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PROPERTY MANAGEMENT AGREEMENT

Florida Residential · Multifamily · Investment Property

Effective Date	_____
Owner Name(s)	_____
Owner Mailing Address	_____
Property Address	_____
Manager	Atlis Property Management LLC
Manager Address	3801 PGA Blvd., Suite 600, Palm Beach Gardens, FL 33410

This Agreement is entered into between the Owner identified above and Atlis Property Management LLC ("Atlis"). By signing this Agreement, Owner appoints Atlis as the exclusive property manager for the property listed above. This Agreement is written in plain language so both parties clearly understand their rights and responsibilities. It complies with the Florida Residential Landlord and Tenant Act (Chapter 83), Florida Real Estate License Law (Chapter 475), federal Fair Housing laws, and all other applicable state, county, and local requirements.

1 APPOINTMENT & EXCLUSIVE MANAGEMENT

Owner appoints Atlis as the exclusive manager and limited agent for the Property for the purpose of:

- Advertising and marketing the property to prospective tenants
- Screening applicants and executing leases
- Collecting rent, deposits, and all other sums due from tenants
- Coordinating maintenance, repairs, and vendor services
- Handling tenant relations, notices, renewals, and move-outs
- Managing compliance, recordkeeping, and financial reporting

While this Agreement is in effect, Owner agrees not to directly advertise, negotiate, lease, collect rent for, or manage the Property without Atlis's prior written consent. Owner represents they are the lawful owner of the Property and have full authority to enter into this Agreement.

2 AGREEMENT TERM & RENEWAL

Initial Start Date: _____ Initial End Date: _____

After the initial term, this Agreement automatically renews for successive _____ month periods. To end the Agreement at the end of any term, either party must give written notice at least 60 days before the term expires.

If management services continue after expiration without a new signed agreement, this Agreement continues month-to-month under the same terms until either party ends it with the required written notice.

3 WHAT ATLIS WILL DO FOR YOU

Atlis, acting as Owner's limited agent, is authorized to:

LEASING & TENANT MANAGEMENT	FINANCIAL & LEGAL ADMINISTRATION
<ul style="list-style-type: none"> Market the property on all major platforms Screen all applicants (credit, background, income, rental history) Prepare, sign, and execute leases and renewals Handle all tenant communications and notices Coordinate maintenance and vendor work Conduct inspections (move-in, move-out, routine) Manage HOA compliance and communication 	<ul style="list-style-type: none"> Collect rent and enforce late fees Hold and manage security deposits per Florida law Disburse net proceeds to Owner monthly Provide monthly financial statements via owner portal Issue statutory notices (3-Day, 7-Day, entry notices) Coordinate with eviction attorneys at Owner's expense Issue year-end 1099 forms as required by law

4 OWNER'S RESPONSIBILITIES

Before management begins, Owner must provide Atlis with:

- All keys, access codes, gate information, and remote controls
- Copies of all existing leases, security deposit records, and tenant contact information
- HOA rules, condominium bylaws, and association contact information (if applicable)
- Appliance manuals, warranties, and utility account information
- Proof of property insurance with Atlis named as additional insured
- Any known defects, prior damage, open code violations, unpermitted work, pending litigation, mold issues, or habitability concerns — in writing

Why Disclosure Matters

Florida law (§83.51) requires landlords to maintain habitable properties. Disclosing known issues protects you legally and enables Atlis to act proactively. Concealed defects can create tenant claims and personal liability.

Ongoing, Owner agrees to:

- Fund all required repairs, replacements, and compliance items promptly when requested
- Maintain property insurance as described in Section 9 throughout the entire term
- Maintain the required reserve balance described in Section 6
- Respond to Atlis repair approval requests within 48 hours
- Not interfere with tenant relations or contact tenants directly without coordinating with Atlis

5 LEASING & TENANT SCREENING

Atlis will use commercially reasonable efforts to market the property and place qualified tenants. Atlis applies documented, consistent screening standards that comply with federal and Florida Fair Housing laws.

