



Office of Housing and
Construction Standards

Summary Report on Home Inspector Licensing Consultation

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September 2014

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Background:

In order to protect consumers, British Columbia introduced mandatory licensing of home inspectors in 2009, and became the first jurisdiction in Canada to do so. The regulation established licensing requirements and new minimum training standards. B.C. and Alberta are the only two provinces that regulate home inspectors. While B.C. is a leader in this area, additional improvements to the existing regulatory model could further protect homebuyers.

Today there are 440 licensed home inspectors in B.C. To be licensed as a home inspector in B.C., a person has to meet the requirements of one of the four designated associations.

Currently, Consumer Protection BC (CPBC) is responsible for the designation of home inspector associations and for the issuing of licences to home inspectors. The four designated associations in British Columbia are Canadian Association of Home and Property Inspectors (BC), Applied Science Technologists and Technicians of British Columbia, Canadian National Association of Certified Home Inspectors, and National Home Inspector Certification Council.

CPBC works with the associations to ensure minimum levels of training and certification, and standards of practice. As well, each association has its own code of ethics, and complaints handling process. As a result, it can be difficult for consumers to know the qualifications and competency of their home inspector, what is covered in an inspection, how to choose a home inspector and who to take complaints to and how complaints will be addressed.

In June 2013 with the creation of the Ministry of Natural Gas Development, the Minister was given responsibility to strengthen home inspector accreditation to ensure consumers buying a home can be assured that their inspector is qualified and trained to help them purchase the largest investment in their lives.

Consultation:

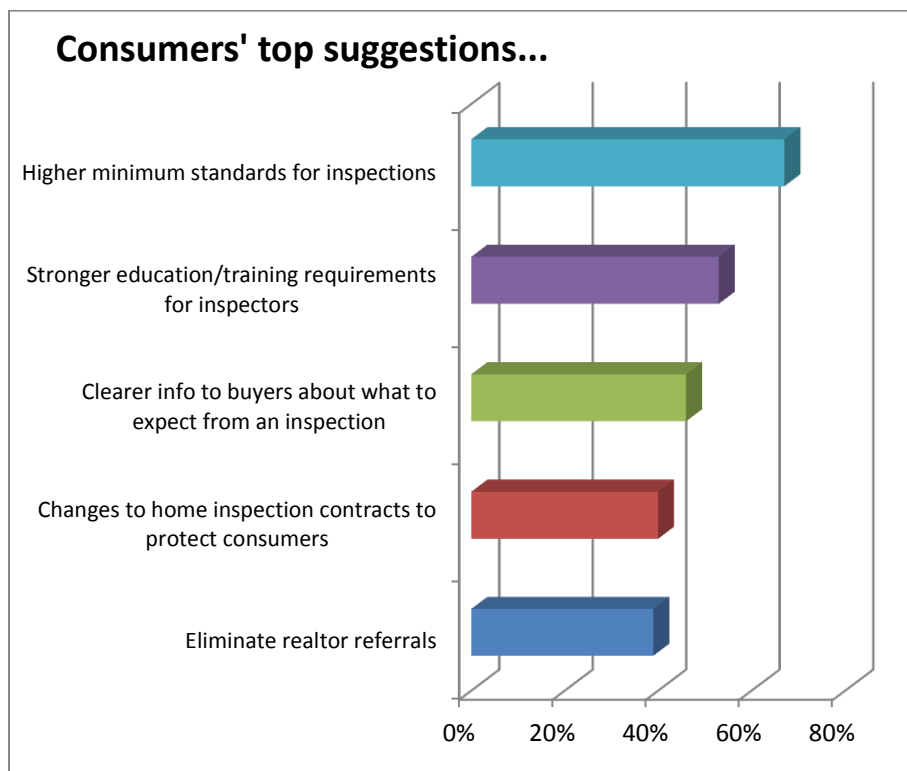
In the fall of 2013 the Ministry Responsible of Housing began consultation with all four associations, over a dozen other key stakeholders and conducted two online surveys. Consumers and home inspectors were asked to provide input through two separate online surveys: one for the public and one specifically for home inspectors. The surveys ran through November and December 2013. The goal of consulting these two audiences was to identify satisfaction levels, opportunities for improvement and possible changes to the home inspector licensing system in order to improve consumer protection for homebuyers.

