicable as everything is electric
- > Two models of Two-Bedrooms (2 bath and 1-1/2 bath -- both cost same)
- > Also One-bedrooms available for \$490/mo
- > Representative asked if I was at least 21 years old. I said I was 26.
- > Representative asked when I would want to move in. I responded between 1st and 15th of next month (October).
- > I was told to just come in during their office hours and that they typically take lunch from 2:00 to 3:00 or 3:30, so any time before or after that would be fine. I said I would come in tomorrow (Friday).

In reference to the question "What is the address?"

When I asked this the representative gave me the office address (3016 Church St) and I'm not exactly sure what you're looking for here, so I left it at that.

Visit Report

I arrived at the office in the Greenfield apartment complex (3016 Church St, Greensboro NC, 27344) on Saturday, September 16 at 11:15 am. Before I went in I saw a young white male and young white female talking in the parking lot, then a moving truck driven by a young white male pulled up behind them and the two males greeted and spoke to one another like friends. I then went inside the office, which smelled of smoke, and was greeted by Danielle, the rental agent on duty, and was attended to immediately. (Danielle is a white woman, with a thin build, and short dark hair. She looked to be in her late forties or early fifties, but could be slightly older than that range given the fact that she has grandchildren who came running into the office shortly after my arrival. The lady I presume (I didn't inquire) to be her daughter, or at least daughter-in-law, looked to be in her late twenties.) I told Danielle that I had spoken with Audrey on Thursday and that I had said that I was going to come by on Friday, but I didn't make it because it was raining all day. I said that I figured they wanted to walk around in the rain about as much as I did, which was probably not at all. She then asked me how many bedrooms I was looking for and I told her "two bedrooms." She gave me a pamphlet with the floor plans and asked me if I needed a washer dryer hook-up. I said, "not necessarily." She told me that out of the two types of two-bedroom apartment, the one and a half bath had hook-ups but the two bath didn't. She asked me when I was wanting to move and I responded, "between the 1st and the 15th of next month (October)." She

asked if Audrey had told me about the rent special, which is 1st month's rent free. I said, "yes." Then I asked Danielle to remind me about the deposit. I said that Audrey had told me but I forgot. She said what Audrey said, that it is \$100 if I have excellent credit and the equivalent of a full month's rent if not. She also mentioned, as Audrey did, that the lease was for 13 months. I said, "I don't have excellent credit, but it is in the good range." Then she asked me if I live in town currently. I said, "yes." She followed up with asking me where I live. I told her, "off of Stream Trace Rd." Then two young, female, latina (I think) children came in to the office and the older of the two (approx. 6-8 yrs.) said that their mom had sent them to say that the kitchen sink was clogged up. Danielle asked if it was just the disposal side or if it was both sides. The older child said that it was one side. Danielle said to tell their mom to just not use the clogged up side until Monday when they could fix it. This preceded in time the entrance of the grandchildren. Between those two interruptions, Danielle asked to make a copy of my ID. I consented.

Then Danielle and I left the office and walked to the next unit over to view the two-bed, two-bath model unit. I was only shown the model unit and didn't press to see an actual available unit. On the way to the model unit, Danielle said that there were two pools and two laundry facilities on the property. She also said there was a lake and asked if I liked to fish. I said I wasn't much of a fisherman. Then she asked where I worked. I told her that I was an adjunct professor at GTCC and I was working on my Master's at University of NC Greensboro (UNCG) and that I was working there because UNCG doesn't give their Master's students any money. When we got to the door of the model unit she asked if I would be the only one living here. I said that I was married. Then she asked if I had any kids. I said, "no, and hopefully not for quite a while." She asked how long we'd been married. I said, "a year." She replied, "Oh so you're newlyweds, well, you've got plenty of time to think about that." Then she said that my wife must really trust me to be out looking at apartments without her. I was shown the model fairly quickly (approx. 5 min.) with some passing comments about the nice size of the bathrooms and closets. After I had seen everything she asked me what I thought and I responded that I was still shopping. She asked if I would like to take an application with me. I said, "sure."

We then left the model unit to go back to the office. Danielle asked me which GTCC campus I worked at and I told her Jamestown. She said, "that's quite a drive." I shrugged my shoulders and made a guttural "eh" noise. She then asked where my wife worked and I told her Sears. She inquired, "so at Friendly Center?" I said, "yes." We got back to the office and she gave me an application and a "qualifications" sheet. I asked, "How does the credit check work? You check my credit after I turn in an application right? I just wanted to make sure, since I'm shopping around, I don't want a bunch of hits on my credit report because that will denigrate it." (Yeah, Yeah, I know that's the wrong word. My brain just spit that out instead of "degrade," which would've been more appropriate. I don't think she noticed though.) I thanked her, shook her hand, and left.

In the parking lot upon my departure I saw a Hispanic family [1 male (early thirties), 1 female (early thirties), 1 small child (1-2yrs)] get out of the vehicle next to mine and go into the office. The male was carrying the child. I then pulled out of the parking lot at 11:35 am.

Previsit Call

I CALLED ON W SEPTEMBER 12 AT 11:10 AM. A WOMAN ANSWER. SHE TOLD ME HAS DIFFERENT APARTMENTS TO SHOW, THERE IS A 12 MONTHS LEASE AND THEY HAVE A PROMOTION, FIRST MONTH FREE. SHE DID NOT ASK ANY QUESTION ABOUT ME AND WE FIXED AN APPOINTMENT WITH THE AGENT DANIELLE THIS SATURDAY SEPT.15 @ 3:30 PM.

Visit Report

There is a complete 'narrative' portion of this report on page 22. I think the visit was good. I did not feel discriminated. Since I am a "Greensboro City Schools teacher" it gives respect and stability. I was surprised when the agent asked and copy my driver license because there is my real address. Sometimes people don't change the address and maybe they can think this is my case. I was polite too and I knew this is a family business. They are not like the owners but they run the business. I notice it would be harder for undocumented folks because in that case they have to pay more down payment.

Previsit Call

I introduced myself and asked about coming to see two-bedroom apartments. The agent, Danielle, responded that no appointment was necessary and that there would be two styles of two-bedroom apartments available on October 1. She described one style as two bedroom two bath, without washer-drier hookup, and the other as two BR 1.5 bath, with washer-drier hookup. She said that if I dropped by she could show me a model of one of those styles. When I asked about rent, Danielle quoted me a rent special for 13-month lease: \$590/mo and October's rent free. If want shorter lease, regular rent of 640 would apply. Shortest lease is 6 months. Security deposit is \$100 "if you have excellent credit" and one month's rent otherwise.

Visit Report

I arrived at 11:15 at the Greenfield complex, and drove around trying to find the rental office. While I was driving around I noticed that the only residents I saw were African American (only three or four people). While I was driving around I went over two speed bumps that were broken down.

When I found the "information center" I noticed a red-and-white plastic sign stating "must be 21 to rent." I went in and walked through a large foyer to the office, where there were two white women working. I introduced myself and said that I had called yesterday about a two-bedroom apartment. One of them introduced herself as "Audrey" and said she would "just need to photocopy a picture i.d." Audrey was tanned, with shoulder length hair, and was wearing an open-backed top. She appeared to be in her twenties, probably early twenties. I asked if there was a bathroom I could use, and she pointed me in the right direction. The bathrooms were poorly lit, had no hand towels in the dispensers, and like the rest of the building, smelled of stale cigarette smoke.

When I returned, Audrey was on the phone, and at another staff person's desk in the large office, there was another young woman (could have been another prospective renter or a tenant) sitting in the chair apparently waiting for the other staff person. This person was a white woman with long curly blonde hair and looked to be in her early twenties. After about a minute on the phone, Audrey hung up and I handed her my school id as I had forgotten my driver's license at home. She handed me a brochure that contained diagrams of two two-bedroom floorplans, and told me that the model was the two-bedroom-two-bath floorplan, but that both floorplans would be available on October 1.

Audrey took me to the model apartment where she showed me around. The first thing she said was that the carpets in the actual apartment would be "newer than this." The model apartment (like the information center) smelled like stale cigarette smoke. She

pointed out the different features of the apartment to me, such as the open bar between the kitchen and eating area, the closet space, and the size of the bedrooms. She described the differences between this one and the other type of unit. She told me that out of the two two-bedroom options, this was the one that she liked better if she had to choose. The tour was quick, but sufficient. Audrey was cheerful and friendly. Audrey was tan and had tattoos on her back (shoulder blade area) of what appeared to be Chinese or Japanese characters.

Back at the office, Audrey asked whether I would be filling out an application or taking one with me. I responded that I would take one with me. She told me again of the rent special (see pre-call form narrative - she recited it word-for-word the same as on the phone). Back at the office she gave me her card paper-clipped to an application, and we said good-bye. I left at 11:30.

36966
Hispanic

201

Previsit Call

September 17, 2007 – 4:30pm
Tester ID # 36966
Test # 201 H

As soon as I said that I was interested in the apartment they advertised in Apartment Finder, Lisa, the attendant, asked me what size. I said two bedrooms and she said U\$675,00.

I asked what was included in the rental cost and she said that nothing is included; I have to pay for cable, electricity, gas and everything.

After that I asked if there is any other unit available and she said no. Following she said that her company is not responsible for any other unit.

I asked the lease length and she said 12 months. I asked if there is a 24 months lease and she said no.

I asked about others fees and she told about the U\$100.00 administrative fee and U\$35,00 application fee. I asked if I have to put any money down and she said about the U\$250,00 deposit. I asked when these fees have to be paid and she answered that it is with the application process.

I said that I would like to see the unit and she asked when. We set up a meeting and she gave me the address and directions.

Visit Report

September 18, 2007
Tester ID 36966
201h
Narrative

I first schedule the meeting to September 18 at 3:00 but then, I called the office to reschedule it. When I called to try to make a new appointment, Beth answered the phone and she was very open to change the time. She said she would be there at the apartment building and I could be there at noon.

I arrived at the complex (High Ridge Apartment Homes located at 4022 Granite Rd.) at 11:55am for my 12:00pm appointment. I parked the car in front of the clubhouse and I walked in the clubhouse. I picked up a flyer outside with the apartment draws. I walked down a small hallway and saw the office on my left hand side. It was a one room office with one table, two chairs, one small refrigerator, and a bookcase.

As soon as I walked into the room, the lady behind the desk stood up and greeted me saying: "Good morning. Are you Tami? I'm Beth, nice to meet you". Beth is female, about 5'3" feet tall, has gray and short hair, and she looks to be about fifty.

She told me to take a seat and she got a piece of paper and asked how to spell my name, asked my phone number, and asked what I was looking for. Two bedrooms, I said. She said: "I hope I can help you. I am new here but I will do my best. At really, today is my second day working". Then she asked my address and I told the street name. She kept looking at me waiting for more information and I said: "That is enough, isn't it?" She said yes. She asked to see my driver's license and I told her it was in the car. She asked if I was going to live by myself and I said yes. She said that she will also show me the one bedroom apartment. She asked when I was planning to move in and I said that it was between September 20th and October 1st.

We left the office and she showed me the fitness center, inside the clubhouse which has five equipments and the laundry room. The laundry room is outside the clubhouse but very close to it and has two wash machines and two dry machines.

Then we walked across the parking lot to a three store building. The building is located at number 4022 Granite Rd. We walked up one flight of outside stairs to the 2A apartment.

When Beth unlocked the door I realized that it was a model apartment. I looked around the dining room, the kitchen and the utility area, and the living room. All furniture looked like new and so the appliances. I then walked to a master bedroom and I saw the walk-in closet and the bathroom. Again all furniture, bed sheets and decorating items looked like new. The master bedroom contained a double size bed and a dresser. In the walk-in closet there were 4 frames on the floor. The bathroom had a bathtub, a small sink and a toilet. I walked in to the balcony and saw the storage room. Then I saw the other bedroom which has one single bed and a wall closet with sliding doors. The social bathroom had a bathtub, a sink, and a toilet also.

I asked Beth how much the rent was for that unit. She said \$675.00. And she continued saying that if I have a good credit I wouldn't have to pay the security deposit and in case I move in before October first 2007, I wouldn't pay for the rent during the September days; my rent will start only on October first.

Previsit Call

Lisa said they are running a one-person office so must make an appointment sounded like African American female somewhat older

Visit Report

I arrived and found the door to the office locked. I knocked on the door and a woman opened it and apologized saying that she thought she had unlocked it when she came in. She introduced herself as Beth and said that she didn't want to shake my hand because she had a cold. She was a African American woman of short, somewhat heavy-set stature, with close-cropped, slightly graying hair. We sat in the office and she confirmed with me that I was interested in the two-bedroom. She asked for my drivers license, and began filling out an information card on me, and asked several questions including my desired move date, my price range, my address, where I worked, and whether anyone else besides me would be living in the apartment. She also gave me a paper with diagrams of two floor plans and various features and fees listed. She stated that there were some rent specials, with the one-bedroom reduced from 599 to 575, and the two-bedroom from 699 to 675. We then went out to look at the apartments. We walked through a parking lot in which an older African-American man was working on a PT Cruiser car, and Beth called out to him by name and they exchanged friendly words. Across the parking lot from this man was a Hispanic woman cleaning a Honda CRV with the car doors open and the radio set at rather a high volume playing Latin music. Beth said to me "she should probably turn that down." We walked on and climbed the outdoor stairs to a model two-bedroom apartment, which was furnished nicely and clean. She showed me around, and then went to view a one-bedroom (I had not asked to see a one-bedroom). The one-bedroom apartment was empty of furniture, and it smelled strongly of stale cigarette smoke. Beth commented on the cigarette smell, and then pointed out the features of the apartment. On our walk aback to the office, she told me that she was going to ask the lady washing the car to turn down the music. She walked over to her and spoke to her (out of my hearing range). As we walked away, and the volume of the music remained the same, Beth glanced over to the man she had previously spoken to (and who was watching the situation fro his car) and said "What can you do?" and shrugged her shoulders. She mentioned to me that if she didn't turn it down she would have to speak to the manager. At that point, Beth glanced back at the woman, at which point a small boy (presumably the woman's son) was crawling up into the drivers seat and switched off the radio. We walked the rest of the way back to the office, talking about the weather. Back at the office she asked me if I had any questions, and told me that I could call her if I needed to, and then I left.

Previsit Call

Other than what is already noted...

> I think you should expand the range of response for the window relative to the question "How much is rent for that apartment?" Aaron, the rental agent with whom I spoke, said the price listed in the apartment finder was probably incorrect and that two-bedroom apartments can range from \$640 to \$700 depending on a number of features (e.g. lake view, fireplace, balcony, et cetera). In the window above I could only enter numbers and one period, so I couldn't indicate a range, which is the information that I was given upon inquiring about price.

> 6 month leases entail a \$25 per month premium. 12 month leases do not.

> In addition to water, as noted above, sewage and trash pick-up is included in the cost of rent as well.

> I changed the phone number listed at the top of the form to the correct number.

> Aaron asked when I was looking to move in. I told him between the 1st and 15th of next month (October).

> Aaron also asked if he could get my phone number to let me know if any specials come along. I sidestepped that and said that I'd like to come by and take a look at what's available. I shall do so tomorrow morning.

Visit Report

I arrived at the leasing office of Arlington Trace Apartments at 10:07am on 09/22/07. I was greeted and immediately assisted by Nicole, a young (mid to late twenties), slender, African American female. I introduced myself and said that I had called yesterday (09/21/07) and spoke with Aaron about availability and that I was interested in seeing what was available. Nicole asked how many bedrooms I was looking for. I replied, 'two.' Then she asked when I needed to move in. I replied, 'between the 1st and 15th of next month' (October). She then showed me the floor plans and explained, as Aaron did previously, that the prices ranged depending on the optional features, which include: fireplaces, built-in bookshelves, lake views, patios, and balconies. She also informed me that there were two different types of two-bedroom floor plan, which varied on the size of the bedrooms. In the standard floor plan the bedrooms were 10'5" X 11'2" and 9'10" X 11'1" for the master and second bedrooms respectively. The deluxe floor plan had

bedrooms that were 13'5" X 14'2" and 12'0" X 14'1" for the master and second respectively. Nicole asked what kind of features I would be interested in. At first I shrugged in an I-don't-really-care sort of way, but I could tell that she really did want an answer. So, I said that I thought that ground floor would be better and that I needed all the space for books that I could get so a book case (which comes with the fireplace) would be nice, but that I didn't really care one way or the other about having a lake view. Based on my response she laid out three options (written down on a sticky note): Deluxe Ground-floor Two-bedroom with fireplace and bookcase (\$670/mo), Standard Ground-floor Two-bedroom with fireplace and bookcase (\$650/mo), and Standard Two-bedroom with no optional features (\$640). She noted that there is a \$100 deposit (which will hold a particular apartment for 1 month), a \$50 administration fee, and a \$45 per person over 18 application fee. I asked if there were any other fees. She said, 'no.' I asked if there was a credit check. She affirmed. I asked if there were any other checks. She said that there is a criminal background check and me if I rented currently. I said, 'yes.' She said that there was also a rental verification check. Next, she asked if Aaron had already taken down my information. I said, 'no.' She asked for my ID. I gave it to her. She asked if the address was current. I said, 'no.' She asked what the current one was. I told her, '750 Crowne Blvd, Greensboro, 27517.' She asked for my phone number. I gave it to her. She asked where I had heard about them. I said, 'the Apartment Finder.' She asked if I had any pets. I said, 'no.' She asked if any other people would be living there. I said that I was married. She put all of this information into a database, kept my ID and said she would give it back after we had come back from viewing the model. Somewhere in all that, I'm not exactly sure of the sequencing, Nicole told me that we had to make 3 times the rent and that if not we had to have a cosigner that made 5 times the rent. I said, 'that won't be a problem.'

On the way to the model Nicole informed me that the complex had recently come under new ownership and that there were extensive ongoing remodeling projects. The Deluxe version of the two-bedroom apartment was only one of them. Insofar as other interior remodeling, they were working on revinyling the kitchens and bathrooms and replacing the kitchen countertops and cabinets. Insofar as the exterior, they were repainting, adding coinless laundry facilities to each building, resurfacing the tennis courts, and adding a basketball court and two playgrounds. She also added that they have two pools and five lakes stocked with fish. We arrived at the building in which the model unit was located and Nicole showed me the laundry facility, which currently had two washers and two dryers, but that will subsequently be added onto. We then went to the model unit, which had standard bedrooms and hadn't had any of the remodeling of kitchen, et cetera, done yet, but did have a fireplace and bookcase and was on the ground floor. She let me wander around on my own through the bathroom and two bedrooms. Then we left and headed back to the office.

On the way back Nicole told me that the application process generally takes about 3 days. She then asked if either of us were in school. I said that I was, to which she said that they offer a 10% discount for students. I then noticed that there was a recycling center and made a comment that I was glad that they did. When we got back to the office she wrote some more stuff down on the sticky notes: the dimensions of the

standard vs deluxe bedrooms on one and fee information on another (on that she noted that for the initial fees they only accepted payment forms of money order or debit/credit card, but subsequent rent payments could be made by personal check). She also wrote what the student discount would reduce the rent to for each option on the first sticky note. She gave me an application and said that if my wife wanted to view the model that they were open on Sunday from 1-5pm and that she would be there. She asked if I had anymore questions and I replied, 'no, that was pretty thorough.' I thanked her and left.

Previsit Call

I called the phone number provided on the email, but it was the wrong one. I got the new one from Lisa. On Friday September 21, at 2:54 pm I called to 447-555-6551. Mandy answered and told me there are apartments from \$540. I can come at any time until 5:30 pm and it is not necessary to make an appointment since they always have at least two people there. I said I will go tomorrow (Saturday) during the day. She reminded me to bring photo ID.

Visit Report

I was calling since the beginning of the week to the phone number provided, but was wrong. I got the real one from [another tester] and I called on Friday September 21 @ 2:54 p.m. Mandy answered my call. I say that I am looking for a two bed room apartment. She told me there are plenty of options and I can visit at any time in office hours. There is not necessary to set an appointment since always there are at least two people there. I will go tomorrow Saturday in the morning. She remind me to bring photo ID.

On Saturday September 22 I went to the complex at 11:15. There were two African-Americans. A man and a woman in their thirties. Joseph, the Assistant Manager received me, he was wearing a sport beige T-shirt, brown pants and shoes. He was very polite, we visited the two bed room apartment across the office. It looks a nice and quite place, there is a lot of available apartments (463) there is a big lake and there are all kind of races living there, since the complex is very big. They check criminal background of the residents what make the place very safe. The apartment I visited had two bedrooms, one bathroom, a kitchen and living room. Prices go from \$640 to \$700 and the rent includes water.

It is possible to add some extra features for extra bucks like: fireplace \$10, balcony/patio \$20, larger apartment \$20, lake view \$10. It is necessary a deposit of \$100, an apartment fee of \$45, and administration \$50.

The apartments come with refrigerator, carpets, heating and A/C, each building has laundries, mini blinds, and dishwashers.

In the complex they have swimming pools, tennis courts, fishing lakes, playgrounds, and recycling centers.

If candidates meet the rental qualifications is possible to move before one week.

91657
White

203

Previsit Call

Call log with Sara Peterson:

Thursday 9/20 3:30 left message
Thursday 9/20 6:30 left message
Friday 9/21 called AM no message
Saturday 9/22 AM no message
Saturday 9/22 AM no message

Agent called back Monday AM

She told me I needed to see the place before taking the tour (I understood after making the visit what she meant - she thought badly of the unit and wanted me to drive by it and through the neighborhood before I bothered to go as far as to meet her to view the unit.)

Tuesday 9/25 AM message left (trying to set up visit after ostensibly driving by unit).
Tuesday 9/25 PM message left

Agent returned call Wednesday 9/26 10:30 made appointment for Thursday 4:00 PM

When the agent called me back on Monday, she told me that the aptment was still available and that she had another rental available at 4617 Lily Trace for \$450 a month. The units include stove, dishwasher, and washer-drier connection. Deposit is one month's rent and water/trash/sewer are included.

Visit Report

I arrived at the test site on Peter st. 15 minutes early and found Sara waiting for me. The site was dusty and the sidewalks needed repair. Sara proceeded to show me the apartment, but the key for that unit was not in the door box, luckily she had a similar apartment across town off of Roberts Court Road. We proceeded to the next site (Lily Trace). At Lily Trace began talking how I should get a roommate and find a better place, that she didn't even want to show me the place because she said "I reminded her of her niece, and she would never put her in a place like that." It was hard to proceed from there but I still had her show me the unit. It had a recent notice from being sprayed for roaches, while some still survived on the back of the door. Sara told me that this unit had been recently remodeled and she showed me where the cabinets didn't reach to where the old ones had. She was constantly laughing and mocking the unit, as I went to

check the bedrooms she continues on saying that it really wouldn't be safe for me here, and about the single men lurking about and about how I would be the minority in the neighborhood. As we were exiting the unit Sara told me of her boss Dierdra Stanley 447/555-5805, who had hundreds of units that Sara would be happy to rent me, just not this one. She even went as far to say "I know it's illegal, but I can't put you in a place like this." After exiting the unit Sara was telling me how at State they had a "Help You Rent" that helped students find housing on or near campus, and I should check into that before I rented "a place like this."

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Thursday 9/20 3:30 left message

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Tuesday 9/25 PM message left

Agent returned call Wednesday 9/26 10:30 made appointment for Thursday 4:00 PM.

see next field for testing coordinator's comments

Sara returned my call and asked to speak with me but mispronounced my name. She asked if I was familiar with the Greensboro area. Asked if I was a student. She said she had three main properties that fit what I was looking for and asked about how much I was looking to spend (two bedroom and under five hundred). The first one she mentioned said it was by East Cheverly Rd, Peter St. but it was way out of my way. The second property was Fleming Court, Creekridge Rd. and Roberts Court Rd. it was a two bedroom one bath for \$450 distance was a little closer. The third property was by a Bennett College and A&T for \$650 per person for \$700 per person would include utilities like cable, washer/dryer, microwave and for \$800 per two people also with utilities. The owners of the property have made the apartments nicer. I asked her if she was the owner or if she just referred people to the apartments and said that was helping another lady named Dianne and that she would be the person to talk to because she has over 100 properties and she's a leasing agent. I told her I would think about it and let her know, she said good luck and hoped I would find an apartment closer to UNCG . I called Sara again on September 25 at 12:30PM but no answer just the machine and again I did not leave a message.

On September 27th at 1:45PM I called the property and the phone rang once and Sara's husband answered. I said my name and that I was interested in an apartment that was advertised in the Greensboro News and Record. Her husband said one minute because his wife was busy and could not come to the phone. He took my information for a message for Sara. He asked if I had seen one in particular and I said I was looking around for two bedroom. He said ok and he would give the information to his wife and she would call me back when she got the chance.

When Sara and I connected by telephone, I told her that I was interested in 4302 Peter St. She asked if I was familiar with the area and I said I had heard how to get there in the message. She said I should drive by the apartments to look at the area and the property and see if I like the area and if I do to give her a call back and she would show me the inside and do all the paperwork. There is no application fee and fill out an application plus a \$425 deposit. She said thank you very much and have a great day, bye bye.

Visit Report

I had previously called this property and had left a message the first time I called and later called two more times. No one answered so I did not continue to call. The leasing agent called me back later in the week and I had made an appointment to see the property. I called on the fifth of October at 2:43 P. M. and Ms. Sara answered and I gave her my information again as I had done so previously and we set a date for her to show me the property on Monday October 8th at six in the evening. She recognized my name

and said she would see me then.

I did indeed get to see the property but I arrived late because I had gotten lost so I arrived an hour late but in the course of time I was calling Ms. Sara to let her know that I was lost. It was a big mess in getting there but in the end I finally made it and I had missed her by about five minutes. She called me and said she would be back in about ten minutes because she had to show another property. So I waited with one of my friends who is also Mexican. The place looked a little sketchy because it looked sort of run down and not a very good neighborhood.

Ms. Sara arrived and we went inside to the apartment. It was nice, a good size and she was explaining that there was no washer and dryer and no microwave but had the stove and refrigerator. The upstairs was nice and had a bathroom that would be shared by the two people living there. She mentioned that they re-paint the apartments everytime someone moves out. She asked if my friend and I would be thinking about rooming together and we said yes since we already knew each other. She asked why we were interested in that particular property and I said the price was what had attracted us to it. We went outside and she said it may be better to look at other properties that she had or that more specifically another lady that she was working for had because this is one in particular was not safe. She said that for a couple of college students (especially being girls) as ourselves that this was not the best place to live. She offered other apartments and even some houses. She asked if we had other friends that may be interested in living with us so we could live a house. We said we would think about it thank you so much for her patience and she said it was no problem, if we thought of something or later in the school year we found something to her a call and she would be happy to assist us. We thanked her and we left. She very nice and the total time at the property may have been about twenty minutes max.

Previsit Call

Becky: Hello Landover Terrance apartments
Me: hello how are you?
Becky: Good thanks may I help you?
Me: Yes I saw an ad in the Greensboro News and Record for an open apartment in the Landover Terrance... is that apartment still open?
Becky: Yes, we have open units, when would you like to move in?
Me: Well, my lease is up November 1, so anytime between October 15 till the first.
Becky: Oh we have units available in your timeframe.
Me: How much is the rent?
Becky: \$615 for our two-bedroom, we also have two-bedroom townhomes for %580 a month.
Me: Great, that's right in my price range, what does that include?
Becky: rent, sewage, and garbage.
Me: OK are there any extra fees?
Becky: Yes, a one-time nonrefundable move-in fee of \$115
Me: So what would I actually need to move in?
Becky: that depends on rental references and a credit check. Is there a time you would like to see the place?
----- scheduling ensues, she was flexible with times -----
Becky: DO you have a contact number?
Me: Yes, 326-555-6691, it's my cell phone number but I'm a Greensboro resident
Becky: Great, we'll see you tomorrow, and if you get lost just give us a call.
Me: Thanks, see you then.
Becky: Bye

She maintained a very friendly tone of voice the whole time.

Visit Report

I arrived at Landover Terrance Apts at the designated time for my appointment with Becky. When I came to the office doors they were locked. I decided to go ahead and knock. A Hispanic woman answered the door. There was a pretty noticeable fair housing sign as well as a handicap ramp going up to the main office's door. Upon answering the door this young lady inquired about what I needed, in a tone that didn't represent typical salesmanship flair. I informed the woman that I had a 2:00 appointment with Becky to look at an apartment. This lady then stated that Becky was at lunch, but she would be happy to show me the place. I asked for specification about the rent but I was

kind of confused from my previous phone call. This woman (later identified as Breanna) told me that there is a discount for people who sign a 12-month lease, instead of a 6-month lease. Those that get a 12-month lease only owe 568 on a 2-bedroom townhouse per month, instead of paying over 600. Breanna then took me to see the unit. She took me to a unit near the front of the apartment complex. I was informed that this would not be the unit I would be living in, as it was about to be inhabited in a couple of days. I didn't notice any signs of others living nearby. Breanna was pretty much silent during my apartment inspection. She would answer my questions in one or two words, and didn't make much small talk. The apartment itself was pretty nice, freshly cleaned and vacuumed. I then asked to see the two-bedroom apartment and Breanna said there were none available to view right now, this contrasted with what Becky had told me previously on the phone, namely that I could see them both. At this point I requested Breanna's name, and talked to her about the credit report. She informed me that the security deposit would be based on the credit report. She also told me about the application. If we were to fill it out together it would cost \$15, if I were to fill it out online it would be free. Breanna also told me that there would be a verification of the following: rental history, criminal history, and income. We walked back to the main office and Breanna gave me a sheet detailing the various rent ranges, and instructed me to call back at a later date if I wanted to tour one of the two-bedroom apartments.

Previsit Call

The person on the phone gave me the information and set up my appointment.

Visit Report

I arrived at 10:30 for my 11:00 o'clock appointment wearing casual clothes. I walked in and a blonde lady politely told me hello and then introduced me to the younger girl (late teens or early twenties). The younger girl was working on the computer but she stopped and gave me information about two-bedroom apartments and asked me did I want to look at them now. I said yes and she handed to me the map and the keys and didn't ask for any id or anything. At that time I left and walked over to the empty apartment that they directed me to. When I let myself in and I noticed that it was a clean, nice two-story townhouse. It was empty, freshly-painted, and the carpets looked recent and clean. The area is real quiet. When I went back to the office and took back the key and told them it looked good but that because it had two stories I was concerned about my pregnant wife, so I asked them about any others. Then she said that there would be a one-story apartment available at the end of the month. She gave me an information sheet that listed the rent prices and lease lengths and fees. They did not ask if I wanted an application or anything about credit, i.d., or any other questions. She did ask me where I had heard about the apartment and I told her the Greensboro news and record.

Previsit Call

Faye answered my call, was friendly and welcoming in tone, stated that there would be some 2BR apartments coming available at month's end. I asked about rent and she replied \$720. I asked about other details and she gave me a description of all the various amenities as well as answers detailed in the questionnaire. We appointed a time on Friday and she said that Kristina would see me on Friday and show me the model. She gave me directions and asked for my telephone number and stated that she hoped I would be "part of our community soon."

Visit Report

I arrived after making a phone call to get directions because the Beech Street exit was closed for construction. Over the phone, Grace was able to direct me through the appropriate detour. On pulling into the complex I noticed a prominent sign at the main entry driveway saying picturing an American flag and the text: "God Bless the USA." When I arrived at the office, there was no one else in the office, and Grace stood and greeted me with a handshake. (The appointment I had set with "Mary" turned out to be "Grace" instead; I had misheard her name on the pre-visit phone call). We introduced ourselves and after I excused myself to use the bathroom and returned, she sat down with me at her desk. Grace was a young woman, probably in her mid-twenties, dressed in a African American and white outfit (capri style pants and a blouse). She had an average to short stature, and dark shoulder-length hair. She began by asking for a picture id and filling out a guest log card for me. She handed me a large, glossy brochure that unfolded to a three-page spread with photos and floorplans. One photo included two teenaged white boys putting on roller blades, another showed a youthful-looking white couple with tennis rackets, and the final picture showing people in it had an older African American couple smiling at each other while sitting in a porch swing.

Grace asked about when I wanted to move and why, what my price range was, and if there were any sort of amenities I felt I couldn't live without. I answered her questions according to the assignment profile, and then told her, not really anything in particular, except an extra bedroom for my office. She listed (very rapidly) all the amenities available at this apartment complex. I mentioned to her that I wasn't really planning on going over \$700 (the price listed in the ad, although the ad did say that prices were subject to change) and she did not comment of this (the price quoted to me in the pre-visit phone call was \$720). Also while I was meeting with her, she received a phone call (no other office staff present) and she listed this rapid-fire litany of amenities and types of apartments available to the caller, as well as discussing one-bedroom rent prices, and how these prices were lower than listed because they had more empty one-bedrooms than they preferred to have. After getting off the phone, she apologized for taking time

away from our meeting. She filled out what might be considered a "guest log" card getting my information such as address, reason for moving, and date requested to move. She held onto a copy of my id, which i passed off as "an old id from when I was taking a class at UNCG" because I still haven't had my lost drivers licence replaced. Throughout our discussion her tone and demeanor were friendly, cheerful, brisk, and business-like. Before leaving the building to view the model unit, she made me aware of the clubhouse in the same building as her office, and the outdoor pool and deck visible through the clubhouse window. The clubhouse was very plush, with expensive-looking, tasteful furniture and an adjacent large kitchen with marble-looking counter tops. I told her I really liked the clubhouse and pool and she said that they were great for residents to have social functions.

We then left the building and took a golf cart to the model unit. On the ride over she asked me where I worked and I told her Temas Corporation on Amarillo Dairy Road, and she responded that this complex would be conveniently located, and I agreed. The model unit was very clean with very attractive expensive-looking furniture. I mentioned that I liked the furniture, and she said "furniture land south -- it can be yours -- for a high price!" in a light-hearted joking manner. She led me through the rooms and mentioned minor differences in the floorplan of other very similar units. She stated that three two-bedrooms would be coming available in my stated date range, and she marked for me on a map of the complex where they were. While in the model apartment she picked up two brochures, one advertizing a moving company and the other an advertisement for appliances (washer drier, even though I had stated I would bring mine when she had asked).

On the ride back tot he office she asked me where I was in the process of looking and choosing, and I told her that i had looked at one or two places now and that I wanted to check out a few more. I said I liked what she had showed me at The Robin Apts, but that I was looking to stay at 700 or under. She then mentioned that she didn't know if I was interested in two-story town-homes, but that they had a sister property whose prices might be a little more in my price range, and she provided the name of and directions to Daisy Meadows. I told her I would go by there and drive through and look around.

Back in the office, she returned my id to me, and we thanked each other and I departed.

Previsit Call

When initially dialed number my call was placed in a queue and was answered almost immediately by Faye. Faye was very cheerful, informative and helpful. She was very eager to answer my questions, inquired when I'd be looking to move, what type apartment was I seeking and what type amenities I needed such as washer/dryer hook-up. Faye informed me that the two-bedroom apartment is 986 square feet and that they have 2 2-bdrm units available currently. Upon further inquiry as to what utilities were included in the rent, Faye responded that water, sewage and trash are included in the \$700/month rent.

Faye inquired if I would be the only one to occupy the apartment, where I currently lived, why I was looking to move and where I work. An appointment was made for Friday, September 21, 2007 for 5:30pm to look at the apartment units. Faye informed me that she would forward my information to her colleague, Grace, for my appointment.

Visit Report

Upon arrival, I was greeted by two leasing agents. The first young woman asked my name. Upon responding, Marcy Gray, the second young lady hopped up and enthusiastically introduced herself to me as Faye. She showed me a floor plan, asked me what type of apartment I was looking for, asked for my address and id and began filling out a pre-leasing information card. Faye then also asked why I was looking to move from my current apartment. She also indicated that one of her friends lived in Rolling Gardens and really liked it there. Then Faye showed me the 24-hr fitness center, the swimming pool and jacuzzi (all located in or next to the clubhouse where the leasing office is also located). She then took me to see a model 2-bdrm apartment at the front of the complex.

After entering the model apartment, Faye offered me a cold bottle of water and pointed out the features of the kitchen: built-in microwave, dishwasher, garbage disposal, self-cleaning oven and refrigerator. Faye also commented that all two-bedroom apartments are corner apartments and have more windows than other units. Two-bedroom apartments also have a corner balcony and outside storage unit. Faye pointed out the two bedrooms and stated that most people use the 2nd bedroom as the master bedroom because the actual master bedroom is smaller than the 2nd bedroom. I inquired if the complex was quiet and Faye indicated that it was a quiet complex and that she hardly ever received any noise complaints. On our way back to the office, we spoke about the heat and Faye wondered aloud if Autumn would ever arrive. During the interaction I asked if any units were currently available and Faye did state that two units

would be available during the time period that I was looking to move, and that two more units would be available right before then if I was so inclined to move a few days earlier. Upon returning to the leasing office, Faye gave me a site map and highlighted the apartment units that would be available during the time period I indicated that I wanted to move. Three apartment units face the woods, however, one faces forward and all are located at the back of the property. Three of the soon-to-be available units are located on the first floor and one is located on the 3rd floor. Faye did highlight in the packet she gave me that the 2-bedroom apartment is 986 square feet and is \$720/month. There is a \$25 non-refundable application fee and \$99 Robin dvantage Fee (it was explained that that term is the company's fancy way of saying administrative fee). They are also offering lease terms from 9-11 months. Water, sewer and garbage are included in the \$720 rent. I inquired as to whether a credit check would be run and Faye confirmed that a credit and background check, as well as, a rental history would be run. There was no mention of a fee associated with that. Faye pointed out that with regards to a security deposit, there is usually no security deposit unless it is discovered in the credit check that there is a debt in collections that is 1 1/2 times the rental amount. Faye also indicated that the reasons an application would be denied would be if there were evictions, drug felonies, or crimes against persons or properties on someone's record. It was also pointed out that a potential resident would need to make 3x the rent in order to qualify as well. Upon completion of our interaction, Faye offered me a snack. She was very enthusiastic, professional, and friendly

Previsit Call

Called but had incorrect price range, and therefore initially I didn't set up appointment. Straightened out price range problem with testing coordinator, but when called back just set up appointment forgetting to go back and get some of the info.

