Ontario Association of Home Inspectors

Established by the Ontario Association of Home Inspectors Act, 1994

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Submitting Your Reports for Verification

One of the questions that are asked routinely is: Which reporting system should I use to report to my client? It matters not whether you are submitting handwritten reports or electronic reports, so long as they are legible and complete. It is our aim to provide constructive feedback for those of you who are progressing through the member qualification system; therefore, it is important to review your reports before submitting to ensure they include all the information as outlined below. There are many companies out in the marketplace offering reporting systems… some advertise in our national newsletter, others have a booth at our national conference. Some members choose to create their own reports. Whatever you decide, make sure of the following:

1) If you are going to create your own, make sure that it IS your OWN creation. It has come to our attention that a few members have been submitting reports which include copyrighted material originally published by long-standing Home Inspection report publications, without permission of the original author. It is illegal to copy material which belongs to others and <u>call it your own</u>, and any reports that appear as such, will not be verified. If your report system is your own creation, you should so indicate on each and every page of your report, and to protect your work, you should copyright the material so others will not use it.

   Plagiarism of any kind will not be tolerated in the report verification process and the report verification will not proceed until the member has taken corrective action.

   > **When submitting your reports, if the reporting system is a proprietary system (i.e. purchased/licensed from others) which is not your own creation please provide the name of the reporting system supplier whose system you are using. The OAHI reserves the right to verify that the member has permission to any copy protected submitted as part of the verification process.**

2) The verification process is a service to members to:

   (i) make sure that our members' reports comply with the OAHI Standards of Practice
   (ii) assist the home inspector in correcting any deficiencies in his reporting
   (iii) reduce as much as possible an inspector's liability exposure.

We would strongly recommend that you carefully study the OAHI Standards of Practice and Report Verification Forms as well as completing the OAHI Defect Recognition Course before starting your business.

Cost

There is no cost to members for the first submission of a report verification. If the submission is unsuccessful a fee of $67.50 ($60 + 7.80 HST) applies for each additional submission.

3) **The Submission Process**:

The OAHI has converted exclusively to an on line record keeping system. Members must upload all documents in **pdf format** only to the upgrade tab of their member's profile. **In order to do so you must be logged on to the member's side of the OAHI web site (www.oahi.com). Click on the "My Membership" Tab to apply for any upgrades or report verification.** Please do not upload links or files with non-standard formatting.

Members must submit reports for verification at two points in their home inspection career. Once when first starting to perform inspections as an OAHI member and a final time upon application for the upgrade to RHI.

Students: (First Submission)

Student's members must upload to their member profiles two reports of their choosing prior to upgrading to Candidate Member. As student members are not practicing members, reports are not fee paid and may be done on the homes of friends or family members. Please be sure to include a copy of the contract that you intend to use when you start practicing. The contract does not need to be reviewed and signed by the owner of the property you have inspected prior to the inspection taking place although you may wish to go through the process with your host or family member for educational purposes.

Applicants: (First Submission)

Applicant Members are members who are actively performing fee paid home inspections but who have not yet met the requirements for Candidate Member. Applicant members are required to submit two reports of their choosing for verification within three months of joining the OAHI. Upon successful report verification the Applicant Members name and contact information will be added to the OAHI web site. Applicants who do not submit their reports for verification will not be listed on the OAHI web site. Please be sure to submit a copy of the signed contract with both reports.

RHI Members: (Final Submission)

RHI Members must first upload their log of 200 inspection reports to their member's profile. This is just a list of addresses and dates. Confidential customer information such as names may be excluded but please leave the inspection dates.

The Registrar will then select two of the reports from the list to be verified and ask you to upload those two reports to your member's profile. Please be sure to include signed copies of the contract with the two reports chosen.

Time Frame:
Please allow up to six weeks to receive your results.

THE VERIFICATION PROCESS

1) Upon Receipt:

The Report Verifier receives the reports, assigns a file number and checks for the following:

- Search of any previous report verifications records.
- That the reports are complete including a copy of the contract.
- Check for any problems such as: pages missing, copyright infringement, missing contract, etc.

The Report Verifier will contact both the member and OAHI Registrar if items are missing or require further clarification before proceeding with the verification.

2) Verification:

The Report Verifier:
- Skims both reports to ensure each one contains at least one reported significant defect
- Cross-references the reports to the OAHI Standards of Practice form, using check marks and crosses (form attached)
- Reads the reports in detail, and makes notes of all concerns/errors
- Composes a results/feedback document which includes general comments and specifics/suggestions for each of the two reports.
- Completes the OAHI Report Verification Form (attached), 10 Yes's are required to have a "Complete" verification
- Signs and dates the Report Verification Form, indicating whether the reports are successfully verified or not
- Files completed forms
- Forwards the report verification results to the OAHI Registrar and the Member.

3) Contacting the Member Re: Verification Results.

- The report verifier uploads the results to the Upgrade Tab of the Members Member Profile. The Report Verifier may contact the Member to provide further clarification clarification/advice etc.

