



FOR REAL ESTATE PROFESSIONALS

Pre-Inspection Client Prep Guide

Set the right expectations before anyone steps on the property.

Agent's Pre-Inspection Client Prep Guide

Inspection conversations start before anyone sets foot on the property. The agents who handle them well have a system. Here's ours.

The Problem This Solves

Buyers who aren't prepared arrive at inspections with too much anxiety and not enough context. They see 40 items on a report and want to walk. They didn't expect findings. They don't know what "monitor" means. They call you panicking before they finish the first page.

This guide gives your buyer what they need before they show up: what to expect, how to participate, and how to read the report without losing perspective.

Share it when you send the inspection confirmation.

What to Tell Buyers Before the Day

Attendance Your buyer should plan to arrive for the last 30 minutes. That's when Konnor walks them through the significant findings in person. That walkthrough does more to calm a buyer than anything you can say afterward.

We don't encourage buyers to trail the inspection from the start. It creates inefficiency and, in some cases, safety concerns. The exception: buyers coming in from out of state, or anyone who needs to meet with a specialty contractor on-site. In those cases, coordinate with Konnor directly. Out-of-state buyers who can't attend at all can request a Zoom summary when booking.

Timeline The inspection takes about 4 hours, possibly longer for larger properties. Your buyer doesn't need to be there for all of it. They should plan to arrive for the last 30 minutes and keep the time around that flexible.

What to bring Questions. Comfortable shoes. A notepad if they want to take notes, though the same-day report captures everything.

What not to do

- Don't touch panels, valves, or systems the inspector is working on
 - Don't interrupt the inspection process; save questions for the summary
 - Don't search Google for every finding they notice over Konnor's shoulder
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Setting the Right Expectation on Findings

This is the conversation that prevents panic.

Tell your buyer: *Every inspection finds things. Newer homes, recently renovated homes, well-maintained homes: they all have findings. That's what inspections are for. The report isn't a grade. It's a snapshot of the home's condition on that day.*

Key points to communicate:

- Finding count means nothing on its own. The nature of the findings does
 - Most findings fall into "monitor" or "cosmetic" categories
 - Safety concerns are documented so they can be addressed; they're not necessarily expensive
 - The report exists to give them information, not to scare them out of the deal
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After the Report Arrives

Coach your buyer to read the report before calling you. The Breathe Easy report is written in plain language with photos. Most of their questions will be answered by the report itself.

Most questions get answered in that conversation with you. For anything technical that goes beyond what you can address (a specific finding, what type of contractor handles it, how serious something is), Konnor is available at **(480) 254-5708**.

After you talk to them:

- Start with the big picture: "Anything you'd flag as a safety concern or a major system issue?"
 - Separate the list by urgency before discussing options
 - Remind them that most negotiation focuses on a short list of significant items, not every cosmetic note
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When a Buyer Wants to Walk Before Negotiations

Before a buyer pulls out over an inspection report, help them check:

- Is there a safety concern that can't be addressed?
- Is there a system failure that changes the home's value in a material way?
- Or is this a list of normal findings that feels overwhelming on first read?

Most buyers who want to walk after a standard inspection haven't yet separated urgency from volume. Give it 24 hours and a conversation before you advise them on next steps.

Breathe Easy is your partner on inspection day. Fast reports. Clear language. Buyers who feel informed, not panicked.

Call or text: **(480) 254-5708** Book inspections online anytime: app.binsrinspect.com/book/breathe-easy-home-inspections-61fc2aff

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