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## **Introduction**

**Instructor: Darryl E. Chandler**

- Darryl is the owner of Focused Property Inspections, Inc. in Gorham, ME.
- Darryl and his team of inspectors provide several thousand inspection services each year.
- Focused Property Inspections is the only inspection company in Maine to offer free educational courses which have been approved by the State, as well as by ASHI and InterNACHI.

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**Darryl Chandler has been doing inspections for over two decades, and is among the most respected property inspectors in the State of Maine.**

**As CEO and Owner of Focused Property Inspections, Inc., Darryl has performed thousands of residential and commercial property inspections throughout Southern Maine.**

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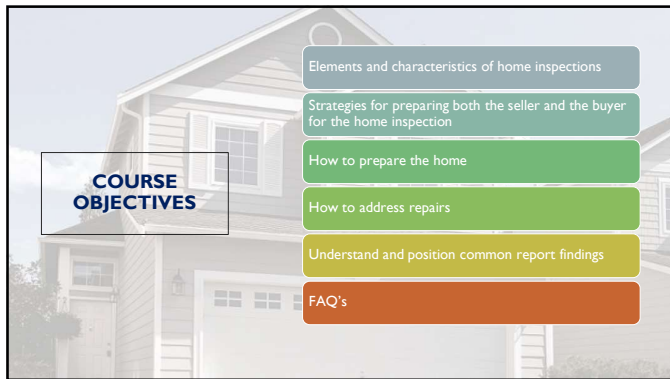
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**COURSE OBJECTIVES**

- Elements and characteristics of home inspections
- Strategies for preparing both the seller and the buyer for the home inspection
- How to prepare the home
- How to address repairs
- Understand and position common report findings
- FAQ's

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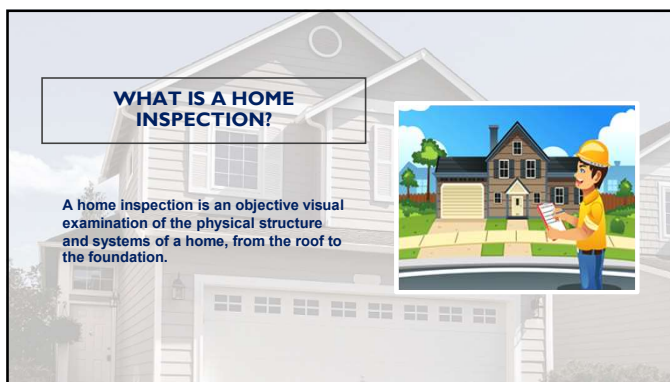
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**WHAT IS A HOME INSPECTION?**

A home inspection is an objective visual examination of the physical structure and systems of a home, from the roof to the foundation.




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**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




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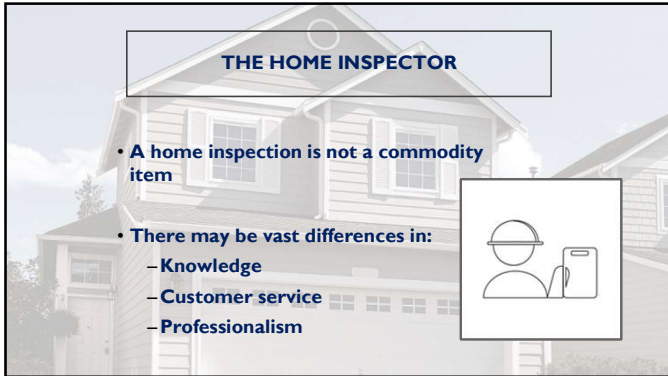
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### THE HOME INSPECTOR

