



Feel free to use as is or revise to meet your needs and fit your style.

1. Reminder 24 Hours before Inspection

Dear Mike Smith, *(The client's name is added automatically for you)*

Thanks for choosing ABC Home Services *(Your company name is inserted automatically)* for your home inspection. Your inspection is scheduled for tomorrow, Thursday, January 7, 2017 at 1:00 PM. *(The date and time are inserted automatically)*

Please ensure that you have reviewed and signed the contract prior to the inspection. We recommend that you dress comfortably and please allow at least 2 hours for the inspection.

We look forward to seeing you there. If you have any questions, please call us at 800-268-7070. *(Your company phone number is inserted automatically)*

Best regards,

ABC Home Services

2. Contract accepted - you may want to send a copy to the inspector as well as the client

Dear Client,

Thanks very much for returning the inspection agreement. The inspection at 27 Greene Street is confirmed for Tuesday at 9 AM. We look forward to meeting you there. Please dress comfortably and allow at least 2 ½ hours for the inspection.

Please feel free to join us as we go through the home. We have found it's very helpful to discuss things with clients as we go. Feel free to ask questions. Don't worry about taking notes; we will provide you a full written report within 12 hours of the inspection.

3. Thank You Email

Dear Client,

Thanks for choosing us to perform your home inspection at 20 Oak Street. We hope the inspection and the written report met your expectations. If you have any questions, please feel free to get in touch. We provide free technical consulting forever.

Watch your email for your RecallChek report. This will advise of any potential equipment or appliance recalls. It will also alert you later if future recalls are announced.

Our business thrives on referrals from satisfied clients, and we appreciate you referring us to family friends and colleagues.

Best regards and enjoy the home!

Inspector Mike

4. Set up and Maintenance Reminder

We hope the transition into your new home is going well, and that you are referring to your home inspection report to make the recommended improvements. Remember, you get free technical support by phone or email from COMPANYNAME for as long as you own your home.

To help protect your investment, we want to direct you to the Reference tab in your home inspection report, and particularly the section called [Home Setup and Maintenance](#).

This includes important advice when you move in, and helps you set up an ongoing maintenance program to protect your home and keep you warm, safe and dry.

If you have any questions about your report or the home, please contact us at your convenience.

Thanks very much and best regards,

Tony & the Professional Inspections Team

5. Agent Thank You with ask for an office presentation

Hi Jane,

Thanks again for working with us on the inspection for Mike Smythe and Sharon Smythe. We appreciate the opportunity to work with you and wanted to mention that we have several presentations that may be of interest to you and your colleagues. Our goal is to provide valuable information on topics like mold, termites, radon, pre-listing inspections, water problems, aluminum wiring, synthetic stucco, etc. Our short talks are designed to help provide clarity on issues that are important to you and present solutions rather than just identify problems.

If you'd like to chat further, or direct us to someone else in your office, we would be happy to set something up.

Thanks very much and best regards,

Tony & the Professional Inspections Team

6. Follow-Up with Agent 2 Days after the Inspection

Thanks for your assistance on the home inspection at INSPECTIONADDRESSSHORT.

The report has been delivered, and if there are any questions about the inspection or report, please contact us at your convenience. Clients enjoy free technical support for as long as they own their home. They can phone or email us any time with questions about their home.

Best regards,

The Carson Dunlop Team

7. Follow up with client 2 days after the inspection

Thanks for choosing us to perform the inspection at INSPECTIONADDRESSSHORT for you.

You should have received an email with a link to your PDF report. If you have not received your report, or have any questions, please contact us at your convenience.

Thanks very much and best regards,

Tony & the Carson Dunlop Team

8. Payment Received

Thank you for the payment of your home inspection fee. We have enclosed a receipt for your records.

FULLINVOICEASHTMLTABLE

(It will include a breakdown of your inspection fee)

Best regards,

The Carson Dunlop Team

9. Home Warranty Offer

We hope you have had a chance to review our home inspection report, and the transition to your new home is going smoothly. Our report provides a detailed picture of the home at the time of the inspection.

A home warranty provides protection for you and your family moving forward, covering the things that home inspection cannot predict, and are not covered by your homeowner's insurance. This is a cost-effective way to help prevent significant unforeseen expenses, which can be particularly challenging in the 1st year of home ownership. To learn more, call or email us at your convenience.

Best regards,

The Carson Dunlop Team

10. Alarm System Offer

We hope you have had a chance to review our home inspection report, and the process is going smoothly. There is so much happening when buying a new house, it's difficult to keep up with everything. One thing that often gets missed is home security. We encourage you to consider a home alarm system to protect you and your family, and to reduce the cost of homeowners insurance. Insurance companies offer a discount for homes with alarm systems.

Since water is the Number 1 enemy of homes, we recommend that your alarm system include water sensors that can detect water on the floor, for example. Instant notification can prevent significant flood damage. To learn more, call or email us at your convenience.

Best regards,

The Carson Dunlop Team

11. Request for Review

We hope you have had a chance to review your home inspection report and want to mention the Appendix tab in your report, and specifically to the Important Advice for Looking after Your Home. This short section provides critical information including one-time tasks, and ongoing maintenance items. Your home is a significant investment, and we encourage you to do everything you can to protect this asset and to help keep you warm, safe and dry.

We encourage you to share your thoughts about your home inspection experience in a Google review. If you have any questions or concerns, please feel free to contact us at any time.

