Inspector's Quarterly

Voice of the Inspection Industry

Fall 2008 Issue - SPECIAL INSPECTOR SUCCESS EDITION -

InterNACHI is for Inspectors Who Take Pride

About InterNACHI

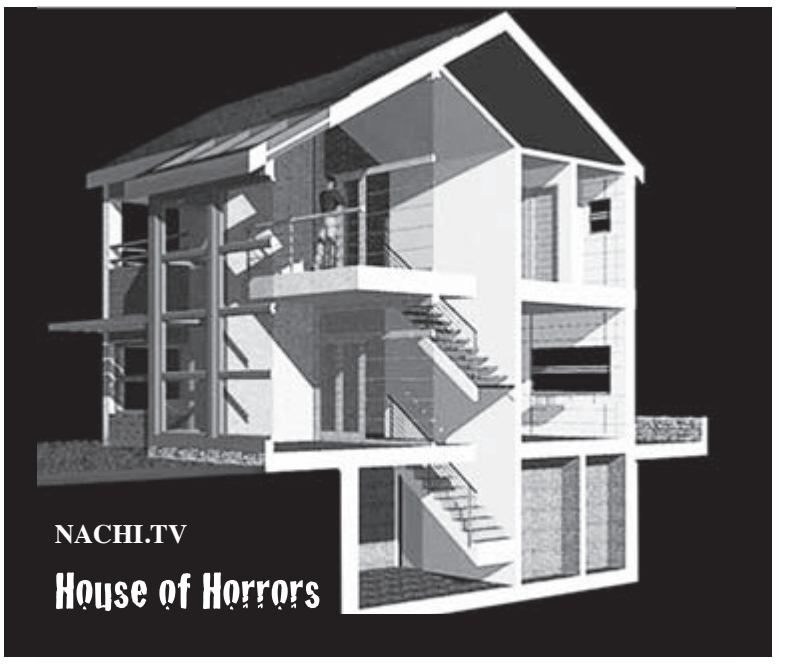
By Nick Gromicko,
InterNACHI Founder

InterNACHI, the International Association of Certified Home Inspectors, is the world's largest inspection trade association. Based in the United States, InterNACHI is both non-profit and federally tax exempt and operates in 44 different countries.

InterNACHI is the inspection industry's largest supplier of education and training. Its free online courses include such titles as: How to Inspect Stairways, Thermography, Photo Defect Recognition Tutorial, Roofing, Electrical, Structural, Plumbing, Log Home Inspection, Code of Ethics Obstacle Course, Standards of Practice, Green Building, Vermiculite Insulation, Polybutylene Plumbing, Water Heaters, Emergency Egress, Inspector Safety, and more. Its online exams and quizzes have been taken over 3 million times. InterNACHI recently released advanced online video courses in cooperation with NACHI.TV. InterNACHI hosts over 300 events a year, including classroom courses on thermal imaging and commercial building inspections. Online, video, and classroom courses come with certificates of completion and state continuing education approval for licensing purposes.

InterNACHI operates the inspection industry's most comprehensive website, NACHI.org. NACHI.org is a monster; 220,000 page website dedicated to inspection related issues and hosts a 500,000 post message board that receives over 1,000 new posts a day. NACHI.org gets over 260 million hits a year and alexa.com, an amazon.com company, gives NACHI.org a traffic ranking that is greater than all other inspection related websites combined.

InterNACHI operates nearly all of the internet's inspection search engines, which include the mammoth 430 million page North American Inspector Directory, OverSeeIt.com, a site that promotes independent oversight of residential remodeling and repair projects including new construction, InspectorNow.com, a site that tracks down and calls the inspector when a consumer needs an inspection, InspectorSEEK.com, CorrectInspect.com, FindanInspector.us, and InspectorLocator.com, a site that allows consumers to search for an inspector based on the services offered such as chimneys, commercial inspections, energy loss, green certification, IAC2 Certified, lead, log homes, meth testing, mold, new construction, pools and spas, prelisting inspections, radon, septic, stucco/EIFS, thermal imaging, water quality, WDO/insects and WETT Certification. InterNACHI controls more than 4,500 inspection related websites.



InterNACHI also co-manages the inspection industry's free report upload platform, FetchReport. FetchReport.com is a robust, unified, easy-to-use upload/download system that works with any reporting system or software. Nearly 2,000 inspection reports are uploaded to FetchReport every day.

InterNACHI also co-administers the MoveInCertified.com program. MoveInCertified homes have been pre-inspected by InterNACHI certified inspectors, and the sellers confirm that there are no major systems in need of immediate repair or replacement and no known safety hazards. The inspection reports are hosted on FetchReport.com. MoveInCertified also offers Green Certification inspections for home owners and sellers.

InterNACHI is home to the International Standards of Practice for Inspecting Commercial Properties at NACHI.org/comsop, a document pack including a commercial inspection agreement, request for documents and persons with knowledge form, outside consultant contract, thermal imaging addendum, and accessibility and green features reporting forms. InterNACHI provides commercial inspection courses online and throughout the English-speaking world.

InterNACHI operates a free, online, electronic signature inspection agreement system. InterNACHI's online inspection agreement is signable and legally binding. It allows the client to read and sign the agreement before the inspection or before they view their report online. InterNACHI's basic contract is included but inspectors can make changes, add their own clauses and/or hide others. The inspector can notify their clients automatically by e-mail when they create an agreement, check the signed status of the agreements quickly and easily, and receive instant notification by e-mail when their client has signed the agreement.

InterNACHI members enjoy free search engine optimized websites and free hosting through InspectorPages.com. InterNACHI members who form their own local chapters also enjoy free chapter websites and hosting. InterNACHI also provides free search engine optimization, site submission, and search engine rank tracking.

InterNACHI members have free access and use of AgentData, an InterNACHI owned database of 1.5 million U.S. real estate agents for marketing purposes.

InterNACHI members are also automatically made members of the U.S. Chamber of Commerce and enjoy Chamber member benefits, such as discounts on FedEx shipping.

InterNACHI also hosts AskNACHI.org, which helps consumers and real estate agents by allowing them to ask InterNACHI certified inspectors about anything and get an answer quickly. AskNACHI.org is a free service.

InterNACHI operates the Citizen Information Center where consumers can find information on asbestos, building a home, child safety, choosing the right home inspector, constructed wetlands, electrical safety, electromagnetic fields, elderly safety, energy conservation, energy efficiency, foundation insulation, green certification, hazards, high-performance buildings, holiday safety, home buyer mistakes, home insurance, indoor air, lead, log homes, manufactured homes, and mold, the MoveInCertified program, plumbing, pollutants in the home, pool safety, private water wells, radon gas, rehab a home, roofs, thermal imaging, sellers inspections, septic systems, settlement costs, ten tips to speed up your inspection, termites, water damage, water quality, what really matters on an inspection and wildlife.

InterNACHI is partners with many other great inspection related organizations such as PRO-LAB, Inspector's Quarterly, Real Property Times, InspectorBOOST.com, International Association of Certified Indoor Air Consultants (IAC2), and NACHI.TV.

InterNACHI provides its members with over $50,000.00 worth of free membership benefits including free, online courses, quizzes and exams, free environmental books, free customized websites, free hosting, free state-approved continuing education, free license plate covers, free access and use of InterNACHI's image library, InterNACHI's no annual fee credit card, free daily door prizes, the Alternate Dispute Resolution Service, free trademarked inspection tag lines, free custom Consumer Verification Seals, free radon inspection agreements, a free e-newsletter system, free decals, free emblems, free helpline, free exam prep tools, free company name search tool, free client satisfaction surveys, free mold waivers, free log home disclaimers, free microwave oven leak detectors, free online searchable glossary, free real estate presentations, insurance discounts, website of the week, free photo gallery, free photo ID, free brochures, free report review, free link exchange, free profile editor, free video and book library, free chat room, free e-mail accounts, free authorization to pay at closing forms, free tutorials, free avoiding litigation CDs, free electrical inspection checklists, free hold harmless agreements, free inspection newsletter, free trade show banners and tablecloths, membership in IAC2, free Infrared Certified certification, free mold inspection agreements, free infrared addendum, free General Liability insurance, free Death and Accident insurance, free InterNACHI pins, and free custom online video commercials to promote your inspection business.

InterNACHI's next big project in cooperation with NACHI.TV is the ultimate inspection training facility, "The InterNACHI House of Horrors." The project is designed to provide inspectors with very real hands-on training using an actual home intentionally built to contain over 1,000 real defects.

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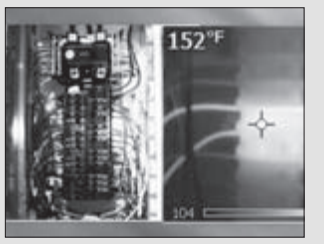

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Inspecting the World®

Advanced Online Video Courses

InterNACHI and NACHI.TV have teamed up to create next-generation online education with NACHI.TV streaming video technology and InterNACHI's state-of-the-art online education and testing systems. You need not be a member of InterNACHI, these courses are open to all. Take one now. Each course includes...

- free downloadable course materials (yours to keep).
- inexpensive online video class.
- free online, final exam.
- free printable certificate of completion.
- InterNACHI, MICB, IAC2, ASHI, and state continuing education approval.

InterNACHI requires that each inspector taking an online video course logs in with unique identification at the start of the course, when he or she begins watching the video portion of the course, and when he or she begins the final exam. This identification is linked both to individual e-mail and mailing addresses, and to a credit card to prevent fraud. Our video partner (Reports, Inc.) stores information about when each inspector purchased the video portion of the course and when they viewed that video. This information is stored with that inspector's unique internet protocol (IP) address and is verified by InterNACHI before allowing the inspector to take the final exam. Finally, InterNACHI stores the time of the final exam, how long the inspector took to complete the timed exam, his or her final score as well as each question asked and which answer the inspector provided for that question. All this information is stored securely over distributed databases and can be verified by InterNACHI at any time.

InterNACHI members who desire for InterNACHI to automatically submit proof of completion to their state for continuing education credit purposes need only give us their state license number here: www.nachi.org/state-licenses

InterNACHI and NACHI.TV's Advanced Online Video Courses Continued

Inspecting Water Heater Tanks Course

Learn how to identify components of gas-fired and electric water heater tanks, recognize defects and safety hazards in relation to modern standards and requirements, explain flammable vapor ignition resistance systems, and evaluate TPR valves.

Watch as a Master Plumber inspects cut-away water heater tanks in a studio setting and a Certified Master Inspector® performs inspections on water heaters on location. Defects and safety hazards are identified at actual home inspections performed during the course.

Download Inspecting "Water Heaters." The course material consists of an 18 page PDF that is free and yours to keep.

Take the "Inspecting Water Heaters" video course, online final exam, and print your certificate of completion ($19.95). Video class length: 1 hour, 51 minutes (you can pause, rewind, and fast-forward).

This course has been submitted for approval to all states that require home inspector continuing education (4 CE hours).

Inspecting Means of Egress Course

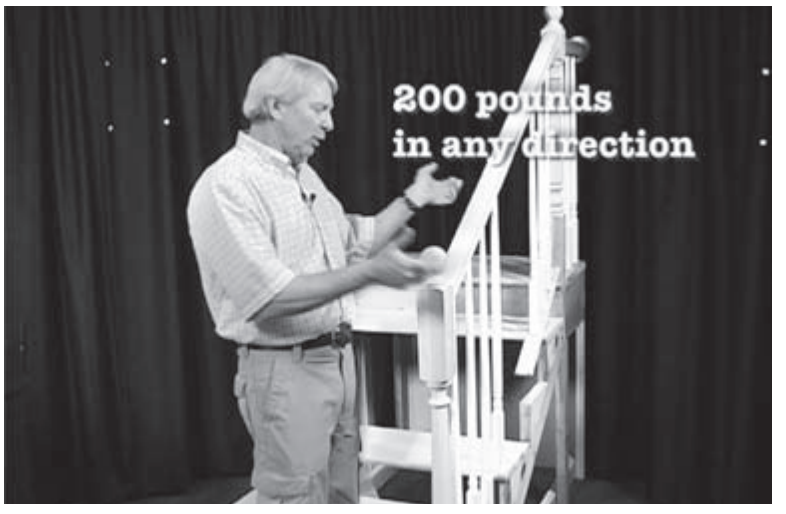
Learn how to inspect and measure stairways, ramps, hallways, doors, landings, handrails, and emergency escape and rescue openings. Watch as a Certified Master Inspector® performs egress inspections at several residential dwellings. A mock-up stairway, ramp, and door are evaluated in a studio setting. Over 50 defects and safety hazards are identified on location at actual home inspections performed during the course.

Download "Means of Egress," the course material consists of a 34 page PDF that is free and yours to keep.

Take the "Means of Egress" video course, online final exam, and print your certificate of completion ($19.95). Video class length: 1 hour, 47 minutes (you can pause, rewind, and fast-forward).

This course has been submitted for approval to states that require home inspector continuing education (4 CE hours).

nachi.org/advancedcourses



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What Really Matters

Buying a home? The process can be stressful. A home inspection is supposed to give you peace of mind, but often has the opposite effect. You will be asked to absorb a lot of information in a short time. This often includes a written report, checklist, photographs, environmental reports and what the inspector himself says during the inspection. All this, combined with the seller's disclosure and what you notice yourself makes the experience even more overwhelming. What should you do?

Relax! Most of your inspection will be maintenance recommendations, life expectancies and minor imperfections. These are nice to know about. However, the issues that really matter will fall into four categories:

Major defects. An example of this would be a structural failure.

Things that lead to major defects. A small roof-flashing leak, for example.

Things that may hinder your ability to finance, legally occupy or insure the home.

Safety hazards, such as an exposed, live buss bar at the electric panel.

Anything in these categories should be addressed. Often a serious problem can be corrected inexpensively to protect both life and property (especially in categories 2 and 4).

Most sellers are honest and are often surprised to learn of defects uncovered during an inspection. Realize that sellers are under no obligation to repair everything mentioned in the report. No home is perfect. Keep things in perspective. Do not kill your deal over things that do not matter. It is inappropriate to demand that a seller address deferred maintenance, conditions already listed on the seller's disclosure or nit-picky items.

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www.nachi.org/what_really_matters

"You inspected my house 92 days ago, and now the central air is broken!"

100-day limited home warranties for home inspectors

Mountain

www.mountainwarranty.com

E-Newsletter System

InterNACHI's "Home Inspection Tips for Home Buyers, Sellers and Real Estate Professionals" e-newsletter system just got better. InterNACHI's e-newsletter system now permits members to add any number of e-mail addresses with no limit. Some members already have over 15,000 e-mail addresses entered into the system under their name. The system also permits members to delete individual addresses, delete all their addresses, or download their entire list of addresses in a Microsoft Excel compatible "CSV" format, manipulate it, and upload the changes back in.

The first newsletter was titled Ten Things You Should Know About Mold and can be previewed online. The latest newsletter was titled Free e-book for your clients: "Sell Your Home For More" and can also be previewed online. We sent out 205,000+ of them to real estate agents whose e-mail addresses have been provided by our members.

So far the newsletter has been a tremendous success. Of the first three issues were sent out (the first sent to about 60,000 real estate agents, the second sent to all 99,709 real estate agents and the third sent out to 167,805 real estate agents) only 317 "unsubscribe" requests were received. That's about 0.2% of the addresses, or about 0.09% of all newsletters sent out!

Each newsletter comes from the International Association of Certified Home Inspectors (InterNACHI) but has the name and contact information of the InterNACHI member who provided the agent's e-mail address. Coming from the inspection industry's largest non-profit trade association is far better than having members send out their own advertising spam as InterNACHI uses well written articles that are pre-tested to assure a low opt-out rate.

InterNACHI members can add and remove names through the link in our members-only section to the Real Estate Newsletter.

Go through the e-newsletter Tutorial:

Q: I would like to use the e-mail newsletter service for real estate agents. I have about 300 realtors in my data base. Is there a way to import my list from Outlook Express, or do I have to enter each e-mail address separately?

A: Go to support.microsoft.com/kb/270670 and follow the instructions under "Step 2: Export the Address Book to a .csv file." Then go to www.nachi.org/interactive-tutorials and follow the instructions on uploading many e-mail addresses to the real estate newsletter system.

House of Horrors

A Full-Size Defect-Ridden Home Built Inside a Special NACHI.TV Studio

The International Association of Certified Home Inspectors (InterNACHI) is pleased to announce that it is building the ultimate inspection training facility... The InterNACHI House of Horrors.

InterNACHI's next big project in cooperation with NACHI.TV is the ultimate inspection training facility, "The InterNACHI House of Horrors."

The project is designed to provide inspectors with very real hands-on training, using an actual home intentionally built to contain hundreds of real defects. The full-size mock house is being built inside a NACHI.TV studio and will be used to produce advanced online video training courses. An online inspector obstacle course using the House of Horrors is also being developed, and will include a video game-style, virtual exam to test defect recognition skills.

InterNACHI and NACHI.TV have already teamed up and created next-generation online education using NACHI.TV video technology and InterNACHI's state-of-the-art online education and testing systems. Each course includes: free downloadable course materials, inexpensive online video classes, free online final exams, free printable certificates of completion, MICB, IAC2 and state continuing education approval. The House of Horrors will be intentionally modified to include improperly wired outlets, plumbing code violations, an electrical service full of violations, six different sidings & stucco exterior finishes, a dozen different roofing systems, cut-away drywall to expose framing members, environmental hazards, various insulations of various R-values, improper gutter/downspout systems, heating systems with defects, green building features, over 40 different safety concerns, and a glass floor that allows students to see structure.

The House of Horrors will also have a set of stairs and a deck for visiting inspectors to access the roof and chimney, and will even have a sprinkler to simulate rain. Various inspection tools and meters will be available for use. Because the house will have many times the defects found in a typical inspection, visiting inspectors will be provided with an experience superior to ride-a-longs, online aids, classroom training or correspondence courses. The house will also include defects commonly found on commercial inspections and new construction.

The specially dedicated NACHI.TV studio, host to the House of Horrors, will also have an indoor classroom and an industry vendor display room. The training facility will be available to ALL home inspection schools, community colleges, seminars, field trips, vocational schools and, of course, InterNACHI events. All of InterNACHI's existing education courses developed using the House of Horrors, will be submitted for state continuing education approval.

A wax dummy of a real estate agent has yet to be procured.

PLEASE be generous with your thoughts and ideas regarding this project. A thread on the message board for industry input can be found at www.nachi.org.

Sponsors include: NACHI.TV, Pro-Lab, Infrared Certified, FREA, CMI Approved School, Inspector Pages, FetchReport Friendly, OverSeeIt.com, and CPI.

InterNACHI's House of Horrors project is expected to get tremendous national and even international media coverage. Sponsorship opportunities are available by contacting fastreply@nachi.org

Texas Real Estate Commission Approved Courses

The commission accepts courses as core inspection courses for pre-licensing only if a final examination is successfully completed at the end of the course. Renewal courses do not require a final examination. "Core inspection courses" are educational courses approved by the commission, including but not limited to structural, electrical, mechanical, plumbing, roofing, business, legal standards of practice, report writing, appliances and ethics, all of which must relate to a real estate inspection.

TREC Approved Courses:

- Free online Electrical
  8 hours renewal
- Free online HVAC Issues
  8 hours renewal
- Free online Plumbing Issues
  8 hours renewal
- Free Structural Issues
  8 hours renewal
- Certified Commercial Inspector
  8 hours renewal
- Certified Well Sampler
  8 hours renewal
- Law and Disorder
  4 hours renewal
- Thermal Imaging and Building Science
  16 hours IC

Did you know that InterNACHI's free online courses are approved for continuing education by nearly every state that licenses home inspectors?

www.nachi.org/education

Business slow?

175 things you can do to make money in the inspection industry

www.nachi.org/success

3 Deadly Mistakes Every Home Buyer Should Avoid

#1: Thinking You Can't Afford It

Today, buying the home of your dreams is easier than ever before. Many people who thought that buying the home they wanted was simply out of their reach are now enjoying a new lifestyle in their very own new home.

Buying a home is the smartest financial decision you will ever make. In fact, most American and Canadian home-owners would be financially broke at retirement if it weren't for one saving grace, the equity in their home. Furthermore, mortgage rates are more flexible today than ever and tax allowances favor home ownership.

Real estate values have always risen steadily. Of course there are peaks and valleys, but in the long term the trend is a consistent increase. This means that every month when you make a mortgage payment, the amount that you owe on the home goes down and the value typically increases. This owe-less worth-more situation is called equity build-up and is the reason you *can't afford not to buy*.

Even if you have little money for a down payment or credit problems, chances are that you can still buy that new home. It just comes down to knowing the right strategies, and working with the right people.

#2: Not Hiring a Buyer's Agent to Represent You

Buying property is a complex and stressful task. In fact, it is often the biggest single investment you will make in your lifetime. Also, real estate transactions have become increasingly complicated. New technology, laws, procedures and competition from other buyers require buyer agents to perform at an ever-increasing level of professionalism. For many homebuyers, the process turns into a terrible, stressful ordeal. In addition, making the wrong decisions can end up costing you thousands of dollars. It does not have to be this way!

Work with a buyer's agent who has a keen understanding of the real estate business and who is on your side. Buyer's agents have a fiduciary duty to you. That means they are loyal to only you and are obligated to look out for your best interests. Buyer's agents can help you find the best home, the best lender and the best inspector. Best of all, in most cases, the buyer's agent is paid out of the seller's commission, even though he/she works for you.

Trying to buy a home without any agent at all is, well... unthinkable.

#3: Getting a Cheap Inspection

Buying a home is probably the most expensive purchase you will ever make. This is no time to shop for a cheap inspection. The cost of a home inspection is very small relative to the home being inspected. The additional cost of hiring a certified inspector is almost insignificant. As a homebuyer, you have recently been crunching the numbers, negotiating offers, adding up closing costs, shopping for mortgages and trying to get the best deals. Do not stop now. Do not let your real estate agent, a patty-cake inspector or anyone else talk you into skimping here.

InterNACHI turns down more than half the inspectors who want to join because they can't fulfill the membership requirements.

InterNACHI certified inspectors perform the best inspections by far. InterNACHI certified inspectors earn their fees many times over. They do more, they deserve more, and yes, they generally charge a little more. Do yourself a favor... and pay a little more for the quality inspection you deserve.

To find the best home inspector in your area visit:

Advanced Tips for Inspecting Stairways

Stairways are one of the most hazardous areas of a home, and stair falls are often fatal. The following are some advanced tips (based largely on U.S. building codes) for inspecting a stairway, followed by some suggested language (narratives) for report writing. This level of inspection is far beyond what an inspector would do on a general home inspection and far exceeds InterNACHI's Standards of Practice.

The Handrail:

- Determine if the stairway should have a handrail. Any stairway of 4 or more risers should have a handrail on at least one side.
- Measure the handrail height. The handrail height should be at least 34 inches and not more than 38 inches. Handrail height is measured vertically from the sloped plane adjoining the tread nosing. (Exception: If there is a continuous handrail transition between flights, the handrail height at the transition can be greater than the maximum.)
- Determine if it is continuous. The handrail should be continuous for the full length of the flight of stairs, measured from a point directly above the top riser to a point directly above the bottom riser of the flight. (Alternatively, a volute, starting easing, or turnout can be installed over the lowest tread.)
- Check the handrail clearance. Handrails adjacent to a wall should have a space of not less than 1 ½ inches between the wall and the handrails.
- Check the handrail attached to the wall. The wall handrail should have attachment devices to transfer a concentrated load of 200 pounds applied in any direction to the structural wall.

The Width of the Stairway:

- Measure the width of the stairway. Stairways should be at least 36 inches wide. This is measured at all points above the handrail height and below the required headroom height.
- For spiral stairways, there should be a width of at least 26 inches measured at and below the handrail.
- Measure handrail projections. Handrails should not project more than 4 ½ inches on either side of the stairway.
- When a handrail is installed only on one side, the minimum clear width of the stairway at and below the handrail height should not be less than 31 ½ inches.
- When handrails are installed on both sides, the minimum clear width of the stairway at and below the handrail height should not be less than 27 inches.
- Do not be concerned about projections of 4 ½ inches or less located below the level of the handrail, including treads, trim, stringers or other items. The width limitations are based upon the body's movements as a person walks on a stairway.

The Guards:

- Inspect the guards. Guards should be constructed to prevent adults from falling over them and prevent children from crawling through them.
- Check for strength. The design strength of a guard should handle a 200-pound concentrated load applied at any point in any direction along the handrail or the top of the guard.
- Measure the height of the elevated floor level. All decks and porches, including those with insect screening, landings, balconies, ramps, or raised floor surfaces located more than 30 inches above the floor or ground should have guards. A guard is necessary at those elevated floor areas, because a fall from that height can result in injury.
- Measure the guard height at the elevated floor level. The height of the guard should be at least 36 inches.
- Measure the total rise of the stairway. Open sides of stairways with a total rise of more than 30 inches above the floor or ground should have guards not less than 34 inches in height. This is measured vertically from the nosing of the treads.
- Intermediate rails or balusters should be able to withstand a horizontal load of 50 pounds on an area equal to one square foot.
- Inspect for cracked, loose or missing intermediate rail. Guards should not have horizontal or ornamental patterns that could provide a ladder for children.

Landings:

- Inspect the landings. A floor or landing is required at the top and bottom of a stairway. There is one exception: a floor or landing is not required at the top of an interior flight of stairs, including stairs in an enclosed garage, provided a door does not swing out over the stairs.
- Inspect the total rise of the stairway. A stairway should not have a vertical rise larger than 12 feet between floor levels or landings.
- Inspect the width of the landing. Every landing should be at least 36 inches wide, measured in the direction of travel. The width of the landing should not be less than the width of the stairway.

Sample Reporting Language:

The Handrail:

- A handrail is needed. Any stairway of four or more risers should have a handrail on at least one side. Correction and further evaluation is recommended.
- The handrail height is too low. The handrail height should be at least 34 inches, and not more than 38 inches. Handrail height is measured vertically from the sloped plane adjoining the tread nosing. Correction and further evaluation is recommended.
- The handrail height is too high. The handrail should be no higher than 38 inches, and no lower than 34 inches. Handrail height is measured vertically from the sloped plane adjoining the tread nosing. Correction and further evaluation is recommended.
- The handrail is not continuous. The handrail should be continuous for the full length of the flight of stairs, measured from a point directly above the top riser to a point directly above the lowest riser of the flight. (A newel post may interrupt a handrail at a turn. The handrail can also end with a turnout, volute, starting easing or starting newel at the lowest tread.) Correction and further evaluation is recommended.
- The handrail end is incorrect. Handrails should end at a newel post or a wall. Correction and further evaluation is recommended.

The Width of the Stairway:

- The width of the stairway is too narrow. Stairways should be at least 36 inches wide. This is measured at all points above the handrail height and below the required headroom height. Correction and further evaluation is recommended.
- The width for the spiral stairway is too narrow. Spiral stairways should be at least 26 inches wide. This is measured at all points above the handrail height and below the recommended headroom height. Correction and further evaluation is recommended.
- The handrail projects outwards too far. Handrails should not project more than 4 ½ inches on either side of the stairway. Correction and further evaluation is recommended.
- The width of the stairway with one handrail is too narrow. When a handrail is installed on one side, the minimum clear width of the stairway at and below the handrail height should not be less than 31 ½ inches. Correction and further evaluation is recommended.
- The width of the stairway with two handrails is too narrow. When handrails are installed on both sides, the minimum clear width of the stairway at and below the handrail height should not be less than 27 inches. Correction and further evaluation is recommended.

The Handgrip:

- The circular handgrip is not graspable. The circular handgrip should have a cross section minimum of 1 ¼ inches and a maximum of 2 inches. Correction and further evaluation is recommended.
- The non-circular handgrip is not graspable. A non-circular handgrip with a perimeter minimum of 4 inches and a maximum of 6 ¼ inches should have a maximum cross section of 2 ¼ inches. Correction and further evaluation is recommended.
- The non-circular handgrip is not graspable. A non-circular handgrip with a perimeter greater than 6 ¼ inches, and should have a graspable finger recess on both sides. Correction and further evaluation is recommended.
- The handgrip is not safe. All handrails should be equivalently graspable to the 2-inch circular handgrip. The handgrip shape should provide a graspable surface. It should allow the user to maintain a consistently secure natural grasp on the handrail without twisting the fingers or requiring release. Correction and further evaluation is recommended.

Landings:

- There is an absence of a landing. A floor or landing is required at the top and bottom of a stairway (with the exception of the top of an interior flight of stairs, including stairs in an enclosed garage, provided a door does not swing over the stairs). Correction and further evaluation is recommended.
- The total rise of the stairway is too large. A stairway should not have a vertical rise any larger than 12 feet between floor levels or landings. Correction and further evaluation is recommended.
- The width of the landing is too narrow. Every landing should be at least 36 inches wide, measured in the direction of travel. The width of the landing should not be less than the width of the stairway. Correction and further evaluation is recommended.

Illumination:

- Lighting at the stairs is needed. All interior and exterior stairways should have a means to illuminate the stairs, including both the landings and the treads. Correction and further evaluation is recommended.
- Lighting at the landings is needed. Interior stairways should have a light located at each landing, except when a light is installed directly over each stairway section. Correction and further evaluation is recommended.
- There are missing controls for the lights at the stairway. Interior stairways with at least six risers require wall switches at each floor level, unless the lights are continuously illuminated or automatically controlled. Correction and further evaluation is recommended.
- There is a missing light. Exterior stairways should have a light located at the top of the stairway. Correction and further evaluation is recommended.
- There is a missing light. Exterior stairways from the outside ground level to a basement should have a light at the bottom of the stairway. Correction and further evaluation is recommended.

