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## Home Buyer Support

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The client, usually the home buyer, is our #1 priority. Always approach interactions with respect and understanding. Purchasing a home is one of the biggest events in someone's life. It is exciting and stressful.

BullsEye Home Inspectors sets very high standards for our inspections and our customer engagement. Report summaries are relayed in a calm, non-alarmist fashion, with facts only and no commentary.

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### Expectations

A BullsEye home inspection is visual and non-invasive. We do not move heavy furniture, open walls, or test components behind finishes. We inspect safely accessible systems and components and report on their observed condition at the time of inspection. We encourage our clients to reach out after moving in, if any questions come up.

Every finding is supported by photos and clear descriptions in the report, allowing buyers to revisit findings at their own pace and give contractors the context they need for follow-up evaluations.



### Nervous Buyers

Every home has issues — even new constructions. The report is not a stamp of approval or a criticism, it's a tool to help them make informed decisions about the safety and function of the home, maintenance considerations, and purchase negotiations.

Make a point to be conscientious and present with a nervous buyer. We have a responsibility to the client and our realtors to provide comfort and reassurance. There are no issues that can't be resolved with a calm and clear mindset.



## Red Defects

On occasion, red defects will be reported, which are defects that present potentially unsafe conditions or significant, adverse impacts on the value of the property.

Some customers become alarmed by these defects, jumping to the conclusion that they are difficult or expensive to address. More often than not, these defects can be repaired quickly and cheaply and it's our responsibility to inform them that red defects exist to draw immediate attention to a concern.

## Cost of Repairs

Clients commonly ask about the cost of repairs. This is a question that should be carefully considered. It is outside the scope of a home inspection to estimate the cost of repairs and it is always acceptable to say "I don't know". Avoid getting ahead of your areas of expertise.

BullsEye Home Inspectors goes to great lengths to refer repairs to reputable, reliable contractors and these are valuable relationships to our company. These contractors are the subject matter experts regarding effort and cost of repairs. Don't ever put yourself in a position of providing misleading or inaccurate information if you're not completely sure.

Simply advise the client that we rely on our recommended contractors to make cost assessments and let them know our software platform has the ability to allow the home buyer to contact these partners directly from inside the report and packages up the related defects into a ***contractor defect summary***, so that any pertinent details are communicated directly.

## Downplay Findings

At BullsEye Home Inspectors, we prioritize integrity, clarity, and trust. The realtors we work with overwhelmingly share these values. In nearly all cases, our partnering agents act with honor — putting the home buyer's best interests above any potential commission.



No realtor should ever ask you to downplay or omit a finding. If it does happen, simply privately state that our primary responsibility is to the home buyer and that we are compelled by company policy and state law to report significant findings, impacting safety or function.

However, there is some nuance here. It's completely appropriate to discuss expectations with our realtors in terms of level of detail. Technically, we don't have to report on any cosmetic concerns and it's not unheard of for a realtor to prepare us for nervous, risk averse home buyers on one end, or detail-oriented clients looking for negotiation points and repair punch lists.

It's perfectly appropriate to offer perspective and clarity on how serious (or not serious) a defect is. For example, many plumbing issues sound worse than they are. Saying "this is a common issue, and typically easy to address" can be comforting. However, we never minimize or ignore safety concerns. We simply explain them in neutral terms, avoiding fear-based language.

## **i** Post-Inspection Support

Our service doesn't end when we leave the property or publish the report. If a buyer has follow-up questions or their contractor needs clarification, we are happy to respond promptly and clearly. This is our commitment to our customers and our valued realtor partners.