Screening criteria typically include:

- Credit score review
- Criminal background check
- Eviction history search
- Gross income verification — minimum 3× the monthly rent
- Rental history verification — prior landlord references

Important — No Guarantee

Thorough screening reduces risk but does not guarantee tenant performance. Atlis makes no guarantees of payment, lease compliance, or specific rental income.

Owner shall not direct Atlis to discriminate against any applicant based on race, color, national origin, religion, sex, familial status, disability, or any other class protected by federal, state, or local law. Any such instruction by Owner is void and will not be followed.

6 MONEY — RENT, DEPOSITS, RESERVES & DISTRIBUTIONS

6.1 Trust Accounts

All rent collected and security deposits held by Atlis are maintained in accounts that comply with Chapter 475, Florida Statutes, and DBPR/FREC requirements. Owner funds and tenant security deposits are kept separate from Atlis's operating funds.

6.2 Security Deposits

Security deposits are collected from tenants at move-in and held in a Florida-compliant trust account. Deposits are handled strictly per Florida Statute 83.49:

- Tenant is notified in writing of where the deposit is held within 30 days of receipt
- At move-out, a written deposit accounting is sent to the tenant within 30 days of vacancy
- Deductions are limited to unpaid rent and documented damage beyond normal wear and tear
- Any remaining deposit is refunded to the tenant — or a written claim is sent — within 30 days

6.3 Reserve Balance

Owner shall maintain a minimum reserve balance of \$_____ with Atlis. This reserve funds routine repairs, emergencies, and vendor payments on Owner's behalf. If the reserve falls below the required amount, Owner must replenish within 5 business days of written demand.

Atlis is not obligated to advance its own funds for any property expenses. If the reserve is insufficient, Atlis may pause non-emergency services until funded.

6.4 Owner Distributions

Net proceeds (rent collected minus all fees, expenses, and reserves) are disbursed to Owner by ACH transfer generally by the 5th business day of the following month. Atlis may delay disbursement as necessary for returned payments, pending expenses, fraud review, or reserve replenishment.

PAYMENT TIMING — HOW THE MONEY FLOWS

1. Tenant pays rent (due the 1st) → ACH payment posts in Rentvine within 3–5 business days of the bank clearing date
2. Atlis reconciles all rents, expenses, and fees for the month by approximately the 3rd–5th of the following month
3. Owner distribution is sent via ACH by the 5th business day of the following month → funds appear in Owner's bank account within 1–3 business days of the ACH being initiated (ACH processing time via Rentvine)

Example: Tenant pays on March 1 → Atlis reconciles by April 3–5 → Owner receives ACH distribution by April 7–8 (or sooner).

7 MAINTENANCE & REPAIRS

7.1 Routine Repairs — Pre-Authorized

Atlis may authorize and pay for routine repairs and maintenance up to \$_____ per occurrence without contacting Owner first. This allows Atlis to respond quickly to tenant issues and keep the property in good condition.

7.2 Repairs Above the Threshold — Owner Approval Required

For any repair estimated above the pre-authorized limit, Atlis will contact Owner with a description of the issue, the vendor's quote, and a recommendation. Owner agrees to respond within 48 hours. Prompt responses prevent further property damage and protect the owner's legal obligations to maintain a habitable property.

7.3 Emergency Repairs — No Approval Required

In a genuine emergency (active water leak, no A/C in extreme heat, sewage backup, security breach, fire, or any condition posing a risk to tenant safety or significant property damage), Atlis will act immediately to protect the property and the tenant — regardless of cost. Atlis will notify Owner as soon as reasonably possible. All emergency costs are the Owner's responsibility.

7.4 Project Management Fee

How the 10% Project Management Fee Works

For any coordinated repair or project with a total vendor invoice over \$1,000, Atlis charges a 10% project management fee on the total project cost. This fee covers Atlis's time to scope the work, obtain bids, coordinate vendors, manage the job, inspect completed work, and process invoices. This fee applies to each project, not each invoice. If a single project has multiple vendor invoices (e.g., plumbing + drywall repair), the fee is 10% of the combined project total if the combined total exceeds \$1,000.