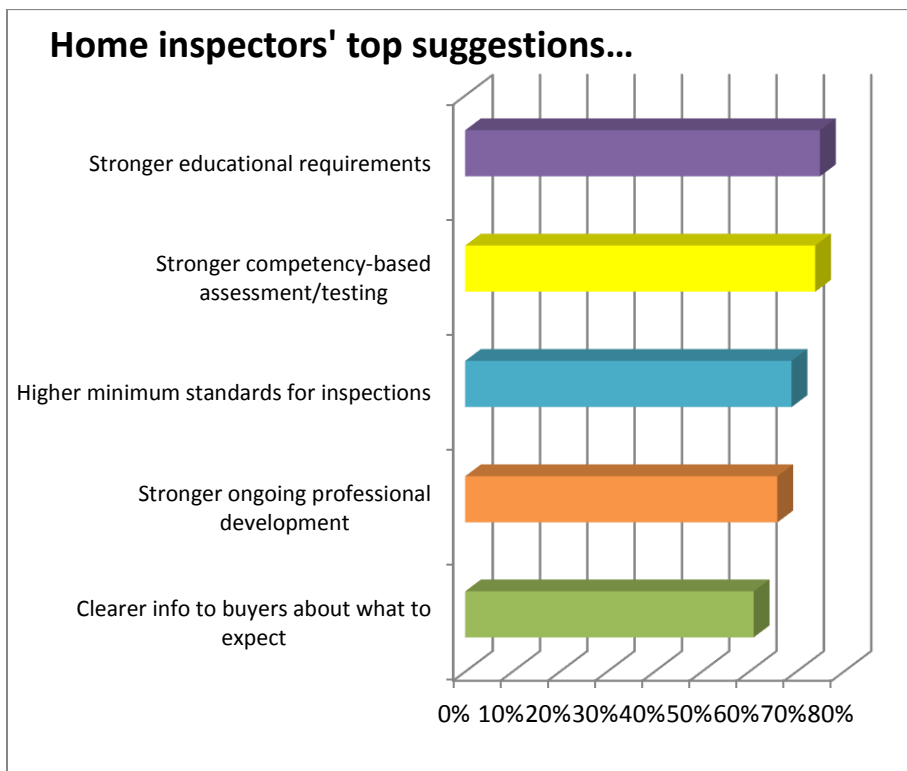
There was a solid response to both surveys: 778 public surveys and 326 home inspector surveys completed. The surveys were promoted through direct emails to licensed home inspectors by Consumer Protection BC, through stakeholder groups who assisted in publicizing it among their members and the public, and a variety of government announcements. While the response rate was solid, it would be expected that those who had had some negative experience with their home inspection would be more motivated to complete the survey, particularly with the public survey.

There were up to 11 mainly multiple choice questions in the public survey and up to 15 mainly multiple choice questions in the home inspector surveys, with an opportunity to provide additional comments. Survey respondents took their time in answering the survey and provided valuable comments: average of about 8 minutes by the public and 17 minutes by home inspectors.

Top 5 Issues:

Both consumers and Home Inspectors were asked to indicate (from a list of suggestions, with an option to suggest other items) up to three aspects of the home inspection process that could be improved to better serve the consumer. Both consumers and home inspectors chose in their top suggestions: higher minimum standards, stronger education/training, and clearer information to homebuyers. There was strong support from both the public and home inspectors for changes, as well as from other stakeholders such as some of the home inspector associations.





Analysis:

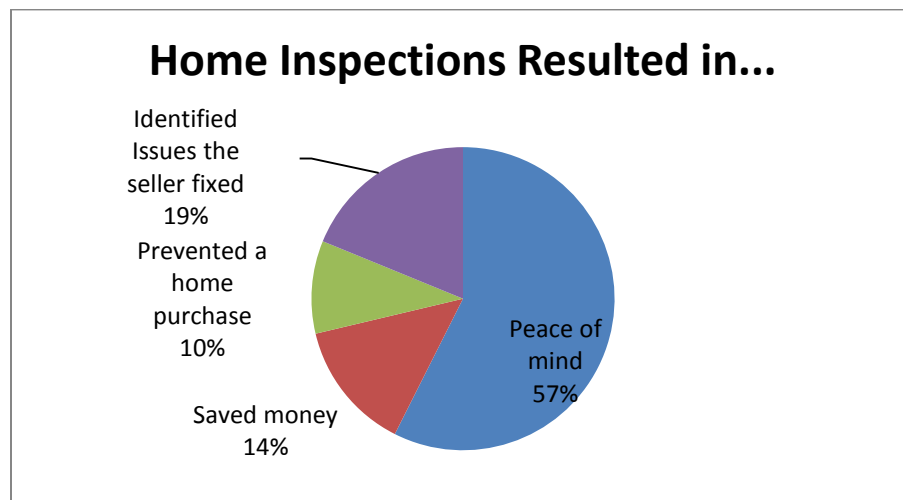
Research and consultation for the home inspector licensing review have identified nine areas for strengthening the current licensing model, as outlined below. Although presented this way for ease of review and reporting, many of the issues are interrelated. These issues were identified through a combination of survey responses from consumers and home inspectors, and consultation with key stakeholder organizations as well as individual home inspectors.

Overall, there was strong support for changes. In fact, the vast majority (78 per cent) of home inspectors believe home inspector licensing should be strengthened. About half of home inspectors think that the requirements for getting a license through Consumer Protection BC are too lenient, and that the requirements for meeting the standards for home inspector associations are as well. Fewer than 3 per cent think they are too stringent.

Although the main objective of the surveys was to identify areas for improvement, consumers reported getting a lot of value from inspections. Sixty per cent of consumers who responded to the survey and who had their homes inspected after licensing came into effect in 2009, reported satisfaction with their home inspection (up from 48 per cent before licensing). They

reported being most satisfied with: the written report (66 per cent); their home inspector being unbiased (56 per cent); and the quality of inspection (56 per cent). These levels of satisfaction are also up since licensing came into effect in 2009.

Consumers reported tangible benefits from getting an inspection as well: besides providing peace of mind about their purchase (58 per cent), 19 per cent said the inspection identified issues with the home that the seller then fixed, 14 per cent were able to use the information in the inspection to negotiate a better price; and 10 per cent decided not to purchase the home due to issues identified by the inspection.



However, 34 per cent of consumers that responded to the survey reported dissatisfaction with the home inspection they received, suggesting there are opportunities for improvement from the consumer perspective as well. Five per cent reported making a complaint about their home inspector.

The following sections contain a detailed analysis of the issues identified by consumers, home inspectors and key stakeholders in response to the survey and consultations.