The controls for the exterior lights are incorrect. Lights at an exterior stairway should be controlled from inside the property. Correction and further evaluation is recommended.

Learn more about how to inspect stairways at:

www.nachi.org/stairways

Green Resources for Inspectors and Consumers

Courses:

- InterNACHI's free, online Green Building course
- InterNACHI's free, online, comprehensive Log Home Inspection Course
- InterNACHI/NACHI.TV's online video thermal imaging course
- Vermiculite insulation mini-course
- Answer these 20 questions to see how green your home really is

Message Boards and Forums:

- Green Building Inspections
- Thermal Imaging and Infrared Cameras
- IAC2

Green Episodes of NACHI.TV:

- Consumers Guide to Well and Water Quality
- LEED Green Building
- Consumer's Guide to Infrared Thermography
- Moisture Free Warranty
- FloodStop
- Infraspection Institute
- Straw Bale Home Inspection
- Ozone and Mold Eradication
- EPA Green Building Inspection
- Photovoltaic Systems Inspection

Documents:

- Free Environmental Concerns Book
- Mold Inspection Agreement
- Mold Waiver
- Radon Inspection Agreement
- Radon Waiver
- Residential Thermal Imaging Addendum
- Commercial Thermal Imaging Addendum
- Log Home Disclaimer
- Three Page Checklist

Reporting:

- Commercial Property Inspector's green features standard report
- MoveInCertified.com's Green Certified checklist for inspectors (PDF)

Certifications:

- Infrared Certification
- International Association of Certified Indoor Air Consultants (IAC2)
- MoveInCertified.com Green Certification
- Find a mold, radon, water quality, lead, stucco/EIFS, log home, energy loss, thermal imaging, IAC Certified, Green, or Methamphetamine (meth) inspector

Other Resources:

- PRO-LAB
- Citizen Information Center
- Infrared-Certified.com

www.nachi.org/green

Free Radon Waiver

Many home inspectors create potential problems for themselves because the client does not understand what the inspection will cover. For this reason, InterNACHI attorney Mark Cohen encourages inspectors to always have the client sign the InterNACHI Agreement (between inspector and client) that specifies what the inspector is going to do. Radon gas kills. So if the inspection is in a high radon area, or if the inspector discovers a radon mitigation system during the inspection and the client doesn't want to order radon testing, the inspector might consider having the client sign a separate waiver of radon testing.

www.nachi.org/radonwaiver

Writing Narratives

The Three Functions of a Narrative

By Kenton Shepard
Director of Green Building

1. Accurate Condition Identification

Inaccurate description of conditions results in...

- financial damage-buyer or seller spends money needlessly
- inspector liability-the inspector may be liable for financial damages, injury or death if he describes the condition in a way in which the narrative fails to protect
- damage to the inspector's reputation (and business)
- continued existence of dangerous conditions

Narratives are read by people with different interests:

- Buyers
- Sellers
- Buyer's agents
- Seller's agent
- Structural engineers
- Contractors
- Inspector's attorney
- Opposition's attorney
- Judges or arbitrators

Narratives must be designed in such a way that people with different motivations and perspectives come to the same conclusion after reading the narrative.

Inaccurate Narrative Examples:

"Condensation in a double-pane window in the kitchen indicated failed seals and this window will need to be replaced."

Double-pane window failures are seldom due to failed seals. Failure is due to saturation of the desiccant strip separating glass panes due to solar pumping. Windows without permanent damage can sometimes be repaired.

Accurate Narrative Examples:

"Condensation visible on the glass at a double-pane window in the kitchen indicated that the desiccant strip designed to absorb moisture from the space between the panes has become saturated and will no longer prevent condensation from forming.

In some situations repair is possible, but if irreparable damage has occurred, the window pane assembly will need replacement, which may be expensive.

You should consult with a qualified contractor to gain an understanding of options and costs for repair or replacement."

2. Assessment of Condition Severity

Clearly describing a defective condition may not tell the narrative reader how serious that condition is. As an inspector, you may find a serious defect which you know could be very expensive to correct, or which might be very dangerous. The reader may not know enough about homes to understand the gravity of the problem by the description alone. The narrative should make clear how urgent the problem is.

Consider this narrative…

"Flashing of the walkways was improperly installed and should be corrected by a qualified contractor."

This narrative cost the owners almost $100,000.

He and his wife bought a 14-unit, 35-year-old hotel in California. Three buildings formed a courtyard, and rooms on the second floor were accessed by wood exterior stairs and walkways. They had the hotel inspected and the above narrative was the inspector's sole comment on the walkway condition.

Flashing had been installed incorrectly, and for a long time. About 4 years later the buyers had to spend just under $100,000 to replace all the exterior stairs and walkways. The inspector hadn't made it clear that the improperly-installed flashing might cause serious, widespread decay which could destroy the walkway and stair structure, so the the owners thought it was a minor issue and ignored it.

3. Transfer of Liability

When an inspector performs an inspection, that inspector assumes liability, meaning that the inspector assumes responsibility for the accuracy of the information they provide and for actions, events or conditions which may result from the condition about which the inspector is commenting. The third function of a narrative is to pass on this liability to the client. This won't be necessary with a narrative which describes a condition requiring no action by the client, such as the ampacity of a service...

"The label of the main electrical service panel listed the panel's amperage rating at 200 amps."

But if an inspector finds a defect which requires action, such as conductors at the service drop in contact with tree branches, liability would be passed on by transferring responsibility for action to the client...

"The overhead service-drop conductors had inadequate clearance from tree branches.

This condition may result in abrasion and damage to the wires.

The inspector recommends correction by a qualified contractor.

Work around service conductors should be performed by a qualified electrical contractor only. Injury or death may result from attempts at correction by those without proper qualifications."

After reading this, the client should understand that contacting a "qualified electrical contractor" is the action which is required. The action may be taken by the seller or buyer, according to the results of negotiation, but by notifying the client of the action required, the inspector has transferred the liability to the client.

Let's identify the 3 parts of a narrative using that example:

Part 1. "The overhead service-drop conductors had inadequate clearance from tree branches."

Part 2. "to avoid abrasion and damage to the wires." and "Injury or death may result from attempts at correction by those without proper qualifications."

Part 3. "This condition should be corrected by a qualified electrical contractor."

Simple or Comprehensive Narratives?

Are longer narratives better or should you keep it simple?

It's usually better to keep narratives simple, as long as sufficient information is provided. It's always a mistake to leave important information out in order to make the narrative shorter, and you should be sure that narratives which describe defective conditions perform the 3 functions described above.

This rule of thumb is related to liability and has to do with the level of assumption you can make about what the reader knows.

Level of Assumption

The more liability in the subject covered by the narrative, the less you should assume the reader will understand, and the more comprehensive the narrative should be. "Comprehensive" means that you try to cover all the bases and make your meaning as clear as possible, not that you should make the narrative complex or complicated.

Although you can sometimes simplify or shorten a narrative by substituting one word for three or four, try to use words you'll be sure the reader will understand. The purpose of a narrative is to transfer information clearly and accurately, not impress the reader with your sophisticated vocabulary.

In a way, the codes written by the International Code Council (ICC) are similar to narratives. They describe conditions and make statements concerning what's acceptable and what's not. In looking through codes for the various home systems, you'll see that they follow the "Level of Assumption" rule.

Compare the language used to describe roof codes with the language used to describe electrical codes. Yes, dangerous conditions can exist in roofing, such as the danger of collapse from installing heavy roof-covering materials on roof framing which is structurally inadequate, but generally, they don't carry as much liability as electrical conditions.

Electricity can cause electrocution or burn down a home. Many defective conditions are possible. Much electrical wiring is hidden behind wall, floor and ceiling coverings raising the potential for hidden defects to escape detection during an inspection. Electrical codes are written in very specific language. Although this language may be difficult for a layman to understand (remember, it's not a narrative, but a code), electrical codes are very defendable in court because they're specific, comprehensive and don't leave room for assumption.

Quoting Code

Inspectors should follow the same rules as building codes by providing more information about conditions or situations which carry high liability, but quoting building codes in a narrative is not a good idea. Home inspections are not code inspections but inspections for safety and system defects. For reasons related to liability, it's important to keep the two separate. If an inspector quotes a code in a narrative, an attorney may argue that the inspector was performing a code inspection and was responsible for finding all code violations.

Because building codes were developed to address safety in buildings, it's difficult to avoid referring to them occasionally. When a narrative refers to building codes, it's better to use a different term, such as "modern safety standards" or "generally accepted current standards."

Should Inspectors Write Their Own Narratives?

Because of the differences in climate and jurisdictional requirements across North America, inspectors are almost forced to write at least some of their own narratives. Custom narrative libraries are available, but they won't be able to cover all situations encountered by inspectors everywhere.

It's always a good idea to have an attorney review narratives, but review is especially important for those inspectors who lack confidence in their writing or verbal skills.

In writing narratives, inspectors will face choices in selecting terms which may be similar but which may offer differing degrees of protection. In making decisions, in addition to advice from an attorney, inspectors may discover different approaches to wording a narrative by reading the InterNACHI message boards, which have an entire forum dedicated to report writing. It's sometimes helpful to see how other inspectors have solved problems and an inspector may find that a good solution has already been invented.

Website Legal Issues

By Mark Cohen
Cohen Horner, LLP
Attorney for InterNACHI

The Internet has created tremendous opportunities for marketing your business, but it has also created new legal traps for the unwary.

1. Jurisdiction. This is important if you live close to a state line and routinely offer or provide services across state lines. Generally, a court cannot exercise jurisdiction over a resident or company in another state unless that person or entity does business in that state. If your website attracts potential customers from another state, you want to make sure that if that out-of-state customer sues you he must do it in your state–not his. In other words, you want the "home field advantage." For this reason you should consider posting something like this on your home page:

This site provides general information about our services and qualifications. By using this site you agree that our maintenance of this site does not constitute the transaction of business in any state other than (insert your state).

2. Protecting Copyrights and Trademarks. Many people do not realize that to copyright something all you must do is put the public on notice of your claim by including the copyright symbol© on your work. Similarly, to trademark something all you must do is put the public on notice by use of the ™ symbol. You do not have to file any documents with the government; you only have to do that if you want to register your copyright or if you want to apply for a registered trademark so that you can use the ® symbol with your trademark. Registration does offer some advantages if you end up in litigation, but it is not mandatory.

Your website may contain photos, drawings, and/or wording that you worked hard to create. You should protect these things by placing a notice on your home page such as this:

This website and its entire contents are copyrighted 2008 by (your company).

3. Other People Protecting Their Copyrights and Trademarks. Do not copy photos, drawings, or language from other websites or sources that are copyrighted. Most people never get caught, but if you do you will pay thousands of dollars to defend and/or or settle a lawsuit.

Do not create a trademark that is so similar to a competitor's trademark that it is likely to cause confusion to the public.

Do not use the ® symbol unless the U.S. Patent and Trademark Office (USPTO) has issued a certificate of registration for your trademark.

4. Your Website as Evidence Against You. One of the first things we do when deciding whether to sue on behalf of a client is visit the defendant's website. We often find language that we will able to use against the defendant if we file suit. View your website with a critical eye. Does your website make promises that you cannot keep or claims you cannot prove? For instance, if your website claims that your company is "The Most Experienced Home Inspectors in Colorado," you had better have some data to back that up; if you do not, some plaintiff's attorney may make you eat those words in court some day.

5. Privacy Issues. Websites are great because they allow you to collect the email addresses of visitors, and that information becomes more valuable as that list grows. However, if you use that list to send commercial emails to others you must comply with the federal CAN-SPAM Act.

A "commercial email" is "any electronic mail message the primary purpose of which is the commercial advertisement or promotion of a commercial product or service." All emails must include:

a. A legitimate return email address and a physical address;

b. A clear and conspicuous notice of the recipient's opportunity to "opt out";

c. A mechanism that must be provided or an email address to which a recipient may send a message to opt out;

d. A clear and conspicuous notice that the message is an advertisement or solicitation.

The "existing business relationship" exception under the federal anti-fax law DOES NOT APPLY to commercial emails, so even if you have a prior relationship with the recipient, you must still comply with the Act.

Add Your Ancillary Services

Make sure you've added any ancillary inspections you offer to our search engines. Many real estate agents use InspectorLocator.com to find a one-stop inspector that offers all the inspections needed. Such ancillary inspections include: chimneys, commercial buildings, green certification, energy loss, IAC2 certified inspectors, lead paint, log homes, mold, new construction, pools and spas, pre-listing, radon, septic, stucco/EIFS, thermal imaging, water quality, WDO/insects, and W.E.T.T. certification. There is no cost to list your ancillary services on our search engines.

www.nachi.org/ancillary

inspectornow.com

Make sure you are listed in InspectorNow.com and try the automated phone notification. The listing and phone notification service are free.

www.InspectorNow.com

Inspector Examination

Take an online inspector examination. InterNACHI's online exams have been taken hundreds of thousands of times and are great learning tools. Each exam is different (over 4 trillion different exams) and each contain built-in intelligence to help alert exam takers to their own weaknesses. There is no cost to take the exams and you can take them as often as you like.

www.nachi.org/nie

Join IAC2 For Free

If you qualify, join IAC2 (International Association of Certified Indoor Air Consultants) and use the IAC2 logos. IAC2 is the non-profit, certifying body for home and building inspectors who have fulfilled certain educational and testing requirements including those in the area of indoor air quality. Indoor air quality issues include mold, radon, biologicals, carbon monoxide, formaldehyde, pesticides, asbestos and lead. IAC2 members can also use the Trademarked tagline "Bringing Clean Air to Life." Membership in IAC2 if free and there are no annual dues.

www.iac2.org

Safety Practices

Take the online Safety Practices for the Home Inspector course. Open to all. This course helps teach inspectors to be safe during a home inspection. In keeping with InterNACHI's commitment to continuing education, this course is free to all, open to all and can be taken again and again without limit.

www.nachi.org/education

Water Discharge Piping

Take the "Water Discharge Piping" mini-course. This course helps teach members how to recognize improperly installed TPR valve discharge piping. In keeping with InterNACHI's commitment to continuing education, this course is free to all, open to all and can be taken again and again without limit.

www.nachi.org/education

Free Websites and Hosting for Inspectors

Set up a website at InspectorPages.com, even if you already have a custom one. It will provide you with additional shelf space on the internet. InspectorPages is the first of several industry-specific Web design and hosting services built on the Galahad modular content management system. It is also the first of several services utilizing the InterNACHI Exchange program. This program lets members of the International Association of Certified Home Inspectors maintain most company-specific information on a centralized server (in InterNACHI's membership database) and distribute all changes to other services transparently. These websites are free and hosting is provided at no charge, forever.

www.inspectorpages.com

Free Agent Database

Mail your home inspection brochure to all the real estate agents in your area. We provide a database of their mailing addresses. Give your inspection business a boost! It's simple. Each member can now search InterNACHI's database of 1.5 million U.S. real estate agents (Canadian database coming soon) by metro area or by state, then refine the search by real estate agency and/or company size, then refine the search even more by agents with e-mail addresses and/or agents with websites. Finally, the member can download the list as a CSV file to use for marketing purposes. There is no charge to use our agent database.

www.nachi.org/agentdata

CorrectInspect.com

Check CorrectInspect.com and make sure you are listed. CorrectInspect.com gets about 800,000 consumer hits a month. There is no charge to list your inspection company on CorrectInspect.com

www.correctinspect.com

Free Structural Issues Course

Take the online "Structural Issues for Home Inspectors" course. In keeping with InterNACHI's commitment to continuing education, this course is open and free to everyone and can be taken again and again without limit.

www.nachi.org/education

Free Certificates

Print off your certificates of completion and use them in your marketing packets. There is no charge and you can print off as many as you like.

nachi.org/certificatesofcompletion

"You inspected my house 87 days ago, and now the dishwasher leaks!"

100-day limited home warranties for home inspectors

Mountain Warranty Corporation

www.mountainwarranty.com

Building the 8th Wonder of the World

InterNACHI is pleased to announce that it has begun building its new, international web site, InterNACHI.org which will be fully functional by 2009. The site will boast hundreds of "under-the-hood" changes such as more robust database and memory-based caching for faster page loads, a more advanced content management back-end for wider granular control over content, modified character encoding to support non ISO-8859-1 characters, and load-balanced servers to handle the expected growth over the next two years.

These back-end changes are being set in place not only to handle large expected growth, but also to pave the way for the advanced multimedia features of NACHI.TV and similar outside initiatives such as live voice-over-IP/screencasted education, FetchReport (already in use at nachi.org), and video-based online courses in multiple languages. Along with the major technical changes and upgrades will come a major information architecture overhaul and usability analysis. With such a giant site, it can often become difficult to find everything on InterNACHI.org (currently 215,000 pages). As the old data from is ported to the new system (which began July, 2007) it will be evaluated, sorted and tagged for easier access. Although the site will be much larger in size, it will navigate like a much smaller site due to advanced taxonomy and layout techniques.

Existing products slated for the new site, such as free report uploading and free electronic agreements have already been released as they were developed. New products, such as customized video commercials to promote member's own inspection businesses, will also be launched separately and immediately so that members need not wait. Shortly after the launch of the new site, we will be releasing our remote mentoring and instruction service with live, web-based video using a helmet cam and wireless transmitter. A new tagline has been chosen as well, "Inspecting the world," and has been adopted at InterNACHI.org.

InterNACHI.org has also changed its inspector search engine (located above the logo on InterNACHI.org) to InspectorNOW.com which is Canadian friendly (postal codes, provinces, kilometers) and has automated phone notification which already works in over 70 foreign countries. The new site will use the tradename InterNACHI to more closely reflect InterNACHI's current dominance of the North American continent and growing international presence.

InterNACHI.org has already changed its logo and tagline to reflect this evolution toward international status. We have also obtained tradename protection for the term "InterNACHI." The new site's domain name will be InterNACHI.org. Although individual InterNACHI members, chapters, volunteers and vendors are not required to do anything or change anything ever, we nevertheless wanted to reveal our plans to go fully international and offer our new logo and tagline (below) which is available now to anyone who wants to use it. We do encourage everyone to switch to our new logo at their convenience. Inspectors everywhere can expect that the new InterNACHI.org will be nothing short of the 8th Wonder of the World.

www.nachi.org/8th

Free Report Uploading System

Upload your reports online for your clients to view and print. As the inspection industry moves toward doing more work for home sellers and as inspectors are seeking more ways to add value to their services without additional cost, a robust and unified upload and download system with multiple benefits has now been universally adopted. FetchReport.com has already procured agreements from nearly every inspection software company, report form vendor, and testing laboratory to become FetchReport Friendly over the next several months.

Uploading reports to FetchReport.com offers a number of advantages to everyone. Advantages to the real estate agent: Real estate agents receive the inspection reports faster, and can share them with repair contractors to get estimates faster, they can download, read and print the reports easily, they can provide potential buyers a link (from the pages on their website that promote a particular property) to access all the home's reports for seller inspection marketing purposes, they can become acquainted with an easy-to-use, unified system for all the home sales they are involved with regardless of which inspector they use, regardless of how each inspector generates the reports, regardless of what supporting documentation or laboratory reports are desired, and regardless of what type of inspections are performed and they can provide added value (in terms of third party discount coupons and gift certificates) to their clients through reports uploaded to FetchReport.com.

Advantages to the Client:

Clients can receive the inspection reports faster and can provide others with access, they can download, read and print the reports easily, sellers can provide potential buyers a link to access all the home's reports for seller inspection marketing purposes, potential buyers can access past inspection reports when considering whether or not to tour a home and clients enjoy added value (in terms of third party discount coupons and gift certificates) found in reports uploaded to FetchReport.com.

Advantages to the Inspector:

Inspectors can upload their reports easily, they can control who gets access to uploaded reports, they can upload the reports under one unified system regardless of what software or forms they used to generate the report, they can upload information from various types of inspections, laboratory analysis reports, and supporting documentation using one unified system, they can provide added value (in terms of third party discount coupons and gift certificates) to their inspection reports. FetchReport hopes to soon provide so much added value to uploaded reports that consumers (who have no need for an inspection otherwise) order one anyway, just to acquire the downloadable gift certificates and they can enjoy added marketing exposure to potential clients who view reports of inspections performed on homes they considered, but did not purchase.

Three other uses for FetchReport that are developing: Use of the system by home insurance companies, use of the system for marketing foreclosed homes to online buyers. Use the system to move toward Pay-Per-View report downloading and use of the system by real estate companies to mass market listings. InterNACHI's free, online, signable electronic inspection agreement system is FetchReport Friendly and MoveInCertified.com uses FetchReport technology exclusively.

nachi.org/fetchreportfriendlyseal

Build a Tamper-Resistant Radon Cage

The use of tamper-resistant techniques in real estate radon inspections is often required. Here's how to build an inexpensive cage that looks and works great. This cage does not rely on electricity or batteries.

Supplies:

- 48" sump pump basin with lid (get it at a plumbing supply house).
- 5 open speaker grills (get them at Radio Shack or stereo store).
- 2 small padlocks.
- 1 golf tee and golf ball.
- Styrofoam insulation board.
- 5 pounds of play sand.

Instructions:

Cut holes in the 4 sides and the top lid of the sump pump basin using a key hole saw and install the speaker grills. Cut a piece of Styrofoam to fit the bottom of the basin and coat it with a light even layer of sand. Set up the golf tee and ball into the center of the bottom of the basin. Hang your radon kits on the underside of the basin lid and secure the lid to the basin using the padlocks. You might need a hook for the radon kits and some holes for the locks.

When you return to retrieve the radon kits, carefully unlock the lid and examine the golf ball. If it has fallen off its tee, you know that the cage had been bumped. If the cage had been moved, the golf ball will leave a history of this movement in the light even layer of sand.

This system is nice because it does not require uninterrupted electricity or batteries.

A quality control check to ensure that the cage itself is not affecting the outcome of the test by hampering airflow can be performed by running several simultaneous tests inside and outside the cage and comparing the results. You should save the results of this experiment should this issue ever arise.

Dress up your cage by adding custom stickers that remind occupants not to disturb the cage. You can print them yourself or call InterNACHI and we'll do it for you for free.

For a new home, ask if radon-resistant construction features were used, and if the home has been tested. Fix the home if the radon level is 4 picoCuries per liter (pCi/L) or higher. Radon levels less than 4 pCi/L still pose a risk, and in many cases, may be reduced. Take steps to prevent device interference when conducting a radon test.

www.nachi.org/cage

InspectorNOW.com Calls InterNACHI Members When Consumers Need Inspections

Add the "Call me now" button to your home own inspection website so that consumers online can have our automated system notify you by phone. Each member now has his/her own "Have this inspector call me" button on InspectorNOW.com. When a potential client clicks on it and submits his/her call back number the InterNACHI member is instantly called by an automated office assistant and given the clients call back number. The InterNACHI member is given several other options as well. There is no phone tolls, lead generation fees are other charges for this service. It is a free InterNACHI member benefit.

nachi.org/immediategratification

Benefits at the U.S. Chamber of Commerce

Check out the benefits at the U.S. Chamber of Commerce. U.S. InterNACHI members are automatically members of the Chamber. This unique partnership formed between InterNACHI and the U.S. Chamber of Commerce provides your business a membership in both organizations. By maintaining your InterNACHI membership, your business also receives access to benefits and services provided though your Federation membership in the U.S. Chamber of Commerce. You can save up to 20% on select FedEx Express® services and up to 12% on select FedEx Ground® services. Membership in the U.S. Chamber of Commerce is free for all InterNACHI members.

www.nachi.org/chamberofcommerceinvitation2006

Free Emergency Egress Course

Take the online "Emergency Egress" mini-course. This course helps teach members how to recognize missing or obstructed basement and bedroom emergency egresses. In keeping with InterNACHI's commitment to continuing education, this course is free to members and can be taken again and again without limit.

www.nachi.org/education

Free Multi-Inspector Tagline

Start using a great multi-inspector tagline: *"The right inspector, right away."* InterNACHI members may use the trademarked tagline at no charge. This tagline is especially good for multi-inspector firms' websites.

www.nachi.org/rightinspector

Everything at nachi.org is Canadian friendly!

Alternative Dispute Resolution Service

Join the Alternative Dispute Resolution Service. A unique service, available exclusively to InterNACHI Members and their Clients.

Using a common sense approach, InterNACHI ADRS combines simplicity and Internet-based dispute resolution methodologies, to deliver timely, conscientious, and cost-effective solutions to InterNACHI's family of Inspectors." InterNACHI's ADRS is available to InterNACHI members to resolve a wide range of disputes involving Home Inspections through mediation and out-of-court settlement procedures.

To serve your dispute resolution needs, InterNACHI's ADRS provides a forum for the hearing of disputes through the Internet, in an informal and relaxed venue. ADRS takes a common sense approach to dispute resolution, and relies on impartial home inspection industry experts to hear and resolve cases. Every year, millions of business contracts provide for mediation and arbitration as ways of resolving disputes. Typically, the parties' agreement to mediate or arbitrate is contained in a future-disputes clause in their contract. In the InterNACHI Inspector's case, such a clause exists for those who subscribe to ADRS. The service is unique in that flat-rates apply, and that no attorneys are involved. It is TRUE alternate dispute resolution, directly between the Plaintiff and Defendant. InterNACHI's ADRS is a private, informal process by which all parties agree, in writing, to submit their disputes for mediation/arbitration, whereby an impartial person is authorized to gather and review evidence, and ultimately resolve the controversy by rendering a final award.

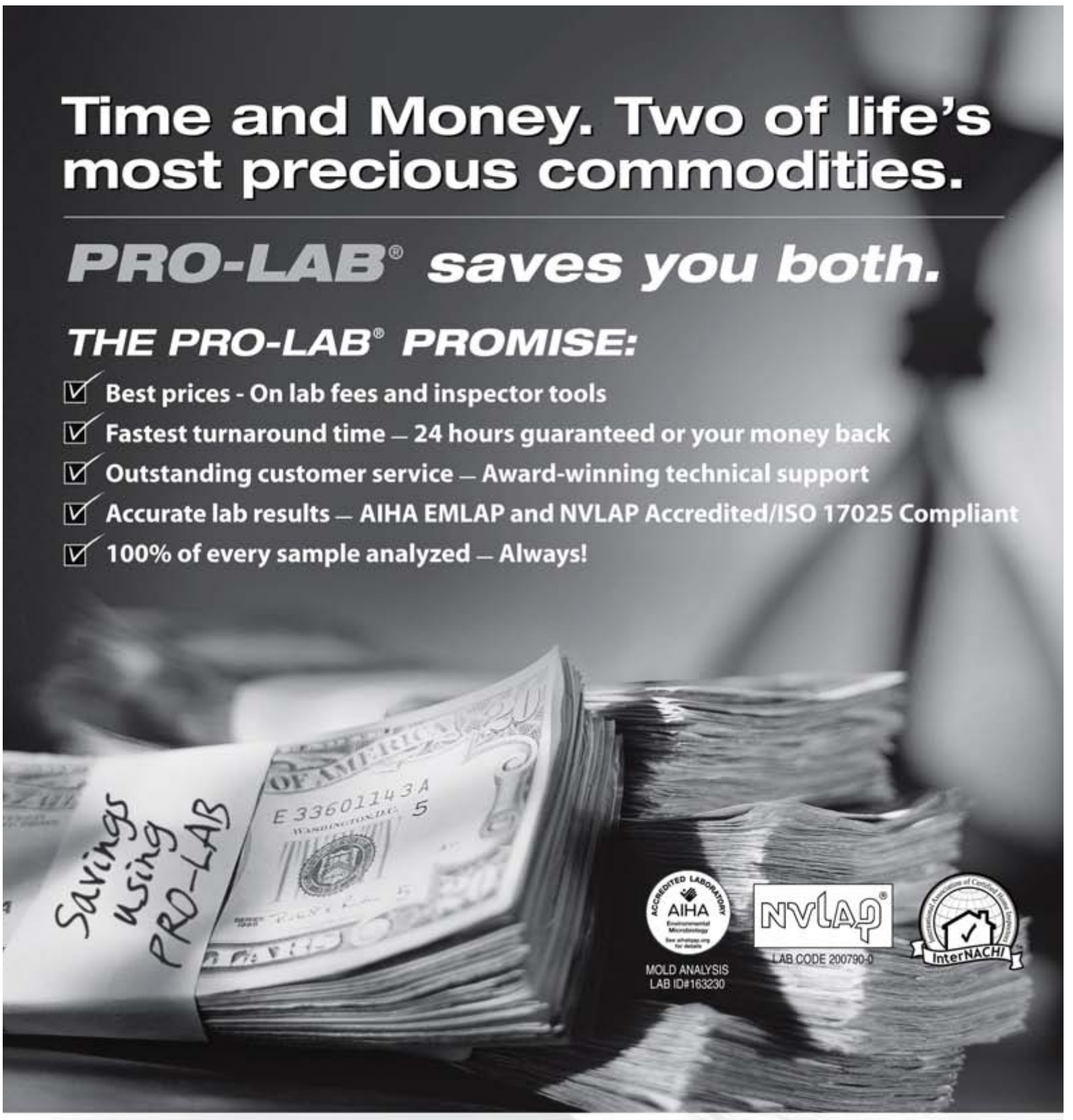
As an agreement to arbitrate is included in the Inspector's Contract, it might expedite peaceful settlement without the necessity of going to arbitration at all. Thus, an arbitration clause is a form of insurance against loss of good will. Cost: $90/year.

www.nachiadrs.com

Free Banners

Download InterNACHI banners. They are free.

www.nachi.org/banners



As the leader in the environmental testing industry, we understand the importance of delivering fast, accurate and affordable results. That's why, at **PRO-LAB**®, we provide the best prices and the fastest turnaround time of any laboratory in the country–guaranteed! So, when you're analyzing your bottom-line, **PRO-LAB**® can help you reach your goal of reducing costs while receiving your results faster than ever.