7.5 Vendor Selection

Atlis selects vendors from its approved, licensed, and insured network. Atlis may receive standard trade pricing or preferred-vendor arrangements, provided total charges are commercially reasonable. Owner may suggest a specific vendor; however, Atlis reserves the right to use an approved vendor if the suggested vendor does not meet Atlis's licensing, insurance, and quality standards.

7.6 Capital Improvements

Major improvements, renovations, and insurance claim reconstruction remain Owner's responsibility and require separate written authorization. Atlis can assist with coordination at Owner's request.

8 MULTIFAMILY PROPERTIES

If the property includes multiple units, common areas, or shared systems, Atlis may:

- Allocate shared expenses among units by proportionate share or reasonable method
- Establish and enforce building rules, parking, trash, and amenity procedures
- Coordinate preventive maintenance, vacancy walks, and turn scheduling
- Manage site signage, pest control, landscaping, and vendor access

If the property requires onsite staff (maintenance personnel, resident managers, or leasing agents), all wages, payroll taxes, benefits, and employment costs are the Owner's responsibility unless separately agreed in writing. Atlis may supervise such staff but is not the employer of record unless expressly agreed.

9 INSURANCE REQUIREMENTS

9.1 Owner's Required Coverage

Owner shall maintain the following insurance throughout this Agreement:

- Property insurance — sufficient for full replacement value of the improvements
- Landlord/general liability insurance — minimum \$1,000,000 per occurrence (higher limits for multifamily or higher-risk properties)
- Loss-of-rents coverage — highly recommended to protect income during casualty events
- Flood, windstorm, and other specialty coverage appropriate for a Florida rental property

Atlis Property Management LLC must be listed as an additional insured on all liability policies. Owner must provide a current certificate of insurance upon request and promptly notify Atlis of any lapse or cancellation.

9.2 Atlis's Insurance

Atlis maintains commercially reasonable general liability, errors and omissions, and other applicable insurance for its operations. A certificate of insurance is available upon reasonable request.

10 LEGAL & COMPLIANCE

Atlis will use commercially reasonable efforts to administer the property in compliance with applicable law. However, Atlis is not responsible for:

- Pre-existing violations, open permits, or latent defects existing before management began
- Zoning issues, title defects, or environmental conditions
- HOA violations, special assessments, or lease approvals that remain the Owner's obligation
- Providing legal advice, tax advice, accounting opinions, or engineering assessments

Court filings, contested evictions, and any matter requiring legal representation will be handled through qualified Florida counsel selected by Atlis or approved by Owner — at Owner's expense.

11 FINANCIAL REPORTING & RECORDS

Atlis provides monthly owner statements through the secure Rentvine owner portal, reflecting rent collected, expenses paid, fees charged, and net proceeds distributed. Statements are available 24/7 through your portal.

Atlis may issue year-end Form 1099 as required by law. Owner is solely responsible for all income tax reporting and other tax matters related to the property.

Your Owner Portal
 Your Rentvine portal provides 24/7 access to statements, work orders, leases, inspections, and financial history. Login credentials are provided during onboarding.

12 FEES & COMPENSATION

All fees are clearly disclosed below and deducted from collected rents before disbursement to Owner. There are no hidden fees.

FEE TYPE	DESCRIPTION	AMOUNT
Management Fee	Monthly fee on gross rent collected	_____ % or \$ _____/mo/unit
Leasing / Placement Fee	Charged once per new tenancy placed	_____ % of 1 month's rent, or \$ _____
Lease Renewal Fee	Charged when an existing tenant renews	\$ _____ per renewal
Project Management Fee	Applies to any project over \$1,000	10% of total project cost (Over \$1k)
Eviction Coordination Fee	Atlis's coordination fee; legal fees, court costs, and sheriff fees are additional Owner expenses	\$ _____ per case
Late Fee Retention	Percentage of late fees collected retained by Atlis	_____ %
Additional Fees	Setup, inspection, after-hours, association, permit, posting, file transfer, and other fees as disclosed in writing	Per schedule

13 ENDING THIS AGREEMENT

For Cause (Breach)

Either party may terminate this Agreement for a material breach by the other party. The breaching party has 30 days to cure the breach after receiving written notice. No cure period applies to Owner's failure to maintain insurance, failure to fund the reserve, or any directive that would expose Atlis to legal liability — these may result in immediate suspension and termination upon notice.

