**SOP** **Number** Voy6

**SOP** **Title** **Change Ready Unit to Not Ready**

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|  | **NAME** | **TITLE** | **SIGNATURE** | **DATE** |
| **Author** | L Tarasiewicz | Manager of Software Support |  | 03/12/25 |
| **Reviewer** |  |  |  |  |
| **Authorizer** |  |  |  |  |

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

# PURPOSE

To assist the property that has made a unit or units Ready but the property needs it/them to revert back to Not Ready

# SCOPE

Software Support/Atlas users are the only users with access to make this adjustment.

# DEFINITIONS

**Made Ready-** When a unit has been moved out of and turned, it is then marked as ready.

**Pending Make Ready Dashboard**- the dashboard used by the property to manage when their units have been walked and confirmed ready. They’ll mark the unit ready from here which automatically checks the unit’s Rent Ready box as of the date it was made ready.

# RESPONSIBILITIES

The Atlas agent will edit the unit or units to remove the ready status which will place the unit back on the Pending Make Ready board. The property will then mark the unit ready once it has been walked and confirmed ready. The status will only be updated on Vacant unit rented or Vacant Unrented units.

Ready status should not be updated on occupied units.

# SPECIFIC PROCEDURE

1. Navigate to the RPM Support Desk Home Page

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Click "Review Unit"

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Enter Property Code and click Submit.

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Enter the unit number you need to remove the Make Ready status from in the Search field.

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When the unit appears in the search box, click on the unit number.

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Confirm the unit status is Vacant, Click "Edit" on the unit

If the unit is occupied there is no need to change the status.

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Uncheck the Rent Ready box

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Click "Save"

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For multiple units, go back to the search box and enter the next unit number.

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Type the next unit number and click on the unit number to view.

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Click "Edit"

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Uncheck the Rent Ready box.

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Click "Save"

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Once the unit's ready status has been removed, you'll go back to the CM Dashboard to confirm that they are now listed on the Pending Make Ready dashboard. The property will need to mark them ready on that dashboard once they have walked the unit and confirmed that the turn is complete.

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# FORMS/TEMPLATES TO BE USED

Macro to be used in reply:

Hello {Requestor First Name},

The unit/units provided have been updated to Not Ready. Please make sure to navigate back to the Pending Make Ready dashboard to re-mark the unit as ready once the final walk through has been completed.

Thank you,

# INTERNAL AND EXTERNAL REFERENCES

* 1. **Internal** **References**
  2. **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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| **Reviewer** |  |  |  |  |
| **Authoriser** |  |  |  |  |

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| **NAME** | **TITLE** | **SIGNATURE** | **DATE** |
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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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