

FOR REAL ESTATE PROFESSIONALS

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# How to Explain Inspection Findings to Clients

Scripts and talking points for the post-inspection conversation.

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*Post-inspection conversations are where deals get won or lost. These are the scripts and talking points that hold up whether you've been doing this for two years or twenty.*

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## The Foundation

Your job in the post-inspection conversation isn't to talk your buyer into staying in the deal. It's to help them understand what they're actually looking at so they can make a good decision.

That means separating urgency from volume, helping them understand severity levels, and having clear language ready for the hard scenarios. The scripts below work because they're honest, not because they spin.

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## Understanding the Report Before You Call

Read the report before you call your buyer. Separate findings into three buckets:

- 1. Safety concerns:** require action, should be addressed before close
- 2. Repair recommended / significant system issues:** material to the deal, inform negotiations
- 3. Monitor / maintenance / cosmetic:** normal, expected, not negotiable in most cases

Lead your conversation from the top of that list. Don't open with the finding count.

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## Core Scripts

### OPENING THE CONVERSATION AFTER THE REPORT

*"I've read through the report. Overall, it gives us a clear picture of the home. There are [X] safety and repair items worth talking through, and then a longer list of maintenance and cosmetic notes that are pretty standard for a home of this age. Let's focus on what actually moves the needle."*

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### WHEN A BUYER IS ALARMED BY THE VOLUME OF FINDINGS

*"I hear you. Seeing that many items listed in writing is a lot to take in. But the report documents everything, including things like missing caulk and door adjustments that every lived-in home has. The ones we actually care about are [the safety concern on the HVAC / the roof condition / the plumbing note]. Everything else is normal wear."*

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### EXPLAINING THE DIFFERENCE BETWEEN URGENT AND COSMETIC

*"The report uses severity levels. Safety concerns are things that need to be addressed before you move in; they're not optional. Repair recommended means something isn't functioning right and needs attention, but it has some flexibility on timing. Monitor means 'keep an eye on it.' Everything in monitor or informational is the report being thorough, not flagging a crisis."*

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## WHEN A MAJOR FINDING COMES UP

*"[Finding] is a significant item. Let's make sure we understand what we're actually dealing with before we decide anything. I'd recommend we [get a licensed contractor evaluation / request seller correction / ask for a credit]. Once we have a number, we can make a clear decision."*

Don't speculate on costs. Don't minimize before you have data. Let the evaluation come back first.

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## WHEN THE BUYER WANTS TO WALK OVER A STANDARD INSPECTION

*"I want to make sure we're walking for the right reason. Is there something on this report that's a genuine dealbreaker: a safety issue that can't be fixed, or a system failure that changes the value of the home? Or is it the volume of the list that's feeling overwhelming? Those are different decisions."*

If they still want to walk after that conversation, that's their right. Your job isn't to override their decision; it's to make sure it's informed.

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## WHEN THE SELLER PUSHES BACK ON REPAIR REQUESTS

*"Our inspector documented these findings on the day of the inspection. They're in writing with photos. We're not asking for anything that isn't there."*

Keep it factual. The Breathe Easy report is documented clearly; that's your leverage. Don't negotiate based on verbal interpretations; reference the report directly.

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## What Not to Do

- Don't say "everything looks fine" before you've read the report
  - Don't tell a buyer an item "isn't a big deal" before you know the scope
  - Don't frame safety concerns as optional
  - Don't use the inspection to renegotiate cosmetic issues; it weakens your position on the items that matter
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## Reading the Market

The findings in the report don't change based on market conditions. What changes is what you can realistically do with them. Set that expectation with your client before they read the report, not after.

**Seller's market:** Inventory is low, competition is high, and sellers know it. In this climate, sellers fix little or nothing. Cosmetic and maintenance items are off the table entirely. Safety concerns may be addressable, but expect pushback even there. The buyer's conversation shifts from "what will they fix" to "is this home worth it at this price with these conditions as-is?" Frame the inspection as information, not leverage. Your job is to help them decide clearly, not to build a repair list that dies in negotiation.

**Buyer's market:** Homes sit longer, inventory is up, and sellers are motivated. A well-documented repair request grounded in the Breathe Easy report carries real weight. Buyers can reasonably expect sellers to address safety concerns and significant system deficiencies. The report becomes a legitimate negotiation tool. Use it.

**Balanced market:** Neither side holds dominant leverage. Negotiation is case by case. Safety concerns and major system failures are still worth requesting. Cosmetic items are still not worth the friction. Read the seller's motivation (days on market, price reductions, listing history) and calibrate your approach

accordingly.

The principle: know the market before that post-inspection call. It shapes what you tell your buyer and how you position everything that follows.

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## When You Need Clarification

Call Konnor directly. He'll explain the finding, the typical severity range, and the type of contractor who handles it.

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