

HUD/FHEO – FHAP PARTNERSHIP AUDIT OF HOUSING DISCRIMINATION – GREENSBORO

Phase I Report • October 2012



SILLS CONSULTING LLC

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Introduction

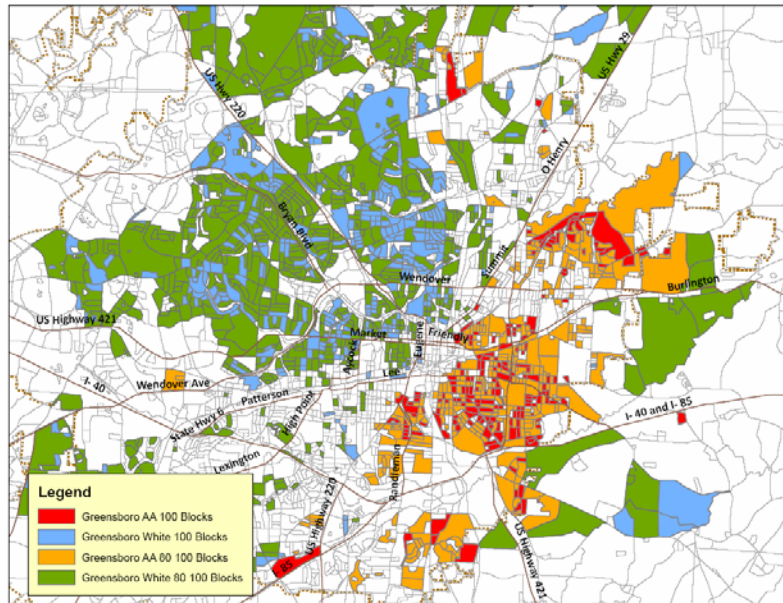
This project was initiated at the request of the Human Relations Department of the City of Greensboro in response to a request for proposals - HUD/FHEO Fair Housing Assistance Program (FHAP) Partnership Grant. Sills Consulting, LLC was asked to design and implement a program to test rental housing in Greensboro for Fair Housing violations on the basis of race, color, sex, or national origin. . Greensboro is one of the only cities in NC that has had what is known as a "paired testing" program. This is the only type of program that can provide solid evidence of discrimination.

For the past five years, Dr. Stephen J. Sills and Rev. Dr. Mark R. Sills have been working closely with the Greensboro Housing Coalition and the City of Greensboro to "test" the degree to which fair housing laws are understood and followed, especially in regard to refugees/immigrants and other minority populations. In our previous studies, we have shown that in spite of years of good effort, some landlords continue to violate the housing rights of minority people in our city. Our findings have been presented in HUD [Analysis of Impediments reports](#), at the [Greensboro Housing Summit](#), at regional and national conferences, and scholarly publications (see "Unfair Housing Practices in Black and Brown" in *Being Brown in Dixie: Race, Ethnicity, and Latino Immigration in the New South*).

This project builds upon our experience of investigating discriminatory practices using a representative sample of affordable rental properties in Greensboro for accented-caller telephone testing (Asian, White, Black, and Hispanic). Previous research activities have resulted in useful findings about housing discrimination in Greensboro, but have been limited by a lack of generalizability. Findings from this study reflecting the incidence of fair housing issues will be used by the Fair Housing Division of the Human Relations Department of the City of Greensboro for development of fair housing educational materials. Face-to-face paired-testing (Phase II) is currently under way with fifty-five properties that showed discrepancies or signs of discrimination in telephone testing (Phase I). Results will be submitted to the Fair Housing office for possible enforcement action.

Background

Figure 1 -Segregation in Greensboro



Greensboro Block by Ethnicity - Black (AA) -White 80-100% and 100% Blocks
Source: City of Greensboro Department of Housing and Community Development (HCD)

Like much of the South, the Greensboro-High-Point, NC, Metropolitan Statistical Area (MSA) has undergone rapid diversification as a result of migration. Greensboro is a mid-sized Southern city of about 275,000 residents and 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). Even though this area compares favorably to other cities with fairly large African American populations, its segregation scores (Gini Coefficients) in the fifties and sixties mean that over half the African American population would have to move in order to achieve perfect integration.

Greensboro's increasing diversity, resulting from international immigration to the area, has been highly concentrated in particular neighborhoods that were historically African American or in areas that have been correlated with higher levels of poverty and substandard housing. The map below (based on 2008 data) shows a very clear ethnic isolation of both Whites in the N and NW side of downtown and African Americans in the SE side of the city. While historically African American neighborhoods have become more diverse, others have remained

inaccessible to the immigrant community as they are steered away from white neighborhoods.

Housing studies in our city have revealed continuing patterns of housing discrimination against minorities and immigrants and steering of whites away from the more diverse neighborhoods in the SE quadrant of town. Our recent studies in Greensboro have shown this pattern to be consistent. Findings have indicated that:

- Hispanic renters without social security cards are quoted higher rents than non-Hispanic whites or Hispanics with verifiable status documents;
- immigrants and African Americans were “closed out” of housing opportunities;
- immigrant tenants were ignored when requesting routine maintenance and repairs;
- minority apartment seekers were provided different information about rent, deposit, and availability; and
- nearly a quarter of (22.3%) immigrants in one study reported that they had been charged more rent than their neighbors; and
- nearly a third (31.3%) felt that a landlord had treated them differently from other tenants because they were immigrants.

The resulting residential segregation divides the community and presents a barrier for the integration and incorporation of immigrants into the community. The deleterious effects of racial residential segregation have been widely studied. Restricted spatial mobility limits access to jobs, education, and services, and is associated with poor health and high stress. In Greensboro, and the larger Piedmont Triad region of North Carolina, the socio-economic conditions have and continue to shift as a result of larger macro-economic forces in the nation and world. This is why it is imperative that actionable research, such as this, makes it into the hands of community partners who can in turn support the declaration and spirit of the Fair Housing Act of 1968, by seeking the end discrimination where it is found and seeking to aid those found to be most profoundly affected by this discrimination.

METHODS

Housing discrimination has been studied by a variety of means over the years. Critical demographers and social scientists have used census data and other surveys as well as housing audit studies. Denton and Massey (1993) used data from 60 US metropolitan areas to explore the degree of segregation among Black, Hispanic and Asian groups. They found that Hispanics and Asians had a higher degree of residential assimilation over two generations, while segregation persisted for Blacks. Past Fair Housing audit studies have unearthed the factors that influence the degree of segregation caused by discrimination (Yinger 1986; Fix and Struyk 1993; Foster, Williams, Mitchell, and Fienberg 2002; 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. 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 (Krivo 1995; Turner, et al 2002). Thus, minorities and migrants are being continually segregated into communities with the least desirable and most substandard rental housing.

This study has closely followed the protocols established in the Housing Discrimination Study 2000, conducted by the Urban Institute, and those of the National Fair Housing Alliance adapting them only slightly to fit the local rental market. In this project, we employ audit testing to further explore the degree of discrimination based on a single type of transaction – the telephone call between prospective renters and the agent. Roscigno, Karafin, and Tester (2009) concur in, “The Complexities and Processes of Racial Housing Discrimination” that paired testing housing audits, such as that used in HUD’s Housing Market Practices Survey (HMPS),

provides the strongest data concerning exclusionary housing discrimination. Moreover, Massey and Lundy in their 2001 research confirm that Americans can easily distinguish racial background based on speech patterns over the phone and found that when controlling for class and gender, racial discrimination could still be seen in the interactions between landlords and potential tenants. When all groups in their audits were compared, lower class Black women were found to be the group to receive the greatest level of discrimination. Though research has found that Hispanic/Latino groups and Asians are at less of a disadvantage than Blacks, Weil (2007) found discrimination based on accented speech (of Latino callers) to be prominent when housing market conditions tightened (as a result of Hurricane Katrina having devastated housing inventory in the Gulf coast) placing discrimination within a larger socio-economic framework. Telephone tests conducted by the National Fair Housing Alliance also 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).

Phase I Telephone Testing

This Phase of the project gauges the prevalence of ethnic discrimination by landlords and property managers in rental housing transactions involving Asian, Latino, and Black renters. Telephone tests using accented speakers (African American, Hispanic, and Vietnamese) were conducted and compared against data collected by white callers. One control call and up to eight tests (male and female pairs of each ethnic group matched by age) were conducted per property, thus providing a high degree of reliability and controlling ethnicity of the caller. Calls were carried out under the guidance and supervision of the Principle Investigators and the Testing Coordinator.

Sampling

Initially we proposed to investigate discriminatory practices in a statistically representative sample of affordable rental *units* in Greensboro. There are about 53,123 renter-occupied units

in Greensboro with an additional 7,171 vacant units at a given time (Census 2010). In order to provide a generalizable picture of rental housing in Greensboro, we would have needed to sample 554 units (95% confidence level with a confidence interval of 4). As we began to further develop the protocol for this project, we decided to move testing from the rental unit to the management company as the level of analysis. This was due largely to the fact that a few management companies control a significant portion of the rental market and thus would have been repeatedly tested.

By developing a database of all known complexes, management companies, and landlords, we were able to provide a much more comprehensive picture of business practices. Thus, in stage one of our project we documented a total of 291 companies for the initial sampling frame: 97 management companies and landlords, 181 apartment communities, and 13 student housing apartments (See Appendix A). These properties and management companies were found through a variety of sources: Apartment Finder, Apartment Guide, Yellow Pages, Craigslist, Help-U-Rent, Go Section 8, Zillow, Hot Pads, public signage, Realtor.com, Apartmenthomeliving.com, and from a database supplied by the Greensboro Housing Coalition. Criteria for inclusion were a two bedroom unit with up to 10% about the 2012 Fair Housing Market Rate (FMR 2012 for a 2 BR is \$653; 3% of FMR is \$673; 5% of FMR is \$686; 10% of FMR is \$718). Calls to all 291 properties and management companies in the dataset indicated that some were no longer in business, others were strictly for seniors or those below the poverty line, and others did not have properties meeting our inclusion criterion (See properties in red in Appendix A). Once vetted, we were left with a database of 135 properties for testing (See Appendix B).

Testers

A pool of testers were recruited and trained. The following solicitation for accented 'volunteer' testers was sent out to refugee and immigrant serving institutions, disseminated to co-ethnic and mutual assistance organizations, distributed to churches, posted on Facebook and Craigslist:

Application to be considered for Fair Housing Testing

Testers are needed to conduct housing discrimination investigations. A test pairs two individuals that have been assigned similar profiles qualifying them to rent or purchase a home. The only difference in the profiles is the protected class i.e. race, religion, color, national origin, familial status, sex or disability. Comparing the experience of the tester's will determine whether or not discriminatory treatment has occurred. Thus we need persons of Asian, Latino, Black, and White race/ethnicity. In particular we are looking for men and women with Asian and Latino accents to pair with native speakers.

Fair housing testing is a controlled method for measuring and documenting variations in the quality, quantity and content of information and services offered or given to various home seekers by housing or housing service providers. Testers are accurate recorders of events. Testers are expected to write an accurate and complete record of their test in a test report and narrative. Testers must write legibly and coherently.

HUD regulations state that persons who have been convicted of a crime involving fraud or perjury may not serve as fair housing testers. In addition, HUD regulations restrict persons who have specific biases or conflicts of interest, such as those involving employment, family or relatives, business competitors, or economic interests, from becoming fair housing testers.

Information gathered through fair housing testing can be used as evidence to support a client's administrative housing discrimination complaint with the Department of Housing and Urban Development or a private lawsuit against a housing provider. The U.S. Supreme Court has recognized and affirmed the importance of fair housing testing in fighting housing discrimination.

<https://docs.google.com/spreadsheet/viewform?formkey=dHlyS09fc0Y0YlQ2YUwxMmdYWjh2SXc6MQ>

Individual testers were selected based on availability and results from an 'accent jury.' Potential testers read from a script and recorded a voicemail message. These messages were then played back for a jury. If the majority of jurors were able to identify the demographics of the tester from the recording, the tester was considered to have an acceptable accent for phase one testing. Testers were then provided with training on Fair Housing laws and testing procedures. Callers were trained to follow a script that inquires about the availability of the

rental unit and the conditions for its rental. This standardized script is simple and straightforward, gathers salient information about the telephone encounter, provides data that could be coded and analyzed later to measure different kinds of discrimination.

Testing Process

Testing began in mid-July after a period of recruiting and training the auditors. An advance call was conducted by the testing coordinator to determine if the unit advertised, or any other comparable 2-bedroom units, were still available. Auditors were then assigned. Minority testers were given two days in which to conduct phone calls before White testers began calling. During the call auditors 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-call form which included a brief narrative report and specific questions regarding the property. These forms were submitted to the testing coordinator online. Data from the forms were aggregated into an XLS file and later converted into an SPSS compatible format. At the end of the seven week calling period, the Testing Coordinator began the process of cleaning and confirming all data. She compared information in the SPSS database with that from report forms, line by line. Any errors or discrepancies were noted and revised based on the narrative field on the forms or confirmation with the tester.