1. Inspection Standards (Standards of Practice)

Description: The Standards of Practice refer to what and how an inspection is conducted and what is reported. The standards of practice that home inspectors use differ according to the home inspection association to which the inspector belongs. This can make it challenging for consumers to determine which inspector to choose when requesting a home inspection and to know what will be (or should have been) covered in the inspection they receive.

Findings: The most frequently identified aspect (67 per cent of the public who responded to the survey) of the home inspection process that could be improved to better serve consumers was higher minimum standards for inspections. Home inspectors also see this as an area for improvement: 69 per cent cited stronger minimum standards for inspections as the top means of improving inspections themselves. Moreover, when home inspectors were asked to provide their own thoughts on ways to strengthen licensing, single/higher standards was the most frequent response.

Some Standards of Practice were reported to be inadequate (i.e., they omit some important items) or not followed, and that consumers do not receive the same quality of home inspection depending on the Standard of Practice adopted by the association to which the inspector belongs. The lack of a common Standard of Practice also makes it difficult for the regulator to determine what consumer complaints are legitimate and for courts to decide whether an inspector was negligent.

2. Education, Training, and Competency of Inspectors

Description: The educational requirements, training practices and continuing education requirements for home inspectors differ by home inspector association, and there is no required accreditation of the training curricula or programs. This can be confusing for those seeking to enter the industry who must determine themselves which training program they feel is best (or easiest and cheapest, depending on their motivations). It can also be confusing for consumers seeking to hire an inspector, who wonder how the education and training of the inspector affects the quality of the inspection they will receive.

Findings: Stronger education/training requirements was the second most frequently identified aspect (by 53 per cent of the public who responded to the survey) of the home inspection process that could be improved to better serve consumers. Eighty-six per cent of home inspectors agree a single standard for home inspector education/training and experience (common across the associations) would better serve the consumer. Seventy-five per cent of home inspectors identified stronger educational requirements as the top means of improving licensing in the province, while stronger ongoing professional development requirements (cited by 66 per cent) was the third most frequently identified opportunity.

There is a strong sense from consumers that not all licensed home inspectors have the necessary skills and knowledge to competently perform home inspections, and that the differing educational requirements of the four accredited inspector associations are partly responsible for this situation. About one quarter of consumer survey respondents indicated that significant building deficiencies were found after their purchase that were not identified in the inspection report. This could be due to an inspection that was not very comprehensive, an inspector who was not adequately qualified, or unrealistic expectations by the consumer.

Many stakeholders called for standard, consistent and stronger requirements for home inspector education and training, and even prerequisite qualifications (such as a background in construction), prior to initial licensing of inspectors. Some also called for more oversight of the requirements for ongoing professional education once inspectors have a license, and for the requirements for continuing education to be adequately monitored, to ensure practicing inspectors remain current in their industry.

3. Testing and Examinations

Description: Home inspectors must pass regular examinations to keep their license. However, each home inspector association determines how it evaluates prospective home inspectors. This includes: the content of the written tests/testing; the number of supervised test home inspections; the delivery of the testing (who, how); acceptable passing grades, etc. The differences in testing and examinations among home inspector associations result in uneven qualifications among inspectors and confusion among consumers about the qualifications of their home inspector.

Findings: Many home inspectors and some stakeholders called for more rigorous and consistent written exams and field tests (supervised inspections) during initial education and training, to ensure all licensed inspectors have the essential knowledge and skills to work in the industry. Some examples include requiring standardized exams/testing; more rigorous exams; third-party administration of exams; and enhancements to field testing. Since associations essentially compete for members under the current structure, they are sometimes reluctant to ‘raise the bar’ for requirements unless the other associations follow suit, for fear of ‘losing’ inspectors to an association with ‘lower’ requirements.

A high proportion (74 per cent) of home inspectors themselves reported that stronger competency-based assessment and testing at the time of initial licensing would strengthen licensing. After education and training, this was the second most important area for improvement, according to home inspectors.

4. Realtor Relationships

Description: Survey results indicate that the most common method of finding a home inspector (by over 60 per cent of respondents) was a referral from their real estate agent. However, some of these referrals may not serve the public interest because of the realtor’s financial interest in having the sale proceed (even if they provide three or more options as required by the Real Estate Council). Similarly, home inspectors report that building strong relationships with realtors is critical for them to secure business.

Currently, the Professional Standards Manual of the Real Estate Council of British Columbia (S 4) states that a realtor ‘should always advise a buyer to have an independent inspection of a property...’ and the “safest” way to do so is by providing ‘a list of at least three professionals ...

and have the client call, interview, and select them independently.” Realtors must also disclose any remuneration received from recommending a home inspector. The Codes of Ethics of all four authorized home inspector associations do not allow payments by inspectors to realtors for referrals, although some allow non-cash gifts.

Findings: Home inspectors reported that they can be ‘blacklisted’ if they report too many issues, and realtors will be reluctant to recommend them to future clients. If they are hired, some inspectors reported feeling pressured by realtors to provide a fast, low-cost inspection and to ‘minimize’ the severity of any issues they find, again so as not to risk losing a sale.

The vast majority (92 per cent) of home inspectors report they have not paid a client referral fee to a realtor to obtain work, in keeping with the Codes of Ethics of the four home inspector associations. A small number of inspectors reported paying referral fees to realtors, despite the practice being contrary to the codes of ethics of all of the home inspector associations. Nonetheless, there remains a strong concern among some inspectors and consumers that realtor referrals are having a detrimental impact on the industry. Thirty-one per cent of home inspectors believe there is a need to address potential conflict of interest that can arise from realtor referrals, to better serve consumers.

