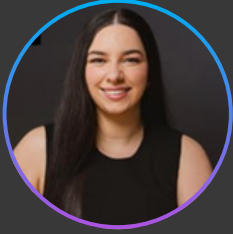


Faster, Smarter, Together

How Heritage Real Estate streamlined inspections with Inspection Express



HERITAGE REAL STATE

Sabrina Williams, Property Manager
170 Pacific Highway, Charmhaven
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From a time-consuming inspection process to a faster, more accurate, and productive operation!

About Heritage Real Estate & Sabrina Williams

Heritage Real Estate has a dedicated routine inspection team, with property managers completing ingoing, outgoing, and some routine inspections daily. **Sabrina Williams** is a property manager at Heritage Real Estate who began her real estate career at 17 doing Saturday reception, then moved into full-time work in the industry after finishing school. She has been working in property management **since 2023** and currently **manages 190 properties**. She began using **Inspection Express** when she started managing properties.



CHALLENGE

A Time-Consuming Process Holding the Team Back

Prior to Inspection Express, Heritage Real Estate was using an integrated inspection program that took up quite a lot of time. As the team and business expanded, the programs needed to support these changes.



The previous integrated inspection program took up quite a lot of time and above all, that was the **biggest** factor leading to the change.



Heritage placed value on team growth and as the team **expanded**, they needed programs to **support these changes**.



Two property managers often needed to **help each other with inspections** adding to the time and resource burden across the team.



As a team, they felt they could **streamline inspections to be faster**, more accurate, **and more productive** and found Inspection Express was the full package for that vision.



SOLUTION

A Phased Rollout That Brought the Whole Team On Board

The introduction of Inspection Express began in mid-2025, with a formal trial starting in late 2025. Initially a selected pilot group, the team's enthusiasm meant almost all staff quickly joined the trial.



Heritage ran many training sessions – each time the team received detailed refreshers **and learned something new**, a direct reflection of all the features Inspection Express provides.



Team members learned the program quickly, and whenever questions arose, the support desk and **support team were fantastic**.



The team can now create **360 tours for marketing** purposes with ease, elevating the service offering to owners.



Inspection Express proved **compatible with PropertyMe**, which was an added benefit for the whole team

The result was happier staff and a team that could do more in less time.



“We had many training sessions and each time not only did we get detailed refreshers but we learnt something new and this is a direct reflection of all the features Inspection Express provides. If we ever had any questions, the support desk and support team were fantastic

Sabrina Williams, Property Manager

RESULTS

Faster Inspections, Happier Staff, Better Service

Since formally adopting Inspection Express, Heritage Real Estate has seen great benefits across the team



Tenants can be moved in faster, with **quicker turnaround for owners** once a tenant is approved. Time spent out of the office has been minimised.



The need for two property managers to assist each other on inspections has been **completely eliminated**. Staff are happier knowing a big incoming won't take 2+ hours anymore.



The overall level of service to owners has been **elevated to what Sabrina considers highend inspections**.



My most favourite part of Inspection Express is being able to copy comments from one room to another or even set a standard template. In our area we have many pockets of estates where the houses are similar layouts, colour themes etc and we can create templates to carry from one property to another.”

– Sabrina Williams, Property Manager