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Free Search Engine Optimizer for Inspectors

Enter your inspection website in InterNACHI's search engine optimizer. Most of your new customers don't get to your web site by typing in its address. Instead, they use a search engine to find you. Though the best strategy is to let larger sites like InspectorLocator.com, InspectorLocator.com, InspectorSEEK.com, OverSeeIt.com or MoveInCertified.com push potential clients your way, it's also important to make sure your web site can be found online.

That's why InterNACHI has Search Engine Optimization (SEO) tools that will help you track and improve your site's search engine ranking, as well as a free Search Engine Submission tool that submits your website to over 900 search engines.

Three of the major indicators of how well your site is doing are Google's PageRank, Alexa's Traffic Rank, and the number of other web sites that link to you. InterNACHI has begun tracking this information for all its members so you can easily see how well your site is doing now and how it's done in the past. Google's PageRank is a 0-10 rated system that's a rough indicator of how important Google's search engine considers your web site. Very few web sites reach the 8-10 range (MSN.com, one of the most popular sites on the web is only a 9). InterNACHI has a PageRank of 6, which is very good. Most small inspection web sites should expect to be in the 0-4 range. Alexa's Traffic Rank is a rough estimate of how your site compares to every other site on the Web. Sites like Yahoo.com, MSN.com and Google.com are in the top 10, while smaller sites are in the hundreds of thousands. A Traffic Rank of 2 million is completely normal because no matter how popular your home inspection web site is, it simply doesn't reach a broad enough audience to compete with sites like Google and Amazon.com. Both Alexa and Google keep track of how many web sites link to your site. Because each uses its own system of gathering this number, they can be significantly different. That is why InterNACHI gathers both numbers for you.

Every week, InterNACHI collects your web site's PageRank, Traffic Rank, and number of incoming links. Once a few weeks' worth of information has been collected, we will begin showing a custom graph of this data for each member. InterNACHI will be releasing other parts of our Search Engine Optimization Project to help you get a better position in search engines. We've released this tool first so you can track your site's listing and see the effect that our other tools and tutorials have on your own site's search engine ranking. We've released a second tool so you can submit your website to 900+search engines. Members can view their custom Search Engine Optimization Tracker and also submit their web site to 900+ search engines. There is no charge for this service.

www.nachi.org/seotrackerintro

Inspecting the World Trademarked

U.S. Patent and Trademark Office awards, to InterNACHI, the registration of "Inspecting the World" on the Principal Register. Registration Number 3430829

InterNACHI Trademarked

U.S. Patent and Trademark Office awards registration of "InterNACHI" on the Principal Register. Registration Number 3430828

AskNACHI.org

Need to find an inspector? Have a question about inspections? Participate in AskNACHI.org which helps consumers. Ask InterNACHI certified inspectors about anything and get an answer quickly. AskNACHI.org is a free service to consumers and real estate agents.

www.asknachi.org

Free Vermiculite Course

Take the "Vermiculite Insulation" mini-course. This course helps teach members how to recognize vermiculite and how to report its presence using guidelines drawn from the EPA, IAC2 and InterNACHI. Sample reporting language, which gives the client advice about vermiculite insulation and language which explains how the inspection was restricted because of it, is included at the end of the course. In keeping with InterNACHI's commitment to continuing education, this course is free to members and can be taken again and again without limit.

www.nachi.orgeducation

Online Verification Seal

Add the Consumer Verification Seal to your website. When making a purchase online, most consumers will look for a seal of approval from a company such as Thawte or VeriSign. Now you can give your clients the same kind of confidence by letting them know that you're certified by the world's largest home inspection organization. By placing this "InterNACHI Certified" seal on your website, you can allow your clients to verify your membership with the International Association of Certified Home Inspectors. We provide you with the code to add the seal to your website. You will have to be able to edit the HTML code of each page you want to add it to. If you cannot edit the HTML yourself, send this code to your host/web designer he'll know what to do with it. You can change "seal.gif" to "seal-t.gif" for an image with a transparent background. If you're going to put the image on a dark background, use "seal-tb.gif." The interactive Consumer Verification Seal is free.

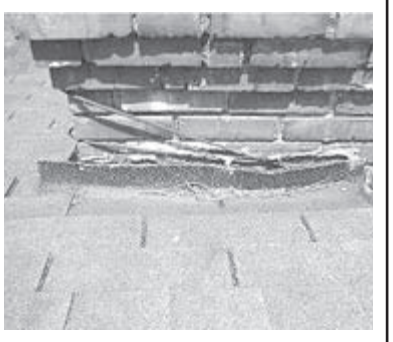
www.nachi.org/webseal

Free Ethics Course

Take the Ethics Obstacle Course. This course is an open book test of your knowledge and understanding of InterNACHI's Code of Ethics. Its purpose is to encourage our members to read and understand the Code of Ethics. It is free.

www.nachi.org/education

Free Defect Recognition and Report Writing Tutorial



Do the online "Photo Defect Recognition/Report Writing Tutorial." The purpose of this photo tutorial is to help you recognize very common defects and then see how to write a comment describing each defect as you would write it in an inspection report. Many inspectors spot obvious defects quickly but then find it difficult to put what they see into words. The order of the categories below correlates with InterNACHI's Standards of Practice. Simply click each category, view the pictures of defects, anticipate the comment you would use to describe each defect and click on the "Defect description" link to see a sample of how to word your report. Categories include: Roof, exterior, basement, foundation, crawlspace, structure, heating, cooling, plumbing, fireplace, attic, insulation, doors, windows, and interior. The tutorial is free.

www.nachi.org/defectrecognition

FindAnInspector.US

Expanding Your Market into Other Zip Codes

Expand your market into other zip codes. FindanInspector.US is now the internet's most prolific home inspection lead generator. It permits you the inspector to determine or carve out your own market regardless of where you live. In other words you can pick the areas you most want to service. You do this by submitting up to 20 zip codes (postal codes coming soon). Here is some information as well as tips for choosing and submitting your 20 zip codes: Because the home buying public is more familiar with towns than zip codes, submitting a zip code you service will cause you to appear to service the town that the zip code corresponds to. So if you want to appear to service a certain town, submit the zip code from that town. If a visitor searches for an inspector in a town you service, you will appear. You can carve out your own market. This is useful if you own a franchise territory or want to work or not work in a particular neighborhood. So if you want to service a certain town, just submit the zip code from that town. It does not matter what your physical address is (where you sleep at night). The system only cares where you want and are willing to service. Each zip code covers an area with a radius of 20 miles (over 1200 square miles!). Properly spaced out, your 20 zip codes will cover thousands of square miles. Each zip code submitted carries nearby zip codes with it. So if you submit a zip code area with a center that is closer than 20 miles to the center of another zip code area, you will appear as servicing both towns that correspond to both zip codes. In other words you need not submit both zip codes if they are very near each other. If a town has more than one zip code you will only appear as servicing that town once, regardless of how many zip codes you submit from that town. So more than one zip code from the same named town need only be submitted once. This system is free.

www.nachi.org/tipsforzips

Free Agent Newsletter

Enter your favorite real estate agents' e-mail addresses in the e-Newsletter system. InterNACHI's "Home Inspection Tips for Home Buyers, Sellers and Real Estate Professionals" e-newsletter system just got better. InterNACHI's e-newsletter system now permits members to add any number of e-mail addresses with no limit. Some members already have over 15,000 e-mail addresses entered into the system under their name. The system also permits members to delete individual addresses, delete all their addresses, or download their entire list of addresses in a Microsoft Excel compatible "CSV" format, manipulate it, and upload the changes back in.

The newsletter has been a tremendous success. Of the issues that were sent out only about 0.2% of the addresses, or about 0.09% "unsubscribe" requests were received. Each newsletter comes from the International Association of Certified Home Inspectors (InterNACHI) but has the name and contact information of the InterNACHI member who provided the agent's e-mail address. Coming from the inspection industry's largest non-profit trade association is far better than having members send out their own advertising spam, as InterNACHI uses well written articles that are pre-tested to assure a low opt-out rate. InterNACHI members can add and remove names through the link in our members-only section to the Real Estate Newsletter. There is no charge for using this system.

nachi.org/buyersrealtorsenewsletter

Downloadable Book

Offer this downloadable book, Sell Your Home for More, to your favorite real estate agent. Try printing and sending or e-mailing this book to home sellers and listing agents. The book is wildly loved by home sellers and REALTORs alike. It promotes the use of seller inspections to help sell homes, while touting the advantages of hiring licensed real estate agents. All licensed real estate agents in the world, Certified Master Inspectors, and members of the International Association of Certified Home Inspectors are free to copy this book in its entirety, reprint it, distribute it, and put it on their websites without written permission from the author.

www.nachi.org/syhfm

InspectorMall.com

Visit the Inspector Mall online. Over 600 inspection industry vendors offer exclusive InterNACHI deals and discounts that you won't find anywhere else, not even directly from the vendor. Many of the products and services in the mall are totally free.

www.InspectorMALL.com

Place your next order from Staples online and get free shipping.

www.nachi.org/staples

Forming Your Own Chapter is Easy

Form your own InterNACHI Chapter in your local area. Forming your own Chapter is easy and fun. We will help you. Besides, being an officer in your own local Chapter of the International Association of Certified Home Inspectors is great for your business. A chapter can be an INFORMAL Chapter and meeting (nothing more than a named InterNACHI meeting where attendees are charged for the cost of the room and food) or it can be a FORMAL CHARTERED Chapter (separate entity)... You decide. Many Chartered Chapters start off as informal chapter meetings and evolve into fully chartered InterNACHI Chapters later. InterNACHI will reimburse all cost overruns.

www.nachi.org/form

Free Chapter Websites for Every Member

Set up your own InterNACHI Chapter website to promote you and your local members. In keeping with InterNACHI's efforts to give individual members more control in their local markets InterNACHI is pleased to announce FREE chapter websites for every member. Any InterNACHI member can form his/her own local chapter. Now every member has one FREE chapter website which includes free hosting forever. Pick from any of dozens of site styles and change styles anytime you want without disrupting the content you've added. Upload up to 10MB of pictures to display. Take online registration and payments for events and classes with our event tracking system. Add as many custom pages as you'd like. Create pages with our easy-to-use interface-no need to know any code. The chapter sites are easy to create (all you need is your InterNACHI member username and password) and each site comes with a simple content manager so you can update it as you like, anytime you like. Chapter sites are free and hosting is free forever.

www.nachi.org/chaptersites

Home Depot, Lowe's, and Guardian Spend Tens of Million$ Promoting InterNACHI

InterNACHI clients given opportunity to get $100 gift card (not a discount... like cash) for use at Home Depot or Lowes. Coupons will be automatically attached to the bottom of InterNACHI member's reports who desire to include them in the Fetchreport system.

Also, millions of brochures promoting InterNACHI are being mailed to homeowners throughout the U.S. and Canada.

Free Logos

Get a state-specific logo. There is one for every state and they are all free.

www.nachi.org/state-logos

Free Listing on OverSeeIt.com

List yourself on OverSeeIt.com. OverSeeIt.com helps consumers who are having a new home built, or repair or remodeling work done, find a certified inspector who can make sure the work is being performed properly. OverSeeIt inspectors offer a variety of services such as project and contractor oversight, new construction phase inspections, final walk-through inspections, 1 year builder warranty inspections, annual inspections for home and commercial property owners, investor consulting, pre-listing, seller inspections, foreclosure inspections, insurance inspections and general home inspections. There is no cost to be listed.

www.overseeit.com

Free Exam Prep Tool

Try the exam prep tool. A few states and even some local municipalities require you to pass a separate exam for licensing purposes. Typically these government adopted exams are horribly inferior to InterNACHI's. If you are in a jurisdiction which requires you to pass such a licensing exam, don't worry, help is here. InterNACHI has developed the ultimate licensing exam prep tool. It is an actual simulated exam designed to provide you with real practice. As you answer each question you will be told if your answer is correct or incorrect. A great learning tool! This exam prep tool allows you to return to it where you left off, again and again, from the comfort of your own home. The prep exam contains over 2,500 questions typically found on state and local licensing exams. More sample questions and their answers are being added every day, so check back. The exam prep tool is free.

www.nachi.org/qa

Free Company Name Search Tool

Search for a great inspection company name. Trying to decide what to name your home inspection company? Want to see what other inspectors have named their companies? Want to see what state they're in? Want to see which company names are most popular? Want to see if others are using your company name? Need some ideas for a home inspection company name? InterNACHI has created a list of many actual home inspection company names and the states they're in. The list contains over 12,000 home inspection company names and their states. Scrolling over any one of the 63 pages reveals a tool tip which displays the names alphabetically. Yes, someone already thought of Sherlock Homes. The name search tool is free.

www.nachi.org/namesearch

Free Electrical Course

Take the online "Electrical" course. The electrical course is 40 pages long and broken down into chapters covering: Basic principles, service entrance, grounding and bonding, distribution panels, and electrical wiring. In keeping with InterNACHI's commitment to continuing education, this electrical course is open and free to all members and can be taken again and again without limit.

nachi.org/education

InterNACHI Member Self-Renewal System

Simply send a check for $289 made out to "InterNACHI" to InterNACHI, 1750 30th Street, Boulder, CO 80301

To renew online by credit card go to: www.nachi.org.

Thank you for renewing your membership with InterNACHI.

Delaware State Housing Authority Approves InterNACHI-Delaware to Conduct Mortgage Inspections

Delaware State Housing Authority has named the InterNACHI-Delaware Chapter as an approved home inspection organization for conducting the required home inspections for Second Mortgage Assistance Loans (SMAL) and Delaware Housing Partnership (DHP) loans.

InterNACHI members desiring to be listed as approved inspectors for these loan programs must be a member of InterNACHI and have completed 250 fee-paid home inspections. To get listed, send full copies (may be black and white or digital on CD) of reports from 250 fee-paid inspections you have performed to:

Lisa Endza/Inspector Approval
1750 30th St.
Boulder, CO 80301

Approval takes about 10 days. There is no charge. If you have any questions contact Lisa at lisa.endza@nachi.org

Building Your Business in a Soft Economy

By Bill Taylor
VP, MoistureFree Warranty

MoistureFree Warranty Company has developed a program to help inspectors increase their business as MoistureFree Certified Roof Inspectors.

MoistureFree Warranty Corporation is a leading warranty company protecting thousands of stucco homeowners from moisture intrusion with the nationally recognized MoistureFree Stucco Warranty. MoistureFree has trained and certified hundreds of independent inspectors with an 8-hour DVD training & testing program showing how to properly inspect stucco homes.

Beginning in 2008, MoistureFree developed a program, which has helped many independent inspectors nationwide build their businesses by adding a differentiating value-added product and service to their offering. By observing a 2-hour DVD training program and passing an on-line exam, the inspectors gain status as a MoistureFree Certified Roof Inspector. Armed with this qualification, the inspector can offer:

•A Free 90-Day Roof Performance Warranty with every home inspection

•Approval of the home for long-term roof protection (2-5-7 Year)

How Does This Help an Inspector's Business?

✓ Gain Business because of these Unique Products and Services

Realtors can now offer the warranties to their clients, and this differentiates the Realtor's services. Realtors are offering the FREE 90-Day Warranty to their selling clients to help gain the listing, and they are offering the long-term warranty for their buying clients who have a prospect concerned about the condition of the roof. Therefore, the Realtors must choose the services of a MoistureFree Certified Roof / Home Inspector in order to offer these products.

✓ Earn Quality Assurance Fees for Each Warranty Purchased

For inspecting a home's roof, based upon what they have learned from the training, the inspector is provided fees up to $75. The MoistureFree guidelines are in agreement with most home inspector association requirements (such as those of InterNACHI) and typically do not take any additional time to implement. MoistureFree does not require the HI to walk the roof.

✓ Earn Claim Verification Fees for Inspecting Roofing Claims

For clients who have a warranty in place and experience a roof leak, MoistureFree will pay the original inspector to inspect the roof to validate a claim.

In the current economy, many home inspectors are struggling not only to grow their businesses, but also to maintain them. MoistureFree has helped other inspectors overcome this challenge by leveraging the benefits of the MoistureFree program.

As the real estate market continues to slow down, there are fewer opportunities for inspectors. Therefore, the inspector needs to decide to:

a) Do nothing and allow the market to dictate their business future

b) Create new opportunities to maintain and grow their business

Obviously, option b) is the best choice, but it does take a proactive approach rather than simply complaining of how the market has hurt their business. In these tough times, every business is changing and the inspection business is no different. If you're conducting your business the same way you did in years past, you're not going to be competitive and you may potentially be forced out.

There are two primary tasks the inspector must embark upon to build their business in a soft economy:

1. Find and develop value-added products and services to offer your clients.

Inspection services, for instance: Radon-warranty, fire sprinkler systems, commercial, handicap access , roof, energy audits, pest, new building, stucco.

2. A strong marketing campaign to make your potential clients aware of these products and services you now offer.

Unfortunately, being an HI is not only about acquiring the training, experience, and report writing skills. You must have good communication, customer service, and salesmanship skills in order to grow the business. Having the technical aspect is now only a small part of those requirements to be successful.

Most typical consumers view home inspectors as equals, and that is why many are strictly competing on price. This is not the foundation for success. If you're competing solely on price, I can assure you your business will only get worse because someone is always willing to undercut your price. Any successful businessman knows this is not a good business model unless you can afford to do volume, which in a service-oriented business means more time for less money, and this is too exhausting to be effective.

So how do you grow your margins and make more money for the same amount of time?

By offering a product and service (a differentiator) that your competitors does not, and make sure everyone knows about it (through marketing).

This is exactly the strategy behind the MoistureFree Roof Certification Program.

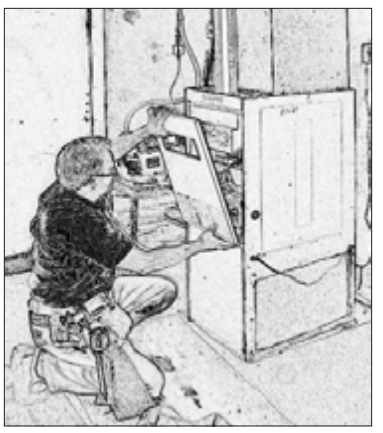
Differentiator-Provide a unique product and service (roof inspection and warranty). Marketing–Have an exciting new offering to open opportunities for Realtors, buyers, and sellers.

The barrier of entry is low, the opportunity is great, and it takes a inspector who will show the motivation to benefit from what this program has to offer.

To learn more call:

1-800-400-8679 or visit:

moisturefreeinspections.com



Free InterNACHI Images

Check out InterNACHI's images and use them in your brochures, flyers and website. No more cartoons. InterNACHI's inspection-related images provide a professional, consistent look. The line art works with any inspector (female images coming soon). They are abstract enough to not overpower accompanying text. These images are available in both color or black & white. InterNACHI Images' entire 700+ collection is royalty-free to InterNACHI members only. Members may use the entire collection and the images within as they want, as many times as they want, as many as they want, and as many ways as they want in their own inspection businesses at no charge.

www.nachi.org/images

Free Hertz Card

Get a Hertz discount card. InterNACHI members now enjoy: 10% off all rentals, one car class upgrade, $10 off weekly rentals, up to 15% off weekend rentals, and free child seats in weekly rentals. In support of the InterNACHI Foundation Hertz, is donating 2% to the InterNACHI Foundation. The discount card is free.

www.nachi.org/hertz

Free Avis Card

Get an Avis discount card. All members are entitled to enjoy the discounts on top of Avis' already low promotional rates for vacation or leisure travel.

www.nachi.org/avis

Electrical Inspection Checklist

Order the "Electrical Inspection Checklist." Cost: $15.

www.nachi.org/tedescobook

How to Make a Better Commercial

Read about how to make a better NACHI.TV commercial for your inspection business.

nachi.tv/articles/on-camera-tips

InterNACHI.org Site is Getting Bigger

InterNACHI.org site is now 222,995 pages long... and still growing.

U.S. Patent and Trademark Office Awards Registration of IAC2's Tagline on the Principal Register

On March 25, 2008, the tagline *Bringing Clean Air to Life®*, used by the International Association of Certified Indoor Air Consultants (IAC2), was awarded Trademark registration by the United States Patent and Trademark office on the Principal Register.

Registration number: 3403233

IAC2 members in good standing are free to use the *Bringing Clean Air to Life* ® tagline.

www.iac2.org

All InterNACHI's Online Courses are Now Auto-Recorded in Each Member's Online CE Log

We are pleased to announce that each member's completion of any of InterNACHI's online courses are now automatically logged into their individual online continuing education log at www.nachi.org/education_log. Members need not enter them manually.

Included are the list of courses required to join and/or maintain membership in InterNACHI

www.nachi.org/membership

Free Citizen's Information Center

Visit the Citizen's Information Center, where InterNACHI members can find inspection-related articles royalty-free. Subjects include: Asbestos, building a home, child safety, choosing the right home inspector, constructed wetlands, electrical safety, electromagnetic fields, safety for the elderly, energy conservation, energy efficiency, foundation insulation, hazards, high-performance buildings, holiday safety, homebuyer mistakes, home insurance, indoor air, lead, log homes, manufactured homes, mold, plumbing, pollutants in the home, pool safety, private water wells, radon gas, rehab a home, roofs, seller's inspections, septic systems, settlement costs, ten tips to speed up your inspection, termites, water damage, water quality, what really matters on an inspection and wildlife. InterNACHI members may use the articles or parts of them and put their own name on them at no charge.

www.nachi.org/info

Biggest and Best Message Board

Enjoy the inspection industry's biggest and best message board. InterNACHI's message board gets over 500,000 new posts every year! That's over 1,000 new posts a day! All are free to participate at no charge and without fear of censorship.

www.nachi.org/forum

Free Report Review

InterNACHI's Report Review Committee reviews member's inspection reports, checks them for adherence to our Standards of Practice, makes suggestions for improvements, and returns them to the inspector. Working members who have yet to perform any fee-paid inspections must submit 4 mock inspection reports to the Report Review Committee before performing any fee-paid inspections. A mock inspection is an inspection performed for no fee. It can be performed on the member's own home, a friend's home, a family member's home, another inspector's home, or at an InterNACHI sponsored mock inspection. This is a membership requirement for members who have never done a fee-paid inspection. ITA provides free mock inspection reporting forms for InterNACHI members. The forms and the Report Reviews are free.

www.nachi.org/reportreview

Free Link Exchange

Would you like your site to be accessible to millions of InterNACHI.org visitors? Have your site automatically added to InterNACHI's "Useful Links" page! All that we ask is that you do the same favor for us. It's simple, and it's free!

www.nachi.org/link_exchange

Free Listing

Make sure you are listed in the 430 million page North American Inspector Directory. This is the world's largest directory of anything anywhere.

www.nachi.org/directories

Commercial S.O.P.

Download a copy of InterNACHI's International Standards of Practice for Inspecting Commercial Property.

www.nachi.org/comsop

Free Listing

Make sure you are listed in FindAnInspector.us. It gets about 1.5 million consumer and real estate agent hits per month.

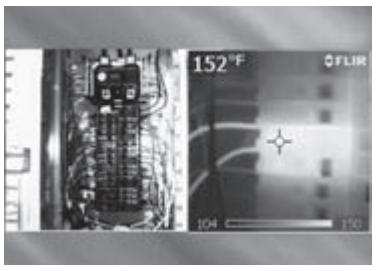
www.findaninspector.us

Thermal Imaging for Inspectors Course

John McKenna, InterNACHI Infrared Trainer, and Ben Gromicko, Certified Master Inspector, teach you how to perform inspections with an infrared camera. John covers subject matter such as building science, IR camera applications, and image interpretation, while Ben takes you on a real inspection and demonstrates how to recognize defects related to moisture, insulation, structure, electric, air infiltration, and energy loss. Over 70 images of actual defects are interpreted. The course includes a 69 page downloadable pdf of course material (Which is yours to keep), a 3-hour online video course (you can pause, rewind, and fast-forward), an online final examination, and a printable certificate of completion.

Take the "Thermal Imaging for Inspectors" course now ($199.95).

This course has been submitted for approval to all states that require home inspector continuing education (5 CE hours).



Free Client Satisfaction Survey

Use the Client Satisfaction Survey. InterNACHI's Client Satisfaction Survey hits 7 birds with one stone.

1. It limits your liability. Often a dissatisfied client will describe your services to his/her REALTOR, or worse, to a judge, much differently than the truth. Procuring and maintaining a copy of this survey will bring them back to earth, so to speak. It is a nice document to have to present to a complaining REALTOR and can often end a legal action all by itself. Next best thing to a deposition.

2. It alerts you to weaknesses in your service. Often a client is too shy to complain to you in person about your service, or worse, complains only to the REALTOR that referred you. Providing this survey offers your client a way to express his/her dissatisfaction while you are still on the inspection site and can do something about it. Customer feedback is necessary to improving your service.

3. It reminds your client that you don't have X-Ray vision. It is important to explain to your client that a home inspection can't reveal every defect that exists, or will ever exist, in their new home. This survey works in conjunction with InterNACHI's Agreement (between you and your client) in that it again reminds them of this fact.

4. It suggests that your client may wish to order ancillary inspections. Some InterNACHI members offer additional inspections such as WDO, radon, water quality and mold, for additional fees of course. This survey reminds them to ask about other services you might offer.

5. It grants you written permission to discuss the report with others. And even more importantly, you can point to this document when a seller's agent demands a copy of the inspection report by saying: "I'm sorry, my client has given me written orders not to share the results of his/her report with anyone."

6. It lets your client know you care about his/her opinion. Everyone likes being asked.

7. It helps InterNACHI get you more work. By entering your InterNACHI ID# and your client's e-mail address into our Tickler system, your client will receive 4 e-newsletters a year packed with helpful homeowner maintenance tips. These newsletters are well received, as they come from the International Association of Certified Home Inspectors. Each includes a reference to your inspector contact information. Once a year we will suggest that your client rehire you to perform a home checkup. This is a painless way to keep your name in front of your former clients forever. The Client Satisfaction Survey is free.

www.nachi.org/survey

InterNACHI is Pleased to Announce More Benefits for All Members

All members now have Accident Insurance paid for by InterNACHI which also includes an Accidental Death Benefit and an Accidental Dismemberment Benefit for every member of InterNACHI.

We've also added:

- Coma Benefit Rider
- Emergency Evacuation Benefit Rider
- Paralysis Benefit Rider
- Repatriation of Remains Benefit Rider
- Seat Belt and Air Bag Benefit Rider.
- InterNACHI's Master Policy (pdf).

It gets better! All InterNACHI members now have AIG Travel Assist Services which include:

- Travel Medical Assistance
- Emergency medical evaluation transportation assistance
- Physician/hospital/dental/vision referrals
- Repatriation of mortal remains
- Return travel arrangements
- Emergency prescription replacement
- Dispatch of doctor or specialist
- Medical evacuation quote
- In-patient and out-patient medical case management
- Qualified liaison of relaying medical information to family members
- Arrangements of visitor to bedside of hospitalized insured
- Eyeglasses and corrective lens replacement assistance
- Direct billing to medical providers
- Medical cost containment/expense recovery and overseas investigation
- Medical bill audits
- Shipment of medical records
- Medical equipment rental/replacement
- Emergency Travel Assistance/Live Travel
- Flight re-bookings
- Hotel re-bookings
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside Assistance
- Rental Vehicle Return
- Guaranteed hotel check-in
- Worldwide Travel Assistance
- Lost baggage search, stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Long-distance calling cards for worldwide telephoning
- Inoculation information
- Embassy or Consulate Referral
- Currency conversion or purchase
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventative measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Worldwide public holiday information
- Concierge Services
- Restaurant referrals and reservations
- Event Ticketing
- Ground transportation coordination
- Golf tee time reservations and referrals
- Wireless device assistance
- Latest worldwide weather and ski reports
- Floral Services
- Private air charter assistance
- Cruise charter assistance
- Latest sports scores
- Find, wrap, and deliver one-of-a-kind gifts
- Movie and theater information
- Latest stock quotes
- Special occasion reminders and gift ideas
- Lottery results
- Local activity recommendations
- Free membership in IAC2.
- Free Consumer Reports publicity.
- Free Vermiculite Insulation mini-course.
- Free InterNACHI Images
- Free direct consumer marketing through AskNACHI.org
- Free publicity in major newspapers.

