

FURTHER INSPECTION

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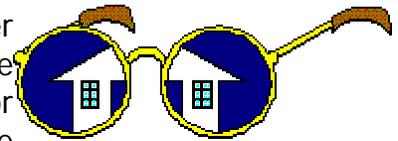


As you should know one of the key loss areas we are trying to address as an industry is Errors and Omissions claims. In some cases the inspector is "guilty" of missing some evidence, and in others, perhaps not. In either case Errors and Omissions claims for termite inspectors are very costly to defend. For every dollar spent on paying these claims a dollar is spent defending these claims.

One of the most important problem areas associated with many of these Errors and Omissions claims is the lack of Further Inspection recommendations, and notations of inaccessible areas. Most companies have very nice "disclosures" which indicate general areas which are often inaccessible and not inspected. An inspector still has to indicate what areas were inaccessible and were not inspected. I will list several examples of areas which were inaccessible, but no notation was made for further inspection, and the termite operator and his Insurance Carrier had to pick up the bill.

A structure which is built on several levels, has several different sub areas. Two of the subareas have access doors, and are inspected. It is very clear that there is this third sub area, both by crawling the other two sub areas, and by walking the perimeter of the home and looking at the ventilation vents. The inspector neither indicated that this subarea was inaccessible or recommended further inspection. It is no surprise that he had to pay for the damage missed in the third subarea.

A substructure is inspected with no indications of either inaccessible areas, or any fungus. As it turns out the entire home is full of fungus. The fungus is very clear on the floor joists under one of the bathrooms. From the photos I have



seen (with all the walls and floors torn out, there appears to be perhaps less than 18 inches of clearance under this bathroom area. I suspect the inspector never crawled this part of the subarea. As far as his inspection report is considered however, he indicated he crawled the subarea and found no problems. Thus he is now responsible for that damage. There is also tens of thousands of dollars of other damage, which from the photos, I believe was inaccessible behind walls and stucco, but because of all that the inspector did miss, I suspect we will be held responsible for all the damage and repairs.

Other scenarios have included failure to call wall areas covered with bookshelves or other furniture, full closets, and garages used as storage areas as inaccessible and recommending further inspection.

Don't hesitate to call inaccessible areas. Otherwise it can be assumed that you did inspect these areas, and you may be held responsible if these areas are later discovered to be areas of infestation or infection.