

PowerPoint Seminars

By
Bob Mulloy

(Note: All seminars are in PowerPoint format and can be tailored to fit your needs and time frame.)

1. MA S.O. P. ILLUSTRATED:

266 CMR Regulations. “As a condition of license renewal, all MA Licensed and Associate Home Inspectors are required to attain at least 4 hours of continuing education dedicated to CMR 266 Standards of Practice,” (before May 2010). Attending this class will fulfill license renewal requirements.

Bob Mulloy will present CMR 266 by explaining and illustrating each regulation through the use of photographs and samples of report writing. Your continuing education, contract, report and standard of care must all be in compliance with CMR 266 for license renewal. Changes in CMR 266 are substantial and compliance is required. No one wants a claim against their company or a complaint filed against their license with the MA Division of Licensure, for each claim, frivolous or not reflects on our profession and raises insurance premiums. This seminar defines your role as a home inspector and your duty to the public.

Seminar length: 6 hours

2. MINIMIZING LEGAL PROBLEMS THROUGH PROPER REPORTING:

The objectives of the seminar are to present a power point presentation on proper reporting per the Standards of Practice. Bob Mulloy, the former “report writing instructor” for home inspectors at Northeastern University, will offer words of wisdom to make you a better inspector and a better report writer. Bob is a 30-year veteran inspector, retired teacher, retired Editor in Chief of *The Inspector*, (monthly newsletter for the ASHI NE Chapter www.ashinewengland.org), current Chairman of the ASHI NE Chapter Education Committee, author of a book titled: *Report Writing for Home Inspectors* and author of a CD called the "*Encyclopedia of Standard Paragraphs*" (boiler-plated text).

Every home inspector wants to sleep well at night and not worry about a claim and increased insurance premiums. This seminar will cover report writing techniques and

language needed to fulfill a client's expectations by conveying a home inspector's findings in a clear and concise manner. Only in this way can a home inspector practice effective risk management.

Bob's presentation will mirror the construction process as listed in the Standards. He will offer advice on gathering field notes, taking pictures, report writing formats, disclaimers, protective language, etc. As a learning tool, Bob will display numerous color photos that depict typical problems encountered by home inspectors. Many of the problems in the photos are obvious while others are more subtle and could be missed, resulting in a claim. By attending this seminar you will be trained how to observe, where to look, what to say and what to write.

This seminar has been presented successfully for the ASHI New England Chapter, for the ASHI Northeastern Chapter and for Cape Cod Community College.
Length of seminar: 3 hours.

3. INSPECT YOUR CONTRACT:

Bob Mulloy, the former "report writing instructor" for home inspectors at Northeastern University, will offer words of wisdom to make you a better inspector and a better report writer. Bob is a 30-year veteran inspector, retired teacher, retired Editor in Chief of *The Inspector*, (monthly newsletter for the ASHI NE Chapter www.ashinewengland.org), current Chairman of the ASHI NE Chapter Education Committee, author of a book titled: *Report Writing for Home Inspectors* and author of a CD called the "*Encyclopedia of Standard Paragraphs*" (boiler-plated text).

A Massachusetts licensed home inspector is required to have a contract. Have you ever inspected your contract with the same due diligence used to inspect a house? In this seminar, Bob Mulloy will utilize a power point presentation that will explain the components of a "legal" contract, along with phrases, disclaimers and suggested language for risk reduction. Bob has spent months researching this topic and has prepared a seminar that will hold your attention and help you reduce your risk. As a home inspector, you have two lines of defense, "a good contract, and a good report." This seminar will also review the most common claims against home inspector, and will promote valuable discussion for each participant.

This seminar has been presented successfully for the ASHI New England Chapter, and for Cape Cod Community College.
Length of seminar: approximately 3 hours.

Observation: Home inspectors are exposed to many areas of potential liability during the practice of their profession, and claims are often filed that allege errors & omissions or negligence.

Analysis: In addition to a contract, home inspectors can reduce risk and insure against claims by preparing well-written reports that accurately communicate the inspector's findings and that adhere to minimum Standards of Practice.

Recommendation: Every home inspector should consult an attorney and draft a contract that explains the scope of his or her services and sets realistic expectations for the client. Every home inspector should participate in continuing education for self-improvement in the skills of communication and should regularly review the Standards of Practice.

4. IS IT A PROBLEM?

This seminar, prepared by Bob Mulloy, represents a bold step and a fun new educational approach as audience participation is requested. Bob has spent years collecting photographs of typical and unique problems encountered by a home inspector, and has assembled them into multiple impressive power point presentations.

While most educational seminars tend to focus on one topic or system; these seminars randomly overlap all of the systems within the SOP. The audience will be asked to view each photograph, decide if there is a problem, decide what to say to the client; and more importantly, what to write in a final report. The objective is for the audience to share collective inspection skills and knowledge so that all present can reduce risk through accurate reporting. Over 4000 photographs are ready for your inspection. You cannot afford to miss the advice of your colleagues and report writing suggestions offered by Bob.

This seminar has been presented successfully for the ASHI New England Chapter, Massasoit Community College, and for Cape Cod Community College.
Length of seminar: 3 hours, 6 hours or two days.

