



About Experian RentBureau

Experian® RentBureau® is the leading provider of rental payment history to the multifamily industry. RentBureau collects rental payment data from property management companies nationwide every 24 hours and makes that information immediately available to the multifamily industry.

AppFolio's recent collaboration with RentBureau makes it easy for our customers to contribute rental payment data automatically from AppFolio Property Manager. The ability to report rental payment data through AppFolio Property Manager allows a fast, easy setup previously unavailable and automatic contribution every 24 hours.

Benefits

- **It's 100% free** — AppFolio's partnership with RentBureau allows our customers to contribute data without any setup or usage fees.
- **Improve bad-debt recovery** — Report write off/bad-debt balances to prevent residents from getting a new lease at another property without satisfying their debt obligation to you
- **Reduce skips** — Provide lease begin and end dates to help identify those applicants who are in an existing lease and attempting to skip
- **Allow residents to establish or rebuild credit** — Contribute both positive rental payment data to enable your residents to apply and qualify for credit accounts (check out recent articles in the [New York Times](#) and [Las Vegas Review-Journal](#))
- **Increase occupancy** — Share your data to attract more applicants who are interested in building their credit through continuous on-time rental payments
- **Encourage on-time payments** — Report your residents' rental histories to create a meaningful credit incentive for them to pay on-time
- **Adhere to Fair Housing requirements** — Automatically transmit data directly from AppFolio Property Manager to reduce human intervention and eliminate the risk of providing subjective or biased data

FAQs

- **Is it legal to contribute rent payment information for my tenants to Experian RentBureau?**

Experian RentBureau has done extensive legal analysis on this topic and determined that a property management company owns the legal rights to tenant payment data and therefore have the right to contribute their data to a credit reporting agency.
- **How do we notify tenants that we are contributing their rental payment information to Experian RentBureau?**

The FCRA does not require that property management companies have specific verbiage on their lease. It is recommended as a best practice to add a clause to your lease, such as, "We may report rental payment data to credit agencies."
- **What happens if we make a mistake and provide incorrect payment history data to Experian RentBureau?**

You should correct the information in AppFolio Property Manager as soon as possible. Any corrected data is automatically sent to RentBureau and the tenant payment history. The corrected data will then be automatically sent and updated.