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




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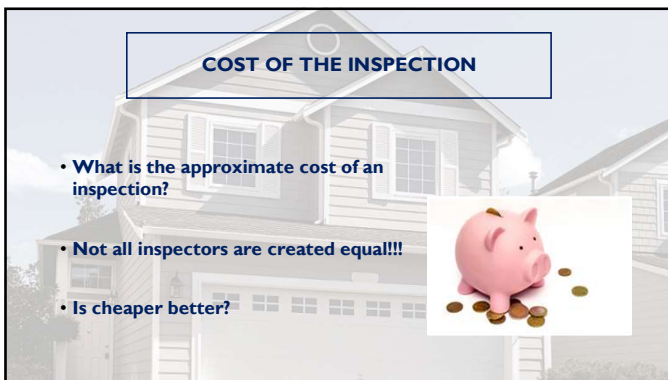
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### COST OF THE INSPECTION

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




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

IMPORTANT  
QUESTIONS  
TO ASK YOUR  
HOME  
INSPECTOR

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**IMPORTANT QUESTIONS  
TO ASK YOUR HOME  
INSPECTOR**



**Is property inspection  
their only business?**



**Do they belong to any  
professional  
organizations? (which  
ones?)**



**Are they required to  
complete continuing  
education?**

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**IS YOUR HOME  
INSPECTOR  
INSURED?**



**Errors & Omissions  
coverage**



**General Liability (how  
much?)**



**Workers compensation**

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**WHAT TO LOOK FOR IN A HOME  
INSPECTION COMPANY**

- The Realtor should look for the same qualities the Client is looking for:
  - Ease of Scheduling
  - Longevity/Stability
  - Reports that are clear and understandable
  - Professional Demeanor
  - Comprehensive Insurance



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

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**INSPECTION FORMAT**

**The Three D's**

- **Detection/Description** of each concern/condition
- **Description/Explanation** of potential ramifications
- **Direction** for resolution

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**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?

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**PREPARING THE BUYER FOR THE HOME INSPECTION**




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**SETTING THE EXPECTATIONS OF THE BUYER**

Inspection Agreement

Standards of Practice

Scope of Inspection

Any outbuildings, pools/spas, in-law quarters, etc. to be inspected (what are the costs)?

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**PREPARE THE BUYER**

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**WHAT IF THE INSPECTOR FINDS PROBLEMS OR CONCERNS?**

-They probably will. Expect it.  
The perfect house doesn't exist.

- Most inspectors will find concerns in any house, new or old, large or small from the bottom of the market to the top of the market.
- There is nothing that can't be either fixed or replaced.

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**"BUYER FREAK  
OUT  
SYNDROME"**



- Letting buyers know It is all a matter of their level of comfort.
- Inspectors do not "Kill Deals" – Conditions, People, (Buyers and Sellers), "Kill Deals"
- Set realistic expectations

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**ROLE OF THE  
AGENT TO THE  
BUYER**



- Get Inspection Scheduled
- What other inspections/bids are needed?

Act as a trusted advisor

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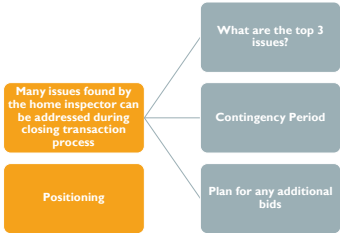
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**ROLE OF THE  
AGENT TO THE  
BUYER**



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graph LR
    A[Many issues found by the home inspector can be addressed during closing transaction process] --> B[What are the top 3 issues?]
    A --> C[Contingency Period]
    A --> D[Plan for any additional bids]
    E[Positioning]
        
