

Dear Valued Client,

Your agent has advised you or you have decided to have an inspection performed on the house you are either buying or selling which is a wise decision. It is On-Site Inspection's desire is to provide our clients with adequate information to better prepare them for the upcoming inspection and to advise them of the procedures involved before and during the inspection process. We realize that a home inspection can be a very stressful experience and it is our intent to make the inspection an enlightening and informative process. The intent of this letter is to serve as an informational aid for our clients to better understand our job scope and for our clients to help assist us in fulfilling our obligations and duties.

The inspector is a non-biased participant in a process most commonly performed before or during a real estate transfer. The purpose of a home inspection is to evaluate the structure for function, operability and condition of systems and components and not to address or attempt to list and address cosmetic flaws. The inspector will operate systems and components using normal operating controls without specialized equipment. The inspector does not examine personal belongings or make or pass judgment on the lifestyle of the persons living in the home that is being inspected. The inspection report is limited to components visible for inspection. For a thorough inspection to be performed, it is important that systems and components areas be made accessible for inspection. Stored items or other obstructions in front of electrical panels, furnaces, water heaters and around the interior garage walls prevent access and evaluation of these component areas. Attic and crawlspace access openings should be available to the inspector without removing furnishings, personal belongings or clothing. The inspection is performed in accordance with the California Real Estate Inspection Association (CREIA) Standards of Practice. A copy of these standards are attached to this document and can also be obtained by going to www.creia.org or our website at www.on-siteinspections.com.

All utilities must be on in order to evaluate system components. Arrangements should be made for these areas to be made accessible and available to the inspector on the date of the inspection. It is important that the client attend the inspection if possible. This allows a one on one with the client and inspector, a verbal explanation of findings and prevents misinterpretation when relayed by a third party.

The inspection process also requires an inspection agreement detailing the scope of the inspection be read, signed and dated prior to the inspection by the client only or party with legal authority. This important agreement will detail payment fees, explains our limitations and exclusions, sets the tone of the inspection and is a requirement by our insurance carrier that must be signed and agreed upon by the client prior to the inspection. The inspection agreement is to be made part of this letter to the client as postal mail, email or fax attachment or can be downloaded at our website at www.on-siteinspections.com. The inspection fee is based on size of home and the fee quoted to the agent when the inspection is booked. The report name is the client(s) name. Please fill out this information on the agreement or call us for all information needed on to fill out the form. The agreement should be received back to us prior to the date of the inspection via fax or postal mail. The agreement can be given to the clients representative and handed to the inspector at the day of the inspection and must be received prior to commencement of the inspection. A signed copy should be retained by the client.

Please be advised that an inspection business requires time management. The time and date of the inspection were arranged based on time and availability of the clients, agent(s) and the inspector. It is important that any cancellation be made at least 48 hours in advance. This allows availability to other clients and time for booking of other appointments. A credit card is required when scheduling an inspection and is to ensure that the inspection will be performed at the time specified.

Failure to provide at least 24 hrs. notice of cancellation without just cause, such as illness or other emergency will result in a cancellation fee to be equal to the inspection fee . Failure to schedule time off from an employer, reschedule other appointments or failure to provide access to the property will not be justifiable excuses.

Thank you for the opportunity to provide you with this important information. If there are any questions concerning this letter or the inspection agreement, please contact us immediately and will be happy to answer any of your questions or address any of your concerns.

Sincerely,



Steve Rush, President

On-Site Inspections, Inc

