SURE

Sure Verify Delivers 97% Compliance for Regional Property Management Firm

SOLUTION
Sure Verify

BENEFITS
97% compliance rate, risk reduction, operational efficiency

INDUSTRY
Property Management

PORTFOLIO SIZE
66 communities, 145 residents

LOCATION
Texas

THE COMPANY

Managing compliance at scale

A regional property management company operates 66 rental communities across the Dallas-Fort Worth area. With 145 residents spread across multiple properties, they face the same challenge that impacts property managers nationwide: ensuring renters insurance compliance without the operational burden of manual tracking.

Their leases require renters insurance, same as thousands of other property management companies. But legacy verification methods are cumbersome, expensive, and create operational bottlenecks that make consistent enforcement nearly impossible.

That gap between policy and reality led to a six-month pilot with Sure Verify that transformed their compliance goals and created a new revenue stream through their existing lease requirements.

THE PROBLEM

The compliance gap

Property managers face a deceptively complex problem: lease agreements require renters insurance, but there's no efficient way to verify compliance at scale.

Without systematic verification, the industry standard compliance rate hovers around 50%. That means half of all rental units carry unmitigated liability risk.

For property managers, non-compliance isn't just a paperwork problem. When tenants lack renters insurance and damage occurs, property managers often end up covering repair costs that should have been the tenant's responsibility.

The financial exposure compounds across portfolios, turning what should be a routine lease requirement into a significant operational risk.

The manual alternative of chasing down certificate of insurance documents from 145 residents across multiple communities wasn't realistic for a small team managing daily operations. Even when collected, certificates of insurance only provide a snapshot. Coverage can lapse, be cancelled, or change mid-term, leaving property managers to make decisions based on stale information.

Leadership saw an opportunity to close a compliance gap that likely existed across their entire portfolio.

Sure Verify for continuous monitoring

Sure Verify is a compliance verification platform built specifically for property managers who require renters insurance in their leases. The system automates the entire verification workflow, from initial tenant notifications through ongoing compliance monitoring and enforcement reporting. Property managers get real-time visibility into which tenants have coverage and which don't, with automated tools to close compliance gaps at scale.

The property management company became one of Sure Verify's pilot partners in mid-2025. Sure Verify integrated with their existing property management system to pull tenant data, and the verification platform went live within weeks.

The workflow runs in the background. Tenants receive automated notifications about compliance requirements and can either purchase coverage or upload their existing policy information. Staff simply check a dashboard when needed to see real-time compliance status across all 66 communities. Non-compliant tenants are flagged automatically, with monthly digests providing an easy review of enforcement opportunities. The property management team gets complete portfolio visibility without adding work to their daily operations.

The learning curve was minimal. After initial training, the team could manage the entire verification process without requiring ongoing technical support for routine tasks.

THE RESULTS

From paper requirement to measurable protection

Technology alone doesn't drive behavior change. The property management team understood that verification without consequences wouldn't move the compliance needle beyond the industry-standard 50% rate.

Their approach: enforce the lease requirement they'd always had in place. At the end of each month, they review Sure Verify's compliance report and apply fees to non-compliant tenants as specified in the lease agreement.

This closed-loop system of verify, notify, and enforce drove their compliance rate to 97% within six months of launch.

The high compliance rate doesn't just represent administrative success. It translates to measurable risk reduction across the entire portfolio.

With 66 communities achieving near-complete compliance, they've transformed a paper requirement into actual liability protection for both their properties and their residents.

WHAT THIS DEMONSTRATES

Proof that verification works at scale

This property management company transformed an unenforceable lease requirement into a

97%

compliance rate across 66 communities in six months.

Three staff members now maintain complete visibility into their portfolio's insurance compliance without adding operational overhead.

Sure Verify runs in the background of their existing workflows, automatically notifying tenants, tracking compliance status, and surfacing enforcement opportunities through monthly reports. What was once a blind spot in their risk management strategy is now a measurable, manageable part of their lease administration.

For property managers still relying on lease language alone to protect their properties, these results demonstrate what becomes possible when you can actually verify what you require.