



PRO-TECH
INSPECTIONS



HOMEBUILDERS
ASSOCIATION OF GREENVILLE

HOME INSPECTION 101

AUGUST 20, 2020

What is a Home Inspection?

DEFINITION

- A general home inspection is a visual inspection for system and major accessible component defects and safety issues. The inspection is not technically exhaustive.
- A home inspection is designed to reflect, as accurately as possible, the visible condition of the home at the time of the inspection. Conditions at a home for sale can change. a home inspection is not meant to guarantee the condition a home will be in when the transaction closes. It's not uncommon for conditions to change between the time of the inspection and the closing date.

Standards of Practice

PROFESSIONAL ASSOCIATIONS

- InterNACHI (International Association of Certified Home Inspectors - nachi.org)
- ASHI (American Society of Home Inspectors - homeinspector.org)

SC LLR

- Licensing
- Standards of Practice – ASHI 2015
(<https://www.homeinspector.org/Resources/Standard-of-Practice>)

Standards of Practice

- **The *inspector* shall:**
- *inspect readily accessible, visually observable, installed systems and components* listed in this Standard.
- provide the client with a written report, using a format and medium selected by the *inspector*, that states:
 - those *systems* and *components* inspected that, in the professional judgment of the inspector, are not functioning properly, significantly deficient, *unsafe*, or are near the end of their service lives,
 - recommendations to correct, or monitor for future correction, the deficiencies reported, or items needing *further evaluation* (the *inspector* is NOT required to determine methods, materials, or costs of corrections.),
 - reasoning or explanation as to the nature of the deficiencies reported, that are not self-evident,
 - those *systems* and *components* designated for inspection in this Standard that were present at the time of the *home inspection* but were not inspected and the reason(s) they were not inspected.
- adhere to the ASHI® Code of Ethics for the Home Inspection Profession.

Best Practices

- Home Inspectors inspect for best practices.

A procedure that has been shown by research and experience to produce optimal results and that is established or proposed as a standard suitable for widespread adoption.*

*Merriam Webster Dictionary

- Refusal to Inspect
- Report delivered to Client and Buyers Agent
 - State Law for Realtors and Inspectors
 - Home Inspector Code of Ethics Violation

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- Home Inspectors do not inspect to code even on new construction.
- Most do not know or remain current on local codes.

How we define success on new construction projects.

C COMMUNICATION - CLIENTS TOLD LET US BE THE BAD GUY...

O OPPORTUNITY

D DEFECTS/DEFICIENCIES

E EXPERIENCE

New Construction Packages

\$995 Pre-Pour, Pre-Drywall, Final

\$650-\$700 Pre-Drywall, Final

Final Only – Based on Sq/Ft

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C COMMUNICATION

Communication between Third-Party Inspectors, Client and Builder are key to success.

Communication includes items such as:

- Expectations
- Scheduling of on-site visits
- Explanation of concerns
- Transparency

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OPPORTUNITY

Opportunities exist between the parties to build trust amongst parties.

- People go to the internet to complain
- County Inspectors and Builder Inspectors – Often ineffective
- Insurance and License Requirements by Builders – Usually seals the deal for us

Generally, there is a reason why Clients engage us.

- Lack of Knowledge
- Lack of Time
- Out of Town
- Lack of Trust – 95%

Why Customers Quit:

- 1% die.
- 3% move away.
- 5% develop new friendships.
- 9% for competitive reasons.
- 14% product dissatisfaction.
- 68% quit because of an attitude of indifference toward the customer by some employee.

We are in the PEOPLE Business!

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D DEFECTS/DEFICIENCIES

Homes are built by people. Found a perfect one?

Helping to develop Client expectations.

- Process and Speed of Build
- Documentation (i.e. seismic region and slab construction, broken truss)
- No recommendations on how to repair
- Common items (i.e. cracking concrete)

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E EXPERIENCE

Building a new home should always be a pleasant experience for the Client.

- Unless they get in the way, usually something one of us did or did not do.

Advantages of this Process

- Fewer distractions for Sales/Builder/Project Manager/Inspector
- Happy Clients equals fewer maintenance and warranty requests
- Referrals for new builds
- Employee satisfaction, sense of pride and accomplishment

Questions

864.386.3810

DAVE@PRO-TECHINSPECTIONS.COM