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;
2. *Cost* - the differences in the costs (rent, deposit, and fees) quoted to testers for comparable housing;
3. *Information* - the extent to which partners received comparable information regarding credit reports and background checks, amenities, and utilities; and
4. *Encouragement* - the extent to which agents encouraged testers to visit the property.

Table 1 - Accent Jury Results

Demographic	Age	JUROR 1	JUROR 2	JUROR 3	JUROR 4	JUROR 5	JUROR 6
Black - Male	39	Male, African American 30's	Male, 30s white or AA	1) Male2) 283) African American	Male 30s AA	I vote black dude in his....oh....can't decide....late twenties? Ok, 28.	The person is an African American male in his 30s
Black Female	40	40's African American female	Female, 30's, Black? (but not super obvious)	1) Female2) Black/African American3) 40	Female late 30s AA	Black chick. Forties. I'll go with 44	female, African American in her 40s or possibly 50s.
White - Male	31	Caucasian, male 20's	male, 20's, white	1) Male2) White3) 35-40	Male 30-40s White (southern)	White guy. Twenties. Uh...23.	Male, late 20s, African American.
White - Female	26	Female, African-American, 30 year's old.	Female, White, 30s	1) Female2) White/American3) 35	female, probably white anglo, around 30-35	Oh, did I not do this one? Whoops. Anyway. Lauren is a white chick who is...um...lemme see...24. Sure, 24.	female, African American and in her mid 30s.
Latina Female	37	30's, female Hispanic	Female, 30's, Hispanic	Female, 30's, Hispanic	Female, asian young adult	Wow, that really is a bad recording. Maybe a latino lady? Who is 30.	Mid 30s or 40s, female, Latina
Asian Male	19	male, Asian, 30's	Male, 30s, Asian	1) Male2) Asian (hard to tell)3) 24	Male, asian, young adult maybe 30-35	dude. With an accent. I'm gonna guess something...African-y. And kind of old-ish, maybe. Like...45. Yeah, I'm gonna go with 45. African 45-year-old man! Final answer. Hope your research is going well.	male, he is Asian, East Asian, maybe Burmese, Nepalese, 20 and 30 years old
Asian Female	20	20's, female, Hispanic	Female, 20's, Hispanic	1) Female2) Asian? (very difficult to tell. Sounds mostly "American")3) 22	female, young adult, possibly Vietnamese	white chick, 22.	Female, 20s, Asian
Latino Male	23	N/A	Male, 20's,		Male, young (maybe	Well, his name is Juan. I	Male, Hispanic, 30s or 40s

			Hispanic		20-22), Hispanic because of name more than accent	mean, come on. That pretty much means that I have to guess Latino. Oh, also he's a dude. Sounds young. I vote....24.	
Asian Female	30s	N/A	20s, f, Russian?	35 year old Italian female from Brooklyn circa 1950's. (I'm pretty sure she was supposed to sound Asian though :))		Ima say white chick 32.	Female Asian in her 30s
Black Female	30s	Black female, mid 30s.	This caller sounds like an African American woman in her 30s or 40s.	Barely detectable African American, Female, 40	Adria, my best guess on this one is a middle-aged white female, but she could be African-American. Could not be sure.	This sounded like a female, probably a black middle aged woman.	The woman is African American, and in her 50s possibly 60s

Findings

Access to Property

Access, if you will recall from the introduction, is whether testers were able to call agents and have available to them the equivalent housing opportunities. In this stage, calls were recorded as completed if an agent was available either directly or follow-up calls and voicemails. After three calls, and no call back, a call was recorded as incomplete. Records were kept for the number of call backs, messages left, time and dates of returned calls, and the final disposition of the call. The second measure of access in this phase was availability of the advertised property. Both of these variables were analyzed using cross-tabulation by sex and by race/ethnic origin. Group-level disparities are noted as well as identification of properties with the greatest disparity.

Calls Completed

Over the course of the seven weeks of Phase I, a total of 1036 attempted calls were recorded in our database. A majority (80.5%) of those calls were recorded as completed (Table 2). A completed call is one where the tester is able to reach a representative of the apartment or management company. Females had slightly higher rates of completed calls: 82.1% compared to 78.7% for males (Table 3). This 4 percentage point difference was statistically significant ($p=.006$). We see greater disparity in calls completed by race and national origin. Whites had 86.9% of calls completed while Asians had 84.0% and Latino and Black testers had 73.2% and 73.5% respectively. Again, this between group difference of 13 percentage points was statistically significant ($p=.000$). Of 202 calls that were not completed, in 179 (17.2% of all calls) up to three attempts were made to call and voicemail was left whenever possible. In most of these cases (106 of 179) calls were never returned. Cross-tabulated by ethnicity (Table 5) we see that 14.5% of calls made by African Americans were not returned, and 24.7% of calls from Latinos were not returned perhaps due to the foreign accent of the caller.

Table 2 - Calls Completed

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	202	19.5	19.5	19.5
	Yes	834	80.5	80.5	100.0
	Total	1036	100.0	100.0	

Table 3 - Calls Completed by Sex

			Call Completed?		Total
			No	Yes	
Sex	Female	Count	98	450	548
		% within Sex	17.9%	82.1%	100.0%
	Male	Count	104	384	488
		% within Sex	21.3%	78.7%	100.0%
Total	Count		202	834	1036
	% within Sex		19.5%	80.5%	100.0%

Table 4 - Calls Completed by Ethnicity

			Call Completed?		Total
			No	Yes	
Race	White	Count	48	318	366
		% within Race	13.1%	86.9%	100.0%
	Black	Count	53	147	200
		% within Race	26.5%	73.5%	100.0%
	Asian	Count	37	194	231
		% within Race	16.0%	84.0%	100.0%
	Latino	Count	64	175	239
		% within Race	26.8%	73.2%	100.0%
Total	Count		202	834	1036
	% within Race		19.5%	80.5%	100.0%

Table 5 - Ethnicity and Call Not Returned

Race * Call was never returned Crosstabulation

			Call was never returned		Total
			Returned or Other	Call Not Returned	
Race	White	Count	323	43	366
		% within Race	88.3%	11.7%	100.0%
	Black	Count	171	29	200
		% within Race	85.5%	14.5%	100.0%
	Asian	Count	209	22	231
		% within Race	90.5%	9.5%	100.0%
	Latino	Count	180	59	239
		% within Race	75.3%	24.7%	100.0%
Total	Count		883	153	1036
	% within Race		85.2%	14.8%	100.0%

While minorities were the least likely to be called back or have a completed call overall, there were some properties that stood out as having fewer call-backs to non-whites than to whites (Table 6). Twelve properties were identified as having a serious disparity (33% to 80% difference) in the rate of call completions and callbacks. Whitehearth, for example had 100% completed calls for White testers, but only one of the minority testers was able to complete their call leaving 80% of minority testers without access to the property. All white testers were called back or got through on the first try. As non-white testers note in their narratives, they tried multiple times to reach this property and did not receive a call back (see separate file “Phase I Call Records”):

- *Latino Male* Called around 4:55. Left voicemail. Called again around 10:45 am on the 25th, no answer, still no call back.
- *Latina Female* 1st. call was on 7/23/12 at 4:55 pm left a message. 2nd. call was on 7/24/12 at 12:40 pm was not able to reach an agent. In both occasions I heard a message about this call might be monitor or recorded.
- *Black Male* I called back three times but only left a message one time.
- *Asian Male* NO ONE ANSWER AFTER I CALL IN THREE TIMES
- *White Male* Stephanie did call me back after my first voicemail on Thursday 7/26. I was unable to take the call. She left a message, which I have saved in my Google voicemail account. I was able to speak with her on Friday, 7/27 when I called

Table 6 - Properties Least Likely to Call Back Minority Testers

		White		Non-White		Difference
		Call Completed	Call Not Returned	Call Completed	Call Not Returned	
Whitehearth	Count	3	0	1	4	-
	%	100.0%	0.0%	20.0%	80.0	-80.0%
Margate On Cone	Count	3	0	3	3	-
	%	100.0%	0.0%	50.0%	50.0%	-50.0%
Blackthorn	Count	3	0	3	3	-
	%	100.0%	0.0%	50.0%	50.0%	-50.0%
Campus Crossing	Count	2	0	1	1	-
	%	100.0%	0.0%	50.0%	50.0%	-50.0%
Spencer Street	Count	2	1	1	4	-
	%	66.7%	33.3%	20.0%	80.0%	-46.7%
Chapel Walk	Count	3	0	3	2	-
	%	100.0%	0.0%	60.0%	40.0%	-40.0%
Wrenn Zealy Properties	Count	3	0	3	2	-
	%	100.0%	0.0%	60.0%	40.0%	-40.0%
Ashley Creek	Count	3	0	4	2	-
	%	100.0%	0.0%	66.7%	33.3%	-33.3%
Pepperstone	Count	3	0	4	2	-
	%	100.0%	0.0%	66.7%	33.3%	-33.3%
Friendly Ridge	Count	3	0	4	2	-
	%	100.0%	0.0%	66.7%	33.3%	-33.3%

Lexington Commons	Count	2	1	2	4	-
	%	66.7%	33.3%	33.3%	66.7%	-33.3%
Autumn Trace	Count	3	0	4	2	-
	%	100.0%	0.0%	66.7%	33.3%	-33.3%

Availability

A majority of calls (72.2%, n=748) found that the apartment advertised was still available (Table 7). However, 62 calls (6.0% of all calls) resulted in testers being told the unit in question was not available. Looking at the crosstab of race/national origin groups by property availability tells us that Asian testers (7.8%) and African American testers (7.0%) were more likely than other groups to be told that a property was unavailable (see Table 8). It is noted that the “Other or not applicable” category is quite high for minority testers as they were less likely to have calls completed (see previous section).

Table 7 - Availability of Advertised Unit

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	62	6.0	6.0	6.0
	Yes	748	72.2	72.2	78.2
	Other or not applicable	226	21.8	21.8	100.0
	Total	1036	100.0	100.0	

Table 8 - Property Availability by Race

			Are any apartments still available?			Total
			No	Yes	Other or not applicable	
Race	White	Count	16	303	47	366
		%	4.4%	82.8%	12.8%	100.0%
	Black	Count	14	122	64	200
		%	7.0%	61.0%	32.0%	100.0%
	Asian	Count	18	163	50	231
		%	7.8%	70.6%	21.6%	100.0%
	Latino	Count	14	160	65	239
		%	5.9%	66.9%	27.2%	100.0%
Total		Count	62	748	226	1036
		%	6.0%	72.2%	21.8%	100.0%

Table 9 on the following page details properties that were unavailable by race. Of note are the

first twenty properties which were all available to all White testers, but not to all minority testers. An example would be Fidelity Realty – Latham Park Apartments (100 Hill St) where the testing coordinator (white female) at the beginning of the week, the white female tester at the end of the week, and the Black Male in the middle of the week were told that the property was available, yet others during the week were told that it was unavailable:

- *Asian Female UNAVAILABLE I talked Jason, and there were no 2BR apartment available at this location. He had given me information about other location.*
- *White Male UNAVAILABLE There were no apartments available at the Latham Park Apartments location for the desired move-in date. This was a townhome, not an apartment. Ryan did say that they had an application pending, but it may not necessarily be approved. He did say that they had an upstairs unit available at their Lindley Park location for \$560, which would be available the second week of August, by the 16th. He said that it was a similar property to Latham Park. He told me to go to the website and look at the property, or to go by and visit it. This is a flat with hardwood floors. Despite saying that the application may not be approved, he never did take my information.*
- *Latino Male UNAVAILABLE A man picked up, I didn't catch his name. He put me on hold for a little bit. Than He told me that the 2br on Hill St does not become available until mid September or early October. I told him this didn't work for me since I had to move in by August first. I asked him if he had any other units. He said there was a one br. I asked "what about other locations" He listed a couple that opened up on mid August, but nothing that opened up by the first. I thanked him for his help.*
- *Latina Female - UNAVAILABLE When Jason answer the phone the first thing he asked was which location I was looking for? When I told him, he put me on hold. When he came back he said there will be nothing available until Sept. Call end.*

Inconclusive results

With many of the management companies, availability is often confounded by having several staff members answering phones and managing a number of properties. For example, calls to Morris Manor were answered by Rich or Kim. Some callers, who asked specifically about Morris Manor, were told there were no available units though the testing coordinator was told there were on Monday. Yet, several testers, including the white female at the end of the week, were told that while Morris Manor was unavailable they had other properties open:

