***SPM Assets™ offers advanced property condition reporting for landlords, tenants and property owners to assess whether a standard set of components are clean, working and undamaged before and after occupation.***

Tenancy Reporting enables you to move from the industry standard paper based form for assessing the overall condition of a tenancy, to a more efficient electronic assessment approach. Incoming tenants can comment and sign off the results (going right down to the condition of a toilet roll holder) before the tenancy starts and the results at the end of the tenancy can be compared – combining the digital photos at the component level then provides the evidence needed by the Tenancy Manager to discuss the differences with the tenant.

**When then tenant leaves** differences between the start and end condition assessments are used to determine if any repairs are required and if this should be at the cost of the landlord (standard rate of wear or tear) or be made-good by the tenant (exceptional wear or damage). The Tenancy Report is able to be used as the basis for dispute resolution and meets legislative requirements – once the tenant signs off the ingoing assessment, it is printed off and held in the software as a PDF report that can be used in the legal process if needed. Each tenant therefore has a start and end tenancy report held in PDF form which is then stored on the system for as long as its required.

> "Evidence based reporting to establish the property condition before and after tenancies."

**Within Tenancy Reporting** for residential property, there is a list of standard locations or rooms within a dwelling.  For each of those rooms, a list of standard components is provided for the Tenancy Manager to 'tick off' whether the component works, is clean and is undamaged. They can also apply a condition grade from very good to very poor and write a comment. Photos can also be applied to each component and included as evidence in the printed report.  The standard report is signed off by both tenant and tenancy manager, then added into the database against the property for that tenant.
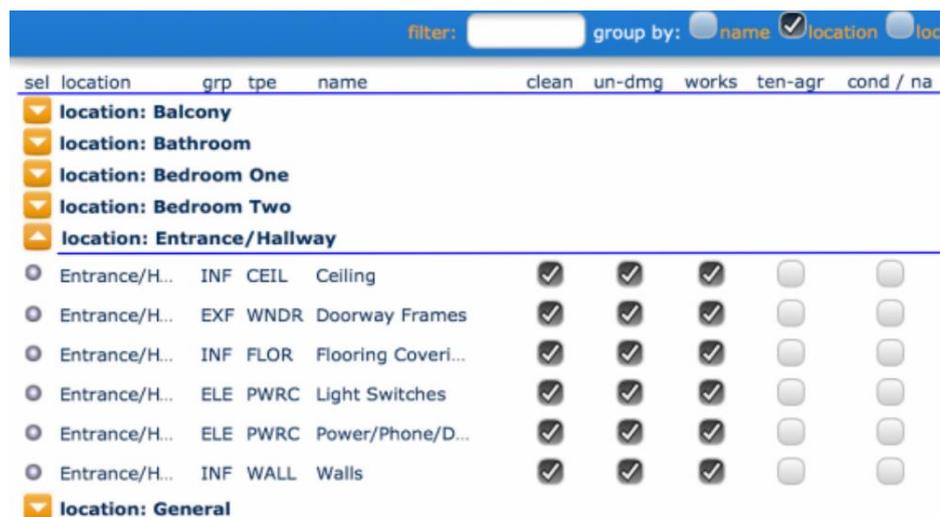
**Tenancy Reporting is designed** to be used in conjunction with the Mobile module so that the assessment can be made using a tablet as you walk through the property, with the information and photos being directly uploaded to the database.  This dramatically increases the accuracy of the report and also speeds up the entire process, ensuring a seamless transition between tenants.

While you are able to develop your own component references, unless you already have these in place it is recommended that you use the standard set of references that has been developed and proven by SPM Assets in the field.

## Key benefits

- Moves the tenancy manager from paper based property reporting to an online process able to be accessed from anywhere.

- Tenancy Reporting is a much more efficient process for reporting on a tenanted property. It takes less time to assess the property, develop the report and maintain records against the property.

- The assessment and evaluation is highly consistent; not only between tenants on an individual property but also across a range of tenanted properties. This ensures a fair and transparent assessment is made.

- Centralised storage of the reports stored directly against each property. You have the complete history of a property located in the one place.

- Increased transparency of the process to ensure data integrity including photo evidence of any issues reducing the number of contested issues from tenants.

This screen image shows what the Tenancy Manager sees on a tablet. It shows how each room can be expanded to then list the associated components for assessment. This is a standard 'off the shelf' configuration that is prepopulated with 'ticks' so that all the Tenancy Manager needs to do is untick those components that need to be cleaned, are damaged or simply don't work.



### Technical requirements
You must have:
- Core SPM Assets Software system
- Mobile Module – for in-field data collections.
- PCR References (recommended); currently available for Australia, other geographies on request.

### If you select this module you might also want to consider:

- Works Planner and Defect References – allows for a more detailed condition assessment for developing planned maintenance works programmes.
- Works SOR and SOR References – allows for scoping of works using a predefined list of schedule of rate items to create a detailed scope while at the property.

**Contact us today for more information:**

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