



For new PMs who want fewer headaches and fewer tenant debates.

1	Before You Even Step Inside	<p>Set yourself up like a pro.</p> <ul style="list-style-type: none"> • Charge your phone fully and clear storage for photos/video. • Bring a tape measure, torch, microfibre cloth (for quick dust reveals), and blue tack/post-its to tag issues while photographing. • Open the blank ECR in PropertyMe on your tablet/phone so you can update in real time. • Walk the entire property first, silently, like a crime scene investigator—get the “feel” of condition before documenting specifics.
2	The “Photos First” Rule	<p>Photos are your legal best friend.</p> <ul style="list-style-type: none"> • Take wide-angle shots of every room from at least two corners. • Then take close-ups of defects: chips, marks, cracks, stains, aged items, rust, mould, scuffs. • Photograph serial numbers of appliances. • Capture outdoor areas, bins, letterbox, pool equipment, garage remotes, NBN points, water meter reading. • Don’t be shy—150+ photos is normal. You’ll never wish you took less evidence.
3	Video Is Your Bonus Witness	<p>Shoot a slow, steady walkthrough.</p> <ul style="list-style-type: none"> • Narrate key condition points (“Carpet worn near hallway”, “Oven in clean condition”). • Keep it factual. No commentary like “This owner is tight with maintenance”, tempting as it may be.
4	Describe Like a Lawyer, Not a Poet	<p>Your wording must be consistent, factual and neutral.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • “Good condition – minor wear consistent with age” • “Marked – scuffing along lower walls” • “Item functional – cosmetic wear” • Avoid woolly terms like “OK”, “Pretty good”, “Average”. They mean nothing in a dispute. <p><i>Use the same language style across the whole report.</i></p>



5	Cleanliness Must Be Crystal Clear	<p>This is where disputes explode at vacate.</p> <ul style="list-style-type: none"> • If it's spotless, say "clean". • If it's not, explicitly state "not clean – dust on ceiling fans", "oven not cleaned", "grout stained", etc. • Don't soften reality to avoid awkward conversations. The tenant must agree to the actual condition, not a polite version.
6	Appliances & Fixtures – Be Specific	<ul style="list-style-type: none"> • Check everything actually works. Turn it on, test it, don't assume. • For ovens/stoves: document each hob, interior condition, trays, racks. • For air-con: test cooling/heating, photograph remote & settings. • For blinds: note any fraying, missing cords, damage. • For bathrooms: silicone, grout, exhaust fan, drainage, water pressure. • Capture water meter at commencement.
7	Outside Areas Count Too	<ul style="list-style-type: none"> • Lawns, gardens, edging, weeds, mulch – describe actual condition. • Gutters, exterior paint, fencing, driveways. • Pool condition, equipment, last service date if available.
8	PropertyMe Tips to Make This Faster	<ul style="list-style-type: none"> • Use dictation in PropertyMe to speed up room descriptions. • Use templates so your phrasing stays consistent. • Upload photos as you go to avoid end-of-day chaos. • Double-check all "additional notes" before sending.
9	Tenant Follow-Through Strategy	<ul style="list-style-type: none"> • Send the ECR immediately and explain to tenant how to complete their section. • Give clear instructions: <ol style="list-style-type: none"> 1. Add comments, attach photos, sign & return. 2. If they disagree, provide specifics ("scuff marks in hallway – existing"). <ul style="list-style-type: none"> • Set a strict return date. • If they don't return it—no problem—your evidence still stands if your report is thorough.
10	Remember the Golden Rule	<p>The ECR is your insurance policy. Invest the time now and Vacate Day becomes a calm, evidence-based experience instead of a Netflix drama.</p>

