flex

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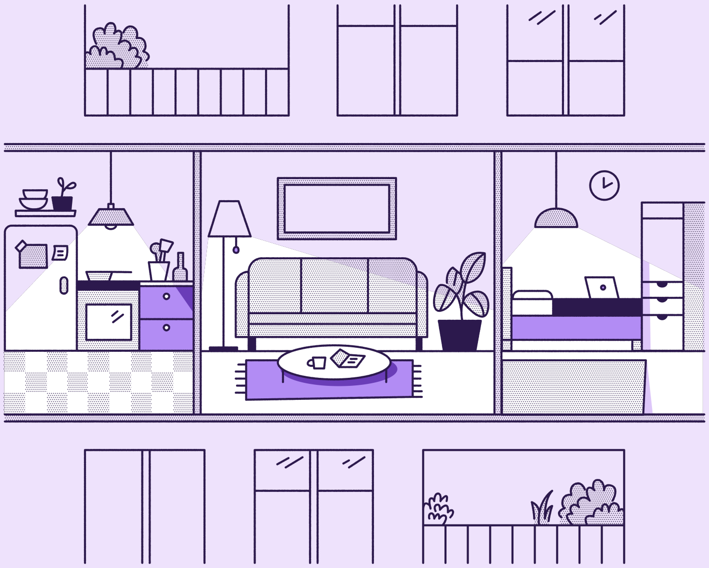
Understanding rent timing stress

How fixed rent schedules drive financial strain and how renters are adapting



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Executive summary

Millions of American renters face significant financial strain due to the rigid expectation of paying rent in full on the first of each month. Nearly half of renters spend more than 30% of their income on housing, and 27% spend over half. At these levels, many households are left with little room to manage unexpected expenses or other essential needs.

This traditional rent schedule does not align with how people are paid. In the United States, 89% of workers are paid on a cadence other than once monthly. This mismatch creates liquidity gaps that force renters into difficult choices: paying rent on time but sacrificing food or utilities, or delaying rent and incurring punitive late fees. The result is increased financial stress, damaged credit, and higher risks of housing instability.

Property managers are also impacted by this misalignment. They face higher delinquency rates, increased administrative costs related to collecting payments, and avoidable resident turnover.

Our data from 845 surveyed Flex users highlights this pervasive problem:

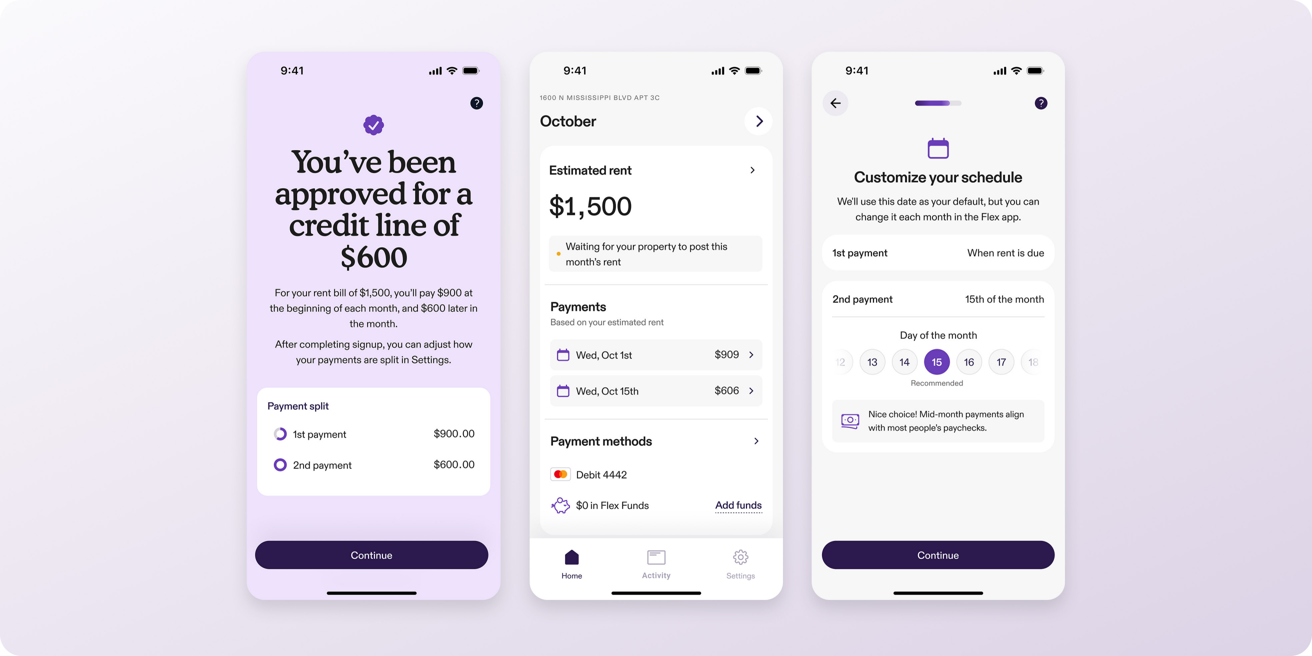
- 89% of users worried about paying rent on time before Flex.
- Only 46% of users “always” received income before rent was due.
- 76% face late fees (up to $250) if rent isn’t paid by the 3rd.

The impact

This misalignment contributes to a worsening housing crisis. Without a flexible rent option, nearly half of renters (47%) would delay other essential bills, and 38% would incur late fees. Alarmingly, 9% would resort to high-cost payday or title loans.

