

// MAINTENANCE SUMMIT 2026

Inspection Process That Works

How RPM Richmond Metro uses routine evaluations to create oversight, documentation, proactive maintenance action, and profit

—— JAY WOODSON • RPM RICHMOND METRO



Why this matters

Inspections are not just checklists; they are an operating system for property condition and tenant compliance.

// WHY THIS MATTERS

Why inspections are operationally critical

6-Month

A minimum of routine evaluations
keep issues from hiding too long

- Protect property condition across the portfolio
- Catch small issues before they become expensive repairs
- Give property managers consistent visibility into each home as well as ensuring residents are adhering to their lease agreement
- Create cleaner communication with owners and residents
- Builds trust with owners
- Can create additional work for your internal maintenance team

// WHY THIS MATTERS

Reactive management vs proactive oversight

REACTIVE

- Problems surface after a resident complaint
- Repairs are often more urgent and more expensive
- Documentation starts after the issue is already visible
- Managers spend time catching up

PROACTIVE

- Teams find issues during scheduled evaluations
- Maintenance can be planned before failure
- Photos and notes create an earlier record
- Managers stay ahead of the condition of the property

// OWNER BUY-IN

-Owners are more likely to agree to maintenance on their rental properties when they feel they are in control of the outcome and work requested is proactive-



How the process works

A repeatable workflow creates consistency from setup to reporting.

// THE WORKFLOW

The routine property evaluation workflow

01 Create

When the property is onboarded, we create a recurring meld for the 6 month mark of a 12 month lease. When the meld is populated we create a new inspection for the property using our inspection software.

02 Capture

We photograph each room, exterior areas, appliances, and mechanical systems using a 360 camera.

03 Document

Add notes by section and red-flag anything needing attention and any possible cap ex items

04 Verify

Check smoke detectors, manufacturer dates, and certification requirements for compliance

05 Complete

Once finished, an Inspection report and suggested repairs letter are emailed to the owner before the meld can be officially marked complete

// THE WORKFLOW

What inspectors are trained to capture

INSIDE THE HOME

- Broad room-by-room photos of the walls, ceilings, trim, doors and floors
- Close-ups of notable issues
- Compliance of lease
- Appliances with model tags and manufacture dates
- Mechanical systems when accessible with Manufacture dates

OUTSIDE THE HOME

- Front, sides, and rear elevations
- Yard and drainage conditions
- Foundation, siding, trim, and roof observations
- Gutters and other early-warning exterior defects
- Crawlspace if accessible

Why we do inspections internally vs 3rd party

INTERNAL

- Quality control and consistency
- Understanding lease compliance
- Team development and software integration
- Stronger owner relationships
- Faster turnaround and responsiveness
- Revenue potential and Cost efficiency

3RD PARTY

- Rapid growth phase – capacity constraints
- Potentially cover a larger geographical area
- Overflow during peak seasons
- Very low cost portfolios – tight margins

// THE WORKFLOW

Why a clear process is a must

WITHOUT A PROCESS

- Inspection quality varies by person
- Photos and notes can be incomplete
- Minor defects are easier to overlook
- Follow-up depends on memory
- Possibly renewing with a tenant who has been damaging the home

WITH RPM RICHMOND METRO'S PROCESS

- Teams inspect in a repeatable sequence
- Documentation is easier to review later
- Potential maintenance gets flagged sooner
- Managers can act before issues escalate
- Inspections can be used by maintenance coordinators when future repair melds are requested by the tenant

// ON SITE

Documentation and Safety compliance are the focus during the visit

- Edit notes for each section while moving through the property
- Use red flags for issues that need attention now or later
- Capture enough photos to show both context and detail
- Build a record that can still make sense and easy to follow after the visit is over
- Photograph smoke detectors and the manufacturer date
- Replace detectors over ten years old
- Complete the smoke alarm certification sheet
- Leave a hard copy with the tenant and store the record in the inspection

How the smoke detector certification supports the process

WHAT THE CERTIFICATION PROVES

- ## WHY IT MATTERS OPERATIONALLY

- Turns a safety check into a documented compliance step
- Reduces ambiguity about whether the check happened
- Removes liability from the property manager in the even there is a fire
- Strengthens consistency across every inspection

// OWNER REPORTING

**What the inspection report letter is
designed to explain**

// OWNER REPORTING

Every finding is sorted into one of three tiers



Inspection Report for your recently completed six-month evaluation

This repair needs to be done as soon as possible:

1. **Second Full Bathroom:** There was a small leak in the supply line of the toilet in the upstairs bathroom. We turned off the water and created a meld and have set this as an emergency. We are scheduled to be out there tomorrow to fix.

We strongly suggest this repair:

2. **Exterior:** Replace missing siding on chimney.

Optional – Capex or a turn item, an issue we need to monitor in future inspections or a capex that could help increase the value of the property and potentially help with tenant renewal or potential future increase in rent

3. **Kitchen:** The residents were sent instructions to trouble shoot the oven and dishwasher.
4. **Second Full Bathroom:** The exhaust fan is very loud, which indicates a failing motor.
5. **Back Door:** Reinstall the screen door. Replace rotted siding above screen door.
6. **Exterior:** Refinish back porch

TIER 01

This repair needs to be done as soon as possible

TIER 02

We strongly suggest this repair

TIER 03

Optional – Capex or a turn item

An issue we need to monitor in future inspections or a capex that could help increase the value of the property



How the process creates value

The inspection itself matters, but the real value comes from what happens next.

// CREATING VALUE

How the process supports maintenance planning

- Flag repairs immediately, even when they are future owner decisions
- Separate urgent items from suggested improvements and monitoring items
- Give maintenance teams clearer scopes using photos and notes
- Create a property history that improves budgeting and prioritization
- Owners can quickly understand what is urgent and what is optional
- Property managers can move from inspection to decision-making faster
- Maintenance follow-up becomes easier to assign and track
- The property record becomes more useful over time

Documentation helps more than one audience

FOR INTERNAL TEAMS

- Maintenance coordination
- Manager follow-up
- Historical property record
- Stronger accountability
- Avg. of 15-20% more work created, approved, and completed
- More maintenance profit

FOR OWNERS AND RESIDENTS

- Clearer updates
- Better explanation of needed work
- More confidence in property oversight
- Fewer surprises later
- More trust built with both parties that there is proactive approach to maintaining the property

// CREATING VALUE

The operational payoff with routine inspections

- 01 Clearer updates
- 02 Better historical property records
- 03 Stronger accountability with more confidence in property oversight
- 04 Potential for 15-20% more work created approved and completed
- 05 Increased profit for maintenance department

// TAKEAWAY

Inspections should lead to action

RPM Richmond Metro's process turns each six-month evaluation into a tool for maintenance planning, documentation, proactive management, and potential profit

—— QUESTIONS FOR JAY WOODSON AND THE RPM RICHMOND METRO TEAM