```

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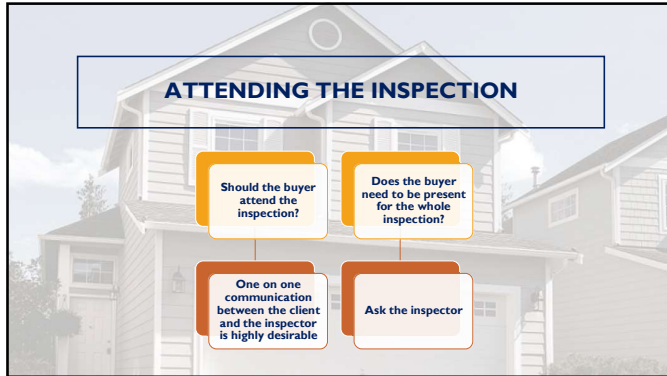
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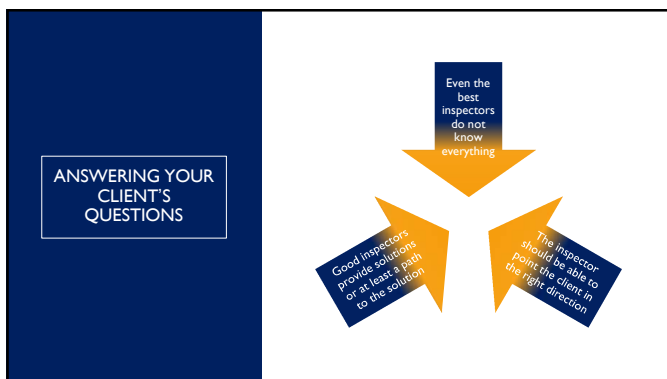
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**BUYER ADVICE**

- Encourage the buyer to get the most out of the inspection process,
- Let them know they can come early if they want to measure for furniture or simply to spend a little more time in the home

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**REVIEWING THE REPORT**

Should buyer's agent be there?

Should the listing agent be there?

Masks and Social Distancing

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**INSPECTOR'S FINDINGS**

- What are the potential ramifications of the inspector's findings?
  - Some findings may be negotiated between the buyer and seller
  - Some conditions may be corrected
  - May depend on what the seller and buyer have agreed to in the purchase agreement

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### SHOULD THE SELLER BE PRESENT FOR THE REVIEW?

- From the inspector's perspective, it doesn't really matter
- There may be risks:
  - The seller may be offended by comments made about the home
  - The seller may attempt to downplay observed conditions

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### AFTER THE INSPECTION

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Where do we go from here?

Explain the options to the buyer.

Additional estimates ?

BUYER ADVICE

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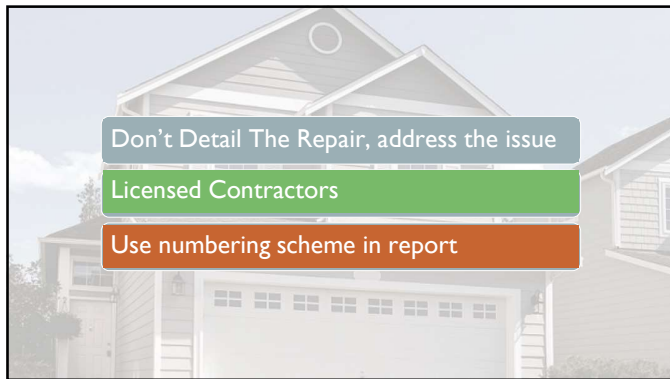
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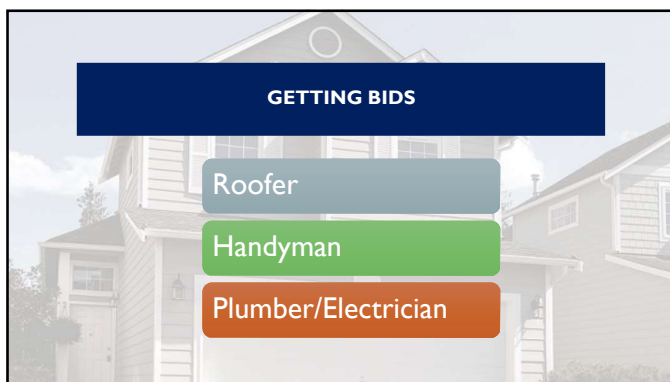
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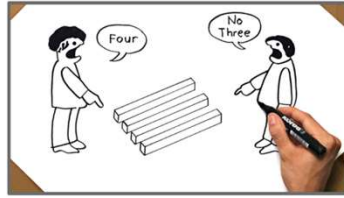
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**IT'S ALL  
ABOUT  
PERSPECTIVE**




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**QUESTIONS ?**

