

MULTIFAMILY OPERATIONS • FIELD INSPECTIONS

Turning unit inspections into a living operating record

A regional multifamily owner-operator replaced clipboard-and-spreadsheet inspections with structured mobile field capture, standing the workflow up in days and producing an auditable, decision-ready condition record across every unit in a single cycle.

CLIENT	PROPERTY	ENGAGEMENT	WORKFLOW
Multifamily owner-operator	76 units, 6 buildings	2026 deployment	Interior + safety inspections

THE CHALLENGE

Quarterly safety and interior inspections ran on paper and were re-keyed into the operator's property-management system days later. Condition data arrived incomplete and inconsistent, follow-up work orders were assembled by hand, and roughly one in seven units needed a second visit because the first pass missed data.

Inspection was a recurring cost that consumed staff time without leaving behind a durable, defensible record of asset condition.

THE APPROACH

The client ran the program on Field Capture, the field app, backed by the BuildingOS platform.

Inspectors used Field Capture to standardize inspection data collection and reporting, automatically generating maintenance schedules, work orders, and an asset registry. Findings flowed to BuildingOS in real time, with no re-keying and no spreadsheet reconciliation.

What the deployment delivered

A faster, complete first pass

Working from a mobile device instead of paper, the inspection-and-reporting cycle ran close to 78 percent faster than the prior process, and captured all 76 units in one pass rather than returning over successive visits. Real-time capture removed most of the manual data entry and downstream cleanup the old workflow demanded, and cut the repeat visits that used to follow about one in seven units.

Condition and asset data in one structured record

Beyond unit condition, the cycle built a working register of the property's equipment, more than 220 assets in all, from HVAC and water heaters to electrical panels, each tied to a unit and a condition rating. The same record drives automated maintenance schedules and work orders, and feeds asset and capital planning, insurance submissions, reserve analysis, and investor reporting, rather than being rebuilt from scratch each time.

Findings that route themselves

Twenty-nine of the 76 units were flagged for immediate attention, and sixty work orders were generated straight from the inspection findings and pre-grouped for routing, so nothing was lost between the walk and the maintenance queue. Catching deferred maintenance early, before it escalates into emergency repairs, drove the clearest cost impact, roughly 36 percent lower maintenance cost than comparable prior cycles.

A defensible record from the first walk

Every finding is tied to a timestamped, attributed photo, giving the operator an auditable condition history from day one. That record informed renewal decisions, which units to hold, renovate, or turn, with evidence behind each call.

The same workflow that captured this property scales across a portfolio without adding back-office headcount. Inspection stops being a cost center and becomes a compounding asset record.