

Understanding Renter Guarantee

Renter Guarantee helps properties approve more applicants—especially those with limited or no credit history or who would normally need a co-signer. It works as a modern alternative to a traditional guarantor, giving your team added protection against potential rent loss or damages while offering renters another path to approval.

Renter Guarantee includes two parts:

- A non-refundable, one-time premium that covers the cost of the policy.
- In some cases, a refundable reserve, which acts like a cash collateral held for the duration of the lease.

If a renter misses rent or causes damage, Rhino pays the property directly for any approved claim. Claims are paid first using the renter's reserve (if applicable), and then Rhino covers the remaining approved amount. The renter is responsible for paying Rhino back for all valid claim payments, minus any reserve that was used.

At move-out, renters who meet all policy requirements may receive any remaining reserve back, helping encourage good rental behavior and smoother transitions.

How does Renter Guarantee support leasing teams and property owners?

Renter Guarantee enables leasing teams to confidently approve higher-risk applicants by providing additional coverage and minimizing exposure to bad debt. This helps increase occupancy without increasing financial risk.

Who is eligible?

Renter Guarantee is designed for renters who:

- Don't qualify for standard deposit alternatives
- Are conditionally approved
- Have limited or no credit history

It provides an approval path for renters who may need a co-signer or additional support.

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How much does it cost the renter?

Costs are based on the renter's profile, with the average renter paying approximately 25% of the policy's coverage amount.

What happens at lease renewal?

At renewal, property managers may adjust coverage to align with standard conditional deposit requirements.

What is the sign-up process?

Leasing teams will send a manual invite to applicants through Rhino's Partner Portal to start coverage. *(Automated enrollment options will be available soon.)*

What is covered at move-out?

Renter Guarantee covers loss of rent up to the policy's coverage amount and excessive wear and tear up to a smaller damages sublimit, specified in property onboarding and associated insurance policy documents for each renter.

Move-out and claims process

If move-out charges can't be recovered from the renter, submit a claim through the Rhino Partner Portal within 60 days of move-out. For portal access or support, contact your Rhino Partner Support representative.