

TABLE OF CONTENTS

Preface	2
Section I: Pre-Inspection Materials	3
Client Information	4
Contract	7
Advertising	8
Copyright	9
Insurance	10
Section II: At The Inspection Site	11
Building Inspection Fieldnotes	12
Listing Broker Questionnaire	13
Building Inspection Questionnaire	14
Tenant Disclosure	15
Owner's Authorization Form	16
Real Estate Listing and Disclosure Forms	19
Use of Photographs	20
Deluxe Vs. Standard	22
Inspection Techniques & Tips	23
Section III: Report Writing	26
Qualities of Good Professional Writing	27
Essense of a Good Report	28
The Most Common Errors and Deficiencies Found in Reports	29
Avoiding Lawsuits by Providing Top Quality Reports	31
Disclaimers	32
Miscellaneous Documents	39
Summary and Conclusions	43
Rating System	45
Recap / Priority Sheet	49
Special Terms	50
Section V: Post Inspection	51
Evaluation Form	52
Notification of Claims	54
Walk Through Guide	54
Third Party Litigation	56
Sample Release Form	57
Handling Complaints	58
Shifting the Burden of Proof	60
Selecting and Working with an Attorney	61
Selecting an Expert Witness	63
Phone Conversations	64
How to Really Communicate with Clients	65
Appendix	67
Maintenance Recommendations	68
Environmental Hazards	69
Do's and Don'ts	70
Industry Standards (Sample)	71
The Most Common Reasons for Claims	72
Case Studies	73
Legal Terms	80
Legal Questions and Answers	84
Summary	96

