Home Inspection

Home Inspection is a key milestone in the buying journey, offering clients clarity on the true condition of the property. This stage is about more than just finding flaws—it’s about empowering clients with information. The agent’s role is to coordinate the process, recommend trusted professionals, and help clients interpret findings objectively. By managing expectations, explaining the scope of the inspection, and guiding follow-up negotiations if needed, agents build trust and demonstrate their expertise in protecting the client’s investment.

- SOP: Home Inspection

SOP: Home Inspection

Objective:

To guide agents in coordinating and supporting the home inspection process, ensuring clients understand the purpose, scope, and implications of the inspection while maintaining a smooth, professional experience.

---

1. Schedule the Inspection

• Once the offer is accepted with an inspection condition, recommend **reputable, third-party home inspectors** from your trusted vendor list.

• Confirm:

• Date and time with the client and listing agent

• Access arrangements (lockbox, seller confirmation)

• Provide clients with a **pre-inspection checklist** and explain what to expect.

---

2. Prepare the Clients

• Educate buyers that inspections focus on **major systems and safety** (not cosmetic issues).

• Advise them to:

• Dress appropriately (basements, attics)

• Bring a notepad for questions

• Let the inspector lead, but follow along

---

3. Attend the Inspection

• Arrive early to greet the inspector and client.

• Be present, but not intrusive—your role is to observe and support.

• Take note of any major red flags or comments that may impact negotiations or decisions.

• Reinforce transparency and calm nerves—inspections can feel overwhelming for first-time buyers.

---

4. Review the Report

• Once the written report is delivered (usually within 24 hours):

• Review it with your client

• Help prioritize issues: **deal-breakers vs. maintenance items**

• Discuss potential next steps: negotiation, price adjustment, repair request, or withdrawal

---

5. Follow-Up Action

• If needed, amend the Agreement of Purchase and Sale to reflect new terms or timelines.

• Keep a copy of the inspection report in your transaction file.

• If the client waives the condition, prepare the **Waiver of Inspection Condition** for signature.

Tools & Templates to Have Ready

• List of vetted home inspectors

• Buyer FAQ on home inspections

• Sample inspection report

• Waiver and Amendment templates

• Agent cheat sheet on how to spot red flags during walkthroughs