- The Report Verifier then contacts the Member and Registrar via email of the results.
- If the member has any concerns they can contact the report verifier directly at reportverifer@oahi.com. In the event of any dispute any unresolved issues may be referred to the OAHI registrar as well at Registrar@OAHI.com

- If you receive a "Complete" verification result, you need to ensure all other documentation is complete to proceed to the next qualification level.
- If the report verification submission was not successful, you will receive an "Incomplete" verification result, and will be required to re-submit two entirely different reports (with different addresses) with verification fee, when you are ready to try again. If your reports are returned as incomplete you are strongly encouraged to resubmit as soon as possible.

REPORT VERIFICATION

Report Verification Criteria

1) The Verification of reports is based on the TEN items listed on the OAHI Report Verification Form, which includes the OAHI Standards of Practice.

2) The Report Verifier will confirm a signed inspection contract/agreement has been included with each report submission. The OAHI does not provide an opinion on the adequacy of your contract only that it references the OAHI Standards of practice. It is your responsibility to review your contract with a lawyer.

3) The Report Verifier examines the reports to see if they effectively communicate the inspection findings to the client.

4) The Report Verifier may comment on any or all of the following and suggest improvements that the Member could make.

- use of limitations where appropriate
- poor spelling, grammatical errors, and general readability.
- lack of or incorrect technical knowledge
- that reasons/consequences are given in writing for each recommendation that the inspector makes
- the use of gratuitous and /or superfluous sentences or statements
- use of incorrect technical terms
- poor advice and inappropriate recommendations
- 'catch all' or inappropriate 'boiler plate' statements
- normal inspection and reporting practices commonly being used in the home inspection industry (i.e. Standard of Care issues.)
- risk exposure
- print thru and difficult to read check marks and comments
- Plagiarism, copyright infringement, false reports etc.

Note: OAHI does not endorse or promote any specific reporting system, nor does the Report Verifier 'critique' any reporting system. OAHI is only concerned with how the Member uses the system he/she has chosen or designed and how the report meets the OAHI Standards of Practice.

Report #:_____

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This form is intended to determine if a building inspection report meets OAHI reporting requirements. It may be used to verify the report of a member seeking membership qualification upgrading, or in cases of a complaint against a member.

Members Name: Status Applying For:
Members Telephone No:
Members email:

                                                                    Inspection Date:
Inspection Report Addresses:

Report Type: _____Checklist _____ Narrative _____ Combination _____ Other_____

Author: _____ Member _____ Proprietary_____

1.   Does the report the scope and limitations of the inspection?   Yes___   No ____

2.   Does the report include the Systems and Descriptions listed in the OAHI   Yes___   No ____
      Standards? See Important Notes Page of this document.

3.   Does the report identify components that could not be inspected?   Yes___   No ____

4.   Does the report identify systems and components that are significantly deficiencies   Yes___   No ____
      or near the end of their service life?

5.   Does the report provide recommendations to correct, further investigate or monitor   Yes___   No ____
      the reported deficiencies?

6.   Does the report highlight the important deficiencies?   Yes___   No ____

7.   Are recommendations consistent with the conditions observed?   Yes___   No ____

8.   Is the report legible and complete?   Yes___   No ____

9.   Does the report provide the client with a clear understanding of property conditions   Yes___   No ____
      to make an informed (purchase) decision?

10.   Does the report provide a general description of the property's buildings, number   Yes___   No ____
      of stories, approximate age and current use? (This requirement is necessary to
      assist the verifier)
Is this report Acceptable?   Yes___   No ____

Note: A report must have all of the above ten questions answered as Yes for the report to be judged Acceptable.

Verifier _____   Date:_____

Important Notes
1. Reports submitted for verification should include at least one significant condition which has been identified and reported to the Client.
2. Many complaints and law suits against home inspectors are the result of the home inspector identifying and reporting a deficiency, but not recognizing the significance of the situation and providing an inappropriate recommendation that results in financial loss to the client.
3. Where the property inspected has visible deficiencies which are beyond the scope of the inspection, the OAHI standards, or the inspector's expertise, the home inspector should at a minimum advise the client to obtain further advise in advance of their purchase decision.

Systems and Descriptions Required by OAHI/CAHPI 2012 Standards (as of Oct. 1, 2014)
The inspection report must cover all of the Systems and Descriptions listed below. This list has been abbreviated for verification purposes only, and does not include all of the inspection and reporting requirements of the CAHPI 2012 National Standards of Practice, adopted by OAHI as of October 1, 2014.

Structures:
1. Describes foundation(s)
2. Describes Floor Structure(s)
3. Describes wall structure(s)
4. Describes roof structure(s)
5. Reports methods used to inspect the attic/crawlspaces

Exterior:
6. Describes exterior wall covering(s)

Roof:
7. Describes roof coverings
8. Reports method(s) used to inspect the roof(s)

Plumbing:
9. Describes water supply, distribution, drain, waste, and vent piping materials.
10. Describes water heating equipment including the energy source
11. Describes location of main water and main fuel shut off valves

Electrical:
12. Describes amperage and voltage rating of the service.
13. Describes location of main disconnect(s) and subpanel(s)
14. Describes wiring methods
15. Reports absence of carbon monoxide detectors (if applicable)

Heating:
16. Describes energy source(s)
17. Describes heating method(s) by distinguishing characteristics

Central Air Conditioning (if applicable):
18. Describes cooling method by its distinguishing characteristics

Interior:
19. Describes type of insulation materials(s) and vapour barriers in unfinished spaces
20. Describes fireplaces and solid fuel burning appliances

Revised March 23 /2016