5. INSPECTING AND REPORTING ON THE PLUMBING SYSTEM

During this seminar, Bob Mulloy will utilize a power point presentation and numerous actual photographs to review the Standards of Practice for inspecting and reporting on the plumbing system. The objectives of the seminar are to discuss the methods and materials in use for plumbing system, acceptable and unacceptable practices, and the key check points that a home inspector should examine to stay out of trouble. Bob will emphasize effective report writing suggestions and risk reduction language that every home inspector will find useful.

THIS SEMINAR CONTAINS:

- A LITTLE PLUMBING 101
- A LITTLE CODE
- A REVIEW OF THE STANDARDS OF PRACTICE
- HELPFUL DIAGRAMS AND PICTURES
- BIZARRE PHOTOGRAPHS
- NARRATIVE REPORT WRITING SAMPLES

This seminar has been presented successfully for the ASHI New England Chapter and Cape Cod Community College.

Length of seminar: 6 hours

6. DECKS ARE DANGEROUS:

This seminar was recently presented at the 2006 Annual ASHI Convention in California.

Decks have become commonplace in residential homes and are recognized as a desired place for social gatherings. Unfortunately, the number of deck collapses is increasing as more and more substandard decks are built. This session will propose that every deck be considered unsafe, until the home inspector proves otherwise. Bob will follow the deck construction process and will use numerous photographs to describe construction defects and samples of boiler-plated text for risk management. After hearing Bob's presentation, you will never inspect a deck the same way again and will understand why your focus should be on critical connections.

THIS SEMINAR CONTAINS:

- NUMEROUS PHOTOS

- **A LITTLE CODE**
- **HELPFUL DIAGRAMS AND PICTURES**
- **NARRATIVE REPORT WRITING SAMPLES**

This seminar has been presented successfully for the Cape Cod Community College, ASHI 2006 Convention, ASHI-NE Chapter, ASHI-NNE Chapter.

Length of seminar: 4-6 hours

7. RED FLAGS FOR APPRAISERS

This is a three hour PowerPoint presentation specifically designed for the continuing education of real estate appraisers. Bob has worked as an ASHI home inspector for 30 years; he is a MA Home Inspection Board approved continuing education provider for home inspectors, Chairman of the ASHI New England Education Committee, instructor at area colleges and a frequent speaker.

The purpose of the presentation is to help appraisers recognize “red flags” of obvious or suspected adverse conditions in a home during their site evaluation that would affect its market value. During the presentation, photographs and illustrations of typical and bazaar home defects will be explained by an experienced home inspector for the educational growth of appraisers.

Topical subjects covered include:

- The role of a home inspector
- The role of an appraiser
- Last man in
- Extra features found in homes
- Site problems
- The driveway
- Drainage concerns
- Entrance problems
- Beach front homes
- Vegetation problems
- Garage concerns
- Retaining walls
- Basement entrance
- Exterior decay
- Siding
- Windows and doors
- The roof surface

- Chimney red flags
 - Electrical system red flags
 - Plumbing system and water heater red flags
 - Structural red flags
 - Kitchen & bathroom
 - Wet basements & sump pumps
 - Wood stove
 - Peeling paint
 - Title V
 - Floors, walls and ceilings
 - Insulation & ventilation
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8. DIARY OF A HOME INSPECTION:

This insightful seminar follows a typical home inspection from the initial telephone call, sales presentation, preparation, arrival on site, greetings, the legal paperwork, setting the stage for your performance, creating realistic expectations, performing the home inspection, conversing with those present and delivery of the final report.

Have you developed a professional approach to making the sale, following an established protocol while on-site, and most of all gaining the friendship and earning the respect of each consumer? Does your “bedside manner” achieve full disclosure in a manner that is accurate, informative and clear? This seminar will cause you to re-think your approach to all parties involved in the transaction by looking in the mirror and by looking through the eyes of the other stake holders.

Length of seminar: 3 hours

9. WORST OF THE WORST:

This seminar will make you gasp, laugh, ponder, think and shake your head in disbelief. Bob Mulloy has taken years to accumulate the “worst of the worst” problems and conditions found over a career of 30-years. He has stored hundreds of photographs in a special file for your viewing pleasure.

Shock and awe may be a better description of the dump and frightening things encountered by home inspectors in the performance of their duty. Some people just have no understanding of best workmanship and/or safety, and dealing out “dope slaps” are the things that make us smile. We home inspectors save lives.

Sit back and enjoy the hilarity of the bizarre things Bob has seen or that other home inspectors have contributed.

Length of seminar: 3 hours

10. BACK TO BASICS:

(3 hour presentations)

Inspecting the Exterior System
Inspecting the Structure System
Inspecting the Electrical System
Inspecting the Roofing System
Inspecting the Interior System
Furnace Fundamentals
Boiler Fundamentals

These presentations are provided for home inspection trainee classes or home inspectors alike. Each elaborates on specific systems and components to be inspected and reported on and much can be learned by all.

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MA Home Inspector Trainee Instructor

Chairman of the ASHI-NE Chapter Education Committee

2008 ASHI-NE Chapter President's Award

"2008 Angie's List Super Service Award Winner"