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**PREPARING THE SELLER**

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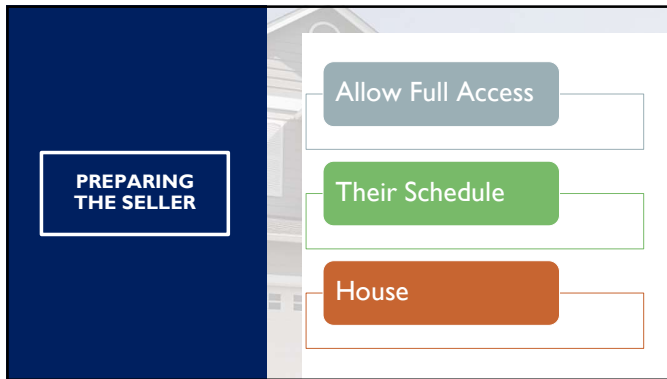
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**INSPECTOR  
RESPONSIBILITY TO  
THE SELLER**

<b>Respect</b>	• Respect the property
<b>Do</b>	• Do no damage
<b>Leave</b>	• Leave the property as they found it
<b>Answer</b>	• Answer seller's questions about the report after the report has been issued

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**SHOULD THE SELLER BE PRESENT FOR INSPECTION?**

- The seller can slow the inspection by tagging along or making repairs during the inspection
- The seller can make it difficult for the inspector to speak with the buyer confidentially, thus slowing the inspection



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**SHOULD THE SELLER BE PRESENT?**

- The inspector may have questions for the seller
  - Dwelling history
  - Repairs
  - Renovations
  - Unusual findings

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**PRE-LISTING  
INSPECTION**

Allow seller time to shop for reasonable costs of repair

Allow seller to replace broken items with less expensive components

Can shorten time needed between contract acceptance and closing

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**PRE-LISTING  
INSPECTION**

INCREASE CHANCES OF BEING ABLE TO SELL "AS IS"

INCREASE PROSPECTIVE BUYER CONFIDENCE AND SHORTEN TIME ON THE MARKET

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**HOW DOES A HOME INSPECTION BENEFIT THE SELLER?**

- May eliminate surprises later
- May prevent seller from downplaying significant conditions
- Good risk management

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**PREPARE THE HOME FOR THE INSPECTION**

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**PREPARING THE HOUSE**



Utilities On



Pilots lit



Have all components active