5. Consumer Understanding and Education

Description: This issue refers to the understanding and expectations of consumers about home inspectors and the inspections they perform.

Findings: Not all consumers have a complete or accurate understanding of the home inspection process—a situation that can cause problems when they hire a home inspector. In fact, 46 per cent of the public who responded to the survey believe there needs to be clearer information to home buyers about what to expect from a home inspection. Only 55 per cent of survey respondents were aware that home inspectors are required to be licensed and only 35 per cent confirmed whether their home inspector was licensed, prior to hiring them.

There is an opportunity to improve public education about the home inspection industry. In particular, consumers need to better understand what a home inspection is, what it can and cannot provide and the limits within which home inspectors work. It would also be helpful for them to have a better sense of how to select a good inspector. For example, consumers may not be aware of the potential for conflict that can arise when their realtor recommends a home inspector; while many ethical realtors have their clients’ best interests in mind, others may merely want the commission from a sale and take this into consideration when recommending who to hire.

At the same time, there are opportunities for home inspectors to better communicate with consumers. Home inspectors appear to be aware of this issue. Clearer information to homebuyers about what to expect from a home inspector was the second most frequently cited (61 per cent of inspectors) means of improving inspections themselves.

6. Complaints and Liability

Description: Under the current system, consumer complaints are directed to the home inspector who conducted the inspection, who is the first avenue through which complaints are addressed. If no resolution can be found, the complaints are directed to the home inspector association to which the inspector belongs. Each association handles complaints differently. This is confusing for consumers who may not understand to whom a complaint should be directed, and how it will be addressed. Because complaints are handled directly by associations, Consumer Protection BC does not receive the information it needs in order to revoke a license due to serious or repeated complaints. For all of the other professions that it licenses, Consumer Protection BC receives and investigates complaints itself.

Findings: The associations differ in how they handle complaints and in how much they disclose complaints and their resolution to the public and to Consumer Protection BC. In general, there is very little public disclosure of complaints. Related to the issue of complaints is that of liability. Some contracts that consumers must sign when hiring an inspector limit the liability of the inspector to the amount of the fee paid for the inspection. Among other factors, contracts such as these and confusion about where to address complaints lead some consumers to feel that no one is held responsible if a serious and costly problem arises for the consumer due to an inadequate inspection by a licensed home inspector. While licensed inspectors are required to carry errors and omissions insurance, claims are only paid if there is a successful lawsuit.

About 5 per cent of consumers that responded to the survey reported making some sort of complaint about their home inspector. The vast majority of inspectors (89 per cent) report they have not had a complaint lodged with their association about a home inspection they performed within the past year. Only 9 per cent reported having complaints taken to their association, but very small numbers (i.e., 1-5 complaints per inspector). This suggests that while the industry does not receive an unduly high number of complaints, some consumers nonetheless feel the quality of their inspection was inadequate, and may have caused considerable hardship (e.g., costly, unexpected repairs).

7. Association/Industry/Licensing Reform

Description: The current licensing and complaint handling model is unique among all of the other businesses for which Consumer Protection BC is responsible. As currently structured, four different home inspector associations are authorized to recommend applicants for licensing, each with its own educational requirements, standards of practice, code of ethics, complaints handling process, and so forth.

Findings: The current licensing model causes some confusion for consumers who are unclear how belonging to one of the four authorized associations will affect the quality of the work an inspector will perform. Irrespective of the number of associations, there is a call for improved monitoring and/or auditing of those aspects of the industry for which associations are

responsible (such as evaluation or complaints handling), and a sense that current oversight is insufficient. Despite some dissatisfaction with the associations and how they are run, home inspectors see the associations as valuable; 65 per cent report they would belong to an association even if it were not required for licensing.

In addition to suggestions for improving the management of the associations themselves, some stakeholders had suggestions for other ways to reform the industry such as by creating an Industry Board that would have greater influence on the way the industry is regulated and how home inspectors practice.

8. Reporting to Clients

Description: In general, consumers who hire a home inspector receive a written and possibly verbal report on the findings. The content of the written report varies with the home inspector, as does how it is presented and/or reviewed with the consumer.

Findings: The most frequently identified satisfactory aspect of the home inspection process (by 61 per cent of survey respondents who had a home inspection) was the written report. Despite this, almost half of home inspectors (47 per cent) reported that improved reporting to consumers would be helpful, and was home inspectors' third most frequently cited means of improving inspections themselves.

This suggests there is some opportunity to improve the quality of written and verbal reports provided to consumers by some home inspectors. Consumers and home inspectors criticized written reports that are essentially 'check box' in style, as they provide consumers with little substantive information about the condition of the home or seriousness of an observed problem. There is also a concern some inspectors do not always review (generally verbally) the report findings and/or "walk-through" the home with consumers, and respond clearly to their questions. Home inspectors do not always ensure clients understand the major findings and any implications should the client purchase the home (for example, identifying knob and tube wiring in the report but not ensuring clients understand the ramifications of that).

9. Concerns about the Licensing Body

Description: As the agency responsible for licensing and administering the province's Home Inspector regulations, Consumer Protection BC is often held responsible for many of the above issues and shortcomings of the current licensing system and with how it has been administered.

