

## The expectation of clients and puzzle of house inspector

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Initially I hesitated to touch this topic for the worry of misleading the readers and improperly elaborating for the colleagues. But as a matter of fact that this is always the communication between the clients and I cannot be dodged. Therefore, I would like to share my understanding and view points with readers. Let us look for better recognition.

Many times when I do the home inspection, people ask me: 'Can I buy this house? Is it worthy to buy?' or even ask: 'How is this price?' In the meaning of house inspection and the purpose of customer service I frankly state the facts of the property I found during the inspection both major defects and minor touch-up and maintenance, which I believe all the inspectors will do. But for the above questions, to be honest it is not easy to answer. At the mean time, I quite understand the situation of the buyers at this moment. No matter it is going to cost \$300 or \$30 to finish the transaction. It could be the biggest expense to the specific clients in their lives ever since. Nervous and panic are usual with the clients who are psychologically dependable on the professionals and expect to get supported by us on their decisions. Actually, whether it is a smart investment, a reasonable price or a good deal, which covers too many elements markets, usage of the property, financial scenario as well as family and vocation etc. Everyone is different and no formula can copy one or other.

Therefore, during the communication I always try to help them get rid of the nervous and calm down to make the reasonable decision. Here I would address what I normally talk to my clients. First, it may have found some major defects or just trivial maintenance issues after the inspection. Neither verified your pre-decision is wrong. Neither scenario means the deal cannot get through. We have to admit all the properties have their value even if their condition is not ideal. At this stage the buyer's expectancy and the price are the lever of the deal. It needs all parties to work out a price of the deal including negotiation, compromise and recognition. Second, from my observation for whatever the market climate is. It is not easy to find a satisfied property for any individuals. Here the satisfied does not mean the good price or quality. The requirement and applicability for the personal and family is more critical. High quality is always our pursuit. But I would say we can only ask better and no best regarding the variety of the design, materials and construction. To select the higher ratio of function and cost is preferred. In addition, Buying a property does not seem to buy a piece of clothes or appliance which you may get refund if you change your minds afterwards. At least you can just leave it alone that won't hurt too much. But once the property transactions go through, it is unusual to put on market in the near future even somewhere found uncomfortable. We have to face it every day and even money cannot compensate it. Third, the affordability is the key in the real estate market. In other words, we have to plan our budget and income which can cover the cost of owning the property or not. This is much more practical than speculate the market up or down.

In all, our house inspection will help to reduce the risk of buying a property. Let the clients budget wisely. We hope everybody can find his loved property and enjoy life.