

THE ABIS PROCESS



Tel (07) 3284 2252

Fax (07) 3284 2044

Email info@abis.com.au

www.abis.com.au

ACN 062 058 879

ABN 58 757 179 953

QBSA Act Lic 1009032

WHAT HAPPENS:

When a buyer phones in and books an inspection?

- Receives friendly greeting from operations Consultant
- Establish client needs, contract time frame, etc.
- Take address of property to be inspected (and other details eg. Tenanted?)
- Profile property to be inspected, detail service provided and quote a price
- Take client's contact details (eg. Phone, postal address, email)
- Discuss booking schedule; days/times available and suitability to buyer
- Take agent and vendor details to arrange access to the property
- Discuss payment options (usually take credit card details at time of booking this is processed only when the report has been compiled and forwarded)
- Welcome client to meet inspector on site
- Reconfirm booking and all relevant details
- Consultants then phone agent or other appropriate person to schedule access and co-ordinate Vendor, Buyer, Agent and Inspector. Adjust as necessary.
- Pre-engagement information pack detailing process e-mailed. Hard copy posted.
- Inspector e-mailed with confirmed booking details and property information.

When the inspector conducts the inspection (Building and Pest)

- Inspector introduces himself to the Buyer, the Agent and the Vendor (in a friendly manner and as a matter of courtesy)
- Inspector surveys perimeter of the property and notes observations
- Inspector surveys external buildings and other objects on property and notes observations
- Inspector surveys external walls of house with attention to any additions and extensions and notes observations
- Inspector surveys roof and notes observations (access permitting)
- Inspector surveys any subfloor and notes observations (access permitting)
- Inspector surveys each room of the house in sequence paying attention to windows, wardrobes, cupboards, bathroom/ensuite damp areas etc., and notes observations (access permitting)
- Inspector surveys roof cavity and notes observations (access permitting)
- Inspector gives verbal report to buyer (as a matter of courtesy) emphasising the buyer make any decision based on the written report.
- Inspector will encourage buyer to discuss any matters with the agent and vendor. Note the inspector is obliged to notify the vendor of any matter subject to 'duty of care'.
- Inspector will seek permission of buyer to convey any pertinent information to Agent and Vendor
- Inspector will generate written report and email to office where report is forwarded to buyer by email and in hardcopy format the next working day.
- Inspector contacts buyer to discuss written report and clarify any matters.

n.b. This document is intended to give the reader an overview only of a pre-purchase inspection and should not be read as complete in every detail. Every inspection is subject to the conditions of the individual property at the time of inspection.

After Settlement (Customer Relations Management)

- **Operations Centre** contacts buyer to confirm satisfaction with ABIS service
- Was the buyer satisfied with our Operations Centre information and service?
- Was the buyer satisfied with the service and communications of the inspector?
- Was the buyer satisfied with the report and post-report services?
- Does the buyer have any specific matters they would like to discuss?
- Would the buyer use ABIS for any further pre-purchase inspection services?

- **Marketing Department** contacts Agent to confirm satisfaction with ABIS service
- Was the Agent satisfied with the Operations Centres' scheduling service?
- Was the Agent satisfied with the inspectors' presentation and communications?
- Was the report satisfactory?
- Was the report and/or its' delivery in any way detrimental to the sales process?
- Does the Agent have any specific matters they would like to discuss?
- Would the Agent use ABIS for any further pre-purchase inspection services?

Any issues of concern arising from the CRM process are escalated to management and action taken to resolve or correct the matter. Via this methodology ABIS is constantly seeking to improve the quality of service it delivers to the Real Estate Industry.

What Qualifies an ABIS Inspector? (ABIS Quality Assurance)

Prior to being employed, a person applying for a position as a Building Inspector with ABIS must have either:

1. Trade qualifications and QBSA licence as a builder and building supervisor
2. Degree qualifications as a civil and structural engineer

On appointment ABIS conducts the following Building Inspector training programs:

1. Company induction and orientation program
2. ABIS "Completed Residential Building Inspector" course
3. 40 Mentored Building Inspections program
4. Technical Training - Computer Skills

Program objectives:

Full knowledge base of a "Completed Residential Inspector".

In addition, ABIS conducts the following Timber Pest Inspector Certificate level III training programs:

1. Asset Management Pest Control with Timber Pest Specialty Subjects
2. 40 Mentored Building Pest Inspections Program
3. Technical Training – Computer Skills

Program objectives:

1. Health Department licence for Pest Control
2. Knowledge base Termite Management - Technical

On completion of the above programs and issue of relevant certificates inspectors are then registered for professional liability insurance within the ABIS professional indemnity insurance policy.

ABIS conducts monthly meetings covering:

- a. Building and Pest – product and technology updates
- b. Communications skills

ABIS is committed to ongoing training for all staff so that our DUAL QUALIFIED Inspectors can deliver the very best in quality service to the Real Estate Industry.



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