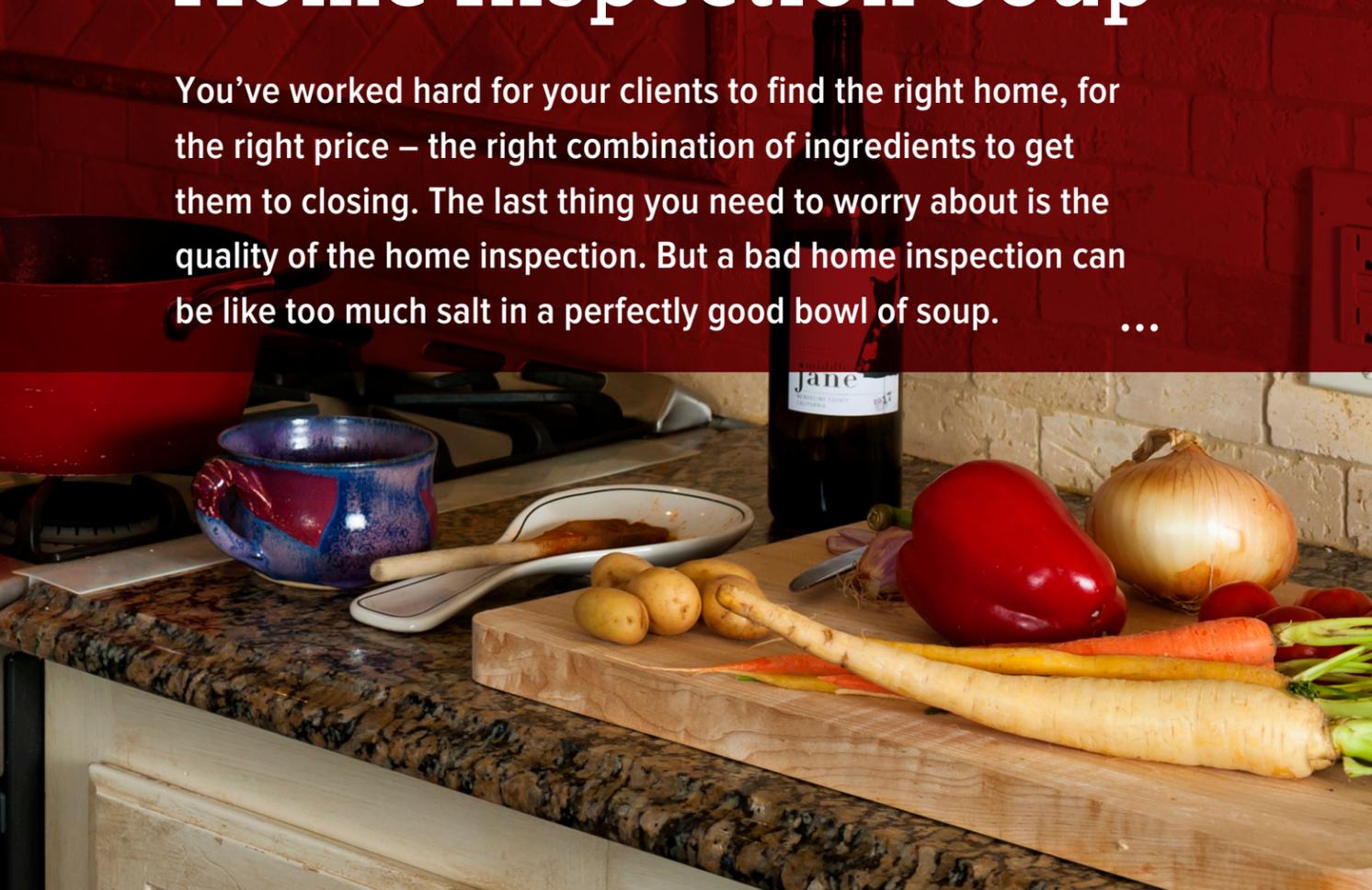


INSPECT 360

Home Inspection Soup

You've worked hard for your clients to find the right home, for the right price – the right combination of ingredients to get them to closing. The last thing you need to worry about is the quality of the home inspection. But a bad home inspection can be like too much salt in a perfectly good bowl of soup. ...





With a focus on quality and service, the experienced team at Inspect360 understands this and has made it their mission to educate and empower their clients to make the inspection process the easiest part of buying a home.

360-Degree Approach

As owner and CEO of Inspect360, Lance Dunahoe is proud of his team and their 360-degree approach to service and the inspection process.

“We’re a residential and commercial inspection company, but we really see ourselves as educators.”

