

Thursday, February 26

One Small Change Can Have an Enormous Impact

8:00am - 9:00am	Breakfast/Check out
9:00am - 9:30am	2026 Company Goals/Q&A
9:30am - 12:00pm	Go Game
12:00pm - 12:30pm	Go Game Results/ Snacks
12:30pm - 1:00pm	Closing Remarks/Dismissal





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2026 Company Goals





Goal #1

Average Occupancy:

94.5%

Ripples

- Percentage of units that are physically occupied
- Currently at 93.3% average and 92.5% weighted
- Vacant Ready Units
- Move-ins vs. Outs
- Hold times
- Value of individual units (Reno's vs. Classic) and Studio/1bds vs. 2/3bds.





Goal #2

Economic Occupancy:

92%

Ripples

- Percentage of rent revenue being billed/collected compared to the total potential.
- Last year was 88.9%
- Reflects financial performance
- Negatively impacted by delinquency/concessions/bad debt/non-revenue units
- Collections and Delinquency (follow the SOP)
- Collections/former resident balances/Jetty payments
- Economic Occupancy is what maximizes profitability.





Goal #3

Rent Growth:

6.2%

Ripples

- Collaborate with Director of Revenue Management to boost LRO pricing
- Maximize renovation premiums
- Requote when move-in dates change
- Build onsite confidence to close prospects without concessions
- Aggressive renewal increases





Goal #4

**Make Ready
Completion Rate:**

60%

Ripples

- Conduct pre-moveout inspections at time of Notice
- Schedule out make ready board and notify vendors
- Order necessary material two weeks prior to move-out
- Follow the schedule!





Goal #5

**Renewal
Retention Rate:**

65%

Ripples

- Timeliness of work order completion
- Team effort on curb appeal – Zones!
- Early communication and follow up
- Strategically increase units based on their relationship to market



94.5% Physical Occupancy

92% Economic Occupancy

**Expanded
Net
Operating
Income**

6.2% Rent Growth

60% Make Ready

65% Renewal Retention

THANK YOU FOR BEING AION



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