



The Leader in Integrated Customer Service & Call Handling Solutions Exclusively for Home Inspectors

Registration Form Instructions

(No worries, it's very simple and easy!)

Thank you for choosing America's Call Center – Inspector Office Solutions, the leader in scheduling and phone answering services exclusively for home inspectors. It will be our pleasure to serve you!

To get the (simple and easy!) process started, just scan and email the attached form to us at youroffice@americascallcenter.com. Payment can be by Visa, MasterCard, Discover or American Express (using the form below, please include card number, expiration date, CVV code, name on the card, and billing address).

Shortly after receiving your registration form, we will contact you to arrange a consultation call to go over the registration form and other questions we ask all home inspectors. (Please don't make the registration form too much work, just fill it out as best you can on one pass.) We can then set a start date, as it takes about 2 weeks to get the process completed. You'll find we are very thorough!

As the most experienced and established customer service, call handling, scheduling and phone service exclusively for home inspectors, we look forward to serving you! And giving you the *competitive edge!*

Check Card Type: <input type="checkbox"/> Visa <input type="checkbox"/> MC <input type="checkbox"/> Discover <input type="checkbox"/> Am Ex	
Card Number:	
Expiration Date:	V-Code:
Name on Card:	
Billing Address:	

AFTER HOURS VOICEMAIL

Besides the standard message (see below), is there any special information that needs to be included in your “after-hours” voicemail message (i.e. cell phone for emergencies, refer to website to schedule online, etc)?

STANDARD MESSAGE: Hello, you’ve reached _____. We look forward to scheduling your home inspection appointment. Our office hours are ____ am to ____ pm Monday through Friday, and ____ to ____ on Saturday. Please leave your name and phone number, so that we may get back to you as soon as possible. Thank you for calling _____.

HOLIDAY MESSAGE: Hello, you’ve reached _____. Our office is currently closed for the holiday. We will be available to schedule your home inspection appointment the first business day after the holiday. Please leave your name and phone number, so that we may get back to you at that time. Thank you for calling _____.

ACCESS

Do you have an Electronic Lockbox key? ____ Yes ____ No

Do you require a code for electronic lockbox access? ____ Yes ____ No

How are you currently handling access arrangements for your scheduled appointments?

(Example: BA sets up access, Call LA or CSS for access)

AGENTS/REFERRALS

If available, please attach an Excel file including the following: (If you work with ISN, your agent and client table will automatically be shared with our system, Cornerstone 2, with your permission.)

- Agent’s Name
 - Company Name
 - Contact Numbers (office and cell)
 - Email Address
-

SCHEDULING TIMES (EXAMPLE: start times - 9am & 2pm, or 8am, 12pm, 4pm, etc.)

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

* Earliest start time? _____

* Latest start time? _____

* Will you work on Sunday? _____ Extra charge? _____

* Will you accept same-day appointments? _____ Extra charge? _____

* How much time should be left in between inspections? _____ min/hrs

* How long is your average inspection on a typical 2000 sqft property? _____

* Do you have a preference when the client/agent attends their inspection? _____

INSPECTION REPORT

___ computer-generated report

___ given on-site

___ emailed to client

___ summary on-site.

___ posted to internet site (Is there a default username/password used?)

___ mailed to client next day (USPS)

___ mailed overnight to buyer

___ digital photos

Is a copy of the report given to the realtor? ___ yes ___ no, and ___ only with client's permission

Do you have a sample report on your website? ___ yes ___ no

HOUSE INSPECTION PRICING (If possible, please include a copy of your price sheet,)

Whole house inspection pricing is based on which **ONE** of the following:

___ **square footage** (\$ ___ / ___ sq ft increments; for example \$25/500sf)

*Check one:

___ **total finished only** OR ___ **total finished & unfinished**

___ **purchase price** ___ base price charge \$ ___ / \$ ___ (i.e. \$100/\$100,000)

___ **bedrooms/baths** (base price of \$ ___ for ___ bed, ___ bath)

additional bedroom \$ ___ additional bathroom \$ ___

___ other _____

Townhome pricing includes ___ exterior ___ interior

___ same as whole house

___ discount from whole house price \$ _____

___ other _____

Condo pricing includes ___ exterior ___ interior

___ same as whole house

___ discount from whole house price \$ _____

___ other _____

Mobile/Manufactured

___ same as whole house

___ discount from whole house price \$ _____

___ other _____

New Construction

___ foundation \$ _____

___ pre-drywall inspection \$ _____

___ final inspection \$ _____

___ other _____

11th Month Builders Warranty Inspection

___ same as whole house
___ discount from whole house price \$ _____
___ other _____

Pre-Listing/Sellers Inspection

___ same as whole house
___ discount from whole house price \$ _____
___ other _____

Multi-family homes

___ base price plus a per additional unit fee of \$ _____
___ other _____

Reinspections (please choose one)

___ Per Hr \$ _____
___ Per item \$ _____
___ Other _____

Single Item Inspections (please choose one)

___ Per Hr \$ _____
___ Per item \$ _____
___ Other _____

SERVICES OFFERED (Please check if offered, N/A if not applicable)

___ **Radon:** \$ _____ with inspection, \$ _____ without inspection
___ Continuous monitor ___ E-perm ___ Canisters (Results in ___ days)

When is Radon Placed and Picked Up? _____

How are access arrangements made for the Radon Pick Up/Drop Off? _____

___ **Termite:** \$ _____ with inspection, \$ _____ without inspection

___ **Well Water Testing:**

\$ _____ with inspection, \$ _____ without inspection

*Tests for (circle below all that apply):

E-coli & Coliform/Nitrates & Nitrites/Lead/Radon/Pesticides/Other _____

Results in _____ days

___ **Septic:** \$ _____ with inspection, \$ _____ without inspection

___ Dye & flow test ___ Full septic inspection ___ Other: _____

___ **Mold or Air Quality Testing:** \$ _____ with inspection, \$ _____ without inspection

___ swab test (Results in _____ days)

___ wall cavity test (Results in _____ days)

___ air sample (Results in _____ days)

___ infrared camera used

___ Mold clearance testing \$ _____

___ **Thermal Scan:** \$ _____ with inspection, \$ _____ without inspection

Results in _____ days or _____ Onsite

___ **Lead Paint Testing:** \$ _____ with inspection, \$ _____ without inspection

___ sample taken (Results in _____ days)

___ x-ray machine used

___ **Asbestos Testing:** \$ _____ per sample Results in _____ days

___ **Oil Tank Testing:** \$ _____ with inspection, \$ _____ without inspection

___ Above Ground ___ Underground (Results in _____ days)

___ **Spa:** \$ _____

___ **Pool:** \$ _____

___ **Pool & Spa:** \$ _____

___ **Irrigation System:**

___ Lawn Sprinklers \$ _____

___ Drip System \$ _____

___ **Commercial Properties:**

- check which information is needed so we may contact you for a price quote

___ square footage _____ age

___ foundation type _____ # of HVACs

___ type of property _____ bathrooms

___ **Wind Mitigations:** \$ _____ with inspection, \$ _____ without inspection

___ **4 Point Insurance Inspection:** \$ _____ with inspection, \$ _____ without inspection

___ **Roof Certification Inspection:** \$ _____ with inspection, \$ _____ without inspection

___ **Other Type(s) of Inspections Not Listed:**

ADDITIONAL FEES:

- ___ Crawl space/raised foundation \$ _____
- ___ Old house fee \$ _____ over ___ years
- ___ Detached building w/electricity and water \$ _____
- ___ Detached building (structure only) \$ _____
- ___ Add'l Garage \$ _____
- ___ Add'l HVAC's \$ _____
- ___ Add'l Water Heater \$ _____
- ___ Add'l Electrical Panel \$ _____
- ___ Mother-in-law apartments \$ _____
- ___ Current Discounts or Promotions? _____

ADDITIONAL INFO:

In addition to the Standard Home Inspection, are there other services you include as part of the home inspection price?

How do you handle properties with no utilities?

Do you use a Drone to inspect any parts of the property? _____

Do you use a Crawl bot to inspect the crawlspace? _____

What are a few things your office should know about yourself/company to help them partner with you and provide the best personal service possible?