- *Latino Male UNAVAILABLE The gentleman I spoke with, did not catch his name, told me that there is no availability in Morris Manor. Not even in September. He offered however openings in Twin Oaks apartments off W. Avenue*

- *Asian Female UNAVAILABLE there were no apartment available at Morris Manor*
- *Black Female UNAVAILABLE Tester spoke to Kim who had nothing available for September. She operates on a 60 day notice and had no current notices to vacate. The next time she would have the possibility of a notice is Sept 30, but it has not been received. She is full right now. Kim offers another property at Twin Oaks 2 miles away at 3712 West Ave.*
- *Black Male UNAVAILABLE Kim was nice. 2bd 2ba in Twin Oaks available the 2nd wk in Aug. Specials 12 month lease agreement 1 month rent free. 6 month lease agreement 1/2 month free. 24 units the upstairs unit would be the one available w/ fireplace, fridge, stove and washer and dryer. Invited was offered.*
- *White Female UNAVAILABLE Call was answered by a man who never provided his name during the duration of the call. He stated there were no units available at Morris Manor but offered two other properties and gave some details on each. He spoke very fast and caller was not able to ask many questions. He seemed hurried while still being polite.*

Table 9 - "Unavailable" Properties by Race

Name of complex, site or property company	Race				Total
	White	Black	Asian	Latino	
3 Friends Property Management	0	0	1	0	1
Aspen Woods	0	0	1	0	1
Beacon Wendover	0	2	0	0	2
Beechwood	0	0	0	1	1
Birch Management	0	0	1	0	1
Burgess Management (BMG)	0	1	0	0	1
Felts Property Management	0	2	0	0	2
Fowler and Fowler Properties	0	0	1	0	1
Friendly Ridge	0	1	0	0	1
Gary Church	0	1	0	0	1
Greenhaven Trace	0	1	0	1	2
John Thomas	0	0	2	0	2
Lynnhaven	0	0	1	1	2
Madison Woods	0	0	2	0	2
Spring Place	0	0	1	0	1
Summertree	0	0	0	1	1
The Amesbury	0	1	1	1	3
The Cardinal	0	0	1	1	2
The Hamptons at Country Park	0	0	1	0	1
University Village	0	0	1	1	2
Amber Ridge	1	1	1	0	3
Fidelity Realty	1	0	1	2	4
Jerry Davis	1	0	0	0	1
Morris Manor	1	1	1	1	4
Princeton Terrace	1	1	0	1	3
Rehobeth Pointe	1	1	0	0	2
Spencer Street	1	0	0	1	2
The Lodge	1	0	0	0	1
Timber Creek	1	0	1	1	3
Whitehearst	1	0	0	0	1
Yorke Towne	1	0	0	0	1
Chapel Walk	2	0	0	0	2
Cheney Properties	3	1	0	1	5
TOTAL	16	14	18	14	62

COSTS

The differences in the costs (rent, deposit, and fees) quoted to testers for comparable housing were analyzed in similar fashion to other variables. Differential costs quoted to testers for comparable housing may be evidence of tester error in recording, or 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. Rents recorded in our dataset ranged from a low of \$150 (most likely tester error) to a high of \$872). The majority (64.2%) of properties were found to be the same (within \$10) of the rent quoted to the Testing Coordinator (See Table 10). However, a quarter of calls (25.6%) were quoted above that of the control call and 10.2% were quoted below that of the control. Table 11 shows differences in the rent were slightly higher for males (26.4% were more than the control) than for females (24.7% were more than control). More pronounced was the fact that 32.1% of rents quoted to African American testers were more than those quoted to the testing coordinator during the control call (Table 12).

Table 10 - Differences in Rent Quoted

		Comparison of rents		
		Frequency	Percent	Valid Percent
Valid	Less than control	65	6.3	10.2
	Same as control	409	39.5	64.2
	More than control	163	15.7	25.6
	TOTAL	637		
	control	122	11.8	
	Not Applicable	5	0.5	
	Missing	272	26.3	
	Total	1036	100.0	100.0

Table 11 - Rent by Sex

Sex * Comparison of rents Crosstabulation

			Comparison of rents			Total
			Less than control	Same as control	More than control	Total
Sex	Female	Count	30	190	72	292
		%	10.3%	65.1%	24.7%	100.0%
	Male	Count	35	219	91	345
		%	10.1%	63.5%	26.4%	100.0%
Total		Count	65	409	163	637
		%	10.2%	64.2%	25.6%	100.0%

Table 12 - Rent by Race/Ethnic Origin

Race * Comparison of rents Crosstabulation

			Comparison of rents			Total
			Less than control	Same as control	More than control	
Race	White	Count	19	112	48	179
		%	10.6%	62.6%	26.8%	100.0%
	Black	Count	13	76	42	131
		%	9.9%	58.0%	32.1%	100.0%
	Asian	Count	17	106	40	163
		%	10.4%	65.0%	24.5%	100.0%
	Latino	Count	16	115	33	164
		%	9.8%	70.1%	20.1%	100.0%
Total		Count	65	409	163	637
		%	10.2%	64.2%	25.6%	100.0%

Table 13 provides a list of the top 20 companies with discrepancies in cost. This list was ranked by quotes for rent favoring white testers over non-white testers. Arbor Ridge for example, consistently quoted rents of \$644 or more for male and female Latino testers, male and female Asian testers, and the African American male tester. There was no African American female tester during that week. At the end of the week, male and female white testers were quoted \$580 to \$590 and the control white female test at the beginning of the week recorded \$590.

Table 13 - Comparison of Rents by Company and Minority Status

Property	White			Non-White		
	Less than control	Same as control	More than control	Less than control	Same as control	More than control
Arbor Ridge	1	1	0	0	0	5
Burgess Management (BMG)	1	3	0	2	6	3
Cheney Properties	0	0	0	0	0	3
Ashbrook Pointe	0	0	0	0	0	2
Blackthorn	0	2	0	0	1	2
Hunt's View	0	1	0	1	0	2
"Claire"	0	2	0	0	4	1
"Julian"	1	0	0	3	0	1
Addison Point	0	1	0	1	4	1
Bennett Boyles	0	0	0	0	0	1
Campus Crossing	1	0	0	0	0	1
Collegiate Courtyard	0	1	0	0	1	1
Felts Property Management	0	2	0	0	4	1
Fowler and Fowler Properties	2	0	0	3	0	1
Morehead	2	0	0	1	1	1
Northwinds	0	2	0	0	5	1
Random Woods	0	2	0	0	3	1
The Hamptons at Country Park	1	0	0	0	3	1
Triad Property Managers	0	2	0	0	3	1
Wendover West	0	1	0	0	2	1

Other Costs

There seemed to be a great deal of variance in other fees including deposit, application fee, administrative fee, and other fees (See Figures 2-5). Deposits averaged \$272.37 (mean) but ranged from \$0 to \$850. Application fees (explained as covering the cost of background checks) averaged \$37.44, but ran as high as \$175. Often these fees were charged per adult in the household. Administrative fees, for establishing the new lease, averaged \$98.12 but ranged between \$25 and \$300. Other fees included ‘reservation fees’ and pet fees.

Figure 2 - Deposit

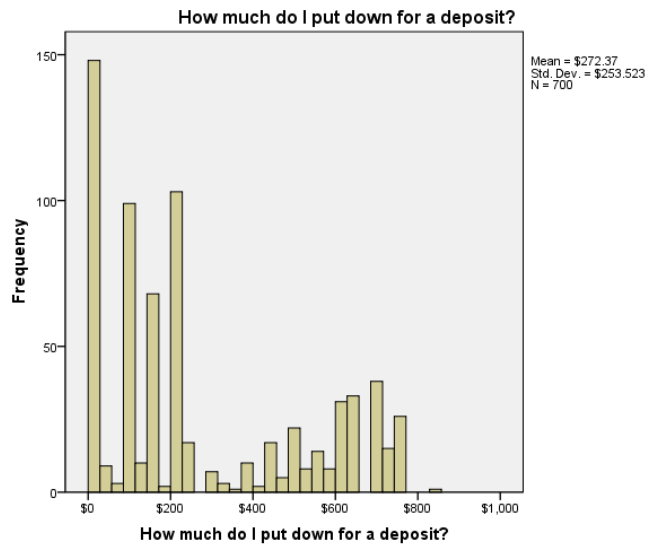


Figure 3 - Application Fee

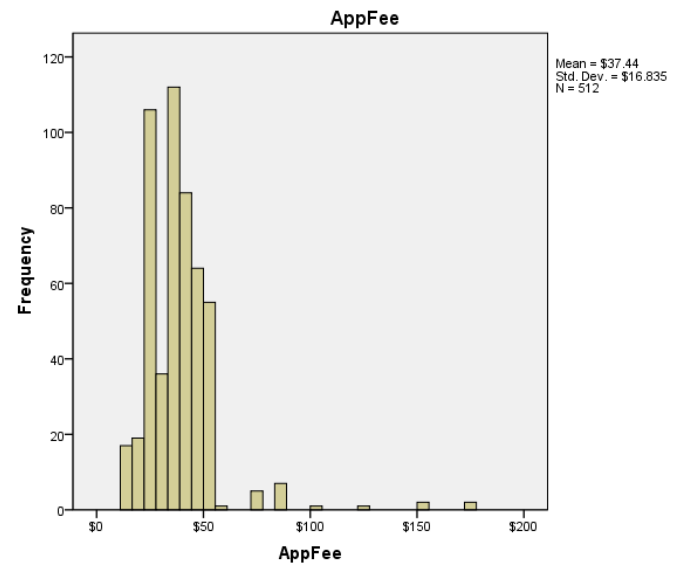


Figure 4 - Administrative Fees

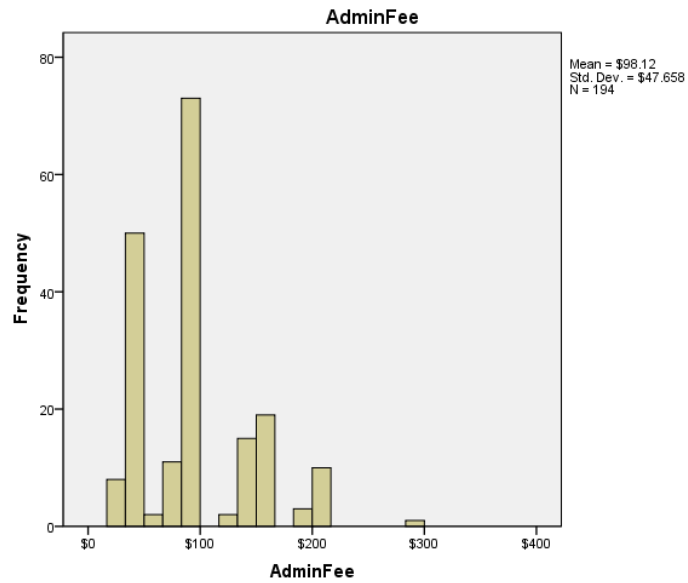
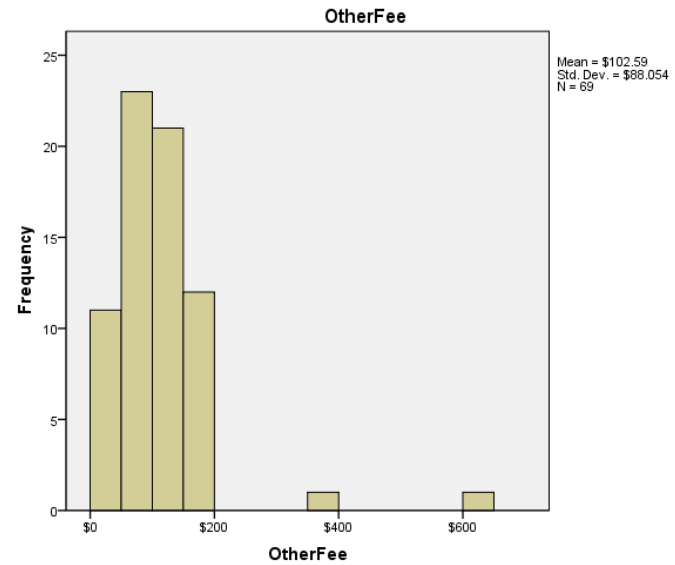


Figure 5 - Other Fees



Encouragement

Encouragement, or the extent to which agents encouraged testers to complete the transaction, was measured by whether testers were invited to visit the property. Nearly half (48.4%) felt encouraged to visit the properties in question. However, more than a quarter (28.0%) did not feel encouraged (Table 14). For example, though Fidelity realty had a property available, and provided him information the Black Male tester explained that he did not feel encouraged to visit the unit:

Jason was very hard to deal with. He was not very friendly at all. I felt discouraged after talking to him about an apartment. Jason originally did not want to give me his name however after asking twice, he finally gave it to me. He stated that I would have to make 3 ½ times the rent in order to move in. It seemed like I was pulling teeth while talking to him. His responses were short and he seemed very agitated.

