



## About Your Home Inspection - The Inside Scoop

Most folks would say that their home IS their castle, and that it means a great deal to them emotionally as well as financially. We couldn't agree more. You have made the right decision to have a professional home inspection. Here are some answers to questions you probably have. For a complete set of Questions and Answers, please see our web site, [www.YourInspectionExpert.com](http://www.YourInspectionExpert.com).

### YOUR INSPECTION

A home inspection is a snapshot in time of your new home and its systems that will tell you a great deal about the condition of the home. The inspection is non-invasive - we do not disassemble anything except to remove access covers to see inside some of the systems. We do not move furniture or personal belongings. We try to be as clean and neat as possible as we go through your home. As inspectors, we are looking for things that are not functioning as they should or affect the safety of you and your family in the home. We are looking for serious things - such as an electrical panel that is mis-wired, water getting in or going where it shouldn't, and structural deficiencies that could affect your safety or the value of your home long term. Something that you might see and get upset about - such as a settlement crack in the basement floor (which can be normal depending upon the location and size) - might not bother us at all, whereas we might be concerned about a support beam out of level that looks fine to you. Likewise, cosmetic flaws like chalky paint or ripped carpet may not get our attention. For this reason, it is important that you

talk to us about any concerns you have, especially if you do not understand something that we note in your report or something we mention to you on inspection day that you are confused about.

Most people assume that everything is inspected in depth on inspection day. This misunderstanding has caused many a homebuyer to be upset with their inspector. The inspections we do are not exhaustive and there is a good reason for this. If you hired someone with licenses for heating and cooling, electrical, plumbing, engineering, etc. to inspect your house, it would take about 14 hours and cost you about \$2000! It is much more practical to hire a professional inspector who has generalist knowledge of home systems, knows what to look for, and can recommend further inspection by a specialist. Your inspector is also following very specific guidelines as he/she inspects your home.\* These are either national guidelines (ASHI - American Society of Home Inspectors) or state guidelines (North Carolina). These guidelines are carefully written to protect both your home and the inspector. Here are some examples: We are directed to not turn systems on if they were off at the time of the inspection (safety reason); we are not allowed to move furniture (might harm something); not allowed to turn on water if it is off (possible flooding), and not allowed to break through a sealed attic hatch (possible damage). We do not light your propane logs (you should have the gas system tested for leaks before moving in). The downside is that by not operating a control, by not seeing under the furniture, and not getting into the attic or crawlspace, is that we will might miss identifying a problem! This is one of the reasons we have so much "fine print" in our contract (which I'll get to in a minute). However, put into perspective, the chances of missing something serious because of this is quite low, and the guideline as it relates to safety and not harming anything in the home is a good one. There are other items that 98% of inspectors consider outside a normal inspection, and these include inspecting most things that are not bolted down (installed in the home) such as electronics, low voltage

lighting, space heaters, portable air conditioners, or specialized systems such as water purifiers, alarm systems, etc.

**NOTE ABOUT WATER INTRUSION and/or MOLD:** Home inspectors are not qualified to identify and report on mildew, fungus, bacterial growth, or mold. Advice regarding wet or damp crawlspaces or basements and the possible presence of mold should be determined by a licensed and or certified environmental health professional. If you suspect the presence of mold or you want to ensure that there is no mold, you should get a qualified person to evaluate the home before your due diligence period is up.

## **YOUR REPORT**

Armed with the information above, you will now be pleased to know that we are very specific and clear about what got inspected and what did not get inspected, and why - in your inspection report! If we could not access an area, we tell you why. We inspect hundreds of items, and you will see the complete detail on them all in the report.

The inspection report is the heart of your inspection, as it details everything your inspector examined. Inspection guidelines (national and state) dictate that inspectors provide a summary of the significant defects found - usually named "Major Concern", or "Repair". Of course this is the area you will want to concentrate on - but there is much, much, more in the report - it will lead you through the home as if we were there with you. **Please read through the entire report.** After the summary section, the body of the report will take you through each section ("Electrical", "Heating", "Appliances", etc), and may include improvement or maintenance advice. These are called "Improve" and "Monitor". These comments represent the professional opinions of the inspector and action on them is discretionary. Take a look at the comment key right after the

table of contents for the full explanation of what these items mean. If there is anything you don't understand in the report, please ask us.

The report can help you determine maintenance schedules and serve as a checklist for an annual walk-around. Better yet, call your inspector back next year. Reinspections, recurring inspections, and maintenance inspections are all at a reduced price and offer tremendous peace of mind from year to year. Please ask your inspector or visit our web site for more information.

## **YOUR INSPECTION AGREEMENT**

Knowing what you do now from the foregoing, you can understand why we have a service agreement, as most professionals do. In fact, there is enough confusion about what a home inspection should deliver that the agreement is a great way to spell out the details. Some homeowners who get a home inspection expect everything in the home to be perfect after the repairs. This is not the case! Imagine getting a call from a homeowner a year later who says that the toilet is not flushing - remember that the inspection is a moment-in-time snapshot and does not - and cannot - predict future events. In fact, this is one good reason to buy a home warranty (we will give you a home warranty through American Home Warranty for the first 90 days and the yearly renewals are not expensive).

So, in the inspection agreement we are clear about what the inspection delivers and the things that are not covered, as well as what you should do if you are not pleased with the services. We really think that by discussing this before-hand you will understand much more about the inspection and be satisfied with the results. A home inspection does not prevent future problems, nor does it guarantee that all problems will be found. If we make an honest mistake, however, we will do everything we can to correct it.

## 100% SATISFACTION GUARANTEE

We're serious about home inspections. You can tell - by the way we provide information - by the way we respond to customers, and the professionalism of our inspection and our report. If you end up not being satisfied with our inspection, we expect you to tell us about it and help us to help you. And if we cannot make things right for you, we will refund every cent you paid us.\*\*

## IF YOU ARE HAPPY!

Are you pleased? Please tell your real estate agent, your friends, your family, and anyone else who you think would appreciate our service - we will give you 20% off your next inspection - whether it is a new home, a re-inspection, or a maintenance advice inspection. Please see our web site - [www.YourInspectionExpert.com](http://www.YourInspectionExpert.com) - for details and pricing.

*Your Inspection Expert, Inc.*

*Thank you* for your business!

## NOTES:

Footnote: \* Items such as outbuildings, fencing, swimming pools, low voltage wiring and lights, septic systems and wells, detached garages, and sprinkler systems are not included in the inspection. These items can be added, however, by most inspectors, for a fee. The testing of your home for Radon is also not included, but we recommend adding it. Radon, a radioactive gas found in soil, is the second leading cancer producer behind smoking cigarettes. See our web site for more information.

Footnote: \*\* We expect you to tell us you want your refund within 48 hours of the inspection.

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