**SOP** **Number** **Voy.08**

**SOP** **Title** **How to Create a new property amenity**

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|  | **NAME** | **TITLE** | **SIGNATURE** | **DATE** |
| **Author** | L Tarasiewicz | Manager of Software Support |  | 03/13/25 |
| **Reviewer** |  |  |  |  |
| **Authoriser** |  |  |  |  |

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| **Effective** **Date:** |  |
| **Review** **Date:** |  |

# PURPOSE

To create a new amenity for a property to adjust their unit market rents.

# SCOPE

Software Support/Atlas users are the only users with access to make this adjustment. RM or RVP approval is required to add an amenity to a property. Software Support team will cc the Regional Manger on the ticket before assigning to Atlas if the ticket comes from a Community Manager or Assistant Community Manager.

# DEFINITIONS

**Amenity Code**- a limited character (12) code in all lowercase letters listing the amenity ex: lossleader1

**Amenity Name**- The name of the amenity written out with capital letters leading each word and a space between each word or number. Ex: Loss Leader 1

**Amenity**- available amenities in RPMs amenity look up list to select from that relates to the requested amenity addition. Exp: Loss Leader 1 Under no circumstance are we adding new amenities to the existing look up list.

# RESPONSIBILITIES

The Atlas agent will obtain RM or RVP approval to add the requested amenities to a property after confirming they don’t have existing amenities that match the request. You will also need to ask if there’s a dollar amount associated if it’s not already provided in the ticket. If you are unsure of which amenity to use in the amenity loop up list, please reach out to Software Support for assistance or confirmation.

There are also ticket requests where an amenity is requested with a $0.00 amount. There is no issue entering $0.00 in the amount fields. Sometimes properties use zero dollar amenities just mark a unit with an option so they can see it when reviewing available units.

# SPECIFIC PROCEDURE

1. Start on the NOnsite3/CM Role

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1. Use the Yardi Voyager Search Box

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1. Type "amenity"
2. Click "Amenity Listing Report"

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1. Enter Property Code

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1. Click Submit

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1. Review the Existing Amenities. We want to confirm that we're not adding an amenity that already exists for the property. We also want to view the naming convention so we can replicate.  
   For example: If they're asking for a new Loss Leader, it would be Loss Leader 2 since Loss Leader 1 has already been created. We also make note of how the Amenity name and code is listed to make sure the new amenity matches such as spaces, lowercase and uppercase.

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1. I have Review Property set as a favorite. You can also search Review Property in the Voyager Search Box. Navigate to Review Property.

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1. Enter Property Code

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1. Click Submit

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1. Go to the Functions drop down.

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1. Click "Amenities"

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1. To create a new amenity, click "New"

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1. You'll enter the code which has a character limit so the code can sometimes be abbreviated. The code is always lowercase letters. In this example, we used lossleader2. You'll then properly write out the amenity name in the Name field. Loss Leader 2.

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1. You'll then select the Loss Leader 2 amenity in the Amenity drop down. We are only using existing amenities in this drop down. If you don't see the exact amenity name to match the name provided by the property, we'll need to use the amenity in the drop down that's the closest. Please reach out to Software Support for review and approval to use the closest amenity in the drop down to match the request.

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1. You'll then enter the amenity amount in the Current Amount and Proposed Amount Fields. The date entered for both current and proposed will be the date that you're creating the amenity.

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1. Click "Save"

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1. If you need to create more than one new amenity, click "New" on the same screen.

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1. Select the "Yard-Medium" option.

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1. Add the code mediumyard and the name Medium Yardi

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1. Enter the amenity value and date in the Current Amount and Proposed Amount fields.

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1. Click "Save". Once completed. Click Close.

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1. Go back to the Functions drop down to review your updated amenities.

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1. Click "Amenities"

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1. You'll see the new amenities listed.

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1. You can also confirm your amenities by reviewing the Amenity Listed report.

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1. Click "Amenity Listing Report"

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1. Enter the property code and click Submit.

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1. You'll see all the amenities listed. I would suggest providing a screenshot of this report in your reply to the requestor to show the new amenities created.

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# FORMS/TEMPLATES TO BE USED

# INTERNAL AND EXTERNAL REFERENCES

* 1. **Internal** **References**

**Macro to be used:**

“Hello (Requestor First Name)

The requested amenities have been created. Please see Amenity List Report below.

(insert screenshot of report)

Thank you,”

* 1. **Examples of Requests for amenities that don’t perfectly match the options in the look up list.**

Requester is asking for a Blue Cabinet amenity.

Code: bluecabinets

Name: Blue Cabinets

Amenity from Look Up list: Updated Cabinets

Updated Cabinets is used because we do not have an amenity created for Blue Cabinets so this would be the next best option to select.

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Requestor is asking for an amenity called Dual Balcony.

Code:dualbalcony

Name: Dual Balcony

Amenity from Look Up List: Balcony-Duet (duet being 2)

We have many balcony options to review but this is the closest to a Dual Balcony.

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Requestor is asking for a $0.00 ADA amenity.

Code: adaunit

Name ADA Unit

Amenity from Look Up List: ADA

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# CHANGE HISTORY

Where the SOP is the initial version:

* SOP No: Record the SOP and version number
* Effective Date: Record effective date of the SOP or “see page 1”
* Significant Changes: State, “Initial version” or “new SOP”
* Previous SOP no.: State “NA”. Where replacing a previous SOP:
* SOP No: Record the SOP and new version number
* Effective Date: Record effective date of the SOP or “see page 1”
* Significant Changes: Record the main changes from previous SOP
* Previous SOP no.: Record SOP and previous version number

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1. **PURPOSE**
2. **INTRODUCTION**
3. **SCOPE**
4. **RESPONSIBILITIES**
   1. **Chief/Principal** **Investigator**

# SPECIFIC PROCEDURE

* 1. **Version** **control** **and** **naming** **convention**
  2. **Other** **considerations**
  3. **Storage** **and** **archiving**

# FORMS/TEMPLATES TO BE USED

1. **INTERNAL** **AND** **EXTERNAL** **REFERENCES**
   1. **Internal** **References**
   2. **External** **References**
2. **CHANGE** **HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **SOP** **no.** | **Effective** **Date** | **Significant** **Changes** | **Previous** **SOP** **no.** |
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