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# Your Guide to Remote Inspections



# What's Remote Inspection?

Preparing a property for guests takes incredible attention to detail, often under tight deadlines. Luckily, Properly's Remote Inspection (RI) team is here to help ensure that everything is safe and perfectly prepared when a guest arrives.

Think of us as your turnover sidekicks. We'll confirm that your cleaner has completed everything on the property checklist, review the inspection photos they send us, and ask your cleaner to correct any issues we spot while they're still on the property.

If the issue is outside of their abilities, we'll let you know so you can get the right person out there to solve the problem.

**A 2015 survey by CLR found that "cleanliness [is] top of mind when reading vacation lodging reviews," to the point that "eight out of 10 (80 percent) vacation lodgers would rather give up Internet access for the duration of their vacation than stay in a dirty rental or hotel."**



# How is RI different from in-person inspections?

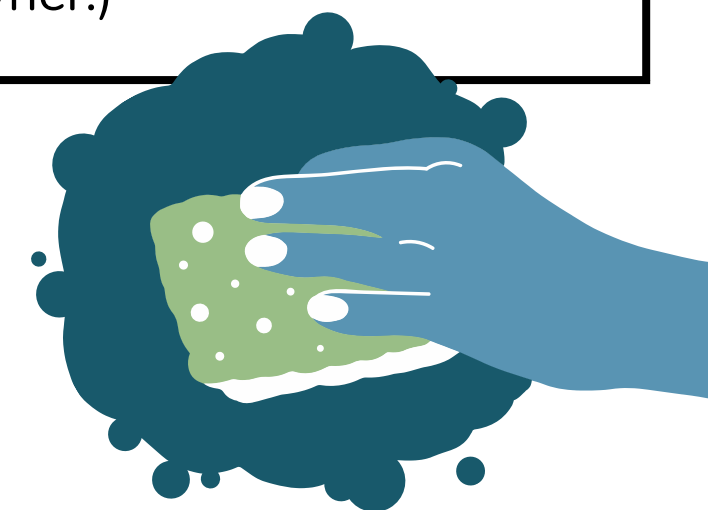
When it comes to inspecting your property between guests, you usually have to pay with time (if you have to go and check it yourself) or money (if you use a property manager or other third-party service.) The more turnovers you have or properties you own, the more turnover inspections will cost you.

Since these inspections can get expensive –up to 5x more than RI– they typically end up spot-checking their properties rather than conducting thorough inspections after every turnover.

Remote Inspection	In-Person Inspection
Full property checked thoroughly during each turnover	Property possibly checked after a turnover (depending on the spot-check schedule.)
The cleaner is still on-site when the inspection is happening.	The cleaner has already departed when the inspection is happening.
If an issue is found, the inspector can ask the cleaner to fix it in real-time.	If an issue is found, the cleaner must be booked again to return to the property and fix the issue.
Every inspection is certified by an impartial third party (Properly.)	Inspections are not typically certified by a third party (as they're usually done by a manager/the owner.)

**In-person inspections can also lead to extra costs. For example:**

- If the inspector finds an issue (dirty oven/grimy bathroom), they'll have to pay to get someone out there to clean/fix it.
- If the inspector misses something in a spot-check, even minor issues at the property can cost you a lot as they may lead to bad reviews (which can impact your bookings/earnings.)



# Things Found During Remote Inspections

In most cases, guests check in and check out with no problem. However, sometimes things can get...a little messy.

Here's a (partial) list of things –ranging from the expected to the incredibly confusing)– that cleaners have found during Remote Inspections.

- A placenta in the freezer.
- A small bag of white powder in a kitchen drawer.
- A gun in a drawer.
- Several NSFW items (in the bedside drawer and under the bed.)
- Beer bottles and excessive dust under the bed.
- Overflowing trash cans not emptied.
- A bikini bottom hanging in a tree in the garden.
- Excessive foam in the hot tub.
- Missing/misplaced remote controls.
- Unplugged AV cables (a guest plugged in their laptop but forgot to reconnect after leaving.)
- Missing guest guide.
- Missing/misplaced hairdryer.

- A fruit fly infestation due to coffee grounds someone forgot to throw out.
- Rearranged furniture.
- Many left behind items, including glasses, driver's licenses, keys, credit cards, shoes, clothing articles, and prescription medication.
- Food forgotten in the microwave, fridge, or oven.
- Dirty ovens / stoves / fridges.
- Missing toilet paper (and many other items requiring restocking.)
- A racist comment written in chalk on an interior wall.



