

Getting started with Padder

Padder Deposit: everything your leasing team needs, from approval to move-in.

When to offer Padder Deposit

To apply, send them to resources.padder.com/renters.

Any applicant you've approved who would otherwise pay a last month's rent deposit. They can:

- Pay the deposit as usual
- Buy Padder Deposit instead

Only one person named on the lease needs to apply, on behalf of the household.

What happens next, and what we need from you

1 The renter applies

Padder Deposit needs no confirmation from your team.

2 No last month's rent deposit

Padder Deposit replaces the last month's rent deposit. Please do not collect LMR. If the renter has already paid you LMR, you may refund it or apply it to another month's rent.

3 Sign the lease

Before signing, compare the lease with the policy documents we send you. If anything differs, please let us know first and we will make the appropriate amendments to the Padder policy. After signing, we may not be able to increase the rent covered.

4 Send us the executed lease

Email it to underwriting@padder.com and file the policy documents we provide with it. We'll send a weekly reminder until we have it.

If last month's rent isn't paid

Submit a Last Month's Rent claim within **60 days** of the Coverage Event.

Every step, document and form is in the [Claims Centre](#). Share it with whoever handles arrears.

Resources for your team

What to say at the desk, and printable handouts:

resources.padder.com/leasing-teams

Want printed copies? Email support@padder.com with your mailing address.

Need help?

Applicants, leases, policies
underwriting@padder.com
or [book a 15-minute call](#)

Arrears and claims
claims@padder.com

Everything else
support@padder.com