



The Default Reimbursement Guide

If the worst happens, OneApp Partnership supports your property with reimbursement for losses, legal fees, and damages up to 3x the base rent.

Submitting a default reimbursement request is headache and hassle-free. **Here's everything you need to know:**



Submission Due Dates

Default reimbursement requests must be initiated within 30-days of the vacate date and completed within 30-days of the unit being re-rented or the lease expiration.



Required Documentation

When submitting a reimbursement request, you'll be asked to provide documents that support the reason for the reimbursement, including receipts, lease agreements, photos, proof of income, and full accounting ledger.



How to Submit a Reimbursement Request

Login to OneApp and click the 'Residents' tab. Search for the resident and click the 'Start a Default Claim' link next to their name.



What's Covered

We can reimburse for damages, lost rent, and legal fees. Normal wear-and-tear or turn of a unit, concessions, and standard resident fees cannot be covered.



Reimbursement Information

Reimbursements can be issued via check or ACH, which you'll select when submitting the claim. Once approved, you can expect payment within 10 business days or less.



Questions & Support

If you have any questions about default reimbursement requests or need additional support, we're here to help.

Email your Partner Success Manager, see the [Help Center](#), or send a note to: defaults@oneapp.rentals.