If they cannot be completely inspected, it may require another inspection and fee

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PROPERTY ACCESS

The seller should advise the inspector, buyer and agent of any items or areas that should not be disturbed or entered

The seller and buyer should agree before the inspection on how to handle these matters

**Security Systems**

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PREPARE THE PROPERTY

- Provide clear and unrestricted access to:
  - Attics
  - Electrical Panels
  - Exterior Closets
  - Garage
  - Gates/Yard
  - Furnaces
  - Water Heaters



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PREPARE THE PROPERTY




Fix easy stuff (light bulbs, loose doors)



Do cars need to be removed in the garage?



Any circuit breakers off?



Remote controls for pool, fireplaces

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**OTHER THINGS THE SELLER CAN DO TO MAKE THE INSPECTION GO SMOOTHLY**

Ask the homeowner to have cover plates put on junction boxes and outlets. This is very inexpensive to do.



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**OTHER THINGS THE SELLER CAN DO TO MAKE THE INSPECTION GO SMOOTHLY**

- Remove personal items from important components

Make the areas accessible



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**OTHER THINGS THE SELLER CAN DO TO MAKE THE INSPECTION GO SMOOTHLY**

Ask the sellers to not mop the floors prior to the inspection. Sure the house will look clean, but if not yet completely dry, then it may show up on the report.



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### PREPARE THE PROPERTY

- Remove animals from the premises:
  - Inspectors can't assume they are friendly
  - Doors and windows are opened AND animals may escape

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### DEALING WITH PETS



