



*Professional
Home
Inspections
Inc.*

**Inspectors You
Feel At Home With.**

WHAT IS A HOME INSPECTOR..?

- An experienced home inspector is a defect recognition expert.



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THE PROCESS IS VISUAL:

- The report is limited to the physical evidence that was visually accessible at the time of the inspection.
- Not all deficiencies will be discovered, the object is to identify the major defects within the time available.
- The inspector's role is primarily educational; to provide the client with a better understanding of the building.
- Confirming and identifying mould requires air analysis which is an optional service at additional cost. We do provide this at your request. 24 hour report turnaround with lab results.



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A HOME INSPECTOR MUST

- Explain what the potential detrimental effect may be if a particular defect is not corrected.
- The perspective is for both health and safety & financial cost.



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OUR GOAL

To be known as the **best**
home inspection company
in the GTA ..!



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OUR GOAL

- TO BE A RESOURCE ... HELP OUR CLIENTS TO MAKE A BALANCED DECISION
- RECOGNIZING: THERE IS LIKELY NO PERFECT HOUSE



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OUR CREDENTIALS

- Many years of combined construction experience, building custom homes and renovating older homes, plus experience as site superintendents in industrial and commercial building extensions and renovations.
- Certified to provide air sampling, (mold testing) and radon gas testing.
- R. Edwards is a graduate of the Ottawa Based Home Inspectors Institute.

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OUR CREDENTIALS (cont.)

- 10 years of inspection experience in the GTA area with thousands of clients, covering residential & light industrial/commercial properties.
- Experience in urban and rural inspections including, septic inspections and well recovery testing.



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OUR COMMITMENT TO OUR CUSTOMERS

- We provide a thorough reporting package including digital photos provided on a CD. Printed photos with captions on any defects or issues. A detailed binder report book, cost estimator, and maintenance handouts.
- We encourage interactive communication during the home inspection to ensure our clients gain a clear understanding as to the condition of the property & the methods of construction.



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OUR COMMITMENT TO OUR CUSTOMERS (cont.)

- Through discussion of the pros and cons of each issue and the cost implications.....our clients make an informed, balanced decision.
- We encourage post-inspection enquiries on any aspect of our inspection report for which our clients may have a particular concern.



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OUR COMPANY

- We have operated a successful home inspection business for 10 years, rated at the top in customer satisfaction.
- Our credentials were earned.... not purchased as part of a franchise package.
- Our inspectors meet annual continuing education requirements, essential to maintaining high professional standards and current information on methods and materials.



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OUR COMPANY (cont.)

- Our reports adhere to the Ontario Association of Home Inspectors, the American Society of Home Inspectors, Nachi, and the Canadian Association of Home & Property Inspectors standards of practice and ethics.
- We service the GTA area, 90% of our clients are referrals, so we extend our coverage as requested.
- Our inspection services range from multi-complex housing to estate properties including farms, plus light industrial and commercial facilities.



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10 QUESTIONS TO ASK A HOME INSPECTOR BEFORE YOU HIRE HIM

1. Does he have personal construction experience?
2. What is his referral rate derived from previous satisfied customers and industry professionals? Do they continuously measure and achieve high customer satisfaction ratings?
3. Do they provide digital photos as a permanent record of the condition of the home including the appliances to provide you with a visual confirmation.



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TOP TEN QUESTIONS (cont.)

3. Has your inspector graduated from Canada's foremost home inspection training institution and was he trained by the most experienced home inspector in Canada?
4. Does your home inspector devote 2 1/2 to 3 hours or longer to ensure you have a complete understanding of the condition of the home? If you are buying a country property do they include the well recovery and septic inspection?



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TOP TEN QUESTIONS (cont.)

5. Does your home inspector utilize state of the art electronic tools such as a thermal imaging camera, moisture meter, laser thermometer, gas detector and telephoto lenses to reduce the risk of missing a major defect?
6. Does your home inspector offer free follow-up consultation on any construction or building related issues you might encounter?
7. Is your home inspector truly a “trained defect recognition expert” or did he gain his credentials by buying them?



TOP TEN QUESTIONS (cont.)

8. Will your home inspector be able to clearly communicate and provide you with a solid understanding of the potential health or financial impact of any defect issues?
9. Do they provide you with the confidence to make an informed decision based on their professionalism, their thorough reporting system and supplementary home maintenance handouts?
10. Did the initial conversation with the actual inspector give you the confidence you expected?



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OUR REPUTATION

- We measure our performance - 100% of our customers report they would use our services again.
- We are regularly referred by previous clients, leading real estate agents, lawyers, and mortgage brokers.

CLIENT QUESTIONNAIRE

We truly appreciate feedback – both good and bad. We would really appreciate your taking a moment to complete this questionnaire and return it to us in the enclosed stamped, self-addressed envelope.

(A) Why did you choose us to perform the inspection...? Please place two check marks beside the main reason & a single check mark beside any additional reason

(C) Was there anything about our service that you especially liked? (use reverse side if needed)

1. We have worked for you before ON TIME, WELL PREPARED

2. We inspected the house you are selling _____

3. Our yellow pages or telus book advertising _____

4. Our Web site _____

5. Our brochure _____

6. Our response to your telephone enquiry _____

7. Our ability to respond quickly _____

8. You have read one of our books or articles _____

9. You saw our advertisement _____

10. Our professional status _____

(D) Was there anything about our service that you didn't like? _____

11. Referral from: _____

a friend or family member _____

real estate agent _____

lawyer _____

banker or mtg. broker _____

other _____

name & company _____

(E) Did you buy the house? Yes No _____

(F) Optional: fill or leave blank if you wish.

