

Commonly Asked Questions

How are your fees determined?

Our fees are based on the size, age, and type of foundation of the home.

How do you check the slab foundation?

We walk around the exterior of the home, looking for cracks in the foundation or the exterior walls. We look for sagging areas in the roof. When we're in the attic we look for beams or purlins pulling apart. We look for cracks in the interior walls. We open and close every door and window and check to see if they are still seated 'plum'.

Can I follow you around during the inspection?

Of course! For safety reasons we would like you to stay off the roof, out of the attic, and not crawl below the house, but you are welcome in all other areas of your new home.

Do you check for mold?

We check for any visible signs of mold or conditions conducive to the growth of mold. An air quality inspection is available at an additional fee.

Do you check the plumbing lines under the house?

The home inspector does not. There are two types of plumbing checks available for additional fees: hydrostatic and camera. HoustonSewerLineInspections.com, a division of Fox Residential Services Group, provides both services. Alternately, you could hire an independent consultant plumber for either of these services.

How long does an inspection take?

The inspection generally takes anywhere from 3 to 5 hours for our inspections on an average home. The best time estimate is a minimum of 2 hours, based on about 1 hour per 1000 square feet, plus 45 minutes to an hour for a walk-thru at the end.

Can I attend the inspection?

We strongly encourage you to attend at least the walk-thru at the end of the inspection, more of the inspection if you can. There are occasionally things that can be shown to you or told to you at the inspection that TREC does not let us put in the report. We don't understand, however, that you may have to work to pay the mortgage on this home and you may not be able to be there for the inspection.

When will I get the report?

You will generally receive the inspection report the same day as the inspection, by email; 9am the next day at the latest. The report will cover everything we discussed at the walk-thru and include digital color photographs.

Can I request a specific inspector?

Of course! If that inspector is available, we will be happy to accommodate your request. If he is not available on the day you need him, we will do all we can to accommodate by rearranging inspections, if possible.

Do you have any guarantees?

Yes! 200% Guarantee: If at any time during your option period, you have doubts about our inspection service, we will refund our fee and pay for another inspector of your choice to come out and do another inspection on the same property.

If I don't buy this property and need another home inspected, will you give me a discount?

Yes! You are covered by our Buyer Protection Plan. If you decide to not purchase the house we inspect for any reason, we will inspect another home within 90 days of the first inspection and give you \$100 off the fee for the second inspection.

Do you inspect pools that have no water?

No. Clean water needs to be in the pool in order to test the pool equipment.

Does sheetrock need to be installed for a frame inspection?

No. The Frame inspection is *Prior To* installation of sheetrock.

Do your reports have a summary page?

No. The summary page is the 'important items.' What is important to the inspector is often not what is important to the client/agent. For this reason, we do not use the summary page option.

Do you check differentials between floors for HVAC systems?

The home inspectors do not. Our staff can arrange to have an HVAC technician from Houston Heat & Cool Pros, a division of Fox Residential Service Group, at your inspection to do a thorough check of the system, including differentials. This is an additional fee. Or you could hire your own HVAC contractor to check it.

Does using a drone mean no roof inspection or just the inspector could not get on the roof?

The Inspector could not physically walk on the roof. The drone inspection is a roof inspection. The report will say, "*Due to the lack of safe access or excessive pitch and hazardous conditions and/or to prevent damage to the roof surface the inspector did not physically walk on the roof. A drone was used to inspect roof conditions/penetrations on the exterior of the roof surface. Inspector may also inspect a roof through windows and by ground level with binoculars. In addition, inspector does perform an underside inspection of the roof from the attic space of the home for significant issues. The client is advised that no safe access to the roof and use of aerial observation from a drone will not show all possible deficiencies. If this is a concern, recommend the client retain the services of a qualified roofing specialist at additional cost.*"

How do we perform storm roof inspections?

Usually a drone is used, but the inspector will walk on the roof if it is safe and accessible. The inspector is looking for water penetration in the home and documenting if any was discovered. He also inspects the attic for any damage to the structure, and for water penetration issues.