

Inspection Line

12 Stones News Update

We are getting very excited about the **12 Stones** website! We are creating the website with the customer in mind. This service will assure the customer that they will receive the results of their home inspection report within 24 hours, if not sooner. Once the website is up and running, agents will see and experience how valuable this website service will be. The site will reaffirm the professionalism and credibility for the client being referred to our home inspection service. **12 Stones** Inspection Services is proud of the short time period between the home inspection and the release of the report. With the new website, we will make this period even shorter. The online access for the client and agent is what enables us to improve upon our turn around time. This makes it easy for the clients to access the report online and review with their agent. We believe in protecting the privacy of the clients and agents. Therefore, each report will be protected by a security protocol. This will only allow the client and their agent to access the home inspection report. The digital photos taken at the time of the inspection will be available for viewing as well. We will continue to issue the "Hard" copy report for the client and agent. The website is another way **12 Stones** will provide quality service to our clients.

12 Stones Inspection Question

"In case of an emergency what systems should I shut down in my home?"

Recently the natural disasters in the news have continued to remind us of how fragile our living environments are today. Our homes are a place we like to feel safe and at peace in the world. That is why it is important to have an emergency plan in place for your family and home. Looking at the emergency plan from a home inspector's view, we would focus on the emergency shut-offs that a homeowner would need to turn off. You may find it helpful to have an expert locate and inspect these items which will allow you to identify and label each shut-off.

Here is a list of the emergency shut-offs we believe should be included in your emergency plan:

- **Main Electrical Disconnect:** This is usually at the main fuse box, and new homes will have a main switch; whereas older homes may have multiple switches to the main electrical disconnect.
- **Water Main Valve:** This is the valve that turns off the water to your home, and can be located in the basement or near the water meter (if you have a well it will be near the pressure tank).
- **Natural Gas Main:** This is located near the meter either inside or outside of your home, and might need a wrench to operate (quarter of a turn moves the valve to open or closed) Remember when the handle is parallel to the pipe, the valve is open.
- **Local Gas Valves:** These are usually located at each gas appliance in your home and will also be closed with a quarter turn.
- **Furnace and Air Conditioning Main Switches:** This is typically located by the furnace, and turns off the heating and cooling systems.

Other emergency systems to think about include the hot water shut-off along with the emergency release for a garage door. Life is full of unexpected events, and the best way to get through these events is to be prepared before a situation arises.

Continue maintenance on all systems, and ask professionals to inspect anything that is in question. Most important educate all members in your family about your emergency plan.

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12 Stones Inspector's Corner

TRUST, that is a very powerful word. We place a very high priority on the value of the word **TRUST**. The word **TRUST** in a real estate transaction process is probably the most important word there is. The number one questions on your clients mind is: "Can I **TRUST**.....? Can I **TRUST** the agent to direct me through the process with little or no pain? Can I **TRUST** the agent to understand my needs and my family needs? Will they find me a home with a good price, easy to finance, fairly appraised, with agreeable taxes? Will they direct me to a home inspector I can **TRUST**?"

It is that last question that I really took a long look at when I entered the home inspection business. I can remember when I sat down to interview 10 top professional real estate agents in my market. I wanted to find out what their opinions were about home inspectors and the home inspection process. Some of the six thousand five hundred and forty-three comments I heard were: "home inspectors are deal killers", "they say one thing to the client and another to the agent", "inspectors seem to want to control the real estate process". Those same real estate agents said that home inspectors scared their clients, and even gave their opinion on the value of the home. The one theme that did surface was the lack of **TRUST** for a home inspector. Which shows the need of an agent to have a home inspector they can **TRUST**, and have confidence in. Agents also would like to have an unbiased opinion given to them about the home, and have the communication be clear and concise for both the agent and client to understand. One agent, that I highly respect said, "Jeff, just inspect the home as if my grandmother or my children were buying the home. I would want them to know that the house is safe, and ready to be lived in."

What I learned through that interview process is that the professional realtor recognizes the importance of the home inspection and how it enhances their professional profile to their clients. The home inspection is a selling tool that will provide agent's clients a higher level of confidence in the agents ability to protect them. You, as an agent just want to **TRUST** that the inspector has communicated to your client the findings of their home inspection, so that those findings can be used as a guide to make clear choices as you push forward to the closing process of buying that home.

Those interviews set the standards for **12 Stones' INSPECTORS**. We strive to provide an inspection report that will help our customers be able to make the right choices. We recognize that it is not our job to sell a home, it is our job to establish that the home is safe, give the client a proper maintenance program, and address any major concerns that might be present in the home, along with suggesting options to those concerns. **12 Stones' INSPECTORS** hope that you, the agent, will continue to **TRUST** us with your current and future clients.

Thanks for listening

Jefferson

12 Stones INSPECTS

- Grounds & Grade
- Roof System
- Chimney & Fireplace
- Gutter Systems
- Siding & Trim
- Exterior Electrical
- A-C Compressor
- Garage
- Laundry / Utility
- Kitchen
- Bathrooms
- Interior of all Rooms
- Windows & Doors
- Attic
- Insulation & Ventilation
- Basement / Crawl Space
- Plumbing
- Heating & Cooling Systems
- Electrical

Broker Buzz

** This section will feature advice from top performing local realtors about how to better serve your present and future clients.

Feedback is Fantastic!

Think about how important it is for a listing agent to receive feedback from an agent that has shown their listing. The feedback allows the listing agent to provide critical information to their seller. It also helps the agent evaluate the market position of their listing which can be instrumental in obtaining price reductions, when needed.

Sellers are always interested in how a showing went, and what people thought about their home. Getting information from the showing agent can help you, the listing agent, address important issues with your seller. Issues such as cleanliness, clutter, and odors, and several other issues that are always hard to address with a client. It can also help in discussing matters that may not be corrected, and reinforce the need for price reductions to overcome shortcomings a listing may have.

Now that you are reminded of how important feedback is to you, how appreciated would it be if after you showed a property you called or emailed the listing agent information with your feedback regarding the listing. It only takes a few minutes and will mean so much to the listing agent— they may even return the favor when they show one of your listings. What goes around comes around.

Monthly Health Tip

As the temperature begins to fall outside remember to get your fill of vitamin C. Researchers continue to explore the potential benefits of vitamin C, and they already believe it helps fight the common cold. Vitamin C is also an anti-oxidant that is crucial for the immune function, wound healing, collagen production, and arterial support. So go ahead and have that glass of orange juice before you walk out the door in the morning!