# CITY PROPERTY

# CASE STUDY

## Executive Summary

City Property Administration is a leading specialist property and asset-management company with commercial and residential footprints in Johannesburg and Tshwane. Their vision is to breathe new life into cities through urban renewal. They create dynamic spaces for living, working, socialising, eating and shopping – upmarket, cosmopolitan, sophisticated properties that match the precise needs of their clients.

As leaders in the adoption of Proptech, City Property saw an opportunity to partner with the leading inspection tool Property Inspect, in order to solve the complex real-life problem, and legal requirement, of property inspections. A move to Property Inspect from traditional paper, saw an immediate improvement in managing the inspection function, from dispute resolution and time-saving, to risk mitigation and document storage.

## Customer Profile

City Property offer complete solutions in the residential, commercial, industrial and retail sectors, where they are the property manager of choice for tenants and owners, managing everything from leasing, billings and rental collection to property maintenance, and all associated administrative and legal work.

Focusing on the Johannesburg, Ekurhuleni and Pretoria areas, our retail, office, warehouse and apartment spaces create opportunities for corporates, small businesses and individuals to make the most of our South African cities.

## The Challenge

City Property faced challenges with complex paper-based tenant take-on and exit inspections as well as building inspections which are extremely important to the City Property business, and provide certainty in the condition of a property by upholding their core values of providing spaces which are safe, secure, clean, compliant and well-maintained. By placing a spotlight on inspection, City Property is able to look after their client's assets as much as possible, and easily identify and process property costs. Staying ahead of the pack and being early adopters of Proptech is important, and that's why they chose a solution like Property Inspect, and extended it's capabilities by integrating with MRI Property Central.

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PROPERTY INSPECT

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## Objectives

1. A software solution that could integrate with MRI Property Central

2. Openly available API's for bespoke functionality and reporting

3. Reduction in total Inspection tme

4. A system that could significantly improve tenant damage recoveries

5. Automation of report distribution, and tenant notifications

6. Dispute resolution through provision of detailed audit trails

## Property Central Integration

City Property were able to significantly reduce duplication by automatically synchronising property and tenant data transfers. This functionality enhanced the speed with which inspections can be created and scheduled.

The ability to automatically configure tenant and landlord notification settings removed large amounts of manual work and reduced the possibility of human error.

Report storage in Property Inspect, again reduces manual work. The automated storage of reports within Property Central is also available on a tenant, property or owner level and allows a central place to retrieve inspection reports.

*"With Property Inspect, the way our inspections are scheduled, conducted, reviewed and archived took a leap forward. It's ability to adapt to our existing systems was an important consideration as was post-implementation support. We're happy and are currently discussing additional system integrations with them."*

## Benefits

- Flexible templates
- Cloud based Storage
- Reduced 'no-shows'
- Enhanced video
- Historical audit-trail
- Management Reports
- Reduced disputes
- On site editing

## Outcome

Aligning with the Property Inspect stages of Review, Complete and Close, allow various teams within City Property to perform their function at the correct time in the process. Automation further enhances this process. Improving recoveries is done through predetermined costs, with the ability to assign these for tenant responsibility. The ability to automatically sum costs, and distribute reports further improves efficiency.

There is an improvement in the ability to claim and prove tenant-responsibility damages, and importantly, to quickly mediate and resolve disputes when these deductions are challenged. Deposit refund turn-around times are also improved, which helps to support the City Property tenant value proposition.

## Time Saved

**25** mins
Operations

**30** mins
On site

**30** mins
Post production

Total time saved per inspection  **1** hour **25** mins

Total time saved per 1000 properties  **2833** hours

## Improve your business processes by getting in touch with Property Inspect

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