- A photo of a bare bottom left on a digital picture frame.
- Dog poop in the garden.
- Excessive leaves in the driveway after a winter storm.
- A roof leak.
- An ant infestation.
- Mouse droppings.

# What are the Benefits of Remote Inspections?



## Motivate and Reward Your Cleaners

RIs let cleaners know (in real time) exactly how vital (and appreciated) their work and attention to detail are.

## Find and Fix Issues

RIs empower cleaners to find (and fix) issues in real-time. Solving a problem means more money for your cleaner and fewer chances of guest complaints for you.

## Get Best-Practice Solutions

We have step-by-step instructions to solve more than 100 common problems...why reinvent the wheel?

## The Peace of Mind that comes when everything is done Properly.

## Save Money

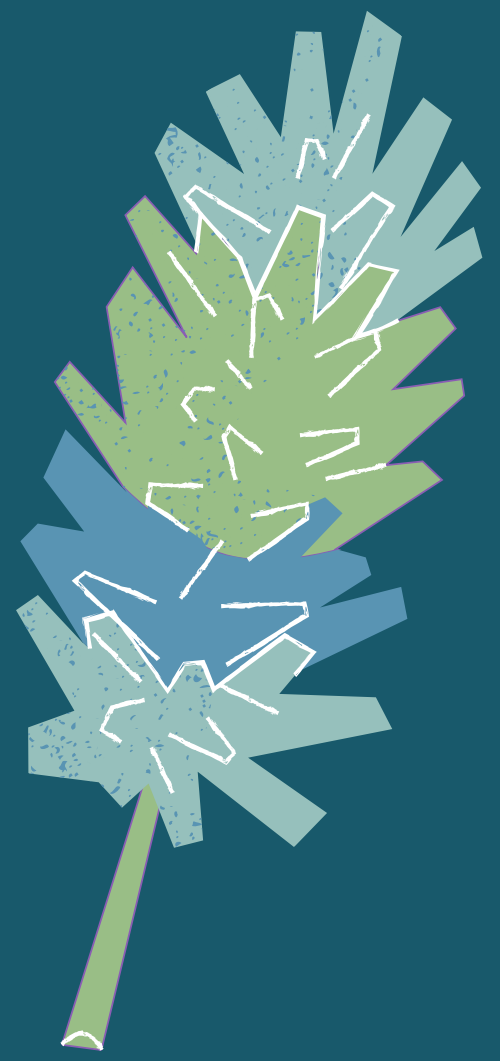
Hiring a service provider to fix an issue is much more expensive than a solution delivered by a cleaner already on-site. If you don't fix it, once a guest spots the problem, it'll be too late; you'll still need to incur the same cost to fix it, plus you run the risk of a poor review.

## Save Time

An effective remote inspection must happen in real-time. Our RI team does just that, so you don't need to waste hours being on-call for inspections.

## Benefit from Pro Experience

Our team has over 100,000 inspections under our belts; we've seen it all (see the previous page for examples!) That's why some of the most professional hospitality brands in the world rely on our RI service.



# Use Remote Inspections to make sure:

- Any damage is fixed.
- There are no signs of previous guests left behind.
- The property key is in place
- The guest guide is out for the next guests.
- The welcome gift is set up for the next guests.
- Stains and odors are eliminated.
- Nothing is left under beds or in cabinets/closets.
- The bathroom is clean/guest-ready.
- Cleaning supply levels are adequate.
- Toiletries, cooking essentials, etc., are well-stocked.
- Cutlery/dishes are in place and clean.
- Furniture is where it should be (not moved around by guests.)

- The thermostat is working and correctly set.
- The air conditioner is working.
- TV and cable are working.
- WiFi is working.
- The pool is clean/and has the right amount of chlorine.
- The hot tub is clean and at the right temperature.
- The oven is clean and empty.
- The fridge is clean and empty.
- The yard/garden is neat and clean.
- The barbecue is clean and ready to use.
- The fireplace/fire pit is free of soot and ready for use.
- All remotes are working and in place.
- The garbage has been emptied.
- All windows and doors are locked.
- All lights work.
- Any other issues you want to avoid are addressed.



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For more information about Remote Inspections for  
your short-term rental, visit [getproperly.com](https://www.getproperly.com).

Want a demo of how Properly can work for you?

Drop Ivan a line at [Ivan@getproperly.com](mailto:Ivan@getproperly.com)