

# 6 SIGNS

**That It's Probably Time to Make the Leap  
for Your Inspection Business**

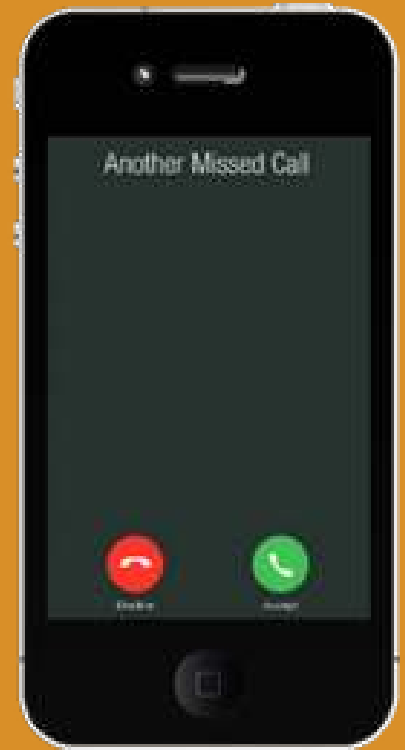
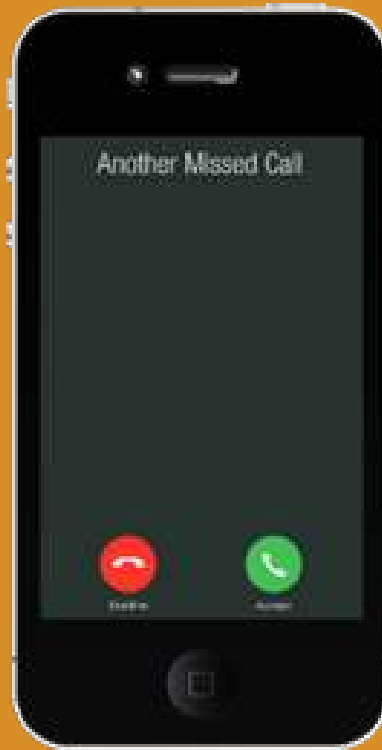
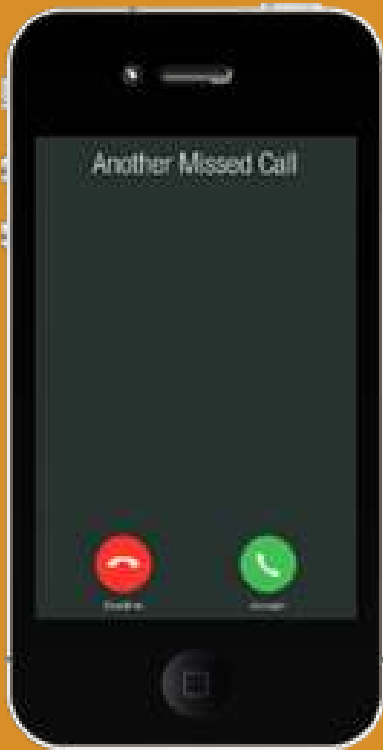


From your  
friends at



As a home inspector, you'll reach several milestones throughout your career. One of those milestones is when to engage the help of an integrated customer service and call handling solutions business. For some of the most successful inspection businesses in our industry today, making that decision was the first step toward truly accelerating their business growth.

As much as you would like to, you can't do it all by yourself. If you're on the fence about taking the step towards hiring an integrated customer service and call handling solutions company, you're not alone. However, here are the top six reasons why other inspectors made the leap. If any of these sound like you ... then you're ready.



# #1

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***YOU'RE MISSING  
NEW BUSINESS  
CALLS***

It's estimated that as much as 85% of callers who can't reach a company on the first try will not call back. And 75% of those same callers will not leave a voicemail. So, for home inspectors, it's safe to assume that if you are out on an inspection with a client and Realtor® and the phone rings, if you don't answer it, that person will most likely hang up and the business will be lost. On the flip side, if you do answer the call, you run the risk of upsetting your client and the Realtor® because you are being paid to complete their inspection and not answer the phone.



# #2

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## ***YOU'RE MISSING OUT ON REVENUE FROM UPSELLING AND ADD- ON SERVICES***

An inspector's ancillary services provide extra value to clients and put more money in an inspector's pocket. However, when an inspector is extremely busy doing inspections, there is little extra time to answer their phone and even less to properly market beneficial add-on services to a client. Then there's the scheduling of those ancillary services - either the inspector's services or a third-party vendor working with their company - that takes additional time and coordination.



