



# From Efficiency Gains to Tribunal Readiness: Square Investment's Experience with Inspection Express

## CASE STUDY

Maximising efficiency and preparing for tribunal cases!

### About Square Investments & Jason Crofts-Smith

Square Investments, led by award-winning property manager Jason Crofts Smith, offers a personalised, client-focused approach to property management. With over 24 years of expertise, Jason manages a capped portfolio of 80 properties to ensure dedicated support for landlords and renters alike. Alongside an accomplished office manager, Jason provides hands-on service, conducting all inspections personally and using Virtual Tour 360 technology for remote clients. Driven by integrity and expertise, Square Investments is committed to building strong relationships and delivering exceptional service for landlords who expect the best.



## CHALLENGE

Before adopting Inspection Express, Square Investments faced numerous challenges with maintaining detailed, accessible records for property inspections, particularly when dealing with tribunal cases. As the volume of properties grew, so did the difficulty in providing comprehensive, evidence-based reports that could withstand scrutiny in disputes. Overseas clients struggled to access clear property views, and the lack of technology to present side-by-side comparisons of ingoing and outgoing inspections created inefficiencies. The absence of a unified platform also led to time-consuming manual processes and missed opportunities for more efficient communication with clients and stakeholders. Square Investments needed a solution to streamline operations, reduce disputes, and enhance transparency, while improving readiness for tribunal proceedings when necessary. That's when they turned to Inspection Express.



## SOLUTION

### Unmatched Technology for Tribunal Hearings

By leveraging Inspection Express, Square Investments significantly improved their tribunal readiness. The integration of Virtual Tours and AI-driven comments ensured that tribunal members had access to detailed, clear, before-and-after property images, providing essential evidence for each case. A key feature that set Inspection Express apart was its ability to **combine ingoing and outgoing inspection reports side-by-side**, allowing for a 360-degree comparison of the property's condition before and after tenancy. This functionality, unique to Inspection Express, provided crucial visual evidence that streamlined tribunal proceedings and helped resolve disputes more efficiently.



*"To be able to send in one link that the tribunal member can actually **click on and view the property before and after and, actually compare it side by side** - there is no other platform that I'm aware of, that can provide this technology - setting Inspection Express ahead of its competitors!"*

## RESULTS

### Streamlined Tribunal Success with Seamless Reports

Since adopting Inspection Express, Square Investments has seen remarkable improvements in efficiency and streamlined workflows. Their staff now approach tribunal proceedings with increased confidence, thanks to the comprehensive reports and side-by-side comparisons provided by Inspection Express. These tools not only enhance tribunal members' understanding of property conditions but also promote transparency and honesty between tenants and landlords — core values that align with Square Investments' mission. As a result, Square Investments has **reduced disputes and improved client satisfaction**. They now confidently recommend Inspection Express to other business owners, asserting that adopting this solution is a straightforward decision for those looking to elevate their service and empower their clients.



*"When a tribunal member needs to see that categorical evidence of the before and after, Inspection Express is here to save the day — and they have saved me many times!"*



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