The Future Of Onsite Property Inspections

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Challenges, processes, and how property ops teams are moving forward to make huge impacts on their bottom line

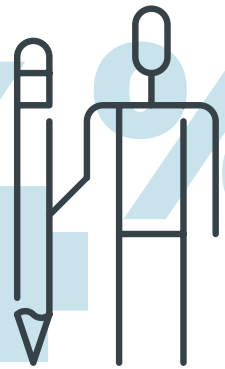
Inspections are the lynchpin of every property operations plan - a great inspections program can supercharge your ops strategy, and a bad one can break momentum and crater your NOI goals.

That's why so many property management teams are evaluating their onsite inspections process now – including frequency, details captured, and most importantly, how inspections are performed, stored, and assessed.

We asked industry professionals what their current inspection process was, and what their greatest pain points were. Here's what we found out:

The State of Inspections

64%

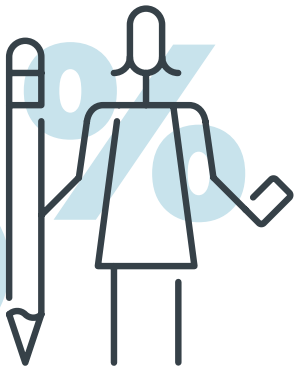


64% of respondents still use pen and paper in some form to record details

17%

17% of respondents use a mobile app to record inspections

23%



23% of respondents use a combination of mobile apps and pen and paper

20%

20% of respondents rely on taking notes post-inspection from memory

The Problems With Pen and Paper

Paper inspection forms are the status quo holding a lot of property operations teams back. They're static and inflexible, easily lost, and can only exist in one physical space – unless you go through the trouble of having your team scan and save results (another administrative step you don't have time for).

Even then, it's a pain to compare results from previous checks, or review inspection data in the aggregate. There's no easy way to uncover what's working, what's not, and how you can use inspection results to influence your strategy portfolio-wide.

Pen and paper may still be used in some form by a majority of teams, but more and more property operators are moving away from it. And they're the ones who are ahead of the game.

