Do not recommend.

RO = Renting Ohio.

I own a 9 unit apartment building in Columbus, Ohio that RO has managed since April 2014. I recently chose to hire a new manager.

I left a glowing review for RO in May 2014 (still posted) because he initially took over and quickly leased my three vacant units (6/9 were rented initially). I have since changed my assessment due to disorganized accounting and tracking, failure to produce basic documents, and unresponsiveness to basic requests.

1. Completion of the new management checklist: it took 2.5 months for us to complete the new management checklist. It was eventually completed because I insisted upon it. I insisted on it because it was apparent that RO’s organization was below that of a professional business. On 21 August 2014, at his own office, Mr. Hess was unable to show me copies of the leases or answer what the terms were. I continued with RO because there were tenants, I was being paid, and RO was improving.
2. Monthly reports: when I first hired RO, the monthly report consisted of “money in – money out = your profit.” There was hardly more detail than that. After much prodding, the monthly report is improved, but even as of March 2015, Joshua Hess, RO’s owner, is still filling out an excel document that I insisted upon to communicate basics such as “Which units are rented?” “Specifically what maintenance was done?” “What are the terms of the leases?” “How much money is in my working account?” In January, RO made a $500 mistake (in my favor thankfully) that was only caught because he was filling out my excel document.
3. In October 2014 I told Joshua Hess that I was considering ending the one-year contract early. He was willing to let me out, but I decided to continue with him because he seemed eager to improve. In the next few months, he improved his processes to the point where I was comfortable continuing. I continued to near the completion of the contract. I gave him 30 days’ notice last week (March 2015) and he was very cordial and graciously offered to end the contract early, at the end of March.
4. Currently, I am trying to do my taxes, but I cannot account for all the money received and spent on my behalf. I have requested the working account bank statements for the past year (the account with my money in it) with no response for a week. I have repeatedly requested copies of the leases since September 2014. I still have not seen a single lease from RO. I worry that there are not any, but I am about to find out as RO turns over with the new property manager.
5. RO constantly improves and I expect that it may become a successful management company one day. Two things have to change. First, the level of organization, especially with respect to accounting, has to improve to where basic questions are answered to the owner each month. Second, RO’s attitude so far has been that we should be on a “handshake” business basis. A handshake does not account for money at tax time. A “handshake” business basis is achieved by doing everything else right first. It is not an excuse for ignoring basic requests and failing to account for a business partner’s money.