Rhino + Jetty

RealPage Leasing Integration FAQs

For any questions not answered here, please reach out to your Rhino + Jetty Account Manager or visit our website at sayrhino.com

What is Rhino+Jetty?

Rhino + Jetty is the first deposit platform for the rental industry – offering your renters simple and affordable digital deposit options while also:

- Offering financial flexibility in the form of low-cost security deposit alternative – allowing eligible renters to save up to 90% on their move in costs.
- A streamlined rental experience that has been proven to speed up leasing velocity and make the deposit process easier for both your renters and your site teams.

How does a Renter satisfy their deposit requirement with Rhino + Jetty?

1. The renter will receive a Rhino + Jetty invitation following approval through your screening criteria.
2. Renter will complete the quick Rhino + Jetty application process
3. Renter is presented with their move-in fees and security deposit options - Security Deposit Alternative (pending eligibility).
4. Renter completes checkout and your team receives an email confirmation.

What are the renter's options?

Eligible renters will have the option to sign up for a security deposit alternative policy to fulfill their security deposit requirement. If they are eligible, renters can choose between or monthly/annual premium payments to satisfy their security deposit requirement. If a renter does not qualify for a policy, they will have to pay a cash deposit to you.

Does Rhino + Jetty Integrate with RealPage?

Yes, Rhino + Jetty offers a free, one-of-a-kind RealPage leasing integration that flows seamlessly into your current RentCafe workflow with the goal of collecting the necessary move-in fees and satisfying an approved renter's deposit requirement in one, simple step.

Rhino + Jetty

What is the benefit of the Rhino + Jetty x RealPage Leasing Integration?

Our end-to-end platform automates and streamlines move-in requirements (including deposit and move-in fee collection) within your existing workflow, ensuring partners experience reduced administrative overhead and enhanced efficiency. Property managers can now provide a seamless digital experience to renters, creating a future of convenience and customer satisfaction.

How much does it cost for me (the partner)?

It is entirely free for partners. Our business model drives profit from security deposit alternative and our relationships with our reinsurance partners.

How do I file a claim on a Security Deposit Alternative policy?

- If you incur losses in the form of loss of rent or damage to the apartment you can file a claim on the renter's Security Deposit Alternative policy
- The claim process in the Rhino + Jetty portal is summarized in this video for you!

How does the renewal process work?

- Renters with Security Deposit Alternative policies:
  - Rhino + Jetty proactively reaches out to the renter starting at 90 days out from their policy expiration date to inform them that they will need to renew their Rhino + Jetty policy if they plan to renew their lease.
  - Partners are kept up to date on renter renewals:
    - Email notifications alerting site teams when renters renew or choose not to renew their policy.
    - The filters on the Rhino + Jetty policy portal tab allow users to filter for renters who may not be eligible for renewal due to past due policy payments or outstanding claims subrogation payments.

How does Rhino + Jetty Security Deposit Alternative policy pricing work?

Pricing for Rhino + Jetty Security Deposit Alternative is calculated individually based on Rhino + Jetty's unique underwriting algorithm.

Rhino + Jetty

What does a Rhino + Jetty Security Deposit Alternative policy cover?

Rhino + Jetty protects a property manager in the event a renter causes damages to a unit and in the event a renter misses rent payments. If a covered loss is incurred during the course of a lease, a claim may be filed. Rhino + Jetty will investigate the claim, and if it is approved, Rhino + Jetty will pay the claim up to the coverage amount. Our team will then work with the renter to reimburse Rhino + Jetty for the approved claim amount.

Do all renters need to satisfy their deposit requirement with Rhino + Jetty?

Yes! All approved renters should be satisfying their deposit requirement through the Rhino + Jetty platform (cash or a security deposit alternative).

If a resident signs up for a Rhino + Jetty policy, do they still need a cash security deposit?

No, if a resident signs up for a Rhino + Jetty policy it directly replaces their need for a cash security deposit.

Do all residents on a lease need to have a Rhino + Jetty policy?

Only one policy is needed per unit if a renter has chosen this option. The renter who purchases the policy is responsible for paying the entire premium to Rhino + Jetty and repaying Rhino + Jetty for any claims amount that may be paid out under their policy. The roommates can then determine amongst themselves how they may like to divide up such costs.

Why would someone be denied Rhino + Jetty Security Deposit Alternative?

Multiple factors, including but not limited to rental history, claims and payment history with Rhino + Jetty, and credit,are reviewed when Rhino + Jetty processes the application. For example, if a resident had a Rhino + Jetty policy previously and failed to make the premium or claims payments at a previous property/unit, they may not be eligible for a new policy.

What if a renter doesn't pay their Rhino + Jetty premium payments?

Owners stay protected even when renters miss Rhino + Jetty payments, but the renter's eligibility for renewal may be affected.

When renters miss payments, we work with them to handle any outstanding balances without interrupting their current coverage. However, if a Rhino + Jetty renter does not address their outstanding balance with us, they are ineligible to renew their Rhino + Jetty policy and Rhino + Jetty may pursue further action to recover outstanding payments.

How is the security deposit returned to the renter at the end of the lease?

Renters who purchase a Security Deposit Alternative policy will not receive a refund at the end of their lease term.

If Rhino + Jetty is holding the cash deposits, renters who choose the cash route will be notified that the remaining cash balance (following any withholdings made by your team) is available for them to withdraw via ACH or check. All checks will be made payable to the renter associated with the cash deposit in the Rhino + Jetty portal. If we are transferring cash deposits into your bank account, the cash return process remains the same as before the Rhino + Jetty launch.

What is Rhino + Jetty's process for cash disputes/payments that don't clear?

- Both the renter & property manager will receive a notification from Rhino + Jetty alerting that a payment has not cleared.
- Rhino + Jetty renter support will reach out to the renter to reiterate that this payment is required for move in.
- Your account manager will reach out to you directly to collaborate on contacting the renter in order to collect payment successfully.

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How do you contact us?

- You can reach out to your dedicated account manager or we have live agents that are available to assist you via live chat from 10am-5pm EST Monday through Friday, in addition to our chatbot which is available 24/7.