Visit Report

I entered. She asked if she could help me. I said that I had a 1 o'clock appointment. She got up from her desk, saying, "That would be mine [appointment]. What's your name?" I replied with my first and last name. She walked over to the other side of the room that had a small round table with multiple chairs. She took out a form from the top of a file cabinet and sat down at the table. She asked for my ID. I got it out and gave it to her. She wrote my name on the form, making a common spelling mistake with my first name, which I didn't correct. She asked, "Is this your current address?" I replied, "No." She said, "Okay. What is your current address?" I answered, " Can I give it to you at the end?" She said that I didn't need to give any information that I didn't want to. This felt awkward, I responded, "Okay, I'll wait on that." I could see the form asked for my phone number and e-mail address. I offered those, commenting that it was the best way to get a hold of me anyway. She inquired about how many bedrooms I wanted, when I wanted to move, and if there was anyone else in the apartment. I responded with 2 bedrooms, between Oct 15 and Nov 1st and that it wouldn't be anyone else. She asked, "How did you hear about the apartment, again?" "Apartment Finder." She asked, "On-line?" I replied, "Yes." She said that she needed to keep my ID until we returned from showing the apartment. I replied, "Okay." The agent helping me was an light-skinned, African-American, or bi-racial woman in her late 20's perhaps. She had a small frame, probably 5'1" and average weight, not skinny not overweight. Her voice was pleasant and she talked in a comfortable, casual manner with me.

I sat in the chair next to her when she asked me which floor plan I was interested in. I paused and replied that I didn't know the difference in them. She got up, pulled out some papers and sat them in front of me (see attachments). There were four different floor plans printed out, each on a separate piece of stationary, printer type paper (the background looks like fall leaves). She went through each layout with me, pointing out what makes them different and the benefits of each. The details she pointed out were about the size of the kitchen, bedrooms, if there was a den or not, and also that the 2nd and 3rd floor apartments cost more. I asked, "What is the difference between the floors?" She replied that people prefer the top floors, noting that the first floor doesn't have a den because that is where the laundry room is. With each one she wrote down the price range on the sheet of paper. She talked about which one she would show me

and which one is available. I had to clarify, "Okay. So, this is the one you will show me today and it is what you have available, but these others you aren't sure when you'll have available." She suggested that mid-October she would know if some of the others opened up, but that they were pretty much full right now. We indicated that we were done clarifying and she would show me the apartment. She said, "Let me get you the application." She handed it to me, went to get the key and I followed her out of the office, which is one of the apartments. She led me up the stairs of that same building saying, "Please excuse the hallway. I have to get the cleaning lady to come. One of the tenants had a party last night and didn't tell me." She sounded slightly embarrassed that this outside hallway was messy, so I added in a light, joking tone, "What? They didn't invite us?" She laughed and said, "I know, right." I only noted that the floor of this hallway was wet in areas like something had been spilled in various places.

Previsit Call

When I called a female representative answered the phone. I gave my name and asked if they had any two-bedroom apartments available. The representative asked when I was looking to move and I responded between Oct. 15 - Nov. 1. The representative then responded that there would be a unit available in that time frame. When I asked if I could make an appointment to see the apartment I was told that the leasing agent was not available to show the model apartment today but would be in the office tomorrow (9/27/07) and would show the apartment between 9am and 4pm. I asked if it were possible for me to make an appointment to see the apartment on Saturday and the representative indicated that the leasing agent would be available on Saturday between 10am and 3pm, but that no appointment was necessary, to just drop by. After I told the representative that I would come by on Saturday she said, "ok," and hung up the phone. I was not given the chance to ask about lease terms, the number of apartments in the building/complex or any other question. The representative was pretty curt in tone of voice.

Visit Report

On September 29, 2007 I had originally scheduled to perform this test visit. Upon arriving at the site, the rental office was closed. I had called earlier during the week to make the initial inquiry at which time I was informed that the leasing agent would be at the property to show me the model apartment. When I arrived during the hours that I was told the office would be open, I found that not to be true. I decided to return the next weekend since the leasing agent is only in the rental office for abbreviated hours during the day.

On October 6, 2007 I went out to the rental property, arriving at 1:15pm. I was immediately greeted by the leasing agent who was speaking with someone by telephone when I walked in the rental office. I was directed to sit at a table in the other room and that I would be attended to shortly. I sat down at the table to wait for the leasing agent who attended to me in short order (approximately 2 minutes after I arrived). She inquired as to the type of apartment I was seeking. I responded that I was looking for a 2-bedroom apartment under \$530/month. She stated that she would have two units available during the time period that I was looking to move, and one within the price range I was seeking. The leasing agent informed me that she would have a 2-bedroom without a den available for \$503 and a 2-bedroom with a den available for \$599. She then asked for my id and took down my information for the interested applicant's card and told me that she'd show me a model with a den. The leasing agent also informed

me that although the model has a den it is similar to the actual apartment I was interested in. We went upstairs to tour the model apartment and the leasing agent pointed out how the 2-bedroom sans den would be laid out. After the very brief tour of the apartment, the leasing agent led me back downstairs, gave me a rental application and brochure, explained to me that with an acceptable credit history the security deposit would only be \$200 but by the same token, one's credit history would also be reason for an application to be denied.

At no time did the leasing agent offer her name upon my introducing myself. When she told me that I could contact her at the number on the brochure and I inquired for whom I would ask, she stated that she would most likely answer the phone. In sum total, while the leasing agent wasn't unpleasant, she wasn't particularly friendly nor was she very open. She was strictly business and didn't seem interested in exchanging much information or in asking for much information. The visit was very, very short and impersonal.

Previsit Call

I CALLED THE RENTAL AGENCY ON WEDNESDAY AND WAS UNABLE TO REACH ANYONE, SO I LEFT A MESSAGE. THEY CALLED ME BACK ON THURSDAY WHILE I WAS IN CLASS AND LEFT A MESSAGE ON MY CELL PHONE. I THEN CALLED THEM BACK ABOUT AN HOUR LATER AND WAS UNABLE TO REACH ANYONE SO I LEFT ANOTHER MESSAGE. I WAITED ABOUT FIVE MINUTES AND CALLED BACK AGAIN AND FINALLY SPOKE TO SOMEONE. THE WOMAN ON THE PHONE SOUNDED VERY FRIENDLY AND GLAD THAT I WAS INTERESTED IN RENTING FROM THEIR AGENCY. WHEN I TOLD HER WHAT APARTMENT I WAS INTERESTED IN (615 WATSON) SHE WAS QUICK TO TELL ME THAT THEY HAD MANY MORE RENTAL PROPERTIES. SHE KEPT REFERRING ME TO ANOTHER APARTMENT AVAILABLE IN ANOTHER LOCATION IN GREENSBORO. SHE ALSO ENCOURAGED ME TO COME INTO THEIR OFFICE AND LOOK THROUGH THEIR BOOK FOR AVAILABLE APARTMENTS. SHE NEVER EXPLICITLY SAID THAT SHE THOUGHT I WOULD PREFER THE ALTERNATIVE PROPERTY BUT THE WAY SHE KEPT REPEATING THE SAME INFORMATION GAVE ME THAT IMPRESSION. SHE ASKED ME IF I KNEW HOW TO GET TO THE WATSON STREET PROPERTY AND I ANSWERED "YES." NEVERTHELESS, SHE RESPONDED, "YES, IT'S RIGHT THERE NEAR BENNETT COLLEGE, LITTLE TOWNHOUSES." SHE TOLD ME THAT I WOULD BE GIVEN A KEY TO GO LOOK AT THE RENTAL PROPERTY MYSELF BUT I WAS ENCOURAGED TO TAKE SEVERAL KEYS TO LOOK AT OTHER APRTMENTS AVAILABLE AT DIFFERENT LOCATIONS. THE PERSON ON THE PHONE SEEMED VERY HAPPY THAT I WANTED TO COME LOOK AT THE PROPERTY.

Visit Report

I first called the John Smith rental agency on Wednesday, September 26th, near 5 o'clock and the business had already closed or did not answer my phone call. I then left a phone message and received a response from a female secretary the company the next day, Thursday September 27th. I called them back that day and did not receive a response so I left another voice mail. I called back again within five minutes and spoke to a female over the telephone, telling her I was interested in the apartment advertised and planned to come in the next day, Friday September 28th to view the apartment.

I arrived at the John Smith agency around 11:15 Friday morning. I was acknowledged within a minute after walking into the office by a female woman (50-60 years old, approximately 5'7" tall, mid-sized, white/silver hair, wearing glasses). I told her my name and told her that I had spoken to someone over the phone the previous day and was told I could come into the office to pick up a key to view the rental property I was interested in myself, 726 Wiley. She asked me if I was only interested in that property because she encouraged customers interested in renting from their agency to take more

than one key when viewing rental property. She also indicated that the folder in front of me on the counter listed all apartments/houses they had available and encouraged me to look through them. I did not look through the folder and she asked me to fill out a guest log-in sheet as a potential candidate for housing. She also made a copy of my driver's license during this time. I filled out the sheet and was handed a key to the apartment and told to take a couple of hours to view the property on my own. Although they did not mention anything to me about a credit check or a criminal history check, there was a small, unimpressible sign on one of the walls of the office indicating that both would be necessary before renting property from their company.

I then got in my car and drove to 726 Wiley Street to view the apartment. I have to say it took me quite a while to find the address! The street sign was hard to view from the road because it had been covered by tree limbs nearby. I finally arrived at the apartment around 12:00-12:15. I immediately noticed that the area I had been driving in and the people walking down the streets were African American. I parked my car and proceeded to walk to the apartment. The person living next door to the apartment had their door open and were playing loud music. I noticed that the tenants living in this apartment were also African American. I walked into the apartment and shut the door behind me. The apartment was clean but totally empty of any furniture and the electricity had been turned off. I immediately walked into a living room, which had a small closet, then straight into the kitchen. There was a back door that led to a very small grassy area behind the apartment with a boarded fence partial around the property. I then walked back into the living room and up the stairs where I found another close, two bedrooms, and a bathroom. The apartment seemed very clean and immediately ready for move-in. I left the apartment, locked the door, and walked back to my car.

I then went directly back to the rental agency, John Smith, arriving there approximately around 12:45. This is where the visit ended rather quickly. I walked into the office and noticed that there were two men of Asian descent waiting. I am not sure if they had been helped already or were still waiting to be helped. I was again recognized within a minute, by the same woman, and she gestured to me with raised eyebrows, seeming to ask "what did you think about the apartment?". I said to her that I really enjoyed looking at the apartment and that it was a cute little place but hadn't made up my mind and still had other properties to look at before I made my decision. She then referred me again to the notebook of property listings and told me to feel free to review what they had available again and take another key if I was interested. I said "no thanks" and we exchanged good-byes politely and I exited the building. I finished my assignment around 1:00 PM on Friday, September 28th.

Previsit Call

Hello my name is [tester] and I was interested in the apartment that you advertised at the News and Record.

-Yes, ma'am which apartment was that?

-the one in Washington St.

-Yes it is available, it is a town house. It has two bedrooms and 1 bathroom. It is all electric, it

has central AC, it has a stove, and a refrigerator.

-Do you have any other apartments available?

-Yes, we do have some other apartments available, he said something else but I don't remember.

-How much is the rent? Well it depends. You should come to our leasing office at 1403 Sunset

Drive and see all that are available. The cheapest one is \$325, then \$395 and \$525.

-are there any other fees?

-Yes, but it depends. You should come and see what we have

-can I make an appointment?

-You don't need an appointment

-ok,

-thank you

-thank you

I could not ask him what the fees were for and what the rented included among the other

questions because he kept telling me to go and I did not wanted to be pushy. Should I have

insisted? He was very polite at the beginning but then he sounded in a hurry. I am planning to

go Thursday early in the morning to ask for more details of the apartment and to see the apartment.

Visit Report

I arrived to the please and there were two ladies and one other person that wanted to see an apartment. The lady that wanted to rent an apartment was African-American and was being help by the lady that did not attended me. As soon as got in to the place one of the ladies said:

-May I help you

-Yes, I wanted to get more information about 726 Wiley St.

-Ok. (she looked for the folder with all the apartments information and pictures, and

came out of her side of the office and gave me the folder. The office was divided by a glass wall) Here is all the information, there are some other places and you are welcome to check them out. Oh! This is pretty (I had like a bracelet made of oink stones) I was born in February, and the (she named a kind of stone) is my stone.

-ok, thank you. (She went back to the other side of the office and I sat to read the info of the apartment. After seen the info for about 4 minutes) Are there any other fees.

-Well, let me see. (She came out of her office and got the folder and showed me the info) Well, the rent does not include electricity, and water. You do not have to take care of the yard, so that is good! It has central AC.

-can I go and see it?

-yes let me make a copy of your license and get the key. Please fill this out (It was a sheet asking me for my name, address, place of work, name of the apartment that I wanted to see, and phone number).You can go and see different apartments.

-Today I want to see this one only.

-You can hold the key for some hours if you want.

-I am going to see it right now so I will come back soon.

Then I went to see the place

-Hi, here are the keys for the apartment.

-You didn't like it?

-Yes, but I have to talk to my roommate. Can I see the folder one more time so I can take a note of the rent and the deposit?

-Sure (she came out of her office), You can come back and see if we have some other houses.

-How much is the application?

There is that yellow paper with all that you need, take it.

-thank you.

Previsit Call

introduced self said saw the ad in apt finder interested as lease running out would have 2 bed avail at 555 mo went through list of questions gave answers without problem asked if they have pool or workout room they said pool asked if appnt was needed said he could drop in at anytime said they would be "happy" friendly

Visit Report

I showed up to Jefferson Hills a little bit early, which wasn't a problem since they don't actually set up appointment times anyway. Lauren's office doubles as their display unit. As I walked in Lauren remembered talking to me on the phone, and said: "you must be AnPaul." I responded in the affirmative and we proceeded to talk about the unit. I did not see a very obvious fair housing placard.

In our initial telephone call I did not get much information about what one needs to get into the unit, so we began to talk about that. Jefferson Hills checks the following: 6 month local work history, 12 months of rental history, and a credit check. If all of those checks comes up strong the deposit is only \$235. Lauren also mentioned that she can work with me on the credit if that is an issue, and that they don't do criminal background checks. Additionally, there was no application fee.

At this point I wandered around the show unit, taking fake notes. The place was a very standard two bedroom apartment.

I came back to the front to talk to Lauren about leasing information. She told me that there is a \$20 off monthly rent for people that sign a six month lease, and \$25 off monthly rent for those that sign a yearly lease. This discount would be taken away after the first year.

Thus with a \$25 discount the unit I was interested in would be \$555 a month. It was 880 square feet. Lauren told me that one would probably be available when I needed it.

At this point I asked whether they had any other kind of units that would fit my needs and price ranges, so we got to talking about the townhomes. The townhomes are much larger, and go for \$580 a month with the discount.

We walked over to a nearby show unit. I couldn't help but notice the side of the building was graffitied, and that there was a lot of trash behind the unit.

I spent some time pretending to consider the unit and tour it, and then we went back to Lauren's office. Here she told me about pet rules (\$200 refundable deposit, \$10 monthly pet rent, no pitts chows or rottweiler's).

I thanked her for her time and Lauren told me to just give her a call, and that people move-in on Friday's in Jefferson Hills.

Previsit Call

I called on Friday 09-28 asking for two-bedroom apartment. A woman answered. She told me they have plenty of options. There are about \$555. The office is open from 10:00 am to 5:00 pm. Monday to Friday. There is not necessary an appointment except if it is on weekends. I am welcome to come whenever I can.

Visit Report

I called on Friday 09/28 asking for a two-bedroom apartment. A woman answered. She told me they have plenty of options.

On Monday 10/01/07 I returned at 12:00 pm. The office seemed closed but was not. It took like 30 seconds to be open. I was received by this woman with red hair, dress with African American pants, and shoes. She was polite. She told me this is an office but is like the two-bedroom apartment I am looking for. She asked me to feel free to check the apartment and after we can discuss about requirements. It is a big living room with a comfortable kitchen, bathroom and two bedrooms with closet and another bathroom. It looks in a very good shape and illumination..

After I inspect the apartment I was asking about the requirements; There is a free application, I have to bring payment statements from my work. It is necessary a deposit of \$555 dollars, which is the price of the rent. It does not take more than a week to be approved if everything is OK. The manager told me there are different kinds of people living here. She is one of them. She has been living here for many years and she has growth her family here. and she love it. She did not ask me any question but told me will be happy to answer any other question I may have in the future. I am welcome to come any another time.

When I ask about other options, she told me there are plenty, since they are realtors. It just might vary the price a little bit.

I notice there was a lot of Hispanics and African Americans living there because they were hanging out, specially when I came on Saturday.

White

Previsit Call

called the apartment complex telephone number which was answered by Tracey. When asked if apartments were available, she said yes and asked how many bedrooms. I answered two and she said that they had a 2 bedroom, 2 bath apartment available for \$655 per month. She then said that if I signed a 6 months lease, there was a \$20 per month discount and if I signed a one year lease, there was a \$30 per month discount. I asked if they had any other apartments available and she said that they had a 1 bedroom, 1 bath unit for \$550 or \$560 per month. She also volunteered that they had some townhouses available for \$640 per month. These were two level units with 2 bedrooms and 1 1/2 baths.

I asked if there was a deposit or application fee and she answered \$235 for the application processing and credit check along with job and income verification. She said that if for some reason, the application "fell through", then the \$235 was fully refundable. I asked her if there was any other fees or charges and she asked if I had a pet. I answered no and she said "well if you did, there is a \$200 pet deposit.

I asked how many apartments were in the complex and she said 680. I asked when I could come by and see the apartment and she gave me the office hours - 8 am to 5 pm Monday through Friday and 10 am to 5 pm on Saturday and Sunday. I asked if I needed to have an appointment to see the unit and she said "no, anytime between those hours would be fine. I advised her that I would try to come by on my lunch hour tomorrow, Monday October 1. She said that would be fine.

I asked Tracey if she was the manager and she said, "No, just the receptionist." I told her I would see her the next day.

Visit Report

I went to the Pebblestone apartment complex office at approximately 11:30 am on Monday, October 1, 2007. The office had three people sitting at desks and one woman asked if she could help me. I told her I had talked to Tracey yesterday and wanted to see the apartment that was available. She said "Tracey" was part-time and that I should talk to Crystal, a leasing agent. Crystal took me into a small conference type room and asked me to complete a "guest log" which was a small card with spaces on the front and back for completion). The card requested name, current address and employment information (ie Name of employer only). It also requested family information, ie how many persons would be living at the apartment, size needed, ie how many bedrooms and how many baths. It requested whether a first floor or second floor apartment was

preferred and whether a fireplace was preferred. It also requested whether a townhouse was preferred. It asked if the prospective tenant had children and if so, what age. It also asked if the prospective tenant had pets and if so, how large they were.

On the conference table was a small piece of paper which stated that JD Co. Rental Agency required a valid driver's license or other photo ID for every person viewing an apartment. Equal housing information was posted in this room. Crystal came back in the room after about 5 minutes and said she had some information for me. She gave me a JD Corporation Apartment Communities brochure which showed locations at Pebblestone, Jefferson Hills, Oaktree, the Charleston Apts and Cary Towne Apts. She started talking about JD rental agency and told me about the other locations, noting that Oaktree was one of theirs and was located off Charles St. She said they also had apartments available at Cary Towne Apts and Charleston Apts. She said Pebblestone Apartments were older units, built in the 70's and 80's. She asked when I needed a unit and I told her October 15th through November 1st. She asked how many bedrooms I wanted and I said, "two". She asked if that was for children. I told her my children were grown and did not live with me. She asked if I wanted a fireplace in the unit and I told her it didn't matter. She told me that some units had fireplaces and if they didn't the space for the fireplace had bookshelves in it. She looked at a listing of units at Pebblestone and asked whether I wanted an upstairs or downstairs unit. I stated no preference. She said that she had one unit available right behind the office and that she could show me that unit as well as the model.

She also gave me a floor plan of the apartment that I was inquiring about which included the Unit Number - K-2 and the current rental rate of \$655 (which she filled in). She advised me that water was included in the rent and basic city services such as garbage pickup. She said that they may start not including water as it was going up so much. She also gave me a paper with the breakdown of deposits and current rent specials as well as rental requirements. These requirements included "income needs to be 3 to 4 times the rent amount, credit check, rental history and job verification - at least 6 months at your current job. She went over that paper with me.

She asked for my driver's license and pointed to the paper on the table. She said it was required to get a driver's license for anyone viewing an apartment. I gave it to her, but asked what they did if someone didn't have a driver's license and she said any photo id would work and that it was JD policy to get this. She then took me through the office area showing me the clubhouse which included a billard's room and a fitness room. She explained the hours that each of those rooms were available (only when the office was open). We walked past the pool and tennis courts and she asked me if I knew anyone living at Pebblestone. I told her no and she then said it was a very large complex of approximately 600 units. She then said "I am going to show you the model apartment first and then the vacant one that is available now." She said the vacant apartment is in "a very good building" and that I should like it. We looked at the model first and she told me about the washer/dryer space, dishwasher and other amenities. She

told me that mini-blinds and vertical blinds were provided but no other drapes.

We then went to the vacant apartment which was in the same building. She again said that "this is a very good building and you will like being here". I said, I guess because the apartment next door is vacant and she said "it is just a good building". She said that this apartment is available for move-in now if you want it.

As we were walking back to the office, a tenant drove by and she greeted them. It was an older white woman (age approximately 65+) who the agent said had just moved back in. She said, "she loves it here. She lived here previously and her husband just passed away and she moved back." She then told me that she would give me a rental application to take with me and that when I bring it back, would take about a week to process.

Previsit Call

I identified myself and asked her name. Her name is Megan.
When I said I was calling about the apartment they've advertise in the Apartment Finder she asked me how many bedrooms. I said I was looking for 2 bedrooms and she said that they have several available.
I asked about the prices and she said from \$605.00 to \$675.00.
All information was given as requested.

When I said I would like to make an appointment she said they are not making appointments, but will be people there available after 4:30pm everyday.

I told her I will be there tomorrow, September 27 at 4:30.

Visit Report

Pebblestone, located at 4612 Faster Drive Greensboro, North Carolina)

Tester ID: 36966

September 27th, 2007

I arrived at the complex (Pebblestone, located at 4612 Faster Drive Greensboro, North Carolina) on September 27th at 4:25 for my -4:30pm appointment. When I walked into the rental office, located in a building separate from any apartment building, the window was busy and I was the next on line. The attendant asked for help and another attendant came to the door and asked me if she could help me. I said I was there to see an apartment. I also said that I have spoke to Megan. The lady said that there is no Megan there and her name was Heather. When I said that probably was she who answered the phone, she said that it does not matter. She took me to a small room where I could see a round table with 3 chairs and a bookcase. She gave me tree papers; one about the two bedrooms/2 bath unit, another about the 2 bedroom/1 bath unit and the third paper with information about security deposit, pet deposit, prices, current special and rental requirements. Before leaving the room she said she will get somebody to be with me.

Approximately two minutes later one lady came to the room, asked my name and told me her name was Jennifer (Jennifer is a blond lady, in her early 50s using casual pants and blouse). She asked what I was looking for and I said a two bedrooms apartment. She

gave me the "JD Apartments Guest Card" to fill up. The card asked my name, address, where I learned about the apartment, if I called prior to visit, employment, price range, apartment preference, and date needed. There are also three questions that I believe have to be completed by the agent because it asks about the apartment shown, comments and follow-up. She left the room.

Jennifer came back few minutes later, sat down, read the Guest Card, and said she will get the keys. Back in the room, she sat down again and said that she was not supposed to show any apartment after 4:30. She said they show the apartment UP to 4:30. I said that I apologize but I understood AFTER 4:30 and I also told the lady that answered the phone that I would be there at 4:30 and she didn't say anything about the time. Jennifer continued saying that everybody will leave the office that day at 4:30 (it was 4:45 at time) except for her and that she will show-me the model unit. I said that I really appreciate if she could show me one unit that I can rent instead of a model unit. She looked at the keys and said that they have one apartment available at the same building where the model apartment was and she would be able to show me that.

We started walking out of the room and she asked if I have any document with me. I said that I don't have any. She asked if I have my drivers' license in the car and I said I didn't. She asked how could I drive with no drivers license with me and I said I got home hastily and just got the car key and came to my appointment in order not to be late. She said that it is a company policy that don't allow her to show apartment to anyone with no documents. I didn't say anything, I kept looking at her. She continues saying that she will go ahead and show-me the apartment. I said I appreciate that.

We continue walking, talking about the weather and how warm the day was.

We got at the apartment complex at 4619 Foster Drive and walked up one flight of outside stairs to apartment F.

The front door faced the dining room. In my right hand side was the kitchen. It was a small kitchen with new looking facilities and a laundry room at the back. at the laundry room there were washer and dryer connections and one shelter and Jennifer said she would ask to put another shelter there to make working at the laundry easy. She opened the counter space door and showed me it, saying that it was an excellent size.

Previsit Call

I spoke with a gentleman named Marcus, who was very cheerful and told me the units were only 6 weeks old and that they were at about 60% capacity. Marcus answered all my questions about deposits, fees, and available units. He said I could come in that day to tour, and Jennifer would take me around to see the different floorplans.

Visit Report

I arrived fifteen minutes early and entered the leasing office, Jennifer was there waiting and took down some of my info, asked me about why I was moving and requested my ID so we could begin the tour. She showed me the two floorplans for their two-bedroom apartments and we proceeded to the tour. The first apartment was right outside the leasing office and was decorated nicely. She told me how everything was brand new, dishwasher, garbage disposal, refrigerator and the extreme amount of counter and cabinet space. We looked at the bedrooms with new everything, large walk-in closets and a private bath. These apartments were immaculate seeing as how they are brand new. As we checked the larger floorplan Jennifer explained to me that they had a package with everything included for \$930 for the smaller and \$980 for the larger, including rent, electric, cable, washer and dryer, water and sewer, and trash service. The second apartment was just as nice, only a little bigger, with a "sunroom."

Previsit Call

I called the property at 4:58PM on October 1st and someone did answer the phone. I said my name and that I was interested in the apartment advertised in the Greensboro News and Observer. The lady that answered the phone had said she did not know that there were any apartments advertised, asked which ones I was looking at and I told her I was looking for a two bedroom and under five hundred. She said they did not have any in that price range rather they had a two bedroom 1065 square feet for seven hundred or 1173 square feet for seven hundred fifty per month but those were the lowest prices available. She said I may have the wrong number. I said thank you and she said sorry thank you bye bye. I said bye.

The next day I called again at 1:24PM on October 2nd and the phone rang about two times and the same lady answered. I said good afternoon I was interested in a two bedroom for under five hundred and she immediately recognized my voice, I guess, because she said she had already spoken to me yesterday and that she had already told me that the ones they had were the ones that she had mentioned to me, the 1065 square feet for seven hundred and 1173 square feet for seven hundred fifty. I said I was sorry and did not realize that I had previously called because I had been calling too many different places and did not mark this property off as already called to. She asked if I was interested in either of those and I said I would take note and I would call back later. She said ok bye. I said thank you bye. I had forgotten I had already called and did not realize it until she pointed it out to me.

Visit Report

91160
White

401

Previsit Call

I attempted a pre-visit contact with Cherry Point Apts on October 5th, 2007 at 2:00 pm, by calling (336) 621-4621. An automated answering system did not give an option for leaving a message, but gave instructions for current tenants. I attempted another call on October 6th, 2007 at 11:00 am and encountered an answering machine. I left a message that I was inquiring about the apartments for rent and wanted to know if any units were still available. I left my cell phone number and name on the answering machine. I did not receive a return call from this contact.

I attempted contact once again on Tuesday, October 17th at 4:30 pm and spoke with Kathryn, who identified herself as the manager. I told her I had seen the advertisement in the Greensboro News and wanted to know if any apartments were still available. She asked what kind of apartment I was looking for and I said a two bedroom. She said that the apartment units were only for low to moderate income people and the income amount would depend on how many people were in my family. I said it was just myself and she stated that my income could not exceed \$23,700 per year. I asked what kind of apartments had an income maximum to be able to rent them and she said the property was a "tax credit reporting" property. She said if I made over the \$23,700 amount, I would not qualify to rent an apartment at Cherry Point. I asked her if they had any other units available not subject to this requirement. She advised me that I could contact Lucy, the manager at Summerview Apartments. They were located "right off Pine Level Road on the Reynolds Road side behind Auto Zone. They were very spacious units and there currently was a special going on for \$500 per month for 1 or 2 bedrooms.

Visit Report

NONE

Previsit Call

The phone was answered using a speaker phone and I couldn't hear the name. I said I was calling about the apartment they advertised on News & Record and I asked her name again. She said Barbara. I asked her to say it again. She picked up the phone and said Barbara. I could hear her name better.

She asked what size I was looking for and I said 2 bedrooms. I asked if they were still available she asked how many people were in my family. I said just one. She said: "-we have a U\$23.700, 00 minimum income a year to rent an apartment and just one person wouldn't probably have that income and wouldn't be eligible to rent this apartment. I said: "-How much a year?". She said U\$23.700.00 and I said that I had this income.

Following that I asked if the unit was still available and she said that she had some units still available. I asked the rental price she said: "It is U\$430.00, no, no it is U\$530.00." I asked if was there any more units available she said there were two more. She said the rent includes just water. About the security deposit she said it was U\$200.00 and no more fees.

The lease was for 1 year and they have 88 units total at the apartment building.

I asked the address and she asked to wait a second. She took 1 min and 45 sec to get back to me. She apologized and I asked the address again. She gave me the address 4510 C North Annapolis Rd.

I told I would like to see the apartment and she asked when and asked me to hold on one second. She got back to me in 35 sec. She asked when I would like to see the apartment and I said on October the 9th at 4:00 if it was ok to her. She said yes and asked my name. I asked who should I look for and she said she would be with me. I thanked and she said she will see me next week.

Visit Report

At 3:50pm I called Ms Barbara to get better direction because it wasn't clear for me that North Annapolis Rd was also a highway and as I left Cheverly Rd I couldn't see the exit to North Annapolis Rd. She told me to make a left after the a factory and I did that but I didn't find the place. At 4:15pm I called her again and she gave me new directions and I found the place at 4:23pm on October 9, 2007.

As I entered the office room I saw a sign saying "I am out. Please take a sit and wait some minutes". I did that. Less than 1 minute Barbara came outside, she was inside, and introduced herself. She asked me what I was looking for and I said a two bedrooms. She showed me the Guest Card and Leasing Office Information paper and asked me to fill the Guest Card up. She also asked me to call her as soon as I finished filling it up.

The Guest Card ask information about date, appointment time, weather today, name,

address, telephone, e-mail address, employer, type of apartment desired, date needed, number of occupants, pets, special requirements, reason of moving, if I called before visiting and how did I found out about the community.

I filled it up and went to the office to call Barbara and she asked if my income was less than U\$27.300. I said no. She said that, because I was planning to move in by myself I was not able to rent that unit because they were in a Tax Credit Program. She gave me Summerview's telephone number and said that they were the same company but there they don't have any restrictions on incomes.

I asked her to see the unit, anyway and she showed me but it was a very quick visit.

91657
White

402

Previsit Call

I spoke with Dale, he invited me to come look at the apartments. He said they had two floor plans for the two bedroom, and one floor plan for a one bedroom. At the time I had a monetary amount of only \$575, so that is why he told me about the one bedroom apt.

Visit Report

I arrived early because Dale told me they have a hard time keeping appointments with all the walk-ins. Luckily he was free and we went right to the model. The apartment was clean and well decorated in a very feminine fashion, everything was pink and green. The two bedroom floor plan I looked at had two bedrooms and two baths, a smaller kitchen, laundry area, a living room with fireplace, and patio. Everything was carpeted minus the bathrooms. Dale showed me the model and an empty unit, they seemed to be the same, so they weren't showing their "best" as the model.

Previsit Call

The first time I called this property was on October first at 5:29P.M. and it rang about four times and went to the answering machine saying it was a great place to live and the hours of operation. I left a message with my name and that I was interested in a two bedroom and my price range and said thank you and have a great afternoon. I called again the next day at 1:16P.M. and it rang about five times and again to the answering machine so I left a message again. I called again on October fourth at 11:50A.M. and I set up an appointment for three.

Visit Report

I arrived there and the person who had answered the phone(who was a man about college age) was not in but another person helped me (a female, Caucasian, and about mid forties). I noticed that there was a big sign both in Spanish and in English of fair housing outside the leasing office.

She took me to see the demo and while we were walking she was asking if I was thinking about getting roommate and I said yes, she also asked about how I would be paying for it and I said I had a part time job since I am a college and that my parents would also be helping me with the expenses. She said that is so nice of them to do that and that is about time since next year I'll be a senior. When we arrived to the apartment, she showed me the kitchen and living room that were the first things encountered as you walked in. She explained that the two bedrooms were located opposite the apartment from each other and each were about the same size and with their bathroom. She said there were already a washer and dryer inside so there was no need to go do laundry anywhere else. I saw the other bedroom and was the same as the other but different arrangement, there was a fireplace in the living room and a small patio on the outside. She said the price of the apartment was with the some utilities. She asked if I had a preference for an upstairs or downstairs and I said it did not matter and she said great that I was open to options. The apartment complex itself was very nice it had many apartments but not extensively. She said it was situated in a great place since there were many shopping areas close by. She took me back to the leasing office and said she would first show me the indoor fitness center and the pool which was open all year. She asked if I would like to fill out an application or take it home and bring it back and I said I would bring it back. She said she would put one in for my roommate so that both of us would have one. She said thank you and hope to see me back with my roommate to see the place and hopes we decide on that place. I said thank you and left. The total time there was about twenty minutes. I later saw a girl who is in one of my classes there and she said she lives there and the leasing agent said that is great to know someone from school.

Previsit Call

I forgot to ask the agent's name. The agent was an older female who sounded like she didn't want to be bothered.

The agent told me that the Beech St location wouldn't be ready for another 2 or 3 weeks.

Their system doesn't involve an agent showing the property, but rather picking up a key after putting a \$20 cash deposit down and going there oneself.

The agent told me that I had to have been employed longer than 6 months and that I have to make 3 times the amount of rent per month.

Visit Report

Something went wrong with the coordination of this visit. From my pre-visit call I was informed that I needed to pick up a key to the property and put a \$20 deposit down for the key. [The project leader] told me to go ahead with the visit. Also, the rental company had no knowledge of the property at 816 Beech St being advertised.

I arrived at the rental office of, 736 S Spruce St, at 12:15pm. I waited for about 5 minutes while a Hispanic gentleman in front of me had an interchange with the agent (white female, medium build, bleach blonde hair, pink shirt). They spoke to each other in Spanish through a box office type window. When the Hispanic gentleman left I stepped up to the window and was greeted. I indicated that I had called the day before about looking at a property on Beech St. The agent looked confused and asked me where I had heard about it. I said, 'it was in the paper; 816 Beech St.' She said that we had one property on Beech St that's now occupied and another that isn't ready yet. The later, she said, was not in very good condition because the previous tenant had big dogs living there. She asked, 'wouldn't you like to see something nicer?' I said, 'sure.' She then told me about an apartment on James St (721) and wrote down the address on a notepad. She said and wrote down that the rent was \$450 a month and if I had a good rental reference then I only had to put down \$225. She also said and wrote down that the apartment was brick, had 2 bedrooms, a new kitchen, new bathroom, gas heat, washer and dryer connections, and hardwood floors. She drew a map of the apartment location on the other side of the slip of paper. I gave her \$20 for the deposit. She gave me a key and a copy of a receipt on which she wrote my name and phone number. She then mentioned that the application process involved a criminal background check. I asked about a credit check. She said there was one, but if I had a good rental reference

that they would work with me. I said that I had good credit, so whatever. As I left, at about 12:25-12:30pm, the office I noticed that a Hispanic couple had entered and come up behind me in line.

I went to the apartment at 721 James St and arrived there at about 12:40pm. I entered and looked around briefly. The exterior was brick and it had 2 bedrooms and probably gas heat. It might have had hardwood floors under the cheap warehouse/outdoor carpeting. I didn't see any washer or dryer connections. If the kitchen and bath were new, they were new before the previous tenant. But the numbers on the front were 610 and the key they gave me opened the door, so I assumed I was indeed in the right place.

I left and headed back to the rental office and arrived there at about 12:50pm. When I entered there were 3 African American women, a Hispanic male, a Hispanic couple, and 2 Latinas off to the side who appeared to be waiting for the couple. There was one person working each of the two box office type windows, one of which was the one with whom I spoke before my trip to the apartment. The other I saw previously answering the phone and may have been the person with whom I spoke during my pre-visit call (older female, slim build, glasses, thin, permed blondish hair, red suit). I was helped by the later. I turned in my key and receipt and my \$20 deposit was returned. She didn't even ask how the visit went or if I wanted an application, just 'Thank you.'

So I said, 'thank you' and left at about 1:00pm.

Previsit Call

A woman answer and explained me that it is necessary a deposit of \$20 to use the key to visit the apartment. I can go at any time among 10:00 am and 3:30 pm. After visiting the apartment she can provide me specific information.

Visit Report

I called to the telephone provide. A woman answer and explained me that it is necessary a deposit of \$20 to use the key to visit the apartment. On Friday 10/12/07 I went to the office located in 625 S Spruce St. to pick the key. The office does not look good and the woman is not very polite. I was interested on 705 Beech Street property. She did not have the key and offered me to visit another complex located in 2333-G Floyd. She gave me confused instructions but I rather check my own map. I drove to the place (about 20 minutes from the office)

I got there like a 3:32 pm. Since the first moment I did not get good impression of the place. The parking lot was dirty, with oil a some old cars. I went to apartment H. This is like a town house; a big living room and kitchen in the first floor, on the second there are two bed rooms, a bathroom, and a big closet. It does not look in good shape. The faucet was liking and the carpet is very dirty. Smelled bad.

When I left the apartment I was talking with a Hispanic couple that was making out in the corner. I was asking if they like to live there, they say "no, is a very dangerous place and specially for families with children".

I came back to the office for the deposit. When I was there the woman in charge of the office told me that if I am interested I must to come with the people I will live with, in my case my wife. We need ID cards, social and criminal records. We have to provide \$425 for deposit and show that we are working. If everything is ok they will approved in less than a week. When I asked her name, she told me that is not important and always there be somebody there.

I was complaining about the bad shape of the apartment and she promised they will fix it.

