

STUDY:

SOPs Are a Home Inspector's Best Friend

Just The Facts

"Follow your SOP." This is forevermore your mantra, your guiding principle, your theme song. I hope your dog likes company, because your SOP (when utilized correctly) is your new best friend.

Why? Because it insulates you against the buyer who has no idea what a home inspection is, but more importantly, what a home inspection is not.

Example from the Field

I have read countless Standards of Practice in order to respond to the long list of demand letters that my clients receive from their clients or their clients' lawyers.

One thing that you must constantly remember is that there are several sentences in the SOP that begin this way: "The home inspector is not required to ..." followed by a plethora of matters for which the home inspector is not responsible.

This is very important. The correct usage of your SOP could (and will) save you from unnecessary, time-consuming, and reputation-damaging trouble.

I understand the temptation to exceed your SOP in a competitive marketplace, but this opens you up to unnecessary risk. Find other ways to differentiate yourself. Utilize warranties or offer ancillary services as ways to stand out from competitors.

THE TAKEAWAY

Following your SOP is one of the six key strategies that can significantly reduce a home inspector's chances of being sued. By not falling short of your SOP, as well as not exceeding it, you will be placed in a position of power.

Your Professional Advocate

I like to quote an old Toyota commercial when I teach home inspectors about the merits of utilizing their SOP to their advantage. I say, "Stay within the lines. The lines are your friends." A bit cheesy perhaps, but it makes all the sense in the world when it comes to you.

A claimant must establish that the home inspector had exhibited negligence during a home inspection, and that he or she did not act reasonably, in order to have a real case.

This is where your SOP takes your dog's spot in the "best friend department." If you don't fall short of your SOP, and you don't exceed it, it will close a significant gap of liability.

Visit my website, www.JoeFerry.com to learn more about my proven strategic response to unmeritorious claims and let me have your back and put an end to UNDERBUSSING.