Nearly a third (31.8%) of women indicated that they did not feel encouraged to visit the property (See Table 15). By comparison, only 23.8% of males did not feel encouraged. Similarly, Whites felt the most encouraged (60.7%), while Asians and Latinos were the least encouraged (35.9% and 39.7% respectively).

Table 14 - Encouraged to Visit

		Encouraged to visit?			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	No	290	28.0	28.0	28.0
	Yes	501	48.4	48.4	76.4
	Other or not applicable	245	23.6	23.6	100.0
	Total	1036	100.0	100.0	

Table 15 - Encouraged to Visit by Sex

Sex * Encouraged to visit? Crosstabulation						
			Encouraged to visit?			Total
			No	Yes	Other or not applicable	
Sex	Female	Count	174	264	110	548
		% within Sex	31.8%	48.2%	20.1%	100.0%
	Male	Count	116	237	135	488
		% within Sex	23.8%	48.6%	27.7%	100.0%
Total		Count	290	501	245	1036
		% within Sex	28.0%	48.4%	23.6%	100.0%

Table 16 - Encouraged to Visit by Race

			Encouraged to visit?			Total
			No	Yes	Other or not applicable	
Race	White	Count	84	222	60	366
		% within Race	23.0%	60.7%	16.4%	100.0%
	Black	Count	37	101	62	200
		% within Race	18.5%	50.5%	31.0%	100.0%
	Asian	Count	92	83	56	231
		% within Race	39.8%	35.9%	24.2%	100.0%
	Latino	Count	77	95	67	239
		% within Race	32.2%	39.7%	28.0%	100.0%
Total		Count	290	501	245	1036
		% within Race	28.0%	48.4%	23.6%	100.0%

Twenty properties were identified as having the least amount of encouragement for non-whites in comparison to the encouragement experienced by whites (See Table 17). For example, while all three white callers indicated encouragement to visit 1507 Tucker St. managed by Felts Properties. However, five of the six non-white testers did not feel encouraged to visit:

- *Black Female Not encouraged On 08/06/2 at 12:31pm, I called the Felts Property management and spoke with George, who asked me "who am I speaking to" before answering my first question of who am I speaking to? However, George asked me "how much can you afford hun?" I indicated that I could pay \$500 a month for rent and after checking with his partner in the background, George informed me that they didn't have anything available. He said, "Keep checking back hun, check back in 2 weeks," and then he asked if I had "Ever been evicted and any drug charges?" I answered his questions by informing him that I had not ever been evicted nor had any drug charges. He did not encourage me to visit; however, he did want me to check back; I thanked him and ended the conversation.*
- *Asian Male Not encouraged So I called in and asked about the apartment, the man ask me what apartment I'm talking about, I said the one on tucker. So he asked what i want to know about it, I say some information. So he said it's \$450 a month with 1 1/2 bath include water but I have to pay for my electric. Also he said with washer and dryer hook up. He then told me about the application fee which is \$40. He asks me if I was evicted I said no, then he ask me if I was drug charge I said no. Then he said he only ask those two things to pass. He didn't give me any amenities at all. And lastly I asked for his name.*
- *Latino Male I called around 12:40 p.m. I spoke with George. The conversation started like this. He picked up and said "Hello" I said, How are you doing? He said, "who is this", I said my name is Juan, is this Felts Property Management, he said "yes" I told him I had gotten a print out from Help U Rent about a property on 1507 Tucker St. He said "Yes I still got one". I asked him to tell me about the property. He told me it was an apartment not a house. He said it is 2br, 1.5 b and that the rent is \$450/month. I asked him about*

the deposit, he said it is also \$450 and that there is a \$40 credit application fee. He said the water is included in the rent, and all the renter has to pay is electricity and cable. He said it has central air. I asked him if they did 12 month leases. He said no, two years. I asked him for the address again. He said 1507 Tucker st.

- *Black Male Not encouraged Lim stated that he did not have any property right now because someone was looking to move in the one located off of 908 Oaks St. No further information was given.*
- *Latina Female Not encouraged At the beginning of the call I said I was looking for a 2br. he asked if it was the Tucker location, I said yes. He "I still have that place available, it's a 2br. 1 1/2 bths. it has w/d connections, would you like to see it today?" I said I wanted to know the rent and deposit. He said the rent was \$450 and deposit the same, I asked if there were other fees and he said there's a \$40 application fee. Then he mentions I think I spoke with you yesterday, you sound just like her, I said no. I asked about the lease, he said 2 yrs. Then he seem in a hurry and said "If you want to set an apt. call back when you are ready".*

Table 17 - Differential Encouragement

Encouraged to visit? Property	White				Non-White				White Encouraged to Visit	Non-White Encouraged to Visit
	No	Yes	Other or not applicable	Total White	No	Yes	Other or not applicable	Total Non-White		
The Oaks	0	2	0	2	2	0	0	2	100.0%	0.0%
Felts Property Management	0	3	0	3	5	1	0	6	100.0%	16.7%
Arbor Park	1	2	0	3	5	0	0	5	66.7%	0.0%
The Property Source	0	3	0	3	4	2	0	6	100.0%	33.3%
University Village	0	2	0	2	1	0	1	2	100.0%	0.0%
Summertree	0	3	0	3	3	3	0	6	100.0%	50.0%
Fidelity Realty	1	2	0	3	4	0	1	5	66.7%	0.0%
John Thomas	0	2	1	3	4	0	2	6	66.7%	0.0%
Treybrooke Village	0	3	0	3	2	2	2	6	100.0%	33.3%
Park Place	0	3	0	3	2	4	0	6	100.0%	66.7%
Yorke Towne	0	3	0	3	2	4	0	6	100.0%	66.7%
Madison Woods	0	2	1	3	3	1	1	5	66.7%	20.0%
The Lodge	0	2	1	3	3	1	1	5	66.7%	20.0%
Four Seasons Townhomes	1	2	0	3	3	1	1	5	66.7%	20.0%
The Hedges	1	2	0	3	3	1	1	5	66.7%	20.0%
Smoketree	1	2	0	3	3	2	0	5	66.7%	40.0%
Wrenn Zealy Properties	0	3	0	3	1	2	2	5	100.0%	40.0%
Random Woods	0	3	0	3	1	3	1	5	100.0%	60.0%
Triad Property Managers	0	3	0	3	1	3	1	5	100.0%	60.0%
Carolina Oaks	0	3	0	3	1	4	0	5	100.0%	80.0%

Conclusions

Disparate Treatment

This report has documented the disparate treatment of potential renters on the basis of sex and ethnic/racial/national origin 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. We have found:

- ACCESS
 - 14.5% of calls made by African Americans were not returned, and 24.7% of calls from Latinos were not returned perhaps due to the foreign accent of the caller.
 - Twelve properties were identified as having a serious disparity (33% to 80% difference) in the rate of call completions and callbacks.
 - Whitehearth had 100% completed calls for White testers, but only one of the minority testers was able to complete their call leaving 80% of minority testers without access to the property
 - Asian testers (7.8%) and African American testers (7.0%) were more likely than other groups to be told that a property was unavailable
 - Fidelity Realty/ Latham Park Apartments told three minority testers that the property was not available, yet others other testers were told that it was available.
- COST
 - 32.1% of tests conducted by African Americans resulted in higher rents quoted than to the testing coordinator during the control call
 - Arbor Ridge consistently quoted rents of \$644 or more for all minority testers yet \$580 to \$590 for all white testers.
 - A great number of properties charge application fees, administrative fees, and other fees in addition to security deposits creating barriers to access for low-income home seekers.

- ENCOURAGEMENT

- Nearly a third (31.8%) of women indicated that they did not feel encouraged to visit the property (See Table 15). By comparison, only 23.8% of males did not feel encouraged. Similarly, Whites felt the most encouraged (60.7%), while Asians and Latinos were the least encouraged (35.9% and 39.7% respectively).
- All three white callers indicated encouragement to visit 1507 Tucker St. managed by Felts Properties. However, five of the six non-white testers did not feel encouraged to visit.

Limitations of Study

While the results certainly hint at disparities, there are limitations to the findings. Telephone testing is not the same as in-person paired-testing. Over a thousand telephone calls in such a short period of time yields data useful for understanding systemic patterns of disparate treatment in a rental market. However, the information provided by this method does not lend itself to independently establishing Fair Housing cases and pursuit of properties or management companies. Discrimination may be better documented using the much more exhaustive face-to-face paired testing of the next phase of the project.

Properties Identified for Phase II Testing

Our telephone testing of approximately 135 properties has noted overlap in discrepancies and has allowed us to identify and rank order companies with clear discrepancies in access, cost, information, or encouragement. Based on this analysis, 55 properties were identified as having multiple discrepancies in access, cost, information, and encouragement. Properties were ranked ordered based on the number of discrepancies. The top fifty were then selected for Phase II testing, with five additional properties as substitutes in cases on unavailability.

Phase I Test #	Property Name	Property Address	Property Phone
WK01-A-05	SIL Properties	Multiple - TBD	336-441-0065
WK01-A-06	Cheney Properties	Multiple - TBD	(336) 273-1914
WK01-A-08	The Cardinal	6400 Old Oak Ridge Rd, Greensboro NC 27410	(336) 605-0050
WK02-A-01	Abbingtion Place	1521 Bridford Parkway, Greensboro NC 27407	(336) 299-8500
WK02-A-02	Overland Crest	3902 Overland Heights, Greensboro NC 27407	(336) 292-9740
WK02-A-03	Beacon Wendover	1 River Oaks Dr, Greensboro NC 27409	(336) 294-0913
WK02-A-04	Lambeth Osborne Realty	Multiple - TBD	(336) 272-3163
WK02-A-07	Treybrooke Village	117 Teakwood, Greensboro NC 27406	(336) 275-2001
WK02-A-08	Cedar Fork Apartments	1902 Cedar Fork Rd, Greensboro NC 27407	(336) 379-7368
WK02-A-09	Empire Crossing	300-A Montrose Dr, Greensboro NC 27407	(336) 554-7136
WK02-A-11	LeMans at Lawndale	2005 W Cone Blvd, Greensboro NC 27408	(336) 288-2577
WK02-A-12	Princeton Terrace	3312 Rehobeth Ch Rd, Greensboro NC 27406	(336) 852-9626
WK02-A-14	Steeple Chase	1338 Adam's Farm Pkwy, Greensboro NC 27407	(336) 852-2458
WK02-A-16	Yorke Towne	3601 Lynnhaven Dr, Greensboro NC 27406	(336) 310-6582
WK02-A-17	Morris Manor	4228 United St, Greensboro NC 27407	(336) 854-4422
WK02-A-18	Kingsgate South	603 W Terrell St, Greensboro NC 27406	(336) 379-8958
WK02-A-20	Avalon Trace	307-K Avalon Trace, Greensboro NC 27401	(336) 272-3366
WK02-B-01	Smoketree	2627 Yanceyville Rd, Greensboro NC 27405	(336) 621-2666
WK02-B-04	Deerwood Meadows	5855 Old Oak Ridge Rd, Greensboro NC 27410	(336) 506-6844
WK02-B-05	Four Seasons Townhomes	2705-D Four Seasons Blvd, Greensboro NC 27407	(336) 554-7184
WK02-B-06	Enclave at Deep River Plantation	4203 River Birch Loop, Greensboro NC 27409	(336) 855-3637
WK02-B-09	Rehobeth Pointe	933 Meadow Oaks Dr, Greensboro NC 27406	(336) 554-7166
WK02-B-10	The Hedges	4901 Lawndale Dr, Greensboro NC 27455	(336) 282-6666
WK03-A-01	Palmer House	3216-A Yanceyville St, Greensboro NC 27405	(336) 554-7171
WK03-A-02	Burgess Management (BMG)	Multiple - TBD	(336) 379-7368
WK03-A-03	Pickering and Company	Multiple - TBD	(336) 854-4422
WK03-A-04	Madison Woods	5505-A Tomahawk Dr, Greensboro NC 27410	(336) 854-1167
WK03-A-05	Arbor Park	1604 H 17th St, Greensboro NC 27405	(336) 375-6551
WK03-A-07	Berryman Square	202 Berryman St, Greensboro NC 27405	(336) 617-8804
WK03-A-10	Arbor Ridge	7 Woodstream Lane, Greensboro NC 27410	(336) 852-8505
WK03-B-02	Fox Run	301 W Vandalia Dr, Greensboro NC 27406	(336) 272-9090
WK03-B-03	Fidelity Realty	Multiple - TBD	(336) 740-9703
WK03-B-04	Mallard Lake	2905 Cottage Pl, Greensboro NC 27455	(336) 554-7157
WK03-B-06	Vestal Properties	Multiple - TBD	(336) 272-7688
WK03-B-07	Rent A Home of the Triad Greensboro	Multiple - TBD	(336) 272-0767
WK03-B-08	The Amesbury	5328 W Market, Greensboro NC 27409	(336) 854-6009
WK03-B-09	Stone's Throw	3501 Farmington Dr, Greensboro NC 27407	(336) 855-1225
WK04-A-02	Greenhaven Trace	800 Greenhaven Dr, Greensboro NC 27406	(336) 855-6515
WK04-A-06	Battleground Oaks	3803 Cotswold Ave, Greensboro NC 27410	(336) 282-7368
WK04-A-09	Margate On Cone	900-A E Cone Blvd, Greensboro NC 27405	(336) 621-3701
WK04-B-04	Ashley Creek	1606-J Pinecroft, Greensboro NC 27407	(336) 292-4910
WK04-B-05	Amber Ridge	3200-G Lawndale, Greensboro NC 27408	(336) 288-7003
WK04-B-06	Pepperstone	2021 Pepperstone Pl, Greensboro NC 27406	(336) 294-3824
WK04-B-07	Lake's Edge	5646-C West Market St, Greensboro NC 27409	(336) 554-7125
WK04-B-08	Summertree	9 Summertree Ln, Greensboro NC 27406	(336) 852-0764
WK04-B-09	Pickett and Baugh	Multiple - TBD	(336) 420-4344
WK05-A-02	Felts Property Management	Multiple - TBD	(336) 509-0504

