



IM USER GUIDE

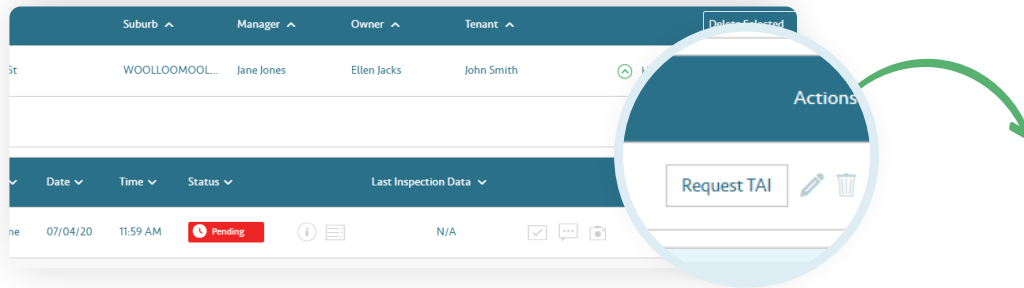
# Tenant Assisted Inspections (TAI)





## Step 1 | Schedule and send the inspection

Schedule a pending inspection just as you normally would

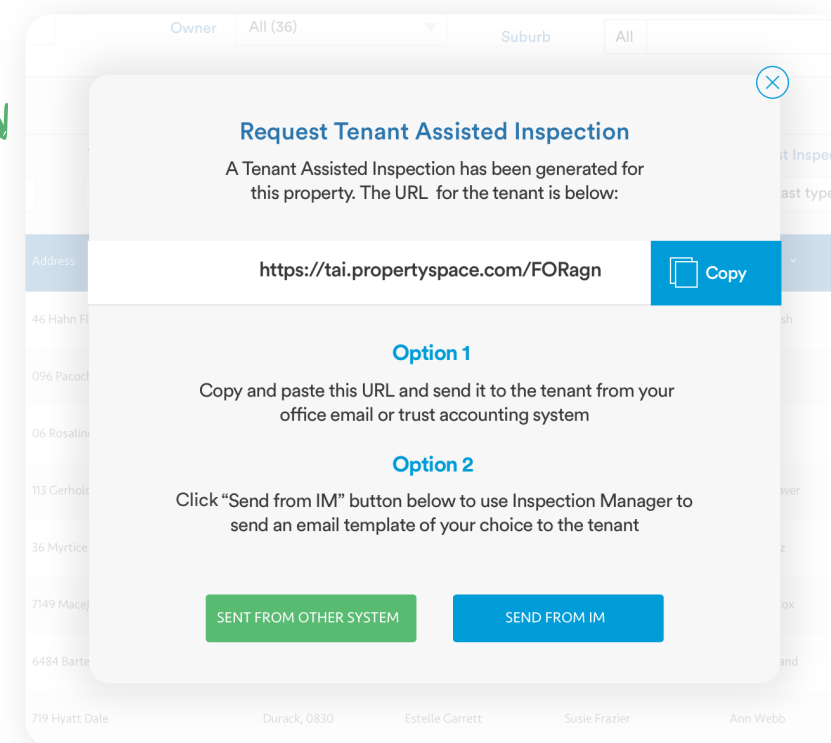


There is a new button next to your pending inspection called 'Request TAI'. To request that the tenant complete the inspection on your behalf, click this button

Once the button is clicked, a popup will appear with 2 options on how to send your TAI request, you can either:

### Option 1

Copy the link and send it to the tenant via outlook or your trust accounting system, then click "Sent from other system"



or

### Option 2

Click "Send from IM" to bring up an email template (which can be edited via the settings tab in the CMS), and send from there.

see next page for more info on option 2



**Send Tenant Assisted Inspection**

Sending TAI for WOOLLOOMOOLOO 140 William St Insert report link + Mail merge field

Send From: Me (Scott) + New Email ☐ Bcc Sender:

To: (john.smith@demoproperty.com.au)

Subject: Routine Inspection - %Address 1% Template: Default Tenant Assisted Template Font Size: Font Size

Message

Dear John,

As part of our service to our owners, we regularly perform an inspection of your rental property.

Your property at %Address 1% is due for an inspection on %Inspection Date%

Due to the current health emergency we are conscious of the need to protect both you and our Property Management team so until further notice we will not be doing these inspections in person.

Source Send Email(s)

Once the button is clicked, an email template will pop up (which can be edited in the email templates section of the settings tab)

Select the template you would like to use and click **SEND**. This will be sent to the primary tenant's email address

Clicking "Sent from other system" or sending the email template from IM will change the inspection to a new status called **T. Routine**

✓ WILLIAM140

No	Inspector	Type	Date	Time	Status
1	Jane Jones	Routine	01/04/20	1:51 PM	<span>T Routine</span>

This means the inspection is now with the tenant to complete. (You can resend the link via email template again or copy a link of the report to clipboard to be used as required)

