



Renters insurance programs  
for the multifamily community

Don't let resident negligence  
undermine your profitability

Authorized Agent  
Multifamily Community Insurance Agency, Inc.





Grease fire in kitchen - \$6,500



# How much is resident negligence costing you?

Residents Make Mistakes.

Now You Don't Have To Pay For Them.

RegistryTLC programs give you a convenient, easy-to-manage, turnkey solution that makes 100% resident participation an achievable goal. Get better control over your out-of-pocket expenditures and your loss ratio, and increase your overall profitability.



Countertop burned during cooking accident - \$650



## RegistryTLC Program Offers

	Community Blanket Policy	Renters Insurance Select	Resident Liability Policy	Renters Advantage Policy
Primary Coverage	Property Damage Due to Resident Negligence	Property Damage, Resident Liability & Contents	Resident Liability	Resident Liability, With Contents Optional
Policy Type	Commercial Property Damage	Personal Lines (HO-4)	Personal Lines	Commercial Master Policy
Implementation Process	Enrollment Via Property Management Software, Data File Import, or Individual Unit Entry	Residents Enroll Through Insurance Carrier Website	Residents Enroll Through Insurance Carrier Website	Auto Accepted Through Internet Delivery Tool
Payment Process	Client Pays Insurance Carrier Directly	Residents Pay Carrier Directly	Residents Pay Carrier Directly	Residents Typically Pay With Rent

# Residents Make Mistakes, Now You Have More Ways to Deal With Them

Resident-caused damage often leads to financial hardships for apartment residents and the property. Traditional renters insurance programs are difficult to implement resulting in low resident participation – typically less than 20%. RegistryTLC enables you to achieve 100% resident participation lowering your repair costs, saving time and improving profitability.

## **Innovative Programs Designed For High Resident Participation**

RegistryTLC offers four unique renters insurance programs designed specifically for the property owner – this provides you the flexibility to select the best program for each community.

### **Community Blanket Policy**

- > Unique form of property insurance that covers the apartment community against resident-caused damage due to specified perils
- > Covers all occupied units for 100% participation
- > Menu of covered perils and damage limits
- > May be used with Renters Insurance Select or alone

### **Renters Insurance Select**

- > Full renters insurance policy – resident liability & contents
- > Menu of available coverages for special items such as jewelry or art
- > Resident enrollment and payment handled through a secure website, without leasing staff intervention

### **Resident Liability Policy**

- > Most affordable option to generally comply with lease requirements
- > Resident enrollment and payment handled through a secure website, without leasing staff intervention

### **Renters Advantage Policy**

- > Resident liability coverage for the property owner
- > Simple process provides property owner with real control and positions property for 100% resident participation
- > Names the property owner as the primary insured and pays claims directly to the owner
- > Provides optional contents coverage for residents' belongings



*RegistryTLC allows you to consider the distinct needs of each community and select the program, coverage, and limits that are best for each property.*

# Escalating insurance premiums... up

An overflowing bathtub causes water damage to

Resident's dog bites passerby... \$10,000

Smoke damage – kids playing



*RegistryTLC drives industry leading renters insurance participation rates, saving you money and time.*

## **Community Blanket Policy: Affordable Premiums And No Deductibles**

RegistryTLC's Community Blanket Policy can be used to fill the gap under the community's property insurance deductible, or as a tool to reduce the number of claims filed with the property insurance carrier for the community. It is designed to work behind the scenes without leasing team involvement.

There are five liability limits, ranging from \$10,000 to \$100,000 per occurrence. Each liability limit offers an affordable premium, and there is no deductible. Endorsements are available for additional coverage.

## **Renters Insurance Select: A Convenient Option For Your Resident, And Solid Coverage For You**

Renters Insurance Select can be used with the Community Blanket Policy to easily provide the contents coverage and resident liability insurance that many residents want.

- > Minimal leasing team involvement – residents use a secure website or our customer service center for enrollment, premium payments, claims, and policy changes
- > No application process – residents approved to live in your community are automatically accepted for Renters Insurance Select
- > Easy program tracking – online management reports enable you to track resident data and program participation
- > Lower costs for property managers – residents that opt for Renters Insurance Select are automatically removed from your Community Blanket Policy

## **Resident Liability Policy: An Easy Solution For Generally Meeting Lease Insurance Obligations**

The resident liability policy provides residents with our most affordable option for generally complying with lease requirements.