WK05-A-03	The Property Source	Multiple - TBD	(336) 373-1881
WK05-A-04	Fowler and Fowler Properties	Multiple - TBD	(336) 883-1333
WK05-A-05	John Thomas	Multiple - TBD	(336) 587-3690
WK05-A-08	Elder Properties	Multiple - TBD	(336) 254-7609
WK05-A-09	ARCO Realty	Multiple - TBD	(336) 274-8227
WK05-A-10	Jimmy	Multiple - TBD	(336) 337-4645
WK05-B-01	4 Corners Real Estate	Multiple - TBD	(336) 509-6393
WK05-B-08	Timber Creek	1015 Glendale Dr, Greensboro NC 27406	(336) 554-7187

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Appendix A – Master Property List

Table 18 - Managment Companies and Landlords

Name	Phone	Commonly Advertised	Comments
Accomodations International, inc	(336) 288-1029	Yellow Pages	
AJ Rental	AJRental99@gmail.com	Hot Pads	No Vacancies
Belvedere Properties	(336) 209-5987	Realtor.com	No 2 BR Vacancies under \$1,100
Bennett Boyles	336-299-0473		
Brandon Cash (Alaris Homes)	336.451.4007.		No units at current
Burgess Management (BMG)			BMGRents.com, included seperate units
Camel Street/Camel Court	336-379-7259		
Capitol Property Management	336.669.3708.		Only does commercial now
Cato Realty	(336) 292-3402	Signs	http://www.walktocampushomes.com/
Central Carolina Realty	336-215-6443		No 2 Bedrooms @ Current, Rarely does Rental
Chair City Realty			Could Not Reach?
Chaney Properties	336-273-1914	Signs around Spring Garden	
Clinton Gravely	336-275-1683		Disconnected number, not in yellow pages or on Google with diff contact info
Concord Management	(336) 273-0598	Help U Rent	
Danielle Pass	336.419.7648.		No Vacancies
David Hagaman	336-317-9850	Signs	No 2 or 3 Bedrooms for under \$1395
Dixie Hull	336-549-0405		Could Not Reach?
Donnie Williams	336.451.0472.		Could Not Reach?
E and Company	336-373-9797		Could Not Reach?
EJH 3	336.856.0167.		Could Not Reach?
Eric Hoskins	336.271.2847.		No Vacancies
Ernest Knight Realty	336-379-8384		No Vacancies
Faith Hill	240.493.4012.		No Vacancies
Felts Family Partnership	336.272.1280		Out of Business (From GHC)
Fidelity Realty	(336) 274-7652	Website	Latham and Lindley are only properties
Four Corners Realty	336-854-3260		From GHC, Nothing in GSO @ Current
Frankie Jones	336.674.2936.		Out of Business?
Fred McKoy	336-255-9746		No Vacancies
Frederick Robertson	336.451.5391.		No 2 BR @ Current
Ganim Properties	336-299-6221		No 2 BR @ Current
Greensboro Rent A Home	757 Chestnut Dr., Apt H		
Harris Properties, LLC	336-392-8966		

Harris Rentals	(336) 272-3177	Yellow Pages	No Vacancies
Hen Holco, Inc.	(336) 292-4249	Yellow Pages	No 2 BR Units Through September
IMAS Properties	(336) 274-7899		No longer does Rentals
Jane Pickard	336.798.3637.		From GHC, No longer rents in GSO
Jessica Kindle	814.331.1714.		Could Not Reach?
Jobe Properties	(336) 817-0811	Website	Only does business through Greensboro Rent A Home
KAC Realty	(336) 674-6203	Website	
Kenny Roundtree	336.210.2083		No 2 BR avail until Oct at earliest
Lambeth-Osborne Realty	(336) 272-3163	Realtor.com	
Leon Kriger	336.882.8276.		Could Not Reach?
Lilly Blue	336-346-1289		No 2 BR under \$900
Marathon Property Solutions	(336) 549-5048	Zillow	Never returned my Call (Called in June and in August)
Mark McDaniel	336.918.0039.		
MJPM Properties	336-272-6684		Out of business
NSS Properties	(336) 906-6352	Zillow	No 2 Bedroom Units Through Fall
Palmetto Equity Group	(336) 271-3020	Zillow	
Partnership Property Management	(336) 855-6945	Yellow Pages	Only Manages Alder's Gate Now
Paul Frost	704.661.7252.		Could Not Reach?
Phillips Management	(336) 294-8424	Yellow Pages	Could Not Reach?
Phillips-Bowles	(336) 274-2481	Yellow Pages	
PI Properties	(336) 273-3774	PI Website	
Pickering and Co	(336) 852-9964	Yellow Pages	
Pickett and Bough	336.420.4344		Paul
Prudential Yost and Little	(336) 272-0151	Realtor.com	No Vacancies under \$1,200
R. Christopher Lee Enterprises LLC	336.509.6900.		Does not do Real Estate Any Longer
Randolph Avenue	336-202-6887		Could Not Reach?
Reliant Properties	(336) 617-7162	Yellow Pages	No Vacancies
Rent A Home Greensboro	(336) 272-0767	Website	
RMMJ Realty	336-441-4888		Out of Business (From GHC)
Robert Wojnar	(336) 508-7227	Zillow	No Units for rent now
Royal American Management	(336) 272-1100	Yellow Pages	Website, used individual listings
RPM of the Triad	(336) 355-6677	Zillow	No 2 or 3 BR Residential available right now
Sedgefield Square	336-854-0010		Could Not Reach?
SJL Properties of the Triad	336-441-0065		No 2 BR Units Currently Vacant
SLT Properties	(336) 291-0254		No 2 BR @ Current Under \$1000

SNI Properties	336.545.4515.		No 2 BR @ Current
South High Point	336.993.5038.		Only has 1 house for rent in HP
Stephen James	336.451.0585.		No 2 BR @ Current
Terence Garraway	336.218.0325.		No Vacancies
Thiesta Mangum	336-337-8401		No units at current
Three Friends Properties	336-317-2660		Never returned my Call (Called in June and in August)
Tradewind and Booth Rental Properties	336.288.6325 x 203		Only does vacation rentals now
Vestal Property Management	(336) 272-7688		No Vacancies
VTT Management	(336) 621-1555	Yellow Pages	No longer in business
Westminster Company	336-375-1552		Sec 8 Subsidy Only, Wait List 24 months
Wiley McRae	336.697.8084.		No Vacancies
Wilkinson & Assoc (Triad Realty) Properties	(336) 272-1228	Realtor.com	No longer does Rentals
Wrenn Zealy	(336) 272-3183	Website	
Triad Property Managers	(336) 402-4794	Help U Rent	
Elder Properties of Greensboro	(336) 254-7609	Help U Rent	
ARCO Realty	(336) 274-8227	Help U Rent	
Cassis Properties	(336) 691-1434	Help U Rent	
Remax of Greensboro	(336) 209-6909	Help U Rent	Unit Rented Before Contact
Fowler and Fowler Properties	(336) 883-1333	Help U Rent	
AROSA Management	(336) 294-4499	Help U Rent	
HH Properties	(336) 965-2505	Help U Rent	
Trinity Property Management	(336) 617-4596	Help U Rent	
Felts Property Management	(336) 509-0504	Help U Rent	
Property Source	(336) 373-1881	Help U Rent	
E Company	(336) 373-9797	Help U Rent	Unit Rented Before Contact
Birch Management	(336) 288-6997	Help U Rent	
Atalantic Management	(336) 274-1515	Help U Rent	Could Not Reach?
Property Administrators	(336) 544-0599	Help U Rent	
Universal Rental Properties	(336) 454-5067	Help U Rent	Could Not Reach?
Willow Woods	336.869.5310.		Management co. Moved to High Point

Table 19 - Apartment Communities

Property Name	Management Company	Property Address	Property Phone	Where Advertised	Price
Abbingtion Place	Ginko Residential	1521 Bridford Pkwy, 27407	(336) 299-8500	Apartment Finder	~\$684 (apx 5% of FMR)
Aberdeen Townhomes	None Diclosed	1007 Pineland Street, 27407	(336) 338-3607	Apartment Finder	~589
Abernathy Park	Blue Ridge Company	3624 Belmont Street, 27406	(336) 554-7144	Apartment Guide	~\$578
Addison Point	Signature Properties *	6227 Nile Pl, 27409	(336) 855-0509	Apartment Finder	~\$670 (apx 3% of FMR)
Aldersgate Apartments			(336) 315-9131	Yellow Pages	Elderly only
Alexander Homes			(336) 272-5953	Yellow Pages	
Amber Ridge	None Diclosed	3200-G Lawndale Drive, 27408	(336) 473-6471	Apartment Guide	~\$585
Amber Trace	Pickering and Company	2908 W Florida Street, 27407	(336) 854-4422	Website	~\$595
Andover Park Apartments			(336) 294-7110	Yellow Pages	Well above 10% of FMR
Anointed Acres Housing			(336) 273-8801	Yellow Pages	Elderly only, 1 BR
Arbor Crest	Alliance Management, Inc	8 Covey Lane, 27406	(336) 790-9987	Apartment Guide	~\$615
Arbor Park	Mr. Michael Gabson (+10 units)	1604-H 17th Street, 27405	(336) 375-6551	Apartment Finder	~\$535
Ashbrook Pointe	Blue Ridge Company	2826 Vanstory Street, 27407	(336) 803-7560	Apartment Guide	~\$641
Ashley Creek			(336) 292-4910	Yellow Pages	
Ashton Woods	Alliance Management, Inc	3900-B Hahns Lane, 27401	(336) 272-7270	Apartment Finder	"Number has been temporarily disconnected"
Aspen Woods	Brown Investment	4200 Hewitt Street, 27407	(336) 294-2344	Apartment Finder	~\$499
Autumn Ridge	Signature Properties *	199 Wind Road, 27405	(336) 790-7832	The Apartment Guide	~\$488
Autumn Trace	Signature Properties *	201 Revere Drive, Apt. 1, 27407	(336) 554-7177	The Apartment Guide	~\$530
Autumn Drive	AHMI (Genevieve)		336-617-7984	Go Section 8 Website	Waiting List (Same as Bingham and Everett)
Avalon Trace Apartments			(336) 272-3366	Yellow Pages	
Avery Square Apartments			(336) 855-0509	Yellow Pages	Only has 1 BR Units
Banner Avenue Apartments			(336) 274-0770	Yellow Pages	Out Of Business?
Battleground Oaks	Brantley Properties	3803 Cotswold Avenue, 27410	(336) 282-7368	Apartment Finder	~\$621