The solution: Flexible rent payments

Flexible rent payments offer a vital, renter-centric solution by allowing users to split their single monthly rent payment into two smaller installments, aligned with their individual income schedules. Flex ensures the property is paid in full on time, while empowering renters to manage their largest expense without accumulating compounding debt or incurring punitive late fees.



Key benefits for renters

Cash Flow Alignment: Over 50% of users cite improved ability to pay rent on time and the ability to split payments as primary benefits.

- **Late Fee Avoidance:** 34% report using Flex primarily to avoid late fees.
- **Perceived Stability Gains:**
  - 46% report saving more money since using Flex.
  - 71% feel more confident handling unexpected expenses without borrowing.
- **Credit Building:** Flex reports on-time rent payments to TransUnion, offering credit visibility for users — 44% of whom have poor credit.

Who uses Flex

Flex primarily serves financially constrained households navigating volatile income:

- 62% earn hourly wages
- 62% live paycheck to paycheck
- 45% have less than $500 in emergency savings
- One-third are severely rent-burdened
- Nearly 60% live in zip codes where median incomes are under $50,000, and HUD Fair Market Rents exceed $1,500.

Flex also serves over 46,000 renters living in subsidized housing units, including LIHTC, Section 8 PBRA, HOME, USDA Rural Housing, Public Housing + PBV, FHA Insured Affordable Housing, National Housing Trust Fund and state-level affordable housing properties.

Beyond a band-aid: A stabilizing force

While flexible rent does not address the root causes of the housing crisis — such as supply constraints or income stagnation — it can mitigate the downstream consequences of poorly timed rent schedules. Flex functions as a harm reduction tool: helping renters navigate volatile income without resorting to riskier alternatives. Many users stop using Flex when their financial situation improves, suggesting it acts as a temporary bridge — not a permanent dependency.

Policy and product implications: Essential financial infrastructure

The findings underscore a critical gap in current housing policy and financial products. Rent payment flexibility should be recognized as essential financial infrastructure for modern renters.

- **Integrate Cash Flow Realities:** Assistance programs and rental protections should consider income volatility and timing in their design.
- **Prioritize Responsible Tools:** Support financial products like Flex that offer predictability, safety, and guardrail-based support.
- **Scale Through Partnerships:** Public agencies, fintechs, and property technology firms should collaborate to scale flexible rent solutions as a core component of housing stability and financial inclusion strategies.

Conclusion

The disconnect between traditional rent collection and modern income realities is creating unnecessary hardship. Flexible rent payments, as demonstrated by Flex, offer a proven pathway to reduce immediate financial strain and promote greater housing stability. By integrating these solutions into our broader renter protection strategies, we can provide practical, measurable relief and build a more resilient financial future for millions of American households.

Abstract

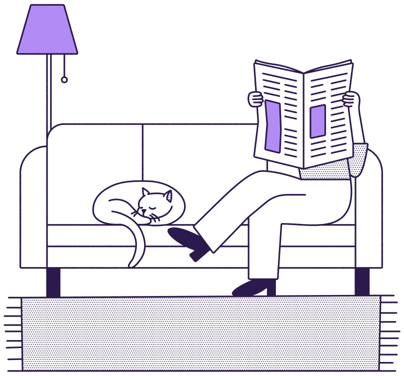
This report examines the role of flexible rent payments in addressing financial volatility and housing insecurity, drawing on quantitative and qualitative data from 845 surveyed Flex users matched to backend behavioral data collected in June 2025. In the face of misaligned income cycles, rising rent burdens, and inadequate emergency savings, Flex enables renters to manage housing costs more predictably. The study finds that flexible rent payments alleviate short-term liquidity stress and reduce reliance on high-risk financial alternatives. These insights underscore the importance of embedding renter-centric financial tools into the broader housing policy and fintech landscape.

Key findings

- 46% report saving more since using flexible rent.
- Nearly 50% of users would otherwise delay paying essential bills without flexible rent.
- 71% report greater confidence handling unexpected expenses without borrowing.
- 85% of users say flexible rent is essential to paying rent on time.

While flexible rent is not a cure for unaffordable housing, it addresses a critical gap in timing that often exacerbates hardship. By reducing cascading financial stress, Flex offers practical relief for renters navigating volatile incomes in the absence of deeper systemic reform.

> **"Flex is the reason I sleep at night. I'm not stressing about rent, *I've started saving*, and I don't have to skip bills just to get by."** —KENDRA J.



Introduction

Housing affordability is not only about the total cost of rent. It is also about timing. Many Americans live paycheck to paycheck and earn income on weekly, biweekly, or irregular schedules. Yet rent is almost always due in full on the first of the month. This timing mismatch creates liquidity gaps that force renters into difficult decisions, such as skipping groceries, delaying utility payments, or taking on short-term debt just to stay housed.

These frictions reflect outdated assumptions embedded in traditional rent systems. While those systems presume stable, salaried income, today's workforce includes large numbers of hourly workers, gig workers, and those with variable schedules. Among Flex users, 89% are paid on a cadence other than once per month. Most are paid biweekly or weekly. At the same time, 76% face a rent deadline by the third of the month, before late fees begin to apply.

Technology enables a more responsive approach. Flex is a digital platform that allows renters to split their rent into smaller installments, aligned with when they get paid. Property managers are paid in full and on time, while renters gain flexibility in how they manage their largest recurring expense.

