BLUEPRINT

SPARKLE INSTRUCTIONS FOR BLUESHIFT PROPERTY INSPECTION

The weekly Sparkle Product Inspection is a detailed record of the physical state of the property. Sparkle was designed as a transparent tool the Manager and team use to review, track, and complete deficient items.

Bluestone's Inspection Culture

A STAR Manager will give their property an honest, and often low score, and then fix the deficient items. Blueshift is the format the Manager uses to briefly explain what the team is doing to correct the low score and deficient items. Bluestone's inspection culture was designed to support many inspections and eyes on the property throughout the year. TRM will review the weekly inspections and blueshifts completed by the Manager. TRM's will also visit the property and complete their own inspections on a regular schedule. The corporate maintenance team thoroughly inspects the property annually or bi-annually as needed. Managers are encouraged to walk with the corporate team during inspections; the extra set of eyes, perspective, and feedback serve to support the Manager and property.

Log-in

- Navigate to the Sparkle app (iOS users), or website (Android users.)
  - Website Address: https://sparkle-production.herokuapp.com
- Log in using your Bluestone email.
  - If you do not have a log-in, reach out to your TRM
  - First time logging in, select reset password

- Choose your property by selecting the arrow next to the name of your property.

BLUEPRINT

Select your Inspection Template

- Click the "Add Inspection" icon, in the top right corner to get to the "Select a Template" Screen.
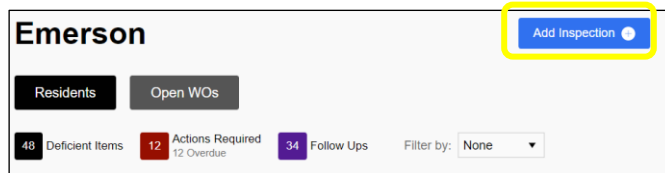

  - ➢ SPARKLE will show a history of all completed inspection at the property.
    - Select the template with your **property name and Template you want to use**.
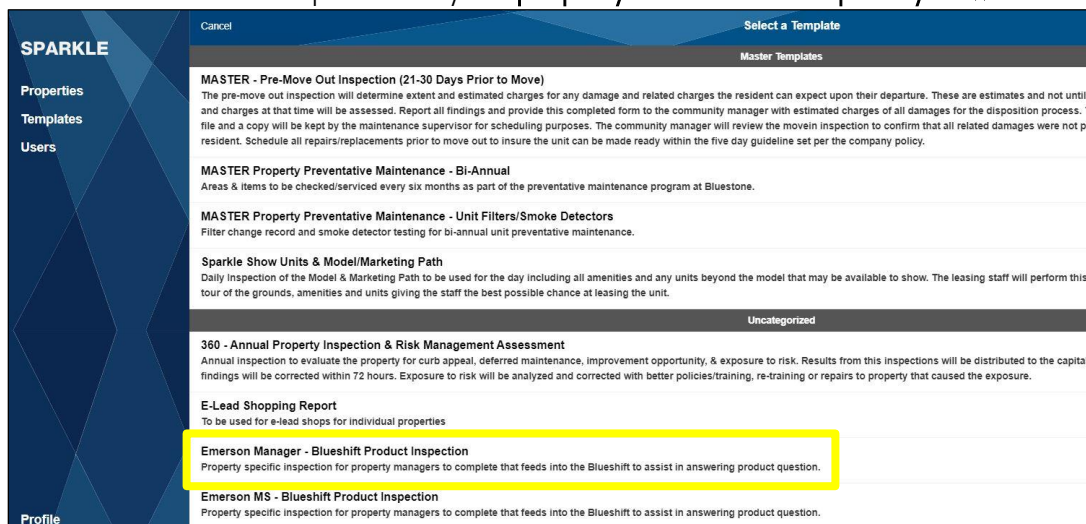
  - ➢ For first time users, scroll down through the entire inspection screen in order to review the inspection template items. You can then plan the route you will take as your inspection path.
- **PAUSE PHOTO UPLOAD FOR BEST RESULTS**
  - ➢ Pause Photo Upload screen will pop-up, before you leave the office, select "Yes".
  - ➢ This will put Sparkle in **"offline" mode** which means all photos will be saved offline saving time, battery, and data.
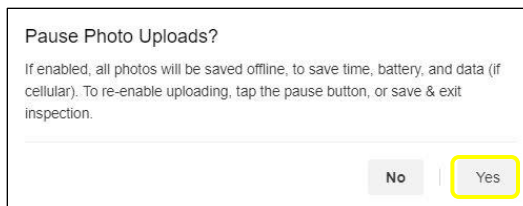

  - When you reconnect to the office WIFI, select the "**Pause**" button in the upper right hand side.
    - ➢ This will put Sparkle back in **"online" mode** and the photos will start uploading.

