RentTruth

TRUTH IT.

RentTruth Complete User Manual

A screen-by-screen guide for tenants, housing consumers, property owners, and managers - including every primary button and action.

PUBLIC USER AND OWNER/MANAGER EDITION - RUNTIME 78

Mobile runtime 78 and current portal workflows

Illustrated procedures, safety notes, and troubleshooting

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Welcome to RentTruth

RentTruth helps renters and housing consumers find a property, read community experiences, write a review, follow a property, and order property-focused information. Property owners and managers can use a separate, property-scoped claim process to manage only the exact property they are approved for.

> Important use limitation
> RentTruth provides informational property and public-source context. It is not a consumer report, tenant-screening service, appraisal, legal opinion, or financial advice. Always verify important facts with the responsible official source.

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Screens may evolve
The screenshots in this guide show the runtime-60 design. Labels can move slightly on different screen sizes, languages, themes, or later over-the-air updates.

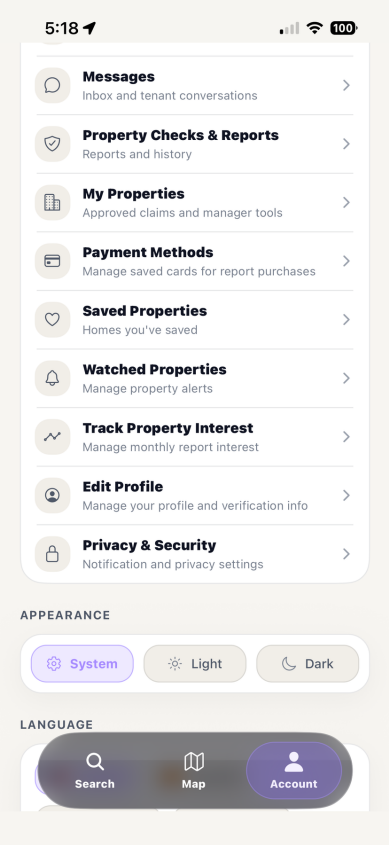
Demonstration data only
All names, addresses, email addresses, property identities, and account examples shown in this public manual are fictional demonstration data. They do not identify a real user or property.

1. Start here: roles and navigation

The three main tabs

Tab	What it does
Search	Find an address, open a property, or start the Truth It review flow.
Map	Explore reviewed properties, switch between Map and List, and use filters.
Account	Manage reviews, messages, reports, properties, alerts, profile, privacy, appearance, and language.

> Signed-in features
> Payments, reviews, messages, saved properties, verification, claims, and alerts require an authenticated account.



Account organizes your history, settings, and property tools.

First-use checklist

1	Confirm your profile Use Account > Edit Profile. Keep your email current so account and report notices reach you.
2	Set appearance and language Choose System, Light, or Dark, then select English, Spanish, Ukrainian, or Georgian.
3	Allow only the permissions you want Location improves nearby sorting and Map recentering. Notification permission is needed for system push alerts.
4	Search before buying Open the property page and review any existing community data before purchasing an optional report.

Tenant and owner/manager access

Role	What the role can do	What it cannot do
Tenant / housing consumer	Search, save, follow, share, review, request tenant verification, message, and purchase reports.	Cannot manage a property or see private owner/tenant proof.
Approved owner / manager	Use ordinary user tools plus property-scoped claim tools and approved response/management actions for that exact property.	Cannot edit tenant reviews, inspect tenant proof, or manage another property.

2. Search screen: every primary control

Search is the fastest way to open a property. Type the street address and choose a suggestion instead of submitting free-form text. Selecting a suggestion confirms the canonical property record used throughout RentTruth.

1. **Open Search**
   Tap the Search tab.
2. **Enter the street address**
   Include city or ZIP if the address is common.
3. **Choose the matching suggestion**
   Verify street, city, state, and ZIP before opening it.
4. **Review the property page**
   Check the address, neighborhood, review score, verification badge, and available sections.

Control	What it does
Address field	Searches for a street address and shows canonical suggestions.
Suggestion row	Selects the exact address and opens or prepares the matching property.
Clear / X	Clears the current search text or selected address.
Search filters	Narrows visible discovery results without changing property data.
Recent / nearby results	Opens a listed property; nearby ordering may use permitted foreground location.
Truth It	Opens Write a Review immediately. The review address field remains searchable.

Truth It: quick review

The Truth It action opens Write a Review directly. Its address field is also a live search. Choose a suggestion, stay on the same screen, and continue the review. Unit or apartment information appears after the base property is confirmed.

> No match?
> Try the full postal address without a unit number. If the address is new, wait briefly and retry. Do not select a similarly named property in another city.