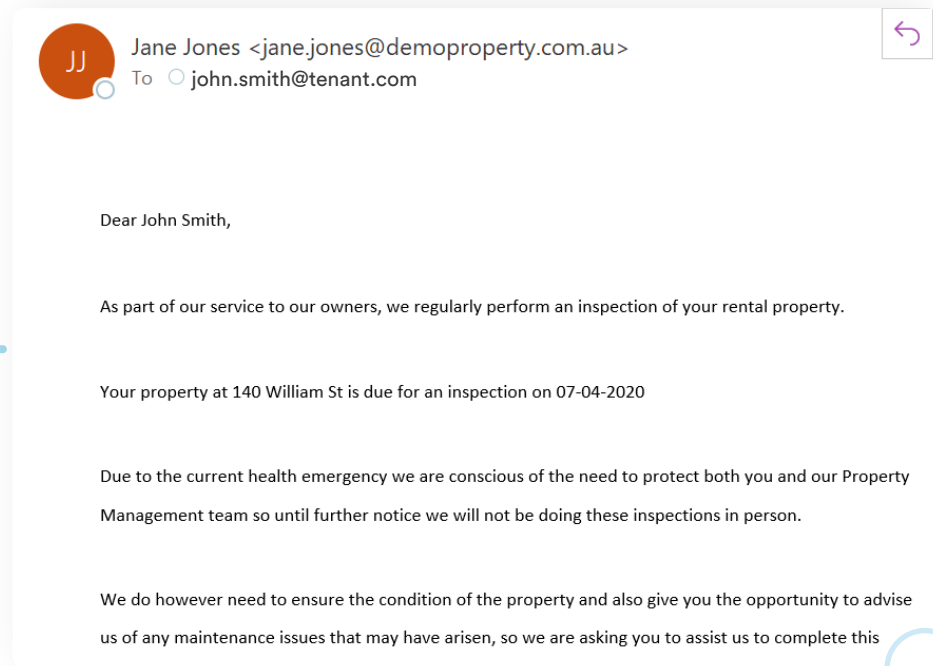


## Step 2

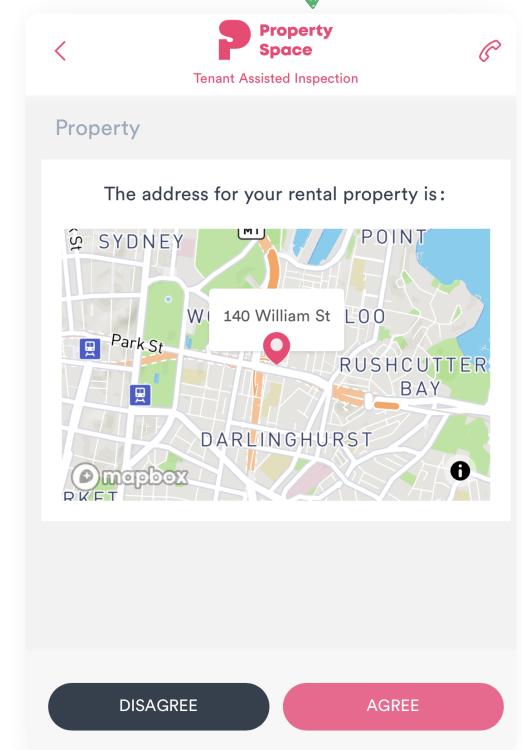
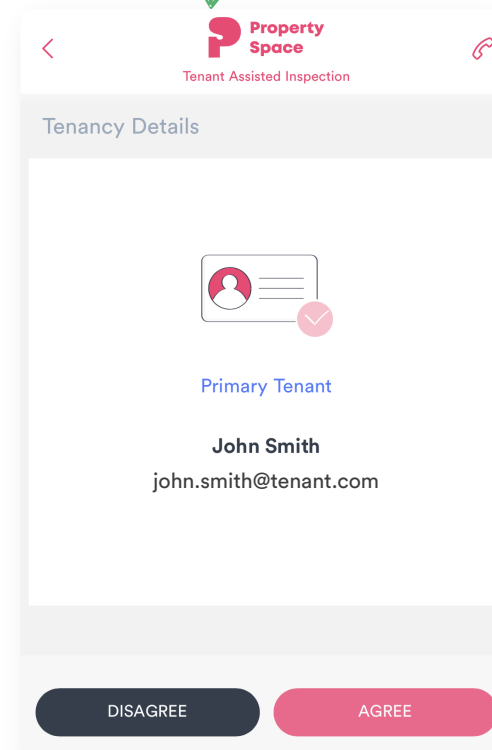
### Tenant completes the inspection

We have partnered with Property Space to deliver this functionality.