Thanks very much and best regards,

Tony & The Carson Dunlop Team

12. We Love Referrals

We hope the transition into your new home is going well, and that you are referring to your home inspection report to make the recommended improvements. We want to remind you that you receive free technical support for as long as you own your home.

Our business thrives on referrals from satisfied clients, and we appreciate any referrals. If you refer someone to us, just let us know or ask them to mention your name when they contact us, and we'll send you a \$25 Home Depot or Starbucks gift card.

Best regards,

The Carson Dunlop Team

13. Environmental

We hope the transition into your new home is going well, and that you are referring to your home inspection report to make the recommended improvements. We want to remind you that you can enjoy free technical support from Carson Dunlop for as long as you own your home.

Many of our clients and found after they move into the home that they have questions about their indoor environment or air quality. We are building scientists rather than health scientists, but if you have questions about mold, indoor air quality, allergens, etc. please contact us and we will connect you with the appropriate specialists.

If you have any questions about your report or the home, please contact us at your convenience.

Best regards,

The Carson Dunlop Team

14. RecallChek email

We hope things are moving along well with your new home. You should have received a free RecallChek report by email, courtesy of Carson Dunlop. If you have not received the report, please let us know.

If you have received the report, please check if there are any recalls on any of your appliances. Taking care of these is important to ensure your safety. In most cases, the recalls are resolved at no cost to you.

To enhance the value of RecallChek, you will receive a monthly newsletter that will advise of any subsequent recalls that are issued for the appliances in your home. If you add or change any appliances, you can also add them to your RecallChek inventory, and going forward, you will receive notifications of any manufacturers' recalls on those appliances as well.

We hope this free service is useful. As always, please contact us if you have any questions about RecallChek or your home.

Best regards,

John Roberts, ASHI Certified Inspector

15. One year follow-up inspection

It has been a year since we performed your inspection at INSPECTIONADDRESSSHORT. We hope the 1st year has gone well. Many of our clients ask us to perform an annual update inspection to help address things early to avoid significant unforeseen expenses. If you would like to arrange a follow-up inspection, call COMPANYPHONE1. We also find that preventative maintenance helps keep your home comfortable, safe and durable. As they say, an ounce of prevention is worth a pound of cure.

We hope that you have set up an annual maintenance contract for your heating and cooling equipment. Also, since sewer backup is a significant problem, we recommend a video scan of your main sewer lines annually.

As always, you are welcome to contact us anytime for free technical support.

Best regards,

The Carson Dunlop Team

16. Cancelled Inspection

Thank you for your notification about cancelling the inspection at INSPECTIONADDRESSSHORT. We have removed this from our schedule, and are at your service when you are ready for your next inspection.

Best regards,

The Carson Dunlop Team

17. Notice to inspector that inspection is booked and ready to sync to Horizon Mobile to start report writing.

Hi Tony,

Your inspection appointment for INSPECTIONADDRESSSHORT is ready to go. You can sync it when ready.

Best regards,

The Office Team

18. Confirmation Email

This is a reminder that you have a home inspection scheduled for tomorrow, Thursday, January 7, 2017 at 12:00 PM.

Please click here to accept the contract terms so we can confirm the appointment:

<https://www.discoverhorizon.com/standard/policy/contract.aspx?i=eIN6Zp5oQWgzgz> *(This is a sample only of the Contract URL)*

We look forward to seeing you there. If you have any questions, please call us at 800-268-7070.

Best regards,

The Inspection Team

19. Do-It-Yourself Video Email *(this is a series of emails we send out with short videos). You can order the videos from Green Sky Media. This also shows the and embed video and links in the emails.*

Thanks again for choosing Carson Dunlop to perform your home inspection. This very short video has some great information for making home maintenance and organization easy. We encourage you to have a look, and to check out all 30 videos in the series.



We also wanted to remind you that we offer you free technical advice for as long as you own your home. Feel free to call or email us with any questions about your home.

As always, we would appreciate a short Google review.

Best regards,

The Carson Dunlop Team

20. HVAC Promo *(This email shows you can include a partners logo etc.)*

Thank you for trusting us with your recent inspection. As a Carson Dunlop client, you receive a tune-up and free safety inspection for the heating or cooling system (depending on season) in your home by AtlasCare Heating and Cooling, a trusted HVAC provider since 1932.

The safety inspection is a \$200 value that will help to:

- Improve indoor air quality
- Extend the lifespan of your equipment
- Ensure your furnace or air conditioner is running to manufacturer's specifications

This inspection is completely free to you with no obligation. Please contact AtlasCare directly at 416-626-1785 and ask to speak to a customer service representative about the Carson Dunlop Promo. (Note: available from Scarborough to Hamilton to Caledon.)

Our goal is to help keep you comfortable and safe in your new home.

Thanks again for working with Carson Dunlop.

Best regards,

The Carson Dunlop Team

21. Reminder Two Hours before Inspection

Dear Mike Smith, *(The client's name is added automatically for you)*

Thanks for choosing ABC Home Services *(Your company name is inserted automatically)* for your home inspection. Your inspection is scheduled today, Thursday, January 7, 2017 at 1:00 PM. *(The date and time are inserted automatically)*

Please ensure that you have reviewed and signed the contract prior to the inspection. We recommend that you dress comfortably and please allow at least 2 hours for the inspection.

We look forward to seeing you there. If you have any questions, please call us at 800-268-7070. *(Your company phone number is inserted automatically)*

Best regards,

ABC Home Services