Beacon Glen	Simply Better Management	5515 West Market St., 27409	(336) 294-0913	Apartment Finder	~\$599
Beacon Wendover	Beacon Management	One River Oaks Drive, 27409	(336) 294-0913	Apartment Finder	~\$615
Beechwood Apartments			(336) 288-0340	Yellow Pages	
Bent Tree Apartments			(336) 292-2025	Yellow Pages	
Berryman Square			(336) 617-8804	Yellow Pages	
Bingham Apartments	AHMI (Genevieve)		336-617-7984	Go Section 8 Website	Waiting List (Same as Autumn Drive and Everitt)
Blackthorn	Haven Management	4321 Yanceyville, 27455	(336) 375-9255	Apartment Finder	~\$699 (apx 10% of FMR)
Blue Acres Apartments			(336) 275-9959	Yellow Pages	Elderly only
Bramblegate Townhomes			336-852-7886		From GHC
Brandonsire Apartments			(336) 553-1462	Yellow Pages	
Brookfield Woods			(336) 288-6963	Yellow Pages	
Cardinal	CRH Management	6400 Old Oak Ridge Rd, 27410	(336) 605-0050	The Apartment Guide	~\$683 (apx 5% of FMR)
Carolina Oaks	Bridge Real Estate	2505 Fairfax Road, 27407	(877) 744-7116	Apartment Finder	Call for Rates
Carolina Woods	Drucker and Falk	3409-B N. O'Henry Blvd, 27405	(336) 621-4621	Apartment Finder	No vacancies until maybe oct
Cascades Grandview			(336) 379-5555	Show Me The Rent	Only offers studio rentals
Cedar Fork			(336) 379-7368	Yellow Pages	
Cedar Pointe			(336) 458-0250	Yellow Pages	
Cedar Trace	Signature Properties *	2002 Cedar Fork Drive, 27407	(336) 855-9415	Apartment Finder	Cedar Trace/Cors Creek / Millbrook
Century Oaks	Burgess	337 Guilford College Rd., 27409	(336) 851-0007	Apartment Finder	~\$695 (apx 10% of FMR)
Chapel Walk	Signature Properties *	1370 J Lees Chapel Road, 27455	(336) 803-7562	The Apartment Guide	~\$634
Cityview Apartments			(336) 332-4953	Yellow Pages	Nothing under \$1,300
Claremont Courts			(336) 274-3491	Yellow Pages	
Colonial	Phillips Management Co	400 Burlingate Drive, 27409	(336) 554-7129	Apartment Guide	~\$530
Colony Apartments	Burgess Management		(336) 379-7368	Yellow Pages	None Available
Concord Management Apts	Concord Management	611 Summit Avenue #11, 27405	(336) 273-0478	Apartment Guide	~\$405
Creekridge Crossing			(336) 855-	Yellow Pages	No 2 BR Units opening up

			8306		until Dec, waiting list
Cross Creek Apartments			(336) 333-9998	Yellow Pages	
Cumberland Court Apartments			(336) 378-1033	Yellow Pages	
Deerwood Meadows	CRH Management	5855 Old Oak Rdge, 27410	(336) 668-0049	Apartment Finder	~\$637
Dogwood Creek	None Diclosed	3237 Yanceyville Street, Apt 1C, 27705	(336) 621-9191	Website	FMR
Dolan Manor			(336) 379-1411	Yellow Pages	Elderly only
Edge Apartments			(336) 617-8944	Yellow Pages	
Elm Street Commons			336-272-7924		From GHC – Out of Business
Empire Crossings	Phillips Management Co	300-A Montrose Drive, 27407	(336) 554-7136	Apartment Guide	~\$595
Enclave at Deep River	Grubb & Ellis	4203 River Birch Loop, 27409	(336) 855-3637	Apartment Finder	~\$618
English Street Apartments	AHMI (Genevieve)		336-617-7984	Go Section 8 Website	Waiting List
Everitt Street Apartments			(336) 617-7984	Yellow Pages	Same Thing As Autumn Drive, Bingham street, Etc.
Fisher East Apartments			336-272-8121		1 BR Only From GHC
Four Seasons Townhomes	Koury Corporation	2705-D Four Seasons Boulevard, 27407	(336) 554-7184	Apartment Guide	~\$595
Fox Run	Glass Ratner	301 West Vandalia Drive, 27406	(336) 272-9090	Apartment Finder	~\$545
Gatewood Gardens			336-852-7886		No units available, WL for 1+ year, From GHC
Gatewood Manor			(336) 230-0503	Yellow Pages	Elderly only
Glen Haven	Burgess Management		(336) 545-0201	Yellow Pages	No 2 BR Units
Glenside Drive			(336) 621-3334	Yellow Pages	
Grand Summit Apartments			(336) 854-8187	Yellow Pages	
Granite Ridge			(336) 315-0757	Yellow Pages	
Greenhaven Trace Apartments	Pickering and Company		(336) 855-6515	Pickering Website	
Guilford Place Apartments			(336) 854-3458	Yellow Pages	No vacancies
Hairston JT Memorial Apartments	Westminster Co		(336) 275-2902	Yellow Pages	Waiting List, no vacancies
Hampton Downs/Whitehearth	Phillips Management Co	4490 Old Battleground Avenue, 27410	(336) 790-4603	Apartment Guide	~\$635

Hanover Terrace	Drucker and Falk	3911 Marchester Way, 27407	(336) 292-8819	Apartment Finder	~\$625
Havens at Willow Oaks			(336) 271-0892	Yellow Pages	Elderly only
Hidden Lakes	Core Realty Properties	5500 Weslo Willow Drive, 27409	(336) 257-1504	Apartment Guide	~\$595
Highland Hills			(336) 288-1247	Yellow Pages	Moving People Out, Going to Demolish Property in 2 Months (as of July 12)
Hunt's View	Bell Partners	3901 Battleground Ave, 27410	(336) 282-7111	Apartment Finder	~\$691 (apx 10% of FMR)
Hunter's Glen	Alliance Management, Inc	3128 Utah Place, 27405	(336) 621-4206	Apartment Finder	~\$530
Juliet Place	Keystone Group	2200 Juliet Place, 27406	(336) 790-9992	Apartment Finder	WL for 2 BR, many names on list
Kingsgate South Apartments			(336) 379-8958	Yellow Pages	
Lakemont	Amore Management	3900 Cottswald, #100-D, 27410	(336) 282-6006	The Apartment Guide	no vacancies, wait list
Lakes Edge	Landmark Property Services	5646 C West Market Street, 27409	(336) 554-7125	Apartment Guide	~\$625
Latham Park Manor	Fidelity Realty	1000 Hill Street Greensboro, 27408	(336) 740-9703	Apartment Guide	
Legacy at Friendly Manor	Blue Ridge Company	5402 Friendly Manor Dr, 27410	(336) 292-2991	Apartment Finder	~\$695 (apx 10% of FMR)
LeMans at Lawndale	Falcon Management	2005 West Cone Boulevard, 27408	(336) 600-1016	Apartment Guide	~560
Lexington Commons	Glass Ratner	2316-A Golden Gate Drive, 27405	(336) 379-5000	Apartment Finder	Call for Rates
Lindley Heights Apartments	Private		(336) 288-0875	Yellow Pages	No vacancies at all (?)
Lindley Park Manor	Fidelity Realty	300 Ashland Drive Greensboro, 27403	(336) 740-9705	Apartment Guide	~\$560
Lynnhaven Gardens			336-852-7886		From GHC
Macintosh Glen			336-202-6887		From GHC, Only offers 3 BR Homes
Madison at Adam's Farm	Core Realty Properties	5202 Fox Hunt Dr, 27407	(336) 292-4544	Apartment Finder	Too expensive for FMR (\$862 and up)
Madison Woods	Brown Investment	5505-A Tomahawk Drive, 27410	(336) 540-5849	Apartment Guide	~\$599
Mallard Lake	Sunchase American	2905 Cottage Place, 27455	(336) 554-7157	Apartment Guide	~550
Marchester Apartments			(336) 292-8819	Yellow Pages	Is now Hanover
Margate on Cone	None Diclosed	900-A E. Cone Blvd, 27405	(336) 621-3701	Apartment Finder	~\$570
Meadow Park Apartments			(336) 333-2564	Yellow Pages	Income Restrictions
Millbrook	Signature Properties *	1101 East Barton,	(336) 294-2280	The Apartment	No vacancies until October, possibly November

				Guide	
Mission Friendly Ridge	Internacional Realty	1-A St. Croix Place, 27410	(877) 687-2982	Apartment Finder	~\$625
Misty Creek	Brown Investment	4203-21 Hewitt Street, 27407	(336) 852-2750	Apartment Finder	Call for Rates
Morehead	Hawthorne Residential	5518 W market, 27409	(336) 855-1730	Apartment Finder	~\$660 (apx 3% of FMR)
Morris Manor	Allen Realty	4228 United Street, 27409	(336) 854-4422	Website	~\$545
Mosby Townhomes			(336) 315-9810	Yellow Pages	
Nettie Coad Apartments			(336) 272-6844	Yellow Pages	No vacancies, 25+ Wait List
New Garden Place Apartments			(336) 271-9090	Yellow Pages	No longer operable
Northwinds	Southwood Realty	1373 Lee's Chapel Road, 27455	(336) 621-6662	Apartment Finder	~\$535 CNNC reports issues
Nottingham Apartments			(336) 855-1291	Yellow Pages	No longer operable
Overland Crest			(336) 292-9740	Yellow Pages	
Paces Village	Ginko Residential	3100 N Elm, 27408	(336) 282-8090	Apartment Finder	~\$685 (apx 5% of FMR)
Palmer House	None Diclosed	3216-A Yanceyville Street, 27405	(336) 554-7171	Apartment Guide	~\$575
Park Forest Apartments	Bell Partners	3214 Brassfield Road, 27410	(336) 544-7183	Apartment Guide	~\$642
Park Place	Orion	2 Hiltin Place, 27409	(336) 855-1499	Apartment Finder	~\$675 (apx 5% of FMR)
Parkside Apartments			(336) 275-0026	Yellow Pages	Waiting List, Affordable Income Restricted
Parkway West			(336) 632-4950	Yellow Pages	No Vacancies until early winter at the earliest
Pepperstone	Ginko Residential	2021 Pepperstone Place, 27406	(336) 294-3824	Apartment Finder	~\$627
Prince Edwards Graves Homes			(336) 621-4650	Yellow Pages	Elderly Low Income Only
Princeton Terrace	Multifamily Select	3312 Rehobeth Church Rd., 27406	(336) 852-9626	Apartment Finder	~\$655 (apx 3% of FMR)
Random Woods	Hawthorne Residential	1805-D Fairfax Road, 27407	(336) 294-5059	Apartment Finder	~\$565
Rankin School Place			(336) 375-6771	Yellow Pages	
Regents Apartments			(336) 621-3334	Yellow Pages	Out Of Business
Rehobeth Pointe	Rehobeth Pointe	933 Meadow Oak Dr, 27406	(336) 292-8595	Apartment Finder	~\$699 (apx 10% of FMR)
Richardson Hospital Apartments			(336) 379-9400	Yellow Pages	
Richardson Village			336-273-0050		From GHC, Waiting List, Income Restricted
Ridgewood	Glass Ratner	307 Edwards Road,	(336) 855-	Apartment	Community in Transition to

		27410	0363	Finder	Commercial
Campus Habitat			(336) 272-5014	Yellow Pages	
Robinhood Court Apartments			(336) 251-1177	Yellow Pages	In Winston, Way over FMR @ \$1000
Rockwood Manor			(336) 621-4644	Yellow Pages	Waiting List Only, No Vacancies
Savannah Place Apartments			(336) 275-5203	Yellow Pages	No longer operable
School at Spring Garden			(336) 272-1446	Yellow Pages	
Seager Place			(336) 294-1111	Yellow Pages	Elderly only
Sedgefield Downs	Alliance Management, Inc	3716-A Groometown Road, 27407	(336) 554-7172	Apartment Guide	~\$600
Sedgefield Gardens	Benensen Funding Corp.	3854 West Avenue, 27407	(336) 554-7162	Apartment Guide	~\$575
Sherwood Forest Apartments			(336) 274-0887	Yellow Pages	
Smoketree	Phillips Management Co	2627 Yanceyville St, 27405	(336) 621-2666	Apartment Finder	~\$675 (apx 5% of FMR)
South Pointe	Alliance Management, Inc	3216 South Holden Road, 27407	(336) 294-4161	Apartment Finder	~\$570
Southwoods			(336) 379-1547	Yellow Pages	Studio Units Only
Spencer Street Apartments	AHMI (Genevieve)		336-617-7984	Go Section 8 Website	From GHC
Spring Valley Apartments			(336) 282-4656	Yellow Pages	Out Of Business
St. Leo's Place			(336) 379-1243	Yellow Pages	Elderly only
Starmount Residential			(336) 358-0299	Yellow Pages	
Steeplechase at Adam's Farm	Bell Partners	1338 Adam's Farm Pkwy, 27407	(336) 852-2458	Apartment Finder	~\$700 (apx 10% of FMR)
Sterling Cottages at West End			(336) 285-9300	Yellow Pages	
Stern Greensboro Court			(336) 274-4129	Yellow Pages	Out Of Business
Stonebrook of Greensboro			(336) 282-2208	Yellow Pages	Out Of Business
Stonesthrow	Hawthorne Residential	3501 Farmington Drive, 27407	(336) 855-1225	Apartment Finder	~625
Stoneybrook	BSC Holdings	258-A Webster Road, 27406	(336) 542-2792	Apartment Guide	~\$599
Summertree	Alliance Management, Inc	9 Summertree Lane, 27406	9336) 852-0764	Apartment Finder	~\$560
Summit Station	Brown Investment	3227 Orange Street, 27405	(336) 375-7422	Apartment Finder	No 2 BR Openings untyil 2013, Waiting List applies
Sycamore Apartments	Pickering and Company		(336) 854-4422	Pickering Website	Only 1 BR Available