Check out your free Accident/Death insurance policy with Travel Assistance. It all comes free with InterNACHI membership.

www.nachi.org/accidentinsurance

Free Professional Services Contract

Use the Professional Services contract between Inspector and Consultant. This contract was designed to be used in all 50 states and all provinces of Canada. This contract was designed to be used in conjunction with InterNACHI's Commercial Inspection Agreement, between Inspector and Client, which should be used when performing commercial inspections. This contract is suitable when hiring any outside consultant to help you with any type of inspection including ancillary inspections. Members can download it at no charge.

www.nachi.org/comsop

Free Pay at Closing Form

Use InterNACHI's authorization to pay at closing. If your client asks to pay you at closing, have them sign this. Then get it to the title or closing company, along with a copy of your invoice. The authorization form is free.

www.nachi.org/closing2007

Professional Brochures You Can Customize

This is a brand new kind of brochure. We've hired professional designers and handled the high quality, full-color printing for you—all you have to do is customize them with your own ink jet or laser printer, fold them and hand them out. Because we are able to order in bulk for InterNACHI members, you save hundreds of dollars. Financing is free.

www.InspectorBoost.com

Free Glossary of Inspection Related Words

Install InterNACHI's Glossary on your website. Give your clients and your website visitors access to InterNACHI's online, searchable Glossary of inspection-related terms and improve your site's search engine optimization at the same time. Feel free to use the code to put the glossary search box on your site (it will open search results in a new window). You can put it on your website or give it away. It's all yours.

nachi.org/glossarycode2007

The certification was created through the joint efforts of the International Association of Certified Home Inspectors, Inc. (InterNACHI), the International Association of Certified Indoor Air Consultants, Inc. (IAC2), and MoveInCertified.com. Move In Green is a designation for homes that use design features, technologies and products that: improve energy efficiency, reduce polution, provide healthier air, increase comfort, reduce water usage, preserve natural resources, increase durability, make a home quieter, reduce maintenance, have lower monthly costs, and improve resale value. Move In Green homes are healthier, environmentally friendlier, and economically smarter than average homes.

moveincertified.com/gogreen

Free "Inspect and Protect" PowerPoint Presentation

Download a copy of the "Inspect and Protect" PowerPoint presentation by Dr. Keith Swift, InterNACHI's Editor in Chief. Great for chapter meetings.

www.nachi.org/inspectandprotectppt2007

Reporting Software

Try InterNACHIGauge for 30 days. Home inspection software especially for InterNACHI members.

www.InterNACHIgauge.com

Manual for a Happy Home Only 5 Dollars

Order "Manual for a Happy Home." This book was commissioned by Nick Gromicko and written by InterNACHI's report-writing consultant, Dr. Keith Swift. The manual is both the perfect housewarming gift for clients and the perfect addendum to a professional report. It contains 81 pages of recommended maintenance, as well as 150 annotated colored photographs showing common household issues and components. It's not only a maintenance manual for homeowners but a reference guide that inspectors can refer to in their reports to avoid those annoying nuisance calls. It doesn't get any better than this. Cost: $5.

www.nachi.org/happyhome

Learn the Difference Between Farther and Further

By Nick Gromicko
InterNACHI Founder

Merriam-Webster Dictionary states that farther and further are interchangeable. However, recently their use is becoming distinguished by grammarians. Here is the difference:

Farther should be used to show a relation to physical distance. "The downspout should discharge farther from the house." A little trick is to see if an actual distance can be used in place of the word farther in your sentence: "The downspout should discharge 6 feet from the house." If it can, you were correct in using farther.

Further should be used with abstract distance or depth. "This problem should be investigated further by a roofing contractor."

www.nachi.org/fartherfurther

Identify 5 Defects

If you can't, watch and learn at

www.nachitv/ppv/6

InterNACHI Engraved Sunglasses

Glasses laser engraved with InterNACHI top, left corner of lens.

Includes, a hard case and polishing cloth, both are laser engraved with InterNACHI logo.

www.InspectorMALL.com

MoveInCertified.com

Advantages of Offering Move In Certified Seller Inspections

- Seller inspections allow the inspector to catch inspection jobs upstream, ahead of real estate transactions and the competition
- Seller inspections are easier to schedule and are not under the time constraints of sales agreement's inspection contingencies
- Working for sellers is typically less stressful than working for buyers about to make the purchase of a lifetime
- Sellers can alert the inspector to problems that should be included in the report, answer questions about their homes, and provide seller's disclosure statements
- Repairs of problems found during seller inspections often necessitate the need for re-inspections by the inspector
- Seller inspections put www.FetchReport.com, a sample copy of the inspector's product (the report) in the hands of many potential buyers who will need a local inspector soon
- Seller inspections put a sample copy of the inspector's product, the report, in the hands of many local buyer's agents that tour the home
- Move In Certified yard signs allow potential buyers to view real samples of the inspector's work
- The inspector is credited, in part, with the smoothness of the real estate transaction by buyer, seller and agents on both sides
- The liability of the inspector is reduced by putting more time between the date of the inspection and the move-in date of the buyers
- The liability of the inspector is reduced because the inspector's clients are not buying the properties inspected, but rather moving out of them
- The buyer might insist on hiring the seller's inspector to produce a fresh report since the seller's inspector is already familiar with the home
- Seller inspections provide inspectors opportunities to showoff their services to listing agents
- Seller inspections provide examples of the inspector's work to the listing agent of each home, which might encourage those agents to have other listings pre-inspected by the inspector
- Most sellers are local buyers and many sellers hire the inspector again to inspect the homes they are moving to

Advantages of Selling a Home that has Been Move In Certified

- The seller can choose a certified InterNACHI inspector to inspect the home before the buyer's inspector arrives
- It might alert the seller of any items of immediate personal concern, such as radon gas or active termite infestation
- The seller can assist the inspector during the inspection, something normally not done during a buyer's inspection
- The seller can have the inspector correct any misstatements in the inspection report before it is generated
- The report can help the seller realistically price the home if problems exist
- The report can help the seller substantiate a higher asking price if problems don't exist or have been corrected
- A seller inspection reveals problems ahead of time which...
  - will make the home show better.
  - gives the seller time to make repairs and shop for competitive contractors
  - permits the seller to attach repair estimates or paid invoices to the inspection report
  - removes over-inflated buyer procured estimates from the negotiation table
- The report might alert the seller to any immediate safety issues found, before agents and visitors tour the home
- The report provides a third-party, unbiased opinion to offer to potential buyers
- A seller inspection permits a clean home inspection report hosted on www.FetchReport.com to be used as a marketing tool
- Move In Certified yard signs attract potential buyers
- A seller inspection is the ultimate gesture in forthrightness on the part of the seller
- The report might relieve a prospective buyer's unfounded suspicions, before they walk away
- A seller inspection lightens negotiations and 11th-hour renegotiations
- The report might encourage the buyer to waive the inspection contingency
- The deal is less likely to fall apart the way they often do when a buyer's inspection unexpectedly reveals a problem, last minute
- The report provides full-disclosure protection from future legal claims

Advantages of Listing a Home that has Been Move In Certified

- Agents can recommend certified InterNACHI inspectors to inspect the home properly before the buyer's inspector arrives
- Sellers can schedule the inspections at thier convenience with little effort on the part of agents
- Sellers can assist inspectors during the inspections, something normally not done during buyer's inspections
- Sellers can have inspectors correct any misstatements in the reports before they are generated
- Reports can help sellers see their homes through the eyes of a critical, third-party, thus making sellers more realistic about asking price
- Agents are alerted to any immediate safety issues found, before other agents and potential buyers tour the home
- Repairs made ahead of time might make homes show better
- Move In Certified yard signs attract potential buyers
- The reports hosted on www.FetchReport.com entice potential buyers to tour MoveInCertified homes
- The reports provide unbiased third-party opinions to offer to potential buyers
- MoveInCertified reports can be used as marketing tools to help sell the homes
- Reports might relieve prospective buyer's unfounded suspicions, before they walk away
- Seller inspections eliminate buyer's remorse that sometimes occurs just after an inspection
- Seller inspections relieve the agent of having to hurriedly procure repair estimates or schedule repairs
- The reports might encourage buyers to waive their inspection contingencies
- Deals are less likely to fall apart, the way they often do, when buyer's inspections unexpectedly reveal problems, last minute

www.nachi.org/moveincertified

Home Inspection Reports: What to Expect

By Kenton Shepard
Director of Green Building

In the early years of the Home Inspection Industry, Home Inspection Reports consisted of a simple checklist or a one or two-page narrative report.

Prior to the mid 1970's, inspection reports followed no standard guidelines and for the most part there was little or no oversight or licensure. As might be imagined, the home inspection industry was viewed with some suspicion.

With the founding of the American Society of Home Inspectors (ASHI) in 1976, home inspection guidelines governing inspection report content became available in the form of Standards of Practice. Over time, other professional organizations such as the National Association of Certified Home Inspectors (NACHI) came into existence and each developed their own standards, although today the various standards are all very similar.

Both checklist and narrative reports are still in use today. From the point of liability, narrative reports are widely considered safer, since they generally provide more information and/or state information more clearly. Many liability issues and problems with the inspection process are due to misunderstandings about what was to be included in the report or about what the report says.

For example: A friend of mine bought a 14-unit hotel in Stinson Beach, California. The six-page narrative report mentioned that flashing where the second-story concrete walkway met the building was improperly installed and the condition could result in wood decay. Four years later, my friend and his wife forked out almost $100,000 to demolish and replace the entire upper walkway. In places, it was possible to push a pencil through support beams. The inspector's report hadn't made clear the seriousness of the condition.

Take the time to examine the Standards of Practice followed by your inspector. If he is unaffiliated with any professional inspection organization and his reports follow no particular standards, find another inspector.

Generally speaking, reports should describe the major home systems, their crucial components and their operability, especially the ones in which failure can result in dangerous or expensive-to-correct conditions. Defects should be adequately described and the report should include recommendations.

Recommendations may be for specific actions to be taken or for further evaluation, but they should address problems in such a way that the reader of the report will understand how to proceed.

Inspection reports should include a summary report listing major problems to ensure that important issues are not missed by the reader. It's important that the reader be aware of safety issues or conditions which will be expensive to correct. With this in mind, some inspectors color code report narratives. On the other hand, many feel that color coding exposes them to increased liability and don't use them.

Modern home inspection reports are typically computer-generated, with an inspector choosing from a pre-written set of narratives so sometimes they read a little oddly. There will always be conditions which can't be foreseen and for which there will be no boiler-plate narratives available. Different inspectors have differing abilities when it comes to describing what they see.

Many inspectors have websites which include sample Inspection Reports for prospective clients to view. Take the time to look at them. Also often included is a page explaining the scope of the inspection. The inspection contract is usually included and it should give you a good idea of what will be included in the report.

In conclusion, to have realistic expectations about what information will be included in your home inspection report...

- read the Standards of Practice
- read the Scope of the inspection
- read the contract
- view a sample Inspection Report ■

Free Microwave Meters

Order an LED microwave oven leak detector. Reuse these meters again and again. The LEDs light up! Great give-aways, as they are inspection-related. Each comes in a bag to which you can add your business cards.

www.nachi.org/microwaveovenleakdetectors2006

Free Microwave Tester

Order a Tribble (microwave oven tester). Simple to use, just put it in the microwave for 30 seconds, if it comes out warm, the microwave oven works! Reusable over and over again. Use it till you forget it in the microwave at your last inspection. Tribbles are free. Get yours.

www.nachi.org/tribbles

Free Seller Tips

Download "How Sellers can Speed Up Their Home Inspection." Sellers can speed their home inspection by following these suggestions. The inspection will go smoother, with fewer concerns to delay closing.

www.nachi.org/tentips

InterNACHI University

Visit InterNACHI University. It includes online courses, exams, classroom education, videos, PowerPoint presentations mock inspections, hands-on training and more. Much of it is free.

www.nachi.org/education

Free Online Commercial Inspection Course

InterNACHI is pleased to announce the release of its new online Commercial Inspection Prerequisite Course. This course will teach good practice and reasonable approach for the performance of inspecting commercial properties through an examination of the International Standards of Practice for Inspecting Commercial Properties. Commercial inspection contracts, forms, addendums, and other documents are reviewed. Understanding the Standards of Practice and required agreements and documents is the inspector's first and most important step toward offering commercial inspection services. The questions within the 48 quizzes highlight the important points and concepts in each section while the instant grading system assures the student that he/she is on the right track. This course is free to all InterNACHI members and can be taken again and again without limit.

www.nachi.org/education

InspectorLocator.com

Free Gold InterNACHI 5-Year Pins

Pin design. Many thanks to member Marcel Cyr for these.

Biggest Inspector Marketing Program in the History of the Inspection Industry

InterNACHI is pleased to announce the release of Real Property Times®, a free newspaper for real estate professionals, investors, loan officers, and home sellers.

We've already been awarded U.S. Trademark registration on the Principal Registry, created a new logo for the e-Real Property Times® e-newsletter, formed a sister non-profit organization Real Property Times, Inc., and hired a full-time professional graphics designer, Erin Ondreka and editor, Dr. Keith Swift.

Real Property Times® is being mailed and/or e-mailed to EVERY real estate professional and home seller in the U.S. and Canada and recomends InterNACHI members, IAC2 members and Infrared Certified inspectors exclusively. It will also refer agents to special episodes of www.NACHI.TV that explain why it is so important to use only qualified inspectors, and where to find them.

The paper will also promote seller inspections, commercial inspections performed in accordance with InterNACHI's ComSOP, and all other types of inspections.

The project, in cooperation with MoveInCertified.com, FetchReport, AskNACHI.org, PRO-LAB®, OverSeeIt.com, Agent Data, the North American Directory of Inspectors, and NACHI.TV, is the largest inspector marketing program ever undertaken by the inspection industry.

Profile Editor

Make sure your contact information is correct on thousands of websites with InterNACHI''s member-controlled profile editor. InterNACHI members can now edit their own contact information and personal market areas on all InterNACHI-owned websites at once, anytime, and as often as they like (no limit). This easy-to-use editor allows members to change such things as their company name, address (not made public), phone number, fax number, email address, website, and zip/postal codes served (yes it is Canadian-friendly). There is no limit to the number of times you can edit your profile and zip/postal code service areas.

Profile changes take effect instantly and simultaneously on all InterNACHI sites including InspectorSEEK.com, FindAnInspector.US, InspectorLocator.com, InspectorNow.com at InterNACHI's Membership Department, in your free Inspector's Quarterly subscription database, on your free website at InspectorPages.com and in your AVATAR on the message board (so double-check). It also changes it at www.IAC2.org (within 48 hours), at www.OverSeeIt.com, at MoveInCertified.com and on your fully tax deductible receipt. The member-controlled profile editor is another step toward giving members greater and faster control of their online market presence. The profile editor which changes your contact information on 4,500 sites at once is totally free.

www.nachi.org/profileintro

Approved Agent Continuing Education

"What Every Real Estate Agent Needs to Know about Inspections" is a full day continuing education course for real estate professionals.

Course Instructor: Nick Gromicko, veteran REALTOR, inspector, home builder, real estate author, and Founder of the National Association of Certified Home Inspectors (InterNACHI).

Mr. Gromicko and InterNACHI offer this course FREE to all InterNACHI members or InterNACHI chapters that procure CE approval from their local Board of REALTORs and/or real estate licensing board. This is an excellent course for a InterNACHI member or chapter to host and offer to the real estate agents in their area.

Course Summary:

The real estate agent/student will go through the entire inspection process from writing an inspection addendum to handling post-closing complaints, covering nearly every inspection-related scenario, all with an emphasis on limiting agent liability.

CE Approval for REAL Estate Agents:

This course has already been approved for continuing education by several Boards of REALTORs. Submitting the course outline below to your local Board of REALTORs and/or real estate licensing board should result in its immediate approval. InterNACHI will provide additional advertising to real estate agents at no charge should a member or chapter decide to host this course.

Course Outline:

- Introduction to inspections
- How to write an inspection addendum to the real estate sales contract

How to Find a Competent Inspector:

- Your fiduciary duty to refer the best inspectors
  - Licensing... a minimum standard
  - Local regulation
  - Ancillary inspection regulation in your area
  - Certification... who's?
  - Standards of Practice
  - Code of Ethics
  - Known no-entrance requirement inspection diploma mill trade associations
  - Why a professional engineer can't really do a home inspection, typically
  - How to avoid home inspectors who also offers repair services
  - Reviewing sample inspection reports with your client
  - Continuing education for inspectors.
  - References
  - InterNACHI
  - Professional designations for the inspectors
  - IAC2
  - Certified Master Inspectors,

How an Agent Can Limit Liability:

- What to do when your client waives the inspection
- What to do when your client can't be present for the inspection
- To refer particular home inspectors or not to... that is the question?
- Negligent referral claims
- Hold harmless agreements
- E&O and GL insurance
- Post inspection client surveys
- Preferred vendor lists, avoid inspectors that participate
- Home warranties
- Breaching the inspection rider of the sales agreement
- Disclosing past findings to new potential buyers, right or wrong?
- What you should do when you know of or notice a defect
- What to do when a seller's property is damaged during an inspection
- What to do when an injury occurs during an inspection
- Avoiding conflicts of interest
- Keep your yap shut, sometimes
- When the laboratory report comes in after the addendum deadline
- Surprise, you've been sued
- Reputation damage control
- Sharing a confidential report
- Three rules of inspections: disclose, disclose, disclose

What Ancillary Inspections to Consider:

- General home inspections
- Wood destroying organisms
- Persons with disabilities accessibility
- Radon gas
- Water quality
- Asbestos
- Lead
- Private wells
- Mold and mildew
- Septic systems
- Out-buildings
- Pools
- MoveInCertified/Green Certified

How to Prepare for a Home Inspection:

- Instructions to give to the seller
- Instructions to give to the buyer
- Instructions to give the inspector
- Procuring access

What an Agent's Role is During the Inspection:

- When to intervene
- When to keep quiet
- When the inspector finds a defect that doesn't exist
- When the inspector misses a defect that does exist
- Special issues for vacant homes
- Special issues for out-of-town buyers
- When your buyer can't be present for the inspection
- When you are a buyer's agent
- When you are a listing agent
- When you are a dual agent
- When the seller insists on being present

How to Protect Your Client's Safety During an Inspection:

- When the electrical panel has been removed for the inspection
- Client's children
- Clients who want to climb on the roof or in the attic
- Your duty to the seller when your client's inspector discovers an immediate safety concern

What to Do When an Inspection Can't be Performed:

- Weather or seasonal restrictions
- Closed or covered pools
- Obstructed areas
- Safety restrictions
- Seller's restrictions to certain areas of the home
- Seller or listing agent denies access
- The inspector doesn't show and you're out of time
- The utilities have been turned off

What to Do After the Inspection Report is Generated:

- Analyzing the report
- Pictures
- Summary pages
- Laboratory reports
- Getting permission to share
- Responding to the seller about defects discovered
- Responding to the buyer about credits or repairs requested
- Defects, estimates, repairs
- Negotiating for your side

How to Handle Re-Inspections:

- After a repair is made
- What to do when a defect is discovered after the inspection
- What to do when the inspection reports conflict
- What to do when a defect is discovered during the final walk-through

How to Use Pre-Listing Inspections:

- As listing tools
- As marketing tools
- To minimize liability
- To increase closing percentage

What Additional Information is Out There:

- Appraisal
- Insurance loss history reports
- Building permits
- Seller's disclosure
- Agent disclosure
- Local zoning
- Local codes
- Occupancy permits
- Public information
- InterNACHI's Citizen Information Center

www.nachi.org

Free Credit Card

Apply for a InterNACHI credit card. No annual fee. Introductory 0% APR. Earn airline frequent flyer points.

www.nachi.org

InterNACHI in 50,000 Retail Outlets

Stop by your local store and make sure the manager is carrying PRO-LAB kits which promote InterNACHI members. 50,000 retail outlets recommend that consumers contact their local InterNACHI inspector exclusively. PRO-LAB®, the leading provider of environmental laboratory testing services in the world, has re-packaged all of their millions of retail kits to include a recommendation to contact InterNACHI members for further professional inspections and testing. PRO-LAB consumer home safety test kits can be found in retail stores such as: ACE Hardware, Avon, Chase-Pitkin, CVS/Pharmacy, Distribution America, Do it Best, Fred Meyer, Giant, H-E-B, The Home Depot, Kroger, Lowes, Menards, True Value and WAL-MART. On the back of each kit is the recommendation that consumers with environmental issues visit www.InspectorSEEK.com and contact their neighborhood InterNACHI inspector. This is a InterNACHI-exclusive deal.

nachi.org/50000retailoutlets

Free Tagline

Start using a great tagline: *"Anyone Else is Just Looking Around."* InterNACHI members may use the Trademarked tagline at no charge.

www.nachi.org/anyoneelse

US Patent and Trademark Office Awards InterNACHI a New Federal Certification Mark!

We are pleased to announce that, after several years, the United States Patent and Trademark Office has issued InterNACHI a Notice of Allowance for the new "Certified Professional Inspector (CPI)" professional designation.

New Chapter in Sao Paolo, Brazil

We are thrilled to announce that a new chapter in Sao Paolo, Brazil will be opening with the help of member Michael Mahoney.

InterNACHI Events

InterNACHI hosts over 400 inspection related events a year. Many are free. Check out the upcoming events and pictures from the past events

www.nachi.org/events

InspectorMall.com

Get Infrared Certified™

Infrared (thermal imaging) is an advanced non-destructive technology that allows me to show you things about your home that no one can show you with conventional inspection methods.

An infrared inspection can identify and document:

- Electrical faults before they cause a fire
- Overloaded and undersized circuits
- Circuit breakers in need of immediate replacement
- Missing, damaged, and/or wet insulation
- Heat loss and air infiltration in walls, ceilings, floors, windows and doors
- Water and moisture intrusion that could lead to mold
- Possible pest infestation
- Hidden roof leaks, before they cause serious damage
- Air conditioner compressor leaks
- Under fastening and/or missing framing members
- Structural defects
- Broken seals in double pane windows
- Energy loss and efficiency
- Dangerous flue leaks
- Damaged and/or malfunctioning radiant heating systems
- Unknown plumbing leaks
- Overheated equipment

The Infrared Certified™ trademarked professional designation and trademark logo are available to individuals who offer infrared inspection services and who apply for usage permission. Applying for designation and logo useage permission is simple, fast, and free. There are no annual dues or hidden costs.

Current requirements (subject to change) for professional designation and logo usage:

You or your inspection company must own, lease or rent an infrared camera.

You must be a member in good standing of InterNACHI. Membership requirements are at www.nachi.org/membership

You must have taken InterNACHI's free, online Green Building Course, taken all its quizzes, and passed its final exam. The Green Building Course is free and open to all at www.nachi.org/greenbuildingcoursereleased2007

You must have taken at least 16 hours (2 days) of continuing education devoted to infrared cameras/thermal imagery or building science (not including the mandatory green building course).

You must sign and return the application/affidavit to InterNACHI.

www.nachi.org/ir

Canadian Government Awards *Certified Master Inspector* Trademark

The Canadian Intellectual Property Office (CIPO), an Agency of Industry Canada has awarded a Trademark for Certified Master Inspector (C.M.I.).

The approval process took two and half years and was facilitated by Certified Master Inspector Roy Cooke of Ontario. The Master Inspector Certification Board thanks Roy Cooke, CMI, for his efforts.

The mark is listed under the CIPO index: Residential, commercial and environmental inspection services. The mark is also a Registered U.S. Federal Certification mark.

Throughout the world, Certified Master Inspector (CMI) is the inspection industry's top professional designation.

Inspector Turns Complaint into Marketing Gain

By Nick Gromicko
InterNACHI Founder

Learn how to turn a complaint into a marketing gain. Handling complaints is a part of any business.

Dear Nick,

After my client moved into the home I inspected for her she discovered a clogged sink drain and has complained to the real estate agent. This is not my fault. The agent refers a lot of inspection work my way. What should I do?

Dear Home Inspector,

Don't get upset. Handling complaints is a part of any business. Three out of every 100 people are nuts and you can't change that. You cannot find every defect that exists or ever could exist in every home you inspect. Do not think backward, think forward. The real problem is not with the sink, it is with the damage a complaint can do to your company's reputation. Don't think plumbing, think marketing!

Many complaints are great marketing opportunities in disguise. Try to turn them around and capitalize on them. Gain marketing benefits from them that outweigh the cost of satisfying them. Especially if:

1.The problem is not your fault.

2.News of the complaint could damage your image within your local market.

3.The cost of correction is inexpensive.

Clogged drains are one of the most common post-settlement complaints directed at home inspectors. Real estate sales agreements usually require home sellers to empty and clean their home before the buyer takes possession. A seller's final clean-up efforts often inadvertently clog the sink traps and drains with dirt and leftover refrigerator goods. Guess who gets blamed?

Here's what to do (act fast):

1.Immediately explain to your client, the real estate agent, and anyone else aware of the complaint that you, the inspector, are not responsible. Contact every complaint recipient personally. Be calm and talk slow.

a. Use common sense in your explanation. Remind your client and agent that the seller did not live with a clogged sink and that the clog occurred AFTER you did your inspection.

b. Remind your client and agent that the seller didn't disclose the clogged sink for a good reason: It wasn't clogged.

c. Point to the InterNACHI Agreement (between you and your client). The agreement is easy for laymen to understand. InterNACHI has invested hundreds of legal man-hours into this one-page work-of-art. It explains all.

d. Tell them that the International Association of Certified Home Inspectors is on your side and will write an official opinion in support of your contention that you are not at fault.

2. After you have made your point clear and your client and the agent understand your position, SWITCH GEARS. Offer to correct the problem at no charge. Pay for a plumber to repair the clogged drain. Don't do the work yourself, pay a professional. Get the work done quickly. Make sure the plumber's paid receipt shows that you paid personally.

3. After the repair has been made and you have paid for it, reiterate your position to your client again. Explain again that you were not responsible for this problem but that you only paid for it to make your client happy. If your client offers to reimburse you, do not accept.

4. Ask your client for a favor. Ask her to write you a brief thank-you letter. Nothing fancy, just a note mentioning the problem, your quick response, your willingness to pay for correction, and her own satisfaction with your home inspection service. Offer to help her word it or offer suggested wording. It can be handwritten. Give or send her a postage-paid return envelope to get it back to you.

5. Draft and send a letter to the real estate agent. A sample letter might go something like this:

Jane Goodagent
ABC Realty
Dear Jane,

(Describe new home owner's problem) Upon moving into her new home, our mutual client, Sally Newowner discovered that her kitchen sink trap was clogged. (Explain why you are not responsible). I explained that this was not my fault, the seller obviously didn't live with a clogged sink drain and clogs often occur during the seller's final clean up. I can only inspect the condition of a home on the day of the inspection, etc. (Sympathize with agent's position).

Despite my lack of liability with regard to this problem, I nevertheless wanted to keep our mutual client satisfied with my inspection service and happy with the home you helped her purchase. (Describe your solution).

Therefore I took the initiative to hire a plumber to make the necessary repairs. I paid for it out of my own pocket (Describe the happy outcome).

Sally Newowner is now very pleased. I have enclosed a copy of a Thank you note Sally wrote for me (ask for repeat business.)

I hope my quick handling of this problem will earn your confidence in me and inspire you and your colleagues at ABC Realty to refer your clients to me again.

Sincerely,
Joe Homeinspector

6. Send and fax the letter to Jane Goodagent. Don't forget to attach a copy of the clients's thank you note, the plumber's paid receipt, and a stack of your home inspection business cards.

You should never have to pay to correct a defect, especially if you are protected by the InterNACHI agreement. However, if you ever feel the need to pay for a repair, make sure you offset your cost by getting a marketing benefit in return. Turn every negative into a positive.

Save all the paperwork aforementioned. When a prospective client asks you for references, explain that even the worst inspector has a few satisfied clients and that any inspector can provide references. Instead, offer your prospective client your one complaint! Then fax or send him/her a copy of your letter to Jane Goodagent, the plumber's paid receipt, and Sally Newowner's Thank you note. It works every time!

www.nachi.org/dear_nachi1

Take a Free Roofing Course in Your Pajamas

Take the online "Roofing for Inspectors" course. Some features which make InterNACHI's roofing course superior to existing continuing education options. The course is free for all InterNACHI members. The course is written in pure XHTML code for quick loading, the course loads fine on old computers and loads fast, even with dial up. The course is designed using a hierarchal menu coupled with a sequential page navigation which provides the student with the option to easily repeat areas of weakness,. The course permits the student to start, stop and restart any part of the course as often as desired. There are a variety of images referenced within the course including diagrams, illustrations and pictures of actual roofs, the illustrations can be enlarged for clearer viewing by clicking on the text is integrated into InterNACHI's Inspector Glossary, so rolling over blue colored terms provides their definition, the final exam uses multiple choice questions that reference the images and the course's quizzes and final exam have numerous advantages over traditional exam systems, which incorporate built-in intelligence which identifies and strengthens each student's unique subject weaknesses.

Not only is each question weighted with regards to score but each answer is weighted as well as the correctness of each answer being weighted: Answers to easy questions are weighted such that the student is punished, in terms of score, for answering incorrectly but rewarded modestly for answering correctly, while answers to difficult questions are weighted such that the student is rewarded, in terms of score, for answering correctly but not punished for answering incorrectly, and answers to questions regarding basic safety or questions every inspector should know the answer to are weighted to such that the student is severely punished, in terms of score, for answering incorrectly. Upon passing the final exam the student can print out a certificate of completion which is auto-generated in their own name. The student's (InterNACHI member's) information is recorded on InterNACHI's servers for membership compliance verification and automatically logs completion into InterNACHI's online continuing education log. In keeping with InterNACHI's commitment to continuing education, this roofing course is open and free to all members and can be taken again and again without limit.

nachi.org/roofingcoursereleased2005

Free Quiz

Link to this free, online 20-question quiz for consumers to find out how green their home is. It encourages consumers to hire InterNACHI members to perform full environmental inspections.

moveincertified.com/gogreen

New Member Requirement Course, CE Credit

In our continuing mission to remain the world's leading inspection organization, we have decided to make completion of the new NACHI online safety course a requirement for all new members. For existing members this course will also qualify for one hour of CE.

