**SOP** **Number** **Voy07**

**SOP** **Title** **Update Rental Type of a Unit**

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

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

# PURPOSE

To update the rental type of a unit. The rental type can be changed to a model unit, and down unit or residential.

# SCOPE

Software Support/Atlas users are the only users with access to make this adjustment. RM approval is required. If the RM is out of office or unavailable, the property will need to provide RVP approval. 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

**Rental Type**: This type determines if a unit is available to rent, is under construction or renovation as a down unit or and model unit.

**Residential Unit**: A residential rental type means that the unit will show on the website and listed in the system to allow applicants to apply.

**Down Unit**: A down rental type means that the unit is not available to rent due to renovations, construction, pest issue…etc.

**Model Unit:** A model rental type is a unit that is not available to rent and is used for the property to show prospective applicants what their apartment homes look like.

**Office Unit:** An office rental type is used when a property may not have an office building or they’re under construction so they’re using a unit as leasing office.

**Admin Unit:** An admin unit is used for non-revenue units. For example, the client wants to use the unit as a guest suite and they will not be collecting rent.

# RESPONSIBILITIES

The Atlas agent will review the ticket first to confirm RM or RVP approval is listed. If not, it will need to be requested in the ticket to proceed. Next, go the unit in Yardi to confirm that’s it’s not occupied or rented. Once confirmed, use the Update Unit Rental Type function to change the unit or units to a different rental type as requested in the ticket.

**If the unit is occupied or rented, we cannot make any changes to the rental type until the resident has been moved out or the applicant has been moved to another unit**.

If the request is asking to mark a unit with a rental type outside of down, residential or model, please reach out to RPM Software Support to review the request as the other rental types can affect unit count and reporting.

# SPECIFIC PROCEDURE

1. Navigate to RPM Support Desk Role Home Page

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1. Click "Review Unit"

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1. Enter Property Code

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1. Click Submit

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1. Enter unit in Search box. When the unit appears, click the unit link to view unit status.

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1. Unit Status must show Vacant. It can show Vacant and Unrented to change the status from Residential to another Rental Type.

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1. If the unit is Vacant Rented we cannot update the rental type at this time. The property will need to move the applicant to another unit. You'll need to then verify the unit is Vacant and Unrented, then complete the request.  
   If the unit is Occupied, we cannot change the rental type until the resident has been moved out and the unit becomes vacant. If the property is worried about the unit showing available on the website, they can push the available date to a year out by using the Update Availability at Ready Dates of Vacant/Notice units function.

You can use this reply below to explain where they can locate the function and how for out they need to extend the available date to not show

"Please use the Update Availability and Make Ready Dates function extend the available date. This will prevent the unit from appearing on the website. You'll want to make sure to push the available and make ready date out 15 months. You'll find this function under Reports>Residents>Update Unit Availability and Rent Ready. **Please make sure to select a unit and enter both the Make Ready Date and Availability Date in the function."**

1. Click "Roles"

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1. Click "RPM Living System Administrator"

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1. Type Rental Type in the Yard Search Box

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1. Click "Update Unit Rental Type"

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1. Enter the property code

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1. Click "Unit" to select the unit or units to update.

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1. Check the box next to each unit that needs to be updated to the same rental type.

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1. Click "OK"

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1. From the New Rental Type drop down, you'll select the requested type. In this example we’re setting the units as “Down” so we’ll select Down in the New Rental Type field.

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1. Report only is set to no and then click Submit.

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1. Click "Home"
2. You can then go back to Review Unit to confirm the unit rental type.

# INTERNAL AND EXTERNAL REFERENCES

* 1. **Internal** **References**
  2. **Macro to be used once rental type has been updated.**

“Hello (requestor first name)

The unit(s) rental type has been updated as requested.

Thank you, “

* 1. **External** **References**

# 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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| **SOP** **no.** | **Effective** **Date** | **Significant** **Changes** | **Previous** **SOP** **no.** |
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| **Reviewer** |  |  |  |  |
| **Authoriser** |  |  |  |  |

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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**

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