

## Frequently Asked Questions:

### ***Why should I go with True North over other inspection companies?***

- A great question and one worth contemplating prior to choosing an inspector. A thorough comprehensive inspection is absolutely imperative for your investment. A home is one of the greatest purchases any person will make, it is very important to protect that investment and catch any major issues up front. That being said, within the home inspection industry, ***home inspectors are human and are not equally skilled or qualified***. FACT: In Washington State, a home inspector license can be obtained with only 2 weeks of training and 5 inspections experience. That can leave a lot of room for error and/or an incomplete/incompetent inspection. Personally, I would want someone with more experience prior to hiring them to inspect my home. So, why True North?
- 1. 20+ years FULL TIME experience with over 7,500 inspections performed.
  2. Licensed Inspector, SPI Pest Inspector and Level 1 Thermographer.
  3. Certified Energy Auditor.
  4. Very detailed comprehensive inspection report that includes Photo's, Thermal Photo's, diagrams, Videos and well written comments that clearly and quickly define issues with the home.
  5. True North has field trained at least 10 other inspectors within the industry. Other inspectors seek out our knowledge and help to grow their business.
  6. ASHI member since 2005. ASHI (American Society of Home Inspectors) is the most trusted inspector association within the industry. ASHI blazed the trail for home inspection to become a profession in the 1970's. They developed standards of practices to abide by.
  7. We aim to Educate our clients about their home. We don't want to get in-and-out with a copy and paste style report (all too common within this industry). Your report and our in-person consultation is tailored specifically to your home and your needs in an effort to educate you about your property.
  8. Hundreds, maybe even Thousands of positive reviews online.
  9. Competitive/fair pricing that ultimately gets you more. As standard, we provide 3 inspections at one price. Home, Pest and Thermal inspections (Pest and Thermal are included at no extra cost).
  10. Friendly respectful service that we are eager to provide! Referrals are what keep our small business going strong, we hope to have the opportunity to serve you!

### ***What type(s) of inspections does True North offer?***

*We do many types of inspections within a wide range of circumstances, here is a list that may apply to you:*

- Traditional Mutual Acceptance (purchasing a home contingent on inspection).
- New Construction (prior to final walkthrough with the builder).
- Warranty Inspection (prior to your 12 month warranty expiration with the builder).
- Pre-Listing Inspection (before listing your home).

- Pre-Offer Inspection (before making an offer on a property of interest).
- Post-Close Inspection. Did you have to wave inspection to buy the home? Still want to know the condition? Have us out to look at it prior to full move-in or prior to remodel.
- Single Element Inspection i.e. Roof, Structure, Moisture Diagnostics, Siding etc. (call for quote).
- Commercial (up to 50,000 SF, call for quote)
- Multiplexes, Apartment buildings, hotels etc. (call for quote)
- Home Check up out of curiosity of your homes condition. A complete Home, Pest and Thermal evaluation to understand the current condition of the property after years of living in the home.

***Should I be present for the inspection?***

- Yes you may, it is encouraged but not required. We need a signed agreement and payment (that can be arranged over email). Please note, if there is a Realtor involved, access/lock-up etc. can be arranged through them.

***Does the fee include tax?***

- A home inspection is NOT a taxable service. Tax is not applicable.

***Why should I get a Thermal Image inspection?***

- Thermal is essentially a 6<sup>th</sup> sense. It is extremely useful in examining the property for energy loss, cold air movement/infiltration, missing insulation, electrical/heating issues and moisture as a result of plumbing leaks, roof leaks, siding/window leakage etc. We have been using thermal for over 13 years and have discovered thousands of issue that would not have been visible otherwise without it.

***I am buying a New Home, should I get it inspected?***

- Absolutely! The common belief is that the home is 'New' so there should not be any issues. Unfortunately there are problems that come up just like any other home. In many cases, we have discovered that there can be more issues with a new home than a resale home. True North believes that every home should be thoroughly evaluated objectively.

***What territory does True North cover?***

- Anywhere in King and Snohomish Counties (No travel fee). We do cover Pierce, Skagit and even Island Counties (\$50 trip charge applies, \$75 charge to Island counties).

***How long does it take to get my report?***

- Your report is typically delivered the following morning over email. It can be printed or converted easily to PDF.

***How long does an inspection take?***

- Typically 2-3 hours depending on the age and square footage of the property, outbuildings etc.

***I suspect a problem, can you tell me what is happening and how much it will cost to repair?***

- This is a very common occurrence. In our 20 years of experience, we will be able to provide a very comprehensive description of the suspect issue at hand. Please note that our inspections are 'non-invasive' which means, we do not damage the property to access suspect areas. Home Inspectors are not licensed roofers, electricians, plumbers, structural engineers or in HVAC which means, it is not within our job description or skill set to quote prices of repair/replacement or upgrades. Any inspector who does so violates Washington State ethics guidelines and standards of practice.