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BLUEPRINT

Scoring
CATEGORY SCORING

- Each category has ranking option of one of these: A-B-C or thumbs up/thumbs down or check/X. Category will change color when rating is selected.
  - A – Blue, B – Black, and C – Red.
- Click the rank you think matches the reality of your product and property.
- Each line item also has a comment box or photo upload icon. It is recommended that comments and photos are uploaded for all items.
- Any line item with red highlight comment or photo icon requires both a comment and photo.
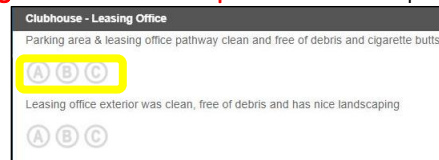
ADDING PHOTOS/CAPTION
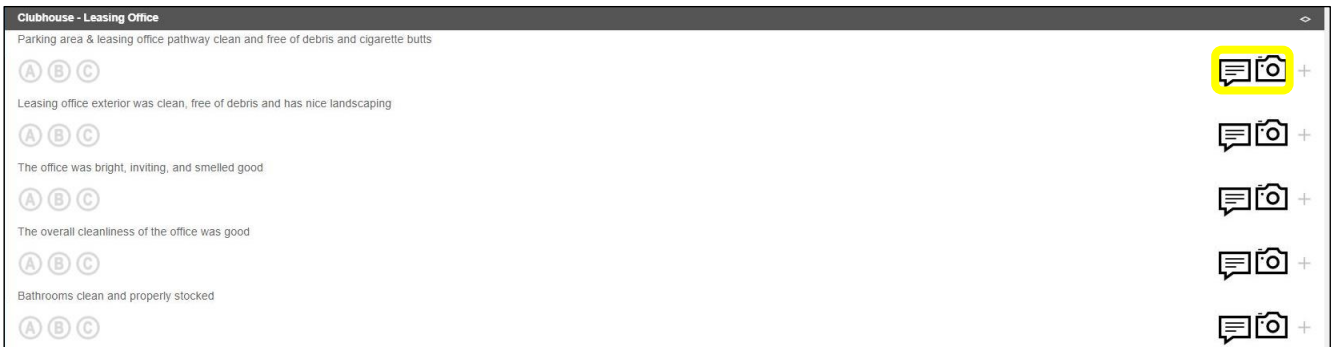
- Add Via **Desktop Version**:
  - ➢ Select "Camera" to add photos
    - ✓ Hit "Add Files" then select the photos you want to upload for that category
    - ✓ "Add Caption" for each photo
    - ✓ To delete photo, select the "x" to the left of the photo.

  - ➢ Select "Talk Bubble" to add caption/note
    - ✓ When screen opens, click on it and cursor will appear to type.
- Add Via **App Version**:
  - ➢ Allow Device to access your camera/photo album.
  - ➢ Select "Camera" for category and take pictures
    - ✓ You can take multiple picture from the camera screen.
    - ✓ The photo button will show in the number of photos
    - ✓ Select done and enter caption
    - ✓ Edit captions or delete photos by taping and holding each photo

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PROPERTIES
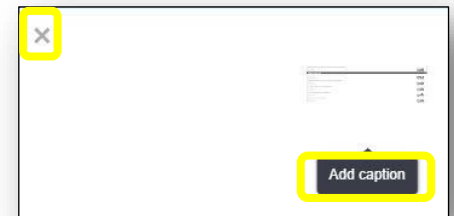
- **CATEGORY DETAILS**
  - Within the inspection, you will see categories for: Models, Units, Breezeways and Eyesores/Deferred Maintenance
  - For these sections, fill in the field asking for the model name, unit number, etc.
  - Then complete the rankings, add comments/photos for that specific unit/model/section specifically.

Models
ADD
Model Name:
Enter Text

Completing Inspection

- Once every category and question has a ranking, you are ready to complete the inspection.
- To submit the inspection as complete, Select the "share" icon in the top right corner.
  - ➤ This step finalizes your results and determines your score
  - ➤ You may also share inspections via: Slack, Trello, etc.

Save ▶ ⬆

It is important to walk ALL VACANT READY UNITS and add them to your inspection.