3. Map screen: Map, List, filters, and pins

Map shows reviewed properties and clusters inside the current viewport. List shows the same discovery results in a scrollable format. The property total remains aligned with the Map/List controls; Filters stays under the property heading in List view.

1	Choose Map or List Use the combined control at the top-right.
2	Move or zoom the map The visible results update to the current area. Zooming out reveals more properties and clusters.
3	Tap a marker or cluster A marker opens the matching property preview. A cluster zooms inward.
4	Use Locate Me Grant location only if you want the map centered near your current position.
5	Apply Filters Filter without changing the underlying data. A filtered-out marker should no longer open.

Map and List control reference

Control	What it does	What to expect
Map	Shows property pins and grouped clusters.	Pins reflect the visible area and active filters.
List	Shows the same discovery set as cards.	Filters appear beneath the property heading.
Property total	Shows how many results are represented.	It changes after pan, zoom, or filtering.
Filters	Opens the compact filter sheet.	Apply or clear filters; the underlying records do not change.
Locate Me	Recenters using current foreground location.	Requires location permission; it does not create location history.
Address search	Drops one selected address pin on the map.	The search closes after selection and the property preview opens from the pin.
Property pin	Opens the matching property preview.	Use the preview action to open the full property page.
Cluster	Zooms into an area containing multiple properties.	Closer zoom reveals individual pins.
Preview X	Closes only the selected-property preview.	It does not clear the map or filters.

Dark mode
The map follows the selected app appearance. Switching themes should keep the same viewport and selected property.

Location privacy
RentTruth may use foreground location to sort or center nearby results. It does not need a precise-location history to provide property pages.

4. Property page: header, photos, and quick actions

Top-of-page signals

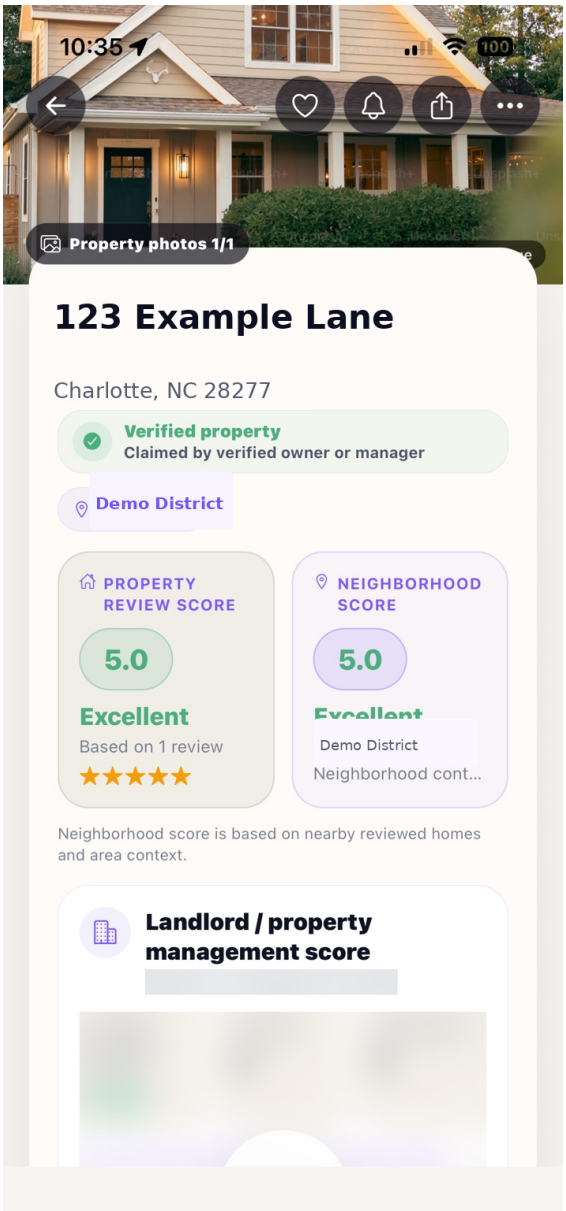
Property identity - Confirm the full address and neighborhood.

Verified property - A property-scoped owner or manager claim has been approved.

Property review score - Community feedback for the property.

Neighborhood score - Nearby review signal and area context.

Write a Review - Centered between the neighborhood chip and scoring cards.



Property header and scoring cards using fictional demonstration data.

Header icon reference

Icon / control	Action
Back arrow	Returns to the prior screen without changing the property.
Photo / gallery count	Opens available property photos and lets you move through the gallery.
Heart / Love	Saves or unsaves the property. Saved homes appear under Account > Saved Properties.
Bell / Follow	Opens or toggles watch and alert controls for the property. System push still depends on permission and property preferences.
Share	Opens the phone share sheet so you can share the property link. Review the destination before sending.
Three dots / More	Opens secondary actions available for that property and account. Options can vary by role and property state.
Neighborhood chip	Identifies the property area; it is a context label unless the screen presents it as an action.
Write a Review	Starts a review already tied to this canonical property.