Tanglewood Lake Apartments			(252) 337-7155		In Greenville, No longer branch in GSO
The Amesbury	Signature Properties *	5328 W Market St, 27409	(336) 854-6009	The Apartment Guide	Call for Rates
The Ashland	Hamilton Investments	1 Aspen Drive, 27409	(336) 292-6814	Apartment Finder	~\$620
The Forest	Brantley Properties	402-H East Montcastle Drive, 27406	(336) 275-5551	Apartment Finder	~\$605
The Gables at Grande			(336) 286-3313	Yellow Pages	
The Hamptons at Country Park	Brantley Properties	4515 Lawndale Drive, 27455	(336) 542-3488	Apartment Guide	~\$570
The Hedges	Brantley Properties	4901 Lawndale, 27455	(336) 282-6666	Apartment Finder	~\$705 (apx 10% of FMR)
The Lodge	Signature Properties *	5010 Hilltop Road, 27407	(336) 852-4199	The Apartment Guide	Call for Rates
The Oaks at Spring Garden			(336) 273-1357	Yellow Pages	
The Regent	Greenhill Management	1631 Glenside Drive, 27405	(336) 375-2191	Apartment Guide	From GHC (Out of Business)
Timber Hollow	Alliance Management, Inc	3200-A Trent Street, 27405	(336) 621-2101	Apartment Finder	~\$420
Timbercreek	Brown Investment	1015 Glendale Drive, 27406	(336) 554-7187	Apartment Guide	~\$594
Treybrooke	Carroll	117 Teakwood, 27406	(336) 275-2001	Apartment Finder	~\$663 (apx 3% of FMR)
Trinity Gardens Apartments			(336) 272-8774	Yellow Pages	Waiting List 90 days out and no vacancies through Sept
Tuscaloosa St. Apartments			336-317-3484		From GHC
Twin Oaks	Pickering and Company	3712 West Avenue, 27407	(336) 854-4422	Website	~\$635
Vanstory Apartments			(336) 292-9713	Yellow Pages	
Villas at Willow Oaks			(336) 691-9675	Yellow Pages	Waiting List Only, No Vacancies
Walker Avenue Apartments			(336) 273-1357	Yellow Pages	No vacancies
Wendover West Apartments	Brown Investment	4351 Hewitt Street, 27407	(336) 542-2251	Apartment Guide	~\$574
Westborough	Burkely Properties	5939 West Friendly Avenue, 27410	(336) 740-9701	Apartment Guide	Did not return my call (?)
Westover Apartments			(336) 273-2340	Yellow Pages	
Westview Valley Apartments			(336) 299-9778	Yellow Pages	Waiting List for 2 years
Willow Ridge	Royal American Management	2031 Willow Road, 27406	(336) 272-1100	Apartment Finder	~\$518
Willow Run	Phillips Management Co	327 Montrose Drive, 27407	(336) 790-9995	Apartment Guide	1 Bedroom Lofts, Only one 2BR unit, Not Available

Wilomac	Pickering and Company	1810 Willomore Street, 27406	(336) 854-4422	Apartment Finder	~\$450
Woodland Park	Bell Partners	3047 Pisgah Place, 27455	(336) 288-4347	Apartment Finder	~\$674 (apx 5% of FMR)
Woodstream Apartments/Arbor Ridge			(336) 852-8505	Yellow Pages	
Yester Oaks	Koury Corporation	100 Yester Oak Way East, 27455	(336) 803-7561	Apartment Guide	No 2 BR for Aug or Sept
York Towne	Real Estate Associates	3601 Lynhaven Drive, 27406	(336) 310-6582	Apartment Guide	~\$650
Lincoln Grove Apartments	?	503 S O'Hennry Blvd	(336) 272-5953	Help U Rent	

Table 20 - Student Housing

Name	Management Co.	Phone #	Address	Notes
Spring Place	Place Properties	(336) 617-3411	3610 Clifton Rd	
Campus East	None Disclosed	(336) 285-5585	1 Holt Avenue	
Sterling Park Apartments	Core Student Properties	(336) 373-1887	1722 Sherwood St # A	
Sebastian Village	CBT Properties	(336) 412-6744	1416 East Washington Street	
The Oaks	Emerson Group Commercial	(336) 273-1357	1915 Spring Garden Street	
Collegiate Courtyard	None Disclosed	(336) 333-9552	1000 Bitting Street	
The Province	None Disclosed	(336) 617-7292	812 Lilly Avenue	
University Park/Walker Ave/Campus Edge	Pickering and Company	(336) 230-1740	405 South Booker Street	
University Village	None Disclosed	(336) 275-2767	1713 Walker Avenue	
Campus Crossing	Signature Properties	(336) 294-3855	2813 Spring Garden Street	
Fulton Place	None Disclosed	(336) 545-5697	742 Fulton Street	Did Not Test (Could Not Reach)
Chapman Place	None Disclosed	(336) 333-5864	804 S Chapman St	Did Not Test (Could Not Reach)
Campus Habitat	None Disclosed	(336) 272-5014	799 Castlewood Dr	Did Not Test (Could Not Reach)

Appendix B – Properties Tested

Table 21 - Properties Tested

Name	Mgmt	Address	Phone Number	Where Advertised
1212 Vance St	"Bryan"	1212 Vance St	336-285-5000	Help U Rent Print Out
1235 Winstead Pla	Jackie	1235 Winstead Pla	(336) 706-3425	Help U Rent
1392 Grove Street	"Anthony Bartholomew"	1392 Grove St	(336) 379-0252	Help U Rent Printout
1507 Tucker St	Felts Property Management	1507 Tucker St	(336) 509-0504	Help U Rent Printout
1514 Kindley St	ARCO Realty	1514 Kindley St	(336) 274-8227	Help U Rent Printout
1542 Willowmore	Three Friends Properties	1542 Willowmore	(336) 317-2660	Yellow Pages
1705-B McKightmill Rd *	Burgess Management	1705-B McKightmill Rd	(336) 379-7368	BMG Website
1707 Springmont St	"Alicia or Roy"	1707 Springmont st	(336) 337-5182	Help U Rent Print Out
1806 Willora St	Trinity Properties	1806 Willora St	(336) 617-4596	Help U Rent Printout
1912 Marion St	Jerry Davis	1912 Marion St	(336) 697-9800	Help U Rent Printout
1922 Perkins St	HH properties	1922 Perkins St	(336) 965-2505	Help U Rent Printout
205 Gray St	Bennett Boyles	205 Gray St	(336) 299-0473	News and Record, Sign Out Front
2118 Hubbard St	Elder Properties of Greensboro	2118 Hubbard Street	(336) 254-7609	Help U Rent Printout
2224 Spring Garden Street	Candace Terry	2224 Spring Garden Street	(336) 772-7571	Help U Rent Printout
2330 W Vandalia	Cesar Sanchez	2330 W Vandalia	(336) 215-5148	Help U Rent
2603 Textile Drive	Vestal Property Management	2603 Textile Drive	(336) 272-7688	Vestal Property Management Website
2610-C Randleman Rd	Cassis Properties	2610-C Randleman Rd	(336) 691-1434	Help U Rent Printout
3117-F Darden Rd	Property Administrators	3117-F Darden Rd	(336) 544-0599	Help U Rent Printout
37 Meadowood Way	Fowler and Fowler	37 Meadowood Way	(336) 883-1333	Help U Rent Printout
3820 Gilmore Dr	"Jimmy"	3820 Gilmore Dr	(336) 337-4645	Help U Rent Printout
404 Crestwood	Property Source	404 Crestwood	(336) 373-1881	Help U Rent Printout
434-H Edith Lane	4 Corners Realty	434-H Edith lane	(336) 509-6393	Help U Rent Printout
436-B Battleground Ave	Cato Realty	436-B Battleground Ave	(336) 292-3402	Craig's List
4400 N Church St	Gary Church, Landlord	4400 N Church St	(336) 643-9456	Help U Rent Print Out
4806 Coefield Rd	Amana	4806 Coefield Rd	(336) 462-3663	Help U Rent Printout
5125 Autumncrest Dr	Birch Management	5125 Autumncrest Dr.	(336) 288-6997	Help U Rent Printout
516 S Mendenhall	"Claire"	516 S Mendenhall	(336) 549-2710	Help U Rent Print Out

523 Homeland Ave	Wrenn Zealy Properties	523 Homeland Ave	(336) 272-3183	Wrenn Zealy Website
523 Martin St	Triad Property Managers	523 Martin St	(336) 402-4794	Help U Rent Printout
701 S Chapman St	Eric Patton	701 S Chapman St	(336) 275-5195	Craig's List
757 Chestnut Dr., Apt H	Glass Ratner	301 West Vandalia Drive, 27406	(336) 272-9090	Apartment Finder
757 Chestnut Dr., Apt H	Greensboro Rent A Home	757 Chestnut Dr., Apt H	(336) 272-0767	Greensboro Rent A Home Website
808 Dillard St	John Thomas	808 Dillard St	(336) 587-3690	Help U Rent Printout
825 Silver Ave	Dave Revell	825 Silver Ave	(336) 852-0188	Help U Rent Print Out
920 Neal St	Julian	920 Neal St	(336) 392-6865	Craigs List
Abbington Place	Ginko Residential	1521 Bridford Pkwy, 27407	(336) 299-8500	Apartment Finder Online
Addison Point	Signature Properties	6227 Nile Pl, 27409	(336) 855-0509	Apartment Finder
Alexander Homes	None Listed	503 #18 Gillespie Street, 27406	(336) 272-5953	Social Serve Website
Amber Ridge	None Diclosed	3200-G Lawndale Drive, 27408	(336) 288-7003	Apartment Guide
Amber Trace *	Pickering and Company	2908 W Florida Street, 27407	(336) 854-4422	Pickering & Co Website
Arbor Park *	Mr. Michael Gabson (+10 units)	1604-H 17th Street, 27405	(336) 375-6551	Apartment Finder
Arbor Ridge (Formerly Woodstream) Apartments	Cinco Properties	7 Woodstream Lane Greensboro, NC 27410	(336) 852-8505	For Rent . Com
Ashbrook Pointe	Blue Ridge Company	2826 Vanstory Street, 27407	(336) 803-7560	Apartment Guide
Ashley Creek	None Diclosed	1606 Pinecroft Rd # J	(336) 292-4910	Yellow Pages
Ashton Woods	Alliance Management, Inc	3900-B Hahns Lane, 27401	(336) 272-7270	Apartment Finder
Aspen Woods	Brown Investment	4200 Hewitt Street, 27407	(336) 294-2344	Apartment Finder
Autumn Ridge	Signature Properties	199 Wind Road, 27405	(336) 790-7832	The Apartment Guide
Autumn Trace	Signature Properties	201 Revere Drive, Apt. 1, 27407	(336) 554-7177	The Apartment Guide
Avalon Trace Apartments	Alliance Management, Inc	307 Avalon Rd # K, 27401	(336) 272-3366	Apartment Guide
Battleground Oaks	Brantley Properties	3803 Cotswold Avenue, 27410	(336) 282-7368	Apartment Finder
Beacon Wendover	Beacon Management	One River Oaks Drive, 27409	(336) 294-0913	Apartment Finder
Beechwood Apartments	Beechwood Apartments	2700 Cottage Place, 27455	(336) 288-0340	Google Search led to Beechwood Website
Berryman Square *	Berryman Square *	202 Berryman Street, 27405	(336) 617-8804	AHMI Website
Blackthorn	Haven Management	4321 Yanceyville, 27455	(336) 375-9255	Apartment Finder
Campus Crossing	Signature Properties	(336) 294-3855	2813 Spring Garden Street	STUDENT HOUSING
Campus East	None Disclosed	(336) 285-5585	1 Holt Avenue	STUDENT HOUSING