Without Cause

Either party may end this Agreement without cause by giving _____ days' prior written notice.

What Happens at Termination

- Atlis will stop taking new leasing activity
- Atlis will transfer property records, keys, and documents to Owner after all outstanding fees and expenses are paid
- A final accounting statement will be provided within a reasonable time
- Atlis retains the right to collect any fees or reimbursements earned before the termination date
- Security deposits will be transferred to Owner or a new manager with proper tenant notification per Florida Statute 83.50

14 LIABILITY & INDEMNITY**Owner's Indemnity of Atlis**

Owner agrees to defend and hold Atlis harmless from claims, fines, losses, and legal fees arising from: the condition of the property, code violations, tenant disputes, HOA matters, insurance gaps, personal injury at the property, environmental conditions, or any matter not directly caused by Atlis's own gross negligence, fraud, or intentional misconduct.

Atlis's Liability Limit

Atlis is not liable for lost profits, lost rent, or speculative damages. Except for claims resulting from Atlis's gross negligence or intentional misconduct, Atlis's total liability is limited to the management fees actually paid by Owner in the 12 months before the event giving rise to the claim.

Force Majeure

Atlis is not liable for delays caused by hurricanes, floods, pandemics, utility failures, supply-chain disruptions, government orders, or other causes beyond Atlis's reasonable control — all common risks in South Florida property management.

15 DISPUTES & GOVERNING LAW

Both parties will first attempt to resolve any dispute informally. If unresolved, the parties will participate in pre-suit mediation in Palm Beach County, Florida, before filing any lawsuit (except in emergency situations requiring immediate court relief).

Any litigation arising under this Agreement is governed by Florida law and shall be brought in Palm Beach County, Florida. The prevailing party is entitled to recover reasonable attorney's fees and court costs.

16 GENERAL PROVISIONS

- Electronic signatures are valid and fully binding.
- Notices may be delivered by email, owner portal message, certified mail, or personal delivery. Email is effective when sent.
- This Agreement is the entire agreement between the parties and supersedes all prior discussions. Amendments must be in writing and signed by both parties.
- If any provision is found unenforceable, the remaining provisions stay in effect.



PROPERTY PROFILE & FEE SCHEDULE

3801 PGA Blvd., Suite 600 · Palm Beach Gardens, FL 33410

Property Profile

Single Family Home
 Condominium
 Townhome
 Duplex / Triplex / Quad
 Multifamily (5+ units)
 Other: _____

Number of Units: _____

Initial Term Start Date: _____

Initial Term End Date: _____

Auto-Renewal Period (months): _____

Fee Schedule

Management Fee	_____ % of gross rent collected, or \$ _____ /month
Leasing / Placement Fee	_____ % of one month's rent, or \$ _____ per placement
Lease Renewal Fee	\$ _____ per renewal or extension
Maintenance Approval Limit	\$ _____ (repairs above this amount require Owner approval)
Project Management Fee	10% of total project cost for any project over \$1,000
Eviction Coordination Fee	\$ _____ per case (plus legal fees, court costs, and government fees)
Required Reserve Balance	\$ _____
Late Fee Retention	_____ % of late fees collected
Additional Services	Per written fee schedule or email authorization

ACH Authorization for Owner Distributions

Owner authorizes Atlis to initiate ACH credit transfers to the account identified below for monthly owner distributions and other sums payable to Owner. Atlis may also initiate ACH debits solely to correct erroneous credits.

