

CASE STUDY

Executive Summary

EW Estates is a team of leading RICS Surveyors and Registered Valuers working throughout the North East of England. They provide valuations, homebuyer reports and building surveys, and also manage commercial and residential properties.

EW Estates is a forward-thinking agency that isn't afraid to evolve and streamline its services, which is why it chose Property Inspect to modernise and digitise its processes, making the capture of RICS-branded surveys, homebuyer reports and valuations quicker and more efficient for its team, helping them to continue to deliver a typically exceptional service for their clients.

Background

EW Estates was founded in 2020 by Emma Walker, the managing director. Emma and her team are based in Ashington, Northumberland, which is just north of Newcastle.

Priding itself on providing its clients with a comprehensive and professional service, all of its surveyors are accredited with the Royal Institute of Chartered Surveyors, perfectly placing them as the go-to team for any advice and services relating to the acquisition and disposal of property, management of stock, reduction of overheads and ongoing, expert advice.

Customer Profile

With an enviable reputation for supporting its clients with expert advice and services, EW Estates has built a legacy of excellence in the North East of England. Clients regularly commend the team for its five-star service, citing exceptional communication, speed, professionalism and knowledge as major factors in its success.

The Challenge

Initially, one of the challenges faced by EW Estates was the adoption of new technologies. Some members expressed hesitation about how best to adapt and evolve their working processes and reservations about the reliability of modern software.

Fortunately for EW Estates, Property Inspect's easy-to-use solution has plugged seamlessly into their workflows, helping every team member conduct surveys and valuations lightning-fast, affording them more time to strengthen their client relationships. In addition, the team required a bespoke dictionary of surveying terms specific to their business and needs, which Property Inspect built and implemented exclusively for them.

100% of the work conducted by EW Estates is survey-based, meaning Property Inspect helps the team save time and money across every facet of EW Estates' business.

Objectives

1 Reduce administrative work

2 Save time in the field

3 Maintain a clear audit trail

4 Optimise workflows

Solution

- Cloud based storage reduced risks associated with traditional paper reports
- Easy access to reports significantly reduced time
- Diary and time management dramatically improved
- Effortless report creation via the APP, resulted in time saved
- Use App-based technology instead of paper checklists
- Store full historical logs and timelines for effortless compliance

Outcome

Property Inspect has equipped EW Estates with the tools it desperately needed to boost productivity and optimise its processes. What results is a team that has seen significant improvements to the time it takes to conduct an inspection, a boost to the volume of inspections conducted each week and a reduction in the amount of time-consuming manual input work needed.

Property Inspect is proud to be a trusted RICS Tech Partner. We work hard to ensure our home RICS home survey report templates and building survey software enables surveyors to uphold the high standards set by the Royal Institute of Chartered Surveyors.

Property Inspect enables surveyors to attain excellence in their surveying and reporting, in line with RICS best-practice benchmarks, for a range of services, like RICS condition report, RICS homebuyer report, RICS building survey, RICS homebuyer survey, and more.



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