Findings: Home inspectors and the home inspection associations have some frustrations with the current licensing system and with Consumer Protection BC. There is a sense that the cost of a license has risen substantially since 2009 when licensing began, without enhancement to services provided to inspectors or the public. In fact, the associations see themselves as doing most of the work of licensing: training, standard setting, evaluation, codes of ethics, complaint

handling, and so forth. To obtain a license, inspectors must currently pay both a licensing fee and an association membership fee.

While licensing has driven some unqualified and uninsured individuals out of the business, 24 per cent of home inspectors thought that competition from unlicensed inspectors was still a significant problem in their area, and 38 per cent said it was somewhat of a problem. In contrast, some stakeholders reported during interviews that they felt unlicensed home inspectors are not currently a problem and that this issue was essentially resolved when licensing came into effect. This difference may be explained by the perception of what is defined as a home inspection. For example, instead of hiring a licensed home inspector, some survey respondents reported entering into informal arrangements such as with friends, family members or someone else they know who can assess a home.

Several of the home inspector associations felt that Consumer Protection BC has not been responsive to issues that have been raised by inspectors and the associations in their efforts to enhance standards within the industry. Desired reforms may have been inhibited by the existing regulation and the lack of agreement among the associations on how to move forward.

Summary



It is clear from surveying the public and home inspectors, as well as from meeting with key stakeholders, that action is needed to increase consumer protection and to address the challenges in the current model. Consultations indicate broad support from home owners, the four home inspector associations, over a dozen industry groups, and home inspectors themselves, for strengthening licensing standards, especially education and training requirements, standards for inspections, and information about what to expect from an inspection. It is anticipated that stronger licensing standards in these areas would continue to improve consumer protection for homebuyers.

Appendix A – Public survey and responses




Appendix B – Home Inspectors survey and responses

Appendix A - Public Survey

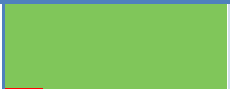





Are you aware that Home Inspectors are now required to be licensed in BC?

Response	Chart	Percentage	Count
Yes		68%	496
No		32%	231
Total Responses			727

Have you hired a Home Inspector in B.C. in the past?

Response	Chart	Percentage	Count
Yes, since March 31, 2009 when new home inspector regulations were enacted		38%	275
Yes, before new regulations on March 31, 2009		36%	260
No		25%	181
Total Responses			716

What type of home did you have inspected? If you had more than one home inspection, choose the most recent type.

Response	Chart	Percentage	Count
Single family, detached home		75%	400
Duplex, triplex, townhome		10%	54
Apartment style strata (condominiums)		11%	57
Home in a bare land strata property		2%	8
Manufactured/mobile home		1%	7
Other, please elaborate:		1%	7

Total Responses	533
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How did you choose your home inspector? (choose all that apply)

Response	Chart	Percentage	Count
Your real estate agent		62%	323
Advertisement (yellow pages, internet etc)		11%	59
A recommendation from someone you know		28%	147
Local Better Business Bureau		2%	8
Home inspector association		3%	14
Consumer Protection BC website		1%	3
Other, please elaborate (e.g. personal connection, financial institution, internet search)		10%	50
Total Responses			519

Did you confirm whether your home inspector was licensed by Consumer Protection BC?








Response	Chart	Percentage	Count
Yes		22%	115
No		61%	311
Not sure/Don't know		17%	88
Total Responses			514

Were you satisfied with your home inspection service?





Response	Chart	Percentage	Count
Yes, very satisfied		29%	149
Yes, somewhat satisfied		25%	129
Neutral		12%	62
No, somewhat dissatisfied		17%	88





No, strongly dissatisfied		17%	85
Total Responses			513

**What, if any, aspects of your home inspection process were you satisfied with?
(Choose all that apply)**









Response	Chart	Percentage	Count
Quality of inspection (e.g. thorough)		51%	236
Contract with Home Inspector (e.g. fair to consumer)		27%	127
Home inspector seemed unbiased		58%	269
Complaint about home inspection were well handled		4%	17
Qualification/skills of inspector		37%	170
Written report		63%	292
Other, please elaborate: (examples include followed up on questions, walked through issues, made suggestions, provided repair estimates)		15%	71
Total Responses			463

**Please indicate whether your home inspection resulted in any of the following?
(Choose all that apply)**














Response	Chart	Percentage	Count
Provided peace of mind about the purchase		58%	269
Saved money (i.e. provided information to negotiate better price on home)		14%	64
Prevented a home purchase due to significant issues raised in the inspection		10%	45
Significant building deficiencies were found		24%	114



after purchase that were not identified in the inspection report			
Identified issues with home that the seller fixed		19%	88
Made a complaint about the home inspector		5%	25
Made an insurance claim against home inspector		0%	2
Other, please elaborate: (examples include errors and omissions to inspection, provided useful information)		15%	72
Total Responses			466

Please indicate up to three aspects of the home inspection process that could be improved to better serve the consumer:



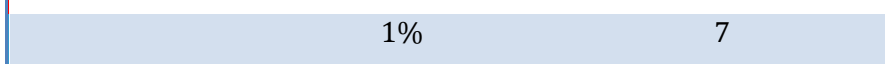



Response	Chart	Percentage	Count
Improved reporting to consumers		27%	174
Changes to home inspection contracts to better protect consumers		40%	259
Clearer information to home buyers about what to expect from a home inspection		46%	302
Better enforcement to catch unlicensed inspectors		36%	233
Eliminate realtor referrals		39%	252
Higher education/training requirements for home inspectors		53%	345
Higher minimum standards for inspections		67%	437
Other, please elaborate: (for example greater accountability/liability)		20%	129
Total Responses			651

