

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.
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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

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