This study analyzes Flex users' financial context, motivations, usage patterns, and perceived outcomes. While flexible rent is not a solution to the systemic drivers of housing unaffordability, it can help mitigate the timing-related volatility that contributes to instability. Flex supports renters in managing short-term liquidity strain, which can otherwise lead to late fees, missed bills, or dependence on high-cost credit.

> **"The rent goes up, but my paycheck doesn't. I'm always behind before the month even starts."**
>
> —JASMINE F.

1. https://www.jchs.harvard.edu/state-nations-housing-2025
2. https://www.bls.gov/ces/publications/length-pay-period.htm

National context: Rising rent burdens and demand for payment flexibility

Harvard's 2025 State of the Nation's Housing Report[1] highlights continued growth in renter households, with an increase of more than 1.25 million across 2023 and 2024. As of 2022, half of all renter households in the United States were considered cost-burdened, spending more than 30% of their income on rent and utilities. For the third consecutive year, in 2023, the number of cost-burdened renters (those spending more than 30% of their income on housing and utilities) reached a record high at 22.6 million renters (50%). This includes more than 12.1 million (27%) who are severely burdened, spending more than half of their income on housing.

Proposed reductions in federal resources for crucial housing supports come at a time of record-high homelessness. In January 2024, 771,480 people were homeless, a 33% increase since January 2020.

This affordability crisis is not only about how much rent costs but also about when it is due. Many renters have incomes that arrive on irregular or mismatched schedules. According to the Bureau of Labor Statistics, 89.8% of workers are paid on a schedule other than once a month[2]. For these households, the traditional rent model, which requires one large payment at the beginning of the month, creates recurring liquidity shortfalls even when total monthly income is sufficient.

Flexible rent helps address this timing gap by allowing renters to align their rent payments with their income schedule. This can reduce the risk of late fees, missed payments, or harmful tradeoffs like skipping bills or delaying medical care. In an environment where systemic affordability solutions remain out of reach for many renters, payment flexibility functions as an important form of harm reduction.

Flexible rent does not solve the housing crisis, but it mitigates the consequences of timing misalignments that disproportionately affect low- and moderate-income renters. Its growing adoption reflects a broader shift in what financial stability requires in today's economy and highlights an urgent gap that traditional rent systems and public programs have not yet addressed.

> **"I live in one of the most expensive cities, and I still get paid every other Friday. Rent doesn't care about that, but Flex does."** —ALANA M.

User profile and economic context

Flex users represent a diverse set of financially constrained households:

- 62% earn hourly wages.
- 32% hold more than one job.
- 62% live paycheck to paycheck.
- 45% have <$500 in emergency savings.
- 44% have poor credit scores.
- 58% are solely responsible for rent.
- 1/3 are severely rent-burdened.

68% of users reside in zip codes where HUD small area fair market rents exceed $1,500 (compared to 24% nationally), and 59% live in zip codes with median household incomes under $50,000. Many users reside in economically strained areas, particularly zip codes with high proportions of renter-occupied multifamily housing.

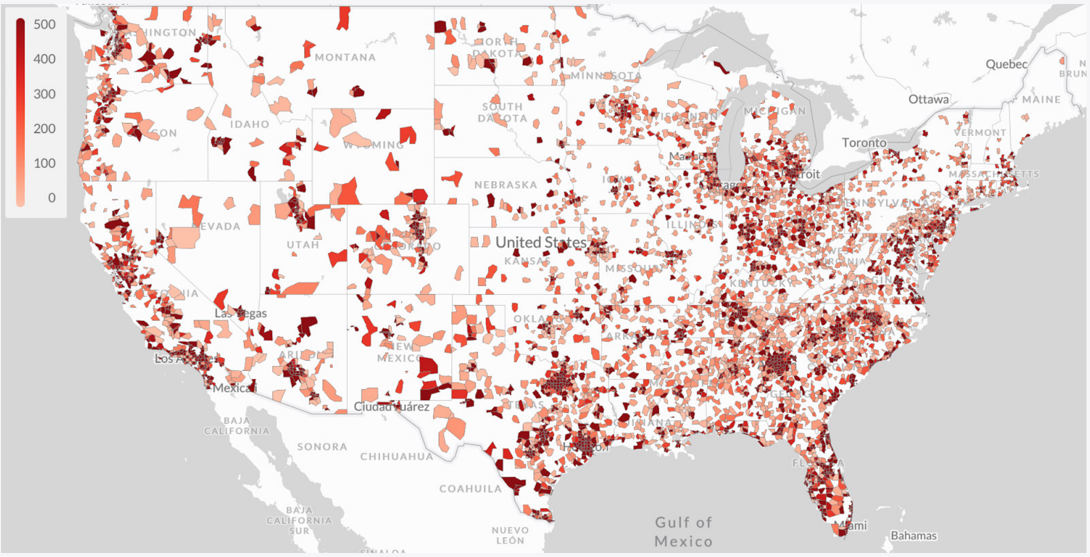


IMAGE: Flex User Count by Zip Code in June 2025

These households operate on narrow financial margins. Even modest timing mismatches between rent and income can trigger a cascade of forced tradeoffs, such as skipping groceries, delaying utility payments, or accruing late fees. These are not discretionary choices, but consequences of a system misaligned with financial reality. Traditional credit or public assistance options often fail to address these timing challenges, instead focusing on eligibility thresholds or total need rather than short term liquidity needs.

When asked whether their income usually arrived before rent was due in the past three months, only 46% said "always" and 23% said "usually." The remaining 31% experienced inconsistent or late income arrival relative to rent deadlines, with nearly 9% saying their income never arrived before rent was due. This mismatch is precisely the gap that Flex helps to bridge.

