



# New PM Starter Pack Inspection Edition

Built for agencies onboarding junior Property Managers.  
Because inspections shouldn't be learned the hard way.



Powered By: [Inspection Express](#)



# Why This Pack Exists

New PMs often feel confident in:



Leasing



Emails



Phone  
Calls



CRM  
Systems

But inspections?

That's where mistakes happen.

Poor photos.

Vague notes.

Emotional wording.

Inconsistent documentation.

And those mistakes don't show up... until tribunal.

This pack gives juniors clarity, structure and confidence from day one.

[www.ipropertyexpress.com](http://www.ipropertyexpress.com)



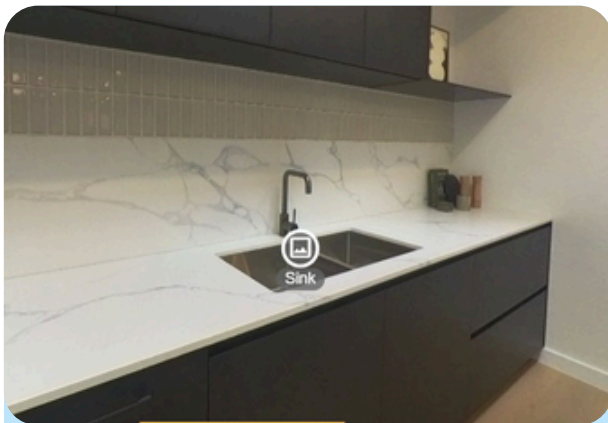
# What to Photograph Checklist

## Always Photograph:

- Walls (all elevations if possible)
- Floors (wide + close-ups of wear)
- Ceilings
- Windows (glass + tracks)
- Doors (front + back)
- Appliances (model + condition)
- Fixtures (taps, handles, lights)
- Outdoor areas (fencing, lawns, paving)
- Existing damage (close-up + context shot)

## Pro Tip for Juniors:

Always take:



One wide shot



One detail shot

If it goes to tribunal, context matters.



# How to Write Condition Notes (Like a Professional)

Condition notes don't need to be long. They need to be clear.

The purpose is simple: if someone reads this in 12 months, can they clearly understand what was there?

“Wall damaged.” - Too vague.

“Small scuff mark (~15cm) on left living room wall near entry door.” - Clear. Neutral. Professional.

## **That's the standard.**

Strong condition notes follow a simple structure: State what is visible. Include size or location if relevant. Keep the language neutral. Stop there.

Avoid guessing. Avoid emotion. Avoid assigning blame.

Inspection reports are evidence, not opinion.

And here's the good news, juniors don't have to master this alone.





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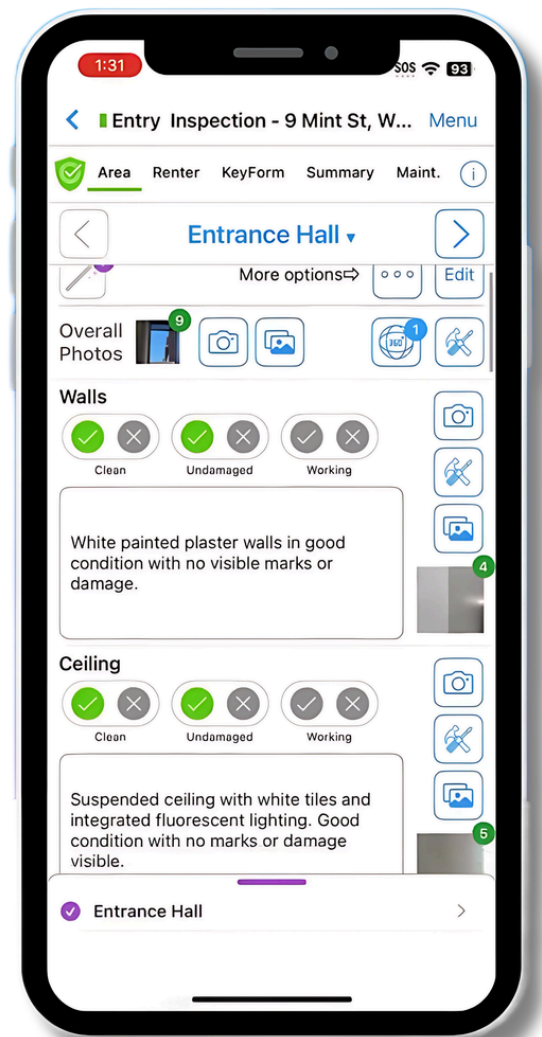
And here's the good news, juniors don't have to master this alone.

