

# Getting started with Padder

Padder Guarantor and Padder Deposit: everything your leasing team needs, from referral to move-in.

## Which product to offer

To apply, send them to [resources.padder.com/renters](https://resources.padder.com/renters).

### Padder Guarantor + Padder Deposit

Any applicant you would offer the chance to reapply with a guarantor, to help them meet your leasing criteria:

- No Canadian cosigner
- Unconventional employment or financial circumstances
- No Canadian credit history

Everyone named on the lease must apply. Their Padder Guarantor quote will also include a quote for Padder Deposit.

### Padder Deposit on its own

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 Confirm the lease details

For Padder Guarantor, reply "confirmed" to our email, or correct anything that's wrong. Underwriting starts once you reply. Padder Deposit on its own needs no confirmation.

### 2 Padder underwrites

For Padder Guarantor, we email you and the applicant either way. If they're not approved, there's nothing for you to do, and your leasing decision stays yours.

### 3 Sign the lease after our decision

Proceed with lease signing. If any details you confirmed, or the renter gave in their application, have changed, please let us know first and we will amend the Padder policies. After signing, we may not be able to increase the rent covered.

### 4 Send us the executed lease

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

## If the renter buys Padder 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.

## If rent is missed

**Padder Guarantor:** submit a Notice of Tenant Default within **45 days** of the first missed payment. If the tenant holds both policies, follow these steps for both.

**Padder Deposit on its own:** submit a Last Month's Rent claim within **60 days** of the Coverage Event.

## Need help?

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

Arrears and claims  
[claims@padder.com](mailto:claims@padder.com)  
Steps and forms: [Claims Centre](#)

Everything else  
[support@padder.com](mailto:support@padder.com)  
Handouts: [leasing team resources](#)