- If there are pets in the home, ask the sellers to put pets into cages, tie them outside away from the home, or take them out on the town. Tying the angry dog near the attic entrance does not help much.

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### FREQUENTLY ASKED QUESTIONS

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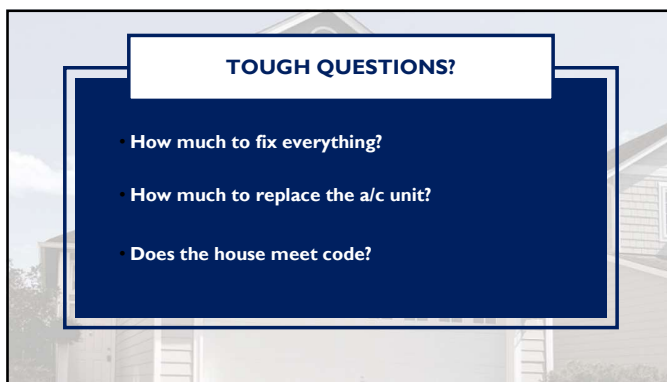
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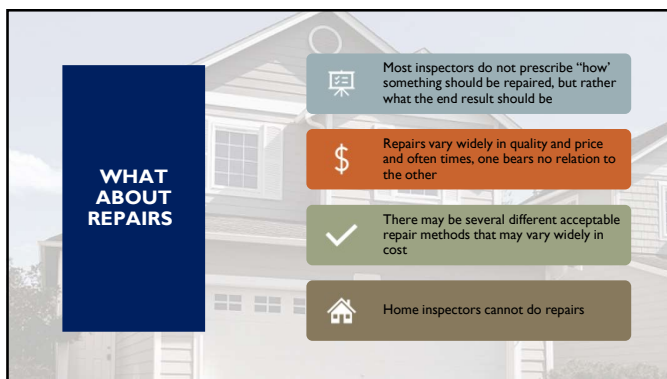
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### IS A HOME INSPECTION A GUARANTEE?

No.

However, if a home inspector overlooks something, per the "Standards of Practice" he/she should be willing and able to satisfy the client.

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### WHY ARE HOME INSPECTORS SO PICKY?

Why aren't home inspectors more picky?




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### COMMON (AND UNCOMMON) REPORT FINDINGS?

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## GRADING/ DRAINAGE



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## GRADING/ DRAINAGE

Water should not pool  
against the structure



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## ROOF

- Damaged Tiles
- Older roofing felt
- Leak evidence
- Flashings



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### ROOF DECK CRACKS

- Cracks at flat roof material



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### FOAM ROOFS

- Blisters and delamination



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### ROOF FLASHINGS

- Who needs flashings?



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THE SELLER  
REPORTS THE  
SKYLIGHT WAS  
REPAIRED"

It hasn't leaked  
since...



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**AIR  
CONDITIONING**

- Performance Issues
- Condensate leaks
- R-22



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**HEATING  
SYSTEMS**



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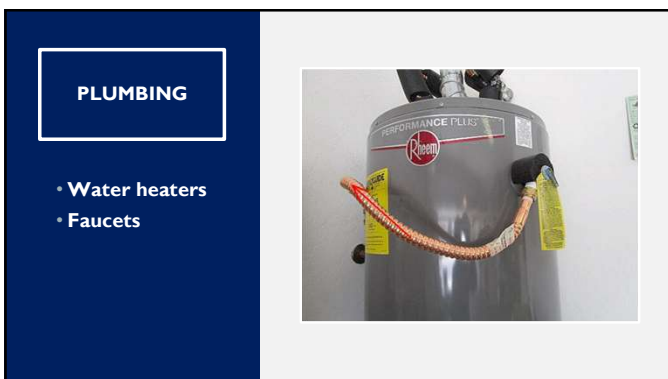