Cardinal Apartmennts	CRH Management	6400 Old Oak Ridge Rd, 27410	(336) 605-0050	The Apartment Guide
Carolina Oaks	Bridge Real Estate	2505 Fairfax Road, 27407	(336) 218-5000	Apartment Finder
Cedar Fork	Burgess Management (BMG)		(336) 379-7368	BMG Website
Chapel Walk	Signature Properties	1370 J Lees Chapel Road, 27455	(336) 803-7562	The Apartment Guide
Collegiate Courtyard	None Disclosed	(336) 333-9552	1000 Bitting Street	STUDENT HOUSING
Cumberland Court Apts	None Disclosed	610 Bluford St	(336) 378-1033	Yellow Pages
Deerwood Meadows	CRH Management	5855 Old Oak Rdge, 27410	(336) 506-6844	Apartment Finder
Deerwood Meadows	CRH Management	5855 Old Oak Rdge, 27410	(336) 506-6844	Apartment Finder
Dogwood Creek	None Disclosed	3237 Yanceyville Street, Apt 1C, 27705	(336) 621-9191	Website
Empire Crossings	Phillips Management Co	300-A Montrose Drive, 27407	(336) 554-7136	Apartment Guide
Enclave at Deep River	Grubb & Ellis	4203 River Birch Loop, 27409	(336) 855-3637	Apartment Finder
Enclave at Deep River	Grubb & Ellis	4203 River Birch Loop, 27409	(336) 855-3637	Apartment Finder
Four Seasons Townhomes	Koury Corporation	2705-D Four Seasons Boulevard, 27407	(336) 554-7184	Apartment Guide
Four Seasons Townhomes	Koury Corporation	2705-D Four Seasons Boulevard, 27407	(336) 554-7184	Apartment Guide
Grand Summit Apartments	None Disclosed	601 Friendway Rd, 27410	(336) 854-8187	Apartment Finder Online
Greenhaven Trace Apartments	Pickering and Company	800 Greenhaven Drive, 27406	(336) 855-6515	Pickering Website
Hanover Terrace	Drucker and Falk	3911 Marchester Way, 27407	(336) 292-8819	Apartment Finder
Hidden Lakes	Core Realty Properties	5500 Weslo Willow Drive, 27409	(336) 257-1504	Apartment Guide
Hunter's Glen	Alliance Management, Inc	3128 Utah Place, 27405	(336) 621-4206	Apartment Finder
Hunt's View	Bell Partners	3901 Battleground Ave, 27410	(336) 282-7111	Apartment Finder
Kingsgate South Apartments	None Disclosed	603 West Terrell St, 27406	(336) 379-8958	City Search.com
Lakes Edge	Landmark Property Services	5646 C West Market Street, 27409	(336) 554-7125	Apartment Guide
Lambeth-Osborne Realty	Lambeth-Osborne Realty	214 West Market Street, 27402	(336) 272-3163	Received a Fax Print Out
Latham Park Manor	Fidelity Realty	1000 Hill Street Greensboro, 27408	(336) 740-9703	Apartment Guide
LeMans at Lawndale	Falcon Management	2005 West Cone Boulevard, 27408	(336) 600-1016	Apartment Guide
Lexington Commons	Glass Ratner	2316-A Golden Gate Drive, 27405	(336) 379-5000	Apartment Finder
Lynnhaven Gardens	Shadow Group RE	Lynnhaven Drive	336) 852-7886	Shadow Group Website
Madison Woods	Brown Investment	5505-A Tomahawk Drive, 27410	(336) 854-1167	Apartment Guide
Mallard Lake	Sunchase American	2905 Cottage Place, 27455	(336) 554-7157	Apartment Guide

Margate on Cone	None Disclosed	900-A E. Cone Blvd, 27405	(336) 621- 3701	Apartment Finder
Meadow Park Apartments	Unable to Discern	101 Meadowville Lane, 27406	(336) 333- 2564	Yellow Pages
Mission Friendly Ridge	Internacional Realty	1-A St. Croix Place, 27410	(877) 687- 2982	Apartment Finder
Morehead	Hawthorne Residential	5518 W Market, 27409	(336) 855- 1730	Apartment Finder
Morehead	Hawthorne Residential	5518 W Market, 27409	(336) 855- 1730	Apartment Finder
Morris Manor	Pickering and Company	4228 United Street, 27409	(336) 854- 4422	Website
Mosby Townhomes	None Listed	3608 Mosby Drive, 27407	(336) 315- 9810	Apartment Guide Online
Northwinds	Southwood Realty	1373 Lee's Chapel Road, 27455	(336) 621- 6662	Apartment Finder
Open	Pickett and Bough	Open, Greensboro, NC	(336) 420- 4344	Pickett and Baugh Website
Overland Crest	None Disclosed	3902 Overland Heights, 27407	(336) 292- 9740	Apartment Guide
Palmer House	None Diclosed	3216-A Yanceyville Street, 27405	(336) 554- 7171	Apartment Guide
Park Place	Orion	2B Hiltin Place, 27409	(336) 855- 1499	Apartment Finder
Pepperstone	Ginko Residential	2021 Pepperstone Place, 27406	(336) 294- 3824	Apartment Finder
Princeton Terrace	Multifamily Select	3312 Rehobeth Church Rd., 27406	(336) 852- 9626	Apartment Finder
Random Woods	Hawthorne Residential	1805-D Fairfax Road, 27407	(336) 294- 5059	Apartment Finder
Random Woods	Hawthorne Residential	1805-D Fairfax Road, 27407	(336) 294- 5059	Apartment Finder
Rehobeth Pointe	Rehobeth Pointe	933 Meadow Oak Dr, 27406	(336) 554- 7166	Apartment Finder
Rehobeth Pointe	Rehobeth Pointe	933 Meadow Oak Dr, 27406	(336) 554- 7166	Apartment Finder
Sebastian Village	CBT Properties	(336) 412-6744	1416 East Washington Street	STUDENT HOUSING
Sedgefield Downs	Alliance Management, Inc	3716-A Groometown Road, 27407	(336) 554- 7172	Apartment Guide
Smoketree	Phillips Management Co	2627 Yanceyville St, 27405	(336) 621- 2666	Apartment Finder
Smoketree	Phillips Management Co	2627 Yanceyville St, 27405	(336) 621- 2666	Apartment Finder
South Pointe	Alliance Management, Inc	3216 South Holden Road, 27407	(336) 294- 4161	Apartment Finder
Spencer Street Apartments	AHMI	202-A Berryman St, 27405	336-617-7984	Go Section 8 Website
Spring Place	Place Properties	(336) 617-3411	3610 Clifton Rd	STUDENT HOUSING
Steeplechase at Adam's Farm	Bell Partners	1338 Adam's Farm Pkw, 27407	(336) 852- 2458	Apartment Finder
Sterling Park Apartments	Core Student Properties	(336) 373-1887	1722 Sherwood St # A	STUDENT HOUSING
Stonesthrow	Hawthorne	3501 Farmington Drive,	(336) 855-	Apartment Finder

	Residential	27407	1225	
Stoneybrook	BSC Holdings	258-A Webster Road, 27406	(336) 542- 2792	Apartment Guide
Summertree	Alliance Management, Inc	9 Summertree Lane, 27406	(336) 852- 0764	Apartment Finder
The Amesbury	Signature Properties	5328 W Market St, 27409	(336) 854- 6009	The Apartment Guide
The Ashland	Hamilton Investments	1 Aspen Drive, 27409	(336) 292- 6814	Apartment Finder
The Hamptons at Country Park	Brantley Properties	4515 Lawndale Drive, 27455	(336) 542- 3488	Apartment Guide
The Hedges	Brantley Properties	4901 Lawndale, 27455	(336) 282- 6666	Apartment Finder
The Hedges	Brantley Properties	4901 Lawndale, 27455	(336) 282- 6666	Apartment Finder
The Lodge	Signature Properties *	5010 Hilltop Road, 27407	(336) 852- 4199	Apartment Guide
The Lodge	Signature Properties *	5010 Hilltop Road, 27407	(336) 852- 4199	Apartment Guide
The Oaks	Emerson Group Commercial	(336) 273-1357	1915 Spring Garden Street	STUDENT HOUSING
The Province	None Disclosed	(336) 617-7292	812 Lilly Avenue	STUDENT HOUSING
Timbercreek	Brown Investment	1015 Glendale Drive, 27406	(336) 554- 7187	Apartment Guide
Treybrooke Village	Carroll	117 Teakwood, 27406	(336) 275- 2001	Apartment Finder
University Park/Walker Ave/Campus Edge	Pickering and Company	(336) 230-1740	405 South Booker Street	STUDENT HOUSING
University Village	None Disclosed	(336) 275-2767	1713 Walker Avenue	STUDENT HOUSING
Various Sites/Units	SJL Properties of the Triad	415 Pisgah Church Road, 27455	336-441-0065	Greensboro News & Record
Various Sites/Units	Cheney Properties	408 Blandwood Ave, 27401	336-273-1914	Spring Garden Signs, Mult
Wendover West Apartments	Brown Investment	4351 Hewitt Street, 27407	(336) 542- 2251	Apartment Guide
Whitehearth *	Phillips Management Co	4490 Old Battleground Avenue, 27410	(336) 790- 4603	Hot Pads . Com
Willow Ridge	Royal American Management	2031 Willow Road, 27406	(336) 272- 1100	Apartment Finder
Willow Ridge	Royal American Management	2031 Willow Road, 27406	(336) 272- 1100	Apartment Finder
York Towne	Real Estate Associates	3601 Lynhaven Drive, 27406	(336) 310- 6582	Apartment Guide

Sills Consulting LLC

Sills Consulting, LLC is a collaboration between Dr. Mark R. Sills and his son Dr. Stephen J. Sills. Dr. Mark Sills holds a Bachelor's degree in Religion and Philosophy from Greensboro College, a Master's in World Christianity from Duke University, and a Doctorate in Comparative Social Ethics from the Wesley Theological Seminary of American University in Washington, D.C. . Mark has over thirty-five years of experience as a non-profit leader. He founded an interfaith, interracial, multicultural non-profit organization working to form a united community of many cultures. He has conducted community needs assessments, facilitated strategic plans, and lead program development planning in places as diverse as Alaska, Florida, and North Carolina. He has also work directly with a number of regional and state-wide advisory committees. Mark is a Certified Cultural Competency Consultant with the Georgetown University Center for Cultural Competency. He is often called upon to conduct seminars and workshops that help health care, human services, law enforcement, educational, and religious professionals improve their capacity for serving refugee and immigrant populations. He is the former executive director of the Greensboro Urban Ministry and former president of the Human Services Institute. For fourteen years he was the Executive Director of FaithAction International House in Greensboro, NC. He has served as an assistant Boy Scout leader, a board member of the Piedmont Interfaith Council, and as a speaker for numerous events. Dr. Sills was honored by the National Conference for Community and Justice with the 2009 Brotherhood/Sisterhood Citation Award. In 2010 his organization received the highest honor given by the National Association of Human Rights Workers, given in recognition of FaithAction International House's work to protect the housing and labor rights of immigrants in North Carolina.

Dr. Stephen J. Sills is an Associate Professor of Sociology. He holds a Bachelor's in Spanish from the University of North Carolina Greensboro, and obtained both his Masters and his PhD in Sociology from Arizona State University. His research concentrations are Evaluation Research, Mixed-Methodologies, Immigrant issues, and Global Studies. His primary scholarship scholarship focuses on social problems in a global society and falls into three major research domains of global issues: 1) studies of immigrant and ethnic incorporation in

the United States with a focus on structural inequalities; 2) studies of the feminization of global labor migration; and 3) development of innovative methods for researching these hidden or marginalized populations. This scholarship has included long-term projects on the feminization of labor migration in South East Asia, reducing barriers to immigrant incorporation by ensuring fair housing and improving access to culturally appropriate health care, and improving human relations in the South. His work in NC in particular has attempted to address concerns about migration to the area, including the mechanisms that drive immigration, the popularity of the Triad for new migrants, and barriers these groups face adjusting to their new communities. He has served for the past year on the Board of Directors of the Refugee and Immigrant Network of Guilford (RING). This organization is a partnership of over 200 local faith-based groups, individual volunteers, community organizations, non-governmental organizations, university researchers, and representatives from the City of Greensboro and Guilford County. Its purpose is to facilitate communication among those servicing refugees, to ensure streamlined and comprehensive refugee services, and to provide a forum in which information regarding refugee populations in Guilford County can be shared across the community and service providers.

