

A TWO PAGE EXCERPT FROM 'HE FOUND WHAT?'

instructions the seller would give to his contractor. For example, what standard of repair and what standard of fixtures and fitting will be chosen? No one has prior knowledge of that.

4. Standard of repairs.

I'll give you a silly example of this point. Suppose a commode is cracked and needs replacement. Do you realize that a commode can cost anywhere from \$ 75 to \$1000? What quality of replacement will the seller offer or the buyer accept? I don't know.

What an inspector's job is.

All the variations and additions mentioned in the paragraphs immediately above are so much smoke which hides the true nature of the inspector's job. There may well be differences between inspectors about the threshold of the repair costs that they individually report but there will not be much divergence about the core job that we do.

Quite simply, *we are there, as a generalists, to inspect the house, non-destructively, and report our findings.*

There will be as many inspection techniques as there are inspectors - plus one! With time, one begins to develop a sixth sense and I tend to use, and rely upon, mine a good deal. Having studied Silva Mind Control, I believe that every inspector could, with training and application, know everything by use of her/his mind. Why should that not apply to houses and the inspection of them? But I cannot think what agents would say if I said that they could come around to my office in ten minutes after they ordered their inspections to get the report, without me having to visit the houses, but in theory at least it would be possible.

I will occasionally lie in a crawl-space, switch out my flash-light and ask the house how it is doing. Sounds weird and I always expect the soundtrack from 'The Twilight Zone' to swell into my ears but it is surprising what thoughts will float into my mind. And to end this talk of strange things, once I got the distinct impression that I was not alone in an empty house – although no mortal person was with me. I had to go down to the basement several times to check out the furnace and each time I did, the hair on the back of my neck stood upright. I did *not* put my suspicions in my report!

Coming back to reality though, sometimes defects dictate very severe and uncompromising reports. The inspector then becomes a Cassandra - bearing evil tidings. If the inspector has bad news, the agent should be pleased, in the long run at any rate, to hear it. Very few things are insuperable and, although it might put a hiccup in the sale, a fair resolution must help everyone. Thus the fairness (not deception!) with which the inspector can report the fault is all important. This often requires an uncompromising approach on the part of the inspector and agents should appreciate that strength.

Essentially the inspector's job is the easiest in the world. He inspects everything in the house, and reports all the defects in a factual, impartial way. Right! It sounds easy but it can be enormously difficult. When my wife implies that all I ever do is just walk around and through the house and look, I have to remind her that all my five senses are working 100% of the time I am in and around the house. A full day of inspections, depending upon the houses and their complexity, can drain an inspector.

Even if the inspector actually sees the fault, the problem then is to recognize it as a problem. This requires considerable experience. But the real hurdle is to recognize it for the problem it is - not

downplayed, not exaggerated - but exactly as it is. This area is where the 'science v. art' dilemma arises; this is where reputations are won or lost; this is where liability is accepted or transferred.

If the inspector 'calls it wrong', he can, I admit, cause the real estate agent a lot of trouble and even loss of income. Let us examine why.

When squirming through a very tight crawl-space, trying to make it out with all of one's body parts intact, anyone could be excused for missing anything short of a pot of gold. However, missing, 'inventing', or miscalling a fault can occur for many reasons.