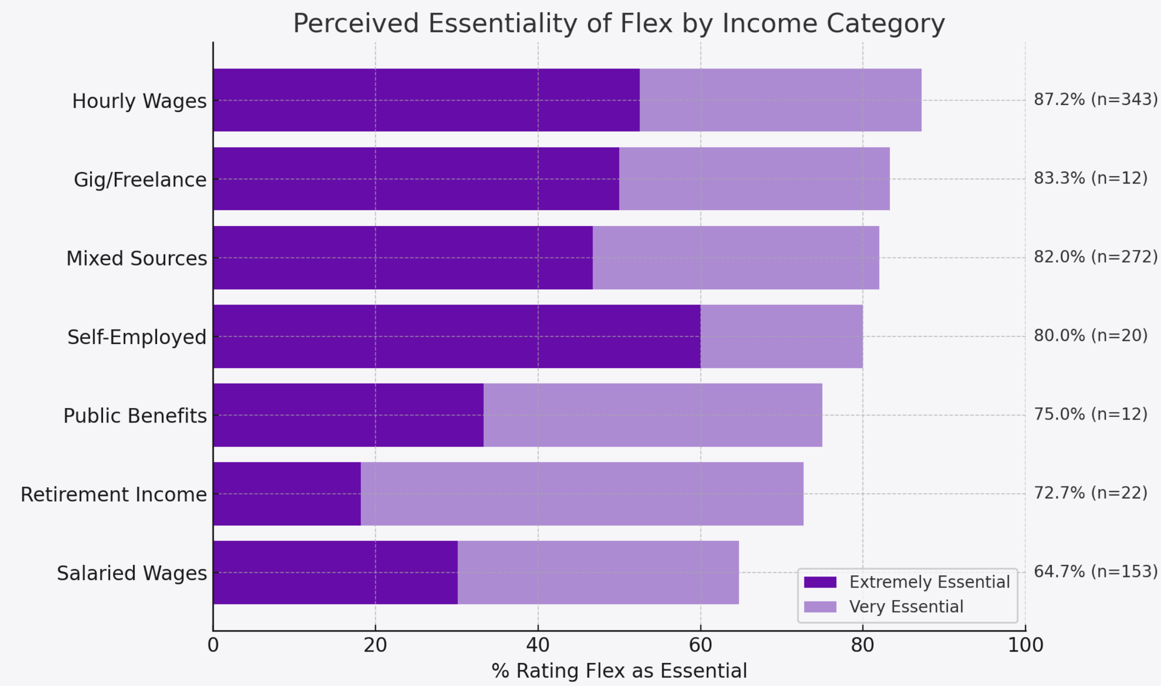
> "I have no savings, my paychecks are unpredictable, and I live alone. Rent takes everything. *Flex gives me a way* to manage it without falling apart." --MARQUIS J.

Motivations for using Flex

Users report a range of reasons for adopting Flex, most of which center around timing mismatches, income volatility, and the desire to avoid financial penalties. The most commonly cited motivations include:

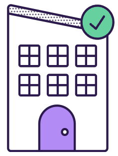
50%	**Allows splitting rent into smaller payments**	" Paying in smaller chunks makes it so much easier with my pay schedule." Carlos D.
39%	**Income insufficiency at time rent is due**	" My check always comes after rent is due. Flex lets me stay caught up." Brianna T.
35%	**General cash flow smoothing**	" I don't have to choose between rent and groceries anymore; Flex helps me space things out." Isaac J.
34%	**Avoiding late fees and penalties**	" Late fees used to kill me. Now I stay ahead without getting penalized." Tasha J.
33%	**Routine way to manage finances**	" It's been very helpful for budgeting and the overall management of my bills." Jessica D.
27%	**It helps improve credit**	" Flex has been an absolute life saver in my situation. I love that it helps build my credit while also allowing me to pay rent on time." Regan B.

These motivations point to Flex's core value: enabling users to manage their rent obligations in alignment with real-time financial capacity. Rent is often the largest fixed expense in a household budget, and users report that Flex allows them to address this obligation without sacrificing other necessities.



Survey data also shows that perceived essentiality is high. About 45% of users said Flex is “extremely essential” to paying rent on time, meaning they would struggle significantly or be unable to do so without it. Another 35% said it is “very essential,” meaning it makes a major difference in their ability to pay on time. Essentiality is particularly pronounced among single caregivers, older adults, and those with irregular income streams.

“Flex doesn’t just help; *it makes rent doable* every month. I rely on it.” —MARISSA H.



Behavioral and financial outcomes

Prior to using Flex, 89% of surveyed users reported frequent concern about paying rent on time. In the absence of Flex, many said they would have relied on harmful coping strategies:

47%	**Delay paying other bills**	" I've skipped utility payments more than once just to cover rent. Flex helped me stop falling behind." Devon M.
33%	**Incur rent late fees**	" Before Flex, I was always late and paying extra. Now I actually make rent on time." Maya L.
33%	**Borrow from friends or family**	" I hated asking my mom for help every month. Flex gave me back some independence." Sierra J.
9%	**Resort to payday or title loans**	" Flex saved me from those payday lenders. I haven't touched one since I signed up." Reggie P.

These findings highlight the role of Flex as a harm reduction tool, helping users avoid financially damaging tradeoffs when faced with liquidity shortfalls. Flex allows users to stabilize the largest recurring expense in their budget, enabling more consistent financial planning.

