



50+ Hours Saved Per Month: Harcourts Newport Streamlines Property Management with Inspection Express

From Australia to California: A Strategic Approach to Property Management Excellence

About Carlene Murdoch, Head of Property Management at Harcourts Newport

Carlene Murdoch, **Head of Property Management at Harcourts Newport**, brings **20+ years of experience** in real estate, business ownership, and property management. Originally from Australia, she relocated to California to expand her portfolio and support local communities. With a **strong background in sales and operations**, she delivers strategic, high-quality property management focused on growth, transparency, and strong relationships.



CHALLENGE

High Administrative Workload and Compliance Complexity

Before adopting Inspection Express, the team at Harcourts Newport encountered significant challenges that affected day-to-day efficiency and team capacity:



Manual Workload Overload
Lease renewals, inspections, and documentation were taking hours without automation.



Inefficient Processes
Handling everything manually left the team with a heavy admin burden, reducing time available for high-value work.



Legislation Pressure
Stricter CA laws made compliance more time-consuming.



Scaling Struggles
Managing a growing rent roll without automation created bottlenecks.



Time Drain
Routine tasks like sending notices and managing renewals took hours each week across the team.

"We were spending a huge amount of time on the compliance side—especially renewals and lease agreements. Just with the lease renewals alone, you're probably saving two hours per property."

- Carlene Murdoch
Head of Property Management

SOLUTION

Streamlining Operations with Inspection Express

To overcome time-consuming manual tasks and improve accuracy, the Harcourts Newport team implemented Inspection Express, which helped them:



Automate Lease Renewals

Sends renewal notices automatically, saving hours.



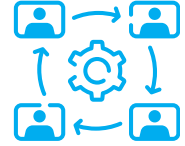
Centralize Document

Stores and tracks leases and communications digitally.



Simplify Communication

Reduces follow-up calls with automated reminders.



Improve Workflow Efficiency

Manage renewals, inspections, and agreements in one place.



"We used to spend a lot of time chasing up tenants for renewals and paperwork. Now with automation, it just runs in the background, and we get notified — it saves us hours every week."

- Carlene Murdoch, Head of Property Management

RESULTS

Significant Time Savings and Reduced Administrative Burden

By adopting Inspection Express, the Harcourts Newport team experienced:



10+ Hours Saved Weekly

Cuts down manual admin, especially for lease renewals.



Faster Processing Times

Automates notices and tenant follow-ups.



Increased Team Productivity

Less paperwork, more time for client service.



Better Compliance Confidence

Tracks deadlines and obligations digitally.

"It's a big relief, especially for our newer team members. The system takes care of the hard stuff, so we can focus on our clients and properties."

- Carlene Murdoch, Head of Property Management



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