

## GENERAL QUESTIONS

### What happens BEFORE inspection day?

Please book an inspection online or call Saurus Constructions. We will help assign a time for your job and confirm via email and text. |

1. Please book an inspection online or call Saurus Constructions.
2. Our receptionist will contact the agent or private sale representative with a request to arrange entry
3. Our receptionist will send you T&C's to read and return ASAP
4. Each bookings requires confirmation by one of our staff members – Once confirmed you will receive a confirmation email with a payment link, full Payment is required 3 days prior to Inspection.

Please note prices may vary upon location of inspection & inspection size. You will be contacted by one of our staff members to confirm your date, time & inspection price.

### What happens ON inspection day?

- Saurus Constructions will have assigned a time for your job, however we do ask for some flexibility. We try to operate as efficiently as possible and may be a little early... except on that occasion... when we might be a little late.
- We pride ourselves on our great communications and will always stay in touch with everyone involved such as the agent, buyer, seller or tenant.
- Clinton and Rebecca (also husband and wife) operate as a team, working together onsite. Clinton is your inspector and Rebecca takes photos and notes. They'll be at the inspection site for approximately one hour.
- If someone is home Rebecca will meet the homeowner or tenant at the door and is happy to answer any questions. Also, you are welcome to stay (it's your home!), please feel free to go about as normal.
- If nobody is at home Rebecca and Clinton are happy to follow any instructions you leave for us and we will leave our business card on your kitchen table, to indicate we have been to your property and the inspection is complete.
- Saurus Constructions is required to take photos of all the floors, walls and ceilings. Clinton is a qualified inspector and by law, must be able to prove what he's assessed. Requests could occur days, weeks, even years after the inspection has been completed. Be assured, Rebecca is very aware of the laws relating to taking photos in your home and within the community. Some homeowners and tenants appreciate being aware we do take photos, prior to our inspection
- Please be aware Clinton is required to look in cupboards (although he will not be assessing your organisational skills!)

We understand an inspection can feel like quite an invasive process and we take this opportunity to thank you for your time and patience.

## CONTACT

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

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

**What is inspected?**

- We inspect both inside and outside your home including:
- Driveways, fences, gates and paths
- Steps, ramps, awnings, decks, verandas and outdoor entertaining areas
- Rooves – inside and out (if possible)
- Sheds and carports
- Internal floors, walls and ceilings
- Subfloors (if possible)
- Bedrooms, bathrooms, kitchens, laundries, lounge and dining rooms (all rooms)

**What is NOT inspected?**

We are not licenced plumbers or electricians – this is not our scope of practice and it is unethical for us to report on:

- Airconditioning
- Septic systems
- Pools
- Pumps
- Lights or fans
- Ovens, range hoods and hot plates
- Smoke alarms

For your convenience, we have a trade list of people we recommend

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### **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.

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### Has the booking system changed?

The new system guides agents and clients to book a date, the system only showing you how many available appointments are left to book on that day. The time frame will be confirmed with the agent only.

The big difference is the magic happens with Casey back of house once the day is filled with appointments. Casey then sets the run for the day in travel order (fantastic move for us) rather than the previous booking system, where a very specific time slot was offered causing chaos, confusion

Still with the same colour chart for quick reference

Green – time slots available

Red – fully booked

White – unavailable

Some of the benefits are outlined below:

Because of the regional nature of where we live, this booking method gives us the opportunity to set a run for the day. We then contact the agent with a time frame, reducing chops and changes to schedules we have experienced in the past. This new booking system will likely help us keep to realistic schedule and not keep agents, homeowners or tenants waiting – ETA on the day can be arranged.

Clients no longer meet with us onsite – reducing our onsite time quicker turn around on reports ( Can you please insert the link from the question Why Clients no longer attend inspections)

This new system lets us be more flexible each day to add or cancel appointments without disappointment.

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## FOR AGENTS

### BOOKING AN INSPECTION

Bookings can be made via our online booking system, or by ringing reception on 0428 823 667. Bookings will only be processed Monday - Friday 9am - 1pm. Our online booking system is available 24/7. Please note, this can be utilised by agents when booking on behalf of clients.

### MEETING REQUESTS

We are now no longer sending meeting requests. Due to a number of difficulties regarding the meeting requests we have been sending, we have switched to a SMS system which now includes a questionnaire for you to complete. This is very user friendly and captures all the information needed for the Inspection.

### LOCK BOXES

How It works:

Once we have dropped the lock box off to you, there are instructions on how to change the code inside of the box. The day before the Inspection place the lock box on the property (Eg attached to the fence, or screen door). Send through a picture with the location and the code for the box to Rebecca on 0402 777 889. Lock Box will be returned to the office once the inspection is completed.

### KEY PICK UP

If an inspection requires us to pick up keys, we will do this the day before. Our reception staff will arrange for the keys to be collected. Keys will be returned to the office once the inspection has been complete.

### COVID

Due to the constantly changing Government Mandates in regards to the COVID – 19 situation, Effective Immediately we will NOT be allowing clients to attend the inspections.

This is for the safety of our staff, Clients, and the residents of the homes we are inspecting. We apologise for any inconvenience this may cause, but safety and wellbeing are the number one priority.

### PETS ON-SITE

The team at Saurus Constructions are a pet loving family. While we understand it's not always possible to relocate family pets while we are there, we do ask if the following can be completed prior to our arrival:

All exotic animals (Snakes, birds, rats, and other reptiles) all be locked in their enclosures

House Cats secured in a room with a note on the door to let us know. That way we can inspect that room last and let the cat out if required.

Please ensure any dogs are secured in the back yard if possible. Please notify the agent of any behaviour issues that might affect our entry

Please provided this information in the additional information section of the questionnaire you receive

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## SERVICE M8

Saurus Constructions now uses ServiceM8 for our job system.

This is such a great app which has several features to be able to let our office run smoothly and productively. Bookings are now loaded straight into ServiceM8 when they are received, and we now run all our job specific information through there. Text Messages and Emails to both the clients and Agents now come through ServiceM8. By doing this it allows all staff members to be able to pick up any information that is needed, and it is now all found in one place. ETA Request ServiceM8 has also got a live tracker link to see how far away we are that is sent to you with ETA message - So Cool!

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