Is there anything else you'd like to share with us about your experiences or how home inspections or home inspector licensing can be improved to better serve the consumer? If so, please share your thoughts in the text box below:

Response	Chart	Percentages	Count
Clearer contract terms/be up front about what they inspect/don't		3%	11
Home Inspector ethics (e.g. falsify inspection, other conflict)		0%	2
include energy efficiency inspection		2%	8
inconsistency in skills, experience, reporting		6%	20
make public info about complaints		1%	6
more discipline for bad inspectors		3%	12
more stringent requirements for licensing (e.g. education, training, prerequisites)		28%	93
need better quality reports/inspections (e.g. should include roof, attic, electrical, more than just checkboxes)		26%	85
Need to require HI to use specialist when necessary		0%	1
only one association		1%	5
Other (e.g. may be confusion with another industry such as appraiser, building inspector)		3%	11
public education about what to look for in hiring an inspector		1%	4
realtor/home inspector relationship - conflict of interest		8%	27



should be accountable/liable		24%	78
should not comment on areas outside of expertise		0%	3

**Do you work in any of the following areas related to home purchases?
If more than one, please indicate primary occupation.**






Response	Chart	Percentage	Count
Builder, contractor or developer		4%	28
Home inspector		1%	7
Lawyer or Notary Public		1%	7
Realtor		11%	74
No		73%	471
Other		9%	61
Total Responses			648

Appendix B Home Inspectors Survey





Do you belong to a home inspector association?






Response	Chart	Percentage	Count
Yes		90%	268
No		10%	30
Total Responses			298

Which home inspection association do you belong to? (choose all that apply)






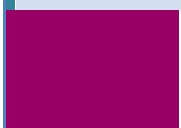
Response	Chart	Percentage	Count
ASTT - Applied Science Technologists & Technicians of British Columbia		23%	58
CAHPI - The Canadian Association of Home & Property Inspectors of BC		58%	145
CanNACHI - The Canadian National Association of Certified Home Inspectors		16%	41
NHICC - The National Home Inspector Certification Council		1%	3
Other, please specify:		6%	14
Total Responses			249

Why did you choose the association(s) you belong to?




Response	Chart	Percentages	Count
Best/Leader/Largest Etc.		15%	35
Cost of Membership: Value, Price, Etc.		3%	8
Dissatisfaction with Other Associations		3%	9
Education/Training: High, Comprehensive, Ongoing, Etc.		20%	48

Other: (for example took a course through association, lack of options at the time)		29%	67
Recommended or Required		14%	33
Reputation, Professionalism, Etc.		26%	61
Service to Members		6%	16
Standards: Best, Highest, Etc.		20%	46


What has been your experience with your association's complaint handling process? You can provide more detailed comments at the end of the survey if you wish.

Response	Chart	Percentage	Count
Very satisfied		36%	88
Somewhat satisfied		5%	13
Neutral		3%	7
Somewhat dissatisfied		2%	6
Very dissatisfied		3%	8
I have not had to deal with a client complaint to my association		50%	123
Total Responses			245

Do you think that continued competition from unlicensed inspectors is a significant problem in your area?

Response	Chart	Percentage	Count
Not a problem		38%	91
Somewhat of a problem		38%	91
Significant problem		24%	58
Total Responses			240

Why do you not belong to a home inspector association?

Response	Chart	Percentages	Count
Associations don't improve		7%	1

quality			
Not applicable (not inspector, retired, etc.)		64%	9
Not stated		28%	4
Too political		7%	1

Do you believe the requirements for getting a home inspector licence through Consumer Protection B.C. are:

Response	Chart	Percentage	Count
Too stringent		2%	6
About right		45%	114
Too lenient		53%	134
Total Responses			254

Do you believe the requirements for meeting the standards for home inspector associations are:

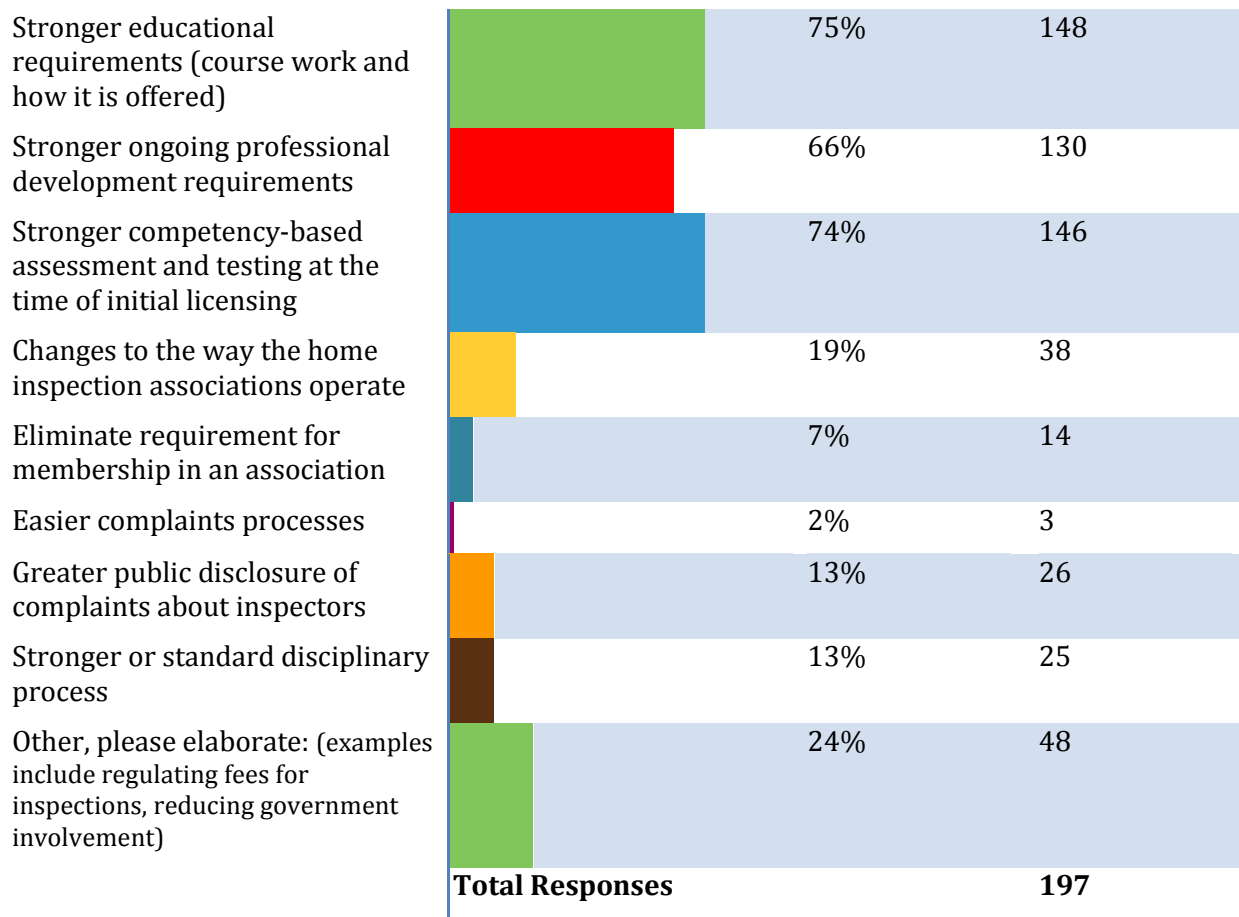
Response	Chart	Percentage	Count
Too stringent		3%	7
About right		48%	121
Too lenient		49%	122
Total Responses			250

Should home inspector licensing standards be strengthened?

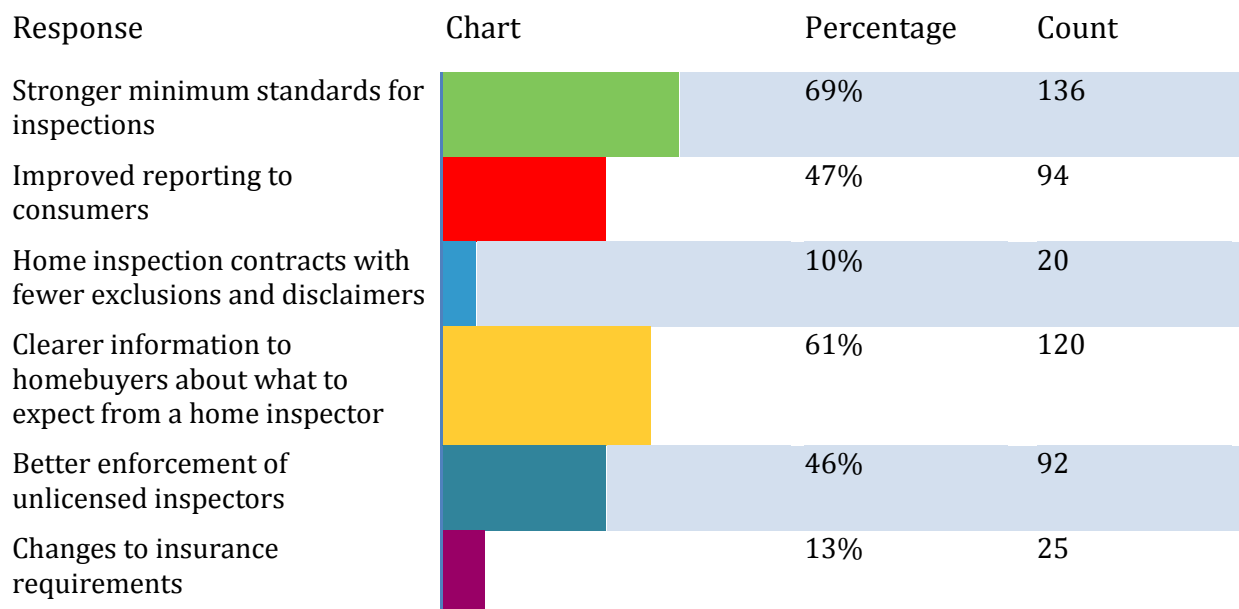
Response	Chart	Percentage	Count
Yes		78%	196
No		22%	55
Total Responses			251

Please indicate up to three ways home inspector licensing could be improved.

Response	Chart	Percentage	Count
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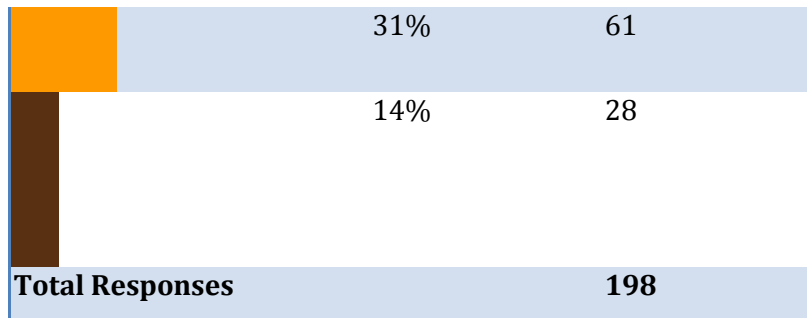


Please indicate up to three ways home inspections themselves could be improved to better serve the consumer.

