



AION

LEADERSHIP

SUMMIT



ACCOUNTING & FINANCE: FUNCTIONS

[Property/Venture/Co-
Investment & Fund
Vehicles/Management
Co]



FINANCIAL REPORTING

- Journal Entries / Bank Reconciliations/ Accrual Calcs
- Intercompany transactions & consolidations
- Financial statement prep & review
- Annual audit & tax reporting/support

TREASURY / MIDDLE OFFICE

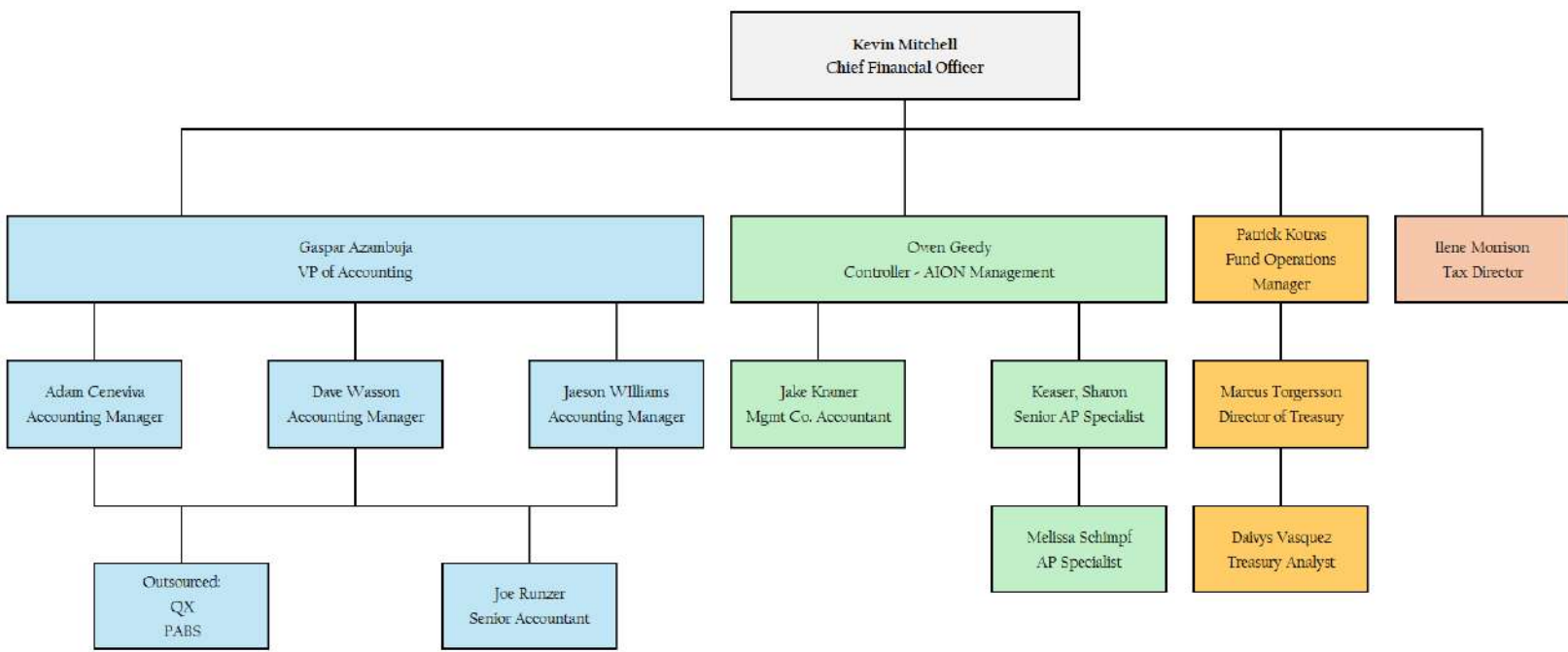
- Cash Management & Movements (Internal & External)
- Investor Capital & Support: Capital Calls / Distributions
- Fund & Liquidity Management/Compliance