The same rule applies for every model and if applicable, each breezeway and common area halls that would be seen by prospects on their tour of the property.

Inspection Completion Note:
Once a Sparkle Inspection is started you have three days from the start date to complete the inspection. All Sparkle Inspections completed after the three day grace period will not be counted toward the compliance requirement. A new Sparkle Inspection is required to satisfy the compliance alert.

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Deficient Items

Inspection items will automatically be labeled "deficient" if were scored below standard requirements. For example, this includes an item scored as a (C, X, or thumbs down).

- Once the inspection is saved, select the back button in the top left of your screen. The Property homepage will appear, listing all inspections that have been completed.
- At the top of the screen, the following information will display. This is the location to manage any deficient items that will feed into the Team Inspection Trello Boards.

Record Solutions to Immediately Correct Deficient Items

- Select "Deficient Items".
  - All items marked deficient for property will populate as shown below.
  - Select a Deficient Item to add details. Each deficient item that cannot be corrected same day must have details filled in and a Trello card created.

BLUESTONE
P R O P E R T I E S
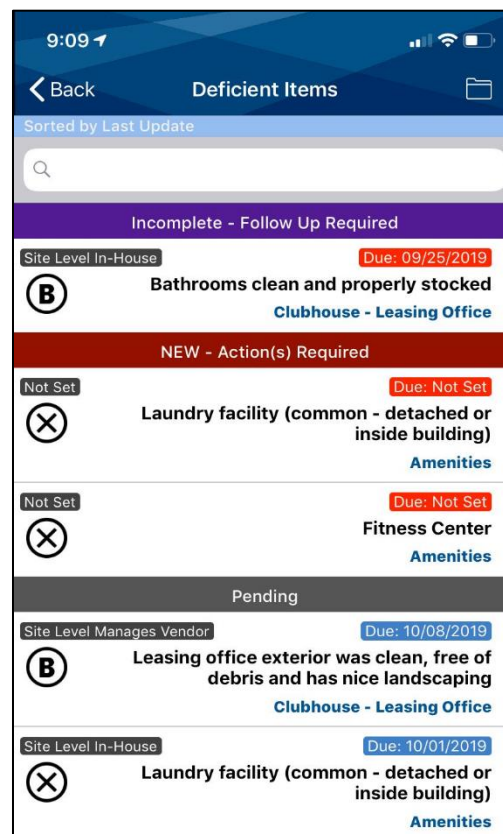
PLAN TO FIX
- Select the box and type in your plan to fix the deficient item.
- For example: The leasing staff will now spend the last 15 minutes of each day prepping the office to ensure cleanliness for the following morning.

RESPONSIBILITY GROUPS
- Click the drop-down arrow to select who is responsible for fixing/completing the deficient item. (these are the group options)
  - Site-level, in house
  - Site-level, managing vendor
  - Corporate
  - Corporate, managing vendor
  - NOTE: Corporate should be selected for any large-scale Capex projects

DUE DATE: Click the drop-down to select a date.

ACTIONS: Select if item can be completed right now, or needs follow up.

- **COMPLETE NOW:** This option should be used for any small item that can be easily completed within 48 hours or less.
  - Selecting Complete Now allows you to bypass the required inputs. Once selected, type your note/details describing how this item was completed. For example: "Amy was not wearing her name tag. She has now put it on."
  - Once an item is completed, it will no longer display on the Deficient Items list that still require attention.
- **DEFER:** This option is for any largescale project that cannot be funded at this time. For example, new landscaping in front of the clubhouse.
  - A Trello card must be created for every item that is "deferred".
  - The due date selected in Sparkle for each item will be the due date on the Trello card that gets created.
- **TRELLO – CREATE CARD**
  - Select to create a card for any item that is marked "Defer" because it cannot be rectified immediately or same day. Now a Trello card will automatically be created and added to the **Property Pending** column on your **Team Inspection Trello Board** for this deficient item.

Deficient Item Trello Card Details

➢ Now looking at the Deficient item in Sparkle, Under Trello, it has now updated to **VIEW CARD.**

- In the description section, the created Trello card will display the following: Deficient item, score, inspector notes for that item, and link back to Sparkle to view/update the item.

- From the sparkle deficient item screen, under Actions select the following options:
    ➢ **Completed**: will complete the item in Sparkle as well as Trello; automatically moving the Trello card from the Property Pending column to Property Completed on the Team Inspection Trello Board.
    ➢ **Defer:** will delay the completion of this item. *An example of a reason to defer a deficient item would be to delay a project until next budget season.*