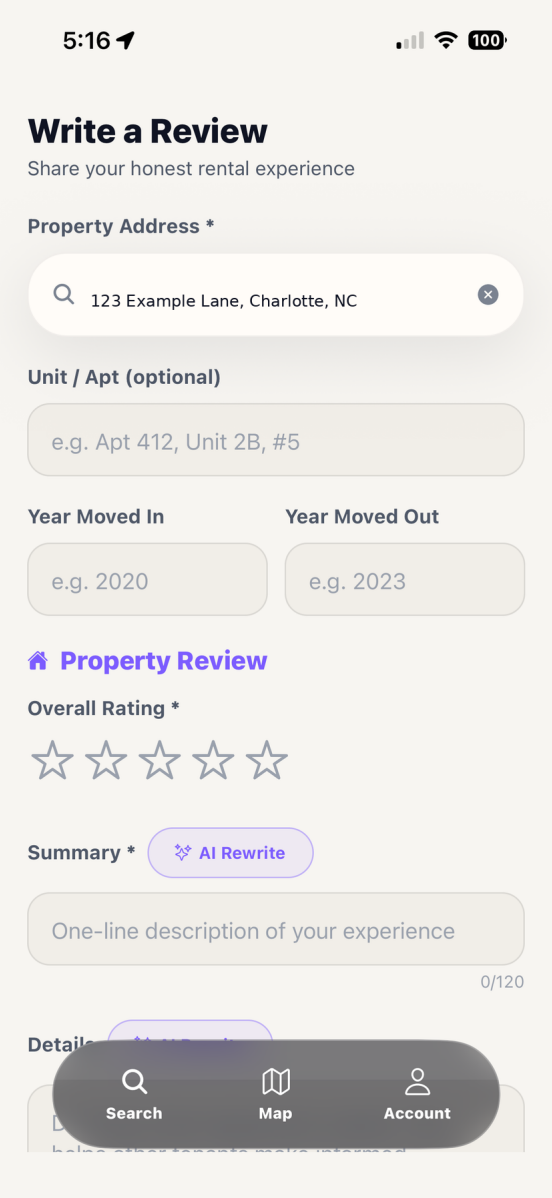
Scores need context
A high or low score can be based on a small number of reviews. Open the reviews and read their dates, summaries, and tags before deciding what the score means.

5. Property page: scores, sections, and cards

Section / control	What it means or does
Property Review Score	Shows the property rating and review count. Open reviews to read the underlying experiences.
Neighborhood Score	Shows nearby review signal and area context; it is not an official neighborhood grade.
Landlord / Management Score	Shows review-based landlord or manager signal when enough data exists; otherwise it remains locked or N/A.
Reviews / See all	Opens the property review list. Use helpful actions only for genuinely useful reviews.
Comprehensive Check / Run	Starts the combined paid property-intelligence checkout.
Individual option	Starts only the selected refreshed module at the displayed price.
Details / expand chevron	Expands the selected section inside the app; it does not require an external browser unless an official link is chosen.
Refresh circle	Requests refresh choices for refreshable data. It should never silently contact a provider on page open.
Claim	Starts the property-scoped owner/manager claim workflow.
Track This Property	Opens tracking interest, schedule, or subscription controls offered for the property.
Neighborhood Changes	Opens radius, category, in-app, and push alert preferences.

A label is not always a button
Status chips such as Verified property, Records checked, Available, Completed, or Included may describe state. Tap only controls that are presented as buttons, links, chevrons, or icons.

6. Write a property review: complete form



Fictional demonstration address, optional unit, optional move years, and the property rating.

Complete the core fields

1. **Confirm the address**
   Choose the canonical address suggestion. Add Unit/Apt only when it helps identify your experience.
2. **Add dates if useful**
   Move-in and move-out years are optional. Leave move-out blank if you still rent there.
3. **Rate the property**
   Select an overall rating and write a short, factual summary.
4. **Describe your experience**
   Include first-hand facts: maintenance, communication, fees, condition, safety, or move-out experience.
5. **Review before submitting**
   Remove private identifiers and make sure the review concerns the selected property.

> **Write from experience**
> Do not post threats, discrimination, private account numbers, medical information, or unsupported criminal allegations.

