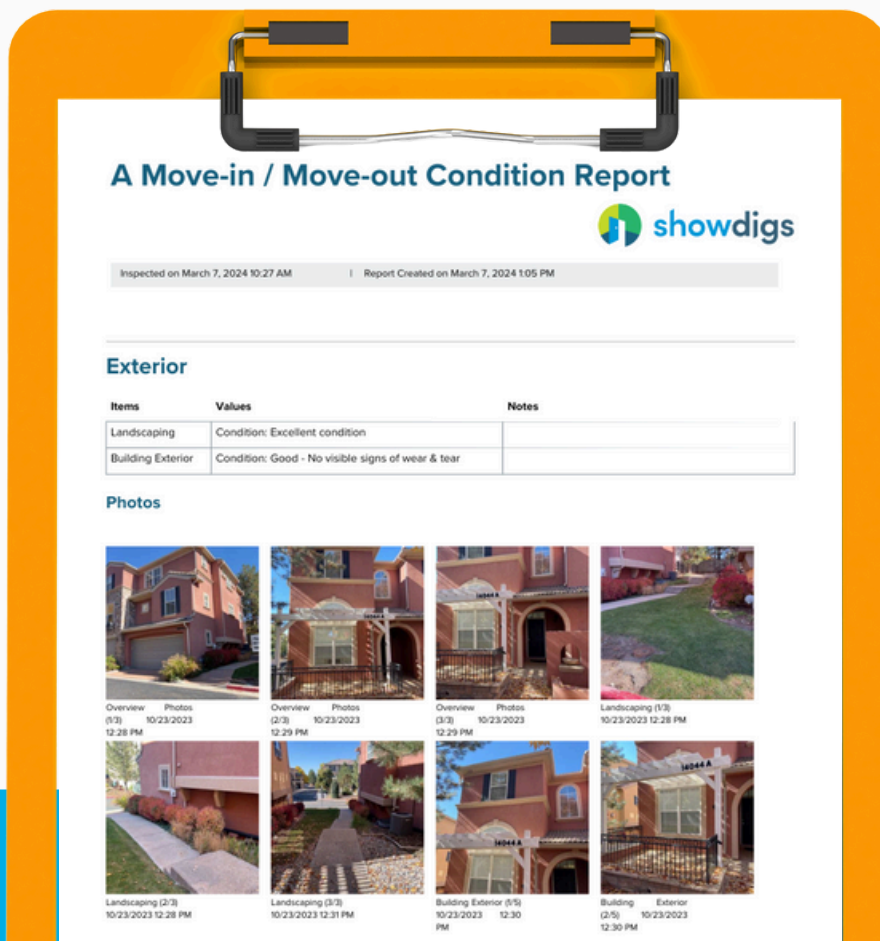


# How Outsourcing Move-In Reports Improved Urban Key's Tenant Relationships



Urban Key is a Seattle-based property management company that has been operating since 2010. Today, the company manages a portfolio of over 500 doors.

## Overview

Move-in reports are vital tools for property managers, safeguarding them in multiple ways. Thoroughly documenting the condition of a rental unit at the start of a tenancy promotes fairness and transparency for both tenants and property managers.

While creating a detailed move-in report is essential, the process can be time-consuming and potentially subjective. Outsourcing this task to a trusted third-party like Showdigs ensures a professional and objective inspection, providing both property managers and tenants with peace of mind.

## Challenge

**Urban Key's in-house inspections caused delays, inconsistency, and tenant tension.**

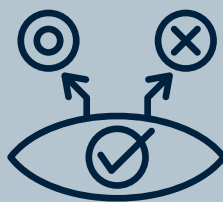
Urban Key, like many property management companies, traditionally handled move-in inspections internally.

Scheduling inspections became time-consuming, taking away from other important tasks for their staff. The quality of documentation suffered from subjectivity, as different inspectors captured varying levels of detail.

These inspections created an awkward atmosphere. Tenants often felt self-conscious under the watchful eyes of their landlords, making it difficult to objectively assess the property's condition. Urban Key realized this traditional approach was hindering efficiency and needed a new strategy that was both thorough and respectful.



Time-Consuming  
Inspections



Inspector  
Subjectivity



Tenant  
Discomfort

"They (Showdigs) actually went to real estate agents, licensed agents, that have **fair housing training**. They found people that are reputable, know the area, know the markets, and actually have **a lot of housing knowledge** because that's their profession."



## Solution & Results

### Urban Key transitioned from in-house inspections to outsourcing with Showdigs

Urban Key recognized the limitations of in-house move-in checks and adopted a new approach: Outsourcing to Showdigs.

This allowed Urban Key to streamline operations by freeing up property managers' time to focus on active tenants. Tenants also benefitted from transparency through report copies and reduced conflict potential due to a neutral third party.

Outsourcing all move-in and mid-tenancy reports led to:

- **Increased productivity:** More time for core tasks like tenant applications and communication.
- **Improved record-keeping:** Consistent and detailed reports for smoother move-out processes.
- **Enhanced tenant experience:** Transparent communication and reduced conflict.
- **Significant cost savings:** Variable cost per inspection based on tenant activity, allowing for better cost control compared to fixed staff salaries.

Competitive Advantage

Reduced Staff Costs

Improved Tenant Experience



**Ready to outsource move-in reports?**

Book a demo with a leasing expert!