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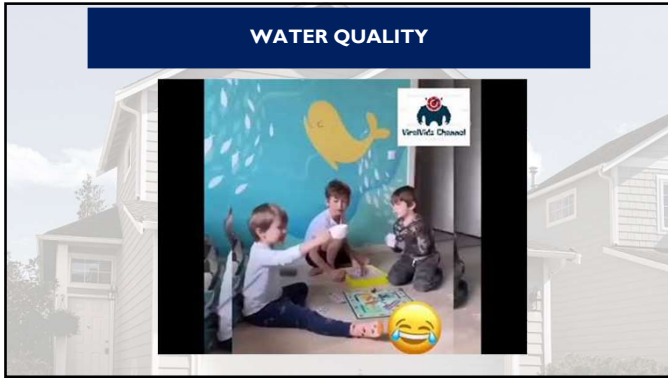
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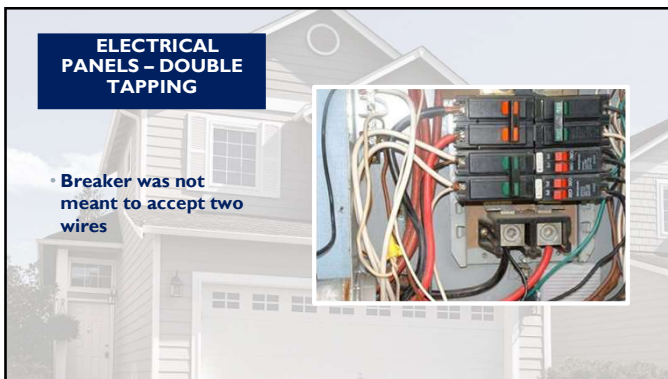
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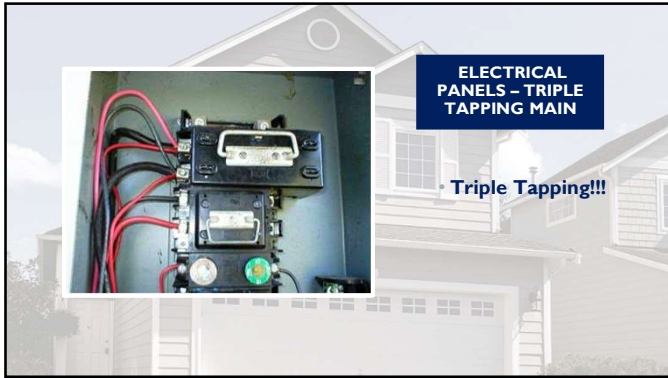
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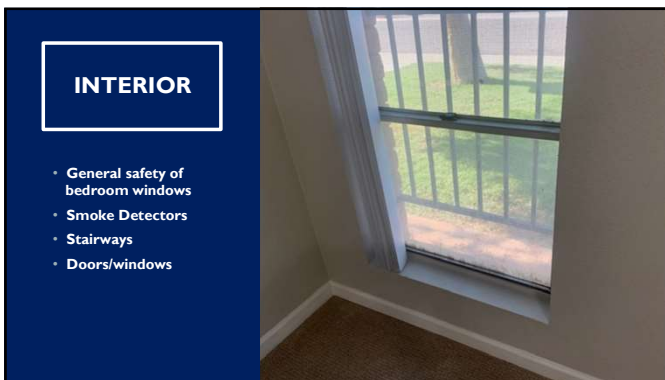
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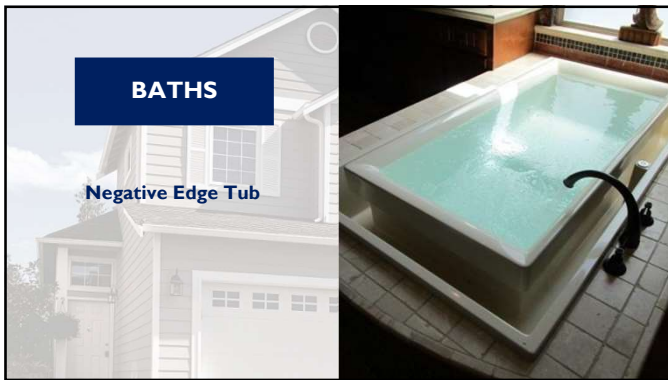
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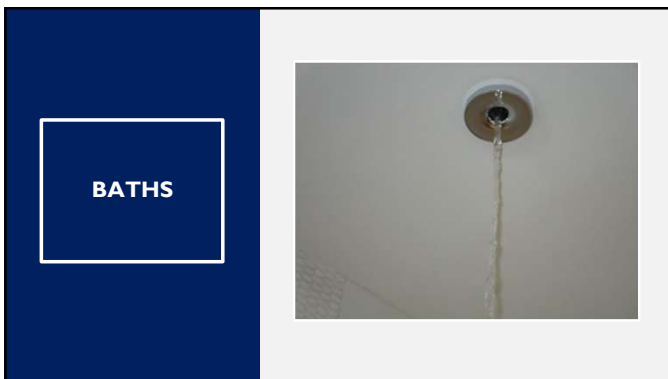
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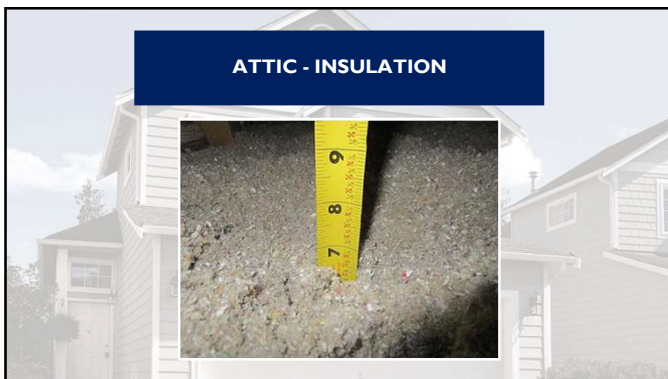
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**ROOF LEAKS**

- We just need more buckets



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**OK, THERE'S THE LEAK**

- Maybe something less permanent?



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**STRUCTURE**

- Damaged Roof Truss



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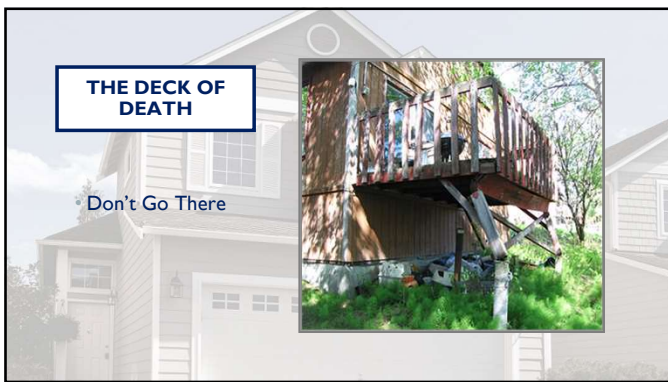
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## POOLS

- Pipe leaks
- Pump functions
- Water features
- Cleaning Systems
- Heaters




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## WAS A POOL

- Discontinued pools




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## TIME TO CARPOOL

“The engine won’t start. It’s flooded”




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**MANAGING THE INSPECTION**

1

Make sure your buyers and sellers know what to expect

2

Make sure everything is accessible for the inspector

3

Plan for addressing concerns/repairs

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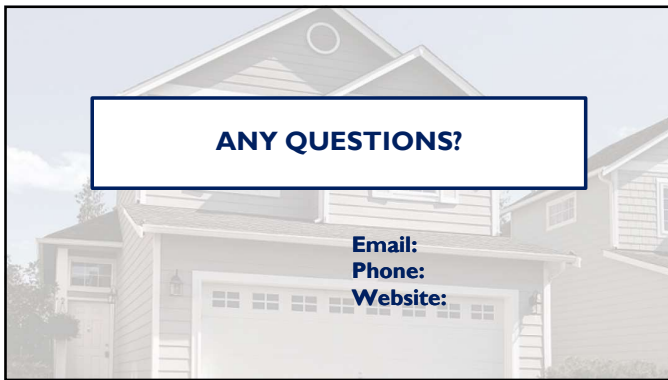
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**ANY QUESTIONS?**

**Email:**  
**Phone:**  
**Website:**

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**COFFEE  
BREAK**

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