Our thanks to Joe Farsetta for a thoughtful, comprehensive presentation. Safety first!

One Million Coordinates for Locations All Over North America

Make sure your location is in our databases. InterNACHI maintains a database of nearly one million coordinates for locations all over North America. We use this data to provide accurate search results for consumers and agents. Though we are constantly updating this database to reflect new towns, zip codes and postal codes, you may occasionally find that a location is not in our database. If you have found a missing location, or simply want to verify that a location does exist in our database, please let us know using this system. If the location is not found, our system will automatically gather the data needed to create a new database record.

www.nachi.org/location-verify

InterNACHI Provides Consumers and Real Estate Agents with Direct Access to 10,000 Inspection Professionals

Free, instant help for consumers and real estate agents.

InterNACHI is pleased to announce AskNACHI.org, a complete resource for anyone with questions about home inspections. AskNACHI.org harnesses the power of InterNACHI's industry-leading message board to bring consumer's and real estate professional's questions to nearly 10,000 InterNACHI-certified home inspectors. Simply go to www.asknachi.org and type in your question. The question will be posted for review by all InterNACHI members and you will be e-mailed instantly as each inspector responds.

Consumers and real estate agents can also opt to have a local InterNACHI member call them direct via www.InspectorNow.com

NACHI Chapter Sites Now Integrate with Google Maps and PayPal

NACHI has integrated its chapter sites www.nachi.org/chaptersites with Google Maps and PayPal so that event attendees can pre-register and download directions to every meeting. This allows the chapter heads to collect the necessary funds to finance each meeting, too.

InspectorNOW.com

Watch a Show on NACHI.TV

NACHI.TV... Where Inspectors Come to Find Out!

Episode 36: Home Inspector Pro Website Hosting
NACHI.TV's Nick Gromicko and Dominic Maricic of Home Inspector Pro discuss how you can easily set up your own website, get it to the top of the search engine rankings, get 3 months free and a special InterNACHI discount.

Episode 35: A Conumer's Guide to Well and Water Quality
InterNACHI Trainer and Certified Well and Water Sampler, Joe Farsetta, discusses well and water quality for consumers.

Episode 34: Marketing Tips with Mike Crow
NACHI.TV's Nick Gromicko talks to Mike Crow of the Millionaire Inspector Community about marketing and success .

Episode 33: Consumer's Guide to Infrared Thermography
InterNACHI's John McKenna explains to consumers and agents the advantages of hiring an Infrared Certified™ Inspector.

Episode 32: Joe Farsetta on ADRS, CMI, and Education
NACHI.TV's Nick Gromicko talks with industry leader Joe Farsetta on a variety of topics including the Alternative Dispute Resolution Service, education, and the Certified Master Inspector program.

Episode 31: Fireplace and Chimney Inspections
NACHI.TV's Nick Gromicko and InterNACHI trainer Mike Nelson inspect different fireplaces and chimneys and discuss issues and defects that inspector's should look for.

Also Available on Pay-Per-View

Electrical Inspection Volume 3

NACHI.TV's Nick Gromicko has the old NACHI.TV building inspected by Joe Tedesco, a NEC trainer. They discover and explain dozens of electrical defects.

Electrical Inspection Volume 2

NACHI.TV's Nick Gromicko asks Joe Tedesco, a NEC trainer, to inspect the old NACHI.TV office's electrical panel. Over two dozen defects are discovered.

Electrical Inspection Volume 1

NACHI.TV's Nick Gromicko interviews Joe Tedesco, a NEC trainer. Tedesco demonstrates electrical inspection techniques, inspection tools and gadgets, and how to recognize defects.

LEED Green Building

Bob Hughes from Hughes Construction shows NACHI.TV's Director of Green Building, Kenton Shepard, advanced green building systems in a residential home. The home is LEED rated. "LEED for Homes" is a rating system that promotes the design and construction of high-performance green homes. Topics include geothermal, indirect water heater, HRVs, foam insulation, ICFs, PV systems, gray water recovery, and energy-saving windowpanes.

Inspecting Water Heater Tanks

Learn how to identify components of gas-fired and electric water heater tanks, recognize defects and safety hazards in relation to modern standards and requirements, explain flammable vapor ignition resistance systems, and evaluate TPR valves. Watch a master plumber inspect cut-away water heater tanks in a studio setting. Watch a Certified Master Inspector perform inspections on water heaters in residential dwellings.

Inspecting Means of Egress

Learn how to inspect and measure stairways, ramps, hallways, doors, landings, handrails, and emergency escape and rescue openings. A Certified Master Inspector performs egress inspections at several residential dwellings. A mock-up stairway, ramp, and door are evaluated in a studio. Learn how to identify defects and safety hazards.

Video Courses State Approved for CE Purposes

www.NACHI.TV is Totally Free

Did You Know that Many Episodes Are Approved for State Continuing Education?

Episode 30: Moisture Free Warranty
Chris Burton of Moisture Free Warranty and InterNACHI member Ron Huffman performing an inspection of a home with moisture problems. They also talk about becoming a certified inspector with Moisture Free's Warranty program.

Episode 29: FloodStop
NACHI.TV's Nick Gromicko talks to Scott Walter of FloodStop about FloodStop products and how InterNACHI members can become affiliates and increase their income.

Episode 28: e Inspections and Inspection Support Network
NACHI.TV's Nick Gromicko talks to Dan Huber of e Inspections and Inspection Support Network about software, marketing, and Inspection Support Network, an online office and scheduling solution.

Episode 27: Highlights from Electrical Inspection Volumes 1-3
Highlights from NACHI.TV's three part pay-per-view series on electrical inspection and defect recognition.

Episode 26 Law and Disorder Seminar
Attorney Joe Ferry discusses the prevalence of unmeritorious lawsuits against home inspectors and his upcoming tour with the Law & Disorder Seminar.

Episode 25: US Reports
Dan Finn and Matt Hickman of US Reports talk about how home inspectors can get more commercial inspection work from the insurance industry.

Inspect and Protect

Order a copy of "Inspect and Protect." "Inspect and Protect" is now available. It was commissioned by Nick Gromicko to help the InterNACHI family of inspectors avoid litigation. The book includes dozens of articles that were published in various journals that warn inspectors about the threat that litigation poses to their livelihoods.

If all litigation was fair and honest there would be no need for concern, but it is not, as this book documents with actual case histories. Unfortunately, the threat is growing. If you haven't been sued yet, or received a demand letter from an attorney, you may not realize how real the threat is, but these are the facts. About one-third of all inspectors will be sued at some point in their careers, and this statistic does not include lawsuits tried in Small Claims Court and complaints and demand letters that are settled out of court. Include these, and the rate is closer to one-hundred percent, and that is an alarming statistic indeed. For this reason, no sensible inspector can afford to ignore the threat that litigation poses.

However, Inspect and Protect is not a depressing "account of lawsuits", but a careful explanation of ways in which to avoid them. The good news is that it takes very little effort for inspectors to protect themselves; it is simply a matter of understanding the threat, and then making a few fundamental changes in the way that they inspect and report on properties. The book retails for $39.95 but is discounted to InterNACHI members at $24.95.

www.nachi.org/inspectandprotect

Free E-mail Accounts

Get a professional e-mail account. InterNACHI provides professional e-mail aliases to each of its members. These state-specific e-mail accounts give members a professional e-mail address to advertise. Rather than something like johninspector28674@aol.com, members can now use an address similar to jinspector@ny.nachi.org.

The address automatically forwards to the e-mail address you've provided to InterNACHI. "We find that many members use their personal e-mail address for business," said Chris Morrell, Director of Information Technology at InterNACHI. "Though their address may be difficult to remember (and often look somewhat unprofessional), members don't want to check multiple mailboxes."

"By offering a professional address that points directly to our members' personal e-mail account, we provide a clean, marketable e-mail address without any additional hassle." Member's email addresses are their username@ their state.nachi.org. For example: jinspector@ny.nachi.org. This system works now without having to do anything. InterNACHI members already have their username@their state.nachi.org emails set up and may begin using them. Emails are forwarded to the member's email account of record in their profile. Send yourself a test email and then begin using this valuable member service immediately!

www.nachi.org/membersemail

InterNACHI... the Trade Association for

All Episodes Available Anytime, On-Demand

Episode 24 Search Engine Optimization Tutorial
Home Inspector Pro's Dominic Maricic gives tips on how to optimize your home inspection website to increase your business.

Episode 23: FREA
NACHI.TV's Nick Gromicko talks to Ben Garrison of FREA about E&O Insurance, General Liability for InterNACHI members, and why insurance coverage is important.

Episode 22: Infraspection Institute
NACHI.TV's Nick Gromicko talks to Jim Seffrin of Infraspection Institute about infrared thermography and Infraspection Institute's infrared courses geared towards home inspectors.

Episode 21: Certified NACHI Store
NACHI.TV's Paige Peters talks to Rich Carlisle of the Certified NACHI Store about how to increase your inspection business using business cards, brochures, and marketing packages.

Episode 20: CH Insurance Brokerage
NACHI.TV's Nick Gromicko talks to Schuyler Hellings of CH Insurance Brokerage Inc. about inspector insurance issues.

Episode 19: About Scheduleze
NACHI.TV's Nick Gromicko talks to Richard Renk about the Scheduleze home inspection scheduling software.

Environmental Book

Order the "Environmental Concerns" book. The book provides information on mold, moisture, radon, and lead problems found in homes. There are several advantages to giving your client the book at the time you start your home inspection. The full color, high quality book dresses up your inspection report, it properly explains issues to your client so you don't have to, it gives the client or real estate agent something to read while you are inspecting, it provides supporting literature to any environmental inspections you are performing such as mold or radon, it soft-sells un-ordered ancillary inspection services you might offer such as mold or radon while you perform the home inspection, it reduces liability by eliminating future claims that you should have alerted your client to environmental issues even if you don't inspect for them, and it creates an additional piece of literature, one your client or agent will save, that you can affix your business card to. Each "Environmental Concerns" book (full color, 32 pages) also comes with one free PRO-LAB catalogue per order. This book is free.

nachi.org/environmentalconcernsbook

A Real Estate Agent's Duty

By Nick Gromicko
InterNACHI Founder

The seller has accepted your clients' offer and now with your help, your clients must choose a home inspector. Should you steer them toward the inspector who writes the softest reports? Should you steer them toward the inspector that pays to be on your office's preferred vendor list? Should you help them find the cheapest inspector? The answers to these questions are of course no, no, and hell no.

You have a fiduciary duty to your client, and therefore must recommend the very best inspectors. If you recommend a patty-cake inspector, an inspector who indirectly pays for your recommendation, or a cheap inspector, you violate your fiduciary duty to your client.

The National Association of REALTORs defines your duties in their Code of Ethics. Article 1 requires you to protect and promote your client's interests. Article 6 requires you to disclose any financial benefit you may receive from recommending related real estate services (this includes benefit to your broker, also).

Because most real estate agents only get paid if the real estate transaction successfully takes place, your personal interests and your fiduciary duties already conflict. Don't make your situation any worse. The best way to avoid negligent referral claims, operate ethically, and fulfill your fiduciary duty is to help your client find an inspector based solely on merit. Although no real estate agent can guarantee the thoroughness of any particular inspector, there is a strong correlation between an inspector's fees and his/her competence (you get what you pay for). Helping your client find a cheap inspector during the purchase of a lifetime, is a violation of your fiduciary duty. When in doubt, shop price, and seek out the most expensive and experienced inspectors for your clients.

Inspectors Who Take Pride in Their Profession

Episode 18: What's New with Home Inspector Pro
NACHI.TV's Nick Gromicko talks to InterNACHI member Russel Spriggs and Dominic Maricic about the Home Inspector Pro inspection software, its ties to the InterNACHI community, and its many recent updates.

Episode 17: Guardian
NACHI.TV's Nick Gromicko talks to Jay Stuck of Guardian Protection Services about their home security reviews as a value-added service to a home inspection.

Episode 16: Inspecting a Stairway
NACHI.TV's Paige Peters gives a ten minute overview of inspecting stairways, Covering: the handrail, width of the stairway, nose, guards, spheres, handgrips, areas above and below the stairs, landings, and illumination.

Episode 15: Straw Bale Home Inspection
NACHI.TV's Nick Gromicko joins Kenton Shepard, Mark Schueneman, Ryan Chivers, Brian Fuentes, and Mike Hamner as they inspect a straw bale home being constructed.

Episode 14: Keith Swift Publishing
NACHI.TV's Nick Gromicko talks to Keith Swift about his books "Inspect and Protect" and "Manual For a Happy Home."

Episode 13: Ozone and Mold Eradication
NACHI.TV's Nick Gromicko talks to Bob Wegbreit about ozone and mold eradication.

That's a Lot of Money for Only a Few Hours Work!

By Nick Gromicko
Founder, International Association of Certified Home Inspectors

If you've been in the inspection business for a while, you've probably heard one of your clients say, "That's a lot of money for only a few hours work!" As more and more home inspectors use time-saving, report generating software, include pictures (worth a thousand words) and even generate their reports on-site, they also start to make it look easy. When I was an inspector, I used to collect my fee on the job. I had a short but true story I printed on my letterhead and kept with me to present to any client who questioned how much I was earning. I recently ran across a version of the story in "How to Become a Marketing Superstar," a book by Jeffrey J. Fox. Anyway, the story goes as follows:

Pablo Picasso, the painter, was dining at a restaurant in New York City. A fan introduced herself to him and gushed at how thrilled she was to meet the great artist and how she loved his work. Encouraged by Mr. Picasso's polite acceptance, the fan begged, "Oh, Mr. Picasso, would you draw me a sketch?" Picasso grabbed some paper, and with a pen, promptly sketched the waiters passing parfaits. As the woman reached for the sketch, Pablo Picasso said, "Madame. That will be $10,000." Shocked, she replied, "But that only took you 5 minutes." "No, Madame," replied Picasso, "it took me 50 years."

Picasso priced his service to its value, not to the cost of manufacture. Picasso did not price his service based on the cost of the paper plus the cost of ink plus some hourly wage, and either should a home inspector. Keep your pricing up.

Free Photo I.D. Cards

Order your photo I.D. card.

www.nachi.org/sampleid

InterNACHI has recently upgraded its photo ID system. The new system lets members upload, resize and crop their photos online and submit their ID card application with the click of a button. Applications are now processed in-house using an advanced FARGO system that produces high-definition cards on premium PVC stock with high coercivity magnetic encoding for better data protection.

NACHI.TV... Where Inspectors Come to Find Out

Informative, Educational, and Entertaining

Episode 12: EPA Green Building Inspection
NACHI.TV's Nick Gromicko joins Jim Blackledge of the Engineered Interiors Group, InterNACHI member Kenton Shepard, PV Expert Stephen Kane, and Ryan Wilcox of Opus as they tour the EPA building in Denver, CO.

Episode 11: Home Inspection Success
NACHI.TV's Nick Gromicko interviews InterNACHI member Michael Pagoulatos about how his experience as a business consultant has helped him as an inspector.

Episode 10: InspectorBoost.com
NACHI.TV's Paige Peters demonstrates how to use InspectorBoost.com to promote your home inspection business.

Episode 9: Photovoltaic Systems Inspection
NACHI.TV's Nick Gromicko joins NACHI member Kenton Shepard and Photovoltaic Systems Expert, Stephen Kane as they inspect a solar energy system.

Episode 8: Home Inspector Pro PROMO
NACHI.TV's Nick Gromicko interviews Dominic Maricic of Home Inspector Pro about his cross-platform inspection software (PROMO).

Episode 7: Interview with Byron Duerksen
NACHI.TV's Nick Gromicko interviews Byron Duerksen of the American Institute of Inspectors.

Methamphetamine Contamination

Over the past few decades, the illegal production of methamphetamine has reached epidemic proportions both in the United States and internationally. The manufacture of this drug has caused billions of dollars in damage to property, to the pharmaceutical industry, and most importantly, has caused serious health effects to people through use and unseen contamination in homes.

Due to the seriousness of this problem, close to a dozen states have adopted regulatory clean-up standards and many more will follow suit before the end of the decade. Some states have created guidelines for the public that outline clean-up requirements, but much of the information has little scientific basis and does not offer a comprehensive approach to the problem.

Various processes and combinations of chemicals are used to manufacture ("cook") meth. Each process produces gas or vapor at some point(s) during the cooking process. It is estimated that each pound of manufactured meth produces five to six pounds of hazardous waste that may be disposed of illegally in the environment. To make matters more challenging, many of these sites are in a residential setting, meaning children and other occupants of the property may potentially be exposed to chemicals, harmful gases, hazardous materials and illegal drugs during and after the cooking process.

Clan labs must be cleaned up to protect current and future occupants. Active laboratories pose the greatest risk and must be safely neutralized and decommissioned before a permanent long-term solution to the potential health hazards associated with residual contamination may be contemplated. Under the current clean-up model employed in several states, clan labs are often decommissioned and cleaned-up in two general phases. The first phase involves law enforcement and other qualified first responders. The second phase or long-term cleanup involves property owners and/or other interested parties in the property.

In the first phase, bulk chemicals are removed and the laboratory is decommissioned. However, this activity should not be mistaken for the long-term clean-up of the property, since the scope of work is generally limited to the abatement of illegal activity and any imminent threat to human health and the environment.

In response to this issue and the growing concern over the potential health effects associated with clan labs, eleven states have passed regulations with regard to decontamination standards. In short, the second phase provides mechanisms for clean-up of contamination and certification by local health departments that a contaminated property has been cleaned up to established standards.

Property owners whose houses, apartments, motel rooms and even storage facilities were used for meth production face decontamination costs running into the thousands of dollars. On average, only one in three contaminated properties gets cleaned up. Clean-up usually happens solely because determined property owners do it voluntarily.

For more inspection articles visit www.InspectorMALL.com. Also visit www.nachi.org/info.

Log Home Inspection Narratives

Now available for the first time anywhere! Use these InterNACHI narratives designed specifically to describe conditions found in all types of log homes. Produced by the author of the InterNACHI Log Home Inspection Course, these narratives will save you time, make you money and help you develop your reputation as a qualified log home inspector!

www.nachi.org

Episode 6: Certified NACHI Store PROMO
NACHI.TV's Paige Peters interviews Jay Keany of the Certified NACHI Store about home inspector business cards.

Episode 5: Episode 5 with Kenton Shepard
NACHI.TV's Nick Gromicko joins InterNACHI member Kenton Shepard as he inspects a log home in Colorado.

Episode 4: Episode 4 with Don Kinn
NACHI.TV's Nick Gromicko interviews Don Kinn of Smart Trucks, Inc. about their specialty inspection trucks.

Episode 3: Episode 3 with Jim Michael
NACHI.TV's Nick Gromicko interviews NACHI member Jim Michael about the Pro Sight Property Inspections affiliate network.

Episode 2: Episode 2 with Kenton Schaff
NACHI.TV's Nick Gromicko joins NACHI member Kenton Schaff for a home inspection.

Episode 1: Episode 1 with Greg Bell
NACHI.TV's Nick Gromicko joins NACHI member Greg Bell for a home inspection.

About CalNACHI

CalNACHI is a home inspection organization whose time has come, an organization that serves the real needs of inspectors. However, to put it bluntly, inspectors should join if only because they can receive thousands of dollars in free services and benefits for the low annual membership fee. Of course, there are many other compelling reasons to join CalNACHI. Its Board of Directors is comprised of volunteer inspectors who have impeccable credentials and who have stood the test of time. In other words, they are people who have already distinguished themselves as leaders. However, don't let anyone tell you what's best for you. Look around, see what CalNACHI has to offer, contact us with questions, read our SOP's and COE's, and then decide what works best for you.

Inspectors may be politically and philosophically divided, as well they should be, but California has proven itself to be unique in the inspection industry and inspectors deserve to be represented by an organization committed to meeting the challenges that confront inspectors as they move into the twenty-first century. The Board of Directors and the entire staff of CalNACHI certainly wish you well in whatever organization you choose to belong, but would be proud to have you as a member of our organization.

www.calnachi.org

Inspector Boost

Reports, Inc. and InterNACHI are pleased to bring you a brand new kind of brochure. We've hired professional designers and handled the high quality, full-color printing for you—all you have to do is customize them with your own inkjet or laser printer, fold them and hand them out. And because we are able to order in bulk for InterNACHI members, you save hundreds of dollars.

The brochures are printed on heavyweight 8 1/2 x 14 (legal size) paper and scored for easy folding. The paper chosen is a high-quality matte paper that should work with almost all inkjet and laser printers (some exceptions may apply). If the brochures do not print in your printer, send them back for a full refund.

www.inspectorboost.com

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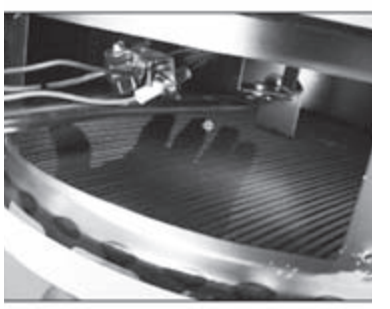


Learn how @ www.nachi.tv/ppv/8

Behind the Scenes of NACHI.TV

Many thanks to Bradford White for providing the cut-away water heaters and helping us with this upcoming advanced training episode.

Mike Crow of Millionaire Inspection Community does NACHI.TV episode.

Broncos wide receiver Mark Jackson of "The Drive" and friend Nick Gromicko, off set during filming of an upcoming NACHI.TV episode.

On the set with Mark Jackson, May 28, 2008.

Order Your Free PRO-LAB Catalogue

Order a PRO-LAB catalogue. It's free. Anyone can order a free PRO-LAB catalogue packed full of inspection equipment and tools by emailing InterNACHI a request. Don't forget to include your full mailing address. And as always, InterNACHI members get an exclusive 10% discount on all orders.

www.nachi.org/prolabcatalogue

Free Polybutylene Course

Take the online "Polybutylene Plumbing" course. This course helps teach members how to recognize polybutylene plumbing and how to report its presence using streaming video from a NACHI.TV interview with a polybutylene expert. Sample reporting language which gives the client advice about polybutylene plumbing is included at the end of the course. In keeping with InterNACHI's commitment to continuing education, this course is free to members and can be taken again and again without limit.

www.nachi.org/education

Reason to Get a Home Inspection

Download the "Top 10 Problems Found in Homes" PowerPoint presentation. It works and it is free.

www.nachi.org/chicagorealtor

Episode Sponsors

NACHI.TV's mission is to educate, train, inform and entertain inspectors. NACHI.TV operates solely on the generous donations of inspectors and inspection industry vendors. Do well by doing good. Sponsor NACHI.TV.

When you choose to sponsor an episode, your company name and contact info, including a link to your website, will be displayed below the episode every time it's viewed. Here are some episodes all ready being sponsored.

Episode 8 is Sponsored by:

Home Inspector Pro: Providing the ultimate home inspection software for Windows and Mac. Create professional, customizable reports that can be uploaded online, e-mailed, or printed on site.

Episode 11 is Sponsored by:

PRO-LAB: the leading providers of environmental laboratory testing services in the world. PRO-LAB offers laboratory testing services for mold, radon, lead, asbestos, and drinking water pollutants.

Episode 12 is Sponsored by:

InterNACHI: check out their free Green Building Course, designed to educate inspectors about what green building is, why it's important and how to recognize them.

Episode 15 is Sponsored by:

InterNACHI: check out their free to all Green Building Course, designed to educate inspectors about what green building is, why it's important and how to recognize green systems and features in homes.

Episode 18 is Sponsored by:

Home Inspector Pro: Providing the ultimate home inspection software for Windows and Mac. Create professional, customizable reports that can be uploaded online, e-mailed, or printed on site.

Episode 24 Sponsored by:

Home Inspector Pro: Providing the ultimate home inspection software for Windows and Mac. Create professional, customizable reports that can be uploaded online, e-mailed, or printed on site

Episode 26 Sponsored by:

Elite MGA: providing a preferred E&O insurance program for InterNACHI members throughout the United States.

Episode 29 Sponsored by:

FloodStop: A point of use, leak detection and automatic water shut-off system designed for residential, condo and apartment dwellings. It uses automatic, motorized ball valves to shut off the water supply when it senses a leak.

Find out more about sponsoring a show at www.nachi.tv/advertising. Also check out commercials produced by NACHI.TV for InterNACHI certified home inspectors, NACHI.TV Mailing List, and sign up to receive notifications about new episodes.

Get Listed

Make sure you are listed in InterNACHI's thousands of sites. InterNACHI is the world's largest inspection association and the largest generator of leads for the home inspection industry. Search engines treat domain names and portions thereof differently than they treat text or metatags. A domain name, often, consisting of more than one word, such as newyorkhomeinspector.org. However, Google, for instance, automatically splits up the search to be equivalent to new york home inspector. A full state or province name followed by the word or words home inspector are the most popular searches next to the phrase "certified home inspectors." Therefore, for search engine purposes, we registered or purchased a variety of combinations that captures consumers and eventually whittles down their search results to solely InterNACHI members who service the area being sought. Search engine optimization experts often argue whether or not hyphens between words within a domain name effect ranking, so InterNACHI just bought them all. InterNACHI converted all these websites into InterNACHI member lead generators for its U.S. and Canadian members. "Inspectors outside of InterNACHI can waste their money building their own websites I suppose, but they won't get much traffic buried under all the InterNACHI lead generators. Our members' contact information is promoted on the internet even if they don't have a website," said Nick Gromicko, InterNACHI's Founder. InterNACHI now has a designated website or web page for every single city and town in the U.S. and Canada. "Our goal is to own one million InterNACHI member lead generators," added Gromicko. You can list your inspection company on all of them at no charge.

www.nachi.org/moredomains

New InterNACHI Chapter in Sudan Using NACHI.TV to Educate Country's First Inspectors

An InterNACHI Chapter in Southern Sudan has been formed and will be using technology donated by NACHI.TV to educate the country's first home and building inspectors.

Two decades of civil war have claimed 1.5 million lives and produced the world's highest illiteracy rate (about 55% of the country is illiterate). About 2.5 million children have yet to receive any basic education at all. An entire generation has a very weak grasp of the written word and will have to rely heavily on video, not books, to catch up.

Online video, actually, the whole Internet, was created during this war and they are just finding out about it all now. The Sudan Chapter of InterNACHI, with help from NACHI.TV, will begin using online video for educating and training a new industry in Sudan... the inspection industry.

Get State Required Continuing Education for Tennesse Licensing!

InterNACHI has made arrangements with the state of Tennessee to automatically give state credit to InterNACHI members who complete Tennessee approved InterNACHI online courses. To receive these credits we must have your Tennessee state license number on file. You can enter your license number at: www.nachi.org/state-licenses.

PLEASE NOTE: If you have already taken a course that is approved for Tennessee state credit, you will get credit for that course. All courses approved for Tennessee state credit taken after 5/22/2008 will require that your license number is on file (regardless of whether or not you have finished a course in the past).

The State of Tennesse approves the following courses:

- InterNACHI/NACHI.TV's Infrared Thermography online video course for 5 hours of CE
- InterNACHI's free, online Green Building Inspection course for 8 hours of CE
- InterNACHI's free, online Safe Practices for the Home Inspector online course for 4 hours of CE
- InterNACHI's free, online Structural course for 4 hours of CE
- InterNACHI's Infrared/Building Science course for 16 hours of continuing education
- InterNACHI's free, online Plumbing Inspection course for 8 hours of CE
- InterNACHI/NACHI.TV's Inspecting Water Tanks online video course for 4 hours of CE
- InterNACHI/NACHI.TV's Inspecting Means of Egress online video course for 4 hours of CE
- InterNACHI's Law and Disorder course for 4 hours of CE
- InterNACHI's Building Science course for 16 hours of CE

...and more TN State approved continuing education coming soon!

www.nachi.org/tnconted2008

Hold Harmless Clause

Use a hold harmless clause. InterNACHI members are often asked by real estate agents if they carry Error & Omissions insurance (E&O) and if that E&O insurance indemnifies real estate agents. If you do not have such insurance you should use a hold-harmless clause in your pre-inspection agreement (between you and your client). You should explain to all real estate agents that unlike indemnification insurance which only pays for the legal defense of a real estate agent who gets sued over one of your inspections, your hold-harmless clause is even better in that your client pre-agrees not to file suit against the agent at all.

A real estate agent is just a sales person. Having your client agree not to hold a real estate agent responsible for anything related to your home inspection is proper. Many real estate agents are worried about negligent referral claims. Ease their worries by letting them know you use a hold-harmless clause which protects them. This is a great tool for breaking-into new real estate offices.

It is somewhat difficult to explain to some real estate agents but many members have found success when they present it to the broker/owner directly. Believe it, a broker/owner will be all ears as you explain how using your services protects his/her agents. The hold harmless clause is built into the online, signable agreement system. Both are free.

www.nachi.org/harmless

Inspecting Strawbale Homes: Will This Home Dissolve When it Rains?

By Kenton Shepard
Director of Green Building

Early last summer I was contacted by a woman suffering from Multiple Chemical Sensitivity (MCS) about inspecting a straw bale home. At the time I had a general idea of how they were built, but taking on the liability of inspecting one? Different story. I could disclaim the walls, but that wouldn't serve my client well.