Review-screen buttons and fields

Control	Use
Back	Leaves the form. Confirm whether you want to discard unsaved changes if prompted.
Address search	Finds the canonical property. Suggestions are sorted using available location context when permitted.
Address suggestion	Locks the selected base property while keeping you on the review screen.
Unit / Apt (optional)	Adds unit context only after the base address is selected.
Move-in / move-out years	Optional context. Leave move-out blank when you still live there.
Rating / stars	Records the overall property rating.
Summary and details	Adds concise first-hand text. Optional details may be left blank.
Tags	Selects only the experiences that actually apply.
Add photo / video	Adds supporting property media; remove private identifiers first.
Remove media / X	Removes that attachment from the pending review before submission.
Address verification (optional)	Allows accepted private proof for Verified Tenant review status.
Submit	Creates one review. Do not tap repeatedly while the submission is processing.

7. Ratings, tags, media, and helpful actions

Review tags make recurring property experiences easier to scan.

Use tags precisely

Select only tags that directly describe your own stay. Tags should support the written review, not replace it.

Photos and video

You may add supporting property media when the form offers it. Media is reviewed before it appears publicly.

> Remove personal information
> Before uploading, crop or cover faces, names, mail, account numbers, lease numbers, access codes, license plates, and other personal identifiers.

Landlord or manager details

If requested, identify whether the person or company was current, previous, or unknown. Skip fields you cannot answer accurately.

Helpful / love actions

Use a helpful or appreciation action only when a review genuinely helps you. It affects review engagement, not the review rating or verification status.

8. Tenant workflow and optional verification

A community review can be submitted without identity documents. If the app offers address verification, you may submit a lease, utility bill, or other address proof to request a Verified Tenant status for that specific review and property.

1. Open your review or its verification action
   Use My Reviews or the verification prompt linked to the review.
2. Choose address proof
   Upload only the minimum page needed to show your name, the property address, and a reasonable date.
3. Redact unrelated information
   Hide account balances, full account numbers, unrelated addresses, barcodes, and signatures.
4. Submit for staff review
   The proof remains pending until an authorized moderator approves or rejects it.
5. Check the result
   Approval changes the review badge. Rejection does not delete the review; follow the notification or status guidance.

> Do not upload government ID
> The current address-verification workflow does not require or support government ID. Use a lease, utility bill, or other accepted address proof shown by the app.

> Private by design
> Verification files are stored privately and are not shown in the public review. Only authorized staff should preview them for the verification decision.

Tenant quick path

Search property > read reviews and scores > save or follow if desired > tap Write a Review > submit first-hand review > optionally upload address proof > monitor My Reviews and Notifications.

9. Property intelligence and prices

Property intelligence is organized into focused sections. Some results are included in Comprehensive Check, while some can be refreshed individually. Availability depends on the property, jurisdiction, official sources, and provider coverage.

Section	What it is	Current listed price*
Comprehensive Check	Combined property intelligence and included modules.	$19.99
Property Check	Permits, parcel, code, inspection, and official property-source context.	$4.99
Nearby Registry	Nearby structured registry results with official-source guidance.	$2.99
Owner Information	Property owner or deed-holder identity from available sources.	$1.99
Owner Public Records	Owner/entity, court, tax, recorder, and public-source checks.	$12.99
Fair Rent refresh	Updated RentCast rent estimate after the first shared snapshot.	$1.99
Deep Research	Moderator-delivered review of official links and matched owner/entity records.	$34.99

*Prices shown in runtime 78 and may change. The amount displayed in the checkout sheet is the controlling amount. Cancel if the displayed amount is unexpected.

> Informational, not a verdict
> A record match can belong to a different person or entity with a similar name. Use dates, addresses, entity names, and official links to verify identity.

10. Fair Rent Snapshot controls

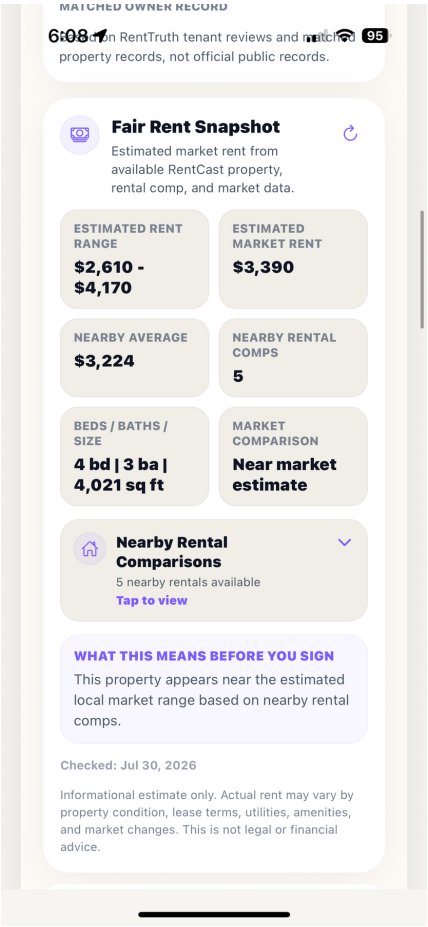
Shared property snapshot

The first successful Fair Rent Snapshot for a canonical property is free. It is stored for the property, so another user can see the same current snapshot without another RentCast request.

