

IAQ telephone presentation script

We are booked to conduct a home inspection for you. Would you be interested in having a thorough review of the IAQ issues in your home?

WHAT IS AN IAQ?: An indoor air quality assessment takes a close look at pollutants and potential causes of pollutants in and around your home & provides recommendations to help make the home a healthier living space.

WHAT ARE THE BENEFITS? WHAT DOES AN IAQ INSPECTOR LOOK AT?

(Read off a few of the following items to peak interest) NOTE THAT THE HOME INSPECTION IS A BUILDING COMPONENT INSPECTION TO CAHPI STANDARDS; THE ITEMS LISTED BELOW TAKE THE HOME INSPECTION TO THE NEXT LEVEL: THE IAQ LEVEL

- Review of exterior wall penetrations/damage and considers the interior consequences of past/present water intrusion. Uses a testing tool to detect high moisture levels behind finished surfaces.
- a visual venting check of the furnace and hot water tank – (indications of flue gas backflow into the house which may indicate an air imbalance in the home)
- review of onsite storage for hazardous products, such as but not limited to chemicals, phenols, asbestos and combustibles.
- odor check: organic, phenols, Mold/mildew and considers possible sources/causes
- Mold/mildew check of windows, washrooms, basement/crawl, and attic for potential fungus or other growths, and sample materials for testing if requested (testing would be an additional charge).
- Excess moisture check: (window condensation, faulty toilet seals, high moisture levels behind tub surrounds, etc) and considers cause and effect.
- potential building health issues
- carbon monoxide level check.

Possible questions to ask client:

- Do you or anyone in your family have asthma, allergies or an autoimmune deficiency?
- Your home is older and could potentially have significant challenges regarding IAQ. (i.e., poor ventilation, no bathroom exhaust fans, moisture/mold concerns, etc...)

DON'T YOU ALREADY LOOK FOR THESE ITEMS ON INSPECTION?

Yes I may observe some obvious items to me from training as I conduct the home inspection service, but its like the difference between a quick walkthrough of a property and a thorough investigation. Its what is found in detailed scrutiny that's important. Offering a mere few tid bits without thinking through cause and effects, if I'm allowed to by the Government and my insurance provider, is much different than a start to finish thorough examination.

WOULDN'T YOU RELAY ANY CRITICAL ISSUES TO ME ANYWAYS?

My service to you is restricted by the Government mandated standards of practice and my errors and omissions insurance. By adding this service I am now not only interested and trained in providing you a more thorough service, I am also allowed to and am compelled to conduct a thorough additional investigation by my errors and omissions additional insurance. The IAQ service is beyond the government mandated minimum and is covered by additional liability insurance.

HOW MUCH IS THIS EXTRA SERVICE?

We currently have a special introductory offer of \$225 + GST when added to a home inspection (its normally \$450 if conducted alone). No one can offer this service so economically.

Does this sound like something that would interest you?

At this point, if client still sounds a bit unsure, add a couple more points from list. Then try to close the order. Finally offer a \$99 deal if they just want to know the top 5-10 things to do to improve the IAQ in the home after the visual investigation.

Send literature to reinforce the importance of good IAQ in the home and challenges of bad IAQ in the home and follow up. Final follow up is on site with client.