

Atlas Real Estate × PolicyProof

From Fragmented Policy Tracking To Portfolio-Wide Compliance

Results at a glance

Noncompliance dropped
from:

85% → 15%

Owner action rate:

98% took action

Average cure period:

**~50% cure in the
first 10 days**

The remaining ~50% cured within
the first 3 weeks

Top 3 Reasons for Owner
Noncompliance:

- 37% listed as additional interest, not additional insured
- 24% policy no longer active
- 23% not listed as additional insured

Atlas is a full-stack real estate operator with a simple promise: make real estate work for renters, buyers, and investors across markets and over time.

The team manages ~6,000–7,000 doors across 10 states, pairs brokerage and acquisitions with day-to-day property management, and measures success in resident experience and owner outcomes. It's a tech-forward culture by design: when a process touches owners at scale, Atlas looks for modern systems that make things better and safer.

The Compliance Gap

Audrey helps to run risk and compliance at Atlas. Her calendar is full of legislative changes, audits, and claims. But a pattern kept surfacing: a property would be onboarded, a certificate of insurance uploaded, and then...silence. When a claim hits, the “policy on file” might date back a decade or not even list the property manager as an additional insured.

Atlas tried to muscle it with a standard project tool. Eighteen months of owner outreach later, the portfolio hovered around ~20% compliance. There was no shared cure timeline, no portfolio-wide visibility, and no clean way to prove coverage on demand.

“We'd onboard a property, upload the COI, and that's where tracking ended. When claims came up, we'd find policies from 2015 and nothing since. We tried manual outreach for over a year.”

— Audrey Gilmore, Risk & Compliance Manager, Atlas

Growing across states raised the stakes. Atlas needed a way to verify coverage, guide owners to fix issues, and protect the business during any gap without turning teams into full-time document chasers.