Previsit Call

A female answered and I believe she is an African-American female. I asked about the advertized unit and she told me it was no longer available but there were other similar apartments available but they were still occupied. I went through the questions on the form and the woman was slightly hesitant to answer all my questions and didn't seem to be giving me all the info I wanted. When I would go back to a question that she wasn't answering directly, she would then tell me what I wanted to hear. Some of these questions were about a deposit fee, which she would say would be based on my credit check and how many apartments were in the complex. She noted that they were like townhouses and I would have someone on either side of my apartment. She never asked me any questions about myself. We set an appointment for me to come by tomorrow and I thanked her for her time.

Visit Report

I arrived at the Richmond Hills Apartments and was greeted when I walked in the door by a female Hispanic woman. The office appeared very nice with a waiting area and several chairs to sit in. She was extremely friendly and had the radio on playing music. I told her that I had called the previous day and talked with a lady and was told that I could come by the office today to look at an apartment that I might be interested in. She asked me to please take a seat and asked for some form of identity so that it could be photo-copied and then asked me to fill in a guest log-in card. On this card I filled in information such as my name, employer, drivers license number, telephone number, e-mail address, where I currently lived, my price range for an apartment, etc. Once I was finished with filling in this information the lady who told me to fill out the card thanked me for coming in and told me that Katrina would be showing me an apartment.

I walked with Katrina, an African American pregnant woman, to an apartment near the office. She told me that this apartment was empty but that someone was planning to move in shortly. She said there would be another apartment equivalent to the one we would be viewing available very shortly, probably around the 1st of November. This was the exact date I stated on the guest log-in sheet of a move-in period. I asked her on the walk over if pets were allowed in the apartment and she said I would have to pay an up front fee of \$250. She opened the apartment, which was very clean, and started explaining to me the different areas of the apartment. I immediately walked into the living room, which she said people sometimes use as a dining room, and then straight into the kitchen. We walked out of a back door into a small fenced in grassy area that held an air conditioning unit. She said that I would be allowed to use a grill in this back area because there were no awnings covering any windows of the apartment. We then

walked back into the house and I followed her up the stairs. Here we viewed one larger bedroom, a bathroom, a hall closet, and a smaller bedroom. All the while, Katrina was being extremely nice and answering any questions I had about the apartment. We then walked back downstairs and chatted for a while in the living room about the apartment. I told her that I would not finalize anything today because I had other apartments to view before making a decision, but I really appreciated her showing me the apartment and how much I liked it. I also informed her that I had previously viewed an apartment near Bennett College and that I liked this apartment better than the one I had seen in that area. To this statement, she asked me if I went to Bennett College and I replied no. I noticed that she locked the front door when we walked into the apartment so we had to unlock it before leaving. We walked back together to the main office where I chatted about how I was moving out of my parents house, who lived in Greensboro, and would be living on my own for the first time. I also noted that I would be looking for a roommate to share the costs of the apartment.

When we got to the office I thanked her again for her time and she asked me to take an application with me in case I ever wanted to fill it out and just return it back into their office. She told me that there was no application fee at this time. We exchanged good-byes and I drove away from the apartment complex. Everyone I had dealings with at the apartment were very nice and weren't too aggressive on trying to get me to rent the apartment right away. They answered any questions I had and told me to please call if I had any other questions.

Previsit Call

thank you for calling Richmond Hills Apartments , this is xx

-Hi, I was calling you to see if you have any two bedroom apartment available?

-No, the ones that we had available are already taken. -Oh really?

-Yeah, but we will have something by the end of the month.

-mmm

- You can come and see it before the people move in if you want?

- can I ask you some stuff then? In case that I want to move in

-sure!

-How much is the rent?

-\$575, and that includes water. Everything is electric, and you can get \$200 off the 1st rent if

you do a 1 year contract.

-how much is the deposit? Mm, it depends on your credit report. Deposit can be up to one month.

-are there any other fees?

-no

-ok, thank you for your time!

-bye

After she said that they were not available for some reason I thought that the study was done

and I did not asked about how many apartments or buildings they were. Forgive me if you

explained this on the training but I did not remember anything about what to do in that situation. Also, before completing the rest of the info in the pre-call form it says, "IF apartment is available"

After I received a call from your office and clarified some stuff I called again (3:45pm). I left a

message saying: Hi, this is XX and I called you early in the morning asking you about a two

bedroom apartment and you said that there were none available but that I could go and see

the apartment before the people moved in if I wanted. I heard in the voice mail that I can go

between 8 and 5, can you call me back to let me know if I could go tomorrow about 9.

I did not receive a call until next day at 9:11a.m. The same lady that I talked to the day before

called me:

-Hola, esta XX(dijo mi nombre mal pronunciado, pero mi apeido bien)

-Hola, si ella habla
-Aha, es hispana?
-Si
-Pues yo tambien, es que escuche su acento en el mensaje

Visit Report

Before going to the rental office, I went by accident into one of the parking lot of the apartments and there was a Hispanic man with a little girl in his car. I asked him in Spanish where the office was located.

When I arrived to the parking of the rental office there was a car parked to my left with an African American lady and 1 kid. To my right was one of those white construction white van with two Hispanic man inside.

When I entered inside of the office there was a Hispanic lady sitting on a desk talking to an African American man, because of their conversation I assume he was the maintenance person. After he left, lady said:

-Hola

-Hola, yo le llame el miercoles preguntandole por un apartamento de 2 recamaras.

-Ahaaa si, (and then she looked for a notebook?) ¿usted es Kelly? (I assume she got my name wrong from the message that I left)

-Si, yo soy.

-Ahorita no tengo nada; pero ¿cuando es que te quieres mover?

-Como para el 15 de noviembre.

-Aha muy bien, tendre un apartamento libre para finales del mes

-¿Tienes unaID?

-Si(and I gave her my ID)

-Le voy hacer una copia para que puedas ir a ver el apartamento.

-Aha muy bien.

then she asked me to fill out a guest card that asked a lot of questions. I asqued her if I needed to put all that info and she said no, just whatever I felt was necessary. So I only wrotte my name, a fake email, the fake address, where I worked, my phone, the kind of apartment taht I wanted, and when I wanted to move.

-¿Y piensas vivir tu sola?

-No, estoy tratando de conseguir un roommate.

-Aha , bien.

Then somebody came in and she asked me to sit in the other sofa (so she could talk to the othe person) while I waited for another person to come that was going to show me the apartment. She asked me if it was ok for me to wait and then she started to help the other person(a Hispanic woman). The office person new the name of the apartment's resident and asked how the apartment's resident was. The lady answer, I am fine thank you and left. Then another Hispanic man (maybe 60 years old) came in to pay the rent and the office lady also new his name and gritted him. She also asked him how his grandson was. Later the other office lady, an African American (AA)came in and was

talking to another AA lady. Another Hispanic man came in to pay his rent. Also, while I was sitting I saw two big fear housing sign. One was in Spanish and the other one in English. Another AA came to pay her rent and the Hispanic office lady knew her name and started to play with his little baby. While the other person (60's Hispanic man) was waiting for something, I did not know what, maybe a receipt, he said:

-¿Acaba de venire usted aqui?

-Si, acabo de venir

-Aqui es bien tranquilo.

-¿Como cuantos apartamentos hay?

-Hay bien artos. (then he made eye contact with the Hispanic office Lady)

-looking to the Hispanic office Lady, the Hispanic man said: ¿como cuantos apartamentos hay?

-son 150

-Aha esta grande (me)

Mean while the AA lady (resident) that came in with the AA office lady started talking to the Hispanic office Lady. The AA lady was complaining about something and she wanted to get her problem fixed that day. The Hispanic office Lady promised her that she was going to send the maintenance guy to fix her problem the same day.

The Hispanic office Lady told me, "No piense que todos los dias son asi, lo que pasa es que todos estan pagando la renta hoy. Le voy a decir a ella (AA office lady) que le enseñe el apartamento. Then the Hispanic man that asked me if I

Previsit Call

I made my phone call on Oct 17, 2007 at 2:40pm. A lady answered the phone and I said I was calling about the apartment they've advertised on Greensboro News and Record and she asked if I was interested in a studio or in a 1 bedroom. I said I was looking for a 2 bedrooms and I asked if there was still have any unit available. She said that they still have some and the rent was \$650.00.

She asked for one moment and put me on hold. She came back 1 min later and asked if I needed any other information. I asked what was included in the price. She said that we had a bad connection and she could barely hear me. I tried to speak a little louder and I asked again what was included on the rental price. She said that the \$650.00 included utilities and there was a \$25.00 application fee.

I asked if there was a security deposit and she said that it was \$350.00. Again she asked to hold on just a minute and put me on hold again. She came back 22 sec later and I asked how long the lease was and she said that it could be 6 or 12 months.

I said I would like to make an appointment to see an apartment and she said: "You just needed to come in before 4 o'clock to get the key to go look at it." She said that the apartments were at 421 Adams Street but I had to get the key at 2939 Washington Street.

I asked her name and she said Nida and she said that I don't have to see her, I can come and get the key

Then I asked how many apartments there was in a complex building and she said that those were individual condos with probably about 20 apartments.

She asked to hold on one moment again and came back in 9 seconds and asked if I had any question. I said no. I said that I will stop by this week. She said ok.

Visit Report

I arrived at 2939 Washington Street on October 19, 2007 at 12:55pm. As soon as I entered the office one lady came and asked if she could help me. I said I was there to get the key to see the apartment. I asked if her name was Nida and she said yes. I said I have spoke to her two days ago. She asked with apartment I was interested in and I said it was the on at 421 Adams Street. She asked for a document and I gave her my student identity. She took a copy of that and asked me to fill up a small form. The form asked my name, phone and address. She asked me when I was planning to move in and I said between November 01st and November 15th. She gave the key (apt 532) and one card. She said that the card was to open the front door.

I left from the office heading to 421 Adams Street to see the apartment.

I got at the apartment complex at 1:20pm.

At the entrance where I could see the number 421 I tried to find a place to slide the card and I couldn't find it. At the outside of the building I saw that it looks like a hotel, and I saw a store on the first floor. It was a six stories building and a lot of window each story. While I was looking outside a man came and opened the door for me. I told him I was there to see the apartment and he said that I could get the key with the store manager. I told him I already had a key and he walked me on a big room, like a salon. I asked him what that place was and he said that it used to be a hotel and now they were renting the salon for parties. He also said that they rent the place mostly to Mexican people. We walked throughout the big salon and he showed me the elevator. I took the elevator to the 4th floor and I walked a long aisle to get at the apartment #421. It has more than 45 apartments each floor.

I opened the apartment door. I entered in a small kitchen. The kitchen has a small cabinet, one refrigerator, one sink, and one small dish washer.

There were two more rooms and one bathroom. To me it looks more like one dining room and one bedroom but I was told that it was a 2 bedrooms apartment. In the bedroom there were one walk-in closet and one bathroom.

I left the apartment and decided to take a different elevator. The elevator smelled so bad that I almost couldn't make to the first floor.

I left the complex building at 1:40pm. I drove back to the office.

When I got back to the office, Nida came to meet me and she asked if I liked it. I asked her how many apartments she has told me it was on the apartment building. She said she didn't remember her answer. I said that she told me that it was a 20 apartments complex building and that one had more than two hundreds apartments. She told that it used to be a senior house and I told her I was told it used to be a hotel.

She offered another apartment to me. She took a copy of the paper that shows pictures and details about the other apartment and she also gave me the key. I asked her if I had to bring the key back that afternoon and she said yes. I told her I wouldn't be able to bring the key back and she suggested that I take a look at the place and let her know if I want to get the key another day.

The apartment she offered me is a two story townhome with 2 bedrooms and 2, 5 bathrooms, located in Greensboro.

We shook hands and I left the office at 2:02pm.

Previsit Call

I called Franklin Mgmt Group and spoke with a staff member who confirmed that this apartment was still available, as well as one-bedroom studios in same building. She answered my questions and instructed me to come by the office to check out a key to tour the property on my own, and that they would be happy to answer questions in person after I look at the property.

Visit Report

I arrived at the Franklin Management Group office and someone behind a desk in the back asked me whether I was here to pay rent, and I responded that I wanted to check out a key to see a property. She said one moment someone would be with me. In about 1 minute a middle-aged African American or biracial woman (could have been African American-white biracial) with a tattoo on her chest/neck area came to the desk and asked me which property I wanted to see. I told her 421 Adams and she asked if I wanted to see the studio apartment. I said was there a two-bedroom, and she replied yes. She had me fill out a guest log as she went to photocopy my i.d. and get the key. She returned promptly with 2 keys on a ring and a separate slide card that she said was for the entrance to the building. I left and drove across town to the property which was situated in what appeared to be a commercial-industrial area. The five-storey building had the look of a former assisted living facility, with a one-storey building complex across the parking lot that might have once been the skilled care unit of this facility. I did not need the slide card to get into the building as the front door was broken and easily pushed open. I climbed the stairs and noticed out the window of the stairwell that there was a lot of broken glass on the rooftop below. When I got to the third floor, I walked down a dimly-lit carpeted hallway with a very low ceiling and found the correct apartment. The hallway was extremely quiet, in fact silent. I let myself into the apartment and looked around. It was carpeted and clean, with two equal-sized bedrooms symmetrically flanking a living room of about the same size in between. Each bedroom had an identical bathroom adjacent. There was a very small kitchenette. Each room had a separate heat/air unit located under the windows much like you would find in a motel. After leaving the building I returned to the office where a second employee had difficulty answering my questions because she stated it was her first day working there. Therefore she found Nida to assist me. Nida asked me if I liked it and I said "It is very quiet." She then answered my questions about similar housing and rent amount, and she pointed out a stack of papers with the company's properties listed on it and suggested I take one. I said thanks and left.

Previsit Call

A lady named Robin answered the phone. I told her my name and that I wanted to find out more about the 2 bedroom apartments advertised in the newspaper. She began detailing these apartments saying that they were running a special of \$510 with a one year lease. She continued saying that the apartments included a stove, refrigerator, dishwasher, and garbage disposal. She said that water was also included. She sounded extremely enthusiastic to tell me about the apartments. She said that there were quite a few of the two bedroom apartments that they were hoping to rent out. I asked her were there any other fees that I should be aware of? She explained that there is a \$25 application fee due when turning in the application. Then, if granted acceptance, a \$50 fee would be required to hold the apartment. I asked if there was anything else, some sort of down payment and she said that the first month's rent would also be due. Also, she stated that the electricity must be turned on by the tenant before the move-in date. She asked if I knew where the apartments were at? I told her that according to what I had read they were off of Jefferson Rd. I asked her if they were near Denny's. She said no that they were close to the Food Lion. She asked if I knew where that was. I replied yes and said so that's before Denny's. She said yes if you are coming from Oak Level Road. I told her that I was just calling before I actually came out to see what the apartments looked like. I then asked her if it is a big or small complex. She told me that she thinks there are about 132 units. She asked if I would like to come see one of them. I told her that I would be available tomorrow and on Saturday morning. She said that she was only working today and that the manager would be in sometime tomorrow. She advised me to call tomorrow and schedule an appointment with the manager. I asked if drop-ins were welcome and she replied yes. I told her that I would try to call in the morning and schedule a visit. I verified Robin's name and thanked her for her time. She told me thank you and to have a nice day.

502a pre-visit call narrative part 2 Tester ID #94356 10/19/07 9:30 am This was my second call to the apartments.

A lady answered the phone and introduced herself as Elizabeth, She gave me her last name, but I could not catch what she said. I told her my name and that I had called yesterday and spoke with Robin. Robin had told me to call back this morning when the manager was in. I asked, ; "I'm not sure if you're the manager she was talking about. Elizabeth replied yes as a matter of fact I am. I told her that I was interested in looking at the two bedroom apartments that Robin had told me about, the ones priced at \$510 with the one year lease. I asked if I could come by some time this morning or in the afternoon. She said that she would be conducting \ interviews until 12 noon and invited me to drop by anytime afterwards. The conversation ended with thank you and the affirmation that I would be dropping by later on.

Visit Report

As I arrived at the office building, I saw a Hispanic man walking past very briskly. I got out of my car and then entered the office building. On the door were stickers denoting that the apartment complex accepts major credit cards and that it supports Equal Housing Opportunity. Directly as I entered the building there was a desk facing the door. There was a lady on the phone. When she saw me come in she smiled and told me that she would be with me in just a few minutes. This gave me time to sit down and look around the room. The office building actually doubled over as the apartment club house as well. It was one large open area that included comfortable chairs and a kitchen area for residents to use for special occasions. On a table was two bowls of Halloween Candy and Apartment Guide/finder books. There was African American Christian spiritual music playing on a radio. I waited for about 5 minutes. The lady finished her phone conversation and then asked me to come over to her desk. I introduced myself and asked her if she was the lady I had spoken to earlier. She smiled and said yes. I began by telling her that I was not ready to make any sort of commitment today, but that I was just wanting to see what was available in the area. I explained to her that I was interested in a change of scenery. She told me that she thought I would be very happy to see what they had to offer. She immediately reached in her desk and pulled out a packet entitled "Application procedures" and a brochure that contained the various layouts of the apartments—one, two, and three bedrooms. On the brochure, the prices, fees, and apartment features were listed. I complimented the two bedroom floor plan telling Elizabeth that I liked the fact that the bedrooms were not side-by-side like the ones where I already live. She told me that the one and three bedroom floor plans were also nice. She apologized that she did not have any of these to show me stating that they were 100% filled at this time. She explained that there were many vacant two bedrooms available. They are currently trying to fix them up and rent them out. I asked her for clarification about the fees and she explained that the first month's rent is only due at approval if the credit report comes back as approval with conditions. She stated that if the credit report came back good (just as approval) then the first month's rent did not have to be paid, only a pro-rated amount from the day of move-in. She apologized that Robin had not clearly explained this on the phone. I asked Elizabeth if I could take a look at one of the two bed room apartments. She grabbed her set of keys and, laughing, told me that today had been strange with the weather and the fact that she had been the only person in the office for most of the day. I laughed with her and told her that I had not known how to fix my hair this morning due to the weather because I was afraid of it frizzing up. She laughed again and told me that she should have given more thought to her own hair this morning. As we were walking outside, she asked if I would mind following her in my vehicle. She told me that the one that she wanted to show me was located at the back of the complex. I said, sure, no problem. I got in my car and followed her van. As I was driving to the back of the apartments I tried to be very observant. I noticed a African American man riding a bicycle very quickly through the complex. As we reached the furthest buildings I noticed a white lady getting out of her car and another African American man walking around. I also saw a stray kitty running towards the woods. We parked right in front of the building 4367. She took me upstairs to Apt. J.

She toured me through the apartment and pointed out that there was new vinyl in the dining area. She told me that only a few of the apartments had vinyl in the dining area; however, she was working to see that more could get it. She explained that her bosses were not very happy with the apartments that she had already changed, seeing that putting down vinyl was more expensive than the wall-to-wall carpet. We talked about how that in the long run it would actually save money because it would not have to be replaced as frequently as the carpet. Elizabeth told me that she likes for her tenants to feel welcome. She told me that if it were up to her, each new tenant would receive an apartment with new vinyl and new carpet. She told me that this just makes people feel more welcome, I toured the apartment commenting on the spaciousness of each area and how I liked the lay-out. As we headed back out, I asked her about the pet policy. She told me that she believes that pets up to about 60 pounds are allowed. She told me that her boss has not set a pet fee at this time and that I would not have to worry about one as of now. She took me to the apartment immediately next to J and told me that she wanted me to see their other carpet option. She explained that this apartment was not finished (the cleaning and repairs). She showed me the second apartment in order for me to compare the tan and bluish-gray carpet that they have to choose from. We walked back down the steps together.

Previsit Call

I called today Sat. 20, at 2:44 and the maintenance person answer the phone and did not say anything after for a while, and then he said:

- I picked up the phone to make a call but you were on this line, this is Blue Ridge maintenance is there anyway that I can help you?

-Yes, I wanted to go and see the apartments today

-The office is close

-what about tomorrow?

-The office is close, and we will open on Monday

-Wait, but your voicemail said that you guys are open today and tomorrow

-Yes but we are close

-So i can go and see the apartments on Monday?

-yes you can

Before getting some information about this apartment I had to leave 3 messages and I called 4 times. I could not answer the phone because i was in class. The message was left on Thursday, October 17 at 2:17pm. The voice message said the following.

Good afternoon I am returning a call from South Point apartments and I just wanted to give you some information. The two bedroom apartments are \$510 a month, you have to do a 1 year contract. The application is \$25, there is no deposit required. There is a \$50 hold fee to hold your apartment once you are approved. It's all electric, it has central AC, a stove, refrigerator and it includes water. If you have any questions give us a call.

Visit Report

I arrived at the office and the lady was busy with one white female. The office person said hi, and I went straight to the waiting area. She had a baby and was about 20 to 25 years old. Next to her was another clients, this person was an African American man. He was about 30 to 40. The woman left within 5 minutes that I arrived and I could not tell what she was doing there; obviously she was a resident of the apartments. After she left, she kept talking with the man and told me to fill out the visiting card. I asked her if I could use the bathroom. The man appeared to be doing the last things required to move in. After finishing, they kept talking and laughing. Then he left and the phone ringed, she answered and kept talking and laughing in the phone. Then she said ok, and I went and sit in front of her desk.

-How can I help you?

-Yes, I wanted to see the two bedroom apartments.

I had my ID in my hand and asked her if she wanted to make a copy of it and she said

that with the visiting card was enough.

-When do you want to move?

-At the end of the month, like the first week. How big is the place? Like how many apartments? 132

Then, she told me to follow her in my car, and we went and see the apartments.

While we were inside and I was walking around I asked her:

-So, do you have more apartments available, I mean, like can I choose from the first floor or second floor?

-There are no first floor apartments available. Those people don't seem to move. But I will have about 12 apartments to choose from. Only second floor.

We came out and she did not say anything so I told her, I am trying to look for a roommate, so I will come back with her and she said ok.

Previsit Call

Jessica, the property manager, with whom I spoke, provided a wealth of information. What follows is a list of what she said.

> 2 different models of 2-bedroom apartments : 2-bedroom with den (1080 sq ft) for \$580/mo; 2-bedroom/1-bath (950 sq ft) --> on special \$510/mo if sign 12 mo lease, \$540 if other length lease

> Other apartments: 1-bedroom (650 sq ft) for \$505/mo; 3-bedroom (1100 sq ft) for \$625/mo

> \$150 move-in fee is base for everyone, but covaries negatively with credit rating (poorer rating = higher fee)

> If apply online --> no fee; If apply in person --> \$15 fee

> 3 floors per building; 9-10 buildings arranged in U-shape; 109 units in complex; 2-bedrooms are all on 2nd or 3rd floors; 1 and 3-bedrooms are all on 1st floor

Visit Report

I arrived at the information center of Hamilton Court apartment complex at 2:30pm on 10/19/07. I was greeted and immediately attended to by Jessica (heavy-set, African American female, late forties to early fifties, white blouse, African American pants), the person with whom I spoke during my pre-visit call. She said that she could show me the 2-bedroom with den apartment that she told me about over the phone and that the 2-bedroom/1-bath model was exactly the same, minus the den. She also said that the apartment was going to be recarpeted and asked if I wanted to look at it anyway. I said, 'sure.' After she wrote down my name and current address (assigned address) on a card and made a copy of my license (before which I told her that the address on it was not current), we left the office, at which time she mentioned that she has only been there for two weeks and that they were planning on making many improvements and upgrades (painting, paving, carpeting, etc.), as the apartments were built in the 70s and haven't had much work since. We got into her car (mid to late 90s, tan, Eagle sedan) to go around to the other side of the complex where the apartment she was going to show me was.

When I got in the car, a bug flew by my face and I swatted at it. She asked, 'is there

something in here?' I said that I thought it was a mosquito. She said, they must have found some water from the rain and that she hated mosquitos. I concurred saying, 'I wouldn't be sad if they were all wiped from the face of the planet.' I suppose I'm a bit of a specieist. Jessica must be too. She affirmed my statement saying, 'me either,' and continued with expressing her hatred of squirrels. I concurred with her sentiments there as well. Then she pointed out a 1st-floor apartment that had a jungle of potted plants outside the patio, several elephant-ear plants, etc. She said that he watches the home and garden channel a lot and that he actually has a koi pond down there. She inserted that, 'he's been here since the 90s so we pretty much let him do whatever he wants.' We pulled up to the apartment building that was the destination and got out to go in. I didn't notice a number so guess I'll just describe spatially where it is. The buildings of the complex are ordered in the shape of a U. The information center is at the top, open part of the U. The building in which I was shown an apartment was directly across the open area at the bottom of the U. As we walked up there were three young African American children (2 male, 1 female) sitting at the edge of their balcony on the 3rd floor with their feet dangling off of the edge. Jessica and I both said hello to them and the little girl waved. We went into the building to apartment H. Along the way Jessica pointed out the 'wear and tear' that will be fixed eventually. She gave me a tour of the apartment noting all of the features thereof.

We came back out, got in her car again, and drove back around to the information center. Along the drive Jessica asked me if I was just shopping and seeing what all was out there. I said, 'yes' and 'that I had to confer with the wife anyway.' She said, 'of course' and something like you have to if you want to keep her happy. I don't remember exactly. I responded that, 'it's good she trusts me to go out and do this alone though.' She said that if we wanted to come back and take another look at the apartment that she would be happy to show it. We arrived back at the information center where I thanked her, she thanked me, we said goodbye and I left at 2:45pm.

Previsit Call

I called 10/17 at 10:30 am, 10/18 at 2:00 pm, and 10/19 at 11:00 am. On Sunday 10/21 I went to the complex just to check where is that, and wishing to find somebody. It seems on weekends it is necessary an appointment. Finally Stephanie called me back on 10/23 @ 12:05 pm , she apologizes, and told me she has a wonderful promotion. We sat an appointment for 10/24 @ 12:30 pm, I went, but nobody showed up. There was a flyer saying the "she is visiting some appartments and will be back shortly". I waited 20 minutes, I went to have lunch, came back at 1:30 pm, and she was not there. Anyway I was talking with the maintenance person, a man from Vietnam, he told me usually she is very busy, and the only person working there. He allowed me to visit one apartment.

Visit Report

Finally Stephanie called me back on 10/23 @ 12:05 pm , she apologizes, and told me she has a wonderful promotion. We sat an appointment for 10/24 @ 12:30 pm, I went, but nobody showed up. There was a flyer saying the "she is visiting some appartments and will be back shortly". I waited 20 minutes, I went to have lunch, came back at 1:30 pm, and she was not there. Anyway I was talking with the maintenance person, a man from Vietnam, he told me usually she is very busy, and the only person working there. He allowed me to visit one apartment.

Previsit Call

I left a message on Thursday Oct 18th at 4:56pm. I didn't receive a call back, so I called again at 2pm Friday.

Agent was friendly in answering the phone and helping me. She offered much of the information. I said I was looking for a 2 BR. She first asked when I wanted to move in. I said, "Somewhere between Nov. 1 st and Nov. 15th." She then told me that there was a special right now for \$550 a month for 1 year, no security deposit is necessary, there is a \$25 application fee for each person over age 18, and a \$50 minimum administrative fee that you don't pay until after you are approved. The amount depends on the credit report. The apartment includes stove, refrigerator, garbage disposal and Washer/Dryer hook up. I then inquired about there being multiple units available for this price. She said yes. I asked about what else is included in rent - electric, water? She said those weren't included. I asked if garbage was, she affirmed that garbage and sewage was included. She asked me if I knew where they are located. I told her that I have the address and could mapquest it. She asked where I'd be coming from. I said downtown. She gave me exact directions from downtown to the complex. She said office hours are 9-6 M-F and 10-5 on Saturdays. I asked if I could go ahead and make an appointment for today. She asked what time. I replied, 5:30 or 5:00. She confirmed about 5:00 and asked my name and how to spell my first name. I thanked her. Asked her name, she gave me her first name. She said to just call if I needed to reschedule. I said thank you and we got off the phone.

Visit Report

I called at 4:25 PM, said that I had a 5:00 appointment and asked if I could come earlier. She said something like, "Sure thing." I told I'd be there shortly.

When I arrived, the agent was with an apparent tenant who needed something. I said that I was there for an appointment and the agent told me that I could have a seat and she would be right with me. She walked to the door with the tenant who was a 20 something year old Latina with poor English. The agent, an African American woman in probably her late 20's, spoke to the woman explaining that the key she had didn't work and would come over in 10 minutes to try other keys with her. The tenant did not appear to understand, as she wasn't giving any indicators, such as nodding or replying clearly. The agent asked, "Do you understand what I am saying?" and patiently tried to explain again in with more simple words and spoke clearly. The agent didn't talk louder, sound annoyed, or talk down to the woman. The young woman started dialing her cell phone. I interjected to say that I would be happy to wait if she wanted to go ahead and help the tenant. The agent asked, "You don't mind?" I told her it wasn't a problem. She

said that she would need to lock the office and I could just wait in my car for a minute. I went to my car and the tenant handed the agent her cell phone as they walked away. The agent spoke to the person on the phone saying, "I was trying to explain to her...." The agent was only gone for 4 minutes or so and thanked me when she returned saying that the tenant didn't understand what she was saying and welcomed me back in to have a seat. She asked if I had any questions and I told her that I couldn't think of any more.

She got out an "Apartment Visitor" form saying, "I think I got all the information I needed on the phone. A one bedroom?" I replied, "No, 2 bedroom." "Okay." She asked for my number. I gave her my cell phone with a long distance area code. She said she needed to see my ID. I gave it to her and she wrote down something from it. I think the License number. When handing me my ID back she asked about the long distance area code and asked where is was from. I told her Missouri and that I haven't gotten it changed. I just moved here a year ago. (She didn't ask about how long I was at my last apartment, which according to my profile, I was supposed to be living there two years. So the information I gave conflicted with my profile, but she doesn't know that.) She said we would walk on over.

While walking to the building we small talked about the rain that morning and how we needed it. She was very polite, letting me go first when walking up the sidewalk. Once we were in the apartment she announced that she needed to turn on the power and did so. She said that we were in the living room and then tried to show me the porch. The screen door wouldn't slid and then fell off the track. She set it aside and opened the storage space on the porch to show me. We went back in and she pointed out all the closets, pantries, washer/dryer hook up, the 2nd bedroom room, closet, bathroom, 1st bedroom, sink in the bedroom, and walk-in closet. She said that all the apartments have the same layout.

She asked again about my move-in date and said they would definitely have something at that point. When trying to show me the inside of the linen closet, the door stuck due to the paint sticking. She wasn't able to open it. She said that they have a new maintenance person and that the apartment was still being worked on, but it was the only one they had to show. She seemed slightly uncomfortable or embarrassed with the porch screen falling off and then the closet not opening.

We walked back and I noticed the tennis court. I asked what other amenities are there. She said there is a tennis court, swimming and laundry room. She said that she has yet to see someone actually use the tennis court except for little kids just playing around in the space. I told her how I was bad at tennis and she said that some things are like that and shared how she didn't like the piano as a kid.

Previsit Call

A leasing agent answered on the first ring and was quite friendly and upbeat, and later introduced herself as Arielle. I told her that I was looking for a 2 bedroom apartment and she immediately launched into telling me that there were 2 bedroom units available for \$550/month. The units are fully carpeted with washer/dryer connection, garbage disposal and dishwasher. Arielle also informed me that the security deposit is being waived at this time but that there is a \$25 security deposit for each applicant over the age of 18. Although friendly, Arielle hurriedly answered my request to make an appointment to see an apartment on Friday at 4pm. She then promptly hung up the phone.

Visit Report

When I arrived at the property, I was immediately greeted by Arielle, the leasing agent I'd spoken with on the phone. She asked for my license and took down my information then asked if I was ready to go view one of the soon-to-be available units. We drove over to the unit since it was raining and went in. She showed me a 2-bedroom, 1 bath apartment on the backside of the property. There are eight units in each building. Arielle explained that there is a storage closet on the balcony, there is a washer/dryer hook-up, water is not included in the rent; however, trash and sewage is included. Electricity and cable is also not included. She also explained that the current rental special is a 2 bdr with a one year lease for \$550/month, the \$25 application fee is waived, and the administrative fee is \$50 with approved credit and depends on credit rating. There is no security deposit. We then returned to the leasing office and I was given a brochure with rental application. Arielle stated that she hoped that I would become a resident at Grant Heights because she felt that I would fit right in with the community. I thanked her for her time and then left.

Previsit Call

The phone rang three times and a lady answered it. I told her I was calling about the apartment they have advertised at Apartment Finder and she asked how many bedrooms I was looking for.

I told her it was a 2 bedrooms and she said the price was \$625, 00 and they were in a promotion with no security fee. She also said the security fee would be \$200, 00 if it was applicable.

I asked her how many apartments it was available and she said three.

I asked what was included in the rental price and she said the water was included.

I asked her if there was any other fee and she said no.

When I asked how long the lease was she said it was either 6 or 12 months and the rental price wouldn't change, it will continue \$625,00 for all the lease length.

I asked how many apartments there were in the building and she said that they have a total 48 two bedrooms units and 48 one bedroom units.

I told her I would like to see the apartment and she said, "Great, our office is open from 8:00am to 6:00pm. What time is the best for you?" I asked if she was available today at 2:00pm and she said yes.

We set up our meeting for today, October 23, 2007 at 2:00pm.

I asked her name she said Erica. She asked my name and phone number and said she was looking forward to see me.

I confirmed the apartment address with her and she asked if I were familiar with the area. I said, "No, but I would prefer get directions from Google and if I have any problem I will call you back." She said, "Please, do it."

I said thanks and hung up the phone.

Visit Report

I arrived at the complex Cleveland Trace located at 90 Redwood Lane, Greensboro, North Carolina on October 23rd at 1:55pm for my -2:00pm appointment.

When I walked into the rental office, I was greeted by a African American woman (approximately 5'0" tall, a little bit overweight, dark hair, wearing African American pants, a gray blouse and flat African American shoes) who asked if I was [tester]. I said yes and we shook hands saying nice to meet you. Her name is Erica. She sat me and handed me a handbook with information about the complex building. She asked me for a document and I gave her my student ID. She asked if I was going to school and I said, "Sometimes, to improve my English". She confirmed if I want a two bedrooms and I said yes. She got the key and invited me to follow her. She told me if I liked what I was able to see it would have a \$20, 00 application fee.

On our way to see the unit she asked if I would live by myself and also if the apartment complex was near to my office.

We walked throughout the walk way and entered at 90 Redwood Lane, apartment D. Erica opened the door and I could see the living room, dining room and the kitchen. She walked to the living room door, opened it and invited to see the screen porch and the storage place. The apartment was very clean and it smells really good. We walked back in to the apartment and she shows me the appliances in the kitchen as well as the pantry.

After that we walked on the hall to the bedroom and she show me the in wall closed. We walked to the full bathroom and she told it was large. After that we walked to the master bedroom and she entered the ½ bathroom to show me it and also at the walk in closed. She commented that new building were not as large as that one. She asked how I liked it. I said it was great.

I thanked her and we left the apartment. Walking back to the office, she said that they were proud to have a “country environment so close to downtown area”. She emphasizes that, because I was by myself, I would consider the fact that they have maintenance people living at the complex building and I could get help any time I needed that. She showed the pear tree and the swimming pool. She said they had closed the swimming pool recently.

At the rental office door she invited to enter and asked me if I want to take the Application for Rental with me and take a look on that. She handed the sheet and told me to keep in mind that I have to present a pay check, a social security card, and a drive license if I brought the form back. I asked her how long it will take them to get back to me if I decided to complete the application and she said between 24 and 48 hours. She also said that they don't accept money. I can pay by credit or debit card and by check or money order.

With the application paper on my hand, I left the office at 2:25 after shaking hands again.

Previsit Call

Erica stated that there was a special going on now of no deposit, and that two-bedroom apartments are \$625 and are available immediately. She stated that water/sewer is included but the electric bill and other utilities would be my responsibility. She described application and administrative fees. She stated that I could just stop by, and she would show me an empty apartment.

Visit Report

I arrived and went into the office where Erica was on the phone. She motioned to me that she would be right with me and I waited for about a minute for her to finish her phone call. When I sat down and asked about two-bedroom apartments she gave me a brochure and began detailing for me the application process and associated fees. She described credit and criminal background checks as well as how I could reserve an apartment if I was not interested in moving right away. This involved putting \$50 down. She took me to see an apartment and on the walk over she commented on how quiet the apartment complex is. I mentioned that I had noticed that. She also mentioned that if I wanted to have satellite TV I had to register the satellite and she pointed out other tenants' satellites. She asked me whether I worked around here, and I said that currently I work at the Teras Corporation, so it wasn't really that close, but that I wasn't basing where I lived on where I work. At the empty apartment she showed me around pointing out its various features. On our way out of the unit a African American man probably in his thirties (presumably a tenant) came down the stairs talking on a cell phone loudly in an angry-sounding tone. He continued this all the way to his car, and then drove away. Erica laughed (seemed like a nervous laugh) and said "he's talking on his cell phone," and appeared embarrassed. On the way back to the office, Erica said to me, "Whatever community you are going to look at, one way to see what it's really like is to drive through when people are around, like on the weekend, and just see what the people who live there are like." On the rest of the walk back she told me that to qualify I needed to make three times the rent, which was \$19.50 an hour. I said I didn't know how much I made per hour but that I made 31,000 per year. She said I would definitely qualify with that pay. I joked that I knew I had joined the adult world when I stopped counting my pay in hours and started counting it in years instead. She asked me if I would like to take an application with me and I agreed to. She told me that when I turned it in I would also need copies of my picture i.d., social security card, and most recent pay stub. Back at the office she gave me an application and made sure I had her name. While she was getting the application, another staff person came through with a broom, emptying trash cans, and she greeted me pleasantly. I said goodbye to Erica, we shook hands, and I left.

Previsit Call

- Hi, I was wondering if you have two bedroom apartments available?
- When do you want to move?
- At the end of the month
- Yes we have apartments available
- Can I ask you some questions?
- the rent is \$585 to 620, all electric, we pay for water, recycle and

Visit Report

As soon as I got into the office Mary said:

- May I help you
- Yes, I wanted some information about the two bedroom apartments
- Yes, you want information only or you want to see them?
- I want to see them
- I need to make a copy of your driver's license
- Sure
- Then she started to fill out the guess card and ask me (question 37)
- where did you saw the announcement?
- Apartment finder
- Is this your current address?
- Yes
- How many people are going to leave in the apartment?
- I am trying to get a roommate, 2

Then she got out a sheet with info and went over the apartment prices, the different features (wood floor vs. carpet), the fees, the application, she made clear that they needed a monthly check from my job, or a form filled out by my boss. I also asked her if they had 3 bedroom apartments. And she said yes and gave me some prices.

