



# **Atlas Rental Property**

## Property Management Guide

[atlasrentalproperty.com](https://atlasrentalproperty.com)

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# Our Process



**Property management is about a lot more than collecting rent. Our full-service model allows our clients to passively reap the benefits of rental property investments.**



## **Property Analysis**

Our Acquisitions Department sources and evaluates hundreds of properties every week and ensures that we are taking on the top 1%.



## **Construction**

Our construction process includes rehabbing the property, along with the large capex items like new roofs, HVACs, flooring, counters, and more. We also operate a home building entity for build-to-rent investments.



## **Investor Purchase**

We help you find the rental that will help you meet your financial goals. We aim to bring almost 400 properties to the closing table each year.



## **Leasing**

Our leasing agents rigorously market to and screen all applicants to find responsible, long-term tenants.



## **Property Management**

We take care of your investment long-term. ARP manages over 2,100 investor-owned properties.



## **Investor Reporting**

It's your investment, so we're always keeping you updated. Our dedicated Investor Relations Team is by your side the whole way.

# Placing a Tenant



## Tenant Screening



**The tenants selected to live in your property are a huge part of what makes your investment successful, so we take tenant screening seriously and always check the following:**

- Hard Credit Check
- Criminal Background History Check
- Validate Income
- Eviction / Rental History
- Rental References

## Leasing Services



**We want you to see rental income hitting your account as soon as possible, so our Leasing Team works hard to place reliable tenants quickly. Our leasing services include:**

- Agent showings are available 5 days a week during business hours
- Self-showings are available 7-7-7—7 days a week, 7 AM to 7 PM
- Professional interior and exterior photos and drone videos for marketing
- Publishing on up to 30+ websites
- Social media, billboards, or other paid advertisements
- Running rent specials when leasing activity is slower, such as in the Winter during the holidays

# Lease Management



**Keeping good tenants long-term can help keep your expenses down and your returns up, so we work hard to keep reliable tenants happy and in-place.**

- We offer tenants a 1 or 2 year lease term. If a 1-year lease term is selected, the tenant pays an additional \$25 each month
- We review the tenant prior to the lease expiration in order to determine if a renewal should be offered.
- The team conducts a market analysis to assess whether a rent increase is warranted, with a standard 8% rent increase applied across the board.
- Negotiations are held with the current tenant if a renewal is offered.
- We handle all leasing and non-renewal documentation.
- Our Investor Relations Team is available to assist with questions regarding your portfolio's performance.
- We offer built-in Tenant Liability Insurance to protect your investment.

# Full Service Management



**Placing a great tenant is the first step towards creating consistent cash flow. From collecting rent to fielding tenant calls, ARP takes care of everything.**

- Collect rent at the beginning of each month
- Deposit disposition when applicable
- Invoice payment on investor's behalf
- Tenant communication and management
- Maintenance coordination
- Annual property inspections



# Maintenance



**Lower maintenance costs are one of the benefits of buying a newly renovated turnkey property, and we aim to keep them as low as possible.**



Our maintenance call center is staffed 24/7, so your property is always taken care of.



Emergency issues are handled immediately to prevent additional damage.



Invoices paid on your behalf, so repairs don't need to wait.

**We don't defer maintenance. Maintenance work orders are handled promptly to prevent little issues from becoming big problems.**

**Any newly purchased property will be automatically opted-in for an annual inspection. Owners will have the opportunity to opt-out at any point.**



## Over the course of long-term property investments, vacancy happens.

When there is tenant turnover, our Leasing Team gets to work marketing your property right away, while our Field Operations Team takes care of any necessary maintenance, repairs, or cosmetic touch-ups.

The majority of our properties are ready to go back on the market in 12 days.

ARP handles everything during the turnover process to make sure the transition is as smooth as possible.