In researching MCS I found that it's usually caused by an extreme exposure. My client had lived in New York and been near the World Trade Center when the towers collapsed. At times she'd had to live outside because she couldn't find a home her body could tolerate.

Mark Shueneman, Executive Director of the Colorado Strawbale Association (COSBA) lives in Boulder and I called him. "Funny you should call" Mark told me, "We're starting a three-day class in Boulder the day after tomorrow and if you want to attend, come on over." Quite the coincidence.

COSBA is interested in seeing methods developed to inspect straw bale homes so that people can feel more confident in buying them, lenders can feel more confident in loaning on them and insurers can feel more confident in insuring them. Fire insurance for a home made of straw? ARE YOU CRAZY?!! In fact, in looking for loans for these homes, successful applicants will describe them as "post and beam structures with agricultural infil" which is technically true.

I took the class and began meeting more people in the local straw bale community, which is considerable along the Colorado Front Range. There are lenders, insurers, architects, engineers, code officials, builders and plaster contractors in this part of the country familiar with this somewhat esoteric building method. I spoke with people from all these professions in gathering information from which to develop my inspection methods.

Without going too far into the nuts and bolts, straw bale homes are usually wood-framed post and beam homes which use straw bales as insulation and as a foundation for the plaster. These homes used to be plastered (inside and out) with a stucco-cement mix, but time and testing showed that earthen, lime (as in powdered limestone) or a mixture of the two provide the best plaster.

When plaster is applied directly to well-packed bale walls, the result is a very fire-resistant wall, since there's little oxygen inside the wall to fuel a fire.

Moisture is another issue, and it's important that the designer and builder know what they're doing...

NO FLAT ROOFS

NO PLUMBING PIPES IN THE STRAW WALLS

KNOW HOW TO PROPERLY SEAL WALL PENETRATIONS

The list is actually much longer, but that information and more is available elsewhere.

The big fear connected with moisture in the straw is the development of decay fungus. In order to reproduce, fungus release spores. High concentrations of mold spores in indoor air can cause health problems in those with lung disease, compromised immune systems, asthma or allergies. Because there is so much food (straw) available for mold consumption, the possibilities are scary.

An advantage to straw bale homes is that the bales can absorb a *lot* of water before they reach the approximately 20% at which mold fungus become active. Properly designed, built and maintained the chances of bad things happening can be relatively easily managed.

STRAW BALE INSPECTION

Inspecting these homes is truly different from inspecting conventional homes. Here are some of the questions and requirements facing inspectors...

Preliminary legwork should involve rustling up any original plans and photographs taken during construction. An inspector wants to find out what's behind the plaster.

- Where are the plumbing pipes?
- Is the first course of bales resting on the floor?
- What caused those cracks?
- How the windows and doors flashed?
- What systems or components are likely to fail disastrously?
- What design features will route water to the straw bale walls?
- Did the plaster suffer freeze damage before it cured?

Some bad homes have been built and a bad straw bale home can be a very unhealthy home. Older homes are more likely than not to be suspect because designing to control moisture has not been well understood. In attempting to keep moisture out of the walls, many homes were more successful at sealing moisture into the walls... a bad situation when the walls are full of straw.

The high liability in inspecting these homes should be reflected in an inspector's contract language, in his inspection methods and in his price. When an inspection goes way bad, everyone can wind up in court and everyone loses, so the inspection of a straw bale home is not a place to go looking to save money.

To learn more about straw bale homes, check out the Straw Bale Home Basics page on the InterNACHI site at:

nachi.org/strawbalehomebasics2006

Home Inspection Structural Problems: Recommend a Contractor or Engineer?

By Kenton Shepard
Director of Green Building

Once structural problems are found during the home inspection, the inspector will be faced with the decision of whether to recommend a qualified contractor or a structural or soils engineer. The agent and the client may or may not agree with the inspector's decision.

The advantage to recommending the engineer is safe for the inspector because the engineer will assume all the liability, and the client will get (arguably) the professional most qualified to identify the problem and recommend a solution.

The disadvantages are primarily suffered by the client. Good structural engineers are busy and may not be able to respond quickly. They are also expensive and although they may identify the problem, they are most likely to recommend a solution which protects them from liability and cost will probably not be their main consideration.

The advantage to recommending a qualified contractor is that they will often evaluate the problem, issue a recommendation and give you a price for correction... all for free! With an engineer, the client only gets two out of three and pays a lot of money for them.

There are very experienced contractors available who are perfectly qualified to evaluate problems, which don't require engineering calculations or whose experience allows them to be comfortable making decisions in situations, which might ordinarily require engineering calculations.

The word "qualified" is very important in picking a contractor. This is not a situation in which someone should throw a dart at the yellow pages. Unscrupulous contractors may invent problems where none exist because they want the work or because they don't understand what they're looking at. Homes are complicated collections of systems and components. Unqualified contractors may make recommendations which address the symptoms of a problem, but not the fundamental problem itself.

I routinely recommend a foundation contractor who's been in the same business for 40 years and who has an engineer on his staff.

When I find roof trusses or engineered lumber which have been improperly cut and it appears to me that the alterations were not performed according to engineered drawings, I always recommend a structural engineer.

The final choice in deciding whether to recommend a contractor or engineer will depend on the nature of the problem and the relationships and confidence the inspector, client or agent has with local contractors.

Inspector Commercials Online

Watch commercials produced by NACHI.TV for InterNACHI certified home inspectors. Left picture, Mountain States Commercial, for InterNACHI member Kenton Schaff's Mountain States Property Inspections company. Right picture, an American Home inspection commercial by John McKenna

More Commercials include:

A-Pro Home Inspection Services commercial for Gene Dowell.

Commercial for Colorado's Best Home Inspections for Carlos McCluskey.

To see all the commercials go to **www.nachi.tv/videos**

Mountain States Commercial 2
Commercial for InterNACHI member Kenton Schaff's Mountain States Property Inspections company.

American Home Inspection
Commercial for American Home Inspection by John McKenna

Be in Your Own Online Comercial

Be in your own commercial promoting your own inspection business. NACHI.TV produces and hosts these commercials online at no charge to InterNACHI members. Members can link to their custom commercials from their own websites and even email the link to potential clients and to local real estate agents. Production, publicity and promotion are all free.

www.nachi.org/commercials

Watch the Mailbox

Look for the Home Head Start Guide in your mailbox. With help from companies like Home Depot, Glad, DIRECTV, Bowflex, Vonage, Budget, ConnectUtilities, PODS, Domino's Pizza, Lamps Plus, Done Right, PRO-LAB, Mayflower, Best Buy, Brinks, Allied, Bank of America, and Clorox, InterNACHI has created the Home Head Start guide full of maintenance reminders, home improvement advice, advantages of having a seller inspection performed, home security tips, and a moving checklist. Each guide includes over $1,000.00 worth of gift certificates and savings coupons of interest to homebuyers and homesellers. Nearly 1 million have been shipped to consumers across the United States at no charge and more are being mailed every day.

www.nachi.org

Free Plumbing Course

Take the online Plumbing Inspection course. The electrical course is 103 pages long and broken down into 15 chapters with hundreds of pictures. In keeping with InterNACHI's commitment to continuing education, this plumbing course is open and free to all members and can be taken again and again without limit.

www.nachi.org/education

House Bill 1217

House Bill 1217 provides a regime to license Georgia's home inspectors. I am cognizant and respectful of the fact that the advocates for the legislation chose to use and were approved by the Georgia Occupational Regulation Review Council (GORRC). I have come to believe that GORRC review should be the initial threshold for the creation of a new licensing board. I am also aware ***that the private sector provides several, voluntary professional organizations to achieve the goals of the legislation***. It is my preference that the market–not the State–regulate as many of our industries as possible. Thus, in order to not supplant the good work of the free market with taxpayer funds, I VETO House Bill 1217.

Georgia Governor Sonny Perdue

COM INSPECT INCORPORATED

ComInspect's goal is to corner the commercial inspection market for InterNACHI members and to provide InterNACHI members with commercial inspection jobs, forms, subcontractors, marketing tools and free insurance.

www.nachi.org/comsop

A Candid Conversation About Making Money in the Inspection Business

Inspector's Quarterly Interview with Nick Gromicko

Despite the soft housing market and weak U.S. economy, InterNACHI inspectors are busier than ever. IQ contributing editor Erin Ondreka recently sat down with Nick Gromicko, Founder of InterNACHI, the International Association of Certified Home Inspectors, to ask about how his members are getting so much inspection work and how they are able to raise their fee structures during this real estate environment.

IQ: What's the secret to success for inspectors?

Gromicko: An understanding of the concept of synergy. You have to do a bunch of things correctly and at the same time to make money in the inspection business. A simple example, a technically strong home inspector who is weak at marketing and technically weak home inspector who is strong at marketing will both struggle. Combine technical and marketing strength and all of a sudden you enjoy outrageous success. Synergy is a miracle.

IQ: Sounds simple.

Gromicko: It's not, especially the marketing side of the equation. If it was simple all inspectors would be rich.

IQ: Should inspectors really be getting rich doing inspections?

Gromicko: Absolutely! You shouldn't go into business to make a good living. You should be making a great living. If you are content to just make a good living, get out of the inspection profession. You are messing it up for the rest of us.

IQ: But not all inspectors are good salesmen.

Gromicko: None of us have to be salesmen. Consumers already want to hire the best inspectors, but we can't have marketing material that conflicts with our contention that we are the best. Most inspectors have brochures and websites that un-sell.

IQ: Un-sell?

Gromicko: Yes. They turn away more potential clients than they bring in. Most inspectors do more things that un-sell their services than to sell them, they just don't know it. There is nothing more heartbreaking than watching an experienced, good inspector lose jobs to his technically weaker competitors over marketing.

IQ: Is that what InterNACHI does? It markets for its members?

Gromicko: In part. It is true that we are an unusual trade association in that we spend our money promoting our members as opposed to using our member's money to promote our association. But marketing, like education, is only a subset of what we really do at InterNACHI. We develop and provide free success tools to our members.

IQ: What is a success tool?

Gromicko: Anything that gives the InterNACHI member a competitive advantage. We give each InterNACHI member thousands of them for free. They add up until their competitors die from death by a thousand paper cuts.

IQ: Sounds like a war?

Gromicko: Business is a war. InterNACHI not only provides the inspector with the tanks, planes, ships, guns, and missiles needed to win, but to become a superpower in their local markets.

IQ: But aren't many inspectors more relaxed about their businesses than that? If they get a call for an inspection they go do it and if not they stay home.

Gromicko: Well then they must not have families to feed. Set your alarm clock for 7am, get up and go to work whether you have an inspection or not. Every day you should be inspecting, learning, or marketing. Work like your life depends on it, because it really does.

IQ: What is the biggest challenge to the home inspection industry?

Gromicko: Fee structure. When corrected for inflation, our industry's pricing has been going down for the past 30 years while all along our skill sets have had to expand and our liability has increased. It's time we give ourselves a raise.

IQ: How can inspectors raise fees when their competitors charge so little?

Gromicko: It doesn't matter what your competitors are doing. If you are swamped with work you have to raise fees. Get so consistently overbooked that you have to choice but to start charging more.

IQ: How can inspectors get consistently overbooked when there are so few homebuyers and so many homes listed for sale?

Gromicko: InterNACHI has given its members the tools to get all the listing inspections and foreclosure inspections through our free MoveInCertified.com program. We're catching all the inspections upstream, before any other inspectors even hear about them. The reports are then hosted on FetchReport, our free report upload system, for all the potential buyers and inspectors to view. Having all the local buyers and investors in your market reading your inspection report, a real sample of the actual product you produce as a professional, captures all the local buyers as well. The investor groups love it because they can all view your report online. Sellers often move locally and so use you again to inspect the home they are buying. We're really damming up the stream so that very few inspections trickle down into the open market.

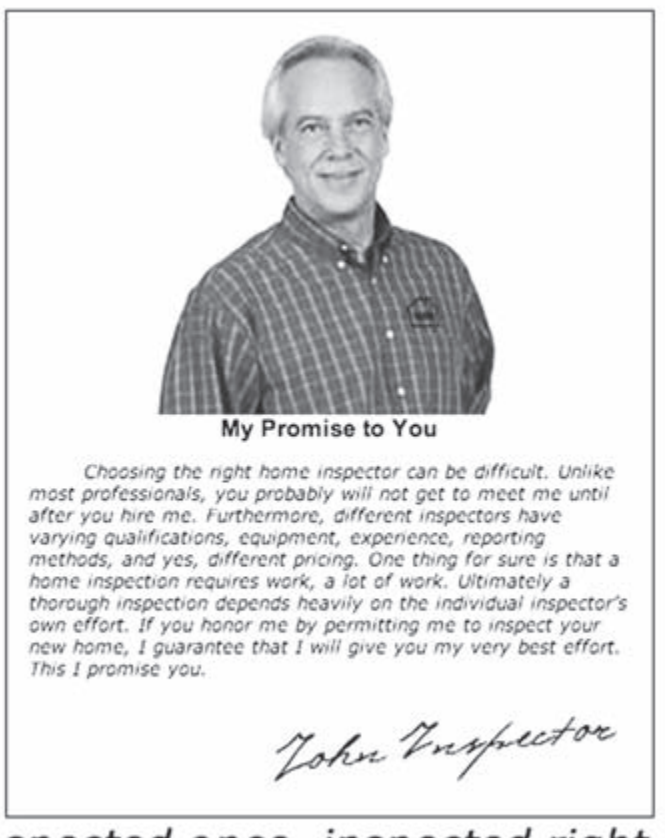
IQ: But isn't there a lot of liability in having an inspection report viewed by many potential buyers?

Gromicko: There is no extra liability in giving hundreds of potential buyers, who don't ultimately buy the inspected property, access to the report. Only one buyer eventually buys the property and from a liability standpoint, it is better to inspect for the party moving out than the party moving in. Your inspection report is the ultimate brochure, and putting a copy it in the hands of hundreds of potential buyers about to hire a home inspector is the ultimate in target marketing.

A Great Addition to Your Brochure

The following is something you could add to the inside of your brochure. It is a promise. Include a headshot pic of yourself looking straight into the camera above the promise. Also add your signature on a slight angle below it. Few will actually read the promise (word for word), but the message will be conveyed none the less. For example it could say:

Choosing the right home inspector can be difficult. Unlike most professionals, you probably will not get to meet me until after you hire me. Furthermore, different inspectors have varying qualifications, equipment, experience, reporting methods, and yes, different pricing. One thing for sure is that a home inspection requires work, a lot of work. Ultimately a thorough inspection depends heavily on the individual inspector's own effort. If you honor me by permitting me to inspect your new home, I guarantee that I will give you my very best effort. This I promise you.



Inspected once, inspected right. ™

"Code Certified" Claims Lead to Problems

InterNACHI's attorney, Mark Cohen, today issued a statement reminding InterNACHI members to be cautious in advertising themselves as "Code Certified" or "ICC Certified."

Cohen's warning comes in the wake of a recent court ruling in which a home inspector who marketed himself as "Code Certified" was held liable to a customer for misrepresentation after a local government determined that the home he had inspected was not "up to code."

Training offered by the International Code Council (ICC) can be beneficial to home inspectors, but Cohen says home inspectors should be careful not to suggest or imply that their home inspections will ensure that the residence is in compliance with all applicable codes. Codes vary from one jurisdiction to the next, and whether something is "up to code" is often a judgment call made by a government employee. Unless an inspector intends to warrant that the property is in compliance with all codes, the inspector should make clear in his advertising and in his contract that the inspection seeks to identify defects, but does not attempt to identify code violations.

Cohen warns inspectors to use care in advertising their services. "Statements contained in an advertisement or on a website may form the basis for subsequent claims of misrepresentation by customers who did not understand the inspector's role."

Win a Daily Door Prize

Try to win a Daily Door Prize. Each new door prize is announced on the message board and the first member who replies to the post wins and will be sent the free door prize. Each thread will start with the words "Today's Daily Door Prize..." There is no cost to play or win. Over 1,000 prizes given away.

www.nachi.org/dailydoorprize

Free Phone Notification

Make sure your auto phone notification works in MoveInCertified.com. MoveInCertified homes have been pre-inspected by InterNACHI certified inspectors and the sellers confirm that there are no major systems in need of immediate repair or replacement and no known safety hazards. The inspection reports are hosted on FetchReport.com. The listing and the phone notification system are both free.

www.moveincertified.com

Free Plumbing Course

Take the online Plumbing Inspection course. The electrical course is 103 pages long and broken down into 15 chapters with hundreds of pictures. In keeping with InterNACHI's commitment to continuing education, this plumbing course is open and free to all members and can be taken again and again without limit.

www.nachi.org/education

Free Log Home Course

Take the online Log Home Inspection course. The log home course is 240 pages long and broken down into 13 chapters with hundreds of pictures. In keeping with InterNACHI's commitment to continuing education, this course is open and free to everyone, even non-members, and can be taken again and again without limit.

www.nachi.org/education

InspectorSeek

Make sure you are listed in InspectorSEEK.com. InspectorSEEK.com gets over 1.8 million consumer hits a month. The biggest purchase you'll ever make deserves a certified professional. InspectorSeek helps you find InterNACHI certified inspectors in your area (or the area of your new property). By only listing inspection professionals certified by the National Association of Certified Home Inspectors, you'll be sure your property is inspected by a professional who must take a Standards of Practice Quiz, a Code of Ethics Course, fulfill annual continuing education requirements and pass an inspection exam every year.

www.inspectorseek.com/

Free Real Estate Presentations

Download the real estate presentations. They are the best PowerPoint presentations in the inspection industry. All free.

www.nachi.org/presentations

Insurance Discounts

Check out InterNACHI's insurance discounts. InterNACHI members save thousands of dollars on GL, E&O and other types of insurance.

www.nachi.org/insurance

Website of the Week

Check out the Inspector's Websites of the Week. You can review all the winners over the past several years. Compare their sites to yours.

www.nachi.org/websites

Free Photo Gallery

Check out the photo web gallery. InterNACHI's Community Web gallery allows you to browse through PICs of defects found on actual inspections at no charge.

www.nachi.org/gallery

Do Well by Doing Good Sponsor NACHI.TV

NACHI.TV's mission is to educate, train, inform and entertain inspectors. NACHI.TV operates solely on the generous donations of inspectors and inspection industry vendors.

The Ultimate Inspection Vehicle (UIV) is exhibited at many inspection events in North America and is featured on upcoming episodes of NACHI.TV. It can be your vehicle to success. No one generates attention for your product or service like NACHI.TV model Paige Peters and NACHI.TV's Ultimate Inspection Vehicle. If you have a product or service you would like nearly every inspector to learn about, please consider one of our available sponsorships. Most include a free show about your product or service which NACHI.TV will film, edit, produce and host for you at no extra charge. Most include NACHI.TV passing out your literature at many major inspection events across N. America. All include free links on NACHI.TV, a show watched by tens of thousands of inspectors every week.

Replacing a Roof? Having a New Home Built? Remodeling a Bathroom? Adding a Deck?

We will make sure your contractor does it the right way!

Have one of our local, independent, certified inspectors stop by and check to see that the work is being done properly, before its too late. The inspector can also approve the completed job before you make the final payment to the contractor.

Reasonable rates: No more than a few hundred dollars per visit to have a third-party, certified inspector look at your project.

OverSeeIt Inspectors Offer a Variety of Services:

- Project and contractor oversight.
- New construction phase inspections.
- Final walk-through inspections.
- 1 year builder warranty inspections.
- Annual inspections for home and commercial property owners.
- Investor consulting.
- Pre-listing, seller inspections.
- Foreclosure inspections.
- Insurance inspections.
- Home inspections.

Have one of our local inspectors stop by and check up on your construction project or perform a maintenance inspection of your home.

Contact your local, independent inspector today to discuss your needs or ask our experts online at www.AskNACHI.org (free service)

OverSeeIt.com

Inspection Tips and Techniques

InterNACHI Trainer, Joe Farsetta, gives inspectors tips and techniques that they may not have thought of on inspections.

www.nachi.tv/episode42

Is Your Inspector a Certified Home Inspector?

Licensing of home inspectors only sets a minimum standard. Much like being up to code, any less would be illegal. Imaginary people, children, psychics (who claim to "sense" if a house is OK) and even pets can be home inspectors. Other home inspection associations have no entrance requirements and worse, encourage their candidates to go out and perform actual inspections for poor, unsuspecting consumers as the only way to achieve full membership. InterNACHI finds this practice unconscionable. That is why InterNACHI front-ends its membership requirements. We turn down more than 1/2 the inspectors who want to join because they can't pass our exam or fulfill our membership requirements.

InterNACHI inspectors have to:

- Pass InterNACHI's Online Inspector Examination every year with a score of 80 or better. (This general, not association-specific exam is open and free to all).
- Complete InterNACHI's online Ethics Obstacle Course. (This open book Ethics course is open and free to all).
- Take InterNACHI's online Standards of Practice Quiz (This open book Standards of Practice quiz is open and free to all).
- Sign and submit an Affidavit.
- Adhere to the Standards of Practice.
- Abide by InterNACHI's Code of Ethics.
- Continue learning (24 hrs/yr) as per InterNACHI's Continuing Education Policy.
- Maintain a member Online Continuing Education Log (free) as per InterNACHI's Continuing Education Policy.
- Submit 4 mock inspections to InterNACHI's Report Review Committee (free) before performing their first home inspection for a client (if never performed a home inspection for a fee).
- Login to NACHIs educational message board (within 10 days after joining).
- Complete InterNACHI's comprehensive online Standards of Practice course (free) (within 30 days after joining).
- Complete InterNACHI's online Structural course (free) (before or within 30 days after joining).
- Complete InterNACHI's comprehensive online Plumbing course (free) including all the quizzes within and pass its final exam (within 45 days after joining).
- Complete InterNACHI's comprehensive online Electrical course (free) including all the quizzes within and pass its final exam (within 45 days after joining).
- Complete InterNACHI's comprehensive online Safety course (free) including all the quizzes within (Before or within 45 days of joining).
- Complete InterNACHI's comprehensive online Roofing course (free) including all the quizzes within and pass its final exam (within 60 days after joining).
- Apply for a membership photo I.D. (free) (Within first 3 months after joining).
- Complete InterNACHI's online Vermiculite Insulation mini-course (free) including all the quizzes (within first 6 months after joining).
- Complete InterNACHI's online Polybutylene Plumbing mini-course (free) including all the quizzes (within first 6 months after joining).
- Complete InterNACHI's online Water Heater TPR Valve Discharge Piping mini-course (free) including all the quizzes (within first 6 months after joining).
- Complete InterNACHI's online Emergency Exit mini-course (free) including all the quizzes (within first 6 months after joining).
- Re-take and pass InterNACHI's Online Inspector Examination, every year (free).
- Complete InterNACHI's online Log Home course (free) including all quizzes within and pass its final exam (before or within first 18 months after joining).
- Complete InterNACHI's online Green Building course (free) including all quizzes within and pass its final exam (before or within first 18 months after joining).
- Complete at least 8 hours of advanced or beyond Standard of Practice coursework (reasonable exceptions apply) (before or within 2 years after joining).
- Attend at least one chapter meetings or educational seminars every two years (reasonable exceptions apply).
- Have access to Inspector's Quarterly, delivered to their doorstep.
- Have access to InterNACHI's free visual aid inspection frames to help them learn.
- Have access to InterNACHI's free library for improving their inspection skills.
- Have access to InterNACHI's message board for exchanging information and tips.
- Have access to InterNACHI's What's New section so they can keep up with the industry.
- Have access to InterNACHI's specific-topic advisory boards.
- Have access to Dear InterNACHI for detailed advice.
- Have access to a time-tested Agreement which keeps them (and you) away from lawsuits.
- Have access to InterNACHI's Report Review/Mentoring service.
- Submit passport photos for their membership I.D.
- Have access to InterNACHI's free online inspection courses.
- Have mock inspections reviewed before performing their first fee paid inspection.
- Carry E&O insurance (if the state requires it).
- Have access to a real estate agent hold harmless clause.
- Have access to InterNACHI University.
- Have access to The InterNACHI Mall.
- Have a consumer hot-line for clients.
- Have access to an Arbitration and Dispute Resolution Service.
- Have access to a Client Satisfaction Survey.
- Have access to InterNACHI Wiki.
- Have access to educational shows on NACHI.TV.

So the next time you need to refer your clients to home inspectors, make sure they are members of InterNACHI and never use a candidate or associate of any association. InterNACHI, America's elite home inspection association. ■

10 Quick Tips for a Better NACHI.TV Commercial

By Chris Morrell
NACHI.TV Production Designer

A home inspector should always know how to present him or herself professionally to clients, real estate agents, et cetera. But sometimes, when the camera turns on, even a confident home inspector can lose his or her composure and come off as uncomfortable, unsure and maybe even unqualified. Here are ten tips to help you look good in front of a camera. Many of them can also help you interact with people on the job.

Preparing for the Shoot

When dressing for your NACHI.TV commercial, avoid wearing green. We use a green screen to superimpose your video on to a different background. If you're wearing clothes that are similar to the color of our green screen, it will be hard for us to remove the screen without also removing part of your body. You should also avoid wearing stripes (particularly tight ones), bright red, or all white/black as these generally look bad on screen.

Get a haircut a few days before the shoot, and consider having your clothes professionally cleaned and pressed. You want to look as professional as possible and having wrinkle-free clothes and a fresh haircut can do wonders. Also, if you are a man, shave as close to the shoot as possible (you might even want to consider bringing your razor to the shoot and shaving there).

Try to write a basic script beforehand, so you have a general idea of what you want to say during your commercial. We'll help you refine your script when you get to the shoot, but the more comfortable you are with the material, the better it will sound when recorded.

If you have a camcorder (or even a cell phone with video capabilities) take some time to practice being on camera. We typically look and sound different when recorded, and getting comfortable with those differences before your shoot will translate to a better commercial. If you don't have a camcorder, practicing in front of a mirror is very similar.

Actors, actresses, singers and other performers often do vocal warm ups before a show. As silly as this may feel, having a confident and commanding voice can really help you connect with your commercial's viewers. It doesn't need to be much: clear your throat, open and close your mouth a few times, and maybe try a few tongue twisters from your childhood. What's most important is that you prepare yourself to speak clearly and with confidence.

During the Shoot

Try to avoid nervous stops and starts like "um" or "uh" (or for those younger inspectors, "like"). It's OK to have a short pause in your speech. In fact, it will often help your audience by giving them a moment to more fully take in your last sentence. On the other hand, if you find yourself very comfortable speaking on camera, avoid rambling. You want to be clear and concise without your speech being stop-and-go.

The camera will tend to cloak subtle movements and weaken posture. You will have to go a little bit over-the-top for things to look right on film. Be sure to stand tall with your shoulders back. Plant both feet solidly on the ground, and avoid rocking from one side to the other. If you don't know what to do with your hands, try holding a tool that you use during an inspection (such as a clipboard, PDA, or IR camera) or standing with your hands behind your back (similar to the military parade rest position). Don't lean on the set. Be expressive in your movements when they're intentional, and avoid nervous movement such as tapping your feet, rocking, or fussing with a prop. In general, try to be confident in your stance like you are confident in your inspections.

Eye contact is important, even when you're looking at the lens of a camera. Look directly at the camera to show that you are engaged and ready to demonstrate your prowess as an inspector. Try not to look down between sentences (unless you're reading from a script) as this can convey shyness and a lack of confidence.

SMILE. Remember, your clients want to feel like they can trust you and be comfortable asking you questions about the biggest purchase of their life. If you are relaxed, comfortable and happy, your potential clients will be relaxed, comfortable and happy while watching your commercial.

In the end, the most important thing is to be yourself. These tips should help you prepare, but if you over-think things you might start second-guessing every word and every movement you make on camera. Before your shoot, take a moment to remind yourself that you're a great inspector and that people ought to hire you. Take a deep breath, smile, and say, "take one." ■

Free Inspector Library

The Library is fairly simple. Visit the request form to make a selection. A list of available library selections are listed in the drop down menu titled "Lending Library Selections" in the request form. The request form will capture a valid credit card as a deposit on your selection to guarantee its return. More selections including videos and CDs are being added to the library. A new twist that we will be implementing soon is "Pay it forward." If there is a waiting list for your selection, the first member that requests the selection will get forwarding labels to the next member and so on until it is returned to the library. The member will pay for the shipping to the next member or back to the library. This reduces the shipping costs of the library and reduce the waiting time for members. You only pay for shipping. The books and videos are free.

www.nachi.org/library

InspectorLocator.com

Make sure you are listed on InspectorLocator.com. InspectorLocator.com searches for inspectors based on what inspection services they offer such as: chimneys, commercial buildings, energy loss, IAC2 certified inspectors, lead paint, log homes, mold, new construction, pools and spas, pre-listing, radon, septic, stucco/EIFS, thermal imaging, water quality, W.E.T.T. and WDO/insects. Agents love InspectorLocator.com because they can find one inspector who does everything they need. There is no cost to be list your ancillary services on InspectorLocator.com

www.InspectorLocator.com

Free Commercial Inspection Agreement

Use the Commercial Inspection agreement between Inspector and Client. This agreement was designed to be used in all 50 states and all provinces of Canada. This agreement was designed to be used in conjunction with InterNACHI's Professional Services Contract between Inspector and Consultant which should be used when hiring a team to perform commercial inspections. This agreement is copyrighted and for InterNACHI member use only. Members can download it at no charge.

www.nachi.org/comsop

Free Mold Waiver

Many home inspectors create potential problems for themselves because the client does not understand what the inspection will cover. For this reason, InterNACHI encourages inspectors to always have the client sign the InterNACHI Agreement (between inspector and client) that specifies what the inspector is going to do. Mold causes health problems. So if the inspector notices mold or moisture or if the inspector learns that mold mitigation has taken place in the past and the client doesn't want to order mold testing, the inspector might consider having the client sign a separate waiver of mold testing. The mold waiver is free.

www.nachi.org/moldwaiver

Interactive Tutorials

Take InterNACHI's tutorials. InterNACHI Interactive Tutorials can help you learn to use InterNACHI.org better. They are interactive videos that show you how to use different features of nachi.org more effectively. They are free.

www.nachi.org/interactive-tutorials

Home Inspection Websites

The home inspection business is different than most any other business in that you (the home inspector) never meet your client until AFTER you are hired. That's right, when you get out of your truck at the inspection site and introduce yourself to your client he/she has already hired you. There is almost no salesmanship involved in the home inspection business. Success relies almost solely on marketing. But where should an inspector market? Well, a home inspector's clients are nearly always home buyers. And many of these home buyers are nicely all in one place… online. They are online touring new homes, researching schools, e-mailing their real estate agents, shopping for mortgages and looking for home inspectors. And since you will not have an opportunity to sell your inspection services in person, it is important that your website be capable of doing your selling for you. To a potential client, your website is a sample of what you and your report are going to be like. It makes little sense to drive traffic to a website that doesn't represent you well. The door to your website is your homepage. It is the most important page of your website. Most of your visitors will never even click through to your other pages if your homepage doesn't make them want more. As a home inspector you might work on some of the most expensive real estate in the world, but no home is as valuable per square foot as your own inspection website's homepage. The right homepage can generate you many thousands of dollars in inspection business, if it is designed correctly. You only get one chance to make a good first impression. Make sure your site doesn't un-sell your inspection services.