Then we went out and she said we were going to wait for the golf care because the model apartment was being use for another thing and the apartment that she was going to show me was kind of far. She asked me if I was familiar with the area, I didn't want to make conversation about it, so I said yes and started looking at the buildings. It was quiet when we were going to see the apartments so I asked her what features besides the pool they had. I felt that she wanted to talk but since I said yes and look away she didn't ask me more stuff. Then she told me that the apartments had an entrance to the park and that people usually walked there with their dogs and that you could go and make picnics or fish in the lake (question 34). We arrived at the apartments and I hesitated to go in since it was kind of drizzling and my shoes were dirty, but she told me,

go ahead, you can go. Then she turned on the lights and show me and explained me where and how you put the washer and dryer. She opened the closets, and showed me the rooms and bathrooms. She also mentioned the differences between the storages that are in the first floor and second floor. At the end I told her that I liked the apartments and that I was going to bring my roommate with me. She said that it was fine and that the application was in the package that she gave (question 40). She attached her business card to the package. I thanked her for her time and then she dropped me next to my car.

White

Previsit Call

Visit Report

I arrived at Rolling Woods around 2. The rental office was located at the back of the complex and there were spaces for "Future Residents". The area was well maintained and with the rain from the past few days everything was lush and green. The building was set back in a wooded area that surrounded the entire complex. There were white railings that led back to the office with signs posted warning of the slippery surface. I went into the office which was a combination of three or four offices in an open setting. I was not immediately greeted because the leasing consultant was in a back room, she came out when I said hello. She told me she had to wash her hands and to have a seat, she would be right with me. She was an older lady, around sixty, she wore wire rimmed glasses and spoke with an accent, maybe New Jersey. As she walked around the desk she asked what I was looking for and when I needed to move. I told her mid-November and a two-bedroom. She said she had two-bedrooms that would be available November 10, she asked if I preferred first or second floor, but then said she only had second floor apartments after I said first floor. She asked if I wanted to see the unit and then went over the application and fees. She told me that some of the units were upgraded, and required a 15 month lease at the same rate as the others, She was getting up to show me out and asked if she needed my ID, she took it and made a copy. We left the rental office and she told me we were going to ride in the golf cart to the model. As we rode towards the front of the complex we talked about all the rain we had been getting and she told me how she was going to have to wash about ten towels that they had used just yesterday to keep the golf cart dry for all the people that came out to see the place even though it was raining. She also told me about this girl that had come in because it was the last day for her to reserve her apartment, she was sick with the flu and had a temperature of 104, she said if the girl had told her she was sick they would have extended the time she had to turn in her paperwork. As we pulled up to the model she asked if I was familiar with the park, there was a private entrance to an apparently popular park, she told me about the trails that were for walking and biking, and that there were Battle Placards and other historical effects throughout the park. We walked around to the back of the building and entered a first floor unit. It was not the usual model, there is someone staying in it temporarily. She told me that there were some flaws in this unit, but they were being fixed weather allowing because someone was moving into this one shortly. The unit was clean, there were bits of hardwood flooring at the entrance and in the kitchen, this is the upgraded unit, there was a small living room with patio access and a connected dining area and the kitchen to the left with white painted wooden cabinets, dishwasher, garbage disposal, refrigerator, and washer/dryer

connections. The master bedroom was on the left side of the apartment with a large closet and attached bathroom. The guest bedroom was on the opposite side with the bathroom across from it. There was plenty of closet space, and a utility closet outside that opened with the front door key. The water heater and fuse box were also kept outside to limit the contact necessary for maintenance. I asked about parking as we rode back to the office and she told me that for safety they did not put numbers on the spaces, since someone would be able to tell if you were on vacation, and that there were 2.5 spaces per apartment. She said they only ask that if you have company that they not park in the front row so that residents could park in front of the building. She stopped in front of my car and asked if I had any questions, when I said no she said she looked forward to hearing from me and to have a nice weekend.

40714
White

0

Previsit Call

Ronda answered the phone and told me that unfortunately they had already rented the only two-bedroom that was available, and that there weren't any one-bedrooms available in my time-frame either. She thanked me for my interest, and told me that she had my name and number from my message and if something came available she would call me.

Visit Report

36966
Hispanic

0

Previsit Call

A feminine voice answered the phone very politely and asked how she can help me. I said I was calling about an apartment they have advertised at apartment finder. She asked what I was looking for and when I was planning move in. I said I was looking for a two bedrooms and my plans were moving in between Nov 15 and Dec 1st. I asked if she had any unit available.

She said she had 2 bedrooms indeed but she had just rented the last one today. She continues saying that she has only 15 apartments on whole propriety and they don't came up very often.

I asked if she had any other apartment available and she said she will probably have one bedroom on middle of January. She said again that the propriety is not too big and once people move in they stay there, they don't move out very often.

I told her I saw the advertising last Sunday and she said again that she has no availability now.

I didn't say anything; I was waiting for her to give me any other alternative. She told me to feel free to call her anytime to check their availability.

I told her I would like to give her my phone number in case there was any availability she could call me. She agreed on getting my phone number and said thanks.

I asked her name again and she said RONDA.

I said thanks too and I hung up the phone.

Visit Report

NONE

36966
Hispanic

701

Previsit Call

Vicki: - I am calling about the apartment, do you still have any apartment available?

Birch Tree Apts: - We do. When do you need to move in?

Vicki: - Between Nov 15 and December 01st.

Birch Tree Apts: - Ok, that will be no problem. We can have something ready for you. We have two floor plants, we have two bedrooms one bath and two bedrooms 1 ½ bath. The special right now with the 12 month lease is the rent is only \$399.00 or \$435.00.

Vicki: - Do have a security deposit?

Birch Tree Apts: - That is a special right now. No security deposit. So you will save that money up front. It's a great deal. Do you have time to come by tomorrow and take a look?

Vicki: - Yes, absolutely.

Birch Tree Apts: - What time do you want to come tomorrow?

Vicki: - At 3:30 pm will be ok, is it good for you?

Birch Tree Apts: - Ok, that will be fine. And what is your name again?

Vicki: - My name is Vicki.

Birch Tree Apts: - Rosana, ok! Rosana, I am Banira and I am looking forward to meet you tomorrow. Do you know how to get to us?

Vicki: - I have the address and I can get direction on Google. If I have any problem I will call you back, is that ok?

Birch Tree Apts: - Ok.

Vicki: - Just one more question. What does the rent includes? Does it includes heat and water?

Birch Tree Apts: - No, you are responsible for the electrical and the water. We take care

of garbage, pick up and things like that. You are responsible for the electric and the water. There is no gas bill. The unit is all electric.

Vicki: - Ok, so I will see you tomorrow at 3:30.

Birch Tree Apts: - Ok, I am looking forward to see you. By, by.

Visit Report

I got at the complex building at 3:25 on November 2, 2007 to my appointment at 3:30. I walked in a 2 rooms office and a lady was talking on a telephone in the first room. In less than 30 seconds another lady came from the second room and she introduced herself as Natasha and asked my name. I said Vicki and I said I had spoken to her on the day before..

She invited me to go to her room and told me to take a sit. She started filling up a form and asked my name, phone and when I was planning on moving in.

After that, she said that they have some units available to that date and she left the room to get the keys.

We walked to an apartment on the right side of the leasing office and she opened the door.

I walked in the living room and she showed me a closed and said that that unit was a 1 ½ bath united and was with a special rent price which was R\$435.00 for a 12 months lease.

We walked to a kitchen where I could see a stove, a refrigerator and a cabinet. The dinning room is in the kitchen and has a window facing the parking garage. She opened one door and showed me a ½ bath with is also the laundry room. I asked her if there was no hit in that room and she said no. She continues saying that once the dryer is there the room will be worm and I also could leave the door facing the dinning room opened to warm up the bathroom..

After that we went up the stars and I walked in the second bedroom. It has a closed and a window facing the parking garage to. It also has a build-in dresser and she said that almost all units has the same dresser in the rooms.

She walked in the master bathroom and I stood at the door while she opened the courting and showed the bathtub.

Finally we walked to a master bedroom and she made a comment that it was a pretty decent size master bedroom.

We went downstairs and she opened the door. I asked her if it was possible to see an apartment that I could rent because we have seen a model. She answered saying that they were all the same. There was no need to see any other. She also said she would show me what she had available.

We walked in her room and she handled me a sheet with all information about documents and the application for rental. She said they have to check my credit socor,

criminal records and also the employer information. She complement saying that my income has to be 3 times the market rental price (\$495)

I asked if there was any other fee once I was told there was no security fee and she said there is a only \$20,00 application fee.

I asked how long it will take then to get back to me and she said it depends basically on the employer. But it never takes more than 3 business days.

With the hand out in hands I said goodbye and I was ready to leave when Natasha told me that she hope I can make my decision and move in to the Birch Tree Apartments. We shook hands and I left the office at 3:50pm.

Previsit Call

Talked to Tramaine on the phone and she described rent specials for leases of 12 months - she described \$399 for two bedrooms one bathroom and \$435 for two bedrooms 1.5 bathrooms, and also no security deposit. She asked when I was interested in moving and said that I could drop by or make an appointment. She was friendly and enthusiastic on the phone.

Visit Report

I arrived and opened the office door, where a young African-American woman in a cream-colored sweater came out from the back office to greet me. I introduced myself and she remembered me from my phone call the day before. The phone rang, and she took a short message and then got off the phone and got some information from me. She took my license and put it in a drawer and said she would hold it till we got back. She joked about me needing to remind her to give it back to me because she was "good for forgetting to return these." As she was taking my info she asked if my address on the license was current and I said no and then she asked for my address and I had forgotten to go over that info before getting out of the car so I could not remember my fictional address and told her instead that I just don't like to get too many things in the mail so I would rather not provide it. She seemed fine with that and continued through the list of questions and remained friendly with me. She asked me which unit I was interested in and I told her I liked the sound of the \$399 special, but I also wanted to see the other two-bedroom too, to compare the possibilities. She got the keys that she needed and took me first to the model next to the office of the two bedroom 1.5 bath (\$435) and showed me around. It was a furnished model and the apartment showed its age. There was a window air unit and the bedrooms had built in dressers that looked old and rickety. There was nothing explicitly wrong with the apartment but you could see why the rent was so low because it was just an old apartment with small rooms and low ceilings and small windows. I asked when they were built and she said 1965.

We walked two or more blocks to get to the second apartment (the one bath, \$399 unit) which was not a model but an unoccupied unit. On the way she mentioned that all the apartments like the one we had just seen were located on one side of Taft street and all the others (the smaller units) were across the street and up a ways. The carpet in that unit seemed newer, but overall it was the same: small, rickety feeling, dark, etc. Outside that unit some residents (presumably) were walking and talking -- these were two to three men and one woman, and they appeared to me to be Cambodian or some other southeast Asian immigrants and they were speaking a foreign language. Tramaine made no comment on them nor did she make any mention about the residents in general.

Tramaine did tell me how the complex was in a pretty neighborhood despite being so close to the highway (Highway 29) and that you could cross the bridge over the highway and get to Wal-Mart and other shopping by foot if desired.

On the way back she asked me if I had any questions and I asked about fees. She went over the various fees and told me that she would give me floorplan paperwork and an application and all that info would be there too. Back at the office she gave me that paperwork and returned my license to me and wrote the rent specials amounts on the floorplan paperwork. She showed me a page in the paperwork that listed what applicants need to include with their completed application, and this list did include a copy of a social security card. She went over this verbally quickly. We said good bye. She remained pleasant and friendly throughout the visit.

Previsit Call

Other than what's noted above, Pamela the agent that answered the phone told me that the apartments are townhouse style (i.e. two level, side-by-side). When I made an appointment (for 2:00pm) to see the apartment, she asked me what my name was, though I did introduce myself as per the protocol. She asked for my phone number and what I will be driving. I asked her name, because she hadn't yet introduced herself. She asked me if I knew how to get to the property. I said that I knew where Wilson St was but that I wasn't familiar with where exactly the property is. She gave me directions then said that we'd be meeting at building number 1811.

Visit Report

I arrived at the Wilson Court apartment complex at 1:51pm, for a 2:00pm appointment, on Friday, November 2. I pulled up to 1811, the building of the apartment to be shown, and waited. At 1:54pm, a man (white, late forties to early fifties, glasses, dark with speckled gray hair, long-sleeve plaid shirt, Jeans) in a red, Ford Ranger, parked in a row behind me, walked up to the passenger side of my truck, waved, pointed toward the door of one of the apartments, and mouthed something. I got out of my truck while he continued to the door of apartment D. While unlocking it, he asked how I was doing and I responded, 'fine, and you?' 'Good,' he said. We walked in (to the living area of the unit) and he said, 'it's a 2 bedroom, 1-1/2 bath. 'The rent is \$465 a month.' We walked through the living room into the kitchen where he asked when I wanted to move in. I slipped up with accurately adhering to the assignment form and said between the 1st and 15th of this month, which implied now. He said, 'well, it's available now.' He then explained that the half bath was 'through there,' and pointed. And that there was a door to a storage/laundry room with washer and dryer connections in the bathroom. I stepped in and looked. We moved back through the kitchen and he explained that the pantry closet was a two-way closet (under the stairs), the other side being for storage and that the other door was through the living room. Walking that way, I opened it and peered in. Then he said that the two bedrooms and full bath were upstairs and indicated that I should go up and look around. I went up and wandered around noticing that the floors creaked under almost every footstep. I also noted that one of the door frames had separated at one of the seams and that there was no overhead lighting, not even in the bathroom. Otherwise it was pretty decent, new carpet, fresh paint, fairly new looking cabinetry and appliances, big closets, etc. When I felt I had spent a sufficient amount of time upstairs I came down and he asked if it was just me looking to move in. I responded that, 'no, both my wife and I, were looking and that I had to talk it over with her and that we were still shopping, etc. He said 'well, you have our number.' I then asked his name, since he hadn't introduced himself. He said, 'Henry.' I said it was nice to meet him and that I'd let them know. Stewart acknowledged in kind and we said

goodbye. As I left at 2:01pm I noted that there were 9 buildings arranged in an oval, comprising the complex.

Previsit Call

on 10/30 I called to the telephone provided. It took a while to answer. A woman answered. I say I am interested in a two bedroom apartment, and I would like if there is anything available. She said "yes" there are many possibilities. I was asking more information about price and requirements and she told me that when I come I can get all that information. It is necessary to call between 9 to 10 am in order to get an appointment every day.

Because of the time I was able to make the appointment on 11/01/07 at 9:15. I wanted to go like at 10:45 am. They put me on hold like for two minutes and then she told me it is not possible at that time. I ask if that is possible in the afternoon between 2 and 4:00 pm. She said is possible at 3:30, ask me my telephone number and what car I am coming with.

Visit Report

On 11/01/07 at 3:30 I visited the property. It was a young man called Brian waiting for me in the parking lot. He is like in his twenties, very polite, dressed with white shirt and jeans, and brown sport shoes.

The apartment is just in front of the main office. We walked to the apartment. Brian ask me who is planing to live there. I say me and my wife. He told me each one of us will need to fill an application and submit criminal records. They do this with every person in the complex in order to assure security to everyone.

We were talking while he show me the place. I ask what kind of people use to live there, and he say all kind of good people, but specially students from UNCG. He say bad behavior is not tolerate, and this is a very quiet place. The apartment has two floors, the first one is a living room, with kitchen and a room for laundry, it has a backyard, on the second floor there are two bedrooms, and a bathroom.

Over all it looks clean and in good shape. It has just being painted, and has good natural illumination. Brian showed me the Rental Qualification Statement with all the requirements. We are allowed to used two spaces in the parking lot. It will take 24 hours to be approved if everything is ok. We walk to the parking lot and say good bye. A man in a red truck came to pick up him.

82979
White

703

Previsit Call

999

Visit Report

I called Cedar Terrance at 3:27PM on Tuesday October 30 and no one answered but I did not leave a message I had called on Monday but when I dialed it said the phone was out of order, since I was in that part of town I dropped in. There were two people there, an African American female about twenty five years old and a white male about thirty two or thirty three who were the owners I believe and someone else who was looking to rent there sitting at the main desk. I did not think that the male was one of the leasing agents because he was on the phone and when I entered he smiled and I said I was interested in looking for a two bedroom. The female said I could look around and go upstairs since the leasing office was conveniently located in the demo apartment. I thought that was a great idea, so I proceeded to go upstairs. I looked around and indeed it was a two bedroom and one bathroom. I went downstairs and the female asked if I wanted to see the kitchen and I said yes so I saw the kitchen. I stepped back into the office and the female asked if I were having someone else who would be living with me eighteen years or older and I said yes. She said there was an extensive credit check and some fee of one hundred but I was not too clear what the fee covered. She invited me to take an application with me and said the sooner I would return it the better. She was very brief as well as the entire visit. It did not seem to bother them that I did not make an appointment previously. There were fair housing and equal opportunity signs posted in an area that was very visible upon entering.

Previsit Call

I called Cedar Terrance at 3:27PM on Tuesday October 30 and no one answered but I did not leave a message. I had called on Monday but when I dialed it said the phone was out of order, since I was in that part of town I dropped in.

Visit Report

I entered and no one greeted me immediately. There was a white male in his 30's that was standing on the balcony across the room and he was talking to someone out there, another white male in his 30's I believe. I hesitated and then walked cautiously toward an empty office although there was also an office desk and chairs in the open area in the room. The 1st male, walked toward and I said, "I'm wanting to see a 2 Bedroom apartment." I could smell the smoke on him and he had facial hair - a goatee and mustache, I think. He had a small frame and seemed self assured. He said he was really sorry but he couldn't show me anything right now because his office manager was gone and so was the other office person. He said they are at lunch and should be back in 20 minutes and, "I would love to show you the place. You could come back later, or you could hang out 20 minutes until they come back. I could use the internet or something - [motioning to the computer, where there was already someone sitting] when he gets off I guess." I replied that I could come back. He encouraged me to do so, that he would love to show the place and gave me two pieces of paper, a floor plan and a pricing list. I said, "Thanks," shook his hand and left.

Previsit Call

I was greeted by an upbeat sounding man. I would think him to be in his 20s and Caucasian. He informed, "We do have a 2 by 1 available, meaning two bed one bath. It is \$660 normally, but we are running a special right now for \$630 and half of the deposit. I don't know if you care about the amenities, but there is a computer and printer available to residents during office hours, and a nice pool once the water ban is lifted and we are able to fill it. [we joked here about running around in a dry pool], weight room, there are a couple lakes and residents are now able to fish in them. The old management didn't allow that, but now you can fish. There are apartments with fireplaces and washer/dryer hookups, but there is also a coinless laundry facility. We have cards that you put money on and then swipe at the machines." I asked what is included in the rent. He said that nothing is included but that the water bill is subdivided by the rental management company and that bill is due with the rent. I asked, "How much do I have to put down?" He replied, "Depending on your credit, between \$150 and \$400, but right now with the half-off special, that would be 75 and 200." I asked what other fees there are. To which he responded, "\$75 administrative fee and \$55 application fee per person living here, \$65 for married couples, so that is \$130 total for a single person. If the application is denied then the \$75 admin fee can be refunded." When I asked about the lease he said "month-to-month is available" I exclaimed "Oh really." He replied, "but that costs a little bit more. The six- or twelve-month leases lock your rate, but that is now, I can't say what might happen in the future." He paused for a moment, so I offered, "well, I think I would like to come see the place." He replied that there is a two-bedroom model apartment open that I could see, and he added, "I also have a one-bedroom and a studio to show if you are interested or know someone who might be." I asked if I need an appointment. He said "no, just stop by during business hours, 8:30 to 5:30 Monday through Friday, 9:30, no, 10-5 on Saturday." He also gave Sunday hours. "Oh, one more amenity that I think is nice, the breezeway, the hallway between apartments, are enclosed and locked, the only people that have a key are the people who live in that building. Each building has a different key. It is a nice security feature and it is climate-controlled so you also don't have to worry about standing outside when it is cold." I agreed with him that it is a nice feature and thanked him. I asked, "You're Robby, right?" He said that was correct and said good-bye. He was very polite and seemingly outgoing.

Visit Report

When I entered the office, the same white guy in his 30's with facial hair, was standing behind the desk in the middle of the room and there was an African-American, slightly younger, clean-cut guy sitting in the chair in front of the desk with most of his attention

on his phone. The agent greeted me and I said, "I'm here to see the 2 bedroom apartment." He replied, "Oh you came in the other day. Oh. Guess what. I'm here by myself on Saturdays. Well... it's not fair for you to keep coming out here." Addressing the guy sitting in the chair, "Can you hang out a couple minutes here for me?" The guy agreed. The agent grabbed his keys and led me through the weight room and pool, which was full. He pointed out that there are open 24/7 and led me through the door to the outside and to the closest building. He checked that I wanted to see the 2 bedroom. I confirmed. He said that some of the apartments have fireplaces and depending on when I am moving, there might be an lake view apartment available, they're "10 bucks more, but they're nice." He opened up an apartment and propped the door open behind us. He showed me each room, just pointing out a couple things in particular. He specified that the new management company is doing some upgrading of the kitchen cabinets and that some apartments have microwaves and some don't. He doesn't know which ones do, so it is best to be prepared to bring one. I joked that I had a "crappy one." He replied, "As long as it heats my food, I'm good with it." I said that the place was nice as we finished up with the rooms and he agreed saying, "If I wasn't already in a lease across town, I'd get one. Plus I get a discount, too. " I told him if he works there long enough he could move in, to which he replied that he wouldn't commit to it for just 20% off. He locked up the apartment and asked, "Are you the one that was asking about tennis courts?" I replied, "No. I am horrible at tennis." He led me out the front of the apartment, commenting that he too is bad at tennis, but motioned to the tennis courts. I followed him back into the office. He asked, "Are you still looking around?" I replied that I was. He checked to make sure that I had the pricing list and floor plan and gave me an application saying that it could save me time if I decide to come back in, if I already had the application. I thanked him and left.

Previsit Call

-Hi I was calling you for the advertisement of the two bedroom apartments that I saw in the Apartments finder.

-Yes

-do you still have tow bedroom apa. available?

-Yes we do,

-I have some questions; can I ask you some questions?

-Sure

-How much is the ren

Visit Report

I arrived at the apartments and this nice lady said:

-may I help you?

-Yes, I called you yesterday about the two bedroom apartments.

-Yes (She started to get some info. sheets)

-Can I see the apartment?

-Yes

She started to go over the papers and how much was the rent. Then she showed me the resident's house, and told me that residents enjoy free internet, copy machine, and fax. Then she asked me to follow her trough the stairs and told me, I am going to show you the gym and the pool

She went over all the features of the gym and the pool. She was a very informative lady. Later we walked to the apartment and there is a door that you have to open to access to the building and she explained me that you have to have a key to open the door. We went into the apartment and she showed me the bathroom, kitchen, living room, closets. She also gave some tips on what to put in each of the closets. Then she told me about the laundry room and we went to see it. When we came out she told me that I had the option to have a front lake apartment, or a fire place but I had to pay more for it. She also mentioned that you could fish on the lake. We went back to the office and she said: Do you have some time so we can fill out a form? Unfortunately, I said yes and she asked me my address and I gave her the fake address and made up a zip code. she told me that they like to send thank you notes to people who visit them, so I hope she doesn't call me later on when she gets the thank you note with a "return to sender" stamp . She asked me for my email, phone number, if I was on a lease, how many people were going to live in the apartment, when I wanted to move, how much I was willing to pay and she asked me if the advertising said how much the apartments were. I answered everything according to what I was supposed to answer but I forgot how much the apartment was supposed to cost. So I told her, I have the price I just don't remember right now. She told me to bring the advertising with me because they had to rent me the apartment at the same rate that it was in the advertisement. Like, in case it

was cheaper. I took an application and told her that I was going to bring my roommate.

Previsit Call

Jane answered the phone. She sounds like a young (20s) Caucasian woman. She was pleasant and efficient. I said that I was calling about an apartment I saw in the News and Record and that I am interested in a 2 bedroom. She asked when I wanted to move in. I stated between Nov. 15th and the end of the month. She said that there were two units available one for \$669 on the first floor and the other \$679 on the second floor. She asked if I would like to set up an appointment. I agreed and arranged for Saturday at 1:00 pm. I told her that I have a few more questions and she responded positively saying something like "sure thing."

I asked about what is included: "Only garbage, you have to pay everything else."
I asked what I had to put down: "There is a \$40 application fee, an admin. fee that is waived if you apply within 24 hours from Saturday (my visit appointment) or it is \$60, and a security deposit that depends on credit and starts at \$150."

How long is the lease? "The shortest is six months, so between 6-12 months."

I gave an indicator that I was wrapping up the conversation and she asked if I knew how to get there. I said I could look it up on the internet. She asked me where I was coming from. I replied "the downtown area." She gave directions on how to get there bringing me down Buchanan Street, passing 40 highway, passing the light at Taylor, and turning right at Spruceleaf Drive where there are a lot of businesses, she named some, and said that they are up on the right side. I inquired how large the complex is. She replied "we have 318 units and are on both sides of the street." She then asked if anyone else would be living with me. I replied no. And she asked if I had pets, to which I replied no. She confirmed that I would see the agent Shelbie at 1:00 on Saturday. I confirmed and we said our good-byes.

Visit Report

I entered and was greeted by an agent who was sitting at her desk in an office that opened to the main entryway. She was an African-American woman in her late 20's to early 30's. She had a very smooth complexion and wore nice business casual attire. She asked me how I was, I replied "Fine, thank you. I have an appointment. I'm Julie." She looked down at something on her desk and said, "Julie Smith. Welcome. A 2 Bedroom moving in November 15th or later?" I replied, "yep, the 15th through the end of the month." She got up and started to lead the way out the door. She stopped once she got past me and turned around, extending her hand to shake, "Oh, I'm sorry. I'm Shelbie." I smiled, shook her hand and said, "No problem. Nice to meet you." She said, "I think I

called you." I didn't understand at first and noted that I had a missed call on my phone just now. She clarified that she returned a call to me from me leaving a message. I acknowledged that she was correct and said, "Thank you. It is amazing the number of people that don't call back." She replied that she always tries to return all the messages, but sometimes a few do slip by. We walked out the front door, she changed the sign to say that she would return and locked the door behind us. She got in a golf cart and indicated for me to join her.

Oh our ride over to a show apartment she told me that there is a security gate and I would get a card to swipe that opens it. She said that each apartment has a security system and it is up to me to set it. She pointed out the swimming pool, tennis courts, picnic area, playground, and that there is a 24 hour fitness center that she would show me when we got back. The agent told me that detached garages were available for \$50 extra a month and detached storage for \$35 extra a month. She told me that the first floor apartments cost \$669 and the 2nd and 3rd floor apartments cost \$679. I asked if people mostly prefer 2nd and 3rd floor apartments, to which she responded, "Some of them have fireplaces." We went into the apartment and she walked me through. It was full of nice, border-line gaudy, furniture. The small dining room table even had fake food and drinks on it. At the kitchen she pointed out the dishwasher and opened the fridge, which had soda in it, "We'll have one of those when we leave." She opened the freezer saying that it is "anti-frost with an ice maker." She opened closets as we walked past them, pointed out the first bathroom and stepped out of the way for me to go in. Then we went to the 2nd Bedroom, and after the master bedroom with a full bath-room that she also stepped away for me to go in. She pointed out the "Hollywood lighting" and then the walk-in closet "that us women love." I agreed with her. She pointed out the small storage that was accessed from the small patio. I gave affirmations of "Oh," "Nice," "A good amount of space." She went to the refrigerator on our way to the door and offered me one. Looking in the fridge, I replied, "Well since you are offering, Thank you. I'll take a Dr. Pepper." She handed me one and decided on one for herself, too.

When we left the apartment and got back on the golf cart she asked me if I was a student. I replied, "No. I graduated and got a job. It is really useful for paying the bills." She smiled and said that the Application fee is \$20 for students and \$40 for non-students, and there is a \$150 minimum security deposit. I repeated the information out loud to make sure I remembered and heard everything right. I then asked if there were any other fees. She said the administrative fee is waived if I apply within 24 hours. I asked if they are open on Sundays. She said, "Yes. Every day. This is my weekend." and told me the hours. I asked, "How much is the application fee if I don't apply within 24 hours?" She replied \$60. When we got to the security gate she explained that if I have a visitor then they scroll through the names at the machine at the gate and enter the numbers indicated to call my apartment. I can then press 9 to let them in or just hang up if I don't want them in. She joked about telling them that they weren't invited. I laughed.

She unlocked the door and we went back in the office. She switched the sign to say that

they are open. She then handed me a brochure and a folder that she opened pointing out the application. She asked, "Do you want to sit and fill out the application now?" i replied, "No. I think I'll take it home. I wanted to wait to hear back from a couple more places." She said in a light tone, "Oh, they won't call you. They don't want you to move in as bad as I do. I want to see you back here tomorrow. I have your number, you know. I'll be calling you!" She was laughing, as was I. I thanked her and left.

Previsit Call

A leasing agent answered on the first ring when I called. When she answered, I told her my name and asked if there were any 2 bedroom apartments available. The leasing agent, Shelbie, immediately said yes and asked when I was looking to move. I told her that I'd like to move between Nov. 15 and Dec. 1st and she then asked if I could come in today to look at a unit. I told her that I could come in around 1:30pm. Shelbie then informed me that she'd asked that because they only have 2 or 3 units available and it is on a first-come, first-serve basis. I asked what rent included and she said that rent was \$669 for first floor apartments and \$679 for second and third floor apartments. Rent includes trash but water is sub-metered in the office and that I wouldn't have to get it turned on by the city but just pay that amount in the office. Shelbie then told me that she'd see me at 1:30 to show me the model and I could indicate what floor I wanted. We then hung up.

Visit Report

I arrived at 1:26pm and was immediately greeted by a leasing consultant who introduced herself as Shelbie. She invited me into her office and asked for my license. I gave her my license and she noted the address, etc. She asked how many people would be living in the unit, if I had any pets, and did I have a floor preference between 1st, 2nd and 3rd. I told her that I would be the only one living in the unit and had no pets. I told her that I was flexible with what floor I lived on. Shelbie then asked how I had heard about Corktree Village and I responded that I'd seen an ad in the newspaper. Shelbie noted this as well. She then asked if I were ready to go take a look at the model and we left the leasing office and took a golf cart from the office to the model unit. On the way to the model unit, Shelbie mentioned that there is a 24 hour fitness center, tennis courts, swimming pool, picnic area, play area and laundry facility onsite. She also mentioned that there is washer/dryer hook up in every apartment. She also mentioned that detached garages could be rented per month for \$50 and extra storage for \$35. Shelbie explained that each unit has intrusion alarms and that if I wanted it activated that I'd just have to pick whichever company I'd like to service the alarm. When we alighted the golf cart upon arriving, Shelbie opened the door to the 2 bedroom model unit and ushered me in. She showed me the living and dining room areas, kitchen and hallway areas first, pointed out that the kitchen has a dishwasher and disposal. Then Shelbie pointed out the full-size washer/dryer hookup. Next she pointed out the hot-water heater closet and 2nd bedroom and closet. Shelbie asked if I would be turning the 2nd bedroom into an office. I responded that yes I would use it as an office. Next she showed me the master bedroom and full-size bathroom and walk-in closet. Shelbie also showed me the 2nd full-sized bathroom as well. Shelbie mentioned again that water is

sub-metered in the leasing office and that I wouldn't have to get water turned on by the city and i'd pay the water bill in the leasing office. Shelbie then ushered me out of the apartment and we went back tot he leasing office. On our way back to the leasing office, Shelbie said that she'd get me started on filling out an application when we got back. I asked her if I could take it with me since I was on my lunch break and had to get back to work. Shelbie was amenable to that idea and upon arriving at the rental office she gave me an application to take with me and her business card. I asked if the available unit was in the front or back and she went to get "the board" to check what unit was available. She told me that it was a front facing unit close to where the model apartment is located on the first floor. Shelbie then put my name next to the rental unit so that it wouldn't be given away before I could return the application. Shelbie asked if I would return the application the same day. I asked what time the leasing office closed and she responded "Six o'clock." Shelbie also stated that she was leaving at 2pm but that Virginia would be available to take my application. I asked for a brochure and Shelbie complied. She then said that she would see/talk to me soon. I thanked her for her time and left.

Previsit Call

Visit Report

I walked in the small office. A white woman was sitting at a desk working on a computer and a white male was walking from the only back office to the open office area where the woman sits. The man greeted me. I said that I wanted to see the apartment at 2821 Pierce Ave. This professional looking male explained to me that he has a city inspector over there today and he is going to have to tear down a garage on the property, which will cost him \$2,000. So he gets to go ask an owner on Monday for \$2,000 and he can't rent the place until he get the certification from the city, "Are there any other places you would like to see?" I replied, "I don't know. I am interested in a 2 bedroom." He directed me to look at a copy of the property listing pages and pointed out the pictures of the places on the wall. I looked at the list at the 2BR apartments and houses. After a moment, I narrowed my options down to two of the remaining 3 choices. The man asked if I was interested in an apartment or a house. I replied that I was sure and pointed to the two choices I had in mind, noting that I liked the price range that the 2821 Pierce Ave was in. He pointed to the one option I wasn't considering and said that he could dock down the price from \$625 to \$595. He said that they were working on updating the listing to that, but it's not done yet. I said that he would recommend that property, that it is really neat and is just down Fillmore Ave. I realized that it was only a block away and noted, "Oh, I could even walk to that." He replied, "It would depend on how environmentally concern you are." I agreed that I would go see it. He said he would just need my ID. He gave me the key and took my ID. I thanked him and said I'd be right back.

I walked the single block to the apartment and went in the door he specified. I looked around the apartment on my own. It did have a lot of space to offer. When I returned, the man wasn't around and the woman was still at her computer. She looked up, got up and came to me. I returned the key, she returned my ID. I commented on the amount of space and she agreed. She said she thought it was really a 3 bedroom and you could really do a lot with that space. I asked if there were any fees I should know about and took notes on my copy of the apartment listing. She said that only water is included in the rent, electric and gas aren't included. I asked about the lease length. She replied that there is 2 weeks free with a 12 month lease or if I wanted to put down the deposit, the could hold it for the 1st 2 weeks. The listing noted a \$400 deposit. She gave me an application. I thanked her and left.

Previsit Call

Visit Report

I arrived at the property office at 3:15 P.M. on Thursday November 8, 2007. I met a white female between the age of 45 and 50. She was talking with a white man of about the same age. The office was very small and she approached me and asked if she could help me. I said I was looking for a two bedroom for under \$575. She directed me towards two white boards, one had apartments posted and the other had houses. She said she did have some two bedroom apartments and houses as well as three bedroom ones. She gave me a handout of some of the properties and said I could drive by them and see if I liked any and if so to come back and get the to see them in the inside. Although she pointed out that two of the properties on the handout would not be ready to show until next week. After viewing the handout, I noticed that the property that I was supposed to view was indeed one of the properties that would not be ready to show according to her but in the handout, it said the property was available now. I asked if she had any apartments on Pierce Ave, and she responded that she did not have any apartments but she did have one house but would not be ready until next week. I asked her if I could take an application and she said yes. I said thank you and she did too, which concluded the visit. A total time of about five minutes. The man did not say anything during the visit, he kept quiet just watching. She made no reference to a credit check, a deposit, or any other information pertaining to the properties, all such information was in the application itself. I also did not notice any fair housing signs but perhaps is was due to the office being so small and I did not have a chance to look around because the lady approached me as soon as I entered the office.

Previsit Call

I called the number provided in the Greensboro News and Record advertisement - (447) 555-5805. A woman answered who identified herself as Faith. I advised her that I was calling about the apartment advertised in the newspaper. She asked which one. I said the one in the downtown area...two bedroom. She said that would be Dogwood Manor and it was located at the corner of Polk and Tyler Street. She said that she and her husband owned the apartments and had recently renovated them. She said that they had put in new appliances and the outside was renovated. It was near the section of town that had all of the houses renovated... a historical section. "There are some pretty renovated buildings on Adams St now."

I asked about the utilities and she said they included water, cable and HBO. She said they had electric heat and hardwood floors. They also had a security system in place and outside spotlights. She said they had one unit upstairs available and one unit downstairs available. The units were two bedrooms and one bath, approximately 750 square feet in size. I asked about deposits and application fees. She said that they had a \$20 application fee that went to a credit check. They required a clean rental history and employment verification. A renter must make approximately three times the monthly rent to qualify for rental.

I asked if there was an office located on-sight so I could visit the apartment. She said that there was only 8 units so an appointment had to be made to see the apartment. I asked her when would be a good time to see the apartment. She said anytime would be good as long as it was before dark. She said either herself or her husband could meet me there. I asked if she could meet me there on Saturday. She said that they had a wedding to attend on Saturday but she wasn't sure what time. She said I should go by the apartment complex and see if I was still interested and then call for an appointment. I said OK.

Visit Report

I was driving to the apartment address at 10:30 am on Saturday, November 10th and Faith called to confirm the appointment. She asked if we were still on for 11:00 am and I said yes. She said she would meet me at the front door. I arrived at 634 Tyler Street at 10:50 am and waited in my car for Faith. She arrived at 11:00 am. I asked if she was Faith and introduce myself to her. She said she had two units available one upstairs and one downstairs. She said that she would show me the one downstairs. We went in through the kitchen door on the side. A security alarm came on and she said that was included in the rent and if I didn't want it, I could turn it off. She said her and her

husband own the apartments. They bought them recently and completely refinished the outside. It was just a cinder block building she said. She said they put in all new appliances, washer and dryer comes with the unit, new smooth top stove and refrigerator. They put in all new air conditioners and plumbing as well. They have 8 units total in the building. Each unit is two bedrooms and one bath with 750 square feet. She showed me the bathroom and the tub had dirt and mud in it. She said the city had a blockage of some kind and it caused the water to back up in the tub. They were in the process of fixing it. She also said they had the tub re-glazed and it was peeling some. They are going to re-finish it before it is rented.

There was a mattress and box spring in one bedroom along with a wardrobe. She said that they had rented to a college student before and provided those things. I could use them if I wanted to. I looked in the closet and found that it was very small and she said that is why they furnish the wardrobe because some of the closets are very small. She said that they have several graduate students living in the unit and some other college students. She said that the rent included water, cable and HBO, along with the security system. She said that there was a \$20 application fee which included a credit check. She said the deposit was \$650, one month's rent. The rent was \$650.