# #3

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## ***YOU FEEL LIKE A SLAVE TO YOUR BUSINESS***

Prior to making the leap to adding an outside partner like an inspection call center, many home inspectors admitted to feeling that they had to do everything themselves or it just didn't get done right. Others felt like they had reached a point where they were simply working too hard and making too little - that the business just wasn't fun anymore, they felt trapped and began doubting their future in the industry. Growth, success and happiness for an inspection business owner cannot be realized if he is spending too much time working "in" the business and not enough time working "on" the business. Accepting that reality and making course corrections will make all the difference in the long term.

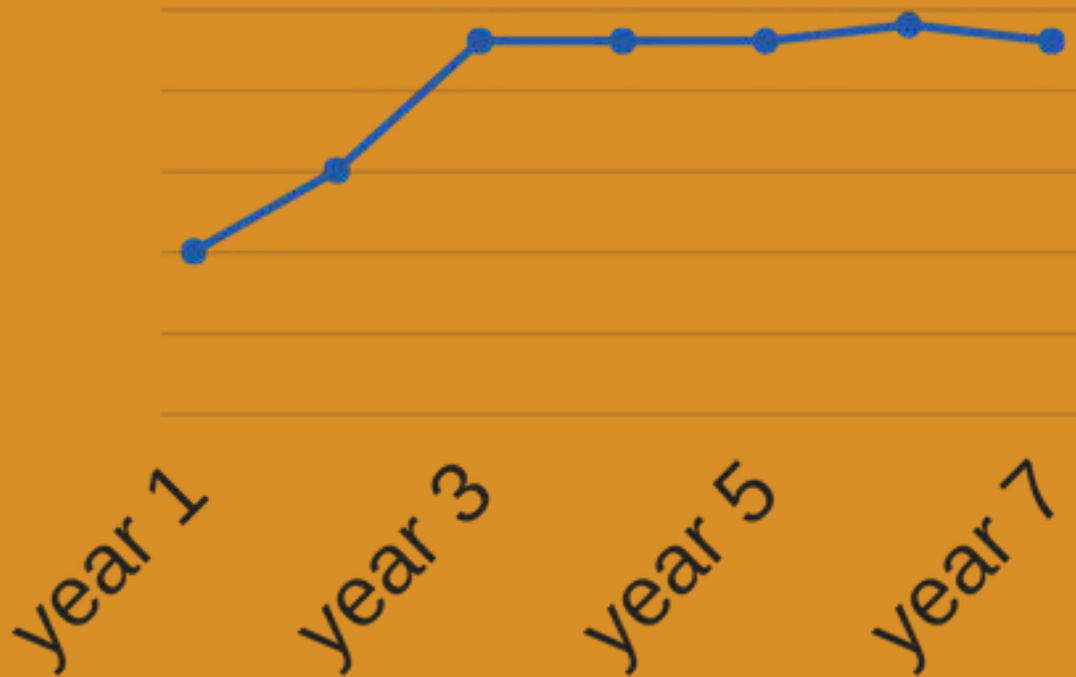


# #4

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## ***YOU'RE TOO BUSY TO MARKET YOUR BUSINESS***

It's an all-too-common story for home inspectors. They all know they need to be prospecting for new business throughout the year and not just during the slower months. Yet, when the busy season arrives, they don't have enough time to do any marketing. They are too busy answering calls, scheduling appointments, upselling services, managing leads, and just keeping their heads above water.



# #5

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***YOUR BUSINESS  
HAS STOPPED  
GROWING***

Many inspectors hit a very familiar plateau in their business where they work hard and strategically to generate business during the traditionally slower months of the year and then dedicate all their time to performing inspections during the busy season. The result is a maxing out of revenue for the inspector because the schedule is always full of either activities that focus on generating growth and awareness for the business or actual time dedicated to performing home inspections.



# #6

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## ***YOU CAN'T FIND TIME FOR A BREAK OR VACATION***

The busy season for home inspectors can be intense. It can also be deeply stressful for an inspector and his family. When the phone volume goes through the roof and you're trying to keep up with managing every aspect of every inspection, the idea of downtime or a vacation feels like an impossible luxury. That's simply not healthy. Disconnecting and getting away from your business for a while IS healthy. It helps clear your head, improves sleep, and prevents burn out.