

## Aspire Property Inspection

Property Inspections within Local Authorities can be hugely time consuming and labour intensive, with each Property Inspector only able to make a limited number of visits each day. Similarly, with ongoing legislative changes around empty properties and business rates retention, there is a need to conduct Property Inspections in a more targeted and proactive way. Those Authorities who can maximise inspections and the supporting processes around a visit can derive significant revenue gains, which is where Aspire Property Inspection can assist.

### Technology Overview

ASPIRE is a web-based application that enables your Property Inspectors to more efficiently schedule their visits based on location and urgency. Available as a mobile application existing records can be securely accessed in the office and on the move, so records of the outcome of visits don't have to wait until someone is back in the office.



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*It is enabling individual staff to request their own property visits, if they have a situation they need verifying or qualifying and if someone is onsite conducting an inspection, they can review the data as it is being loaded in and ask Inspectors to drill down on a specific area if required.*

Simon Rosser,  
Head of Revenues, Benefits & Fraud at  
Reigate & Banstead Borough Council.

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### Case Management

ASPIRE Property Inspection enables you to track and route cases at key points in the process and issue alerts when a specific action is required or has not been followed up by Property Inspectors or support staff. Customisable to your unique Property Inspection needs you can also use sophisticated reporting tools to provide detailed analysis of all stages in the process and to help assess the performance of the team.

### Data held in Aspire helps;

- Forecast when new builds should reach next stage
- Calculate the average time taken to move between stages of a build
- Report on when completion notices should be issued
- Monitor overdue inspections
- Provide at a glance details of all new developments post planning approval
- Track which properties are assigned which exemptions

## Benefits

Aspire Property Inspection provides a more efficient way to manage local properties, resources and information, leaving Authorities to focus more on revenue maximisation. Outlined below are just some of the benefits Aspire has to offer.

- **Reduced administration with simplified workflow** – More time spent on carrying out inspections with the ability to schedule revisits to properties at any point in the future.
- **Increased mobility and flexibility** – Property Inspectors can use iPads and tablets to complete and submit inspection forms whilst out in the field and automatically upload to the server.
- **Improved efficiency and revenue generation** – Using reports and alerts to monitor empty properties and manage inspections.
- **Immediate availability of information** – Inspection data is available to all relevant teams in the Council within minutes of submission.
- **More accurate tracking and reporting on properties** – By providing on-demand access to property development data, charting timelines and progress of developments.
- **More accountability and ownership** – Property Inspectors can take charge of their own workload and planning it, and other Council staff can track who is visiting which property at any given time.
- **Reduced staff overheads/expenses** – More focussed property visits in a concentrated area can lead to less travel expenses and improved carbon footprint.
- **Compliance with audit recommendations** – Through more effective monitoring and management of inspections.



## Tracking New Property Developments

ASPIRE records and monitors where new property developments are up to:-

- Saving staff time on manually tracking progress.
- Giving Managers the information they need to report on.
- Giving the finance team a better idea of when new properties are likely to come into taxation for budgeting purposes.

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*Aspire has ensured we can more accurately issue completion notices to the right person at the right time. It also enables us to conduct reviews on some of the more obscure discounts and exemptions to make sure they are still valid. It makes the process more fluid and gives our Inspector more time to focus on the task at hand and conduct ad-hoc reviews on specific groups of properties.*

Ellie Hawkins,  
Revenues Team Leader at Surrey Heath  
Borough Council

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