After adopting Flex, users reported improvements in their ability to manage this strain:

47%	**Report saving more money than before**	" For the first time in a long time, I actually have something in my savings account." Nina W.
71%	**Report feeling somewhat or very confident in their ability to handle unexpected expenses without borrowing**	" I don't panic when something unexpected comes up anymore; I know I've got a plan." Lena K.
85%	**Consider Flex essential or very essential to paying rent on time**	" This is an essential resource for me!! Makes everything flexible (no pun intended). It's honestly saved me a few times being an entrepreneur." -- Andrew A.

While these are self-reported outcomes and not verified through longitudinal data, the responses suggest that flexible rent is associated with greater perceived control. Unlike other short-term financial tools, Flex does not charge late fees, does not permit stacking of unpaid bills, and requires full repayment before reuse. It also reports positive payment history to TransUnion, helping users with limited or poor credit gain visibility.

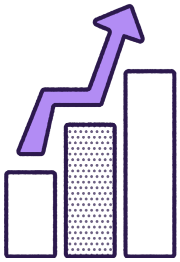
Importantly, many users described having used other financial products in the past 12 months:

20%	**Have used buy now pay later (BNPL) services**	“ I used Klarna all the time just to float bills, but it always caught up with me. Flex doesn’t bury me like that.” Tasha L.
20%	**Have carried a balance on a credit card**	“ I don’t take in a lot of savings after I get paid biweekly so the first half of the month can be stressful. Flex makes it easier to pay off credit cards and debt because you’re not constantly fluctuating between broke and then secure every couple months.” – Regan B
17%	**Have used overdraft protection**	“ I used to get hit with overdraft fees almost every month. Flex helped me break that cycle.” Erica M.
17%	**Have relied on cash advance apps**	“ I was using Earnin every week just to stay afloat. Flex gave me a more stable option.” Tierra L.

Users consistently reported that Flex felt safer and more sustainable. Rather than enabling new purchases, it helped them meet an existing obligation with fewer penalties and more predictability.

> **“I’ve tried everything: BNPL, cash advance apps, credit cards. *Flex is the only one that actually helps* without making things worse later.”** —JAMES S.

Not all users reported gains. Among those with higher Flex usage but lower reported savings, the product served primarily as a stabilizer. Many in this group reported no emergency savings, persistent cash flow gaps, and frequent tradeoffs. Flex did not eliminate hardship, but it helped prevent deterioration.



The role of savings and financial resilience

The relationship between Flex usage and savings behavior reveals two distinct patterns. First, some users report that Flex enables greater savings by smoothing their rent obligations. Second, others show high usage despite reporting reduced or stagnant savings, reflecting deeper financial precarity that Flex helps manage but cannot fully resolve.

Direct correlations between emergency savings levels and Flex usage or tenure are weak, suggesting that the decision to use Flex is driven less by cash on hand and more by timing pressures or structural income constraints. However, differences emerge when examining perceived changes in savings over time:

Users who report "saving more now" have an average tenure of 10.6 months and an average of 6.8 rent payments	"Flex helped me stop living bill to bill. Now I can plan ahead and save a little." Nicole P.
Users who report "saving less now" show higher average tenure (12.4 months) and higher usage (9.9 payments)	I might not be saving more, but Flex keeps me in my home; that's what matters most right now." Jasmine K.

The second group, those who save less despite high usage, tends to face more persistent financial strain:

- Over 68% describe their financial situation as living paycheck to paycheck or just breaking even.
- 82% report having delayed or skipped essential expenses in the last 30 days to afford rent.
- 42% have no emergency savings; another 18% have less than $100.
- Most have incomes between $1,500 and $3,999 per month and an average Vantage Score near 581.

> **"I've been using this service for about 4 months and it's really helped me out with paying my rent on time. With everything going up in price, this *helps me stay afloat* and keep up."** —GEORGETTE G.

These patterns suggest that Flex may not primarily serve as a tool for financial advancement for some users; rather, it operates as a stabilizing mechanism that enables continued housing access under conditions of deeper financial precarity.

Exit patterns and user trajectories

User exit patterns reveal that changes in financial circumstances are the most common reasons for leaving Flex. These findings are based on a separate in-app cancellation survey conducted with more than 60,000 users who chose to end their membership. **Among those who canceled their membership, 61% reported a change in their financial situation.**

> "I finally got a raise and saved up enough; I don't need Flex anymore, but *it got me through.*" —JARED S.

Of this group:

38%	**Said their financial situation improved, allowing them to manage rent independently**	" Flex helped when I was in crisis. I don't use it now, but I'm grateful it was there when I needed it." Tonya W.
23%	**Reported new or escalating financial hardships, such as medical bills**	" My car broke down and I had medical bills. I had to cut everything, even Flex." Elena R.
20%	**Experienced a decrease in income or reduced work hours**	" My hours got cut and I couldn't even keep up with the split payments." Raymond C.

These responses illustrate two distinct trajectories. Many users exit Flex after achieving greater financial stability, having used it as a temporary support tool. Others cancel due to worsening financial conditions that make even flexible rent payments unmanageable. This divergence highlights both the utility and limitations of flexible rent. For many, it functions as a short-term stabilizer. For others, structural affordability gaps remain too wide to bridge.

These user trajectories reinforce the idea that flexible rent is a transitional and responsive resource. It can offer stability during periods of volatility and provide a pathway toward regaining financial control. However, it is not a substitute for broader affordability reforms and should be viewed as one part of a wider ecosystem of renter support tools.

