

Why can client's no longer attend inspections?

After much discussion and consternation, we have come to the decision that we must conduct our inspections without any clients onsite. Safety to our clients is our number one priority and often we are not aware of the condition of the house, property, or reason for sale. In recent times this has put us in a position we are not comfortable with and led us to our non-negotiable decision. The bottom line is our insurance doesn't cover our clients if they were to have an accident onsite, so this was a definite line in the sand for us.

Furthermore, emotions are at an all-time high and while buyers are understandably excited, homeowners and tenants are not always on the same page, and this can sometimes cause an uneasy environment in which to work.

A building and pest inspection at the best of times is considered invasive and while we conduct ourselves in a professional and kind manner, it is unsurprisingly, an emotional time for most.

As we strive for continuous improvement, we have decided to focus on the job at hand – and that is providing a detailed comprehensive report. Unfortunately, we aren't qualified counsellors, despite our empathetic and caring natures, and time is a premium.

Our Building and Pest inspections are conducted by Clinton and Rebecca, working together onsite for 40mins – 1 hour. It's our job to inform our client, usually the buyer, about the property they're looking to purchase and help them to make confident and informed decisions. There are no passes or fails.

Working as a team, Clinton writes the report as Rebecca drives to the next location. Rebecca will email the report to their client and text both the agent and client, that the report has been sent, prior to arriving and starting the next inspection. We really do offer a quick turnaround.

Along with the report/s, our valued clients are provided with Clinton's personal mobile/afterhours number and are encouraged to call anytime. If we haven't had contact by 5pm Clinton will call each client from that day's inspection list and go over the reports in detail and answer any questions.

CONTACT

Office Hours
07 4121 0714
Monday – Friday
9am to 1pm

After Hours
0428 823 667
Monday – Friday
6am to 7pm