She asked me if I wanted to complete an application then. I said no, I would just take it with me as I had some other places to look at. She wanted to know how much rent I was paying now. I said \$675 and my lease was up at the end of the month, so I was looking at other places. She wanted to know how her apartments measured up to what I had now. I said, "Small". No place in kitchen for a table. She said a square dinette would probably work. She said that at one time, the neighborhood was not that good, but people had begun to renovate the older houses and it was very nice now. She said they wouldn't have bought the property if they didn't think it was safe in the area.

I told her I would let her know about the apartment and thanked her for showing it. She said fine and I left.

Previsit Call

A woman's voice answered the phone and said, "This is Faith". I said that I was calling about the apartment they advertised in News and Record. She asked if it was downtown area and I said yes. She said, "It is 2 bedrooms on bath. It is really nice, has been updated kitchen has stove, refrigerator, dish washer and microwave. There is clothes washer and clothes dryer connections. And there is a hardwood floor, security system and has central heat and air. Everything is new, new electrical, new plumbing. About 700 square foot. The water is included, cable and HBO is also included. So \$650, 00 fee amount, \$650, 00 monthly rent and a \$20, 00 application fee.

I said, "Ok" and she asked how many will be living there. I said just myself. She continuing saying that the price is nice because it includes cable, HBO and water and the income just have to be 3 times the rent which is about \$1.800 a month.

I said ok, again, and asked how many apartments it was in the building. She said there were only 8, 4 on the downstairs and four on the upstairs and there were two available, one on the first and one on the second floor. It is just one building, right next to Benet College. It is one building and it has only 8 apartments in that building. I asked the address 634 Tyler St. There is a sign outside saying --- (I didn't catch this word) Manor Apartment. Adams street is right where there was antiques home that they remodel, right next to Benet College. Coming on Adams, you pass Benet College and you will see the building right on the corner Polk and Tyler.

Then I asked if it was possible see the apartment on Thursday, November 8th and she said yes, she could show it to me at 10:00am. I asked if she had any time between 12:30 and 3:30 and she said 1:00pm. She complements saying, "ok, one o'clock will be good for me on November the 8th". She asked with was the good number to call me and I gave her my cell phone and she asked my name. Also she said, "All right Beth, I will be there and I will meet you in front of the building on the 8th at one o'clock and if you need to cancel or change dates please call me back, ok? I said ok and we hung up.

Visit Report

When I was in my way to visit the site, I figured out that I had a voice mail in my cell phone. It was Faith, from Dogwood Manor saying that she would be late. I got at the apartment building at 12:55 to my 1:00pm appointment. Faith showed up at 1:20.

We meet outside the building and she walked up stairs to show-me the apartment. Then she said she had no key for the apartment upstairs and we went down stairs to see the downstairs unit.

We entered the door that faces the kitchen and I could see the kitchen appliances (oven, refrigerator and also microwave) as well as the washer and the dry machines. The

cabinets in the kitchen were new and worked ok.

We walked through the aisle and the bathroom was on my right hand side. It was small and had no cabinet.

I saw the first bedroom, with a really small closed and the second bedroom that had a small closed too and an extra closed. Faith told me they could provide another extra closed to the first bedroom.

The living room had a window facing the street and there was one door which is the second access door.

She told me again all prices that she had said during my phone call and insisted on saying that cable, HBO and water was included in the rent price.

She asked me how I liked the apartment and I said that I like it, mostly the wood floor but I didn't like the bathroom because it was small and had no closed in.

She told me she manager 120 units but there was nothing available at that time. She also said she would call me back if she had anything better.

I said thanks and we started walking to the kitchen again. As I stopped in the kitchen, she opened the door and said good bye. I said good bye too and left the building at 1:35.

Previsit Call

This telephone call was very simple and the female (Caucasian) over the phone answered all of the questions I had with certainty. She answered the phone saying something like "Thank you for calling Cypress Haven, how can I help you?". I told her I was interested in the 2 bedroom advertised unit displayed in the Greensboro News & Record. She said that the 2 bedroom 2 bath unit was not available but they had 2 bedroom 1/2 baths available for move-in and that several of these units were available. I then proceeded to ask her all of the questions on the call form, except for what the rent included (water, gas, etc.). Once I realized this I called back and the same Caucasian female answered the telephone and told me that rent only included water, sewage, and garbage pickup. All the information that I asked her about the apartment and I was informed about is listed on this form. When I asked about making a visit to an apartment and the property she told me that I could come anytime on Friday, since that was the best day for me. When I asked if they would be closed for lunch at some point she said that someone would always be there to help me and show me an apartment. I thanked her and told her that I would be dropping by sometime on Friday and that I appreciated her help. She said her salutations to me and we hung up the phone.

Visit Report

I finally was able to meet with someone today when I arrived for a drop-in test at Cypress Haven after many tries (on previous attempts the office was locked during posted office hours even when sign said "open" and no one came to door when I knocked). I entered the office and a Yorkshire terrier dog wearing a dog sweat shirt came tearing out of the back room barking at me. However the dog stopped barking and settled down after it approached and sniffed me. A young woman came out from the back office and greeted me, and I asked her if I could look at a two-bedroom apartment. That she had a two-bedroom townhouse available now and that she would show it to me. She did not ask about my timeframe or other requirements I might have. She took my id and left it in the locked office as she took me to look at an available apartment. On the way over I asked about rent and she recited the rent and deposit amount and the special of no application fee. We entered the empty unit and she showed me around it. It was empty, clean, and freshly painted and vacuumed. She told me that water is included in the rent and asked me if I had any questions and I asked her how many units in the complex and when the complex was built. She answered my questions (98 units and 1974). Back at the office she give me an application and information sheet in an envelope and returned my id. She was friendly and polite but not particularly talkative and unenthusiastic. When we returned to the office after viewing the townhouse, she handed me an application and information sheet and returned my id to me and basically stood looking at me waiting for me to leave. She told me that her business card was in the info envelope but upon later inspection I found that it was not

in there. As I left I asked her name but forgot it thinking I had her business card.

Previsit Call

- Hello, I was calling for the two bedroom apartments
- ¿Habla español?
- Aha, si
- Yo tambien
- Si le llamaba para pedirle informacion sobre los apartamentos de dos recamaras
- ¿Caundo se quiere mover?
- Nov. 15 Dic. 1
- ¿Lo quiere con dos baños o uno y medio?
-

Visit Report

I arrived to the office and there was this lady sitting at a desk in the middle of the office talking on the phone. There was another lady in the next office that was kind of looking at her computer. The lady on the phone told the person over the phone that she was going to put them on hold and asked me:

- Yes?!
 - I wanted some info. about the apartments
 - What do you want to know?
 - Well, the price, how long is the lease (She interrupted me and said)
 - Two bedroom apartments or a studio?
 - Two bedroom apartments
 - Rent is \$545. You need to bring copy of your checks, social security and ID. There is a credit check and you have to pay deposit.
 - How much is the deposit?
 - She interrupted me and gave an envelope and said
 - Everything you need to know is in here.
 - Can I see the apartments?
 - I don't have one available right now. When do you want to move?
 - Nov. 15 to Dec. 1
 - You realize that you want to move the 15th and today is the 8th. I will have only one apartment available, so if you want to secure the apartment you have to pay a deposit. And as I said everything is in there (envelop).
 - Thank you
- Question 13 and 18. I wasn't really able to ask her stuff since she was in such a rush and so rude.

Previsit Call

Upon calling the first time, I left a message indicating that I was interested in renting a 2-bedroom unit as advertised in the Greensboro News and Record. I left my name and number and asked for someone to return my call. I did not receive a callback.

On the next day, I called Chestnut Place again and the phone was immediately answered by bubbly personality who cheerfully did respond that there were 2 bedroom 1 1/2 bath units available during the Nov. 15-Dec. 1st time period I'm looking to move. She explained that there is a \$25 application fee, \$250 deposit, and that the first month's rent is free. Upon inquiring what the rent included, she indicated that sewage and garbage is included in the rent payment. She asked when I could come in to view the property and I responded with asking what time their offices closed to which I was told 5:30 pm. She told me that I could come in on Saturday and that the offices are open between 8:30am and 1:30pm but no appointment was necessary. I told her that I would see her on Saturday to which she responded that I would either speak with Sabrina or Carol.

Visit Report

Upon arrival I noticed that the leasing office is next to the laundry facilities. I entered the office and was immediately greeted by the leasing agent and her little girl. Carol asked me if she could help me and I told her that I had called on Monday about renting a 2 bedroom apartment. She asked me if I was looking for a 2 bedroom 2 bath or a 2 bedroom 1 1/2 bath unit because they no longer had any 2 bedroom 2 bath units available. Carol also told me that there were only 8 units left. I told her that a 2 bedroom, 1-1/2 bath was okay. She sat down at the desk and gave me an application packet. She told me that she had to bring her daughter to work with her on Saturdays. I responded that I love little kids. Carol then asked if I wanted to look at the unit and I said yes. She asked me for my id and filled out a Visitor card. She asked how I'd heard about Chestnut Place and I responded that I'd seen an ad in the News and Record. While she was filling out the Visitor card I noticed a flyer posted on the bulletin board in English and Spanish that listed the current special and that they rent to people with only an ITIN and photo id from a person's country of origin. After Carol finished filling out the Visitor card she told me that I'd have to go look at the unit alone "because of the kid" and gave me the keys to the model apartment. She pointed out which building the model unit was located in and instructed me that it was Apartment C in the front that was the model. I thanked her and told her I'd be right back. I walked from the leasing office to the model apartment and looked around on my own. When I returned and opened the door to the leasing office I heard a little girl's voice say "Mommy somebody's here."

Carol was waiting for me when I came around the corner and asked me what I thought. I told her that I liked the unit and was impressed with the size of the bedrooms. Carol stated that it was a lot of space and that was one of the best features of the apartments. Carol also asked if I'd noticed the washer/dryer hookup and I responded yes. She asked if I had a stackable washer/dryer and I told her that I had full-size washer and dryer. Carol then asked if I lived near there and I told her that I live at Arlington Trace to which she commented that she had a friend that lives at Arlington Trace. Carol said that she lived at Chestnut Place. I asked her if she liked living there and she said that she did. Carol mentioned that I should ride through the community at night so that I could see for myself how the community is at night when most people are home. The phone rang and Carol excused herself to answer the phone. She informed the person on the other end that she was with someone and then asked "are they Hispanic? are they looking for a job?" and then said "Fax me their resume." After a few seconds Carol said goodbye, hung up the phone, and turned her attention back to me. She asked me if I was from around here and I told her yes. She said that she noticed my accent just slightly and if I had Hispanic in me. I told her yes and she responded that she is Honduran and Cuban. I responded with "ah bien, podemos hablar en español entonces" and she said, "yes." Carol asked if I'd like to fill out the application there in the office and I told her that I'd rather fill it out at home and bring it back. Carol told me that I could take the application with me and if I brought it back and the office was closed that I could drop it in the night box. She said that she hoped to see me soon and to have a nice weekend.

Previsit Call

Agent told me that the only two-bedroom currently available is the two-bedroom/1.5-bath and that it rents for \$625/mo, and the first month's rent is free if you sign a twelve-month lease. Asked me to drop in tomorrow when two staff would be there, b/c this afternoon she was alone and was signing a lease with an incoming tenant and had another same appointment later this after.

Visit Report

I arrived as a walk-in and was greeted by a young Hispanic woman (early twenties?) wearing a red sweater and grey pants. She had dark hair streaked with blonde in a neat braid. I introduced myself and she greeted me. AS we were talking she went to a back office to get me some paperwork. I followed and there was another young woman, also probably Hispanic (by appearance) and perhaps in her late twenties. The two staff members consulted about the copy machine and the second woman came with us into the outer office where the second staff person worked on the copier until she had cleared a paper jam and got the copier operational for her co-worker. Meanwhile Carol (although I didn't know her name until the end of the visit when I asked her) had asked for my license and was copying info from it by hand onto a guest log card. She asked me about where I lived now, when and why I wanted to move, and other info like my telephone number, and was filling in the guest log card. She then copied my license and took me out to view the two types of two-bedroom apartment that they have.

We walked across part of the complex to view the model apartment (two-bedroom, 1.5 bath). As we walked she ran through the rent and fees, and she stated that the first month's rent is free. I asked her if that was only with a twelve-month lease, and she stated no, that she had given it to people signing six month's leases as well. We got to the model apartment, which was nicely furnished and clean. I looked in closets and commented on the floorplan, and she showed me the washer-dryer hookups and explained how this model would accommodate stackable washer and dryer whereas the other model accommodated side-by-side washer and dryer. She also told me about a rental option with a company that they contract with to rent washer and dryer for \$29 per month.

We then walked to another part of the complex in order to view a two-bedroom two-bath apartment. She stated that this one was already rented to someone who has not yet moved in, but that there would be one available in my timeframe, but that one is still occupied. This apartment was empty of furniture but smelled and looked freshly-painted. She said that the carpets get cleaned between residents, but that these had not

yet been cleaned for the next resident. As we left this apartment and were walking back to the office she asked me what I thought and which one I liked better, and I stated that they were both nice but I probably preferred the larger. I then stated that I had been looking at a lot of different places and I had to go home and go over all the information before I figured out which I was going to choose. During conversation on the walk back to the office, she described how a new management company had taken over in May, and she had begun working there in June, and that they have been making a lot of improvements including exterior painting and tennis court repair and so forth over the past months.

Upon return to the office she provided me with a folder of information and I asked her name. We said our goodbyes and I left. Carol and the other staff person in the office were very friendly and pleasant throughout my visit.

Previsit Call

On Friday 11/9/07 I called at 3:00 pm. Anne answer. I ask if there are two bedroom apartment available for rent. She says yes, it depends if I need with one or two bathrooms.

Depending when I need to move, at the present they have just available with two bathrooms. I say there is not problem about it. She says there are 1000 squared feet apartments with wash/dryer machines, there is a club house with swimming pool, table games, and reception center. She gave me directions how to get there, and told me there is not necessary appointment since always there is somebody available. I say I am going tomorrow in the afternoon.

Visit Report

On Saturday 11/10/07 I visit the apartment at 3:30 pm. They have a big office. there were 3 woman working there. I ask for Anne, she greet me, and say she remember me, ask me to wait one moment while she get ready. She is a white blond woman, blue eyes, wear a lot of make up, and is in her 50's or earlies 60's. She was dress with a beige silk blouse, and brown pants. She took a white jacket and walked with me to the apartment that was just crossing the office. Another younger woman walked with us. They are friends, but she wanted to know how the apartments are. The apartment is on the first floor , was furnished. It is in good shape, there is a big living room, kitchen conected with the hall. There is a patio. At the back there are two rooms with a bathroom each one (one of them is conected with the hall and room at the same time) there are three closets.

This is the model of an apartment. The other ones are similar and the difference woud be thec color of paper on the walls and some of them have new cabinets. Anne told me if interested the approval will take two days. They will need criminal background, proof of good credit and proof of income. She brought with her some papers: the map of the apartment, a map of the complex, and another one with prices of the properties (from \$625 to \$695) Plus she gave me an application for rental.

She was very polite. I say I am very interested. Asking about what people use to live there, she say there is a big spectrum of people and races; college students, old people, young couples, etc.

We walked back to the office where my car was parked, and say good bye.

99999
White

805

Previsit Call

Friendly woman answered, informative, volunteered lots of information. Rent is \$625 for 1 ba and \$635 for 2 ba. they also have a town home style unit that is larger and \$695. They will do a credit, employment, and rental history check. No fee. Drop in ok M-F 9 to 5, Sat 10 to 6, and Sun 1 to 5.

Visit Report

I arrived at the complex at about 2:10 pm on Sunday. The main office sits right inside the entrance gate and is clearly marked. the complex, though about 30 years old is well maintained. The grounds were clean and well kept. An older playset circ 1980s was to the left of the office and tennis courts as well as a pool could be seen through the fence behind the office building. The complex is gated and has a call box for after-hours guests to reach residents.

I entered the office and was instructed by Anne (late 50s to early 60s, bleached hair) to complete a guest card. The office smelled of cigarette smoke and there were signs that some renovation was going on (a sign to the billiard room indicated that it was temporally closed due to office reorganization and later I would see stacks of records and files in the "lounge").

Anne asked what kind of apartment I was interested in and when I would need it... I explained that I needed a 2 br and that I was somewhat flexible on dates but was hoping or Dec 1 to 15. She went over a list of properties (reading upside down it looked that there were 5-6 2 brs total coming available from mid Nov to late Dec.) Anne explained the floor plans (see attached) and the prices \$625 to \$670. She did not explain the discount for 6 mo and 12 mo lease as previously told in the pre-visit call. She ran through the deposit fee (\$235 total \$200 refundable - see attached) and that there would be an credit, employment, and rental history check. There are no additional fees for application than the deposit. In discussing availability she did say that there were deposits on the two "type A" apartments that were available, but she wasn't sure if the applications might "fall through."

She instructed another women (perhaps 8-10 years younger) to show me the apartment. Walking over to the model, the woman told me she was just being trained this week to begin managing at one of the other Koury-owned properties. She was polite and friendly, telling me about the property (244 units, just updating the cabinets in kitchens, some with new ceiling fans in the dinning area, all have balconies with a storage "room").

She opened the unit, walked through with me allowing time to look at the feature and pointing out things like washer dryer hook-up (the apt will rent these for an extra \$25 mo) the frost-free fridge, the walk through bath, etc. she indicated that "water, sewer, and trash" are all covered so the only thing would be electric and cable.

Walking back to the office she pointed out the pool and tennis courts and explained about the workout room , racquetball courts, billiards tables, and lounge with wide-screen TV available to residents. She showed me the later which looked disused and had become home to the previously mentioned files and papers.

I thanked both Anne and the woman who showed me the property and indicated that I had a few more properties to look at before I would be ready to make my decision, but that I would call back next week sometime if I decided to go with them....

Previsit Call

I dialed the telephone number as listed and after three rings an older woman picked up the phone and simply said, "Hello". I asked her if this was the correct telephone number for the house listed in the Greensboro News & Record that had recently been remodelled and with a new deck. She said that it was and I then told her that I was interested in the house and that I had a few questions to ask her. She then proceeded to tell me a brief history of the house and why it had been recently remodelled. The previous tenants that had rented the house in February started a kitchen fire and the owners of the home (including the woman I spoke with) had to go into the house, gut it, and remodel everything. I then asked her the several questions listed on this form and she gladly answered all of them for me. When I told her that everything sounded great and that I would love to come look at the property she offered that I ride by the property first and if I was interested, then stop by her location and proceed to go back to the property and view it. I told her that I was on a limited time schedule so I would like for it to be possible to go straight to the property and meet her there. She said that this would be absolutely fine and we set up a meeting time of 12 PM on Friday, November 30th to review the property. She then asked me a few questions about myself including: what my name was and a telephone number where she could reach me and if this number was a cellular number or a house number. I answered both of her questions and we both agreed to meet each other at our set meeting time on Friday.

Visit Report

I received a telephone call at around 11:30 AM on Friday, November 30, by Enrique (the spelling might be a little wrong as I am having a hard time reading his handwriting!) asking me if I was still coming by at 12:00 PM that day to view the property for rent. I missed his telephone call initially but called him back immediately and told him that I was still interested and would be coming by the property at 12:00 PM. As usual, I got lost on my way to the property and turned around before I should have. I called Enrique back on the telephone (his cell phone) and told me exactly how to get to the property.

I finally arrived at the property around 12:10-12:15 and was introduced to Enrique and his wife Beth. When I pulled into the driveway Enrique was raking leaves off of the grass in the front of the house. I shook both of their hands and we proceeded to walk to the back of the house where there is a newly built deck on the back of the house. They told me, as I had known previously from a phone conversation, that the last tenant's boyfriend started a grease fire that ruined a lot of the house. So, the house had to be completely redone on the inside and therefore the deck was newly built. It was at this point that Enrique told me that the neighborhood was a predominantly African

American neighborhood with a percentage of about 75% African American to 25% white. He then showed me how far the property went back in the yard and the fence that was put in place to mark the property line and that there was off-street parking.

We then walked into the inside of the house into a room that could be used as a laundry room. There were no washer and dryer, I would have to supply that, but there were the hookups. They told me about a window that had to be put into the guest bedroom, that was visible in the laundry room, due to fire hazard regulations. We then walked into the kitchen where there were no stove and refrigerator but would be provided new by Enrique and Beth once they knew I wanted to move into the house. All of the countertops and cabinets were new as they had been ruined in the fire. We then moved into the dining room. All of the flooring and carpet in the house were new. The dining room had a newly added cabinet hanging on the wall in the corner. Then we walked into the bathroom that again had new appliances and countertops. They then showed me the hall closet and then into the living room, which would be the first room you walked into from the front door. There was a fireplace with a mantle in the room but which was currently closed off for insurance purposes. I commented on how much I liked mantles, which I do! We then walked into the master bedroom and was shown the closet in that room and then into the guest bedroom. Since this was the final destination of seeing all the house, it was in this room that we talked for quite a while about the house itself and about our lives a little bit.

Enrique and Beth told me about other rental properties they owned and how long the tenants had been there, reinforcing the idea that they are good landlords so their tenants stay for a long time. Enrique was telling me frequently how many times the house had been inspected and it's great approval ratings received from various contractors and fire inspectors, etc. I informed them that I was married so I would be talking about the house with my husband so we could make a decision. They told me that they would be happy to show the house to my husband as well if he would like to come by sometime. I told them that I was new to the Greensboro area and had thought about starting graduate school at UNCG in August and that I would be glad to move from a one bedroom place to a two bedroom house. Enrique then told me that he had recently retired from working at UNCG in the maintenance department and how great a school it was. Every aspect of the conversation I cannot remember but they were basic things about Enrique and Beth's lives and a little about mine.

After we finished talking Enrique then walked out to his car to get me a business card. He didn't have one but instead gave me a sheet of paper with both his house number and cell phone number listed. He insisted that I call him whenever I needed to regarding the house and that if I had any questions at all he would always have his cell phone with him. While Enrique was outside Beth and I walked back into the living room, with the fireplace, and she informed me again about the race difference in the neighborhood. She said that of course they do not discriminate against people but she wanted to make sure that I knew what kind of people were living in the area. She also said that a lot of

the houses in the area were being redone so they were in better working condition and appeared nicer from the outside.

Previsit Call

Beth answered the phone. When I stated I was calling about the house advertised in the paper she immediately began to tell me about the house. Beth said "It has 2 bedroom and 1 bath. It has been completely remodeled. What happened was the last tenants had a kitchen fire so we had to re-gut it and redo almost everything. It has new cabinets and everything. Then I said, "Okay so what is the house renting for?" Beth said " \$625 a month" I said. "Okay so what is included in that" She said "just the rent. The house is total electric and it is heated with gas. So you will have rent, lights, gas, and a water bill" I said "okay are there anymore fees?" Beth said "You will just have a \$625 security deposit that's all" I asked "how long of a lease do I have to sign?" She said "You would have to sign a 12 month lease" I said "Okay great so where is the house located?" Beth said "It is off of East Cherry Street at 410 Patrick Ave and we just built a 3 quarter new deck on the house too." I said "Okay I would love come see the house. What would be a good time to set up an appointment with you?" She said "For the next few days anytime in the morning after 9 :00am will be great. What's best for you?" I said "Sure that will be wonderful how about tomorrow morning around 10:30?" Beth said "Okay that's great. What is your name again?" I replied "my name is Lena" She said "okay may I have your phone number please" I said "sure my number is 455-3219" Okay Lena I look forward to meeting with you tomorrow" I said "okay I didn't catch your name" She said "I'm sorry about that my name is Beth and my husband's name is Enrique" I said "Okay Beth I will see you tomorrow at 10:30 at the house at 410 Patrick Ave" She "Okay Lena see you then have a good day" I said "thanks you do the same."

Beth seemed very pleasant and excited about renting the home.

Visit Report

Enrique called my cell phone and left a message to confirm our appointment at 9:26am. When I got out of class I called the house # and Beth answered and I confirmed the appointment. Enrique was already at the house when I arrived at 10:20am. When I knock on the door Enrique warmly greeted me and said his "wife just called and said you were on the way. My name is Enrique, nice to meet you." I said " Thank you my name is Lena." He invited me in the house and said "Let me give you a history of the house first" I said "Okay do you mind if I take notes to share with my husband later".

Enrique proceed with "Sure go right ahead. We purchased the property 5 years ago and put new siding on the house about 4 years ago along with new insulation. We have about 5 other properties but none of those are available. February of this year there was kitchen fire. There was a lot smoke damage done not fire damage. The fire department said it was unlivable so we decided to completely remodel the home. I

spent about \$38,500 in restoring the house after the fire. I had contractor come in a clear all of the smoke damage out of the house. I put new tilt windows in the house" going to the window to demonstrate how they work. "So you can clean the outside of the window on the inside of the house. They are also more energy efficient." "I had the house completely repainted. I also put a new kitchen in and new plumbing."

I said "okay did you just put new plumbing in the kitchen?"

He said " No I put new plumbing in the whole house and completely re-did the bathroom. It has a new tub and shower, new vinyl floor, new vanity lights and sink. I also put new carpet and a new ceiling in the house. Of course the house has new blinds"

I said "okay you have a nice home"

He said "thank you." All of this conversing took place in the living room before showing me the rest of the house. "I just have few more things I want to take care of. Because there was a fire here you can't use the fireplace it is just for decoration. I am going to purchase a screen and place it there so people will know that it is just for show. And I also have a the house rewired and Boeing came in and put in a new box. I also had a new furnace put see how warm it is. I got here about 10 minutes before you and it is already warm. The house is really insulated well. Well come let me show you around."

We first went in the hall and he showed me the thermostat box and how the temperature is working well. Then we go to the largest bedroom. He said "This is the largest bedroom. It is an older house and you don't have much closet space see." then we went to the second bedroom. "This is the 2nd bedroom and you have the closet space in here too." One of the window was looking into the laundry room so you can tell it was built on to the house. Then he took be to the bathroom. "this is the bathroom see how nice it is. It has a new tub and shower. Look at the vanity isn't this nice"

I replied "yes it is nice"

Then we continued the tour in the dining area "This is the dining area it has a cabinet in it because the cabinet set we had bought was too big to fit in the kitchen so we thought we would put it in here." It also had a chandelier in it. He takes me around to the kitchen. "this is the kitchen see it has new plumbing" he opened the cabinet under the sink to show me. "Yeah we put about \$38K in the house remodeling it. We are also going to put a brand new stove and refrigerator in the house. We haven't bought them yet we are going to wait until some move into the house so we don't have to pay storage fees or anything. See the new hood. It is real nice isn't it?"

I replied "yes you have a very nice home"

He said "so when are looking to move in?"

I said "We are looking to move around the 15th of the month but my husband and I want to look at a couple of more place before making a decision."

He said "oh okay I understand that. Let me show you laundry area." "This is were the washer and dry is to be hooked up." "Let me take you outside. T his is the deck we just built this on. We used all new wood and some of the wood that could be salvaged from the fire we use those for handles."

I said "this is a very nice deck I see you have a nice size yard."

He said "yes it is a big yard. If you want you can have a small pet outside not in the house. The lot is partially fenced in. There are a whole lot leaves my wife and I are going

blow them to the curb tomorrow she had to baby-sit today. Let me show you the storage unit." this was built on and connected to under the house. It was also double pad locked. He said "Yeah I had it double pad locked because I had a lot of expensive tools down here that I left while we were working on the house. That door right there leads to under the house just in case repairs need to be made"

Previsit Call

I called once on Wed at 12:35 and again on Thursday at 2:30 and left messages. I was called back by a man on Thursday at 2:48, he told me there was not a property on Maplewood. TEsting coordinator asked me to do a walk-in anyhow.

Visit Report

I went into the office and all communications were through a glass pane with a slot at the bottom for passing items under the glass. The elderly ladies behind the glass seemed overworked and stressed. I asked for the key to the Maplewood property and after I filled out key check out sheet, which asked for my address, home and work phone numbers, and my place of employment, the key was located among some envelopes in a box of apparently "filed" papers. The notice taped to the window said their was a key deposit of \$20 for out of town ID's, but the lady looked at mine and as she did I said I just hadn't gotten a new one since it wasn't expired yet. She kind of smiled at me and handed me the key and my ID. The lady told me that this was one of her favorites, and that they were still working on it, so there might me some workers at the apartment. As I walked out she reiterated that she needed that key back, and I assured her I would be back in the allotted 2 hour time frame.

As I pulled into the parking lot of the apartment I was greeted by a homeless man at the side of the street, sitting on the curb by the entrance to the lot. There were several other cars parked in random fashion with no discernible lines meant to control the traffic pattern. There were two wrecked cars and one without tags in the same row as the apartment I was testing. Apartment G sat at the back of the lot on a bend in the building. There were a few brick steps that led to the front door. Inside there was a stove and new refrigerator, with a small sink overlooking the parking lot. There were wood floors throughout the remainder of the house. The small living room had another door to the outside of the apartment with a heater running up one of the interior walls. There were two small bedrooms with average closets. The bathroom was in the middle of the apartment with enough room for one. The entire place seemed like no one had lived there in a while, and all the windows were nailed shut.

Previsit Call

999

Visit Report

I arrived at the duplex at about 1:25 pm. The appointment was at 1:30. I parked across the street in front of another house, a few yards behind another parked car. Across the street and further down, two men stood beside a truck talking. They appeared to be in their 50s or 60s. Once I was parked one of the men left the truck and began to walk down the sidewalk towards me. He was an older man with glasses, dressed for the cool weather in a bulky jacket, and in need of a shave. Not in particularly need, but enough to have the prickly look.

I waited for an oncoming car to pass then got out of the car, crossed the street, and met the man. I held out my hand for him to shake. He seemed a little surprised that I was doing so, but shook my hand anyway. I introduced myself by name and as the person who called earlier, then asked if he was John. He said he was and asked if I was the person who had called. I said I was. John appeared to be white, or maybe white and Indian or maybe just older and weather-worn. We began to walk to the house. It was as he described it over the phone: brick with awning. I didn't know what awnings were still, but it didn't matter at the time, since I found the house anyway.

As we walked, he explained the poor condition of the driveway as being due to working on the roof. I made some sound of affirmation. We came to the house and he opened the door for me. I told him about needing more space since I was doing some teaching and needed space. I completely forgot Staples at the time. He began to discuss the flooring. The tiles in the bathroom and kitchen were 40s style. They were clean in the kitchen, but just looked old in the bathroom. We walked to the kitchen and he showed me the oven and refrigerator. There was some digital thing on the oven that he didn't know how to clear. He opened it and showed the inside as well as lifting the lid part where the eyes were to show underneath. He showed me the refrigerator and explained something about it. The refrigerator was clean with a crisper section near the middle of the fridge. John pointed to the dining room area which was rather small, and explained that would be where the table and chairs would go.

We walked back to the living room to the first bedroom. He said most people would use this room as the master bedroom. The previous tenant, the school teacher, used that room as the master bedroom. There were awnings on the windows that would keep the sun out. I pointed to the metal things outside the window and asked if they were awnings. He said they were. They kept out sunlight and would keep the room from getting hot during the summer. He also said that there were awnings in the second bedroom.

We walked to the bathroom and he told me about it. I looked in the medicine cabinet mirror and noticed I could only see my nose up. I made some joke about being short. He commented that there was a mirror behind me. I turned around to see it and that mirror was much lower; I could actually see my whole face.

After the bathroom, John told me about the attic. He let it down, cut on the light, and allowed me to climb up and see inside. He told me what to hold onto so that I wouldn't fall. The attic had some items in it. I guessed they were from the other tenant. It was warm up there thanks to the light. I climbed back down and journeyed to the second bedroom and looked out of the window. I could see the side yard, fence, and a discarded Corona package.

I returned to the living and asked about the box-ish thing in the window. He said it was an air conditioner and that it could cool the whole apartment. He said that he had used it when he was repainting the apartment over the summer. He also told me about the heating system, which to my relief, had vents on the floor instead of high on the wall. I said that I liked the vents on the floor, leading to a short discussion about how hot air rises. The heating mechanism was located in a crawl space outside the house.

We began to discuss roommates. I said, I might have one, but was leaning away from it. John said that in his experience, 98% of roommates didn't work out.

The end of my visit was near and I remembered to ask about the advertisement. When I did, he had no idea what I was talking about. I asked first just about an 1/2 off deal and he didn't know about it, then an apartment for \$375 and he replied that an apartment costing that much was either in a bad neighborhood or in bad condition. I nodded, saying since I was on campus a lot, I've only seen nice looking neighborhoods (something like that). John told me that the neighborhood we were in was established in the 1940s and was rather quiet. I said I liked that and that I didn't particularly like living around college students. John went on to say that the people living in the neighborhood mostly owned the houses and were professionals. He mentioned the person living in the back apartment was a photographer, I believe.

(see next page)

Previsit Call

Visit Report

John Smith is in a office building. It's the back quarter of it I imagine. There's a small sign that tells you to park in the back and enter through the back. That was unusual to start off. I reminded my of those Jim Crow days. Just sayin'.

I parked in the back with a few other cars. There is no other outlet. The entrance and exit is the same small slip of cement.

On the office door were Christmas and children's decorations. Beneath them was a string of keys hung like a boa. I thought that was an unusual decoration. As I entered I could hear loud talking. The front office caught me off guard. I felt like I was going to physically run into the glass just walking in. On receptionist was talking with a African American woman. The woman appeared to be attempting to finalize an apartment. The receptionist, an older white woman between the ages of 50 and 60 I would guess was talking with her. I waited at the first window for about three minutes. The office had a haphazard ultra-tiny bank/dentist office feel to it, only without the charm. By the window I was standing at was a small blue card saying that one of the office's employees had died in October. I was surprised that it was such a plain nondescript looking card. In the back of the office I could see at least three or four other people talking and joking. Eventually, a short white haired white woman came to the desk to help me. She seemed a little cold or as though she had been interrupted. I introduced myself and asked to see the advertised apartment. She said that it was no longer available. She began to tell me about another apartment in the same complex that was available. She described it as much better than the requested apartment. It was electric, water was included, there was a washer connection, and a cable connection. I believe she also mentioned something about the rooms being larger. I said I would like to look at that apartment.

She slid a clipboard with a form to fill out and asked for my license. I gave her my license and began to fill out the form. I guessed the woman was a little hard of hearing. I had to speak up several times, although I was already speaking in a normal clear voice. The form asked for my name, address, phone number, and occupation. I accidentally wrote down UNCG. Drat. I didn't notice it until a while after I turned it in. While I was filing out the form she left to copy my license.

I finished the form and returned it to her. She asked what I did at UNCG and I said I was a graduate assistant. She seemed impressed (Staples still didn't register yet with me). I told her about grading and the ischool program. I mentioned that she would be surprised at the types of excuses I got for turning in late work. She laughed and said that I would be surprised that the type of excuses she got for turning in rent late. She left to

file the form.

When she returned she began to tell me about their other properties besides the one I was going to see. She asked where I worked, then I remembered Staples. I said worked at Staples, but it wasn't what I considered to be my job. I told her it was off Cheverly Rd. She understood what I was talking and began to tell me about different properties I might also like. She asked about how much I'd want to spend on an apartment. I said \$500 give or take off the top of my head. She made a face but continued telling me about different properties. She told me about at least three others that would be near campus or in between it and Staples. Their prices weren't very close to what I had offered. The two prices I remembered were \$595 for one and \$610 for another. She also told me about a property that they didn't rent to students-they only rented to career people. I don't think that one was an apartment so much. She described the Spanish design and such. I asked how did she define career and she replied something to the effect of people with stable employment. I thought that was unusual. I supposed she didn't know that grad assistants were students and we don't get paid that much. Oh well. The place that was for only career people seemed rather nice.

During this, I tried to leave about three times. I was ready to go, but I don't think she heard me that well, so I stayed and listened to her describe properties. She even took out a small booklet of potential properties she thought I would be interested in. I looked at that fat little book and realized I could be there for a while just listening. I decided to cut the conversation politely short. She then discussed to me how long I was to have the key: 2 hours. I said thank you took the key and left.

I drove along Rose St and parked along Spruce. The houses on Sunset are quite nice, but the yards are the boring green grass and bushes type. I sat in the car for about thirty minutes writing up the report and listening to Teddy Pendergrass before returning to John Smith. When I walked into the office, the receptionist I had spoken to was on the phone. Since she was on the phone. I slipped the key under the glass, thanked her and left.

Previsit Call

The first time I called (10:08AM) I got the complex's voicemail and was unprepared to give a message. So I just hung up.

The second time I called (10:32AM) somebody picked up, but I heard nothing. I said: "Hello? (pause) Hello?" Then we were disconnected.

The third time (10:38AM), I got through

Below is a VERY rough transcript:

A woman answered and said "Rosewood Apartments" or something like that.

Me: Hi, my name is Peter and I am interested in the apartment I saw in the Apartment Finder book.

Woman (Faith): How many bedrooms are you looking for?

Me: 2

Faith: We have two floor plans, the townhouse and the garden. The rent for the garden is \$400/month and for townhouse is \$425/month.

Me: Pretty good.

Faith: Are you going to be living alone?

Me: I think so, but I might get a roommate. If so, I'll definitely tell you.

Faith: Okay.

Me: Do you have a lot of these available or just a few?

Faith: Just a few.

Me: About how big is the complex?

Faith: Well, it is actually along three roads.

Me: About how many units does it have?

Faith: I am not allowed to say.

Me: So what is included in the rent? Water, electricity, anything like that...

Faith: The resident is responsible for all utilities: water, electricity, gas – but only the heat runs on gas.

Me: Alright.

Faith: There is a \$20 application fee. For a 12 month lease, we require that you make three times the cost of rent. We run credit, criminal, and eviction checks. (I don't remember if she said employment check or not. She listed them pretty quickly.)

Me: What are the lengths of leases? I know there is a 12 month, but is there also a 6 or an 18 month option?

Faith: For these floorplans you have to get a 12 month lease.

Me: Is there a deposit?

Faith: There is no deposit, but we do require a \$50 holding fee when we deduct from rent if the rental check comes back good.

Me: Is this due at the same time as the application fee?

Faith: No, this is due after the application has been accepted.

(Somewhere in this vicinity she volunteered that her name is Faith.)

Me: Excellent. Can I make an appointment to check this out.

Faith: Sure, what time can you visit?

Me: Does Friday morning at 10AM sound good?

Faith: That works (or something like that). What is your name?