Owner Name(s)	_____
Property Address(es)	_____
Email Address	_____
Phone Number	_____
Financial Institution	_____
Account Holder Name	_____
Routing Number	_____
Account Number	_____ Account Type: <input type="checkbox"/> Checking <input type="checkbox"/> Savings



FREQUENTLY ASKED QUESTIONS

For Property Owners — Atlis Property Management

About This FAQ

These are the questions we hear most often from property owners. This document is provided for informational purposes and does not replace the terms of your signed Property Management Agreement. If anything here conflicts with your Agreement, the Agreement controls. Questions? Call us at 561.473.3664 or email info@atlisp.com.

MONEY & PAYMENTS

Q: When does the tenant's rent get to me?

Here's the full timeline: Tenant pays rent on or around the 1st of the month. If they pay by ACH through the tenant portal, it typically takes 3–5 business days for the payment to clear and post in Rentvine. Atlis then reconciles all rents, fees, and expenses for the month — this is usually complete by the 3rd–5th of the following month. Owner ACH distributions are initiated by the 5th business day of the following month. Once Atlis initiates the ACH transfer, funds appear in your bank account within 1–3 additional business days depending on your bank. Simple example: Tenant pays March 1 → Atlis reconciles by April 4 → ACH initiated by April 7 → funds in your account by April 8–10.

Q: How does the 10% project management fee work?

For any coordinated repair or project with a total vendor cost over \$1,000, Atlis charges 10% of the total project cost. This fee covers scoping the work, obtaining competitive bids, coordinating vendors, managing the job timeline, inspecting completed work, and processing invoices. Examples: • \$1,500 electrical repair → 10% = \$150 → Total to Owner = \$1,650 • \$4,000 roof repair (3 bids obtained, coordinated over 5 days) → 10% = \$400 → Total = \$4,400 • \$900 plumbing repair → Below \$1,000 threshold → No project management fee. If a project involves multiple vendors (e.g., water damage requiring plumbing + drywall + painting), the 10% applies to the combined project total if over \$1,000.

Q: Are there fees I need to know about beyond the management and leasing fees?

Yes — your signed fee schedule lists all applicable fees. Common additional fees include: lease renewal fee, eviction coordination fee, maintenance project management fee (10% over \$1,000), inspection fees beyond the standard included inspections, and any fees for after-hours emergencies, association filings, or file transfers. All fees are disclosed in writing — you will never see an unexplained charge on your statement.

Q: What is the reserve balance and why do I need it?

The reserve is a balance you maintain with Atlis (typically \$250–\$500 per unit) that allows us to pay for routine repairs and expenses on your behalf without delay. Without a reserve, every small repair would require us to contact you for funds before scheduling a vendor — slowing response times and potentially creating habitability issues. The reserve is your money and is applied to your property's expenses. It is not a fee.

TENANTS & LEASING

Q: How long does it take to find a tenant?

Our average days on market is 21 days from listing to signed lease. This depends heavily on the rental rate (accurate market pricing is the single biggest factor), the property's condition, and seasonal demand. Palm Beach County's rental market is strongest in Q1 (January–March) and can be slower in late summer. We will always share our market analysis with you so the pricing decision is yours — and we'll tell you honestly if the rate needs to adjust.

Q: How do you screen tenants? Can I reject someone?

We apply documented, consistent screening criteria to every applicant: credit score review, criminal background, eviction history, income verification (minimum 3x monthly rent), and prior landlord references. You can set parameters (minimum income requirements, no pets, etc.) within the bounds of Fair Housing law. Important: You may not direct Atlis to reject an applicant based on race, color, national origin, religion, sex, familial status, disability, or any other protected class. Such direction is illegal and will not be followed. Rejection must always be based on objective, documented criteria.

Q: Can I meet or approve the tenant before they move in?

You can ask to review the applicant's qualifications after screening is complete. However, you may not personally interview tenants or make the final selection based on personal preference — this creates Fair Housing liability. Atlis makes the placement decision based on your pre-approved screening criteria. This is actually a protection for you, not a limitation.