With [Inspection Express](#), AI generates structured, professional condition descriptions. That means: Instead of "Wall marked" it becomes a consistent, detailed observation written in compliant language and you can edit as you wish.

The result? Less time writing. More consistency across the team.

Stronger documentation if a dispute ever arises.

Professional notes don't need to be complicated. They just need to be clear.





# What NOT to Say in Reports

This section is gold for juniors.

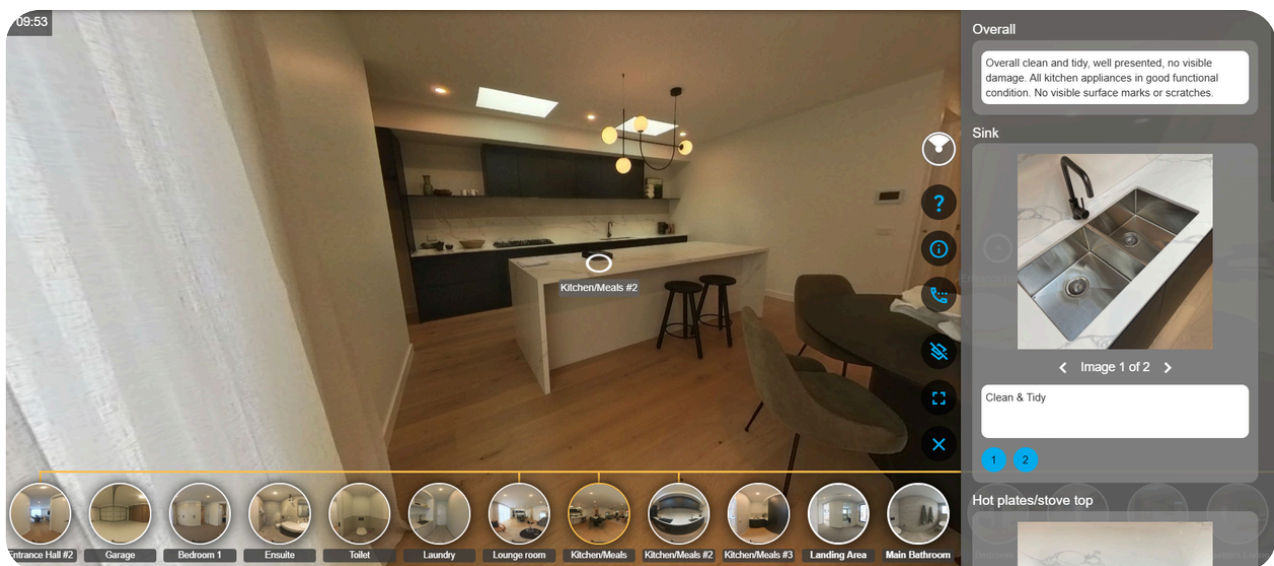
## Avoid:

- “Tenant has clearly...”
- “Looks like they...”
- “Probably caused by...”
- “Poor cleaning”
- “Neglect”

## Instead use:

- “Observed staining to carpet in bedroom 2.”
- “Marks present to wall surface.”
- “Cleaning recommended.”