Me: Peter Woods, p-e-t-e-r

Faith: If you can't make it, just let me know and we will set something else up. Let me give you the local number.

Me: Alright.

Faith: 447-555-

Me: 555

Faith: 4477

Me: 4477

Faith: Can I get your phone number for a reminder call tomorrow?

Me: Sure, it is 447-555-4603.

Faith: Got it.

Me: Excellent. Well, I'll see you on Friday.

Faith: I look forward to meeting you.

Me: I look forward to meeting you too.

Faith: Thank you so much for calling.

Me: You're welcome. Bye

Faith: Bye

Visit Report

(I wrote this narrative between 11am and noon - right after the visit)

I walked in the leasing office at 9:56, and a white woman in her late 50s was sitting at the desk talking to what looked like the maintenance man (he had a walkie-talkie). Their conversation ended, the woman looked at me and asked if she could help me. I asked, "Are you Faith?" She said she was, and I told her that I was here for our appointment at 10. She offered me a seat and asked me what I was interested in, b/c she forgot. I said a 2 bedroom, and she asked me what style. I said probably a garden because I can only go up to \$450/month. She said I was in luck because the renovated townhomes were \$425/month. I probably responded with "excellent" because I use that word entirely too much. I proceeded to write this down, and she said I didn't have to bother with it because she would give me a sheet with the info on it.

She then asked me for my driver's license so she could fill out the guest card, and I obliged, pointing out the incorrect address. She asked and I told her 513-E Dill Drive, GSO, 27455 (the correct false address). Phone number, etc. She asked me how I found out about the place and I told her through Apartment Finder. She asked me where I

work, and I responded “Staples”. She asked how I liked it, to which I responded, “eh...It’s a job. It could certainly be worse.” She agreed. She gave me back the driver’s license.

She apologized for the messiness of her desk, and I said that mine was messier because it was full of “schoolbooks and stuff”. She asked where I went to school and what I was studying, and I replied UNCG and accounting, but indicated that I wasn’t thrilled about the subject. She encouraged me by saying they made a lot of money, to which I responded, “yeah, but I’m thinking it would be really dull and miserable.” She then proceeded to recommend I stick with it and open my own small accounting business because lots of small businesses need help with that sort of thing. I thought it was time to move on, so I just agreed and gave a contemplative look indicating that I would think about it. I said something that indicated that the idea was worth thinking about, but I don’t remember what.

At about this point, the property manager (Patti – also a white woman, this one in her lower 50s) walked in and introduced herself to me. She shook my hand and noticed it was cold, so she reached out and held it for another five seconds or so. This was strange.

Faith at this point called my attention to the floorplan sheet. She proceeded to tell me that they were either out of one bedrooms or just had one (I don’t remember). They were out of three bedroom plans, but had two two bedroom apartments available in each of the two plans. She pointed out that the leasing office has a 2BR garden floorplan. All available were recently renovated (which took a few questions from me to get out of her b/c of my lack of question clarity). All utilities were the responsibility of the tenant, and the heating system was gas.

Previsit Call

-Hello, Thanks for calling Rosewood Apts how can I help you?

Me-Yes, My name is Tommy and I was calling in reference to your ad in the Apartment finder.

-OK, what type of apartment are you looking for?

Me-A two bedroom

- OK, we have two model

Visit Report

At 2:55 I arrived at the leasing office fro Rosewood Apts, It is a converted apartment at the entrance to the apartment complex. When I entered I was immediately greeted by Faith the assistant manager. She asked me "how can I help you today." I told her that I had an appointment at 3:00pm. She told me to have a seat and began to take down my information. I told her that when I set up my appointment over the phone. I was told that I needed to bring my pay stub and that I had forgotten it, but I wanted to know if I could still look at apartments. She said "absolutely the pay stub is only needed for when you actually begin the rental process." She took out a guest card and wrote down my name, address, and phone number. Along with the type of apartment I was looking for and when I was looking to move in. As we were talking an African American man and a Caucasian woman entered the office and went into a room just off of the main office. Faith took out a copy of a handout for the apartment complex. She pointed out that there is no security deposit. That there are two models of 2 bedroom apartments the garden style which has 650 square feet for \$400.00 a month and the 2 bedroom town homes that have 770 square feet for \$425 a month. Both models have only one bathroom. She began to explain the application process, stating that there was a "\$20 administrative fee which covers the credit, criminal, and eviction check. There is also a \$50 holding fee once you are approved that holds your apartment, and goes towards your first months rent once you move in." She asked me which I would like to see. I stated that I would like to see the garden model. She said okay and got up to get keys to an apartment for me to see. She gave me a copy of the application and price list for the various apartments.

While we were talking the woman that had entered early came up and rubbed me on the back, and identified herself as Patti and that she was the one who talked to me on the phone yesterday. In the other room Faith and the man that came in with Patti looked through the list to find an empty apartment. While I waited I asked Patti how large the apartment complex. She said that there are approximately 176 units in the community. Patti continued to tell me about the community stating that it is smaller

than Ashton Place were she use to work, but there were a lot of kids in the neighbor. I stated that I saw the school bus as I was coming in the office, she stated that when you have a lot of apartments you have a lot of kids, but that they didn't have as many as they use to.

Faith came back out and we walked over to the apartment. On the way Faith asked me to "tell her about myself." I told her I went to GTCC currently. She asked me how tall I was and I informed her that I was 6'3", she said that her son was 17 years old and 6'6", I replied that's a tall boy!. She told me that he was going to be in the NC A&T marching band next year because while at a band competition, the band director for NC A&T asked him to come to their band camp "personally." She said they were currently trying to get him a scholarship, so that he could go, I replied that you have to start looking early for scholarships. As we walked to the apartment she was going to show me I noticed that there were green plywood boards up over the doors and windows, and asked her what those were for. Faith told me that they had done a lot of renovation of most of the apartments as they became unoccupied and it was just what the owners of the apartment complex told them to do. As we came around the corner of the row of apartments the man from the office was using a drill to remove the board from the apartment that Faith was going to show me. 413 G, is a one floor apartment with a window a/c unit. Once she got the power on she showed me around. She told me that because of the low rent water, gas, and electric were not included in the rent, but for one person the bills didn't end up being very high at all. While I was being shown around Patti came in and repeated everything that Faith had just told me about the gas, water, and electric bills, and then pointed out that they had re-glazed the bathtub.

91657
White

904

Previsit Call

I spoke with Mary, who told me that the unit I was asking about wouldn't be ready until Tuesday, but I could come see a similar unit that was about to be leased. I made an appointment to come in the next day (Friday) to see the unit.

Visit Report

I arrived at Laurel Glen at one o'clock and followed the sign to the leasing office. They led me to the back of the apartment complex which contained about 20 buildings with about 20 apartments a piece. The agent was waiting for me as I walked in the office and into her office to the left of the main door. There were three other offices of similar size. Mary shook my hand and introduced herself as she handed me some papers with the apartment information and floorplans. We quickly stepped out of the office and crossed the parking lot to the building across the way. The unit that was coming open was on the first floor, letter H, and the unit we were inspecting was letter L. The unit had fresh paint and the windows were open. There were adjoining living and dining areas, with a small kitchen with a dishwasher, stove and refrigerator. The bedrooms were average size with a small bath attached to both. The closets were only about four feet deep but they extended on both sides past the door opening. The place seemed clean with no remnants of infestation or anything like that.

87717
African American

904

Previsit Call

11/28/07 I called the apartment complex about 4:35 in the evening. It took about 3 rings before someone answered. When the phone was answered, a woman answered. She spoke softly. I asked her if she had the two bedroom apartment advertised available and the woman replied no, however, there would be a two bedroom apartment with two bathrooms available in January. I couldn't quite hear her so I asked her when again and she said January. She said the rent for that apartment was \$695 I believe. I didn't hear that either so I asked for another repeat and she obliged. I thanked her for her time and said goodbye, she said goodbye as well and I hung up.

12/4/07 I call in the morning about 10:15ish. It took about three rings before it was answered. I introduced myself and asked if there were any apartments available. The agent at first said yes. When I asked if there were any two bedroom apartments available she said no. They would, however, have a room opening up in January. Information up to this part of the conversation was the same as last week's information. But, the woman continued. Instead of ending the call, she asked if I had tried Quail Forest apartments. I said I hadn't. She said the rent was \$653 a month and that Quail Forest was owned by the same company that owned Laurel Glen. She asked if I would like the number and I said sure. She gave me the number: 447-555-3455. I asked what her name was and she said Mary. I told her thank you, goodbye, and hung up.

Visit Report

NONE

20000
White

905

Previsit Call

This call was fast.

The woman who answered had a foreign accent (I don't feel confident enough to say which nationality). She was very down to business.

I asked if the place was still for rent - she said yes. She then gave me the rent amount (\$625/month) and quickly asked if I would like to tour it. I said I probably would but I have a few questions first.

I asked what is included and she said "just water".

I asked what fees there were, and she said just a \$30 application fee.

I asked what the lease lengths were and she said 12 months.

I then said that I would like to go look at the place (I took care not to call it an apartment because I don't know what it is), and she said, "Is tomorrow at 3 alright?" I thought about it and said, "Yes, that works fine."

She then said that I will be meeting Laura there. I then asked what the address is, and she told me (I had to ask her to repeat it, because I wasn't sure what she said.)

I then asked what her name is, and she just said I will be meeting Laura there tomorrow as she is the agent.

I thanked her, we exchanged good byes, and we hung up.

Visit Report

This afternoon at about 12 or 1, I was sitting in the grad student office and I heard two other testers talking. One mentioned something familiar, and I asked him if he was the other in the paired test. He said he was, and Lancaster Hills came up, to which he mentioned that he was going at 3 today, to which I said "Me too." Knowing this, I should have hunted for Dr. Sills or called Eliza, but I figured it would all work out, so I didn't. (I hope I didn't mess this up.) Below is the result:

So I pulled up at 2:50, identified the rental property (a townhome), and wandered around the parking lot like I was checking out the area. Each building had about 8-10

townhomes in it. I have no idea how many buildings there were - it is a pretty big place. I'm sure an satellite photo at Google Maps would tell you, not that you need more work to do. At about 3, I knocked on the door, wondering if the agent was inside. No response. I was standing on the sidewalk in front of the townhome and at about 3:04 a red Jeep with the GSO Leaseway logo all over it pulled up. I walked over to the Jeep and asked if she was Laura and introduced myself. She apologized to me for being a few minutes late. We then proceeded to the townhome and she mentioned that someone else would be looking at the apt. with us. Perry walked up to her (or her to Perry) and they greeted each other and the rental agent introduced the two of us.

As we approached the townhome, Laura said that it was was not quite yet moved out of, but would be available on the 7th. I scrunched up my face and she asked when I was looking to move. I said, "From now until...well, I guess as soon as possible." We then walked around the place as a group. Perry asked a question about the square footage when we were all in the living room.

We then all walked into the kitchen/dining area. Laura showed us the laundry area and mentioned that appliances were included. She then pointed us toward the sliding glass door to look at the back porch that had a storage closet. I asked her how big it was and she said "Not very, If I remember correctly.. I think you can fit a bike in there." I asked a bike laying down or sitting up, to which she replied standing up. I think, at this point, Laura said that once the place is vacated the rental company would come in and assess what needed to be done. She said they would probably clean the carpet and would paint if it looked like it needed it. It's difficult to respond to this, so I said something to the effect of, "cool." At some point, I think about here, she mentioned that water was included in the rent. I said that was good because the place I live in now just started charging for it and I did not like that.

We then visited the kitchen briefly, where Perry commented on the counter space. Laura said the trash compactor was decorative. The countertop was very yellow.

We moved back into the living room and then up the stairs. We first went into the 2nd bedroom/bathroom. This bathroom had carpet, which Perry pointed out. The closet was big, which I mentioned. Then we walked into the master bedroom - which was obviously still being slept in. This room had two closets and the bathroom had a linoleum floor. We then talked about how carpet on bathroom floors was gross. I can't remember who brought that up though. She then directed us to the hall closet. She first opened it in such a manner that only I could see in. Then she looked at Perry and said (more or less), "I guess you can't see that can you?" He answered no, and she let him through the door. Noticing that now I could not see it, she said, "Well, I guess you've seen it already, right?" It was in a friendly way.

I asked if the whole community was condominiums, to which she said yes. Then I asked if she knew what percentage were inhabited by renters, to which she obviously did not

know. She did say that the company she worked for had several places in the complex they rented out. I asked if the people vacating now were the owners, and she said that they are not. She did say that the owner gets final say in who rents the apartment.

Laura mentioned that the complex had a pool. I asked if there were any other community facilities, and she didn't think that there were. She said there might be a tennis court, but wasn't sure where it would be if there is one. She also said that she may have seen fliers for community events in the past, but wasn't positive if they still do this.

Previsit Call

Began at 1:46pm

- Leaseway, how can I help you

Me- Yes, I was calling in reference to your ad in the news and record, for the property on the corner of Lancaster Hills and Guilford college.

- That is 6836 E Lancaster Hills Drive, its a 2 Br. 2.5 Bath home with a fenced in patio,

- The rent is \$625 a month including water

Me- Is it possible for me to see the house?

-Are you at the house now?

Me- No

- Have you been by the house?

Me- Yes I have.

- What time would you like to come by?

Me- What times do you have available?

- How is 11am tomorrow?

Me- Do you have any other times

- I have 3:30pm tomorrow

Me- What do you have on Thursday?

- I have 3:00pm and 4:30pm

Me- 3:00pm is good for me.

- Ok, and what is your name?

Me- Perry Jones

- And your phone number

Me- 919-555-6021

- Ok we'll see you on Thursday

Me- And who am I speaking to

- My name is Kim, but you will be meeting w/ April

Me- Ok, Thank you

Ended 1:53pm

Visit Report

I arrived to 6836 Lancaster Hills Drive at 2:50pm, and noticed that the rental property was a townhouse style condo in the front yard was a sign for the rental company. At 2:55pm my testing counterpart arrived. at 2:59pm he went and knocked on the door of the property and no one answered. He knocked again at 3:02pm. The leasing agent arrived at 3:05pm for our 3:00pm appointment. The company had set up two appointments at the same time to save time. She shook my counterparts and as he was parked closely to her Beige Jeep Wrangler with a Triad Leaseway logo on the doors. She

came over to me and introduced herself as April, and apologized for being late. We walked up the steps to the condo and she told us that the condo was still occupied, but the current owner would be out on the 7th. She yelled into the house before entering to make sure that no one was home. Then allowed us to enter. She stated that the occupant was currently in the process of moving out, and had already taken almost all of the furniture. I asked her if she knew how many square feet the apartment was, and she told me that they didn't keep that type of information on the properties. She showed us to the kitchen and said that all the appliances would stay and worked, except for the trash compactor. The kitchen cabinets were older with white paint. the counter top was a yellow color. She showed us where the washer/dryer hookups go in a closet next to the kitchen. She told us that there was a fenced patio with a storage shed that could hold a bicycle. I had to look out of the sliding door windows to see the patio, which was covered in leaves to the point where you couldn't see the floor. She took us up stairs and showed us into one of the bedrooms. The room looked like it was being used as an office, because the only thing in it was a computer workstation. There was a bathroom in the room that was carpeted. I made the statement that I had never seen a carpeted bathroom before, and she replied "they do, do that." My testing counterpart said something to the effect, i don't know if i would like that in the place were all the mold grows. She showed us the other bedroom which still had a bed in it and clothes everywhere,. April had to move jeans of the door handles so that she could show us the closet. The room had two closets. On the way out of the room she showed us the hallway closet, which still had a lot of things in it. We all went back down stairs. My counterpart asked her if all the condos in the neighborhood were being rented out, and she said that she was not sure but her company had some other properties in the neighborhood. My counterpart asked us if they had any other properties, she took out a list of all the available properties and gave each of us one. She said that they had a wide range of properties as far as price goes, mentioning one on Harris street that she thought was nice. She asked us if we had any questions. I said that none came to mind. she said that if we came up with any after we left feel free to give them a call. I told her bye and left. I returned to my car at roughly 3:15pm.

Previsit Call

Visit Report

I walked in the office. A Caucasian woman in perhaps her 30's was sitting at a desk. She had her right arm in a sling. A Caucasian man in perhaps his 40's was getting something in a file cabinet in the office area. There were in business casual dress, nothing distinctive. They greeted me immediately. I said that I wanted to see 2618 Joyner Ave. They both reacted, saying "Oh. Sorry." The man told me that the property was just taken off because the owner put it up for sale. He asked if there is something else I would like to see. I replied a 2 Bedroom. He motioned to the female saying that she would help me, she was already getting up. She came over and pointed to the property pictures on the wall behind me. She pointed out the 2 Bedroom apartments, houses, and the 3 bedrooms. She said in a low-pressure way that was a question, "I don't know how much you are interested in spending." I replied, "I was looking at going up to 575." She said, "Well, I guess that leaves this one." pointing the 2 Bedroom at 2111-B Johnson St. for \$465. She asked, "I don't know when you are interested in moving in. We might have more open up." The tone again was low pressure but inquisitive. I replied that I wanted to be by the end of the year. She didn't offer any new information. I asked if the apartment was nearby. She started to give me some directions and told me that there were directions on the property list print out, which she then gave me. She walked back to her desk and the male took over to get out the key for me. He said, "All I need is an ID and gave me the key." I gave him my ID and looked at the directions on the list, which were limited, so I asked him for more specific directions. He asked me, "Are you familiar with the area?" I said that I was. He got a pen and drew directions on the back of the property listing print out. The directions were good enough that I could get there easily. He told me that I had 30 minutes with the key. I agreed, said thank you, and left.

The property was farther away than I expected.

When I returned, the male wasn't around, the female got up to greet me. I gave her the key and said gave me back my ID. She commented that I was quick. I replied, "Yeah, I probably drive too fast." She gave a little laugh. I got out the property list, saying, "OK. I want to make sure I know everything I need to." She looked at the sheet with me. I pointed out the deposit and that utilities are not included except water. She affirmed what the paper and said that for utilities it is just electric, so it's just Duke energy to pay. I asked if there were any other fees. She said there was a \$25 application fee per applicant and pointed at the top of the property list. I didn't see anything about the application fee on the paper, but the website is listed. I wrote down "\$25 app" and asked, "Is that true for married couples also?" She replied it is just \$25 for married couples. I nodding in affirmation/understanding. I paused, then I said thank you. We exchanged simple goodbyes and I left.

Previsit Call

Visit Report

I arrived at the office of Mebane Management on Wednesday, December 5, 2007, around 10:25am. When I walked in the office I observed two white women sitting at desks behind an open petition dividing the office. There was also a white man standing at what appeared to be a counter looking through some papers. As I entered everyone looked up at me and the man said "Can I help you?" without stopping what he was doing.

As I begun to respond, "Yes, I'm interested in a..."

Cutting me off before I could finish my sentence the man replied "Yeah everything we got is on the wall with pictures."

I said "thanks" and begun to look on the wall. When I turn around to see if the man was still there he left and went inside an actual office.

After looking on the wall for a few moments I posed the question about the property in question "I don't see see the house at 2618 Joyner. Is that still available?"

The two ladies look at each other and one asked the other "Is that house still available?" The other replied "No I think that property is for sale now." Then the responded to me "That house was only on the market for a week and we are selling it. Just look on the board and that is all we have available."

I said. "Okay thanks." I looked a little longer at the pictures but no one ever asked me if I was finding everything okay or if I had any questions about what I saw. I stayed there reading the profiles and gazing at the pictures for another 10 minutes but no one ever said anything to me so left.

Previsit Call

Rebecca: Hello. Paul: Hello, how are you today? Rebecca: Pretty good, how may I help you? Paul: I saw 2917 Henderson advertised in the Greensboro News and Record, and I was wondering if it was still available? Rebecca: Yes it is still available. Paul: And the rent is 495? Rebecca: That is correct Paul: And what does that inclu--- (interrupted) Rebecca: Water and Sewage, but before you get too involved let me tell you a bit about the property. Paul: ok Rebecca: It is a brick building (details forgotten) off of Washington Ave. Now I am a private landlord, so I do not have any office, nor do I have any application fee. However, there are a couple of things I am strict about. For one thing, how long have you lived at your current apartment? Paul: a year and a half Rebecca: And how many people will be living there? Paul: Just me, my fiance and my cat (NOTE: sorry for this, I was trying to be natural). Rebecca: Ahh, well we have a strict no pet policy. So this sounds like it might be a bad fit. Paul: Well, the cat has lived with my fiance's parents most of its life anyway, so we may be open to moving the cat back. Rebecca: Well, I need you to verify that before we get any further, because I have to drive 40 minutes to show the place. Paul: Well, I'll check on that immediately. Rebecca: Also drive past the place Paul: Okay, let me get back to you on that, but let me ask a couple questions first. Rebecca: sure. Paul: How much money would we need to get into the apartment? Rebecca: When are you trying to move in? Paul: December 15. Rebecca: 495 Security Deposit, and \$250 prorated month's rent. Also I have a month to month lease. Paul: And who am I speaking with? Rebecca: Rebecca, and who is this? Paul: My name is Paul. Paul: All right, well I'm going to speak with my spouse to see if this is workable. Rebecca: all right!

Call Back 45 minutes later at 1:55 PM Paul: I rode past the place and liked the looks of it, so I'd be glad to make an appointment to see it. Rebecca: Okay, may I have your phone number and full name? Paul: Sure, (info given). Rebecca: And I will need a rental reference, and you do work, right? Paul: Yes I've been employed two years, and I'll be happy to supply rental references if it's the place we choose. Rebecca: And where did you say you are employed? Paul: Best Buy, and my Fiance works part time at Macy's. Rebecca: All right, let me work out with my husband when we can make it out there to show to you. Paul: Thanks, I'll talk to you then. Rebecca: bye. Calls me back the next day around 4:40 Schedules the appointment for Saturday at 2:30

Visit Report

Rebecca wanted to meet my fiance, so she came along with me. June and I arrived a few minutes before our appointment time, as did Rebecca. We met, exchanged pleasantries, and proceeded to the unit. Rebecca volunteered that they are very picky

about who they rent to. She also indicated that most of the people living in the complex are old women, and that they were all great people. Rebecca volunteered that when she and her husband bought the properties they had to evict most of the tenants living there. June and I looked around the apartment, acting interested, and asking relevant questions (what kind of heat, will you repair this before we would move in, washer/drier hookups, can we plant flowers, etc.). Between questions Rebecca was trying to sell us on the place, about how nice the neighbors are, and how it was all newly renovated. She also commented that she really hoped we would move into the place. Rebecca also took the opportunity to verify once again what we do for money, and how long we have been doing it. Rebecca reiterated that our credit would be taken into account, but the most important thing was strong rental references. June and I finished looking around, said goodbye, said we would consider, and left. Rebecca invited us to call when we made a decision.

Previsit Call

When I called a person answered introducing herself as Marie the owner/landlord. I explained to Marie that my wife and I were looking for a two bedroom apartment, and before I could finish Marie cut me off asking "Do you guys have any children?" Before I could answer her she explained to me that none of the tenants had children and that none the other tenants were married. I said to Marie that my wife and I didn't have children either, then Marie tone went from belligerent to pleasant. Marie then went into a spill about that ninety percent of the tenants are women from their thirties to sixties. She also mention several times that this was a quiet community. Marie explained to me that all I would need to bring was the first month rent plus a deposit If was interested, but when I asked if I could see the apartment first she replied "The only way I'll show the apartment is you'll agree to a credit and back ground check before hand." I asked why, Marie answered "I have to drive thirty five miles from [another] County, so I would need to have these things in place." She then explained that it was an eleven unit apartment building that included water and community watch. Marie then asked fro my telephone number and said she would call me on Tuesday.

Visit Report

20000
White

1103

Previsit Call

First Call (no answer, no message): 3:20pm on Wed. Dec. 5, 2007

Call Time 4:04pm on Wed. Dec. 5, 2007

Woman on phone (sounded like a middle aged white woman): Paine-Locke/ Me: Hi. My name is [tester] and I am calling about the apartment at 3828 Stratford Drive. / On phone: Let me get the information on that. (pause) / Me: Okay. / Woman: Alright, it is a 2 bedroom, 1 bath place with gas heat and central air. Rent is 670 a month with a 670 security deposit (this part was difficult to understand). It has a stove, refrigerator, dishwasher, and I think it has a washer and dryer. / Me: Oh, that's cool (as if I was responding to the washer/dryer). / Woman: Would you like to see it? / Me: I probably will, but I have a few questions to ask first. / Woman: Okay. / Me: So you said \$670 security deposit, right? / Woman: Yes

Me: How much would I have to put down total to move in? / Woman: Well, initially, we'd like you to go look inside, but if you want to move in there is an application fee, and we require the security deposit then also to reserve the unit. / Me: If my credit is bad, do I get that deposit back? / Woman: Of course. / Me: How much is the application fee? / Woman: 15 dollars / Me: How long is the lease? / Woman: 12 months / Me: Excellent, I'd like to set up an appointment to see it. Is Friday at 10am good? / Woman: Sure, just come on by the office anytime. We are open Monday through Friday, 9 to 5. / Me: So I'll meet you at the Paine-Locke office? / Woman: Yes / Me: What is the address of that? / Woman: 2514 Main St. Do you know the area well? / Me: Sort of. I am not sure where that is, but I will look it up.

Woman: Okay. / Me: So we are going from there to the apartment, right? / Woman: No, we will sign a key out for you. We just need to make a copy of your driver's license. / Me: That sounds doable. I'll see you Friday morning then. / Woman: Bye / Me: Bye

Note: there was one brief point in the conversation when the words I was saying were jumbling together (I'm not sure where). When this happened, I said, "Sorry, I'm having trouble speaking. It's a little cold." (I was in the parking lot sitting in my car.) I then continued on saying what I was trying to say.

I wrote this narrative at 4:20, right after the call.

Visit Report

I walked through at about 10:28am and stepped up to the clear divider and the older woman behind the desk just looks at me. I was waiting for a greeting, but when I realized one was not coming I said, I am interested in the apartment...well the unit on

Stratford Drive. She responded, "Would you like to check out a key and go see it?" "Sure", I responded. She then slid a clipboard with a form on it, and said that she would need to make a copy of my driver's license to check out the key for two hours. So, I'm filling out the form, and I forget the address I am supposed to give (which is crazy because my girlfriend used to live in that very building). I put down my address at the end of 2005, which is 7337-H Hunter Drive, GSO, 27410. (It is maybe a half mile from the address I was supposed to give.) There were also lines for phone numbers (home and work) and employer – which in my case is Staples.

I slid the form back under the glass with my driver's license on top of it. She asked me where Hunter Dr was, as she has never heard of the road. I told her that it is in Hunter's Creek, an apartment complex just off of Virginia Dr. She seemed satisfied and went off to copy my driver's license. She returned with a key and told me to bring in back within two hours. I told her that hopefully it wouldn't take that long. I thanked her, and went off to look at the house.

Things I noticed at the house:

A mailbox by the road and a mailbox by the front door. Both were green.

There was a ceiling fan in the living room.

Small closets

Old doorknobs (which are cool)

BR#2 is very small

There was a huge dead roach on the floor of BR #2.

All throughout the house the cable connections were all coming up through the floor and the phone lines were coming out of the floor and connected to jacks fixed to the baseboards

Most blinds were yellow and a little beat up – one window has newer blinds that weren't so yellow.

Tile along side of shower/tub was a little grimy

Fridge has dents and an ice maker in the door

Has a small heater on the kitchen floor that is plugged in and on.

The dining area, off of the kitchen, had wood paneling that was gray

Off of the dining area is a little area before the back door. It has Washer & Dryer on one side and shelves on the other. There was a dead roach on the floor in here too.

Back porch was covered. No grass in backyard, which is fenced in. Has a storage shed and a doghouse. Looked like they had a burning barrel out there. I can't imagine what else it could be used for.

So I left, stopped by EarthFare to get some tea, and then went back to the rental office. I walked in at about 11:22. I walked up to the glass partition, put the key in the small opening and thanked the woman. I waited for her to say something, but she didn't, so I asked if she had any knowledge of a roach problem in the house. She said no, and then I told her that there are a couple scattered out on the floor. In this exchange, she was having a very difficult time hearing me through the partition, as my voice does not carry, and after emphasizing her inability to hear me several times, I had to basically yell at her

to be understood. She told me that if I thought they had a problem, they would look at it and I decided to let it go at this point.

Previsit Call

hello John Smith how can i help you

Me- ummm yes I was calling about one of your properties, 3828 Stratford

-Yes

Me- Is it still available?

-Hold on one second let me get my book.

-Yes 3828 Stratford is still available.

-5 rooms, 2 bed 1 bath, a living room and kitchen 670 electric heat, gas water, all appliances are included refrigerator, dishwasher and a stove, washer and dryer hook ups. (sounds really nice).

Me- is there anything included in the rent?

- Nothing is included in the rent except for the appliances

Me- OK cool, can I set up a time to come look at it?

- You sure can. Just come by and check out a key.

Me- Okay

- Do you know where we are?

Me- No I don't actually

- We are at

2514 Main St drive near Lawndale shopping center right by Elizabeth pizza and the Wachovia drive through,

Me- Okay thank you.

Visit Report

I arrived at the John Smith Realty office at 1:57pm, and entered upon entering I talked to a older Caucasian lady to the right of the door. She asked if she could help me. I asked her that I was told on the phone that I could come in and check out a key. She asked me what property I wanted to look at, and I stated 3828 Stratford. She asked me to fill out a key check out form. On the form there was a area that stated there is a twenty dollar key deposit for non-Greensboro addresses, I asked her if I need to pay that because, although I live in Greensboro, my driver's license has a Raleigh address. She made a copy of my driver's license and brought me the key to the house. Before giving it to me she stated that I could check out multiple keys if I wanted to, and was welcome to look through the book of properties to see if there were any others that I wanted to see. I told her that I only had time to look at one today. She said that I could come back anytime this month and I wouldn't need to fill out another form. I said thank you and said I would bring the key back in a little while.

The house at 3828 Stratford is a 1 story two bedroom, 1 bathroom, house with a fenced in back yard.

I left the house and returned to the John Smith office. The older lady to the right was not there, so I returned the key to the older lady on the left, said thank you and left.

The lady I checked the key out from, She was very nice and courteous, encouraging me to look at as many places as I wanted. Felt kinda like she was going through the normal procedure that she does for everyone. The lady I returned the key to asked if I liked it, but didn't seem to care either way, again going through the motions.

ended at 2:42pm.

Previsit Call

I made the call Tuesday morning around 10:30 in the morning. It took about three rings before the phone was answered. The answerer sounded like a female between the ages of 30 and 45. I introduced myself and asked if she had any apartments available and she said yes. She has a two bedroom townhouse and a studio apartment. The townhouse is \$545 a month and \$425 for the studio apartment. I asked what the rent included and she said water and there are appliances in the kitchen. I asked about the security deposit and the woman said it was \$300 for the townhouse and \$250 for the studio. She mentioned that there is a special going on this month. The application fee is waived if you sign a 12 month lease and the first full month's rent is 1/2 off. I was intrigued, but continued with the script.

I asked about the number of units in the complex and she replied that there were 98 units. The townhouses are usually four to 8 apartments together.

I began to run out of things to say, but felt that I was leaving off something so I asked about the garbage and mailboxes off the top of my head. They do have dumpsters for the trash and the mailboxes are by the apartment.

I asked if I could set up an appointment and she said okay. During this part our phones began to go mute on us. I couldn't hear her but she could hear me. That lasted for a few seconds. I said I wanted to visit Thursday at 1:30. She said that was okay. I asked where we should meet and she said 611 Savannah St. at the main office. She asked for my name and number, which I gave, and I asked for her name. She said her name was Mary. I thanked her for her time, we said good bye, and I hung up.

Visit Report

I arrived at Cypress Haven a little bit before 1:30. The office looked a lot like the rest of the apartments. There was no actual parking lot, just a driveway with two vans and a smaller car already parked there. I eased my way in and parked behind a van. A tenant came up from behind and walked into the office.

I followed the tenant into the office. The first thing I noticed that there was no one in the front office to greet us. Second, was a little dog in a sweater hopping around at the first tenants feet. Third was a desk with a lamp, an ash tray, and a lit cigarette burning in it.

The agent came out to meet us. She spoke with the first tenant. As he left I introduced myself. Mary made a mark on a note pad at her desk. I told her I wanted to see the two bedroom and we began to leave to see the two bedroom. As we left she picked up the cigarette and took a puff before replacing it and leaving.

(It was really cold outside. Really cold and I left my gloves in the car.)

We walked to the first townhouse and made small talk about having roommates. I said

that I might have one, but I wasn't too keen on it.

Once we got to the townhouse, she showed me the living room section first then the half bathroom and the kitchen. She told me about the washer hook up next to the refrigerator and showed me to the sliding glass back door. Outside in a shed is the dryer connection. She tried to sell me on the benefits of having the dryer outside, but I just nodded. It's hard to convince someone of the benefits of the outside when it's 40 something degrees outside, but I commend her effort. We walked back to the living room where she showed me the closets and told me about the heat pump (something like that). In some townhouses it was in the closet or it was in the one of the kitchen bottom cabinets.

She invited me to look up stairs and I did. She went upstairs first and I followed. As I looked around, I noticed that she was no longer upstairs with me. I roamed the two bedrooms and the full bathroom. Mary told me about a linen cabinet from the base of the stairway. I supposed that was protocol.

I came back down stairs and asked about the lighting for the living room. Mary told me about how I would have to set up the lamps to certain sockets for the lights to come on the the switch by the door. I mentioned that I was interested in the house and I was beginning to wrap things up when she asked if I wanted to see the studio apartment. I said sure.

We walked back to the office and she got the key and an application for me. We went to the studio apartment and I roamed about it. She have me pretty much the same description for the two bedroom for the studio except altering it since there was no rooms or stairs. I mentioned that I had never been in a studio apartment and that it wasn't as bad as people made it seem.

As we left the studio apartment (I'm really wishing I had my gloves right now) she began to tell me about rent. She said that the required you make at least 3 time the rent. She also stated the types of funds she included as income (student loans etc.) She didn't ask any specific questions to me. I made general comments about loans. She seemed to be in favor of them, mentioning that at least students could get the chance to have an education. I joked about paying them off and hoping to have the type of job that would make it easy. Once we came back to the office she mentioned that the Army was providing money for students. Before I answered, I tried to see if she was pro-Army or not. She seemed to have just mentioned it. I said that it wasn't the right time to go to the Army. She agreed making a reference to the war.

Before I left she urged me to start settling on an apartment soon. They only had a few left. I agreed and mentioned I was still looking around. I believe I said something about looking to move in after Christmas. She asked were I was staying and I said Silas street. She replied that she didn't know where that was, which was great since I didn't either. I said it wasn't too far from campus.

Winding the visit down, I asked for directions back to campus. She gave them to me and asked if I had a cell phone in case I got lost. I said no and mentioned I was sure I would be okay. She checked to make sure I had her information and to come back if I was still interested. We said good bye and Mary walked back to the office. I got in my car and backed out of the driveway. The directions didn't work, by the way. I just roamed

around until I found my way back to campus.

Previsit Call

Secretary: Hello

Paul: Hello

Sec: Can I help you?

PAUL: yes, I saw a house advertised in the News and Record at 2126 S. Franklin.

Sec: Yes, that's still open

Paul: And what is the rent at that apartment?

Sec: 685 dollars a month, and it's two bedrooms

Paul: Are any utilities included?

Sec: no, are you looking to move any time soon? (coming across as impatient/ wanting to end the call)

Paul: Do you all have any properties available

Sec: yes, many you can look at them at www.pi-properties.com (impatient)

Paul: Okay, I'll do that, and for this unit, how much would I have to put down?

Sec: Well, we look at your criminal background, rental history, and credit to decide.

Paul: Is there a range?

Sec: yes, the minimum is equal to one month's rent and the max is two months rent, but most

people only have to pay one month's rent.

Sec: Okay? (trying to get off the phone)

Paul: Oh wait, just a couple more quick questions:

Sec: Okay (calming down)

Paul: Are there any other fees?

Sec: yes, a \$40 application fee, and a \$40 administrative fee

Paul: and what are those fees for?

Sec: The application fee is for pulling your credit and criminal background, and the admin fee

is for processing your paperwork. Also, you have to put down a \$40 deposit to look at the apartment.

Paul: How long is the lease? / Sec: one year / Paul: How big is the complex? / SEC: it's a house. / Paul: Do you all have weekend hours? / Sec: Yes 10-2, just drop by. Paul: Okay thank you, I'll see you then

Visit Report

First I'd like to explain something. I answered in the positive that a reference was made to religion. The reference is that

the agent wished me a Merry Christmas on my way out the door. I only mention this because it implies some sort of kinship, or shared experience. If I was obviously Jewish or Indian we would not have that shared experience.

We were given an application to fill out, and a listing of other open properties on our way out of the office.

I had to fill out a form with my name, phone number, address, photocopy of my driver's license, workplace, and work phone number (I improvised and provided a disconnected number)

My fiance and I entered the office and put down our \$40 deposit to borrow the key to the unit, while we talked to the front desk agent about the unit. We talked about the place while a man made a copy of the keys in the back. He made the keys, so June and I left (without the agent) to look at the property. We decided to go ahead and look at the property, in case the agent asked us any questions that could blow our cover.

When we came back the agent asked us how we liked the place, and we said that we did like it. She then told us about how it heats, the back yard, and what they have renovated.

Then we said our goodbyes and left.

Previsit Call

When I called I received a warm hello from the receptionist / agent named Brittany. I asked her if the property at 2126 S Franklin St. was still available she answered "Yes." Brittany continued on by telling me that the house is in a great location off of Sherman St. I confirmed that the house had 2 bedrooms and 1 bath. Brittany then asked me if I would like to see the property, and that she or someone else would be glad to show me the house. Brittany wanted to know why I was moving. I explained to her that my wife and I were currently living in a one bedroom and were looking to move somewhere with more space, at least two bedrooms. She replied by saying "great this place will ideal for you guys." She explained that it was a year lease and that no utilities were included. The call ended by Brittany saying that someone will be at location to meet me at 3:00 Friday 12/7/07.

