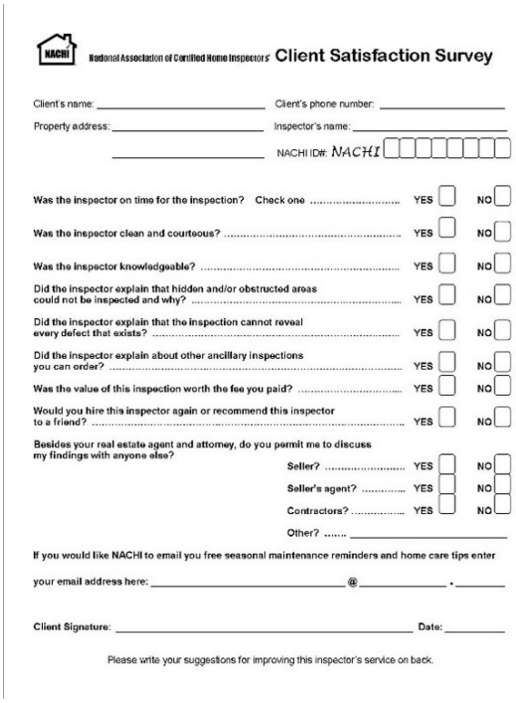

National Association of Certified Home Inspectors' **Client Satisfaction Survey**

Client's name: _____ Client's phone number: _____

Property address: _____ Inspector's name: _____

_____ NACHI ID#: NACHI☐☐☐☐☐☐☐

Was the inspector on time for the inspection? Check one	YES ☐	NO ☐
Was the inspector clean and courteous?	YES ☐	NO ☐
Was the inspector knowledgeable?	YES ☐	NO ☐
Did the inspector explain that hidden and/or obstructed areas could not be inspected and why?	YES ☐	NO ☐
Did the inspector explain that the inspection cannot reveal every defect that exists?	YES ☐	NO ☐
Did the inspector explain about other ancillary inspections you can order?	YES ☐	NO ☐
Was the value of this inspection worth the fee you paid?	YES ☐	NO ☐
Would you hire this inspector again or recommend this inspector to a friend?	YES ☐	NO ☐
Besides your real estate agent and attorney, do you permit me to discuss my findings with anyone else?		
Seller?	YES ☐	NO ☐
Seller's agent?	YES ☐	NO ☐
Contractors?	YES ☐	NO ☐
Other? _____		

If you would like NACHI to email you free seasonal maintenance reminders and home care tips enter your email address here: _____@_____.____

Client Signature: _____ Date: _____

Please write your suggestions for improving this inspector's service on back.

Customer 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 NACHI'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 NACHI members offer additional inspections such as WDO, radon, water quality and mold... for additional fee 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 NACHI get you more work. By entering your NACHI ID# and your client's email address into our Tickler system (Chris Morrell is building it now), 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 National 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.

www.NACHI.org/survey