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# SCHEDULING MISTAKES TO AVOID

## MISTAKE 1

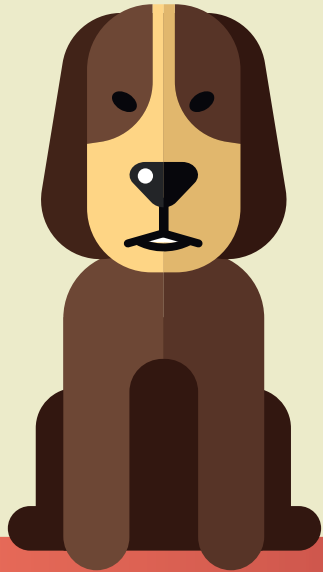
### YOU DIDN'T DO YOUR RESEARCH

For many inspectors, technology has simplified scheduling. By filling out a short form online, customers can book an inspection. However, most of the time, these forms don't give inspectors the full picture. Often, these forms are missing key details about your clients or the property. They might also include bad information, like the wrong square footage. By not doing your research ahead of time, you risk walking into a different inspection than the one you'd planned to do. You also might undercharge for your services.



"Real estate agents don't have courses to teach them how to write listings. You need to find out what kind of a house it is, because if they say it's 2,000 square feet, and you find out that there's a 1,000 square foot basement, your price is going to be different."

MARK S. LONDNER  
LBI HOME & BUILDING INSPECTION



## MISTAKE 2

### YOU DIDN'T ASK ABOUT PETS

Pets pose a threat to unsuspecting inspectors. While many animals are friendly, pets can be aggressive due to irresponsible pet ownership, lack of education and training, and irresponsible breeding. To avoid being attacked by a homeowner's pet, ask that they remove any pets from the inspection site. Asking the property occupants to remove their animals, rather than simply securing them behind a fence or in another room, is the best way to keep both you and their pets safe. Even if a pet isn't dangerous, not having it onsite absolves you of any responsibility a homeowner may try to put upon you to look after their pet.

"In the last 30 days, two of my inspectors have been chased out of a house where a dog was initially contained in a cage or on a patio and the dog broke out."

STEVEN RINEHART  
RINEHART REAL ESTATE INSPECTION SERVICE

## MISTAKE 3

### YOU DIDN'T EXPLAIN WHAT IS AND ISN'T INCLUDED IN YOUR INSPECTION

Because most home buyers don't have the time or the forethought to research the inspection process ahead of time, it's important for you to provide them with some basic information. By defining a home inspection for your client, you can make sure they understand your responsibility. In so doing, you decrease the likelihood of receiving a claim for something outside of your scope.



"Try to explain what the inspection will entail. Let them know what to expect and let your clients know to ask questions if they don't understand something."

RICHARD STOCKTON  
BETTER HOME INSPECTION SERVICE, LLC



## MISTAKE 4

### YOU OVERBOOKED YOURSELF

Have a lot of back-to-back inspections? You could be exposing yourself and your employees to unnecessary safety risks. Tired and overworked inspectors—including overextended sole proprietors—are more likely to make mistakes that could lead to injuries. Having enough inspectors on your team gives you and your staff the ability to do your jobs safely and effectively.

"Give yourself time to complete the inspection correctly—not rushed—and give yourself time between each inspection for travel and rest."

TODD NEWMAN  
AMERISPEC OF LOUISVILLE

## MISTAKE 5

### YOU DIDN'T SEND YOUR PRE-INSPECTION AGREEMENT OUT AHEAD OF TIME

For most of you, getting a contract signed is second nature. But are you getting it signed prior to the inspection 100 percent of the time? If not, you're in jeopardy of losing your insurance coverage and gaining a potential lawsuit. Send your contract to your client when you schedule to ensure they have plenty of time to sign before the inspection.



"Not sending a home inspection contract to the clients before the inspection is a huge mistake. Make sure you have the signed inspection contract before starting your inspection. E-signatures are your friend."

RICHARD STOCKTON  
BETTER HOME INSPECTION SERVICE, LLC

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