The card can show an estimated range, market rent, nearby average, rental comparison count, bedrooms/bathrooms/size, and an interpretation.

Refresh rules

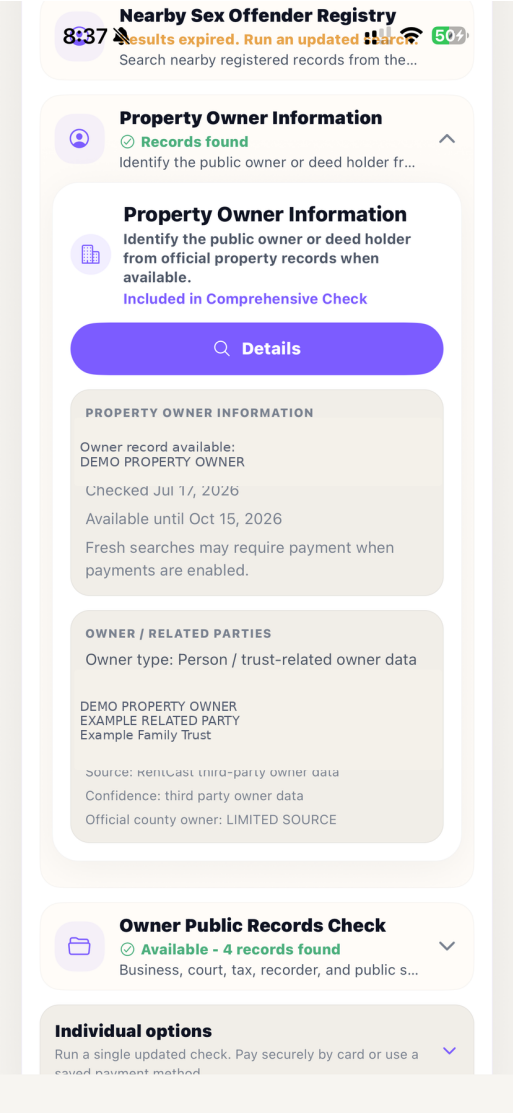
Opening a property never silently refreshes RentCast. A later manual refresh is $1.99 or may be included in a completed Comprehensive Check. The refreshed date should update after fulfillment succeeds.



A Fair Rent Snapshot with shared estimate and comparison signals.

> Market estimate only
> Fair Rent Snapshot is not an appraisal and may differ from the asking rent because of timing, condition, lease terms, utilities, and amenities.

11. Owner information and public records



Owner Information illustrated with fictional demonstration identities.

Source priority

Official county or parcel records are preferred when available. Third-party spellings or related parties are kept as labeled variants, not silently treated as the official owner.

Owner Public Records

The summary is intentionally concise. Expand Details to review normalized business/entity, federal court, tax, recorder, deed/lien, bankruptcy, and official-source-link sections.

> Similar names are not proof
> Confirm identity overlap before interpreting a hit. A person, trust, company, or related party can be distinct from the current deed holder.

12. Payments, opening, downloading, and sharing reports

1. **Select a module**
   Read the section description and displayed price.
2. **Review checkout**
   PaymentSheet shows the exact amount. Card is supported; Apple Pay or Google Pay appears only when the device, wallet, and merchant configuration allow it.
3. **Cancel safely if needed**
   Canceling returns to the property page and must not start a report or display an unavailable-property error.
4. **Wait for fulfillment**
   A successful payment creates or reuses one entitlement. The app should show progress, then refresh the completed result.
5. **Open history**
   Use Account > Property Checks & Reports to revisit available reports and status.

Completed-report actions

Action	What it does
Open / View report	Opens the completed report inside RentTruth.
Details / section chevron	Expands the report section and normalized source breakdown.
Download Report	Creates or downloads the available report file for your own records. Keep it private.
Share / Export	Opens the phone share sheet for the report or permitted report link/file. Confirm recipient and remove sensitive data first.
Official source link	Opens the responsible public source for verification when a source link is available.
Retry / refresh status	Refetches report state; it should not create a second payment.

Avoid duplicate charges
If payment succeeded but the result is still processing, do not repeatedly buy it. Reopen the report history, check notifications, and use support with the property and approximate payment time.