Q: What happens if I want to move back into my property or sell it?

If you want to sell the property, the current tenant's lease must be honored through its expiration date (with limited exceptions). We will coordinate access for showings with proper notice. If you want to occupy the property yourself, Florida law generally allows a landlord to terminate a month-to-month tenancy with 15 days' notice, or to not renew a fixed lease. We can walk you through the specific process for your situation.

SECURITY DEPOSITS & TENANT DAMAGE**Q: How much security deposit can be collected?**

Florida law does not cap the security deposit amount for most residential properties (unlike some other states). Atlis typically recommends collecting the equivalent of one month's rent as a security deposit. For higher-risk applicants approved conditionally, we may recommend a larger deposit. Pet deposits or non-refundable pet fees are collected separately and are subject to the lease terms.

Q: What can be deducted from the security deposit at move-out?

Deductible: unpaid rent and damage beyond normal wear and tear. NOT deductible: minor scuffs, small nail holes, faded paint, normal carpet wear. All deductions need photo evidence (move-in vs. move-out) and vendor invoices. This is why our move-in inspection is thorough.

Q: What is the deadline for returning the security deposit?

This is one of the most critical legal deadlines in Florida landlord-tenant law. Per Florida Statute 83.49, Atlis must either return the deposit OR send a written notice of any intended claims against the deposit within 30 days of the tenant's move-out date. Missing this deadline — even by one day — forfeits your right to make any deduction, regardless of actual damage. This is why Atlis treats this deadline as an absolute priority.

Q: What if the tenant causes damage that exceeds the security deposit?

If the total documented damage exceeds the security deposit amount, Owner may pursue the difference through small claims court (for amounts up to \$8,000 in Florida). Atlis will provide the documented evidence needed for the claim — move-in and move-out inspection reports, photos, and vendor invoices. Atlis does not pursue collections directly but can refer you to a collection service. Note: collection on former tenant judgments can be difficult and is not guaranteed.

Q: Who is responsible if a tenant damages the property beyond their deposit?

The tenant is legally responsible for damages they cause. However, the Owner bears the financial risk if the tenant cannot pay or cannot be located. This is why thorough tenant screening — including credit and income verification — is so important. It is also why Atlis strongly recommends that Owners maintain adequate landlord liability and property insurance that covers tenant-caused losses.

MAINTENANCE & REPAIRS**Q: What repairs can Atlis make without calling me?**

Atlis can authorize routine repairs up to your pre-approved maintenance limit (set in the fee schedule, typically \$500–\$700) without contacting you first. This allows us to fix a dripping faucet, replace a failing garbage disposal, or handle a minor plumbing issue quickly — keeping tenants satisfied and preventing small problems from becoming larger ones. You will see all repairs on your monthly statement with full detail.

Q: What is an emergency repair and who pays for it?

A genuine emergency includes: active water leaks or flooding, no A/C when outdoor temperatures are dangerously high (common in South Florida summers), sewage backup, no power, fire or smoke, gas leaks, or any condition posing an immediate safety risk to the tenant. In these cases, Atlis will dispatch a vendor immediately and notify you as soon as possible. Emergency repairs are always the Owner's financial responsibility, regardless of cost or timing.

Q: Do I have to approve repairs over my threshold?

Yes — for non-emergency repairs above your pre-approved limit, Atlis will contact you with a description, a vendor quote, and a recommendation. We ask that you respond within 48 hours. If you do not respond and the item is creating a habitability issue, Florida law (§83.51) requires landlords to maintain the property — Atlis may need to proceed to protect both the tenant and your legal compliance.

EVICITION PROCESS & TIMELINE

Q: How does the eviction process work in Florida?