ACCOUNTS PAYABLE

- Invoice processing/review/support/payment
- Vendor reconciliation & support

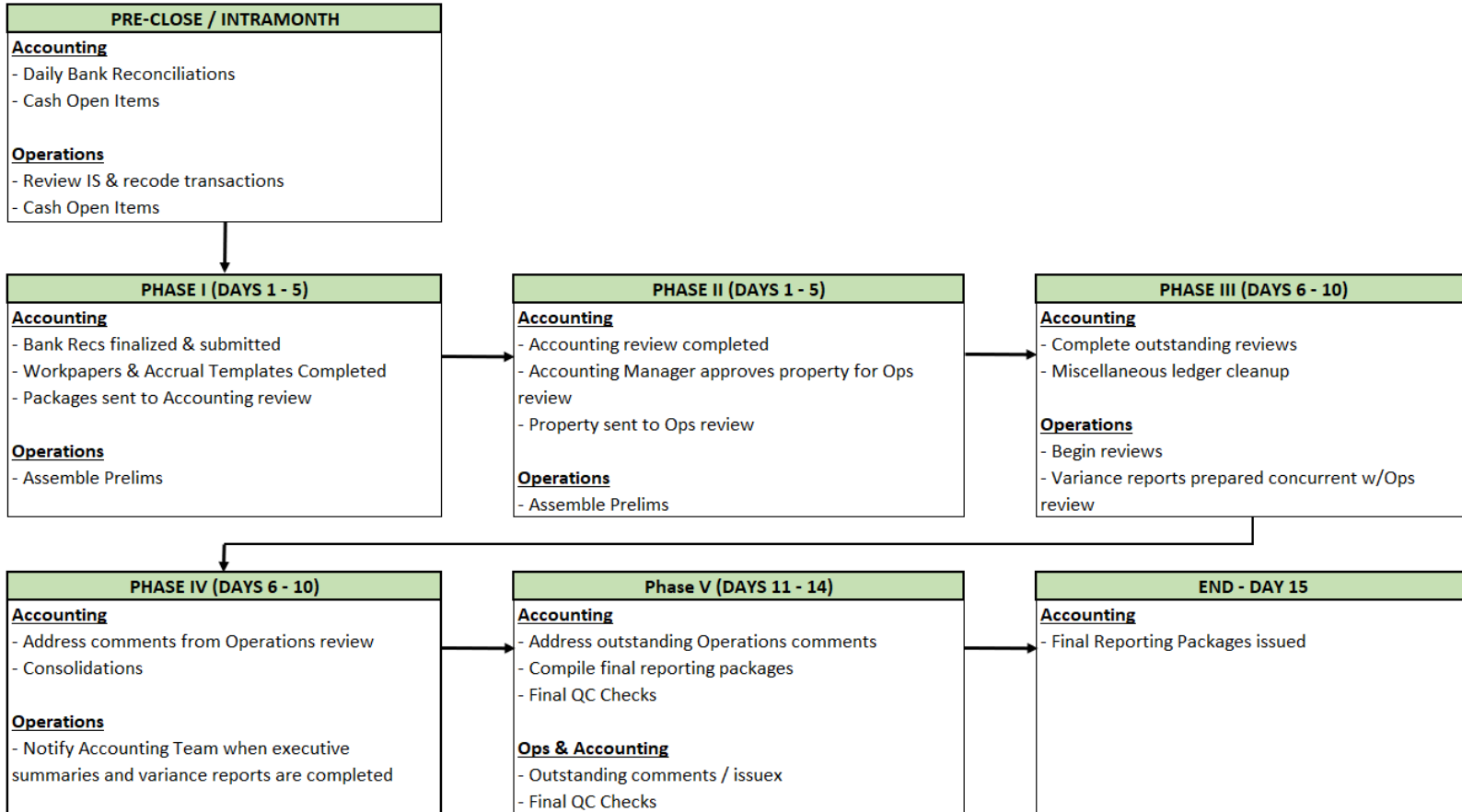
TAXATION

- Annual return preparation/review/filing
- Structuring/Strategy, Investor Support



