

"Facts Not Fear" – A case study from one of our inspections.

- *The home – A brick Colonial-style house built in 1923.*
- *The client – An investor who was unable to attend due to her work schedule.*

What did we find?

- *Significant wood rot in several locations.*
- *Deteriorated cast-iron water piping.*
- *Loose and missing slates on the roof.*
- *Outdated electrical fuse block in the kitchen.*
- *Cracking in the exterior brick walls.*
- *Foundation cracking.*
- *Need for painting and caulking of wood trim at multiple locations.*

How did we help our client?

1. *We reported what we found truthfully without opinions, speculation or bias.*
2. *We avoided using language that made an issue seem better or worse than it really was.*
3. *We were realistic and didn't expect a house built in 1923 to be in perfect condition.*
4. *We gave our client a balanced view of the house by also reporting on the good things we saw.*
5. *We made sure that the detailed verbal summary we gave her by telephone at the conclusion of the inspection was consistent with what she would see in the written report.*

What was the outcome?

Our client decided to go ahead with the purchase because we gave her "facts not fear." The choice to buy or not to buy is always up to the client, but we can give you the facts you need to make a decision that is right for you.

We know how to inspect thoroughly and communicate effectively. We give you "facts not fear."