Learn more at...

www.nachi.org/brutal

Free online
"Inspecting Foundation Walls and Piers" course

www.nachi.org/education

The Biggest Announcement in Inspection Industry History!

InterNACHI is pleased to announce the launch of the inspection industry's super project. With support from PRO-LAB, Home Inspector Pro, FREA, IAC2, NACHI.TV, and 2 national Cable TV companies, a new hi def studio is being built within a 5,000 sq. ft warehouse in Boulder, Colorado.

The studio will be used to develop advanced educational shows for the inspection industry using actual mockups of both residential and commercial systems and components. Consumer-level shows of interest to real estate agents, investors, buyers and sellers will also be developed here at the same time and will include commercials that tout InterNACHI inspectors exclusively. These shows will be delivered into homes and real estate offices across North America by way of Cable TV and internet using the Pluto Network (coming soon) under the brand "Inspector Channel." The advanced educational shows will be delivered online under the brand "HI Experience." Each episode will be filmed at the same time but then edited into two mirror versions; a consumer/agent targeted version for Cable TV which promotes InterNACHI inspectors and an advanced technical version for InterNACHI member's educational purposes.■

Seller Inspections

Send a seller inspections letter to all your local sellers. Advantages to the seller: The seller can choose a certified InterNACHI inspector rather than be at the mercy of the buyer's choice of inspector. The seller can schedule the inspection at the their convenience. It might alert the seller of any items of immediate personal concern, such as radon gas or active termite infestation. The seller can assist the inspector during the inspection, something normally not done during a buyer's inspection. The seller can have the inspector correct any misstatements in the inspection report before it is generated. The report can help the seller realistically price the home if problems exist. The report can help the seller substantiate a higher asking price if problems don't exist or have been corrected.

A seller inspection reveals problems ahead of time which might make the home show better, gives the seller time to make repairs and shop for competitive contractors, permits the seller to attach repair estimates or paid invoices to the inspection report and removes over-inflated buyer procured estimates from the negotiation table. The report might alert the seller to any immediate safety issues found, before agents and visitors tour the home. The report provides a third-party, unbiased opinion to offer to potential buyers. A seller inspection permits a clean home inspection report to be used as a marketing tool.

A seller inspection is the ultimate gesture in forthrightness on the part of the seller. The report might relieve a prospective buyer's unfounded suspicions, before they walk away. A seller inspection lightens negotiations and 11th-hour renegotiations. The report might encourage the buyer to waive the inspection contingency. The deal is less likely to fall apart the way they often do when a buyer's inspection unexpectedly reveals a problem, last minute. The report provides full-disclosure protection from future legal claims. Use the free sample letter sellers.

Sample letter for inspectors to send to home sellers:

Dear Mr. Homeseller:

I am Joe Goodinspector of ABC inspections and I noticed you are selling your home. I am writing to encourage you to contact me about inspecting your home before any more potential buyers tour it. The advantages of having it inspected now are many:

You can have me, a certified InterNACHI inspector, do the inspection rather than be at the mercy of the buyer's choice of inspector.

You can schedule the inspection with me at your convenience.

I might be able to alert you to any items of immediate personal concern, such as radon gas or active termite infestation.

You can assist me during the inspection, something normally not done during a buyer's inspection.

You can correct any misstatements in your inspection report before I generate it.

The report can help you realistically price your home if problems exist.

The report can help you substantiate a higher asking price if problems don't exist or have been corrected.

My report will reveal problems ahead of time which…

- might make your home show better.
- gives you time to make repairs and shop for competitive contractors.
- permits you to attach repair estimates or paid invoices to the inspection report.
- removes over-inflated buyer procured estimates from any future negotiations.

My report might alert you to any immediate safety issues found, before agents and visitors tour the home.

My report provides a third-party, unbiased opinion to offer to your potential buyers.

A seller inspection permits a clean home inspection report to be used as a marketing tool.

A seller inspection is the ultimate gesture in forthrightness on your part.

My report might relieve prospective buyer's unfounded suspicions, before they walk away from your home.

A seller inspection lightens negotiations and 11th-hour renegotiations.

My report might encourage your buyer to waive the inspection contingency.

Your deal is less likely to fall apart the way they often do when a buyer's inspection unexpectedly reveals a problem, last minute.

My report provides you with full-disclosure protection from future legal claims.

I would like to talk with you in person to explain how I can help streamline your real estate sale. Of course I always stand ready to inspect the home you are buying as well. Please contact me.

Joe Goodinspector
ABC Inspections
(123) 456-7890

www.nachi.org/sellerinspections

MOISTUREFREE CERTIFIED ★ ROOF INSPECTION PROGRAM ★ FREE 90 DAY ROOF WARRANTY WITH EVERY HOME INSPECTION

Don't miss out on a unique opportunity to become a *MoistureFree Certified Roof Inspector* to:

- ✓ Earn Greater Income
- ✓ Offer Additional Unique Products & Services
- ✓ Differentiate Your Business

MoistureFree Warranty Corporation is a leading warranty company protecting thousands of stucco homeowners from moisture intrusion with the nationally recognized MoistureFree Warranty. MoistureFree has trained and certified hundreds of independent inspectors on how to properly inspect stucco homes with an 8-hour DVD training program.

With consumers demanding more protection, MoistureFree has created the ***MoistureFree Roof Performance Warranty*** for existing asphalt & composite roofs. In order for consumers to acquire this unmatched protection, a ***MoistureFree Certified Roof inspector*** must conduct an inspection, which typically occurs during a traditional home inspection. ***MoistureFree Certified Roof Inspectors*** can now offer their clients a **FREE 90 Day Roof Warranty**. MoistureFree has created a 2-hour DVD training program to learn additional roofing knowledge and inspection techniques.

Realtor
"I recently had a deal fall apart because my buyer had a concern with the age of the roof and the seller was not willing to negotiate the cost of a new roof. I could have provided my buyer peace of mind with a $295 (2) Year Roof Warranty and closed this deal. How do I find a MoistureFree Certified Roof Inspector near me?"
Coldwell Banker-NC Realtor

Not an **InterNACHI** member? Become a MoistureFree Certified Roof Inspector **NOW** and get a ***FREE One Year Membership to InterNACHI*** and enjoy all the extensive benefits.

To learn more and sign on, visit www.moisturefreeinspections.com or call 800.400.8679 ext 161.

20306 North Main Street
Cornelius, North Carolina 28031
800.400.8679 Fax 704.896.3426
www.moisturefreeroof.com & www.moisturefreeinspections.com

Free Web Commercial Production for InterNACHI Members

Working in cooperation with NACHI chapters across the country and Canada, NACHI TV will produce and host your very own online commercial at no charge. Members can link to their custom commercials from their own websites and even e-mail the link to potential clients and to local real estate agents. Click here for more information, or drop us a line at fastreply@nachi.org.

Business Need a Boost?

Check out our newly-updated Success Tips section, chock-full of strategies, ideas and suggestions to help give your business a boost.

www.nachi.org/success

Add the MoveInCertified report download box to your website and add value to your pre-listing home inspections by offering Move In Certification. If you are using your own web site for MoveInCertified clients, you can use the following form to let your clients download MoveInCertified reports directly from your site. Simply copy the HTML code to a page on your site and you're set.

moveincertified.com/sitewidge

"You inspected my house 76 days ago, and now the heater doesn't work!"

100-day limited home warranties for home inspectors

Mountain Warranty Corporation

www.mountainwarranty.com

Worldwide Directory of Inspectors to Top 1 Billion Pages

InterNACHI is working on expanding NACHI's current North American Directory of Inspectors to cover the globe. The multi-language site will increase to over a billion pages in length.

The North American Directory of Inspectors is already millions of pages:

www.nachi.org/directories

Upcoming Advertising Campaign

MoveInCertified has an upcoming radio campaign. We'll be playing ads that reach approximately 10 million listeners around the country on over 1500 radio stations. We'll be playing radio ads in: Arizona, California, Colorado, Connecticut and many more.

For $99 You Get the Largest Library of Inspection Narratives

We're pleased to announce the release of the InterNACHI Inspection Narrative Library.

In addition to the direct inspection experience of the author and various other inspectors, these narratives were developed from a variety of sources including the International Residential Code (IRC), technical data sheets and systems specifications from various manufacturer's associations, installation manuals for a variety of building products and various building science-related sites. Narratives are worded with safety in mind, code is not quoted.

In many instances, an effort has been made to include both long and short narratives describing the same condition in order to allow inspectors some choice in how they present their reports. Where appropriate, narratives are included which give the inspector a choice between recommending a structural engineer or a qualified contractor for a particular condition.

Install these editable narratives into your inspection software and let them save you time and make you money! In addition to reducing the amount of time you spend filling out reports, the quality of your reports will improve and you'll enjoy greater protection from liability.

This library is the world's largest collection of dedicated, industry-savvy General Home Inspection narratives. With just a click of your mouse, you can describe both proper and defective conditions, provide key component descriptions for all the home systems, and their accessible components in homes both old and new.

Designed to comply with the Standards of Practice of all major professional Home Inspection organizations, these narratives are based on generally-accepted current building standards, actual inspection experience and research from a wide variety of sources. Authored by Certified Master Inspector/professional writer/NACHI.TV advanced education co-host Kenton Shepard, this library can save you years of writing and editing your own narratives!

"Other libraries have narratives that are way too short. Other's have narratives that are way too long. Like Goldilocks once said... this one's just right! Many thanks to Kenton for his years of work on this project." Nick Gromicko, Founder of InterNACHI.

Kenton also wrote this book for the ICC and InterNACHI's Green Building Course.

Watch for updates on the General Home Inspection narratives and specialized libraries on subjects like Commercial, Log Home and Green Building inspections to become available in the near future.

The narrative library, 3 years in the making, is available now. Place your order now. Just $99 (regularly $595) and save $496.

Works well with all industry-leading inspection reporting sofware.

www.nachi.org/narratives

Inspection Excellence through Education and Camaraderie

"Just as iron sharpens iron, one man sharpens another." Proverbs 27:17.

Members of the International Association of Certified Home Inspectors (InterNACHI) are the most educated and best trained inspectors in the world and InterNACHI is committed to keeping it that way. Toward that end InterNACHI has taken steps to encourage member pursuit and maintenance of inspection excellence and we have accomplished this without additional charge to members. We believe that fees, like taxes, deter professional development and that the best way to encourage the continuing education of our membership is by supporting variety, accessibility and affordability in educational options.

InterNACHI members start off by fulfilling certain requirements before they can even apply for membership. They have access to the InterNACHI University, which is free. InterNACHI's Ethics Obstacle Course is open-to-all and free. InterNACHI's photo web gallery of defects is the largest in the world, open-to-all and free. InterNACHI's online visual aid frames library is the largest in the world, open-to-all and free. InterNACHI's online exam preparation tool, with a pool of over 2,500 multiple choice questions and answers, is the largest in the world, and free. InterNACHI's online searchable inspector glossary is the largest in the world, open-to-all, and free. InterNACHI's Standards of Practice quiz, which reveals where an inspector may be veering, is self-evaluating, open-to-all and free. InterNACHI's online continuing education is free. InterNACHI, far more than any other source, provides educational events around the world, open-to-all, and free. InterNACHI refuses paid advertisements to enhance trust in our information. InterNACHI's lending library is free. InterNACHI's interactive photo message board, with over 500,000 topics, is the industry's largest, most popular, very educational, that are open-to-all, and free. InterNACHI's online Inspector Examination, with over a trillion different versions, taken over 185,000 times, and which generates a custom inspector-weakness pie chart upon completion, is graded instantly, open-to-all, and free. InterNACHI's 1-day HVAC, mold and electrical seminars are open-to-all and free to members. InterNACHI's message board protects free-speech so visitors can determine the truth. InterNACHI publishes Dear InterNACHI online which gives detailed answers to specific inspection-related questions, is open-to-all, and free. InterNACHI provides product recall alerts. InterNACHI operates the Consumer Information Center. InterNACHI publishes What's New, an online inspection industry update that is open-to-all, and free. InterNACHI's 1/2 day mock-inspections of actual homes provide true hands-on training and are free.

InterNACHI's Polybutylene Plumbing course is free. InterNACHI's Commercial Standards of Practice is free. InterNACHI's Green Building course is free. InterNACHI's Log Home course is free. InterNACHI's local chapter meetings typically present technical speakers, are open-to-all, and free. InterNACHI provides report review services for free. InterNACHI's Safe Practices for the Home Inspector course is free. InterNACHI's Plumbing Inspection course is free. InterNACHI's annual convention is very educational with 3 days of 6 continuous running classes, all free. InterNACHI's Vermiculite Insulation mini-course is free. InterNACHI's TPR Valve Discharge mini-course is free. InterNACHI's Emergency Egress course is free. InterNACHI's mock, student, parallel, and ride-along reporting forms are free. InterNACHI operates a mobile classroom which travels across North America providing education to home inspectors for free. InterNACHI permits all outside/for-profit continuing education providers to advertise their courses to our members on InterNACHI's websites for free. InterNACHI maintains a Question of the Day thread that is open-to-all, and free. InterNACHI negotiates member discounts on nearly every continuing education provider's courses. InterNACHI's meetings distribute a wide variety of educational literature to all for free. InterNACHI's staff, committee members, chapter leaders, veteran members, special-expertise members, and advisory boards are constantly helping members one-on-one for free. InterNACHI members typically provide fellow members with free ride-a-longs on actual inspections. Over the years InterNACHI has arranged for third-party providers to offer our members online training for free. InterNACHI employs some of the world's leading trainers and makes them available to members for free. InterNACHI's online roofing course is free. InterNACHI's online electrical course is free. InterNACHI's online structural course is free. InterNACHI does not charge for or unduly withhold approval of any organization's continuing education courses, even those offered by other inspection associations. InterNACHI's 215,000+ page website is itself very educational. InterNACHI opened the first of six actual House of Horrors in December of 2005 which provides real hands-on training. InterNACHI is due to release a virtual House of Horrors, an online wood destroying insect course, and an occupant hazard recognition primer, and What's Wrong Here? Panels, all very educational and all free. InterNACHI's Online Inspector Examination's main purpose, besides testing competence, is to alert members to their weaknesses. The same is true for InterNACHI's Code of Ethics obstacle course, designed to alert members to possible infractions. The same is true for InterNACHI's Standards of Practice quiz, designed to alert members to areas they are over and/or under inspecting. All three are pre-application requirements and all free. NACHI.TV is free. InterNACHI even has online educational inspection-related crossword puzzles, open-to-all and free of course.

A variety of accessible and affordable educational options encourage and enhance the professional development of all our members, but our most precious educational tool is our spirit of camaraderie. InterNACHI members continue to pursue, achieve and maintain inspection excellence in an atmosphere of members helping fellow members. Please join us in this spirit.

Nick Gromicko
Founder

100-Day Limited Home Warranty with Every Home Inspection

Protect your assets, **build** your business, and **satisfy** your clients by including a 100-day limited home warranty with every home inspection.

Protect: The warranty provides post-inspection liability protection–a full and complete release from future liability of any kind arising from the inspection. The 100-day limited warranty includes language that protects you, the home inspector.

If a problem arises from the inspection, your client can submit a claim to Mountain Warranty Corporation. Mountain Warranty Corporation agrees to provide a payment to your client for the covered costs to repair or replace the items listed in this warranty as being covered if any such items fail or become inoperable during the term of the warranty due to mechanical failure caused by routine wear and tear, subject to the terms, conditions, exclusions and limitations of the warranty.

By submitting a claim and accepting payment from Mountain Warranty Corporation, the home inspector's client "fully and unconditionally releases the home inspector, its agents, and employees, from any further liability of any kind alleged to arise of the inspector's inspection of the property, regardless of the legal theory employed, including all claims whether known or unknown."

After that, you're legally protected.

Build: Build your business by including a 100-day limited home warranty with every inspection. Competing on price and service alone is no longer highly effective because potential clients can get a competently performed inspection somewhere else at a lower price. To get more business, an inspector needs to distinguish their company from the competition. Ask yourself, "What are the things that makes my service different and unique? What do I offer that my competition doesn't?" You can make your company special in the eyes of your potential customers by offer something that sets you apart from all your competitors. Including a warranty from Mountain Warranty Corporation with every inspection and then marketing that value-added service to your customers can help you build your business and gain a competitive advantage.

Satisfy: Satisfy clients who have experienced problems with their new home by including a 100-day limited home warranty from Mountain Warranty Corporation. Save time and money by effectively diverting complaints away from you and your busy schedule.

Home inspectors get the blame when things fail or leak, or when defects are discovered. Within the first 100 days after a home inspection, anything can happen. On moving-in day the dishwasher leaks, 99 days after your inspection the roof leaks, 43 days after your inspection the heater doesn't turn on, 78 days after your inspection the sump pump won't pump, 19 days after your inspection the air conditioner doesn't work, 17 days after your inspection the main water shut-off valve drips, 22 days after your inspection the garage door opener doesn't open, 38 days after your inspection the motor of the jetted bathtub breaks, 85 days after your inspection the water heater tank leaks, 45 days after your inspection the door bell doesn't ring, 1 day after your inspection the bath GFCI won't reset, 52 days after your inspection a floor joist cracks, or on the very next rain a downspout falls off.

For more information visit:

www.mountainwarranty.com

IAC2 Mold Report Writer

Order the IAC2 Mold Report Writer. Cost: $200. Or just download the Report Writer demonstration at no cost.

www.IAC.org

Free Electrical Defects and Code Violations Power Point

Download the Electrical Defects and Code Violations PowerPoint presentations. They are free.

nachi.org/joetedescoppt2007

Free Inspection Newsletter

Order an inspection newsletter. NACHI occasionally sends out newsletters with industry updates and information about free events. Enter your name and contact information below to receive these periodic messages. You can remove yourself at any time by visiting our opt-out page, or you will have the option to opt-out from any message you receive from us.

www.nachi.org/opt-in

INC. or LLC.

One of the first decisions that you will have to make as an inspection business owner is how the company should be structured. This decision will have long-term implications, so consult with an accountant and attorney to help you select the form of ownership that is right for you. Learn about incorporating. No charge.

www.nachi.org/inc

Free IAC2 Logo

If you are a member, use your IAC2 logos.

www.iac2.org/logo.php

Free Green Building Inspection Course

Take the online Green Building Inspection course. Free and open to all.

www.nachi.org/green

Free Infrared Addendum

Use InterNACHI's infrared addendum. To be used when client requests thermal imaging services.

www.nachi.org/iraddendum

Free General Liability Insurance

Check out the free General Liability insurance offer from FREA.

www.nachi.org/freegl

Mold Inspection

Download a standard mold inspection agreement template.

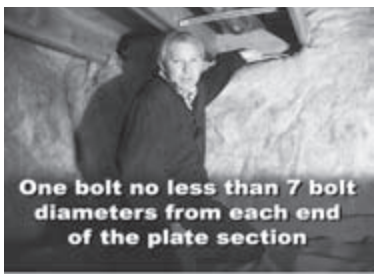
www.iac2.org/agreement

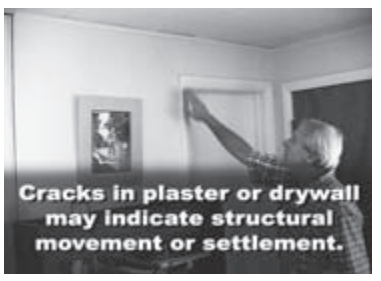
CorrectInspect.com

Advanced *Inspection of Crawlspaces* Online Video Course

The student will obtain an understanding of how to inspect a crawlspace, including using personal protection equipment, the InterNACHI Standards of Practice, an inspection checklist, suggested report narratives and language, and defect recognition. The student will watch and learn how a Certified Master Inspector® performs two on-site inspections of actual crawlspaces, and how over 50 defects are discovered and reported. The course document includes suggested narratives and language that can be used in writing an inspection report. To learn more visit:

www.nachi.org/advancedcourses





InterNACHI Standard Accessibility Inspection Report for Existing Commercial Buildings

About this Accessibility Inspection Report

Various laws around the world require public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. Businesses benefit from the patronage of all people. Those who own, lease, lease out, or operate places of public accommodation should have as a goal the identification and reduction of physical barriers to this patronage. This inspection report will help identify possible accessibility deficiencies in existing facilities.

Most laws regarding accessibility only regulate new construction and remodeling and do not oblige existing building owners to reduce barriers if such reduction is not readily achievable. This report does not cover all of the possible local, state, provincial and federal requirements regarding accessibility or barrier reduction. The information presented within this report was derived from a visual-only inspection of the property and is intended solely as informal guidance, and is not a determination of legal rights or responsibilities.

This report may be offered in conjunction with a complete commercial building inspection or offered as a separate, stand-alone inspection service.

Accessibility Inspection Report

1. Parking
   - 1.1 There are enough accessible parking spaces (8 feet wide plus 5 foot access isle)
     - Total number of parking spaces
     - Number of accessible parking spaces needed
   - 1.2 The accessible parking spaces are marked with the International Symbol of Accessibility
   - 1.3 The accessible parking spaces are the closest spaces to the accessible entrance of the building
   - 1.4 The accessible parking spaces have access aisles that are part of the accessible route to the accessible entrance of the building
2. Route of Travel
   - 2.1 There is a route of travel from the accessible parking spaces to the accessible entrance that does not require the use of stairs
   - 2.2 The route of travel is at least 36 inches wide
   - 2.3 The slopes on the route of travel are not greater than 5% (1" rise/20" run)
   - 2.4 The route of travel is stable, firm and slip resistant
   - 2.5 The curbs on the route of travel include ramped curb cuts with a width of at least 36 inches
3. Ramps
   - 3.1 Ramps longer than 6 feet have railings on both sides
   - 3.2 Railings are sturdy and between 34 and 38 inches high
   - 3.3 Ramps are stable, firm and slip resistant
   - 3.4 There is a 5 foot long level landing at the top and bottom of every 30 foot horizontal length of ramp and at every ramp switchback
4. Entrance
   - 4.1 The main entrance is accessible or there is a ramp or a lift or an alternative accessible entrance
   - 4.2 All inaccessible entrances have signs giving directions to the nearest accessible entrance
   - 4.3 The accessible entrance door has at least 32 inches of clear opening
   - 4.4 The accessible entrance door has at least 24 inches of clear wall space on the pull side of the door, next to the handle
   - 4.5 The accessible entrance door handle is no higher than 48 inches
   - 4.6 The accessible entrance door handle is operable with a closed fist (accessible to a person with limited use of his/her hands)
5. Interior
   - 5.1 The interior carpeting is low-pile and tightly woven
   - 5.2 There are no noted hindrances to a person who uses a cane
   - 5.3 The corridors are at least 36 inches wide
   - 5.4 The corridors have wheelchair passing spaces at reasonable intervals (less than 200 feet) or intersecting corridors that can be used as passing spaces
6. Restrooms
   - 6.1 Public rest rooms include at least one fully accessible rest room on an accessible route of travel
   - 6.2 The inaccessible rest rooms have signs that give directions to accessible one
   - 6.3 Pictograms or symbols are used to identify rest rooms
   - 6.4 Accessible rest room door handles are no higher than 48 inches
   - 6.5 Accessible rest room door handles are operable with a closed fist (accessible to a person with limited use of his/her hands)

   6.6 Accessible restroom doors can be opened without too much force (less than 5 lbs force)
7. Elevators

   7.1 The passenger elevators are located on an accessible path of travel

   7.2 The passenger elevator doors have a clear opening of not less than 36 inches

   7.3 The passenger elevators have wheelchair turning spaces that are at least 68 inches wide by 51 inches deep

   7.4 The passenger elevators have controls that are not higher than 54 inches for side approach and not higher than 48 inches for front approach

www.nachi.org/accessibility

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Free General Liability Insurance Exclusively for all InterNACHI Members

BREAKING NEWS

FREA, the inspection industry's leading insurer, has agreed to give FREE General Liability insurance to all InterNACHI members who switch their E&O to FREA in 2008.

It gets better... InterNACHI members who currently have a membership with FREA will receive the same offer at the time of renewal in 2008.

It gets better... InterNACHI members who do not require General Liability get a discount of $100 off their E&O premium instead.

The free General Liability is an exclusive deal for InterNACHI members only.

Contact Ben Garrison, FREA's Vice President of Sales, for more details about the free General Liability insurance, exclusively for InterNACHI members.

Ben Garrison
Vice President of Sales
1-800-882-4410 ext. 104
ben@frea.com
www.frea.com

Free Grounding and Bonding Power Point

Download a "Grounding and Bonding" PowerPoint presentation.

nachi.org/groundingbonding2007

Approved Universal Four-Point Insurance Inspection Form

Note: Citizens Property Insurance made new changes to InterNACHI's Universal 4-Point Insurance Inspection form on August 24, 2007. Use this updated form!

Citizens Property Insurance officially approves InterNACHI's Universal Four-Point Insurance Inspection form:

www.nachi.org/4point

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Converting Every Call Into a Scheduled Inspection

By Nick Gromicko
InterNACHI Founder

Dear InterNACHI:

I spend a lot on marketing to get my phone to ring. Callers often ask me how much I charge. Then after I tell them, they say "thanks" and hang up. What can I do to get them to hire me?

The home inspection business is different than nearly every other business in that you don't meet your client until after they hire you. It is all marketing (getting your phone to ring) and almost no sales (converting a phone call into a scheduled inspection). The only time you get to sell yourself is when the phone rings. You've probably done a lot of marketing to get your phone to ring. Don't have it all go to waste when the phone rings… convert every call into a scheduled inspection.

Here are some tips to converting (my word for turning a phone call into a scheduled inspection).

1. At the tone, please hang up and call my competitor.

Make sure someone who can convert or sell is actually answering your business phone. If your potential customers are reaching voice mail, an answering service, or an untrained employee or spouse… you are probably not converting many of them into clients. Real estate agreements limit the amount of time a buyer has to schedule an inspection. Buyers don't have time to leave a message. Try having your calls forwarded to your cell phone and answer them yourself.

Many inspectors refuse to allow their cell phone to interrupt them on an inspection. I think this is a mistake. The client you are performing the inspection for is already sold. His money is in the bank. The customer calling you, trying to schedule, is new money. Get that new money.

When I first went into the inspection business I had two cell phones. I had one for new business. All my ads, flyers, brochures, etc contained this phone number. If it rang it was most likely new business. I kept this phone with me on my inspections and always answer it. I had another phone for everything else. On my home inspection report I would include this second phone number (not my new business number). That way, if my client had a question they would call my second number and leave my first number free for new business.

Upon meeting a new client for the first time (on an inspection) I would ask "If my cell phone rings during the inspection, would you mind if I answered it?" Nearly all my clients gave me permission to answer my cell phone during the inspection. Because I only carried my new business cell phone with me on the inspection, calls that interrupted an inspection were new business.

An added benefit: During a home inspection, your client is still sizing you up so to speak. Your client is wondering if they hired the right inspector. I'm sure many of my clients thought "Gee, this Nick guy looks too fat to fit in the crawl space." Having your cell phone ring during an inspection shows your client that others seek your services and that you are in demand. If someone calls you who is not new business just explain that you are in the middle of an inspection and will call them back. If your wife calls you to bring home a gallon of milk, just tell her in front of your client "I'd love to do that inspection for you, let me call you back." But of course if it is new business… book it!

