



A Better  HOME INSPECTION
by Forster's Inc.

800-720-2844



What is a Home Inspection?



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www.ForsterHomeInspections.com

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The Home Inspector

- ▶ A home inspection is not a commodity item
- ▶ There may be vast differences in:
 - ▶ Knowledge
 - ▶ Customer service
 - ▶ Professionalism



Important questions to ask your home inspector

- ▶ Has he/she been professionally trained and if so, where?
- ▶ How much experience does he/she have?
- ▶ How many years?
- ▶ How many inspections?

The Home Inspection

- ▶ Having a home inspection is like giving a home a physical check-up
 - ▶ If problems or symptoms are discovered, the inspector may recommend repair, replacement or further evaluation by a specialist



Important questions to ask your home inspector (cont.)

- ▶ Is property inspection their only business?
- ▶ Do they belong to any professional organizations (which ones?)
- ▶ Are they required to complete continuing education?

Is your Home Inspector Insured?

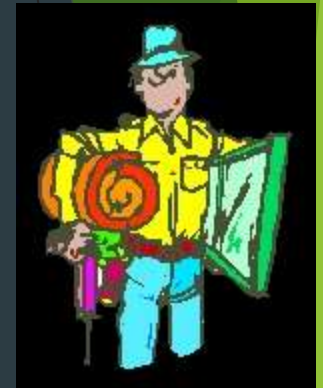
- ▶ Errors & Omissions coverage
- ▶ **(Claims Made) or (Per Occurrence, better)**
- ▶ General Liability (how much)
- ▶ Workers compensation
- ▶ Bonded

Home Inspection Companies

- ▶ Questions to ask:
 - ▶ Have they provided certificates of Insurance?
 - ▶ What is the structure of their company?
 - ▶ Are they likely to be around 2 or 3 years from now?
 - ▶ Were they around 5 or 6 years ago?

What to look for in an Inspection Company

- ▶ The real estate professional should look for the same qualities the Client is looking for:
 - ▶ Ease of Scheduling
 - ▶ Longevity/Stability
 - ▶ Reports that are clear and understandable
 - ▶ Professional Demeanor



Will they roll out the red carpet treatment for you clients ?

Inspection Format

- ▶ Description / Material of each component
- ▶ Detection/Description of each concern/condition
- ▶ Direction for resolution
- ▶ On Site printed reports

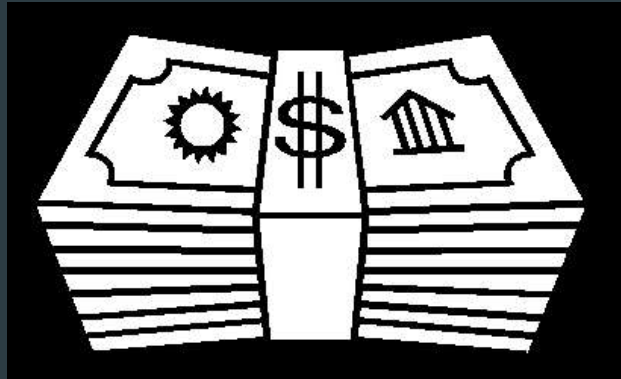


Delivery of the Report

- ▶ When will the report be available?
- ▶ How will it be delivered?
- ▶ Will the inspector be readily accessible for questions about the property or the report after the inspection?

Cost of the Inspection

- ▶ What is the approximate cost of an inspection?
- ▶ Not all inspectors are created equal!!!
- ▶ Is cheaper better?



Setting the Expectations for the Buyer

- ▶ **Inspection Agreement**
- ▶ **Standards of Practice**
- ▶ **Scope of Inspection**
- ▶ **Are outbuildings, pools/spas, in-law quarters, etc. to be inspected (what are the costs)?**

What if the Inspector finds Problems or Concerns

- ▶ *They probably will. Expect it.*

The perfect house doesn't exist.

- ▶ There is nothing that can't be either fixed or replaced.

“Buyer Freak-Out Syndrome”

- ▶ Inspectors do not “Kill Deals” – Conditions, People, (Buyers and Sellers), “Kill Deals”
- ▶ Set realistic expectations in the beginning to avoid “buyer freak-out syndrome”

“Buyer Freak-Out Syndrome”

“My buyers called and scheduled a home inspection with A Better Home Inspection. The inspector was very thorough and gave us a copy of the report as soon as he was finished which really impressed me. My buyers have expressed how happy they were with their home inspection and the great customer service they received”

–Kathleen L

“ All the inspectors I have had the pleasure of meeting have been so kind and patient with me and most importantly with my clients. They make sure to answer every question thoroughly and in ways that make clients feel comfortable. “

– Jordana W.

Attending the Inspection

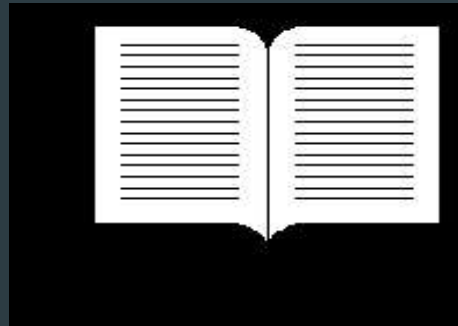
- ▶ Should the buyer attend the inspection?
- ▶ Should the buyer be present for the entire inspection?
- ▶ Who should the buyer bring to the inspection?
- ▶ Should the agents attend the inspection?
- ▶ Should the seller attend the inspection?

Answering your Client's Questions

- ▶ Even the best inspectors do not know everything and a good one will admit it
- ▶ The inspector should be able to point the client in the right direction to solve any mysteries
- ▶ Good inspectors provide solutions or at least a path to the solution

Completion of Inspection

- ▶ Should the seller have immediate access to the inspection report?
 - ▶ The owner of the report has some discretion as to who gets what and when



Buyer Advice

- ▶ Advise the buyer on the time span of the inspection (check with the inspector if you are unsure)
- ▶ Explain to the buyer that the summarization of the inspection report during the last half-hour of the inspection process is very important and they need to be present if possible

Buyer Advice (cont.)

- ▶ Make arrangements for the inspection fee payment if the agent is the sole contact before the inspection.



THANK YOU



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