Protect downloaded reports
A downloaded or shared report may contain property and public-record context. Store it securely, send it only to an intended recipient, and never use it for tenant screening or eligibility decisions.

Restricted properties: a restricted property shows a generic unavailable message before checkout. Only authorized, audited staff can manage restrictions or approved overrides.

13. Save, love, follow, watch, share, and track

Tool	Use it for	Where to manage
Saved Properties	Bookmark homes you want to revisit.	Account > Saved Properties
Watched Properties	Manage neighborhood/property alert preferences.	Account > Watched Properties
Track Property Interest	Manage monthly report interest or schedule when offered.	Account > Track Property Interest
My Properties	Manage approved owner/manager claims for exact properties.	Account > My Properties

Know the difference

Action	Meaning
Heart / Love / Save	Bookmarks the property for you. It does not enable notifications.
Bell / Follow / Watch	Opens or enables alert preferences. It does not purchase a report.
Share	Sends a property link through another app. It does not give the recipient access to your account or paid history.
Track This Property	Opens paid or scheduled tracking options when available. It is separate from the free bookmark.
Unsave / unfollow	Stops that bookmark or alert relationship without deleting the property or its reviews.

Neighborhood Changes and critical alerts

Enable tracking for the property, select categories, choose a radius, and allow in-app alerts. Property push also requires notification permission and the property-level push preference. Regional Critical is a matching scope, not a substitute for category consent.

> No alert does not always mean a failure
> An official event must match the selected radius, geometry, jurisdiction, category, and consent. Events outside the property area are correctly excluded.

14. Owner and manager workflow

Owner and manager access is earned through a property claim, not by selecting a profile label. Approval applies only to the exact canonical property in the claim.

1. **Open the property**
   Confirm the complete canonical address before starting a claim.
2. **Tap Claim or open My Properties**
   Start the claim for that exact property.
3. **Choose the appropriate owner/manager relationship**
   Provide only accurate information requested by the form.
4. **Upload minimum supporting proof**
   Redact account numbers, unrelated pages, signatures, and private third-party data.
5. **Submit once and wait**
   Track pending status in My Properties or Notifications; do not create duplicate claims.
6. **Use approved property tools**
   After approval, manage only that property and use property-scoped response or management actions shown by the app.

Owner/manager control	Purpose
Claim	Starts the property-scoped approval request.
My Properties	Shows approved, pending, rejected, or revoked property claims and available management tools.
Verified property badge	Publicly indicates an approved owner/manager claim for that property.
Respond to review (when shown)	Allows a property-scoped response; it does not edit or delete the tenant review.
Track / alerts	Lets the approved user follow property and neighborhood changes using the same consent controls.
Revoke / remove relationship	Ends the claim relationship through the available workflow; it does not erase historical reviews.

Property-scoped means one property
Approval for one address never authorizes another address. Owners and managers cannot see tenant verification documents, private messages outside their conversations, or another user's payment data.

15. Notifications: filters and every action

Notifications

Use All or a filter to review report updates, messages, announcements, and neighborhood changes. Opening an item should mark it read and reconcile the app icon badge. Mark all as read, Clear read, and Clear all are separate actions.

Control	Effect
Back	Returns to the prior screen.
Unread count	Shows the current server-authoritative unread total.
Filter / All	Shows all notifications or a selected category.
Notification card	Opens its destination and marks that item read.
Mark all as read	Keeps notifications but marks every eligible item read and updates the badge.
Clear read	Removes only read items from the notification list.
Clear all	Removes all clearable items after confirmation.
Card X	Clears that one notification when the control is available.

> Read is not clear
> Reading changes unread state. Clearing removes an item from the list. The app icon badge should reconcile after either action.

