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.

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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.

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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

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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.

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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

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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

Revision #2
Created 7 April 2025 16:17:30 by Eryn Richardson
Updated 7 April 2025 16:28:16 by Eryn Richardson