Inspection reports are not opinions.  
**They are evidence.**





# Tribunal Basics Every PM Should Know

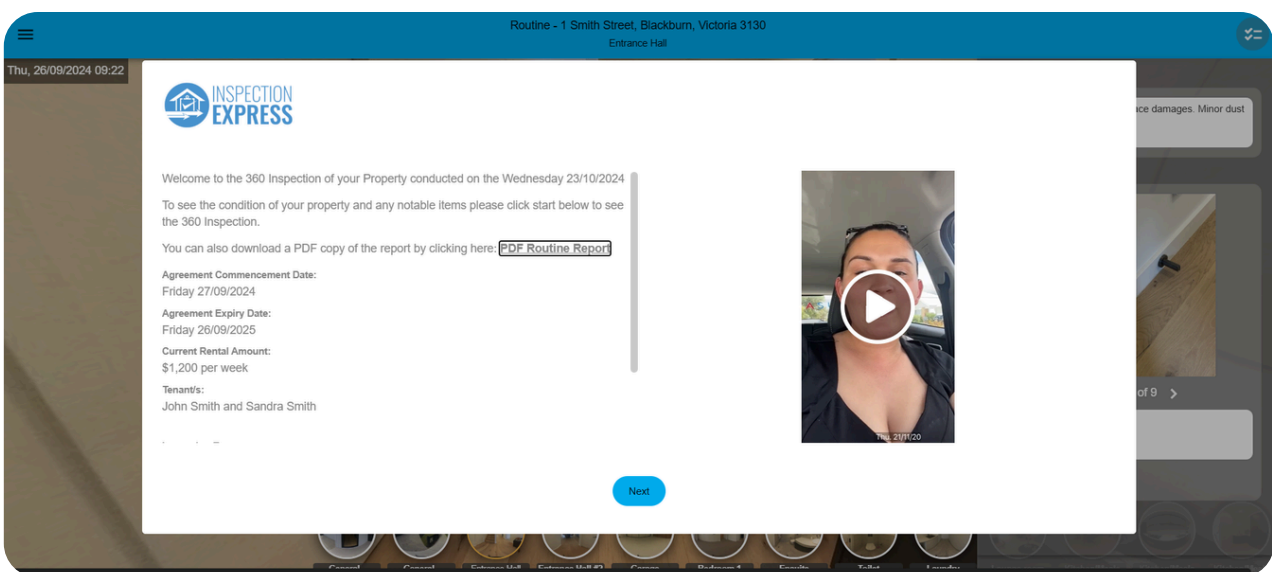
## Most disputes are lost because of:

- Inconsistent photos
- Missing entry condition records
- Poor descriptions
- No time stamps

## Key principles:

- Entry report sets the benchmark
- Exit report compares against entry
- Evidence must be clear and structured
- Consistency wins cases

The strongest agencies don't rely on memory.  
**They rely on documentation.**





# Routine vs Entry vs Exit What's the Difference?

This is where many juniors get confused

## Entry Inspection

Purpose: Establish condition baseline

Detail level: Maximum

Photos: Comprehensive

Tone: Extremely factual

This document protects the landlord long term



## Routine Inspection

Purpose: Monitor maintenance and care

Detail level: Moderate

Focus: Changes + maintenance issues

This protects ongoing asset performance.



## Exit Inspection

Purpose: Compare against entry

Detail level: High

Focus: Differences + wear vs damage

This protects bond claims.

If entry is weak, exit is vulnerable.



# Sample Completed Report (Annotated)

## Include:

- Example cover page
- Room-by-room breakdown
- Photo placement
- Proper note formatting
- Highlighted “Why this works” explanations

## You can annotate sections like:

“Notice how this description is factual, not emotional.”

“Wide shot + detail shot included.”

“Clear reference to entry report comparison.”

This turns theory into practical learning.



## “First Inspection Nerves” Confidence Guide for Juniors

### Include guidance like:

- Arrive early
- Use a checklist
- Follow the same room order every time
- Don’t rush
- Take more photos than you think you need

Consistency builds confidence.



# How Agencies Can Use This Pack

## Include:

- Example cover page
- Room-by-room breakdown
- Photo placement
- Proper note formatting
- Highlighted “Why this works” explanations

This positions your agency as structured and compliant.

Want structured, time-stamped, side-by-side reporting that makes all of this easier?

See how Inspection Express supports new and experienced PMs alike.



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