Visit Report

I arrived at the property at 2:55 and an agent by the name of Ken was there to meet me. Ken and I entered the home and he began to tell about the house. He explained that house is in great condition and would be perfect for a young couple. First, Ken showed me the bedrooms bragging on size of them saying "wow these bedrooms are larger than mine". Next, Ken show me the living room and dining room. he explained that under the carpet there were hardwood floors. After that we went into the kitchen and he pointed out that all of the appliances were "like new." Later, Ken asked me how long did I and my wife live in Greensboro, I replied by saying "we both had been here for at least ten years." Ken then told me that DS Properties rented several houses and apartments. He also mentioned that they aim to please no matter what, and that the buyer or renter was always right. I asked Ken how many homes did DS Properties rent out in particular area, he replied several, but I would have to go back to the office to give you addresses of the locations. Ken was interested in renting me the property that was viewing at 2126 S. Franklin St. We then began to discuss how the renting process worked. Ken said the first thing I had to do is fill out an application, listing things such as my job, my current address, and three references.

I asked him if there would be a credit check he replied "probably not, that in some cases the home owner requires them, and some cases they don't, and in this case there wouldn't be a credit check." My second question to Ken was how much would I have to put down on the property. Ken explained that I will be required to put down a 685.00 deposit and that my first month rent would be prorated. He then asked me when I was planning to move. I told him that I would be moving around mid December. Ken then asked if he could give me an application to fill out and to call him back ASAP, if I was interested in the property, then we parted ways. Ken seemed really interested in renting me the property.

Previsit Call

Laura: Hello / Paul: Hello, how are you today? / Laura: Good, how can I help you (friendly) / Paul: I saw an ad in the news and record for 530 Overlook Drive, and was wondering if it is still available, and if you have any other comparable two bedrooms? / Laura: Yes, it is still available, and there are other properties available. When are you looking to move? / Paul: Oh, some time shortly after the holidays, I can wait until almost the middle of January. / Laura: Okay well this property is very nice, it is located off of Steel Avenue. The apartment has hardwood floors, and comes with a washer and a dryer. Do you know Greensboro pretty well, do you need directions? / Paul: No, I Googled it.

Laura: Okay. (giggle) / Paul: And how much money would have to be put down? / Laura: The refundable security deposit, which is \$650, and a \$35 dollar administrative fee. Additionally, it is a one year lease / Paul: And what is the application fee for? / Laura: To process the application. / Paul: Okay, and how many units are in the building or in the complex. / At this point Laura kind of tap danced, saying that there are no units above the one in question, and that I'd have no one next to me. It then came out that she didn't know exactly how many units were in the complex, but would check. / Paul: Are any utilities included in the rent? / Laura: no / Paul: How about water? / Laura: Water is your responsibility, I believe. / Paul: Okay, sounds good, when can I schedule a time to see the place, and do you all have weekend hours? / Laura: yes, I'll be working on Saturday, where do you work by the way? / Paul: I work at Best Buy as a manager trainee. Is 2 on Saturday good for you? / Laura: Sure, and what is a good phone number to reach you by the way / Paul: 326-555-6693 / Laura: oh, where is home for you? / Paul: Well, here is home, but I kick into my parents cell phone plan, and thus I still have a Philadelphia number... ? / Laura: oh that's fine, well will I see you 2 on Saturday? / Paul: yes, that sounds great. / Laura: all right, I'll see you then, and my name is Laura by the way! / NOTE: I write "okay" a lot, I think the memory gets confused about exact wording. / NOTE: Laura maintained a professional but very friendly tone.

Visit Report

We agreed to meet at 1:30 instead of 2:00 (as originally scheduled), because Laura has another appointment that day. I arrived at 1:25, and Laura got there around 1:40. While waiting I took a good look at the backyard, as she had mentioned that they had a nice one. When we got there we shook hands and exchanged pleasantries. Laura tried to sell the place on a few different aspects: 1. neighborhood, 2. being a good deal 3. that Lyon's properties does a good job taking care of their tenants. Laura was also okay with the idea of me and my "wife" living there. When I told her we were considering getting a

cat she said that there is a non-refundable \$200 pet deposit. She also stated that it would be okay if we painted the walls (she volunteered) or planted flowers in the back yard (I asked). A washer and dryer are included with the rent. She talked about the heating system, and made suggestions for how to set up the apartment to maximize space. When I asked when rent was due she stated that it is due on the 1st and late on the 5th. I asked whether there was a criminal/credit check, and she said that yes there would be for anyone moving into the property. Then I asked her about various costs. To get in I would need \$630 security deposit, \$70 worth of application fees (\$35 a person), and prorated first months rent. I was told that our monthly rent would be \$630, and that the late fee would be 3-5%. When I was about to leave she asked if this was a place that I may be interested in, I was noncommittal, but stated it was in the upper tier of places we were looking at. She invited me to pick up applications, and said that my "wife" could schedule a time to look at the place if she wanted. She also stated that Lyon's owns the place, so we wouldn't have to worry about an owner selling the place or getting foreclosed. We exchanged pleasantries and left.

In a follow-up email, Testing Coordinator asked for clarification/expansion of Laura's comments about the neighborhood. Tester provided the following additional info:

In terms of neighborhood she stated a few things.

1. The neighborhood is in nice shape, not in disrepair
2. That a lot of the people living in that neighborhood own, not rent.
3. That the neighborhood has a lot of families.

Those were the things she used to show it was a good neighborhood. But she did also say "it is a good neighborhood."

Previsit Call

When I called Lyon's and asked about the apartment, I spoke to a receptionist/ agent named Laura .She told me that "someone else had just beat me to the punch."

So I asked her if they had any other apartments available she replied not as this particular time. Then I began to ask general questions like, what type of lease did they require for these particular condos that I was interested in? Laura told me there was a month to month lease and that renters had to put down 685.00 + first month rent.

So my next question to Laura was were any utilities included? She responded no and that I would have to pay for every thing including a credit check.

My next question was why would I be subjected to a credit check,was this company policy or was it up to the owner? Laura said "most of the time its up to the owner". So I responded by saying and the other time it's up to.....

Next she quickly switched the subject, and began to tell me about the condos'. She told the most of the units overlooked the city and spacious in size. Then I asked her if i could see one the spacious units she was referring to, and she said that none of the other units would be ready until the beginning of the year. I asked Laura how many units were in the complex,and she said around 30 to 40 units.

The call ended by Laura saying that she would call me back at the beginning of the year to see if was still interested in condo. I was under the impression that she wouldn't call me back.

Visit Report

Previsit Call

A woman answered - heavy Southern accent, maybe 50 yr old, Caucasian. I asked about a 2 BR apartment that I saw in the News and Record. She replied, "Okay." I paused, expecting her to say more, she didn't so I said, "I was wanting to know about rent, fees, and so on." She replied, "It is \$510 for an 18 month lease and \$530 with a 13 month lease. It includes water. \$25 application fee, \$150 deposit with credit, one month's rent without credit." I inquired about the lease period saying that it was interesting to have a 13 or 18 month lease. She replied that it is \$575 Normally, but right now they have a promotion with the longer leases. I asked if they have more than one unit available. Her response was vague but it sounded like they do. I said, "I assume this is a complex. How large is it?" She responded the it was 121 units. I replied, "That's not too bad. Ok. (pause) Should I make an appointment if I want to come see it?" "That's best, to make sure someone is here. When do you want to come?" She asked. I replied that Thursday at 11am, Friday anytime around lunch, or after 5pm. She replied that they close at 5, and suggested a time on Friday. I agreed. She said, "Ok. Thank you. We'll look for you." We said goodbyes.

Visit Report

I arrived about 9 minutes early. I walked in the door of the office, the agent was sitting at a desk entering information into the computer. She said Hello and offered that i could sit down at one of the chairs in front of her desk. I had to wait about 5 minutes total for her to complete the data entry on the computer. Various times throughout that she apologized and said, "You know how these computers are, you can't leave in the middle or you lose everything. " "Oh, I paused too long and it messed up." "I'll be right with you" "I'm sorry you are having to wait." I always replied that I understood, she needed to finish first and told her that I was early anyway. i noticed that on the wall in front of me there were two picture frames, one had "Equal Housing Opportunity" at the top with the house symbol with the equal sign in it, and the talked about the "Federal Fair Housing Law." The second frame had all of that information in Spanish. This agent looked like she was close to retirement age, Caucasian, female, nothing about her clothes stood out.

When the agent finished, she asked how she could help me. I told her my name and that I have an 11 o'clock appointment. She flipped through her desk calendar and replied, "Yes, you do." She got up, came around to the front of her desk, shook my hand, told me her name, and sat at a chair next to me. She got out a pad of forms that I have seen other agents use. The form is about 1/2 or 1/3 the size of standard paper and asks a

bunch of questions about the applicant. Previously agents have always partially filled it in, but this agent asked and filled in every single line. She asked for my ID. Which I gave her. She filled out the name by looking at my ID. She asked if the address was current. I looked at the address on the ID and said it was. I said that I procrastinated for a long time in getting a new license with the updated address and now that I got one, I have decided to move again. I commented on how much of a pain it is to move and she agreed with me. She asked where I heard about the apartment and why I was moving. I told her I found it in the News and Record and that I was just wanting to get out of the apartment that I was currently in. She looked at my current address and because it is a street number without an apartment number or letter, she said, "You're in a house now aren't you." I replied that I was but it was broken up into apartments. She nodded and continued with the questions. I answered everything: phone number, Place of employment (JC Penny), work phone number (said my cell phone is best), how many people will be living there (2- myself and my husband), if I have any disabilities that they should accommodate for (no). She wrote down my license number. We talked about traffic being bad because of Christmas shoppers. She said that her "girls" have gotten her most of the stuff she needs, but she stills needs to go get a couple of personal things.

She left the form and got up. As she was getting the key and we were walking out, an older African American man got out of a truck and came in the office. He knowingly went toward the back of the office. The agent and I both acknowledged him and he said hello. I'm assuming he is a maintenance guy by the look of his work clothes. She led me to the apartment. We just walked across the small parking lot to a first floor apartment. We talked about the weather as we walked. We entered the apartment, showed me each room and pointed out details: cable hook up, lots of cabinet space, large closets, linen closet, patio, dining room ceiling fan that reverses directions to save on heating and cooling, the water heater. I commented on how I liked that the living room and dining room weren't separated by a wall. She agreed and said that a lot of people like that. While we were still in the apartment she went over the pricing: \$510 with 18 month lease and \$530 for a 13 months lease. I asked, "Is it the normal price for a 12 month lease?" She said, "Yes. \$575. It is better to save \$45 a month with the 13 month lease. " She told me, "There is a \$25 application fee. It will be just \$25 for you and your husband, because we can run you together. The deposit is \$150 with credit or 1 month's rent without credit. There is a washer and dryer in each building and there is a pool. " I said, "Oh, I didn't realize there was a pool." She replied that she would show it to me on the way back to the office. We then left the apartment. She showed me the pool behind the building. I commented that there was a lot of green space around the complex. We small talked about there not being enough rain. We went back in the office and she gave me back my license and asked, "Do you want applications?" I replied, "Yes." She gave me one for my husband and one for myself. She pointed out which each of the pages were for and gave me a handout of the apartment layouts. I reviewed all the information she told me about rent and fees and made notes. She affirmed that I had remembered everything correctly and said I had a good memory. She then asked, "Did I

show you the pool?" I replied that she did after we saw the apartment. She said, "Oh yeah. I forgot." I thanked her for everything. She asked if I had any more questions. I said, "No. I will call you if I think of any." She replied, "That would be fine." We shook hands and said goodbye.

Previsit Call

I called at about 10 in the morning. It took two rings before a older sounding woman picked up the phone. I introduced myself and asked if there were any apartments available. She said yes. I asked if there were any two bedrooms and she said yes. She gave me three different rents amounts. I forgot why they differed. I asked what did the rent include and she said water, sewer, and trash. She said that the only thing I would have to pay for would be the electric. I asked if there was a deposit. Virginia said yes. Depending on your credit you would have a deposit of \$150 with credit or the full month's rent without credit. I asked if there any other fees. She said the application fee was \$25.

I asked her about the lease and she replied that they were 6 months, 12, 13 or 18 months. I was curious about the 13 months and asked her about it. She said it was just what the management wanted.

I asked how many apartments were in the complex and she said 121. I asked if I could set up an appointment. She asked if I could do it that day. I said that Tuesday would be a better time. We agreed on Tuesday at 1:30. I asked where were they located. She gave me directions, but I didn't hear her well. She said something about them being near were Broad crossed Oak Level, something about a church, and an Exoco. I said thank you. She said she looked forward to seeing me. I said something affirmative and goodbye. She said goodbye and I hung up.

Visit Report

I arrived at Georgetown apartments at 1:40pm. The appointment was at 2:00. This is the second appointment I've had with Georgetown. The first was scheduled from 1:30 the Tuesday before but no one was there. A sign on the door read that the office would be closed until 2:30. There were signs all over the walls of the office ranging from Equal Housing to pool use. One of the maintenance men said the manager would be back soon; she was probably gone to the post office. Another couple arrived a short time after I did. They too seemed to have had an appointment. Coincidence or not, they too were African American or at least appeared African American. The maintenance men were quite nice and showed the couple one of the vacant rooms. I wasn't sure if I should join or not, so I opted not to. I waited for about twenty minutes before deciding to leave. The maintenance man said he would let the manager know someone had been waiting to see her.

Later in the week I called back and told the manager that I must have missed her. The woman (I didn't get her name) was not the same woman I spoke to before. She wondered why the first woman didn't have any appointments written down for that day. I thought that was unusual. There were at least two people that day seeking to look

at apartments. The woman I was currently speaking with seemed miffed and agreed to meet with me the following Tuesday at 2:00pm.

Tuesday 1:40pm.

A sign on the office door said that it wouldn't be open until 1:45. I checked my watch. It was about 1:40. A woman came to the door and flipped the sign around to show that the office was now open. I waited a moment then got out of the car and went into the office. The front office was small with a main desk for reception and a side desk with two chairs. I introduced myself and the woman introduced herself as well (forgot her name). She seemed to remember me from the phone call. She was a small white haired white woman. She came around from her desk and offered her hand for me to shake. I did. I told her I was interested in a two bedroom apartment. She walked to the side desk with the two chairs and offered me a seat. She said she would need to see my driver's license. We sat down and she picked up a guest log from the desk. I gave her my license and she began to fill out the form with it. She asked if the address on my license was where I was living. I said no and began to say my actual address, but stopped myself and told her 431 Jennings Street. She said that she didn't know where that was. Drat, because I didn't really know where it was either. I had looked it up before and remembered that it was somewhere near campus. I told her it was east of UNCG. She asked if I was a student there and I said I was. She told me that she had a granddaughter who was graduating in December. I made small conversation with her about it. She seemed genuinely proud of her granddaughter. She asked when I wanted to move and I replied after Christmas.

After filing out the form she began to tell me about the rent and deposit, how much it would be with credit and how much it would be without credit. The deposit without credit is a full month's rent. I nodded.

We then began to leave to look at a two bedroom apartment. My licence was to remain in the office, but it was locked so I didn't mind. It seemed that only two people actually worked in the office outside of the maintenance men.

We walked to the building across a small parking lot from the office. As we entered the first thing I noticed was the washer and dryer unit in the hallway of the building. She said that there was one on the bottom floor of all the buildings. I wasn't very impressed since there was only one washer and one dryer there.

She showed me the apartment. I liked the floor plan. She seemed proud of the cabinet space and the size of the closets. I asked about the sliding glass door, whether or not it would be cold, she said it just would be, but keeping the blinds shut helped. She also seemed to be proud of the blinds on all of the windows. The tenant wouldn't have to pay for them. I commented on the ceiling fan in the kitchen area and how the light would spread to the living room area well. She told me about a special on one and 13 month leases. I joked about why there was a 13 month lease and she said it was what the management wanted. That was just like what the first woman I made the appointment with said. I started to wonder if I was speaking with the same woman that I made the original appointment with (who didn't write it down) or someone else. I tried to end the conversation two or three times, but somehow still remained in the

apartment until I said I was good to go. As we left I asked about whether or not the washer and dryer were loud. She said she had heard no complaints. We walked back to the office discussing Christmas preparations. Her family is coming to visit her. They don't live far away so there is no real traveling.

20000

1203

White

Previsit Call

Called at 2:19 on Wed. Dec 12, person who answered sounded like a white man (abt. 35) and he had a slight southern accent. Writing this from 2:26-2:38 on that day: I told my name, told saw ad in N&R, and asked if they have any apartments available. Man asked me what kind of apt looking for. I said 2 br. Man looked up info on his computer. Man said there is one available for \$525. I asked if there was more than one and he said no. I asked what was included. He answered water, trash, and recycling. Resident is responsible for electricity and gas. I next asked how much I had to put down and he said that the security deposit is based on application. It ranges from \$300 to the cost of one month's rent. He then added that there was a \$40 application fee. I asked if there were any other fees and he said no. Man asked when I was looking to move, and I responded sometime after the holidays but before the next semester begins. Man said that if I wanted to make an appointment I would have to call between 9 and 9:30 am. I asked if I could make one today, and he said no. Man then encouraged me to drive by the complex if I am not familiar with the area before I called, and then told me the location on phone. I asked how long lease was and man said 12 months. I asked the size of the apt. complex and he thought I asked about the apt. size. Man responded "about 750 square feet." I next asked how many apartments in the complex, and the man said about 300. I said I would call on Friday morning b/t 9 and 9:30 to try and set up an appointment, and asked if the number I am to call is the same. He said it was. I thanked man, said bye, and hung up. Called at 9:16am

Called on 12/14/07 to arrange that day's visit: Woman answered. I gave my name and said was interested in touring an apt. She asked how many bedroom. I said 2. She said they have some available and are 525/mo. I asked if just one. She said just a couple. She then asked if id like to tour this afternoon. I said sure and asked if 1pm was good. She said yes. I asked where to meet. She responded 4717 Parkwood Dr then asked me if I know where property is. I said more or less, and I will find my way there. She asked what I was driving. I answered a 2000 blue mazda protégé. She paused like she was writing that down and said okay and that someone will meet me there at 1. I said excellent and thanked her for her time. Then we hung up.

Visit Report

I pulled up to the address at 12:54 and got out of the car. I walked around – staying close by – then at 1:00, I saw a red truck pull up. A white man (mid 50s?) with a goatee got out and asked if I was here to look at an apartment. I said that I was. He then told me that an application had been turned in for the apartment I parked in front of, but that he was going to show me one in the neighboring building.

As we walked up the stairs to the building he told me that there are 2 apts downstairs and 2 upstairs. He asked me when I was looking to move and I said the first couple of weeks in January. He asked if I would be living alone and I told him that that was the plan.

He then opened the hallway door and unlocked the apartment door – Apt. A, 4811 Parkwood Dr

He asked me when I would need it and I said sometime in the first two weeks on January.

We walked in and told me how much the rent was. I think he said \$525/mo, but am not positive. He said that all apts here have wooden floors. He showed me the one closet off of the living room and then mentioned the big closet in the master bedroom. I asked him if the room beside the living room closet was the MBR, and he said it was. So I walked in and checked out the closet. I've seen bigger.

I then took my momentum and moved into the other bedroom. Small closet, and the room isn't too huge either. The man didn't follow me into either room. He wasn't extremely talkative, which I can understand.

So I stepped out of the second bedroom and said something positive about the apartment. Then I looked in the kitchen, and then out of the kitchen window over the back of the area. The man pointed at the back door and told me that that goes out to a hall in the back.

We walked back to the living room and he said that there were no W/D connections, but that there was a laundry center on site. I asked if it was close to this building, and he said that it was. He said that when we walked out he would point out the driveway to me. Then I asked where the dumpsters are, and he said there were trash and recycling dumpsters and that they are very close.

He mentioned that the GSO Arboretum is very close by. I said that that was cool. (I think this was mentioned at this point, but am not sure. It wasn't very lengthy or involved.) I asked if heat was gas or electric and the gentleman said that heat was gas. I then asked about the stove and he said that was electric.

I then asked if there was a security deposit due, and he said that there is: 300-price of rent, based on credit. He mentioned a \$40 application fee.

I said that was cool, and he said that he would get me an application out of his truck if I would like. I told him "sure". I quickly looked around the apartment again, admitted that I should have more questions, but can't think of any. I then headed to the door.

As we walked out, the gentleman pointed out the driveway to the laundry center and then showed me the dumpsters when we were at this red truck where he was getting an application for me.

I said that the apartment was very nice. He said that they are and said that they are in a good area of town. He also pointed at the mailboxes right in front of the building and pointed those out too. He mentioned that they are locking.

59749
African American

1203

Previsit Call

Hello, Dow Realty how can I help you?

Me- Yes I'm calling about your ad in the News and Record

- Which one?

Me- For Springfield Terrance

- Ok, What about it?

Me- Do you still have any apartments Available

- We have two bedrooms.

Me- OK, could you tell

Visit Report

I arrived at the 4717 Parkwood Drive in the Springfield Terrance Apartment community at 2:18pm, and was met by Brian the leasing agent. Brian is a white male between the age of 21 and 30. He immediately handed me an application, and asked me if it was going to be just me, and I said that I may have a roommate depending on the size of the apartment. He said that he would give me an extra application just in case because my roommate would have to go through the process as well. We went to 4800-A Parkwood drive for about two minutes Brian fumbled with the keys trying to find the right one. He said that this apartment is \$525 a month. He asked me if I was in school, and I said yes. He asked where at? I said I attend GTCC. He said that they did allow for co-signers for students only in case I didn't have the income required, but the co-signer would have to fill out an application. He didn't ask me anymore questions about myself. We entered the apartment and he told me that the apartments were built in the 1950s post WWII era. The particular apartment is available right now but is one of the few two bedrooms that they have left, so If I don't get in early he cannot guarantee that I would get this apartment. He pointed out that the apartment rent included water and trash pick up, with dumpsters located across the community and the closest being behind the next apartment building. The apartment is furnished with a refrigerator and a dishwasher, and an electric stove. Brian said that the apartment was gas heated and has central air, so I will have to get heat, but the bill shouldn't be more than twenty-five dollars a month in the winter. He said that grills are okay but they request that when in use it is kept at least ten feet away from the building, and pointed to a resident's grill outside the back door. He said that the bathroom floor had been refinished and was one of the nicer bathrooms in the community. I asked him how many apartments there were, and he said 40 buildings, 176 units. He went over the application disqualifiers stating, "no criminals, felons, sex offenders, or people with more than 3 misdemeanors." He also said that you could not have any collections from gas, electric, or any other utilities, because those automatically disqualify you as well, all the tenants go through the same

process so you should feel safe with your neighbors. He said that there was a laundry facility in the neighborhood key coded for residents' use only, so I could leave my clothes there and not worry about them. He said if I went through the application process I needed to bring a paycheck stub and my driver's license and that was pretty much all I need. I said thank you, we shook hands and left.

Previsit Call

I talked with Annette who answered my questions and asked whether I was interested in a unit with or without a washer-drier connection. I asked about the difference in rent (She replied that it was \$530 without and \$555 with, and she described some other differences between the two types of apartment). I decided on the unit with w/d connection, and she asked me whether morning or afternoon times were better for me, for our appointment. I asked if she had any time open today, and she said that she did not, so I asked her about Wednesday morning. She set the time for 10:00 am on Wednesday, and I confirmed that was fine. She gave me the address and directions, and told me that she would be driving a red VW beetle. I said I would see her Wednesday morning at ten.

Visit Report

At 9:30, Annette called me to confirm that we were still on for our 10:00 meeting. I said that I would be there. When I arrived a little early, she was not there yet, and so I waited in my car. While sitting in my car I noticed some of the tenants coming and going. One woman was an older African American woman, probably in her sixties, carrying groceries from her car, and another was an Arab-appearing woman wearing a veil, carrying her garbage to the dumpster in the parking lot. She greeted a man who was walking through the parking lot who also appeared to be Arab.

At 9:58, Annette pulled up in her red VW beetle. I walked over to her and we introduced ourselves and shook hands. She gave me some papers including an application. We walked to the unoccupied apartment and she opened it up and told me she would let me look around. She told me that this was the style with the washer-drier connection, and that the one without the w/d connection was the same except that instead of the laundry area there is a half bath. I looked around and noticed a smell like damp carpet, and asked her about it. She acted as if she could not notice a smell, and she stated that it was probably because the apartment had been "sitting" for a month, that it might be a little musty.

Then she stated that she also had a two-bedroom townhouse that she could show me, and asked if I would like to see that. I agreed, and I got in my car and followed her in her car about a block and a half or two to another part of the Peter's Creek complex. Here we pulled up in front of a five-unit set of attached row-houses, where she opened up the first unit on the left. These were brand new, with all new appliances. I walked through the upstairs and downstairs of the unit while she waited in the living room area downstairs. She said that these had just been built and were all still unoccupied.

We left the unit and before we said our goodbyes I asked Annette a few more things

about fees and the application process, and she answered my questions. She did not ask me anything.

Previsit Call

I called the office Wednesday, December 12, 2007 at 8:45 am. The person answered and I said "Hello I'm calling about renting an apartment at Peter's Creek" I was then placed on hold and transferred to Annette. / Annette answered "Hello, May I help you?" / I replied "Yes I am calling about the 2 bedroom apartment at Peter's Creek for rent" / She immediately asked "How did you hear about the apartment?" / I answered "the paper" / She then followed with "Do you need a washer and dryer hookup?" / I said "sure" / Annette then began to say "The rent for a unit with a washer and dryer hookup will be \$555. I only have one available. You have to make 3-1/2 times the rent. And you have to have good credit and you have to pass a criminal background check. Also you have to provide us with your drivers license, a copy of your social security card and there is also a \$35 application fee due up front." / I wasn't able to get a word in other than "okay that's fine" before she continued. / "Well when do you want to come see the unit?" / I replied "today will be fine if possible" / She said "Okay what about 11:30" / I said "Do you have any other times open" / "She then said "10:30" / I said "okay 11:30 is fine" / Annette began to give me a speech "Well you know this is my job and I can't wait for you. I can only wait for 10 minutes and then I will leave. I do this all day long and I have others waiting. What is your phone number" / I gave her my home phone number "555-4499"

Annette then said "do you know where the property is or do you need directions?" / I said "no I don't thanks" / She gave me the directions of "from market street you turn on Montrose and then you make another right on Lilytree Dr and unit is 5734." / I thanked her for the directions and she then began to remind me of her schedule "I am only going to wait for 10 minutes. I'll be driving a red beetle VW" / I said "Okay see you at 11:30" / Then we said good bye.

Visit Report

I arrived at the apartment around 11:15am. I saw Annette's red beetle and looked for a parking spot. It wasn't one close to her car so I had to walk around. As I was walking to the unit Annette rolled down her window and asked me "are you Joanna?"

I replied "Yes"

She then got out of the car and started toward me. She reached to shake my hand as she introduced herself "Hello my name is Annette"

I shook her hand and replied "I'm Joanna it's nice to meet you "

We proceeded toward the unit and said "let me show you the apartment"

When we got there she opened the door and told me "take a look around and tell me what you think". She was looking her bag to give me an application.

The unit was nice. It was clean with the exception of some dirt from showing the unit.

After looking at the unit I told her "this is nice"
Annette then told me to open a door "that is the washer dryer hookup"
I said "okay"
She said "So do you like it. Do you think you want to rent it?"
I replied "It is nice but I have to discuss things over with my husband before making a decision."
Annette proceeded to hand me an application "here is an application for you to fill out. I also have a townhouse available around the corner if you want to look at that for \$650."
I said "sure I'll look at it. What did you say the rent here was again."
She said "The rent here is \$555."
I said "okay and what does that include?"
Annette responded with "that include the rent, water, and sewer"
So I said "Okay, so I'll just have an electric bill?"
She said "No you will have rent, electric, phone, and a cable bill."
I replied "Oh okay well let me talk things over with my husband and I'll get back with you."
She said "well let me show you the townhouse it is a block away but we have to drive to it you can just follow me."
I said "oh okay" then we walked to our cars and I followed her to the town house as planned.
When we got to the townhouse Annette said "now these townhouses are new, you will be the first one to live in it. Go ahead take a look around and see how you like it."
As I began to look around the home Annette pointed out the missing cabinet in the kitchen "We ran out of cabinets and it is on order it should be here any day now but other than that it will be ready for someone to move in about a week."
I said "okay this is nice" then I went up the stairs to see the rest of the unit. Upstairs had 2 bedrooms with 2 full baths inside of the room. The steps was somewhat narrow and it wasn't a bathroom in the hall or downstairs other than that everything was really nice. The attic was open I didn't bother to mention that to Annette. After observing the upstairs I proceeded back downstairs.
Annette greeted me with "so how did you like everything?"
I replied " this is really nice"
She said "well this unit is \$650 and will be available within a week or so and the other unit its ready now. I just have to get someone to vacuum the other unit."
I said "Okay I'll get back to you I have to talk to my husband first"
She said "Okay" and we head back to our cars.
I noticed that the units beside the townhouse was under construction so I asked about the units "So what are you doing to those units? Are you remodeling them?"
Annette replied "They have regutted them and fixing them up they are going to be just like the first ones you saw."
I said "Oh okay. Annette thank you so much for taking the time to show me the units."
She said "sure no problem"
I then said "well you have a good day"
Annette said "you too" and got in her car and drove away.

20000
White

1205

Previsit Call

I called and did not leave messages on Wednesday afternoon at 2:45, 2:54, and 3:12. Then I had to go give an exam w/ Dr. Gibson. On Friday, I called and did not leave a message at 9:28am. Then I called again at 9:52 and I think I left a message, but am not sure. (The keypad doesn't work on my phone for selecting options.) I called again at 10:37am and did not leave a message. Then I called the 1-888 number I found online and nobody picked up then either. Finally, at 10:42 I borrowed a friend's phone and called. I was able to select the option to leave a message (before there was just a list of options and a random beep), which I did – following fairly closely to the script above. I did add that I wasn't sure if the message I left earlier was recorded.

At 11:41am, after 8 calls and 2 messages close together, the phone rang. I answered the phone, and a woman asked for Mr. Woods. I responded that I am John Woods. Woman then introduced herself as Tramaine and said she was from Birch Tree Apartments. I responded warmly and mentioned that I was interested in an apartment. Tramaine said that they had 2 2BR styles available – 2br 1 bath and 2 br 1.5 bath. Then the phone rang and she asked if I would hold for a second. I said I would, and she returned about 30 seconds later. She went back over the 2 bedroom plans and then told me the prices: \$399 for the 1 bath and \$435 for the 1.5 bath. (I repeated \$435 and asked her to verify I heard the right price, and she said I did.)

I asked if they had a lot available, or just a few, and she only answered that there were some available. She must not have understood me. Then I asked what was included with rent. Tramaine responded that appliances are included, but the resident pays for electricity and water. She added that there are no gas appliances. I asked how much I would have to put down if I wanted to move in. She said that first there is a \$20 application fee, and the application contains credit and criminal checks. Tramaine then mentioned that there is no security deposit, but that depending on the credit report a person may have to pay rent a month in advance. She then asked me if I would like to stop by and see the place, and I said that I would. I then asked about the lease length and Tramaine said 12 months. Next, I asked if I could visit on Friday at 10am. She said that would be wonderful and that she looked forward to seeing me. I told her I looked forward to seeing her too, and then we hung up.

I wrote this from 12-12:15pm, right after the call.

Visit Report

So I pulled up to the leasing office at 9:56 and walked to the door. There was a sign on it that said "Will Return" and then had a clock face. The time on the face said about 11:20. So I hung around until 10:15, at which point I left.

I called at 11:03, not expecting anybody to pick up. Tramaine picked up, announced her name and the name of the complex. I told her that this was John and I stopped by at 10 am, but nobody was there. I did it in a cheery voice though – not an upset one.

She apologized and said that she had some errands to run and she is the only one in the office.

I said that it was not a problem and asked her if I could stop by that afternoon.

She said sure! I asked what time would be good for her. She said that she will be around from then until 2, when she has to go out and run some more errands. I said that that would not be a problem and said I would try to be there at noon or a little before.

I walked in at 11:28. (Side note - the meeting you are about to read about contained a lot of smiles. I'm not sure where to put this in, and the beginning is as good a place as any.)

There was a woman (Tramaine) on the phone at the desk in the back. She is a larger African-American woman, probably in her mid-30s. She saw me and then told the person on the phone that she would call back. She walked in the the front room and greeted me and smiled. I smiled back and greeted her and introduced myself as John. I mentioned that I was a little early. (Which is b/c I had another apt appt at 1, but I didn't tell her that, obviously.) She agreed that I was. She pointed me towards the seat in front of the desk and asked me for my name and address and put them on one of those apartment finder cards

I spelled my name for her (upon her request) and gave her the fake address (which I have been practicing). She said that she used to live on Cary Blvd and asked me if I was in the apartment complex by the lake. I said that I did because I was unprepared to give any further info. (I did look up the Cary Blvd address beforehand and knew it was in Timberwood Apartments, but didn't really pay attention to what was around). The phone then rang and it sounded like a resident w/ a problem based on what Tramaine said, but she was very careful abt what I heard and told the person that she would call back once I left. She said that she was helping a customer (me).

She asked if I was interested in the 1 bath or 1.5 bath and gave me the prices for each. I said 1.5 bath – forgetting the price on the info sheet, which would indicate the one that I was supposed to pick. She asked if I was going to be living alone. I told her that that was the plan, but if I found a roommate that I would let them know in the office. She then offered to show me around the model, which I happily agreed. As we walked she said that they were currently remodeling apts w/ tile and stuff. The model was right next to the leasing office and was furnished.

The rooms looked bigger than I would have thought and I was fairly impressed with most of the apartment.

She showed me the small kitchen and the huge dining area and then showed me to the half bath – which was essentially a toilet and small sink in what could also be called the laundry room – but hey, those are nice too. She pointed out the shelves and said that some use it as a pantry also. I shared my positive impressions of the apartment with Tramaine.

We then went upstairs and she showed me the two bedrooms – both of which had walk-in closets. Both also had built in dressers – which is not a great feature, but you can't pick them all. I made a comment about a small tv going nicely on top of the one in the guest bedroom. She pointed out that there was a plug right by the dresser. As we left the master bedroom I noticed a temperature wheel. I asked if there was just one temp control, and she said there was one in each room. We each commented on how that would result in lower elec bills. The bathroom upstairs was kind of small. Tramaine pointed out to me that there was a small heater in the ceiling.

