Property Condition Assessment

Scenario

ABC Suites (Pty) Ltd

“You can’t improve what you haven’t assessed. A clear understanding of property condition is the foundation for smart investment, safe operations, and confident decision-making.” Co Pilot

The Challenge



ABC Suites was tasked with assessing the condition of large, complex properties to support client decisions on repair scope and investment. But without Epic’s PCA feature, the process was manual and error-prone. Field teams relied on Excel spreadsheets to record observations, manually insert photos, and estimate quantities—often across multiple files and formats.

This made it difficult to:

- Maintain consistency and accuracy across assessments
- Link visual evidence to specific components
- Quantify repair needs in a structured, report-ready format
- Track progress or revisit historical assessments efficiently

The lack of a centralised, mobile-enabled solution slowed turnaround times and compromised the clarity of client-facing reports. For a company committed to precision and service excellence, this approach was unsustainable.

How ABC Suites uses epic:

Epic's **Property Condition Assessment** feature gave ABC Suites the structure, speed, and professionalism to elevate their entire inspection workflow.

- **Centralised Data Capture**: Field teams now log observations directly into Epic, linking each item to specific property components with structured categories and embedded photos—no more juggling spreadsheets or image folders.

- **Seamless Visual Evidence**: Photos are automatically tagged and stored alongside assessment notes, creating a clear visual trail that enhances transparency and client trust.

- **Real-Time Quantification**: Teams can track quantities and estimate costs live, enabling faster, more accurate quoting and prioritisation.

- **Consistent Reporting Across Sites**: Whether assessing a single unit or a sprawling complex, the format remains standardised—making it easier to compare, present, and act on findings.

- **Branded Client Deliverables**: Reports are polished, shareable, and include visuals, notes, and repair quantities. Clients receive clear breakdowns of condition, recommended actions, and associated costs—all in one cohesive document.

- **Time Saved, Value Delivered**: What used to take days now takes hours. ABC Suites responds to client requests with agility, helping them make informed decisions sooner and with greater clarity.

The result? ABC Suites now leads with data, delivers with speed, and earns trust through transparency. The PCA feature didn't just improve operations—it elevated the entire client experience.

> ***"From fragmented files to field-ready finesse—Epic's PCA feature helped ABC Suites turn inspections into insight."***