2. I am the town's worst inspector and I charge less to prove it.

"Hello, I'm looking to get a home inspection. How much do you charge?" You've probably received calls like this before. Forgive them. Most buyers have been pricing homes, shopping mortgage rates, calculating payments, and adding up closing costs. By the time they call for a home inspection, they have "how much ?" on their minds. Here's how to handle it… don't answer the question. Answer the questions they should be asking. Tell them why you are the best home inspector. Make the list long. Your qualifications are not as important as how many you have, so bust up your qualifications into many others. For instance, don't just say you are a member of InterNACHI. Say "I am a member in good standing of the National Association of Certified Home Inspectors, the world's largest home inspection association. I pass InterNACHI's Inspector Examination at least once a year. I have taken InterNACHI's Standards of Practice Quiz. I have completed a InterNACHI's Code of Ethics Course. I have a signed affidavit on file with InterNACHI. I follow a Standards of Practice. I abide by a Code of Ethics. I fulfill 18 hours of continuing education each year…" Throw in anything else about yourself that you can like "I am local and live here in… I recently took a course on… I attended InterNACHI's seminar on…. I carry insurance…. I work on Saturdays… My reports are generated in… I use a SureTest electrical meter when checking… My good standing can be verified by visiting FindanInspector.US… I have performed…" When I was in business I had a chalk board above my phone with my list of reasons to hire Nick on it. You should also develop your own script. Ask the caller if they have a pen and paper first. Then give the list slowly, as if you are expecting them to write it down. They will. And when you are done they will end up with a list of reasons to hire you in their own handwriting.

"Wow, I'm glad I called you, but how much do you charge for a home inspection?" If they ask again, ask them a question back. Ask "How much does the property list for?" Note: I always ask how much a property lists for rather than how much they are paying for it. List price is public information, whereas contract price isn't until after the closing. The caller will think you have some sort of formula whereby your pricing is based on the price of the home. It may be, but that is not the purpose of asking them what they are paying for the home. The purpose of asking them how much the house costs is to get them to say the price. Force them to say it out loud. Then repeat it back incorrectly so they have to correct you and repeat the price again. The purpose is to highlight the drastic relative difference between the amount the product you're inspecting (the home) and the amount you are charging above your competitors. The following is a sample conversation:

(Phone Rings.) Caller: "Hi. I'm looking to hire a home inspector. How much do you charge?"

Inspector: "I'd love to perform a home inspection for you. Do you have a pen and paper?"

Caller: "Hold on. OK. I have a pen and paper. Go ahead."

Inspector: "Well, I'm a member in good standing of the National Association of Certified Home Inspectors. I pass InterNACHI's Home Inspector Examination at least once a year. I have taken InterNACHI's Standards of Practice Quiz. I have completed InterNACHI's Code of Ethics Course. I have a signed affidavit on file with InterNACHI. I follow a Standards of Practice. I abide by a Code of Ethics. I fulfill 24 hours of continuing education each year. I am locally owned and operated. I am available on Saturdays. I just attended InterNACHI's seminar on mold. I carry $500,000.00 worth of Error and Omissions insurance. I own and use a variety of meters such as a SureTest electrical meter, a natural gas leak detector and a digital carbon monoxide detector. I have performed over 400 home inspections. I have been in business for over three years. I have a strong construction background. I produce your report on-site, and I will do a very thorough job for you.

Caller: "Wow. It looks like I found the right inspector. But how much do you charge?"

Inspector: "Well, how much does the house your buying list for?"

Caller: "Two hundred forty nine thousand five hundred dollars." (The caller is thinking: "he must have a formula").

Inspector: "Two hundred forty five thousand nine hundred dollars?" (Intentionally repeat it back to the caller incorrectly).

Caller: "No, not two hundred forty five thousand nine hundred dollars, two hundred forty nine thousand five hundred dollars."

Inspector: "Oh, two hundred forty nine thousand five hundred dollars?"

Caller: "Yes, two hundred forty nine thousand five hundred dollars."

Inspector: "Wow. Two hundred forty nine thousand five hundred dollars is a lot of money. (No matter what a buyer is paying for a home, it is always a lot of money for them). You'd better pay the extra $85 I charge above and beyond my competitors and go with me.

Caller: "So you charge more than your competitors?"

Inspector: "Yes. On average I charge about $85 more than my competitors. It will be the best $85 dollars you ever spent. Of course if you want a cheap inspector I know who my cheapest competitors are. I would be happy to refer you to them, and of course you can save even more money by waiving the inspection. That would be free."

Caller: "No. I am spending a lot of money on this home and I want a good inspection. If you are only $85 more than your competitors, I don't mind paying a little extra. However, how much do you charge?"

Inspector: "Do you have a fax number? I can fax you a proposal right now."

Caller: "Yes. Fax it to (123) 456-7890.

Inspector: "OK. I'll fax it now. When you get it call me back and we'll schedule the inspection.

Caller: "OK. I'll talk to you in a bit."

Inspector: "OK, I'm faxing it now."

At this point you should fax the caller a page that lists all your qualifications again, your promise, your InterNACHI Certificate of membership, your flyer, and a bunch of letters of reference, provided you have procured these from past clients. Note: You should always ask former clients for a written, even scribbled, letter of reference. Request them from your former clients by mail and include a postage-paid envelope. Don't stop faxing until you run out of reference letters or the phone rings.

(Phone Rings.) Caller: "You can stop faxing. I really want to hire you."

Inspector: "OK, the next page coming thru is my bid."

3. The tone of my voice should tell you that I don't want your inspection. Potential customers use their senses to make snap judgments about home inspectors. Over the phone the customer can't see you but can only hear. You have no ability to communicate your professionalism and enthusiasm visually. You only have your voice.

Tips for improving your voice:

Record your script and listen to yourself. Ask other people to listen to it as well.

Hang a mirror near your script and look into it when you answer the phone. Use the mirror to make sure you are smiling. Smiles can be sent through the phone line.

Stand up when you answer the phone. You'll sound more energetic.

Modulate your voice pleasantly. Try to get some resonance.

Try to sound as though you're happy the caller called.

Give your phone number or website address slowly and repeat it twice.

And finally: When someone calls, it is no time to be shy. If you provide a good home inspection service you have an ethical duty to allow as many of your fellow citizens as possible to enjoy the benefits of your good works. Convert!

Dear InterNACHI is offered to provide detailed advice and possible solutions to specific questions or problems. Obviously other solutions exist and may be better suited for you and your particular situation. E-mail Nick to submit your specific problem for publication. Your name will not be used unless you give permission.

www.nachi.org/convert

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Your name (so that we can alert others that the needed picture has been procured by posting your name in Procured By right-hand column).

Your mailing address (so that we can send you your payment shown in the Pays $$$ column).

If you have several pictures of the same Picture Description, send them all in one e-mail so that we can choose the best.

Send only one e-mail per Picture Description please, but as many pictures of the same Picture Description as you like.

Don't be shy. Send as many e-mails as you like, one after another. You are paid the Pays $$$ amount for each one we accept (decide to use).

Don't waste your time sending in a picture that have already been procured.

If more than one picture of the same Picture Description is e-mailed to us by different people before we accept one, the person who submits the most useful one gets paid.

If we accept a picture and then decide to accept someone else's instead, both parties get paid.

If we use more than one of your pictures of the same Picture Description, you get paid for each one.

Pictures can be as big as possible but no smaller than 800 X 600. The bigger the better.

Don't crop anything out of the picture to try to help us. We will do the cropping.

Don't re-size the picture to try to help us. We will do the re-sizing.

Pictures should be as quintessential as possible. For instance a picture of a fire extinguisher should be one of a red fire extinguisher and not have a coffee cup sitting next to it and a hat hanging on it.

Pictures need not be professionally taken. We prefer real-life pictures.

Pictures need not perfectly match the Picture Description. Close-enough is close enough for us. The picture can be a representation of the Picture Description or an example of it.

Pictures should not be stolen from other's copyrighted material or websites.

Pictures from government websites are free game as they are not copyrighted.

Your own pictures that are accepted become our property exclusively.

Don't forget to attach the picture to your e-mail. Don't forget to include the Picture Number, your name, and your mailing address in your e-mail.

Payments are sent to the address you submit with the pictures on the day we decide to accept the pictures. When you see your name and picture, you know your check is in the mail.

We will be accepting and paying for at least one picture for every Picture Description (the right-hand column will be filled up).

We are starting by paying $3 per picture for most pictures, and then we'll increase to $4 in a couple weeks, then $5, then $6 and so on until we get at least one picture for every Picture Description.

We'll be adding pictures forever, so check back for more opportunities to sell us your pictures.

nachi.org/sendmepics

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www.nachi.org/education

Two day Puerto Rico InterNACHI Convention with Nick Gromicko October 4-5th

www.nachi.org/events

Inspector Exams with Too Many Difficult-to-Answer Questions are Harmful to Consumers

By Nick Gromicko
InterNACHI Founder

Founder of the International Association of Certified Home Inspectors

The International Association of Certified Home Inspectors (InterNACHI) has administered more inspection exams than all other sources combined. It is also the leader in gathering home inspector competence evaluation data, right down to the pass/fail rates of every question ever asked.

Often we will hear someone in the industry complain that "the questions should have been more difficult to answer" on this or that exam. On the surface it may appear that an exam is improved to the benefit of the consumer if the questions are made to be more difficult. Let us dispel this myth now.

For purpose and ease of discussion, let's assume that we have a 100 point True/False exam. Because a multiple choice question often has at least one clearly wrong answer choice, a multiple choice question is not much different (only a bit more difficult) mathematically than a True/False question. Let's also assume that we have two exam takers. One (we'll call him Mr. Veteran) knows 10 times what the other (we'll call him Mr. Newbie) knows about home inspections.

Now we all know that if we make the exam too easy, Mr. Veteran and Mr. Newbie will score similarly. Just as if we asked a Pulitzer Prize winner and a six year old how to spell the word "CAT" (proof by extremes). In the inspection industry, an exam that is too easy is harmful to consumers because it makes a weak distinction between Mr. Veteran and Mr. Newbie... they both pass.

But what happens if the questions in the exam are too difficult to answer? Let's find out using another proof by extremes. Let's say we create a 100 point True/False home inspection exam that has so many difficult-to-answer questions that Mr. Veteran only knows the answer to 20 of the 100 questions. That's a pretty hard exam! Mr. Veteran will have to guess the answer to 80 of the questions. On average he will score 60 (20 for the ones he knows the answer to plus half of the 80 that he guesses at). Mr. Newbie knows a tenth of Mr. Veteran. So he knows the answer to only 2 questions. On average he will score 51 (2 for the ones he knows the answer to plus half of the 98 he guesses at).

Now if you flip a coin 10 times, you should get heads 5 times on average. But often if you flip a coin 10 times you will get more than 5 heads or less than 5 heads. The same is true for the questions our exam takers are guessing at. Sometimes Mr. Veteran will score worse than 60 and sometimes Mr. Newbie will score better than 51. Using an online binomial calculator one finds that 1 in 10 Mr. Newbies will score as well as the average Mr. Veteran and that 1 in 10 Mr. Veterans will score as low as the average Mr. Newbie all based solely on chance! Often Mr. Newbie will score better than Mr. Veteran simply because the score on an exam that contains a large percentage of difficult-to-answer questions that neither exam taker knows the answers to, is determined solely by luck. That's not too good for consumers.

But wait, it gets worse for consumers! As we make the questions more difficult to answer, the percentage of questions that our exam takers have to guess at goes up, which increases the reliance of the score on chance, which increases the odds that Mr. Newbie will score as well or even better than Mr. Veteran, which weakens the exam's ability to determine who is competent and who isn't, which is worse for consumers. In fact, on an exam full of so many difficult-to-answer questions that Mr. Veteran only knows the answer to 10 of the 100, Mr. Veteran will (on average) score only 4.5 points better than Mr. Newbie.

But wait, it gets worse for consumers! By making the questions more difficult-to-answer and increasing the chances that Mr. Newbie will be able to pass by being lucky, we also increase the chance that Mr. Veteran will fail due to bad luck. If the exam is used for certification (which gives the exam passer a market advantage and denies the exam failer the market advantage) or worse... if the exam is used for licensing (which puts the exam passer into the market and prohibits the exam failer from entering the market), an exam with more difficult-to-answer questions increases the percentage of Mr. Newbies to Mr. Veterans in the market place, by increasing the number of Mr. Newbies and decreasing the number of Mr. Veterans, which is horrible for consumers.

InterNACHI's exams don't rely much on chance. InterNACHI's exams contain what some would describe as easy-to-answer questions that every Mr. Veteran should know the answer to. InterNACHI's exams are sometimes criticized for containing such questions. What these critics don't understand is our superior scoring system. If the exam taker answers these questions correctly, he gets no credit for them because we can't tell if he answered the questions correctly because he is a Mr. Veteran or if he is a just a lucky Mr. Newbie. However, if the exam taker answers them incorrectly, we can assume that he is very likely a Mr. Newbie, and the exam taker is severely punished (in terms of score) for failing to answer them correctly. For you see, it is much easier to determine incompetence than competence. This system, combined with InterNACHI's high passing cut-off scores, cause InterNACHI's exams to be much better than other exams at distinguishing between the competent and incompetent and far less reliant on chance and luck.

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Russ Spriggs – Idaho InterNACHI State President - www.IdahoHomeInspectors.biz

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Real Estate Book Features NACHI.org Sold Everywhere

NACHI.org is the only inspection association website featured in this new book "The Armchair Real Estate Investor" by Robert Irwin, one of the nation's foremost real-estate experts.

This quote from page 104:

"While a strong trade organization can't guarantee a great inspector, it does go a long way toward it by providing professionalism. It should offer continuing education for its members so they can keep abreast of the latest developments in the field, testing to see if their skills meet the organization's minimum levels, a code of ethics and a standard of practce. See the website section on www.nachi.org at the end of this chapter"

The Armchair Real Estate Investor, Put the Internet to Work for You and Reap Property Profits includes only one inspection association featured webite: NACHI.org. The entire page 111 and page 112 are dedicated exclusively to NACHI.org.

No other inspection website was featured in the 214 page book.

InterNACHI's Founder Nick Gromicko is the only person quoted regarding inspections.

This quote from page 112:

According to Nick Gromicko founder of NACHI.org, 'Years ago, we set a goal of getting 100,000 hits per year. We now reach that goal about every seven hours."

This from page 185:

"nachi.org, National Association of Ceritified Home Inspectors; leading trade organization site for home inspections"

Robert Irwin is the author of over 60 books on real estate investing that have sold over a million copies. He has written for the Wall Street Journal and Owners.com and has appeared on hundreds of radio and television shows. "The Armchair Real Estate Investor" by Robert Irwin is published by Kaplan and available at Borders and Barnes and Noble book stores.

www.nachi.org/armchair2008

If you are a supplier of products or services to home inspectors you may wish to use InterNACHI's "Superior Product" and/or "Superior Service" seals. There is no charge to get your home inspection related product or service approved by InterNACHI and no cost to use the seals in your literature or on your websites. The process is fast and free. Go to www.nachi.org/productseals if you are a supplier of products or services to inspectors and wish to use either of or both seals. In cases where we are unfamiliar with your product or service, you will be required to permit and help InterNACHI staff evaluate it.

www.nachi.org/educationseal

Commercial Inspection Course

Commercial Inspection Course, graduating class, Ohio, February, 2008

To check out the International Standards of Practice for Inspecting Commercial Properties go to:

www.nachi.org/comsop

How Agents can Limit Their Liability with Regard to Home Inspections

By Joe Ferry, Esquire
and Nick Gromicko,
InterNACHI Founder

In a world where litigation is the preferred method of resolving even the most minor conflicts, it should come as no surprise to real estate agents that they are increasingly finding themselves named as defendants in law suits, wherein purchasers of residential real estate are claiming damages, as the result of the alleged fraud and/or negligence of one or more of the participants in the transaction.

Aggrieved purchasers of residential real estate are operating in a target-rich environment and have a remarkable array of potentially responsible parties from which to seek financial redress for their claimed grievances. In lawsuit after lawsuit, one finds multiple defendants: the sellers, the sellers' agent, the sellers' agent's broker, the buyers' agent, the buyers' agent's broker, the home inspector, the pest inspector and so on; multiple counts: fraud, negligence, breach of contract; and, generally, hundreds of allegations against the various defendants.

Once a lawsuit has been filed and you have been named as a defendant, you can kiss your E & O deductible goodbye. Even if you are blameless, which in the majority of instances you are because the overwhelming majority of these types of lawsuits are completely devoid of merit. The size of these Complaints and the sheer number of their allegations guarantees it. No competent lawyer could possibly read and respond to the vastly overblown pleadings that normally characterize these types of lawsuits for anything close to the typical real estate agent's E & O deductible.

Therefore, the best strategy is to avoid being named in the suit in the first place. Fortunately, there are a number of effective policies that, if followed, can sharply reduce and even eliminate your exposure to being named in a meritless lawsuit.

Lawsuits resulting from a residential real estate transaction almost always result from a feeling on the buyers' part that they got less than they bargained for. After they moved into the property, they discovered that it was not all that it was cracked up to be. Sometimes the alleged defects were present at the time of the home inspection but for one reason or another were not discovered by the home inspection. The fact that the alleged defects were not discovered by the home inspector does not automatically mean that the home inspector was negligent or that you were negligent for recommending the inspector. Far from it.

There could be a large number of reasons why the alleged defect was not discovered at the inspection that fall well short of actionable negligence. The defect could be something that is not discovered because its inspection is simply not contemplated by the home inspector, such as a determination of the adequacy of any structural system or component, for example. Such a determination is outside the scope of a home inspection. Or it could be something that is not reported because it was concealed by furniture on the day of the inspection or was located in an area that was inaccessible. Not infrequently, known defects are deliberately concealed by the sellers. Far more frequently than anyone would imagine, the alleged defect that is the subject of the buyers' complaint was actually discovered by the home inspector, noted in the inspection report and not acted upon by the buyers because they did not bother to read the inspection report.

Therefore, when selecting a home inspector for your client, you should bear uppermost in your mind that the home inspector is your first line of defense against a meritless negligence claim.

Eight Ways To Sharply Reduce Your Professional Liability Exposure:

1. Insist that your client hire a professional home inspector to inspect the property and strongly recommend that the inspection also include ancillary inspections for the presence of wood destroying insects and such harmful pathogens as mold and radon.

2. Take the time to manage your clients' expectations of what can reasonably be discovered by a limited visual inspection of a property that is full of furniture, carpets and stored items that further physically limit the scope of an already limited inspection.

3. Be sure to carry your own Professional Liability Insurance to protect yourself from allegations that you should have independently verified that the property was defect-free.

4. Review the inspector's Pre-inspection Agreement to make sure that it contains a Notice Clause that requires the buyers to notify the inspector within no more than 14 days of the discovery of any defect for which they believe he is responsible.

5. Avoid conflicts of interest. Never recommend an inspector who participates in preferred vendor schemes. All major inspector associations prohibit participation in such undue praise-purchasing schemes. You have a fiduciary duty to recommend the very best inspectors, based solely on merit, not money. It goes without saying that you should never recommend any inspector with whom you have a close personal or blood relationship.

6. Recommend the high value inspector, not the low price inspector. Good inspectors charge accordingly. Trying to save your client $100 on an inspection could cost them $10,000.

7. Only recommend inspectors who adhere to a strict Code of Ethics and Standards of Practice, such as members of InterNACHI.

8. Always attend the home inspection. Many real estate agents have been advised never to attend a home inspection, allegedly by real estate attorneys. Agents who say that they have received such advice are never able to articulate its rationale. You are not any less likely to be named in a suit by hiding during the inspection and the reasons for attending the inspection are quite compelling. First, your presence is a clear indication of your professionalism and concern for your client's interests, two factors well-known to engender referrals. Secondly, it affords a very cogent opportunity to refocus your client's attention to the limited nature of the inspection. For example, you could note the numerous obstacles, such as furniture, carpets and appliances that can obviously inhibit the inspector's ability to see certain areas of the home. Finally, should this transaction come to grief, your interests are usually perfectly aligned with the inspector's and your recollection of such limiting factors would provide powerful corroboration of the exonerating reasons that a defect was not discovered during the inspection.

Send this article to local real estate agents. This article reminds agents that inspectors are their first line of defense. If the inspector gets sued, the agent will likely get sued too.

www.nachi.org/agenthelp

Listing Inspections

Send a seller inspections letter to all your local real estate agents. Advantages to the real estate agent: Agents can recommend certified InterNACHI inspectors as opposed to being at the mercy of buyer's choices in inspectors. Sellers can schedule the inspections at their own convenience with little effort on the part of agents. Sellers can assist inspectors during the inspections, something normally not done during buyer's inspections. Sellers can have inspectors correct any misstatements in the reports before they are generated. The reports help sellers see their homes through the eyes of a critical, third-party, thus making sellers more realistic about asking price.

Agents are alerted to any immediate safety issues found, before other agents and potential buyers tour the home. Repairs made ahead of time might make homes show better. Reports hosted online entice potential buyers to tour the homes. The reports provide third-party, unbiased opinions to offer to potential buyers. Clean reports can be used as marketing tools to help sell the homes. The reports might relieve prospective buyer's unfounded suspicions, before they walk away. Seller inspections eliminate buyer's remorse that sometimes occurs just after an inspection. Seller inspections reduce the need for negotiations and 11th-hour renegotiations.

Seller inspections relieve the agent of having to hurriedly procure repair estimates or schedule repairs. The reports might encourage buyers to waive their inspection contingencies. Deals are less likely to fall apart the way they often do when buyer's inspections unexpectedly reveal problems, last minute. Reports provide full-disclosure protection from future legal claims. Use the free sample letter to agents.

nachi.org/sellerinspections

Also visit:

www.MoveInCertified.com

Suggested Language For:

- inspectors to add to their seller inspection reports
- sellers to use to encourage buyers to perform their own fresh inspections
- agents to use to encourage buyers to perform their own fresh inspections

"Note: Just as no two home inspectors and no two reporting systems are alike, no two inspection reports, even if performed on the same property at the same time, are alike. This seller or pre-listing inspection report was performed for my client, the home seller, with the cooperation and assistance of my client, the home seller. It assumes full disclosure on the part of my client, the home seller. My client may choose to share my report with others, but it was performed solely for my client. Although ABC Inspections performs all inspections and writes all reports objectively without regard to the client's personal interests, performing additional fresh inspections, which of course could reveal and report matters differently, should be considered."

InterNACHI Purchases 717 More Websites

June, 2008.

The International Association of Certified Home Inspectors (InterNACHI) announced its purchase of over 717 additional websites today. InterNACHI, which dominates the internet with multi-million hit-per-month monster sites like www.FindAnInspector.US , www.InspectorLocator.com, www.InspectorNow.com, and www.InspectorSEEK.com is the world's largest inspection association and the largest generator of leads for the home inspection industry. InterNACHI currently controls many thousands of other websites.

"Search engines treat domain names and portions thereof differently than they treat text or meta-tags. Despite a domain name often being the combination of more than one word such as newyorkhomeinspector.org, google for instance, automatically splits up the search to be equivalent to New York home inspector. A full state or province name followed by the word or words home inspector are the most popular searches next to the phrase certified home inspectors. Therefore for search engine purposes we registered or purchased a variety of combinations that captures consumers and eventually whittles down their search results to solely InterNACHI members who service the area being sought." Said Chris Morrell of InterNACHI.

Search engine optimization experts often argue whether or not hyphens between words within a domain name effect ranking, so InterNACHI just bought them all. InterNACHI converted all these websites into InterNACHI member lead generators for its U.S. and Canadian members. "Inspectors outside of InterNACHI can waste their money building their own websites I suppose, but they won't get much traffic buried under all the InterNACHI lead generators. Our member's contact information is promoted on the internet even if they don't have a website," said Gromicko, a former veteran REALTOR. "And all the home buyers are all online nowadays," added Gromicko.

InterNACHI now has a designated website or web page for every single city and town in the U.S. and Canada.

Simultaneously today, InterNACHI released a member-controlled profile editor which permits members to carve-out their own market using zip/postal codes.

In April of this year, InterNACHI entered into an intent-to-purchase agreement with one of the nation's largest domain-squatting company with the intent to convert some 45,000+ domain names to InterNACHI member lead generators. Gromicko said "Our goal is to own one million InterNACHI member lead generators." The 717 new websites InterNACHI purchased today are:

- ALHomeInspector.org
- AL-Home-Inspector.org
- AlabamaHomeInspector.org
- Alabama-Home-Inspector.org
- AKHomeInspector.org
- AK-Home-Inspector.org
- AlaskaHomeInspector.org
- Alaska-Home-Inspector.org
- AZHomeInspector.org
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- DEHomeInspector.org
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- DelawareHomeInspector.org
- Delaware-Home-Inspector.org
- District-of-Columbia-Home-Inspector.org
- DCHomeInspector.org
- DC-Home-Inspector.org
- DistrictofColumbiaHomeInspector.org
- FLHomeInspector.org
- FL-Home-Inspector.org
- FloridaHomeInspector.org
- Florida-Home-Inspector.org
- GAHomeInspector.org
- GA-Home-Inspector.org
- GeorgiaHomeInspector.org
- Georgia-Home-Inspector.org
- HIHomeInspector.org
- HI-Home-Inspector.org
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- RIHomeInspector.org
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- RhodeIslandHomeInspector.org
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When a Home Inspector Misses Something

By Kenton Shepard
Director of Green Building

Is it Good to Miss?

No, it's not good to miss, but because they're human, sooner or later every home inspector is going to miss something. But believe it or not, this can actually be turned into a good opportunity.

First, one of the measures of an inspector's ability is the gravity of the miss. Did they miss a structural issue which was easily visible and will cost $15,000 to correct, or was it a saturated desiccant strip in a double-pane window which may be apparent only under certain conditions? The former is not the good opportunity.

A good opportunity is the chance to turn a negative circumstance into a positive.

Was it Really a Miss?

Early in my inspection career, clients accused me of missing something (air conditioning performance) clearly disclaimed in my contract and in the NACHI Standards of Practice (SOP's). At that point I decided to include each section of the SOP's in the appropriate section of my Inspection Report.

As inspectors, we each need to do our best to ensure that before the inspection begins, the client has a realistic idea of what is and isn't included. We need to educate our clients.

In addition to a brief verbal description of the inspection and its limitations, I refer new clients to a "New Clients" page on my web site which includes links to the InterNACHI Standards of Practice, Inspection Contract (also InterNACHI's) and a "Systems Excluded" page detailing what's not typically included as part of the General Home Inspection. This page mentions that I offer some of these exclusions as ancillary inspections and provides a link to my "Ancillary Inspection" page.

You want clients to read the contract. Clients are asked to read, then FAX or e-mail me signed copies of the Contract and Systems Excluded pages. InterNACHI's website includes a feature which will allow clients to sign and return your Contract electronically. Requirements with respect to the Contract will vary by state.

Was it Handled Well?

There are times to simply admit one's mistake, make amends and get on with it. There are times to demonstrate why one hasn't made a mistake, but graciously offer to make things right anyway, and convert the situation into a marketing opportunity. There are also times which require one to take a position and stand fast because there are a number of situations in which others involved in the transaction can be motivated to make the inspector the fall guy.

Which approach to use involves judgment, and that's what it finally comes down to in home inspection. This is true not only in handling mistakes but in evaluating the limitless combinations of home systems, components and all the grey areas in which an inspector finds himself or herself forced to make a decision which they may be called upon to defend in court.

As an inspector, good judgment is one of very important tools and it's a skill which can be learned. Reading the InterNACHI message boards will help you sharpen this skill painlessly by allowing you to learn from the mistakes and experiences of other inspectors. In addition to education, the boards offer inspectors a chance to become part of a national inspection community which can help provide support during the difficult times many inspectors face in breaking into the business.■

Free Trade Expo and Home Show Displays

Borrow a trade show display and do a home show or REALTOR Expo. To borrow a display email us and tell us about the event. There is no charge to borrow the displays, all we ask is that you email us picture of your booth after the event is over and return the displays to us.

www.nachi.org/displays2008

Become a Certified Master Inspector

The Master Inspector Certification Board, Inc. is a non-profit 501(c)(6), tax-exempt organization dedicated to promoting excellence in the inspection industry. The Board holds the registered Trademark Certified Master Inspector® (CMI), the inspection industry's top professional designation, and awards it qualifying inspectors who have demonstrated a high level of competency by: Completing 1,000 fee-paid inspections or hours of inspection-related continuing education (combined) in their lifetime and abiding by the industry's toughest Code of Ethics and substantially following a Board approved Standards of Practice such as ASHI's, CalNACHI's, CREIA's, InterNACHI's or InterNACHI's, submitting to a criminal background check, and applying for Board certification by signing the affidavit in front of a Notary.

The Master Inspector Certification Board, Inc. is not a trade association and the Certified Master Inspector® is not a membership level. Certified Master Inspector® is a professional designation available to all qualifying inspectors who wish to be Board Certified™ . It's mission: By awarding the continuing education/experience-based Certified Master Inspector® professional designation, the Master Inspector Certification Board, Inc. supports the inspection industry's advanced education providers and encourages experienced inspectors to maintain excellence. Certified Master Inspectors®, the very best of the best. Certified Master Inspectors rightfully use their professional designation to justify raising their prices when their competitors are charging less. There is no higher professional designation in the inspection industry. Cost: $375 one time.

www.certifiedmasterinspector.org

CMI Hank Valenzano on the Drain and Duct Camera Inspections Episode

Sewer drain inspection with Certified Master Inspector Hank Valenzano of Double Check Home Inspection and his camera. The drain and duct camera inspection episode always available atwww.NACHI.TV!

InterNACHI Purchases 717 More Websites Continued

- oregon-home-inspector.net
- pahomeinspector.net
- pa-home-inspector.net
- pennsylvaniahomeinspector.net
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- rhode-island-home-inspector.net
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