Atlis manages the eviction process on your behalf in coordination with a qualified Florida eviction attorney (at your expense). Here's the step-by-step process: 1. 3-Day Notice to Pay or Quit: Served to the tenant when rent is unpaid. The tenant has 3 business days (excluding weekends and legal holidays) to pay in full or vacate. The notice must state the exact rent amount owed and be delivered per Florida Statute 83.56. 2. Eviction Filing: If the tenant does not pay or vacate after the notice expires, Atlis refers the file to an eviction attorney who files a Complaint for Eviction with the county court. 3. Summons & Service: The court issues a summons served on the tenant. The tenant has 5 business days to respond. 4. Default or Hearing: If the tenant does not respond, the court enters a default judgment. If the tenant responds, a hearing is scheduled. 5. Writ of Possession: After judgment in Owner's favor, the court issues a Writ of Possession. The sheriff posts the Writ and the tenant has 24 hours to vacate. 6. Possession: If the tenant does not leave, the sheriff returns to remove them and restore possession to the Owner.

Q: How long does an eviction take in Florida?

A straightforward eviction with no tenant response typically takes 30–45 days from the date the 3-Day Notice is served to the date the sheriff restores possession. If the tenant contests the eviction (files a response with the court), the timeline extends to 60–90 days or more depending on court scheduling and the nature of the defense. Factors that can delay eviction: tenant files an emergency motion, tenant raises a habitability defense (claiming landlord failed to maintain the property — this is why Atlis prioritizes maintenance), court backlogs, or improper notice procedures that require restarting the process. This is why the 3-Day Notice must be legally perfect before it is served.

Q: Who pays for the eviction?

All eviction costs are the Owner's responsibility, including: Atlis's eviction coordination fee, attorney fees, court filing fees, process server fees, sheriff fees, and locksmith fees if applicable. Attorney fees in a straightforward eviction typically range from \$400–\$900 depending on complexity. Total costs including all government fees are generally \$800–\$1,500 for an uncontested eviction. Contested evictions cost significantly more.

Q: Can I lock out the tenant myself or remove their belongings?

Absolutely not. Self-help eviction — including changing locks, removing the tenant's belongings, shutting off utilities, or physically removing a tenant — is illegal in Florida under §83.67. It exposes you to significant civil liability (the tenant can sue for actual damages plus a minimum of 3 months' rent in penalties). Only the sheriff can physically remove a tenant after a court-ordered Writ of Possession.

YOUR RELATIONSHIP WITH ATLIS

Q: How do I communicate with my property manager?

Your dedicated Atlis property manager responds to all calls and emails within 4 business hours. For routine matters, email is preferred so there is a written record. Your owner portal (Rentvine) also allows direct messaging. For emergencies, call our main line at 561.473.3664 — we have an after-hours emergency line for true property emergencies.

Q: Can I contact the tenant directly?

We strongly discourage direct contact with tenants while Atlis is managing your property. Direct owner-to-tenant communication creates confusion, can undermine our ability to enforce the lease, and can create Fair Housing liability if communications are misinterpreted. If you have something to communicate to the tenant, please go through Atlis. We handle it professionally and document everything.

Q: How will I know what is happening at my property?

You have 24/7 access to your owner portal at <https://atlispropertymanagementllc.rentvine.com/portals/owner/>. Your portal shows real-time maintenance work orders, monthly financial statements, lease documents, inspection reports, and any notices sent. You also receive a monthly email update from your property manager summarizing activity for the month. You will never have to wonder what's happening — we believe in radical transparency.

Q: What if I'm not happy with Atlis's service?

Tell us immediately. The fastest way to resolve a service concern is a direct conversation with your property manager. If that doesn't resolve it, escalate to our Operations Manager or directly to Jean Taveras (Jean@atlisp.com). We take every concern seriously and will respond with a plan within 24 hours. Our goal is not just to manage your property — it's to be a partner you trust for the long term.

Q: Can I cancel if I'm not satisfied?

Yes. The termination provisions are in Section 13 of the Agreement. Either party may terminate without cause by giving the required written notice (typically 30–60 days). There are no cancellation penalties beyond what's in your signed agreement. We want owners who want to be with us — we don't hold anyone captive.