Policy and product implications

The findings of this study point to a growing mismatch between how rent systems are structured and how renters actually earn and manage money. As housing costs rise and income volatility becomes more common, traditional rent collection models based on one fixed monthly payment creates unnecessary hardship. Flexible rent products such as Flex do not reduce the cost of housing. Instead, they help renters manage timing mismatches that can otherwise trigger financial instability.

This has several implications for policy, product development, and broader housing stability strategies:

1. Timing is a missing piece of the housing affordability debate

Housing policy often focuses on how much people pay relative to their income. While this is critical, it overlooks the importance of when income arrives. Many Flex users report that their income does not align with rent due dates. This creates liquidity stress even when monthly income is sufficient.

> POLICY IMPLICATION: Assistance programs and rental protections should consider cash flow volatility in their eligibility criteria and program design. Providing flexibility in payment timing could expand the effectiveness of existing support mechanisms.

2. Rent flexibility should be treated as financial infrastructure

A growing number of renters face short-term liquidity gaps in addition to long-term affordability crises. Credit cards, payday loans, and overdraft products often make these gaps worse due to compounding fees and interest. Flex offers a different model by helping renters better manage an existing obligation.

> PRODUCT IMPLICATION: Financial products that support rent payment flexibility should prioritize simplicity, predictability, and safety. The aim is not to expand consumer credit to enable discretionary spending but to provide responsible, guardrail-based support during periods of strain or financial shock.

3. Flexible rent supports broader financial health goals

Many Flex users have engaged with budgeting apps, credit-building products, and payment smoothing tools. What makes flexible rent distinctive is its focus on the largest fixed monthly expense: housing. It also integrates directly with property management systems, enabling automation, consistency and a chain of custody to ensure funds go directly to landlords that other financial products often lack.

> POLICY AND PRODUCT IMPLICATION: Flexible rent should be incorporated into broader financial inclusion strategies. Public housing agencies, fintechs, and property technology firms should partner with Flex to scale these tools as part of housing stability and credit access initiatives.

4. Flexibility is a temporary bridge, not a structural solution

Flexible rent helps reduce immediate financial strain, but it does not solve the root causes of housing instability. It does not build new affordable units, raise wages, or reduce rent burden at the structural level. What it does offer is a tool for managing cash flow in the near term and avoiding downstream harms like late fees, eviction risk, or missed payments.

> **"Programs talk a lot about helping renters, but Flex is the only thing that's *actually worked for me.*"** —C. JORDAN

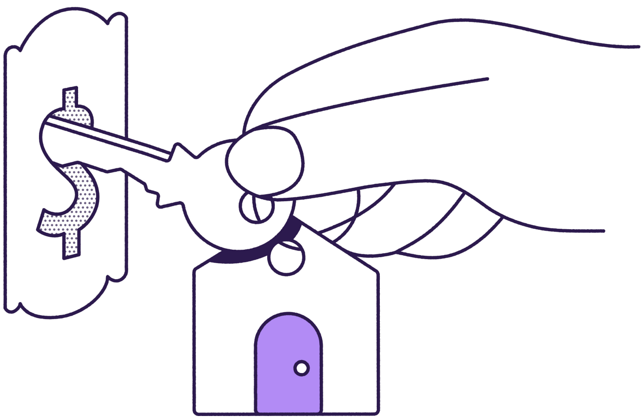
Conclusion

The traditional rent model expects full payment at the start of the month, regardless of when income arrives. For many renters, especially those living paycheck to paycheck, this creates unnecessary financial strain. Even when monthly income is sufficient, the timing of that income can lead to late fees, credit harm, and tradeoffs that erode financial stability.

Flexible rent payments offer a practical way to reduce this timing mismatch. They do not lower housing costs or increase income, but they give renters more control over how and when they meet their largest recurring obligation. In doing so, Flex can help prevent downstream harm.

While flexible rent is not a substitute for broader housing reform, it fills a gap that existing policy tools have largely overlooked. It offers short-term relief for those experiencing volatility and serves as a bridge for many who are working toward more stable financial footing.

As policymakers and housing advocates seek scalable interventions, flexible rent should be viewed as essential infrastructure. It supports predictability, reduces reliance on higher-cost financial products, and aligns with how people actually earn and manage money.



Appendix

Methodology

This report draws from a mixed-methods study conducted in June 2025, examining the experiences and financial behaviors of Flex users. A total of 25,600 active Flex users were invited to participate in the survey via email, of whom 845 users completed the questionnaire in full. The survey was supplemented with anonymized behavioral data from Flex's internal systems, including credit score, rent amounts, product usage patterns, and tenure.