16. Messages, announcements, and safety controls

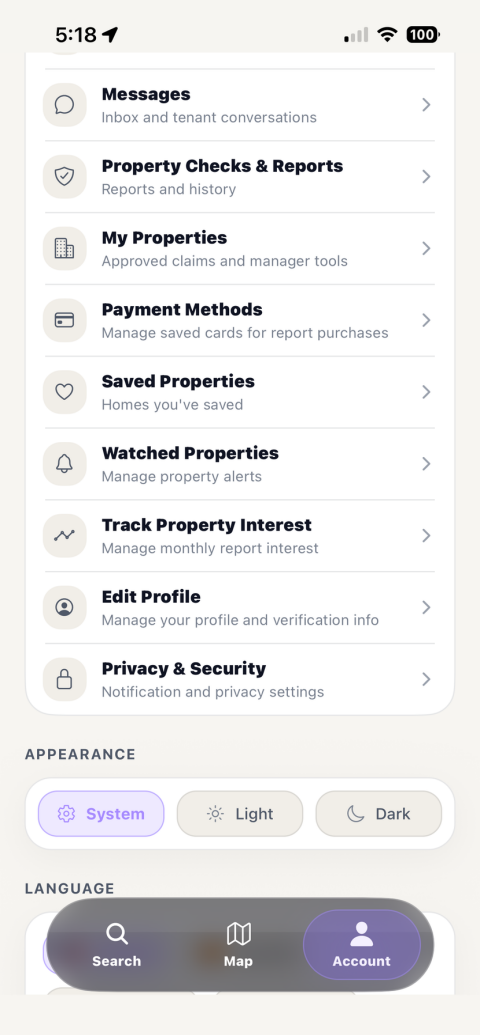
Messages

The inbox uses profile names when available and RT numbers only as a fallback. In a conversation, open the three-dot menu to archive or unarchive, block or unblock, or report the user. Customer-service conversations begin from Account > Contact Support and remain separate from ordinary user-to-user messages.

Action	Effect
Archive	Hides the conversation from the main list without deleting messages.
Block	Stops protected messaging interactions with that user.
Report	Creates a staff-reviewable safety report; it does not expose unrelated private conversations.
Blocked Users	Lets you review and unblock accounts from Account settings.
RentTruth Team	Opens a read-only official announcement thread; users cannot reply to the team announcement.
Support conversation	Opens an official customer-service thread created from Contact Support. You can read moderator replies and continue the same case without creating duplicate requests.

Urgent danger
RentTruth is not an emergency service. Contact local emergency services when someone is in immediate danger.

17. Account screen: profile, statistics, and history

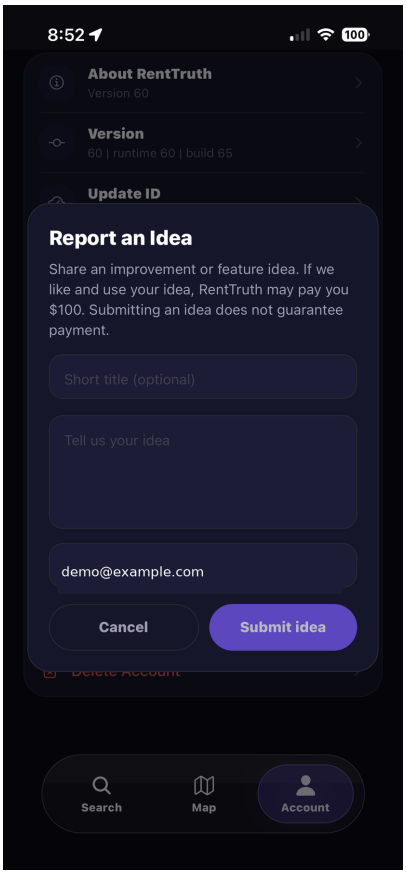


Account example with fictional demonstration information.

Control / row	What it does
Avatar / edit pencil	Opens profile editing or the available avatar action.
Name, email, RT number, role	Identifies the signed-in account and privacy-safer RT support reference.
Reviews statistic	Shows your review count and opens review history when presented as an action.
Helpful Votes	Shows helpful engagement received on your reviews.
Property Checks	Shows the count/history of property checks and reports.
Saved	Shows the count of bookmarked properties.
My Reviews	Opens reviews you submitted and their verification/moderation status.
Notifications	Opens in-app notification history and unread controls.

Control / row	What it does
Messages	Opens user conversations, archived conversations, and RentTruth Team announcements.
Property Checks & Reports	Opens paid/free report history, processing state, completed results, and available download/share actions.
My Properties	Opens owner/manager claims and exact-property tools.
Payment Methods	Manages supported saved payment methods; wallet cards remain managed by Apple Wallet or Google Wallet.
Saved Properties	Opens heart/bookmarked homes.
Watched Properties	Opens followed properties and alert preferences.
Blocked Users	Shows blocked accounts and allows an intentional unblock.

18. Account screen: preferences, privacy, and help



Report an Idea with a fictional demonstration email address.

Appearance and language

Choose System, Light, or Dark. The full app supports English, Spanish, Ukrainian, and Georgian.

Contact customer service

Contact Support opens a private form. Add a clear title, choose the closest topic when offered, describe the issue, and submit. The request becomes an official support conversation where you and an authorized moderator can reply. Eligible in-app and system notifications announce new replies when your settings permit them.

Help improve RentTruth

Rate RentTruth opens the public app-store review experience when supported. Report an Idea sends private product feedback to the RentTruth team.

Privacy controls

Open Privacy & Security for notification and privacy settings. Read Privacy Policy and Terms & Conditions before using paid or verification features.