- > Easy enrollment process – residents use our secure website to enroll without any leasing staff involvement
- > Easy program tracking – online management reports enable you to track resident data and program participation
- > Low-cost solution – provides the most affordable insurance option along with flexible payment terms

# 82%

to the floor and the ceiling in the apartment below... \$4,250

# with matches... \$16,220

## Renters Advantage Policy: Basic Coverage Emphasizing Resident Convenience

With Renters Advantage, all residents can get convenient, inexpensive insurance coverage. Renters Advantage has the industry's easiest enrollment process, is simple to maintain and enforce, and provides extensive control.

## Achieve High Resident Participation

As a property owner, you can typically require reasonable levels of liability insurance. But you need a mechanism to enforce the requirement and ensure participation. Renters Advantage provides the complete solution to make 100% resident participation an achievable goal.


With Renters Advantage, you decide on the minimum level of liability coverage for the community and include it as a provision in your lease. There are five liability limits, ranging from \$10,000 to \$100,000 per occurrence. Each liability limit offers an affordable premium, and there is no deductible. Optional contents coverage makes it easy for residents to insure their personal belongings as well.

## The Policy Structure That Puts You in Control

Renters Advantage is approved by the Department of Insurance as a master policy program. As the property owner, you are named as the primary insured party and claims are paid directly to you or other claimants.

Renters Advantage is "paper-free" – the easiest online enrollment available – with no need for an insurance application. If a resident meets your leasing criteria, he or she is instantly approved for Renters Advantage. Integrated with our First Advantage SafeRent resident screening services, you can enroll residents and monitor community participation – even if a resident chooses to purchase liability insurance through another source.

**Online Enrollment**




*Website available in English and Spanish enables enrollment and payment in minutes.*

**Extensive Community Support**

*The RegistryTLC team helps drive implementation so that your leasing team can remain focused on resident service.*

**Resident Materials and Support**



*We provide you with a host of implementation materials.*

# Risk exposure from increased de

Appliance fire burns cabinets... **\$1,700**

Repair crew ladder damages resident T

Grease buildup in sink causes w

## Easy Implementation, Trouble-Free Process

Deciding to start a new initiative is the easy part. **Effective, simple implementation is the key to full resident participation and real bottom-line results.** No other program provides such a strong focus on implementation along with the track record, tools and support to make it happen.

Regardless of the RegistryTLC program selected, property owners benefit from the following:

- > A licensed sales team to provide follow up at the community level
- > Resident-oriented brochures, websites and fact sheets, available in both English and Spanish
- > Education materials and on-site training for leasing and maintenance teams
- > Integration with existing systems including resident screening and property management software
- > Outstanding resident service and support – nationwide
- > Account management support including marketing plans, results monitoring, and executive reviews

## The Simple Solution from a Trusted Source


RegistryTLC is a product of First American Property & Casualty Insurance Company, rated “A-” (excellent) by A.M. Best, the world’s most authoritative source of insurance company ratings. First American Property & Casualty is a subsidiary of The First American Corporation, a multibillion dollar, Fortune 500 company that has been in business for over 100 years. RegistryTLC programs are offered through the Multifamily Community Insurance Agency, Inc.

*RegistryTLC integrates with resident screening and property management software systems, improving your efficiency and lowering costs.*




eductibles... up **82%**  
asher hose rupture causes water damage... **\$2,450**

v... **\$645**  
ater damage... **\$3,125**

 Guest trips on resident's skateboard - \$4,200




 Iron burn on carpet - \$765



 Contents Coverage Options



*Residents can protect their possessions through various contents coverage options.*

 Overflow water damage - toy stuck in toilet - \$3,500



## Learn More

To find out how to increase renters insurance participation contact your licensed RegistryTLC representative at (800) 999-0350 or visit [www.FADVSafeRent.com/TLC](http://www.FADVSafeRent.com/TLC).

## **ABOUT FIRST ADVANTAGE SAFERENT**

First Advantage SafeRent is the nation's leading and most innovative provider of screening and risk management services exclusively designed for the multifamily housing industry.

- > Resident Screening
- > Renters Insurance\*
- > Employment Screening
- > Lease and Document Generation
- > Benchmarking

First Advantage SafeRent products are supported by a network of expert service representatives across the nation who partner with you to create effective solutions for your multifamily communities.



\*Available Through Authorized Agent:  
Multifamily Community Insurance Agency, Inc.  
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