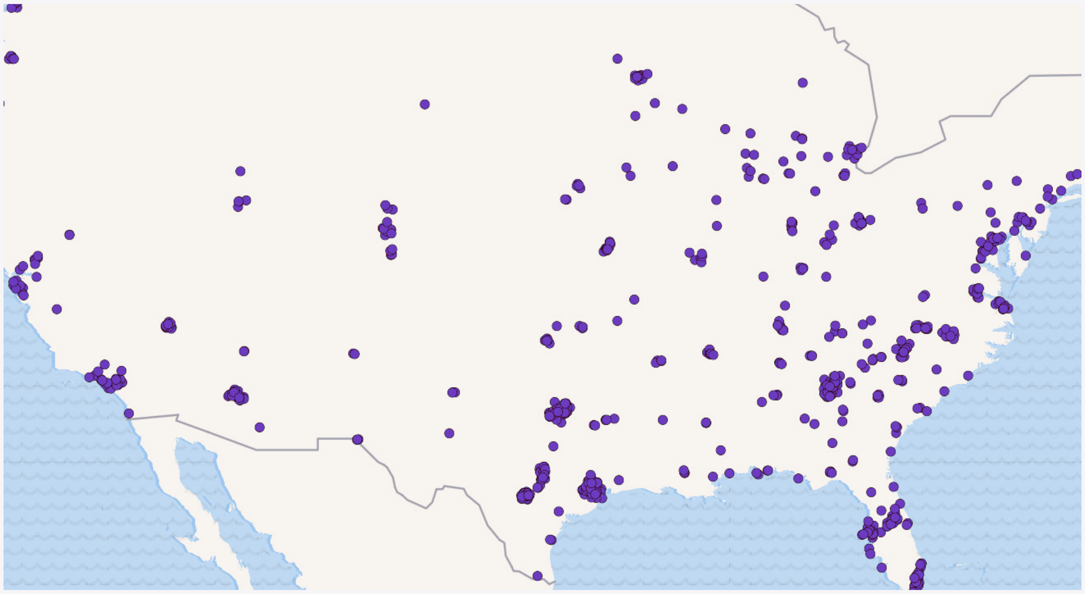


Image: Distribution of 845 survey respondents

Limitations and future research

While the findings in this report are compelling, several limitations should be acknowledged. First, the primary survey data are self-reported, which may introduce recall bias or optimism bias. The sample consists of voluntary respondents, which may skew results toward users with more positive engagement.

Second, this study does not track long-term financial outcomes. Metrics such as credit score improvements, eviction avoidance, or sustained savings behavior would require a longitudinal research design and access to external administrative data.

Finally, Flex is one of many emerging tools in the evolving renter support ecosystem. Future research will explore how flexible rent interacts with other interventions such as housing vouchers, emergency assistance programs, and income support policies. Comparative studies can help policymakers understand the unique and complementary role flexible rent may play in supporting financial resilience and housing stability.

Sample and data sources

Participants were current Flex users at the time of the study. The final analytic sample includes 845 respondents who provided valid responses and were matched to backend product usage data. Behavioral variables were used to augment and validate self-reported survey responses.

User tenure classification

To capture users' relationship duration with the platform, respondents were categorized into three tenure groups based on the number of months since account activation:

- **New (recent) users:** Joined within the last 3 months (n=208)
- **Mid-tenure users:** Joined between 3 and 12 months ago (n=377)
- **Long-term users:** Joined more than 12 months ago (n=260)

This segmentation allows for comparative analysis across user lifecycle stages.

Usage frequency classification

To assess engagement patterns, respondents were classified by the number of rent payments made using Flex in the past 6 months:

- **Frequent users:** Used Flex in ≥5 of the last 6 months (n=228)
- **Episodic users:** Used Flex in 2–4 of the last 6 months (n=383)
- **Infrequent users:** Used Flex ≤1 time in the last 6 months (n=234)

This usage typology enables examination of how dependency on flexible rent payments correlates with financial outcomes and user motivations.

Survey results

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What are the main reasons you use Flex? (Multiple selections possible)

- **50%** It makes it easier to pay rent on time
- **50%** I use Flex to split my rent into smaller payments over time
- **39%** I sometimes don't have enough income to cover the full rent payment at once
- **35%** It helps smooth out my cash flow generally
- **33%** It helps me avoid late fees and penalties
- **33%** I use it every month as a routine way to manage my finances
- **27%** It helps improve my credit
- **26%** My income usually arrives after my rent due date
- **18%** I use it primarily when I have other large bills due around the same time as rent
- **7%** I use Flex only when I have unexpected expenses or financial emergencies

Before you started using Flex, how often did you worry about having enough money to pay your full rent on time?

- **35%** Always
- **25%** Often
- **29%** Sometimes
- **7%** Rarely
- **4%** Never

How essential is Flex to your ability to pay your rent on time each month?

- **45%** Extremely essential (I would struggle significantly or be unable to pay rent on time without it)
- **35%** Very essential (It makes a big difference in paying on time)
- **13%** Moderately essential (It helps, but I could likely manage without it)
- **5%** Slightly essential (It's a nice convenience, but not critical)
- **<1%** Not essential at all (I could easily pay rent on time without Flex)
- **<1%** Not applicable (I don't use Flex to pay rent on time)

If Flex were not available, what would you likely do to ensure your rent is paid on time? (Multiple selections possible):

- **47%** Delay paying other essential bills (e.g., utilities, groceries)
- **38%** Pay rent late and incur late fees
- **23%** Borrow money from friends or family
- **19%** I would have enough money to pay it without issues
- **17%** Contact my landlord to ask for an extension
- **10%** Use a credit card
- **9%** Take out a payday or title loan

What are all the ways you or others in your household receive income? (Multiple selections possible)

- **62%** Hourly job
- **31%** Salary job
- **12%** Gig or freelance work (e.g. driving, delivery, creative services)
- **11%** Self-employment or Small Business income
- **7%** Government benefits
- **6%** Pension or Retirement income
- **5%** Tips or commissions
- **4%** Child support or alimony
- **2%** I do not personally earn income

Which government benefits do you currently receive? (Percentage of total respondents who selected each option)

- **3%** Social Security (Retirement or Survivor benefits)
- **3%** SNAP (Food Stamps)
- **2%** SSI (Supplemental Security Income) / SSDI (Social Security Disability Insurance)
- **<1%** Pension
- **<1%** VA disability
- **<1%** Veterans benefits
- **<1%** Infants
- **<1%** TANF (Temporary Assistance for Needy Families) / WIC (Special Supplemental Nutrition Program for Women
- **<1%** and Children): 0.59%
- **<1%** Unemployment benefits
- **<1%** Section 8 (Housing Choice Vouchers)
- **<1%** Navajo Tribe
- **<1%** Other members of household receive social security benefits
- **<1%** State or local rent relief

When do you usually receive these benefits during the month?