“Our job, of course, is to assess the condition of the home, inside and out. We crawl through dusty crawl spaces, climb on roofs, turn on lights, run water and air conditioning systems — basically put the house through a complete workout.” But more than that, Lance explains, “We are there

to educate our clients and help them understand exactly what they are buying. For some, this may be the most important and expensive purchase of their life. They need good information, presented and explained clearly, so they can make an educated decision and take that next step with total confidence.”

As Lance says, the inspection process should provide a complete picture.

“With what we do, we’re really trying to give people the big, 360-degree picture ... and not just the hit list of things that are wrong with the house,” he emphasizes. “We want to provide people with a full perspective, including the pros, the cons, and the things that need to be addressed. But really, we want people to have a complete and total understanding of the property.”

Inspect360 got its start in 2005 and features a team of five licensed inspectors in addition to Lance.

Like the real estate business as a whole, Lance points to the importance of building strong bonds as part of what he and his team members do each day.

“Real estate is definitely a relationship business. The stronger the relationships between the professionals involved, the better the experience for our clients. That’s where we shine. Our inspectors have built trusted relationships with our clients and the agents and affiliates who refer us. We want to take care of our clients, do a great job technically, but also provide a great and valuable service. That’s how we distinguish ourselves from other inspection companies.”

Away from the office, Lance has a deep love for the time he spends with his wife, Danielle, and their two teenage sons.

Recipe for Results

In his free time, Lance enjoys cooking. And one of his favorite dishes to make is soup.

In fact, Lance often uses soup as a metaphor for business. Like making soup, business is about combining the right ingredients at the right time. And sometimes, the recipe needs to be refined.

“There’s something comforting, satisfying, particularly in those moments when you’re eating a really good bowl of soup. It meets a need for you,” Lance explains. “I think of my businesses kind of like a big pot of soup; it’s meant to be served and satisfy a need. And to make good soup, you need the right combination and proportions of quality ingredients. Too much of this, or too little of that, can totally change the flavor and character. But even then, when you find the right combination of ingredients, you can’t just throw them all together in a pot and call it soup...it’s not soup yet.”

As Lance points out, the next steps are what make the difference.

“It’s when you turn up the heat, those ingredients start to simmer, combine, and work together. And suddenly, there’s this totally unique relationship between ingredients that occurs and brings out different flavors,” he says. “Business is the same way. There are these unique relationships in business where the right ones bring out the best and create something bigger than people could do independently.”

Inspections should be served HOT!

“Nobody likes cold soup, and likewise, we deliver our inspection reports on-site while the client is present, and the information is fresh. Reviewing the report, and addressing questions in the context of the home, leaves little chance for miscommunication.”

Like a good soup, Lance says business relationships get better the second or third time you experience it.





Lance with his wife, Danielle.

Inspect360 offers extra peace of mind.

“We’ve partnered with a warranty company that provides over 100k in protections that go along with our inspection, just to give some extra value, and a bit more certainty and confidence,” he says. “In that way, where there’s a chance that something may come up after we inspect it, we’ve solved a problem for them.”

Like those refining the best recipe for a soup, Lance and his team continuously look to optimize the experience they provide.

“Home inspections can be a make or break moment for any real estate transaction, but they don’t have to spoil the soup. We make sure we’re taking care of our clients and agents. That means continually investing in training and technology and things to make the experience better. Our inspection report isn’t just limited to a lengthy PDF. It’s interactive with video and other cool features that give a better experience and reduce callbacks and questions that come up after an inspection. And for our agents, our Repair Amendment Builder lets you build the repair amendment with a couple clicks of a mouse,” Lance says. “We work to make sure that we’re clearly communicating and giving our clients and agents everything they need to make those really important decisions at a critical moment ... knowledge and confidence are the best ingredients!”

For more information, contact Inspect360 today!
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••• “I think that really holds true. We make a promise to our clients, and we deliver on that. From the time our clients call to schedule inspection with our friendly office staff, to their experience with our inspectors in the field, and for as long as they own their home, we’re there as a trusted resource for them. We want them to have a great, long-term relationship with us, and with the people who referred us.”

Adding Value

In a world of advancing technology and changing expectations, Lance points to the timeless quality and ingredients of success.

“Of course, REALTORS® deal with all of the AI programs and things like that. But, ultimately, I think the relationship wins out ... the one-on-one bond. Likewise, we’ve

had to stay relevant with the expectations of our clients.”

As Lance says, the inspection process can carry the misconception of a warranty.

“There can be that misconception that when we inspect the house, that it’s going to stay in that condition perpetually. And that’s just not the case. A home inspection is a snapshot of the condition of the home. Once we leave, contractors come in, people move out, the weather changes ... whatever it might be. The condition of the home can change, and new issues may come up. Nobody likes these surprises after they move in. But the good news is, we’ve solved that.”