Setting / action	What it does
Language	Changes app copy in place without sending you to another tab.
Appearance	Uses System, Light, or Dark; Map follows the theme.
Notification Preferences	Controls supported notification categories and system-permission guidance.
Privacy & Security	Opens privacy, safety, and account controls.
About RentTruth	Shows public app information and the user-facing version.
Check for updates	Checks for a compatible app update when the control is available.
Privacy Policy	Opens the current RentTruth privacy notice.
Terms & Conditions	Opens the current service terms.
Rate RentTruth	Opens the platform review experience when supported.
Contact Support	Starts a private customer-service request with a title and message, then opens the continuing support conversation. Reuse the same case for replies.
Report an Idea	Sends private feature feedback; it is not an emergency or payment-dispute channel.
Delete Account	Starts the account deletion workflow; review the warning before confirming.
Sign Out	Ends the local signed-in session and clears account-specific badge state.

19. Alerts and property tracking in detail

1	Open Neighborhood Changes Choose the exact property you want to monitor.
2	Enable Tracking Turns on property monitoring preferences.
3	Select categories Choose only the official event categories you want.
4	Choose radius Defines the local matching area around the property.
5	Enable In-app Alerts Allows matching items to appear inside RentTruth.
6	Enable Property Push Allows eligible system push when device permission and server delivery also permit it.
7	Set Regional Critical Allows supported critical matching through validated regional scope; it does not ignore category consent.
8	Send Test Alert to This Device Tests the current registered installation when the owner-test path is available; it does not enable broad automated delivery by itself.

Official geometry controls matching
An alert can be active in the same state but still be outside the selected radius, official polygon, or jurisdiction. That correct exclusion is not a notification failure.

20. Troubleshooting

Problem	What to do
App shows old UI	Force-close and reopen twice to download/apply an eligible OTA. Store builds can also require a store update.
Search suggestion does not appear	Remove unit text, add city/ZIP, verify network, and try the complete postal address.
Report keeps processing	Check Notifications and Property Checks & Reports. Do not repurchase immediately.
Payment sheet closes	Confirm network and wallet/card readiness. Retry once with card; contact support if payment succeeded.
Badge is wrong	Open Notifications, mark or clear items, return to foreground, and allow the authoritative unread count to sync.
Verification remains pending	Confirm the upload succeeded, then allow staff review. Do not submit duplicate proofs.
Push alert not received	Check system permission, property tracking, category, radius, in-app consent, and property push preference.
Map results seem incomplete	Clear filters, zoom or pan, then switch Map/List to compare the current viewport.
Need customer service	Open Account > Contact Support. Add a clear title and message, submit once, and continue through the resulting support conversation.

When contacting support
Use Account > Contact Support. Include your RT number, app version, platform, affected property, approximate time, and a screenshot without identity documents, verification proof, full card details, or other sensitive data. For emergencies, contact local emergency services.

21. Complete quick-action directory

Action	Where	Result
Truth It	Search	Starts a review with address search.
Heart / Love	Property header	Save or unsave property.
Bell / Follow	Property header	Open watch/alert controls.
Share property	Property header	Open system share sheet.
Write a Review	Property page	Start property-specific review.
Helpful	Review card	Record useful-review engagement.
Run	Report card	Start selected report/checkout.
Details	Report or records card	Expand internal breakdown.
Refresh	Refreshable card	Show refresh choices or status.
Download Report	Completed report	Save available report file.
Share / Export Report	Completed report	Open system share sheet.
Claim	Property page	Start property claim.
Track	Property page	Open tracking options.
Map / List	Map tab	Switch discovery presentation.
Locate Me	Map tab	Recenter using permitted foreground location.
Mark all as read	Notifications	Mark unread items read.
Clear read / Clear all	Notifications	Remove read or all clearable items.
Archive / Block / Report	Conversation More menu	Apply the selected conversation safety action.
Rate RentTruth	Account	Open platform review experience.
Contact Support	Account	Create or continue a private customer-service conversation.
Report an Idea	Account	Send private product feedback.

22. Glossary and role boundaries

Term	Meaning
Canonical property	The single normalized property record selected from address search.
Verified Tenant	An approved address-verification status scoped to one review and property.
Verified property	An approved owner/manager claim scoped to one property.
Snapshot	A stored provider result shared for a property until refreshed or expired.
Entitlement	Permission created by a valid payment, promo, or included bundle to run a module.
OTA update	A compatible JavaScript update applied by the app without a new store binary.
RT number	A privacy-safer account reference used in support and fallback identity display.
Saved property	A personal bookmark created by the heart/love action.
Watched property	A property with follow/alert preferences.
Property claim	An owner/manager request scoped to one canonical property.

> Truth It.
> Search the address. Read the record. Share the experience. Verify what matters.