ACCOUNTING & FINANCE: TEAM

MONTHLY CLOSE PROCESS



CASH RECONCILIATION / ONESITE BOOKING

- RealPage Assistance & Training

ACCRUALS

- Recognition of Revenue Earned and Expenses Incurred regardless of whether billing was issued/received or cash was exchanged in a reporting period
- Targeted training available if needed

GL REDUCTION

- Reduced number of GL accounts to streamline operations and reduce opportunity for error

ACCOUNTS PAYABLE CENTRALIZATION

- New process to alleviate demands on Sites, process payments quicker, establish main POC for vendors
- With outsourced support, Vendor Ledgers will be reconciled monthly to eliminate misalignment with Vendors

PAIN
POINTS
AND
INITIATIVES



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Service Operations

Key updates and Initiatives in 2026



A look at the New Team



Aaron Dodsworth
VP of Service Operations



Michael Willis
Sr Regional Service Director



Heather Reeder
Service Operations Administrator



Ivan Alvarez
Sr Regional Service Director



Bill Anderson
Area Service Director



Ivey Hunter
Regional Service Director



Peter Zoesch
Regional Service Director



Keath McClellan
Regional Service Director



Rafael Duarte
Regional Service Director

A Strategic Shift in Service Operations



- Streamline administrative responsibilities for Service Operations Team
- Increase on-site presence to better support property teams
- Provide Regional Service Directors with a more structured and focused support framework



Systems Updates

The Goal is to create a more user-friendly experience.



- Step One
 - Simplifying the existing make ready board in RealPage.
- Step Two
 - Reviewing secondary systems that consolidate all maintenance-related technology under a single platform.



Introducing AppWork

New Desktop and Mobile Platform for Maintenance

- Fully integrates with RealPage
- Desktop and mobile version will replace RealPage for maintenance team members
- Will Replace Leonardo 24/7 for Inspections
- One system that covers all work orders, inspections and make ready board in a user-friendly platform
- All aspects can be done on your mobile device
- Mobile device mirrors the desktop version so no second guessing

AppWork
maintenance redefined

Quick Search

MAINTENANCE

- Work Orders
- Inspections
- Make Ready**
- Insight Reports
- Technicians

AD
Aaron Dodsworth
Demo Client 1

Make Ready Board

Last updated on Fri, Feb 13, 03:37 PM

Properties 2 Filters

130 Total Active 62 On Notice 68 Total Vacant 18 Vacant Not Ready 50 Vacant Ready

Unit & Property :	Move out :	Ready :	Move in :	Renovati... :	Renovati... :	Reno Est... :	Move Out... :
1527 Property 1	✓	01/22	01/16	Reno In P...			✓
34 Property 1	✓	01/22	-				✓
72 Property 1	✓	01/22	-				✓
2429 Property 1	✓	01/20	01/22				✓
1514276 Property 1207	✓	01/02	-				✗

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Implementation Timeline



- Contract signed week of 2/16
- Targeting back-end buildout by 5/1
- Followed by a 90-day site level rollout
- Target full implementation 8/1

90-day rollout breakdown:

First 30 days – Work order implementation and training

Next 30 days – Inspection rollout and training

Final Phase – Make Ready Board module rollout and training

Benefits of the Switch



- All maintenance related technology is now under a single mobile platform
 - Increase Efficiency
 - Decrease confusion
 - Simplified useability



Phasing Out Leo 24/7

- After AppWork's Implementation is complete, AION will no longer be using Leo 24/7
- **We will continue to utilize Leo 24/7 for Spring PM's this spring and review all reports**
- Fall PM's and all PM's moving forward will be done on AppWorks



Streamlined Processes for Stronger KPI Results



Key Maintenance KPI's include

- Less than 10% open work orders against unit count
- Work order completion within 48 hours
- 60% of vacant units rent ready at all times
- No vacant unready units over 30 days

The Service Operations Team is here to collaborate with each of you to ensure collectively we meet these goals



THANK YOU FOR BEING AION



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