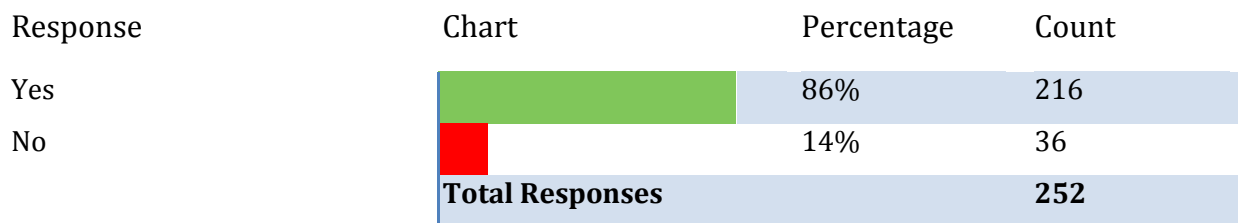


Address potential conflict of interest from realtor referrals

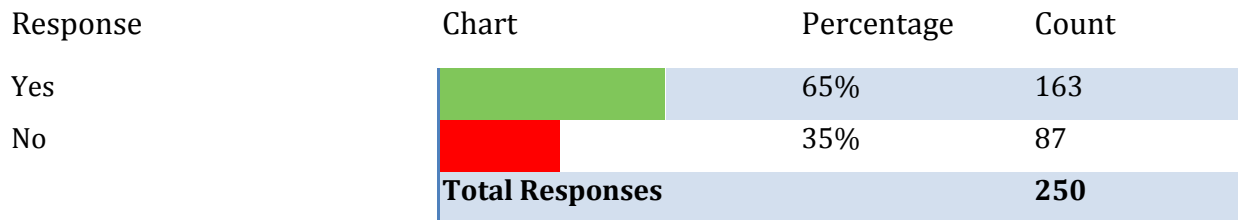
Other, please elaborate: (examples include focus on consumer needs not what inspector wants, increase ethics training for home inspector)



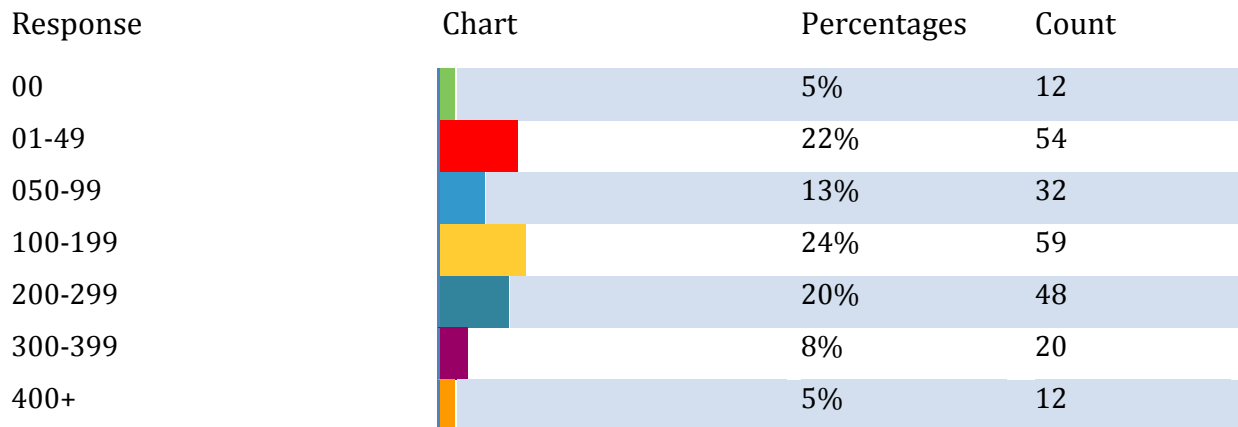
Do you believe a single standard for home inspector education/training and experience (common across the associations) would better serve the consumer?



Would you choose to belong to a home inspector association if it was not required by the home inspection licensing regulation to get a licence?



About how many inspections have you performed in the last year?



In the last year, about how many clients lodged a complaint with your association about a home inspection that you performed?

Response	Chart	Percentages	Count
0		89%	211
1-5		9%	23
6+		0%	1

In the last year, about how many home inspections involved paying a client referral fee to a realtor?

Response	Chart	Percentages	Count
00		92%	218
01-10		4%	10
011-25		0%	2
025-100		1%	4
101+		0%	2

Do you have any additional comments about your experiences or how home inspections or licensing can be improved?

Response	Chart	Percentages	Count
Associations: Change (Reform/Revise/Remove/Amalgamate, Etc.)		16%	30
Enhanced Audit/Oversight of Inspectors/Associations/Continuing Education Etc.		4%	8
Industry Board/Different Way to Regulate		5%	10
Licensing Fees: Reduce CPBC Fees		7%	13
Other (examples include greater transparency of complaints/unlicensed inspectors/fees, better consumer education, lower insurance rates)		48%	88
Realtor Relationships: Change		12%	22
Reporting to Consumers: Improved/Better		3%	6

Standards: Use Highest/Single Std.



33%

60

Training/Education:

28%

51

Reform/Enhance/Standardize Etc.