Name: RANDY MOORE

Phone: 905 459 8934

e-mail address: _____

Inspection Address: 34 CENTRE ST.

Date of Inspection: 03/18/04

Name of Inspector: RALPH EDWARDS.

(B) Please rate the following 1-5 (1- poor, 5 - excellent)

general satisfaction with our service 5

confidence in inspector's ability & knowledge 5

inspector's communication skills 5

value of service vs. fee 5

our telephone ability N/A

usability of the "Report Book" 5

You would use our services again, Yes No _____

You would be happy to serve as a reference if others inquire about our service, Yes No _____

Professional Home Inspections Inc. 01/2004.



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CALL US FOR HELP

- To identify potential problems in a home you would like to purchase.
- When you are listing your home for sale to avoid any potential unknown problems.
- When you have specific home problems and you need some guidance: foundation leaks, windows, roofing, heating, insulation, renovation challenges.



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WE CAN HELP

- Renovations have gone wrong and you need advice to remedy the problem.
- 10 months following the purchase of a newly built home for assistance in your 1st. Year submission to TARION and the home builder.



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OUR SERVICES

- Available 7 days a week by appointment
- An inspection can usually be booked within 3 days of your call or sooner.
- Depending on the size, condition and age of the home, the typical inspection requires 3 hours to complete including documentation and briefing the client.
- Detailed written report and full explanation provided at the conclusion of the inspection.



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OUR SERVICES (cont.)

- We make extensive use of digital photos of the home and its components provided to the client on a CD.
- Photos of any defects or issues are printed on site with comments.
- To measure customer satisfaction we provide our clients with a questionnaire that rates our services, provided in a postage paid self-addressed envelope.
- We provide construction diagrams which illustrate construction methods & how electro-mechanical systems function.
- We provide handouts related to the operation and care of the home.



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OUR SERVICES

- We remain available to advise you on any renovations or problems you might encounter with the home.



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OUR FEES

INSPECTION FEES*	SIZE OF HOUSE	SEPTIC & WELL
\$350.00	Typical Condo Town Houses	N/A
\$375.00	Under 2500 sq. ft.	\$150.00 FOR SEPTIC INSP. \$250.00 FOR WELL RECOVERY TEST
\$400.00	2500 - 3500 sq. ft.	“
\$500.00 & up	Over 3500 - 6000 sq. ft. & up	“

Industrial & commercial buildings quoted individually.



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Price vs. value

- Clients who select home inspectors based on price can potentially run into future problems due to lack of the inspector's experience, knowledge and training.



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PROFESSIONAL HOME INSPECTIONS INC.

- ***INSPECTED ONCE***

- ***INSPECTED RIGHT.....!***



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OUR CUSTOMERS

These are just few comments from our customers...

- “I just wanted to thank you for a job well done. We are truly pleased with your service. I will not hesitate to recommend your service to future real estate buyers” *Peggy-Sue & Kass*
- “Both Ben and I appreciate your reliable follow-up and support” *Georgina & Ben*
- “Spoke to me, not down to me and kept me involved. Showed up on time and didn’t rush” *Darren*
- “Your representative was very knowledgeable and personable. We really felt like he was working on our side” *Wanda & Ethan*



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DID YOU KNOW?

- Shrinkage cracks in the basement foundation walls are very common and more often than not will leak water into the basement.
- A frequently discovered problem is poor grading around the home's perimeter which can lead to a wet basement.
- Improper eaves trough and poor window well drainage are major contributors to wet basement problems.



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DID YOU KNOW? (cont.)

- Another growing concern is oil tanks that are 20 years or older. A leaking tank can have a major detrimental impact on the environment.
- Homeowners may not be aware of oil tanks that have been buried on their property, requiring removal. The home owner will be required to pay for the removal, complete soil assessment and to remedy the situation at their expense.



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DID YOU KNOW? (cont.)

- One of the most frequently encountered problems is double tapped breakers in the electrical panel where two circuits are connected to the same breaker. This can be a fire hazard which should be eliminated.
- Old Knob & tube wiring, 60 amp service in older homes and aluminum wiring may not be insurable with some insurance companies. We can equip you with information which will help you shop for home insurance.



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DID YOU KNOW? (cont.)

- A growing trend in the industry is pre-listing inspections. This inspection can help avoid unpleasant surprises for either side. It allows the seller to be in control since they become aware of defects and can deal with the buyer up front not while the deal is pending.
- A pre-listing inspection report placed on the table with the real estate feature sheet will answer a lot of the physiological unknowns for an interested buyer.



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OUR FEES (cont.)

- Our fees are competitive.
- Payment is expected at the completion of the inspection and delivery of the oral and written report to the client.
- We accept cash or cheque.
- Any supplementary site revisits may incur a slight additional cost.



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HOW TO CONTACT US

Local Number: 905-789-5577

Website: www.prohomeinspect.com

34 Myna Court, Brampton, ON L6S 4H8



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OUR PHILOSOPHY

We believe, that by providing the best service possible, and with superior communication, we empower our clients with the knowledge to make a balanced, informed decision related to one of the most important investments of their lives.



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