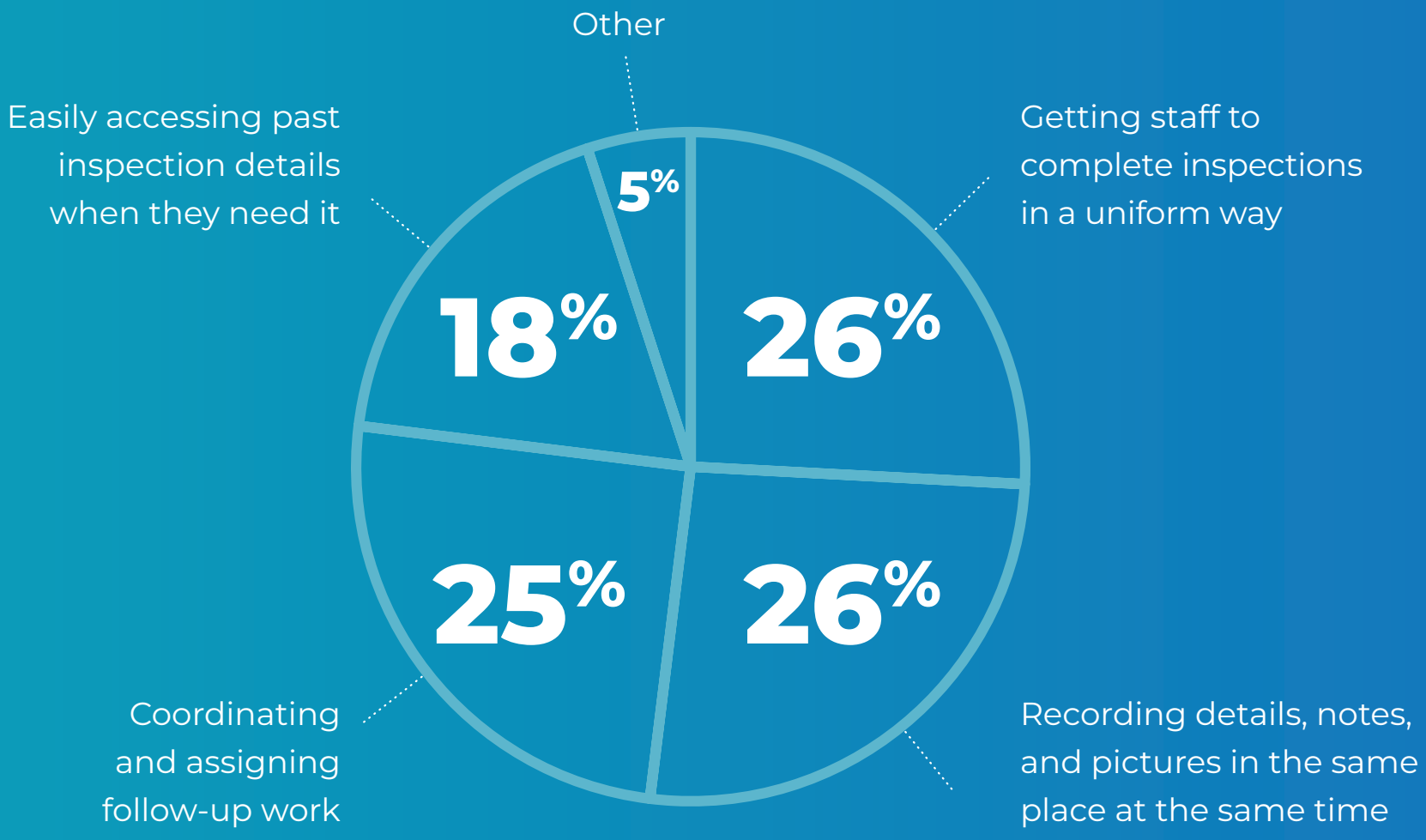
The High Cost of Paper Inspections

Organizations spend **$20** in labor to file a document, **$120** in labor to find a misfiled document, and **$220** in labor to reproduce a lost document.* Those totals across unit, equipment, and property inspections add up – fast.

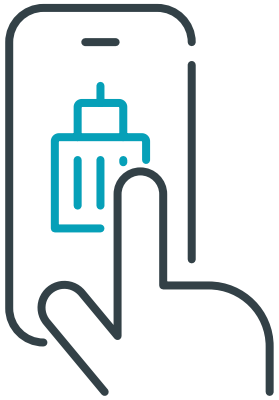
* www.whymeridian.com/blog/the-top-7-benefits-of-document-management-systems

Getting Past The Pain Points

Managers say their biggest inspections challenge is:

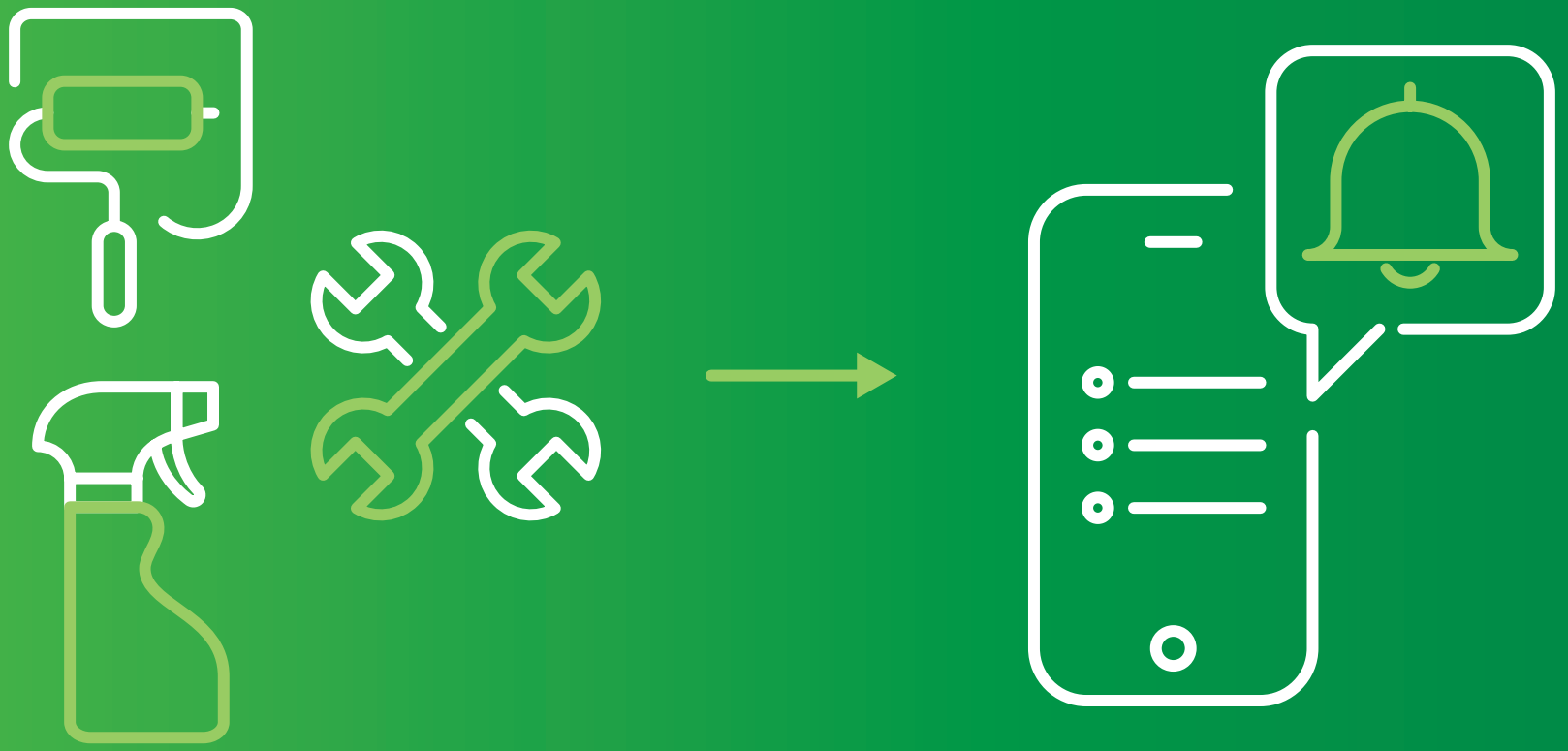


There’s no clear frontrunner when it comes to inspection challenges – owners and managers are equally feeling the pain when it comes to follow-up work, inspection assessment and review, and ensuring inspection details are captured uniformly.



One third of teams that already use a tech solution for inspections still have trouble coordinating & assigning follow-up work.

It's an important need when you're evaluating solutions for better inspections – how will this new technology help you assign and facilitate follow-up work?



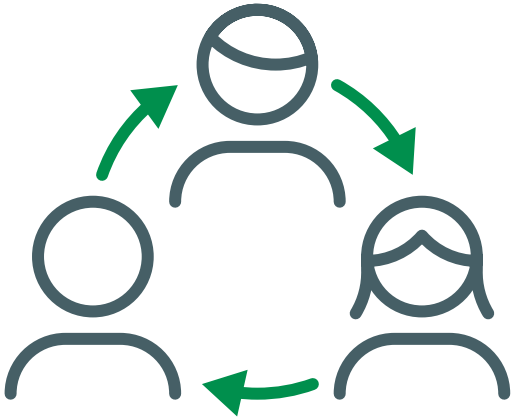
The Evolution of Onsite Inspection Tools

Tools for performing inspections have come a long way in the past few years. Here's how changing the way you perform inspections can increase the value you get from them:

Moving Forward

Bottom line? If a team doesn't have an inspections solution in place currently, they're actively looking for one. **74%** of management teams already have a solution in place, or plan to implement one within the next 12 months.

If you're in that group, here are some key things to remember:



You're Not Alone

Most teams are making the switch off of pen and paper right now. It's the best time to figure out what works for your business & review solutions with your peers

It's All About The Details

Keeping everything together in one place – notes, pictures, and any other critical information – makes things easier to fix, and not forget

Don't Forget Follow-Up Work

Ensure your chosen inspection solution can easily assign & track follow-ups so there's no lost work or time

Thinking about a better way to perform inspections?

We're here to help.

Find out how at **sitecompli.com/inspections**

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