Perform regular vacancy checks



Handle documents and key turn-in



Meet legal requirements for deposit disposition



Switch utilities accounts



# Getting Paid



**We know the most important aspect of your investment is the return, the bottom line, the cash flow - so we make it easy to keep tabs on what matters most.**

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Rental payments are deposited directly to your bank account via ACH transfer on the last day of the month.



Owners have access to review any maintenance charges or other expenses in real-time on the owner portal.

# Investor Relations



**It's important to us that you always feel confident in your investment, which means keeping you up-to-date on every aspect of your rental's performance.**



The Investor Relations Team will walk you through the onboarding process to ensure proactive communication.



Our online owner portal gives you 24/7 access to your property's payment history, maintenance expenses, and documents.



## **Detailed Portfolio Review**

The Investor Relations Team will provide an annual review of your portfolio's performance, which will give us a big picture of your investment. This proprietary reporting will take into consideration extraneous elements like appreciation, property taxes, and insurance.

**Our onboarding process allows us to provide a smooth transition between Spartan's sales team to Atlas Rental Property.**

# Fee Chart



**What to expect from property management: Turn-key investing is built to be simple, so we think our fee structure should be simple, too. You won't find a bunch of hidden costs or sneaky markups—just straightforward and transparent fees that keep your operations running smoothly.**

Fees	Cost	Occurs
Leasing	1 Months' Rent	First Month of Each Lease
Renewal	1-Year = \$250 2-Years = \$500	First Month of Renewal
Management	9% of Rent Collected	When Tenant Pays Rent
Invoices	9% of Invoice Amount*	Upon Invoice Payment
Annual Inspection	\$99	1-Year After Move-In Date

\* Capped at \$250

\* The invoice processing fee enables Atlas Rental Property to pay for any vendor maintenance and bills upfront on your behalf. This is not charged for in-house maintenance.

# The Warrior Club



We aim to reward our loyal investors by offering access to exclusive incentives that benefit your pocket directly.

Join the club when you own 5 or more properties with Atlas Rental Property!

	Membership Tiers		
			
Perks	Bronze: 5+ Properties	Silver: 10+ Properties	Gold: 15+ Properties
PM Fee (%)	8.5%	8%	7.5%
Ambassador Kit	✓	✓	✓
Early Inventory Access	✓	✓	✓
Discounted Event Access	✓	✓	✓
\$500 Referral Bonus*	✗	✓	✓
Property Discount*	✗	✗	✓

\*Limits Apply

For more information about Warrior Club, please visit:  
[spartaninvest.com/warrior-club](https://spartaninvest.com/warrior-club)

# Key Performance Indicators



**Performance matters, especially when managing properties. Atlas Rental Property transparently tracks all aspects of the business and works hard to provide optimal service at all times, regardless of economic realities.**

KPI's	2020	2021	2022	2023	2024
Maintenance Ratio	5.6%	5.6%	6%	6.7%	6.8%
AR Collected	95%	95.31%	93.7%	89.51%	93.4%
Days to Deposit	57	36	27	33	33
Occupancy	94.5%	95%	97%	94.1%	93.4%
Renewals	56.43%	55.98%	57.31%	59.7%	57.7%

## Perspective

Over the past five years, we have made strategic investments in property upkeep, balancing rising costs with smarter maintenance planning.

While AR collection briefly dipped in 2023 due to market shifts, improved collection processes and tenant outreach have stabilized performance. Strong leasing and renewal strategies continue to drive occupancy and retention.

To ensure long-term stability, we've streamlined deposit processing and enhanced payment tracking, improving cash flow and operational efficiency.



# The Atlas Promise

*Where our home, is your home.*

We understand the time and effort you've put into selecting your real estate investment, and we strive every day to make sure that work pays off.

While there may be things we simply can't control, we will do whatever we can, whenever we can, to ensure a smooth investment process and reliable returns.

We've built a company focused on partnership, so our dedication to you and your investment doesn't end at the closing table. From property selection to long-term management, Atlas Rental Property and the entire Spartan team are with you every step of the way.

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