APPENDIX D - FREQUENCIES

Frequency Table

Valid Test

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	8.4	8.4	8.4
	Yes	87	91.6	91.6	100.0
	Total	95	100.0	100.0	

Valid Pair

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	11.6	11.6	11.6
	Yes	84	88.4	88.4	100.0
	Total	95	100.0	100.0	

Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black	16	16.8	16.8	16.8
	Latino	31	32.6	32.6	49.5
	White	48	50.5	50.5	100.0
	Total	95	100.0	100.0	

How much do I have to put down?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$0	13	13.7	21.3	21.3
	\$25	1	1.1	1.6	23.0
	\$75	1	1.1	1.6	24.6
	\$100	4	4.2	6.6	31.1
	\$150	4	4.2	6.6	37.7
	\$200	5	5.3	8.2	45.9
	\$235	4	4.2	6.6	52.5
	\$250	6	6.3	9.8	62.3
	\$300	4	4.2	6.6	68.9
	\$350	2	2.1	3.3	72.1
	\$425	3	3.2	4.9	77.0
	\$465	1	1.1	1.6	78.7
	\$495	2	2.1	3.3	82.0
	\$510	1	1.1	1.6	83.6
	\$555	1	1.1	1.6	85.2
	\$625	2	2.1	3.3	88.5
	\$650	3	3.2	4.9	93.4
	\$670	1	1.1	1.6	95.1
	\$685	2	2.1	3.3	98.4
	\$1,370	1	1.1	1.6	100.0
	Total	61	64.2	100.0	
Missing	System	34	35.8		
Total		95	100.0		

How much is the rent for that apartment?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$325	1	1.1	1.2	1.2
	\$375	1	1.1	1.2	2.4
	\$399	3	3.2	3.6	6.0
	\$400	3	3.2	3.6	9.5
	\$420	1	1.1	1.2	10.7
	\$425	3	3.2	3.6	14.3
	\$440	1	1.1	1.2	15.5
	\$465	2	2.1	2.4	17.9
	\$480	1	1.1	1.2	19.0
	\$495	3	3.2	3.6	22.6
	\$510	5	5.3	6.0	28.6
	\$525	1	1.1	1.2	29.8
	\$530	2	2.1	2.4	32.1
	\$545	1	1.1	1.2	33.3
	\$550	2	2.1	2.4	35.7
	\$555	4	4.2	4.8	40.5
	\$575	2	2.1	2.4	42.9
	\$580	1	1.1	1.2	44.0
	\$585	1	1.1	1.2	45.2
	\$590	3	3.2	3.6	48.8
	\$599	3	3.2	3.6	52.4
	\$605	1	1.1	1.2	53.6
	\$615	1	1.1	1.2	54.8
	\$625	11	11.6	13.1	67.9
	\$630	2	2.1	2.4	70.2
	\$640	2	2.1	2.4	72.6
	\$650	5	5.3	6.0	78.6
	\$655	2	2.1	2.4	81.0
	\$669	1	1.1	1.2	82.1
	\$670	3	3.2	3.6	85.7
	\$675	1	1.1	1.2	86.9
	\$685	2	2.1	2.4	89.3
	\$695	1	1.1	1.2	90.5
	\$699	2	2.1	2.4	92.9
	\$700	3	3.2	3.6	96.4
	\$720	1	1.1	1.2	97.6
	\$750	1	1.1	1.2	98.8
	\$793	1	1.1	1.2	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Call_Complete

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13	13.7	13.7	13.7
	Yes	82	86.3	86.3	100.0
	Total	95	100.0	100.0	

Do you have any two-bedroom apartments?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2	2.1	2.4	2.4
	Yes	81	85.3	97.6	100.0
	Total	83	87.4	100.0	
Missing	System	12	12.6		
Total		95	100.0		

Same_rent

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	27.4	33.8	33.8
	Yes	51	53.7	66.2	100.0
	Total	77	81.1	100.0	
Missing	System	18	18.9		
Total		95	100.0		

Deposit_Same

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	14	14.7	28.0	28.0
	Yes	36	37.9	72.0	100.0
	Total	50	52.6	100.0	
Missing	System	45	47.4		
Total		95	100.0		

Were you able to meet with an agent to discuss housing options?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2	2.1	2.3	2.3
	Yes	84	88.4	97.7	100.0
	Total	86	90.5	100.0	
Missing	System	9	9.5		
Total		95	100.0		

Were you invited to take an application with you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Missing	10	10.5	10.5	10.5
	No	32	33.7	33.7	44.2
	Yes	53	55.8	55.8	100.0
	Total	95	100.0	100.0	

Were you invited to complete an application during your visit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Missing	11	11.6	11.6	11.6
	No	61	64.2	64.2	75.8
	Yes	23	24.2	24.2	100.0
	Total	95	100.0	100.0	

Were you told a credit check is necessary before renting a unit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	32	33.7	38.1	38.1
	Yes	52	54.7	61.9	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Were you told a criminal background check is necessary before renting a unit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Missing	11	11.6	11.6	11.6
	No	59	62.1	62.1	73.7
	Yes	25	26.3	26.3	100.0
	Total	95	100.0	100.0	

Completed a visit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	8	8.4	8.4	8.4
	Yes	87	91.6	91.6	100.0
	Total	95	100.0	100.0	

Available

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Housing is available when I need it	74	77.9	86.0	86.0
	Housing is not available when I need it	8	8.4	9.3	95.3
	Something else	4	4.2	4.7	100.0
	Total	86	90.5	100.0	
Missing	System	9	9.5		
	Total	95	100.0		

Reason Invalid

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Test Verification Only	1	1.1	16.7	16.7
	Tester Error	1	1.1	16.7	33.3
	Test Coordinator Error	2	2.1	33.3	66.7
	Other	2	2.1	33.3	100.0
	Total	6	6.3	100.0	
Missing	System	89	93.7		
	Total	95	100.0		

Rent_match

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	22	23.2	28.6	28.6
	Yes	55	57.9	71.4	100.0
	Total	77	81.1	100.0	
Missing	System	18	18.9		
Total		95	100.0		

Reason unavailable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		85	89.5	89.5	89.5
	Didn't recommend the place	1	1.1	1.1	90.5
	Housing is not ready (implicitly-to view) yet	1	1.1	1.1	91.6
	I was told the apartment advertised was no longer available but they had other 2 bedroom apartments available.	1	1.1	1.1	92.6
	lease pending on other	1	1.1	1.1	93.7
	Not available, others are available	1	1.1	1.1	94.7
	She suggest me to visit another property	1	1.1	1.1	95.8
	The agent did not know what I was talking about. He said they were not running an advertisement like that.	1	1.1	1.1	96.8
	The unit I inquired about wasn't available yet, but that I could look at the list of available apartments.	1	1.1	1.1	97.9
	Told about other units/ shown other unit	1	1.1	1.1	98.9
	told me they were selling the house and look on the wall for what is available	1	1.1	1.1	100.0
Total		95	100.0	100.0	

Appt_status

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10	10.5	10.5	10.5
Appointment made (Go to Q2)	48	50.5	50.5	61.1
No Appointment Made	1	1.1	1.1	62.1
No housing available#	1	1.1	1.1	63.2
Other (specify):	3	3.2	3.2	66.3
Told no appointment necessary to visit	32	33.7	33.7	100.0
Total	95	100.0	100.0	

Date

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	10-SEP-2007	1	1.1	1.1	1.1
	12-SEP-2007	1	1.1	1.1	2.3
	13-SEP-2007	1	1.1	1.1	3.4
	17-SEP-2007	2	2.1	2.3	5.7
	18-SEP-2007	1	1.1	1.1	6.8
	19-SEP-2007	2	2.1	2.3	9.1
	20-SEP-2007	1	1.1	1.1	10.2
	21-SEP-2007	2	2.1	2.3	12.5
	24-SEP-2007	1	1.1	1.1	13.6
	25-SEP-2007	3	3.2	3.4	17.0
	26-SEP-2007	3	3.2	3.4	20.5
	27-SEP-2007	3	3.2	3.4	23.9
	28-SEP-2007	2	2.1	2.3	26.1
	30-SEP-2007	1	1.1	1.1	27.3
	01-OCT-2007	1	1.1	1.1	28.4
	02-OCT-2007	1	1.1	1.1	29.5
	03-OCT-2007	3	3.2	3.4	33.0
	04-OCT-2007	3	3.2	3.4	36.4
	05-OCT-2007	1	1.1	1.1	37.5
	16-OCT-2007	1	1.1	1.1	38.6
	17-OCT-2007	2	2.1	2.3	40.9
	18-OCT-2007	2	2.1	2.3	43.2
	19-OCT-2007	2	2.1	2.3	45.5
	22-OCT-2007	1	1.1	1.1	46.6
	23-OCT-2007	3	3.2	3.4	50.0
	24-OCT-2007	1	1.1	1.1	51.1
	29-OCT-2007	1	1.1	1.1	52.3
	01-NOV-2007	5	5.3	5.7	58.0
	02-NOV-2007	2	2.1	2.3	60.2
	05-NOV-2007	2	2.1	2.3	62.5
	06-NOV-2007	2	2.1	2.3	64.8
	07-NOV-2007	2	2.1	2.3	67.0
	08-NOV-2007	1	1.1	1.1	68.2
	09-NOV-2007	2	2.1	2.3	70.5
	27-NOV-2007	3	3.2	3.4	73.9
	28-NOV-2007	4	4.2	4.5	78.4
	29-NOV-2007	2	2.1	2.3	80.7
	03-DEC-2007	2	2.1	2.3	83.0
	04-DEC-2007	2	2.1	2.3	85.2
	05-DEC-2007	3	3.2	3.4	88.6
	10-DEC-2007	2	2.1	2.3	90.9
	11-DEC-2007	1	1.1	1.1	92.0
	12-DEC-2007	5	5.3	5.7	97.7
	13-DEC-2007	1	1.1	1.1	98.9
	17-DEC-2007	1	1.1	1.1	100.0
	Total	88	92.6	100.0	
Missing	System	7	7.4		
Total		95	100.0		

Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	32	33.7	33.7	33.7
	Female	63	66.3	66.3	100.0
	Total	95	100.0	100.0	

Ethnic2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	48	50.5	50.5	50.5
	Latino	31	32.6	32.6	83.2
	Black	16	16.8	16.8	100.0
	Total	95	100.0	100.0	

Test_Type

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tester	85	89.5	89.5	89.5
	Test Coordinator	10	10.5	10.5	100.0
	Total	95	100.0	100.0	

Do you have any other apartments available?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13	13.7	17.3	17.3
	Yes	62	65.3	82.7	100.0
	Total	75	78.9	100.0	
Missing	System	20	21.1		
Total		95	100.0		

Heat

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	67	70.5	90.5	90.5
	Yes	7	7.4	9.5	100.0
	Total	74	77.9	100.0	
Missing	System	21	22.1		
Total		95	100.0		

Water

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	26	27.4	35.1	35.1
	Yes	48	50.5	64.9	100.0
	Total	74	77.9	100.0	
Missing	System	21	22.1		
Total		95	100.0		

Gas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	71	74.7	95.9	95.9
	Yes	3	3.2	4.1	100.0
	Total	74	77.9	100.0	
Missing	System	21	22.1		
Total		95	100.0		

Electricity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	69	72.6	97.2	97.2
	Yes	2	2.1	2.8	100.0
	Total	71	74.7	100.0	
Missing	System	24	25.3		
Total		95	100.0		

Min_otherfees

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	\$0	4	4.2	8.2	8.2
	\$15	2	2.1	4.1	12.2
	\$20	4	4.2	8.2	20.4
	\$25	9	9.5	18.4	38.8
	\$30	1	1.1	2.0	40.8
	\$35	2	2.1	4.1	44.9
	\$40	4	4.2	8.2	53.1
	\$60	1	1.1	2.0	55.1
	\$70	2	2.1	4.1	59.2
	\$75	3	3.2	6.1	65.3
	\$80	1	1.1	2.0	67.3
	\$85	1	1.1	2.0	69.4
	\$95	1	1.1	2.0	71.4
	\$99	2	2.1	4.1	75.5
	\$100	1	1.1	2.0	77.6
	\$115	1	1.1	2.0	79.6
	\$120	1	1.1	2.0	81.6
	\$130	2	2.1	4.1	85.7
	\$135	3	3.2	6.1	91.8
	\$150	1	1.1	2.0	93.9
	\$185	1	1.1	2.0	95.9
	\$200	1	1.1	2.0	98.0
	\$240	1	1.1	2.0	100.0
	Total	49	51.6	100.0	
Missing	System	46	48.4		
Total		95	100.0		

How long is the lease?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	28	29.5	29.5	29.5
1	2	2.1	2.1	31.6
6	5	5.3	5.3	36.8
12	30	31.6	31.6	68.4
13	2	2.1	2.1	70.5
12-18	1	1.1	1.1	71.6
12	4	4.2	4.2	75.8
4-12	1	1.1	1.1	76.8
6-12	19	20.0	20.0	96.8
6-18	1	1.1	1.1	97.9
9-12	2	2.1	2.1	100.0
Total	95	100.0	100.0	

How many apartments in the building/complex?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	1.1	1.8	1.8
	1	6	6.3	10.7	12.5
	4	2	2.1	3.6	16.1
	5	1	1.1	1.8	17.9
	8	2	2.1	3.6	21.4
	10	1	1.1	1.8	23.2
	11	1	1.1	1.8	25.0
	20	1	1.1	1.8	26.8
	40	2	2.1	3.6	30.4
	50	1	1.1	1.8	32.1
	70	1	1.1	1.8	33.9
	76	1	1.1	1.8	35.7
	88	1	1.1	1.8	37.5
	96	2	2.1	3.6	41.1
	98	1	1.1	1.8	42.9
	100	1	1.1	1.8	44.6
	109	1	1.1	1.8	46.4
	118	1	1.1	1.8	48.2
	120	4	4.2	7.1	55.4
	121	2	2.1	3.6	58.9
	132	2	2.1	3.6	62.5
	140	1	1.1	1.8	64.3
	144	1	1.1	1.8	66.1
	160	1	1.1	1.8	67.9
	180	1	1.1	1.8	69.6
	200	3	3.2	5.4	75.0
	206	1	1.1	1.8	76.8
	240	1	1.1	1.8	78.6
	256	2	2.1	3.6	82.1
	264	1	1.1	1.8	83.9
	288	1	1.1	1.8	85.7
	300	2	2.1	3.6	89.3
	318	1	1.1	1.8	91.1
	336	1	1.1	1.8	92.9
	463	1	1.1	1.8	94.6
	483	1	1.1	1.8	96.4
	680	2	2.1	3.6	100.0
	Total	56	58.9	100.0	
Missing	System	39	41.1		
Total		95	100.0		

Appt_day

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	9	9.5	9.5	9.5
Friday	30	31.6	31.6	41.1
Monday	3	3.2	3.2	44.2
Saturday	16	16.8	16.8	61.1
Sunday	1	1.1	1.1	62.1
Thursday	15	15.8	15.8	77.9
Tuesday	10	10.5	10.5	88.4
Wednesday	11	11.6	11.6	100.0
Total	95	100.0	100.0	

Contact1_Sex

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Male	11	11.6	12.8	12.8
Female	75	78.9	87.2	100.0
Total	86	90.5	100.0	
Missing				
System	9	9.5		
Total	95	100.0		

Contact1_Ethnicity

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
White	56	58.9	65.9	65.9
Black	23	24.2	27.1	92.9
Hispanic	4	4.2	4.7	97.6
Asian	1	1.1	1.2	98.8
Don't Know	1	1.1	1.2	100.0
Total	85	89.5	100.0	
Missing				
System	10	10.5		
Total	95	100.0		

Contact1_Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 30	25	26.3	30.1	30.1
	31 to 45	33	34.7	39.8	69.9
	46 to 64	21	22.1	25.3	95.2
	> 64	4	4.2	4.8	100.0
	Total	83	87.4	100.0	
Missing	System	12	12.6		
Total		95	100.0		

Contact2_Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	10	10.5	38.5	38.5
	Female	16	16.8	61.5	100.0
	Total	26	27.4	100.0	
Missing	System	69	72.6		
Total		95	100.0		

Contact2_Ethnicity

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	White	15	15.8	57.7	57.7
	Black	8	8.4	30.8	88.5
	Hispanic	2	2.1	7.7	96.2
	Don't Know	1	1.1	3.8	100.0
	Total	26	27.4	100.0	
Missing	System	69	72.6		
Total		95	100.0		

Contact2_Age]

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18 to 30	7	7.4	28.0	28.0
	31 to 45	10	10.5	40.0	68.0
	46 to 64	6	6.3	24.0	92.0
	> 64	2	2.1	8.0	100.0
	Total	25	26.3	100.0	
Missing	System	70	73.7		
Total		95	100.0		

Testers met with same person (may be based on names on forms)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	38.9	45.7	45.7
	Yes	44	46.3	54.3	100.0
	Total	81	85.3	100.0	
Missing	System	14	14.7		
Total		95	100.0		

Waittime

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	0	47	49.5	56.0	56.0	
	1	10	10.5	11.9	67.9	
	2	6	6.3	7.1	75.0	
	3	3	3.2	3.6	78.6	
	5	7	7.4	8.3	86.9	
	6	2	2.1	2.4	89.3	
	10	2	2.1	2.4	91.7	
	14	1	1.1	1.2	92.9	
	15	2	2.1	2.4	95.2	
	20	2	2.1	2.4	97.6	
	25	1	1.1	1.2	98.8	
	30	1	1.1	1.2	100.0	
	Total		84	88.4	100.0	
	Missing	System	11	11.6		
Total		95	100.0			

Property shown other than advertised

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	81.1	89.5	89.5
	Yes	9	9.5	10.5	100.0
	Total	86	90.5	100.0	
Missing	System	9	9.5		
Total		95	100.0		

When you asked about “similar” housing, were you told that there was anything available?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	3	3.2	3.5	3.5
	Yes	41	43.2	48.2	51.8
	NA or DK	41	43.2	48.2	100.0
	Total	85	89.5	100.0	
Missing	System	10	10.5		
Total		95	100.0		

Whether you asked or the agent offered, were you told that any “other” housing was available?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	14	14.7	17.1	17.1
	Yes	51	53.7	62.2	79.3
	NA or DK	17	17.9	20.7	100.0
	Total	82	86.3	100.0	
Missing	System	13	13.7		
Total		95	100.0		

Your marital status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	14	14.7	16.9	16.9
	Agent Requested	5	5.3	6.0	22.9
	Exchanged in earlier phone call	2	2.1	2.4	25.3
	Agent did not obtain	62	65.3	74.7	100.0
	Total	83	87.4	100.0	
Missing	System	12	12.6		
Total		95	100.0		

Your family size

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	5	5.3	6.0	6.0
	Agent Requested	18	18.9	21.4	27.4
	Exchanged in earlier phone call	4	4.2	4.8	32.1
	Agent did not obtain	57	60.0	67.9	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Your income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	2	2.1	2.4	2.4
	Agent Requested	5	5.3	6.0	8.3
	Agent did not obtain	77	81.1	91.7	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Your spouse's income

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agent did not obtain	83	87.4	100.0	100.0
Missing	System	12	12.6		
Total		95	100.0		

Assets other than income i.e. SSI, Child Support, etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	2	2.1	2.4	2.4
	Agent did not obtain	81	85.3	97.6	100.0
	Total	83	87.4	100.0	
Missing	System	12	12.6		
Total		95	100.0		

Your occupation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	4	4.2	4.8	4.8
	Agent Requested	18	18.9	21.4	26.2
	Exchanged in earlier phone call	4	4.2	4.8	31.0
	Agent did not obtain	58	61.1	69.0	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Your spouse's occupation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agent Requested	3	3.2	3.6	3.6
	Agent did not obtain	80	84.2	96.4	100.0
	Total	83	87.4	100.0	
Missing	System	12	12.6		
Total		95	100.0		

Your length of employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agent Requested	6	6.3	7.1	7.1
	Agent did not obtain	78	82.1	92.9	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Your spouse's length of employment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agent Requested	1	1.1	1.2	1.2
	Agent did not obtain	82	86.3	98.8	100.0
	Total	83	87.4	100.0	
Missing	System	12	12.6		
Total		95	100.0		

Your credit standing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	3	3.2	3.6	3.6
	Agent Requested	2	2.1	2.4	6.0
	Exchanged in earlier phone call	1	1.1	1.2	7.1
	Agent did not obtain	78	82.1	92.9	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Other

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	volunteered	2	2.1	2.6	2.6
	Agent Requested	8	8.4	10.4	13.0
	Agent did not obtain	67	70.5	87.0	100.0
	Total	77	81.1	100.0	
Missing	System	18	18.9		
Total		95	100.0		

Q26_other

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	82	86.3	86.3	86.3
26F. The guest card asked where I worked not my occupation.	1	1.1	1.1	87.4
Address, where i work, email, and ocupants.	1	1.1	1.1	88.4
At the very end of our meeting when we were discussing the weather and the current restriction I volunteered that I have family out of town and that I like to go to church functions there.	1	1.1	1.1	89.5
Current address, phone number, place of employment, requested work phone number, how many people would be living in the apartment (indirect family size), disabilities they should know about to accommodate for	1	1.1	1.1	90.5
driver license	1	1.1	1.1	91.6
Email, address, and phone.	1	1.1	1.1	92.6
how many people will live with me and how long I have been living in USA.	1	1.1	1.1	93.7
occupation was requested in wirtng only on the log card that I had to turn in to check out a key	1	1.1	1.1	94.7
On the form my employer was requested.	1	1.1	1.1	95.8
She asked if I was a student to determine whether I would qualify for the student application fee.	1	1.1	1.1	96.8
She asked if my current place was in my name, because that would give me a leasing history.	1	1.1	1.1	97.9
She asked me if the apartment was going to be for me only, and i told her that I was thinking to get a roommate.	1	1.1	1.1	98.9
Who would be moving in, people who are above the age of 18	1	1.1	1.1	100.0
Total	95	100.0	100.0	

How many rental units did you actually inspect?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	4	4.2	4.7	4.7
	1	68	71.6	79.1	83.7
	2	13	13.7	15.1	98.8
	3	1	1.1	1.2	100.0
	Total	86	90.5	100.0	
Missing	System	9	9.5		
Total		95	100.0		

Rent

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	17	17.9	17.9	17.9
375	1	1.1	1.1	18.9
400	1	1.1	1.1	20.0
425	3	3.2	3.2	23.2
435	2	2.1	2.1	25.3
440	2	2.1	2.1	27.4
450	2	2.1	2.1	29.5
465	3	3.2	3.2	32.6
509	1	1.1	1.1	33.7
510	4	4.2	4.2	37.9
525	1	1.1	1.1	38.9
540	1	1.1	1.1	40.0
545	2	2.1	2.1	42.1
550	3	3.2	3.2	45.3
555	4	4.2	4.2	49.5
568	1	1.1	1.1	50.5
575	3	3.2	3.2	53.7
580	2	2.1	2.1	55.8
589	1	1.1	1.1	56.8
590	2	2.1	2.1	58.9
595	2	2.1	2.1	61.1
599	2	2.1	2.1	63.2
625	8	8.4	8.4	71.6
630	2	2.1	2.1	73.7
635	1	1.1	1.1	74.7
640	2	2.1	2.1	76.8
650	5	5.3	5.3	82.1
655	3	3.2	3.2	85.3
669	2	2.1	2.1	87.4
670	3	3.2	3.2	90.5
675	2	2.1	2.1	92.6
685	1	1.1	1.1	93.7
700	2	2.1	2.1	95.8
720	2	2.1	2.1	97.9
793	2	2.1	2.1	100.0
Total	95	100.0	100.0	

Were you told an application is necessary before renting a unit?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	11	11.6	13.1	13.1
	Yes	73	76.8	86.9	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Deposit Required

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	23	24.2	27.4	27.4
	Yes	61	64.2	72.6	100.0
	Total	84	88.4	100.0	
Missing	System	11	11.6		
Total		95	100.0		

Lease Required?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	27	28.4	33.3	33.3
	Yes	54	56.8	66.7	100.0
	Total	81	85.3	100.0	
Missing	999	14	14.7		
Total		95	100.0		

Were you referred to any other location or organization for housing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		10	10.5	10.5	10.5
	No	76	80.0	80.0	90.5
	Yes	9	9.5	9.5	100.0
	Total	95	100.0	100.0	

Were there any equal housing signs visible on the premises?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	53	55.8	63.9	63.9
	Yes	30	31.6	36.1	100.0
	Total	83	87.4	100.0	
Missing	999	12	12.6		
Total		95	100.0		

During your visit, did the agent comment on or make reference to any of the following - Families

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	82	86.3	96.5	96.5
	Yes	3	3.2	3.5	100.0
	Total	85	89.5	100.0	
Missing	999	10	10.5		
Total		95	100.0		

During your visit, did the agent comment on or make reference to any of the following - Immigrant

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	84	88.4	98.8	98.8
	Yes	1	1.1	1.2	100.0
	Total	85	89.5	100.0	
Missing	999	10	10.5		
Total		95	100.0		

During your visit, did the agent comment on or make reference to any of the following - Religion

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	83	87.4	97.6	97.6
	Yes	2	2.1	2.4	100.0
	Total	85	89.5	100.0	
Missing	999	10	10.5		
Total		95	100.0		

During your visit, did the agent comment on or make reference to any of the following - Fair Housing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	83	87.4	97.6	97.6
	Yes	2	2.1	2.4	100.0
	Total	85	89.5	100.0	
Missing	999	10	10.5		
Total		95	100.0		

Discuss AntiDiscrim

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	84	88.4	98.8	98.8
	Yes	1	1.1	1.2	100.0
	Total	85	89.5	100.0	
Missing	999	10	10.5		
Total		95	100.0		

Discuss_Disabiliites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	1.1	1.1	1.1
	99	10	10.5	10.5	11.6
	No	84	88.4	88.4	100.0
Total		95	100.0	100.0	

Discuss_EHO

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	99	10	10.5	10.5	10.5
	No	85	89.5	89.5	100.0
	Total	95	100.0	100.0	

Discuss_Ethnic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	999	10	10.5	10.5	10.5
	No	81	85.3	85.3	95.8
	Yes	4	4.2	4.2	100.0
	Total	95	100.0	100.0	

Were you given any information in a written form such as a guest log, etc.?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	999	10	10.5	10.5	10.5
	No	37	38.9	38.9	49.5
	Yes	48	50.5	50.5	100.0
	Total	95	100.0	100.0	

Qualified

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Qualifications not discussed	81	85.3	85.3	85.3
	You are NOT qualified	1	1.1	1.1	86.3
999		10	10.5	10.5	96.8
	You are qualified	3	3.2	3.2	100.0
	Total	95	100.0	100.0	

Did the agent suggest that you consider a different rental complex or building than the one in the ad?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		11	11.6	11.6	11.6
	No	64	67.4	67.4	78.9
	Yes	20	21.1	21.1	100.0
	Total	95	100.0	100.0	

The agent said that he/she would contact you

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	79	83.2	97.5	97.5
	Yes	2	2.1	2.5	100.0
	Total	81	85.3	100.0	
Missing	System	14	14.7		
Total		95	100.0		

The agent invited you to call him/her

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	57	60.0	64.8	64.8
	Yes	31	32.6	35.2	100.0
	Total	88	92.6	100.0	
Missing	System	7	7.4		
Total		95	100.0		

Future arrangements were not made

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	36	37.9	40.9	40.9
	Yes	52	54.7	59.1	100.0
	Total	88	92.6	100.0	
Missing	System	7	7.4		
Total		95	100.0		

APPENDIX E - CROSSTABS

Crosstabs

Valid Test * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Valid	No	2	1	5	8
Test	Yes	14	30	43	87
Total		16	31	48	95

Valid Pair * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Valid	No	3	2	6	11
Pair	Yes	13	29	42	84
Total		16	31	48	95

Call_Complete * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Call_Complete	No	4	4	5	13
	Yes	12	27	43	82
Total		16	31	48	95

Do you have any two-bedroom apartments? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Do you have any	No	2	0	0	2
two-bedroom	Yes	10	28	43	81
apartments?					
Total		12	28	43	83

Same_rent * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Same_rent	No	4	9	13	26
	Yes	6	19	26	51
Total		10	28	39	77

Deposit_Same * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Deposit_Same	No	2	5	7	14
	Yes	4	13	19	36
Total		6	18	26	50

Were you able to meet with an agent to discuss housing options? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Were you able to meet with an agent to discuss housing options?	No	1	1	0	2
	Yes	11	29	44	84
Total		12	30	44	86

Were you invited to take an application with you? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Were you invited to take an application with you?	Missing	4	2	4	10
	No	8	10	14	32
	Yes	4	19	30	53
Total		16	31	48	95

**Were you invited to complete an application during your visit? * Ethnicity
Crosstabulation**

Count

		Ethnicity			Total
		Black	Latino	White	
Were you invited to complete an application during your visit?	Missing	4	2	5	11
	No	9	18	34	61
	Yes	3	11	9	23
Total		16	31	48	95

**Were you told a credit check is necessary before renting a unit? * Ethnicity
Crosstabulation**

Count

		Ethnicity			Total
		Black	Latino	White	
Were you told a credit check is necessary before renting a unit?	No	5	15	12	32
	Yes	6	14	32	52
Total		11	29	44	84

**Were you told a criminal background check is necessary before renting a unit? * Ethnicity
Crosstabulation**

Count

		Ethnicity			Total
		Black	Latino	White	
Were you told a criminal background check is necessary before renting a unit?	Missing	5	2	4	11
	No	9	20	30	59
	Yes	2	9	14	25
Total		16	31	48	95

**Completed a visit * Ethnicity
Crosstabulation**

Count

		Ethnicity			Total
		Black	Latino	White	
Completed a visit	No	3	1	4	8
	Yes	13	30	44	87
Total		16	31	48	95

Available * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Available	Housing is available when I need it	9	27	38	74
	Housing is not available when I need it	2	2	4	8
	Something else	1	1	2	4
Total		12	30	44	86

Reason Invalid * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Reason Invalid	Test Verification Only	0	0	1	1
	Tester Error	0	1	0	1
	Test Coordinator Error	2	0	0	2
	Other	0	0	2	2
Total		2	1	3	6

Rent_match * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Rent_match	No	4	7	11	22
	Yes	6	21	28	55
Total		10	28	39	77

Appt_status * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Appt_status		4	2	4	10
	Appointment made (Go to Q2)	7	17	24	48
	No Appointment Made	1	0	0	1
	No housing available#	1	0	0	1
	Other (specify):	1	0	2	3
	Told no appointment necessary to visit	2	12	18	32
Total		16	31	48	95

Date * Ethnicity Crosstabulation

Count		Ethnicity			Total
		Black	Latino	White	
Date	10-SEP-2007	0	0	1	1
	12-SEP-2007	0	1	0	1
	13-SEP-2007	0	0	1	1
	17-SEP-2007	0	1	1	2
	18-SEP-2007	0	1	0	1
	19-SEP-2007	0	1	1	2
	20-SEP-2007	0	0	1	1
	21-SEP-2007	0	1	1	2
	24-SEP-2007	0	0	1	1
	25-SEP-2007	1	2	0	3
	26-SEP-2007	0	2	1	3
	27-SEP-2007	0	1	2	3
	28-SEP-2007	0	1	1	2
	30-SEP-2007	0	0	1	1
	01-OCT-2007	0	0	1	1
	02-OCT-2007	0	1	0	1
	03-OCT-2007	0	3	0	3
	04-OCT-2007	0	1	2	3
	05-OCT-2007	0	0	1	1
	16-OCT-2007	0	0	1	1
	17-OCT-2007	0	2	0	2
	18-OCT-2007	0	0	2	2
	19-OCT-2007	0	1	1	2
	22-OCT-2007	0	0	1	1
	23-OCT-2007	0	3	0	3
	24-OCT-2007	0	0	1	1
	29-OCT-2007	0	1	0	1
	01-NOV-2007	0	3	2	5
	02-NOV-2007	0	0	2	2
	05-NOV-2007	0	2	0	2
	06-NOV-2007	0	1	1	2
	07-NOV-2007	0	0	2	2
	08-NOV-2007	0	0	1	1
	09-NOV-2007	0	1	1	2
	27-NOV-2007	3	0	0	3
	28-NOV-2007	1	0	3	4
	29-NOV-2007	0	0	2	2
	03-DEC-2007	2	0	0	2
	04-DEC-2007	2	0	0	2
	05-DEC-2007	0	0	3	3
	10-DEC-2007	2	0	0	2
	11-DEC-2007	1	0	0	1
	12-DEC-2007	2	0	3	5
	13-DEC-2007	0	0	1	1
	17-DEC-2007	0	0	1	1
Total		14	30	44	88

Sex * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Sex	Male	8	8	16	32
	Female	8	23	32	63
Total		16	31	48	95

Ethnic2 * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Ethnic2	White	0	0	48	48
	Latino	0	31	0	31
	Black	16	0	0	16
Total		16	31	48	95

Test_Type * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Test_Type	Tester	16	31	38	85
	Test Coordinator	0	0	10	10
Total		16	31	48	95

Do you have any other apartments available? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Do you have any other apartments available?	No	4	3	6	13
	Yes	7	24	31	62
Total		11	27	37	75

Heat * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Heat	No	9	24	34	67
	Yes	0	1	6	7
Total		9	25	40	74

Water * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Water	No	5	6	15	26
	Yes	4	19	25	48
Total		9	25	40	74

Gas * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Gas	No	9	24	38	71
	Yes	0	1	2	3
Total		9	25	40	74

Electricity * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Electricity	No	9	23	37	69
	Yes	0	1	1	2
Total		9	24	38	71

How long is the lease? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
How long is the lease?		9	9	10	28
	1	1	0	1	2
	6	0	4	1	5
	12	3	9	18	30
	13	0	0	2	2
	12	2	0	2	4
	12-18	0	0	1	1
	4-12	0	0	1	1
	6-12	0	8	11	19
	6-18	1	0	0	1
	9-12	0	1	1	2
Total		16	31	48	95

Appt_day * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Appt_day		4	1	4	9
	Friday	1	6	23	30
	Monday	1	1	1	3
	Saturday	0	5	11	16
	Sunday	0	0	1	1
	Thursday	3	8	4	15
	Tuesday	2	6	2	10
	Wednesday	5	4	2	11
Total		16	31	48	95

Contact1_Sex * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Contact1_Sex	Male	4	2	5	11
	Female	8	28	39	75
Total		12	30	44	86

Contact1_Ethnicity * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Contact1_Ethnicity	White	12	15	29	56
	Black	0	11	12	23
	Hispanic	0	2	2	4
	Asian	0	1	0	1
	Don't Know	0	1	0	1
Total		12	30	43	85

Contact1_Age * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Contact1_Age	18 to 30	3	8	14	25
	31 to 45	3	14	16	33
	46 to 64	4	7	10	21
	> 64	2	0	2	4
Total		12	29	42	83

Contact2_Sex * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Contact2_Sex	Male	1	4	5	10
	Female	2	3	11	16
Total		3	7	16	26

Contact2_Ethnicity * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Contact2_Ethnicity	White	3	4	8	15
	Black	0	3	5	8
	Hispanic	0	0	2	2
	Don't Know	0	0	1	1
Total		3	7	16	26

Contact2_Age] * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Contact2_Age]	18 to 30	0	1	6	7
	31 to 45	3	4	3	10
	46 to 64	0	2	4	6
	> 64	0	0	2	2
Total		3	7	15	25

Testers met with same person (may be based on names on forms) * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Testers met with same person (may be based on names on forms)	No	3	15	19	37
	Yes	7	15	22	44
Total		10	30	41	81

Waittime * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Waittime	0	8	15	24	47
	1	1	6	3	10
	2	0	2	4	6
	3	0	1	2	3
	5	1	0	6	7
	6	0	1	1	2
	10	0	1	1	2
	14	0	0	1	1
	15	0	2	0	2
	20	0	1	1	2
	25	0	1	0	1
	30	0	1	0	1
Total		10	31	43	84

Property shown other than advertised * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Property shown other than advertised	No	9	28	40	77
	Yes	1	3	5	9
Total		10	31	45	86

When you asked about “similar” housing, were you told that there was anything available? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
When you asked about “similar” housing, were you told that there was anything available?	No	1	0	2	3
	Yes	5	12	24	41
	NA or DK	6	18	17	41
Total		12	30	43	85

Whether you asked or the agent offered, were you told that any “other” housing was available? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Whether you asked or the agent offered, were you told that any “other” housing was available?	No	2	4	8	14
	Yes	8	20	23	51
	NA or DK	2	5	10	17
Total		12	29	41	82

Your marital status * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your marital status	volunteered	2	4	8	14
	Agent Requested	1	2	2	5
	Exchanged in earlier phone call	0	0	2	2
	Agent did not obtain	8	23	31	62
Total		11	29	43	83

Your family size * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your family size	volunteered	0	4	1	5
	Agent Requested	1	11	6	18
	Exchanged in earlier phone call	0	0	4	4
	Agent did not obtain	10	14	33	57
Total		11	29	44	84

Your income * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your income	volunteered	0	1	1	2
	Agent Requested	1	2	2	5
	Agent did not obtain	10	26	41	77
Total		11	29	44	84

Your spouse's income * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your spouse's income	Agent did not obtain	11	28	44	83
Total		11	28	44	83

Assets other than income i.e. SSI, Child Support, etc. * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Assets other than income i.e. SSI, Child Support, etc.	volunteered	0	1	1	2
	Agent did not obtain	11	27	43	81
Total		11	28	44	83

Your occupation * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your occupation	volunteered	1	2	1	4
	Agent Requested	0	5	13	18
	Exchanged in earlier phone call	0	2	2	4
	Agent did not obtain	10	20	28	58
Total		11	29	44	84

Your spouse's occupation * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your spouse's occupation	Agent Requested	0	0	3	3
	Agent did not obtain	11	28	41	80
Total		11	28	44	83

Your length of employment * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your length of employment	Agent Requested	2	1	3	6
	Agent did not obtain	9	28	41	78
Total		11	29	44	84

Your spouse's length of employment * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Your spouse's length of employment	Agent Requested	0	0	1	1
	Agent did not obtain	11	28	43	82
Total		11	28	44	83

Your credit standing * Ethnicity Crosstabulation

Count		Ethnicity			Total
		Black	Latino	White	
Your credit standing	volunteered	0	0	3	3
	Agent Requested	1	1	0	2
	Exchanged in earlier phone call	0	0	1	1
	Agent did not obtain	10	28	40	78
Total		11	29	44	84

Other * Ethnicity Crosstabulation

Count		Ethnicity			Total
		Black	Latino	White	
Other	volunteered	0	1	1	2
	Agent Requested	1	5	2	8
	Agent did not obtain	10	21	36	67
Total		11	27	39	77

How many rental units did you actually inspect? * Ethnicity Crosstabulation

Count		Ethnicity			Total
		Black	Latino	White	
How many rental units did you actually inspect?	0	2	2	0	4
	1	7	27	34	68
	2	3	0	10	13
	3	0	1	0	1
Total		12	30	44	86

Were you told an application is necessary before renting a unit? * Ethnicity Crosstabulation

Count		Ethnicity			Total
		Black	Latino	White	
Were you told an application is necessary before renting a unit?	No	2	5	4	11
	Yes	9	24	40	73
Total		11	29	44	84

Deposit Required * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Deposit Required	No	5	12	6	23
	Yes	6	17	38	61
Total		11	29	44	84

Lease Required? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Lease Required?	No	7	12	8	27
	Yes	4	16	34	54
Total		11	28	42	81

Were you referred to any other location or organization for housing? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Were you referred to any other location or organization for housing?	No	4	2	4	10
	Yes	12	26	38	76
	Yes	0	3	6	9
Total		16	31	48	95

Were there any equal housing signs visible on the premises? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Were there any equal housing signs visible on the premises?	No	7	18	28	53
	Yes	4	10	16	30
Total		11	28	44	83

During your visit, did the agent comment on or make reference to any of the following - Families * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
During your visit, did the agent comment on or make reference to any of the following - Families	No	11	28	43	82
	Yes	1	1	1	3
Total		12	29	44	85

During your visit, did the agent comment on or make reference to any of the following - Immigrant * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
During your visit, did the agent comment on or make reference to any of the following - Immigrant	No	12	28	44	84
	Yes	0	1	0	1
Total		12	29	44	85

During your visit, did the agent comment on or make reference to any of the following - Religion * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
During your visit, did the agent comment on or make reference to any of the following - Religion	No	12	28	43	83
	Yes	0	1	1	2
Total		12	29	44	85

During your visit, did the agent comment on or make reference to any of the following - Fair Housing * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
During your visit, did the agent comment on or make reference to any of the following - Fair Housing	No	12	29	42	83
	Yes	0	0	2	2
Total		12	29	44	85

Discuss AntiDiscrim * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Discuss AntiDiscrim	No	12	29	43	84
	Yes	0	0	1	1
Total		12	29	44	85

Discuss_Disabiliites * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Discuss_Disabiliites	99	0	1	0	1
	No	4	2	4	10
		12	28	44	84
Total		16	31	48	95

Discuss_EHO * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Discuss_EHO	99	4	2	4	10
	No	12	29	44	85
Total		16	31	48	95

Discuss_Ethnic * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Discuss_Ethnic	999	4	2	4	10
	No	12	27	42	81
	Yes	0	2	2	4
Total		16	31	48	95

**Were you given any information in a written form such as a guest log, etc.? *
Ethnicity Crosstabulation**

Count

		Ethnicity			Total
		Black	Latino	White	
Were you given any information in a written form such as a guest log, etc.?	999	4	2	4	10
	No	8	14	15	37
	Yes	4	15	29	48
Total		16	31	48	95

Qualified * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Qualified	Qualifications not discussed	12	28	41	81
	You are NOT qualified	0	1	0	1
	999	4	2	4	10
	You are qualified	0	0	3	3
Total		16	31	48	95

Did the agent suggest that you consider a different rental complex or building than the one in the ad? * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Did the agent suggest that you consider a different rental complex or building than the one in the ad?	No	4	2	5	11
	Yes	9	23	32	64
	Yes	3	6	11	20
Total		16	31	48	95

The agent said that he/she would contact you * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
The agent said that he/she would contact you	No	9	28	42	79
	Yes	1	1	0	2
Total		10	29	42	81

The agent invited you to call him/her * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
The agent invited you to call him/her	No	8	24	25	57
	Yes	6	6	19	31
Total		14	30	44	88

Future arrangements were not made * Ethnicity Crosstabulation

Count

		Ethnicity			Total
		Black	Latino	White	
Future arrangements were not made	No	8	8	20	36
	Yes	6	22	24	52
Total		14	30	44	88