The tenant receives your templated email advising that you have requested their assistance to complete the inspection. The email contains a link to a landing page for the TAI web app that they use to complete the inspection

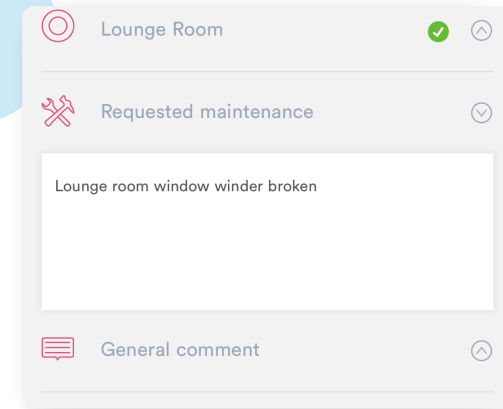
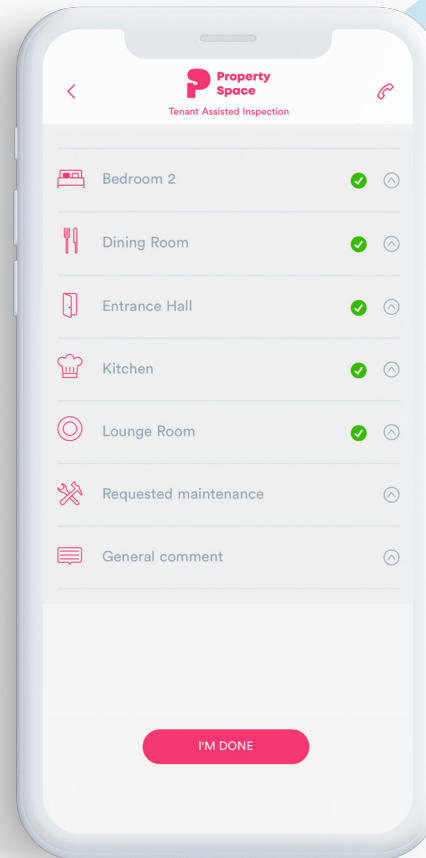
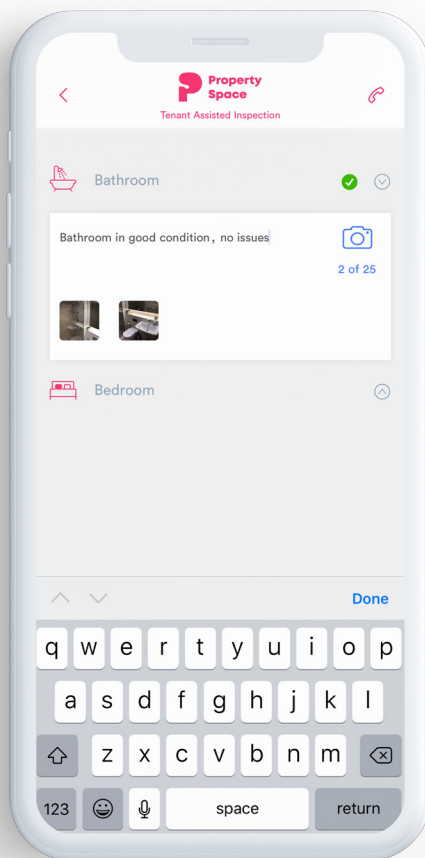


The tenant confirms their details and their property address





Then the tenant performs their inspection by taking photos and adding comments to each section of the inspection. Minimum 1 photo per area





### Step 3

## Tenant returns the inspection

Requested maintenance

General comment

Speech to text works well with this app

I'M DONE

Tenant taps **"I'M DONE"** when they have completed all sections

Property Space  
Tenant Assisted Inspection

Your routine inspection is almost complete

Please make sure you have entered all the necessary information.  
Once inspection report is sent back you will be unable to make any changes

GO BACK SEND

Tenant taps **"SEND"** and their inspection (photos and comments) are synced back to Inspection Manager and will appear in a report

## Step 4

### Property Manager finalises the inspection

You will receive an email notification and the inspection will appear in completed status in Inspection Manager

#### Inspection completed by tenant for 140 William St



No Reply - Inspection Manager <no-reply@inspectionmanager.com.au>  
To: Jane Jones

Hi Jane,

Your tenant at 140 William St has completed their Default Routine Template. The inspection is now in completed status on your Inspection Manager CMS. You can also view it at this link and make your edits:

[Report Link](#)

Kind Regards,

Inspection Manager

You can review the report and edit it to your satisfaction before sending it to the owner

The 'Send Report' form is displayed within a light grey border. At the top, a dark blue header bar contains the title 'Send Report' in white. Below this, a teal bar shows the report details: 'Sending Report for 140 William St WOOLLOOMOOLOO Completed by Jane Jones'. To the right of this bar are two green buttons: 'Insert report link' and '+ Ma'. The form fields include: 'Send From' (a dropdown menu with 'Me (Jane)' selected), '+ New Email' (a green button), and 'Bcc Sender:' (a checkbox). The 'To:' field contains the email address '(ellen.jacks@landlord.com)'. Below these are three sections: 'Subject' (a dropdown menu with 'Routine Inspection - %Address 1%' selected), 'Template' (a dropdown menu with 'Select' selected), and 'Existing Landlord' (a dropdown menu with 'Select' selected). The 'Message' section is a large text area containing the following text: 'Hi Ellen, The routine inspection for your property at %Address 1% has now been completed. You can review the report by clicking the following link. %Report Link%. Please let me know if I can be of any further assistance.'

If you need further assistance,  
don't hesitate to contact  
our support team

Phone:  
1300 22 88 32  
02 9264 6299

Email:  
support@inspectionmanager.com  
Live Chat:  
<https://inspectionmanager.com/contact/>

