

While your team was chasing calls, Upstate wasn't.

Here is the exact setup they are using and the results after.



UPSTATE

Eliza Cosgrave, Senior Property Manager
Using Inspection Express & Tapi together

From manual, time-draining inspections to seamless inspection-to-maintenance workflows

About Upstate

Upstate is a property management agency where inspections and maintenance were once handled as two separate jobs. After finishing an inspection, property managers would effectively start over logging issues, creating maintenance requests, and chasing trades often the same person, working across the same property, **doing twice the work**. The team resolved this by combining **Inspection Express** with Tapi, allowing inspections and maintenance to flow through a single process rather than spinning up a second job after every inspection.



CHALLENGE

The Problem: Manual, Time-Draining Inspections

Before Inspection Express and Tapi, Upstate a self-described tech-first agency, was running inspections through a highly manual process. As the team and portfolio grew, the time cost and the friction it created with tenants and owners became impossible to ignore.



Hours Lost to Every Inspection

A single 4-bedroom inspection could take a property manager out of the office for **3 to 5 hours**, draining time that the team couldn't get back.



Manual, Error-Prone Reporting Routines and ingoings relied on **copying and pasting comments by hand**, which was slow and meant details frequently got missed.



Constant Back-and-Forth with Tenants

The manual process created ongoing back-and-forth with tenants, which **frustrated owners** who weren't getting enough information about their properties.



Delays Getting Maintenance Approved

Maintenance approvals faced **long delays**, slowing turnaround and adding to the pressure on an already stretched team.



RESULTS

Hours Back, Disputes Down

The switch didn't just save time it transformed how Upstate's team works. By removing manual back-and-forth and letting agents submit maintenance onsite, property managers get their day back. With 360 cameras and AI comments capturing every detail, fewer things slip through the cracks, and disputes between managers and tenants have dropped noticeably.

2 to 3.5 hrs

Saved Per Inspection

4-Bedroom Inspections Under 90 mins

Swift Repairs

**Maintenance Submitted On-Site,
Instantly** Eliminating double handling

Fewer Disputes

Manager/Tenant Discrepancies Down
Thanks to 360 cameras + AI comments



"The team has saved hours in a week, I would say... They can submit the maintenance straight away whilst on site, which means the property manager gets it while in the office. It really reduces the double handling...In terms of the 360 cameras, we've really found that it saves a lot of discrepancies between property managers and tenants, and a lot of those disputes have gone down."

Eliza Cosgrave

Senior Property Manager, Upstate



SOLUTION

Inspection & Maintenance to Action, Without the Double Handling

From on-site inspection to assigned maintenance job in three seamless steps. Inspection Express and Tapi work together to eliminate double handling so flagged issues move straight from the property to the right person, without anything getting lost along the way.

STEP01-INSPECTIONEXPRESS

Inspect & Flag

The PM runs the inspection in Inspection Express and flags maintenance issues on the spot.



STEP02-INSPECTIONEXPRESS

One-Tap Send

The PM finalises the report with one tap, flagged items post directly to Tapi, with no double handling.



STEP03-TAPI

Picked Up

Tapi takes the job: assigned, tracked, and visible. Nothing falls through the cracks.



**INSPECTION
EXPRESS**



tapi

Inspection Express is property inspection software built for AU and NZ property managers. **Tapi** is a maintenance management platform. Together they cover the full property lifecycle from inspection to resolution without the double handling.



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