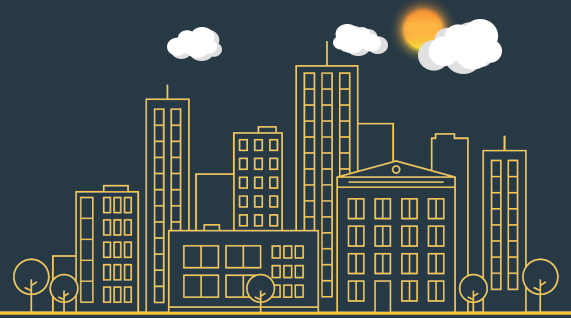


CASE STUDY



Executive Summary

IHS Property Management is the Property Manager for International Housing Solutions, a real estate fund manager. IHSPM undertakes a holistic property management function for IHSPM within Sub-Saharan Africa.

Their core focus is affordable housing, providing affordable, safe, clean and secure living environments. As leaders in the adoption of PropTech, IHSPM saw an opportunity to partner with the leading Inspection Tool, Property Inspect, in order to solve the 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.

Background

The IHSPM head office is situated in the main business centre of Bryanston. Their online system enables them to streamline their invoicing, collections, bookkeeping, trust and general account management.

IHSPM truly cares about their tenants, and embraces technology to offer a complete 'tenant portal' for seamless maintenance and billing issue reporting. This together with the combination of their vast experience and professionally trained staff, they deploy the necessary infrastructure to avoid the pitfalls and headaches associated with property portfolio management.

Customer Profile

IHSPM has a large portfolio and are always looking to expand. How do they do this? By staying true to their values of Passion, Excellence, Respect and Leadership.

So, who works at IHSPM? People who are good at what they do, and are passionate about residential property. People who work hard but have fun. People who appreciate our broader community and value the contribution of others.

A philosophy that is shared with Property Inspect.

The Challenge

IHSPM faced challenges with paper-based rental inspections and evaluations of damages since previous inspections were becoming an expensive issue. Inspections are extremely important to the IHSPM business, and the industry, and placing inspections at the forefront, puts IHSPM in front of the competition, by looking after their client's assets as much as possible. Staying ahead of the pack and being early adopters of PropTech is important, and that's why they chose a solution like Property Inspect.

Objectives

- 1 Find a professional and user friendly system, that was tried and tested, that could provide useful data for management
- 2 A solution that had automatic report distribution, and reduced time on site
- 3 IHS needed a solution that had activity logs and email history, for dispute resolution
- 4 It was important to find a robust solution that had excellent service and support, that could work offline

Solution

- Cloud based storage reduced risks associated with traditional paper reports
- Tenant 'no shows' for inspections reduced
- Full historical logs and timeline storage made for effortless compliance
- Staff evaluations and accountability became easier to manage
- Easy access to reports significantly reduced time taken to resolve disputes
- Inspector diaries and time management dramatically improved
- API integrations allowed connections with other systems
- Effortless report creation via the APP, resulted in 'time on inspection' reductions

Outcome

IHSPM has performed over 46860 inspections in the Property Inspect App!

Property Inspect provided an end-to-end solution that enabled digital property reports to be conducted on site, easily and quickly. Moving from the traditional paper form, IHSPM were able to make huge improvements managing their inspection process so that there was a fully secure and documented process for conducting property inspections and management of their portfolio.

"Besides being able to process deposit refunds more effectively, and reduce the number complaints and disputes, what really impressed me about Property Inspect was the fact they don't 'rest on their laurels'. They have a strong continuous product improvement cycle"

Stephanie Botha, MD - IHS Property Management

Improve your business processes by getting in touch with Property Inspect



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