35%	1st–5th
10%	6th–10th
10%	11th–15th
16%	16th–20th
12%	21st–25th
10%	26th–31st
10%	It varies

Do you have more than one job or income source?

68%	No
32%	Yes

How often do you receive income from your main source?

57%	Every two weeks
18%	Weekly
12%	Twice a month
9%	Monthly
2%	It varies
<1%	Not sure

About how much total take-home income does your household receive each month (after taxes)?

5%	Under $1,000
11%	$1,000–$1,499
24%	$1,500–$2,499
29%	$2,500–$3,999
20%	$4,000–$5,999
6%	$6,000 or more
5%	Not sure / Prefer not to say

When is your rent due by (before a late fee applies)?

46%	On the 1st
23%	Before the 3rd
<1%	Before the 4th
29%	Before the 5th
<1%	By the 6th
<1%	By the 8th
<1%	It varies
<1%	Not sure

In the last 3 months, did your income usually arrive before your rent was due?

47% Always

23% Usually

16% Sometimes

9% Never

6% Rarely

Do any of the other adults living in your household contribute financially to paying the monthly rent?

50% No, I am solely responsible for the rent

20% Yes, they contribute a significant portion

22% Yes, they contribute a small portion

Who lives in your household with you?

37% Live alone

36% With children

15% With partner/spouse

4% With roommates/non-relatives

4% With adult children

3% With other adult relatives

<1% Prefer not to say

<1% Other

How many children under 18 live with you?

62% Zero children

18% One child

12% Two children

8% Three or more children

How would you describe your financial situation most months?

- **62%** I live paycheck to paycheck, with no extra money
- **21%** I usually have money left over after paying bills
- **9%** I often run out of money before my next paycheck
- **8%** Prefer not to say

How much cash do you currently have saved that you could use in an emergency?

- **19%** Less than $25
- **14%** $25 to $99
- **12%** $100 to $499
- **25%** $500 to $999
- **30%** $1,000 to $4,999

In the past 30 days, have you delayed or skipped any of the following to pay rent? (Multiple selections possible)

- **44%** Groceries
- **37%** Credit card or loan payments
- **33%** Utility bills
- **28%** None of the above
- **15%** Healthcare or prescriptions
- **13%** Transportation

In the last 12 months, have you used any of the following to help pay rent or bills? (Multiple selections possible)

- **18%** Buy now pay later (e.g., Klarna or Affirm)
- **20%** Credit card (not paid off fully)
- **17%** Cash advance app (e.g., Earnin or Dave)
- **17%** Overdraft protection
- **31%** None of the above
- **10%** Payday or title loan

Compared to before you started using Flex, how has your ability to save money changed?

- **46%** I save more now
- **27%** I save the same amount
- **22%** I do not save at all
- **5%** I save less now

Age

- **6%** 18-24
- **32%** 25-34
- **27%** 35-44
- **16%** 45-54
- **10%** 55-64
- **8%** 65+

How confident are you in your ability to cover unexpected expenses without borrowing money?

- **46%** Somewhat confident
- **29%** Not confident
- **25%** Very confident

Rent amount

- **5%** <$1000
- **28%** $1000-$1499
- **40%** $1500-$1999
- **20%** $2000-$2499
- **7%** $2500+

Vantage score

44%	Poor (300-579)
43%	Fair (580-669)
11%	Good (670-739)
2%	Very good (740-799)
<1%	Excellent (800-850)

Last three months number of bills paid

5%	0 bills
53%	1-2 bills
43%	3 bills

Months signed-up

38%	0-3 months
12%	4-6 months
18%	7-12 months
22%	13-24 months
9%	24+ months

Last 6 months number of bills paid

47%	1-2 bills
33%	3-5 bills
21%	6 bills

Total number of bills paid

56%	0-4
20%	5-9
12%	10-14
5%	15-19
6%	20+

Flexible Finance, Inc., together with its subsidiaries ("Flex"), is a financial technology company, not a bank. All loans, banking services, and payment transmissions are offered by Lead Bank. An application and credit assessment are required. Unsecured lines of credit for Flexible Rent are provided for a recurring monthly membership fee up to $14.99; membership automatically renews until canceled. A bill payment fee of 1% of your total rent amount is also charged (an additional 2.5% processing fee applies when using a credit card).

Term loans for Flex Move-in are provided at 16.95%- 23.84% annual percentage rate (APR) based on state of residence, loan duration, and other relevant factors. A bill payment fee of 1% of your initial payment amount is also charged. Term loans are currently only available to eligible customers in certain states. Other third party fees may apply. See your offer for more details. Positive rent payment history and information about your loan may be reported to one or more national credit bureaus. All Loan amounts vary based on eligibility. Any graphics are for illustrative purposes only. Terms and conditions apply. All loan proceeds are disbursed by Lead Bank; neither Flex nor any of its subsidiaries disburse loan proceeds or engage in the movement of consumer funds. Brokering activities are performed by Flexible Finance Brokering, Inc. Servicing and collection activities are performed by Flexible Finance Servicing, Inc.