

**John J. Roman**  
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October 26, 2009

BY ELECTRONIC MAIL

Ms. Nicole Longhini  
Investigative Producer  
ABC 15 KNXV-TV  
nlonghini@abc15.com

Re: Connell – 2717 W. Brooks Street, Chandler, Arizona 85224

Dear Ms. Longhini:

This letter follows our telephone conversation of last Thursday evening regarding the general home inspection that U.S. Inspect conducted on October 14, 2009 at the above-referenced property address.

As I understand things, U.S. Inspect was one of three companies that performed inspection services at the subject property on or around October 14, 2009, and each inspection was filmed as part of a hidden camera investigation staged by ABC 15 KNXV-TV.

You mentioned during our conversation that your expert had identified two issues that were not reported in the HomeView® Inspection Report that our inspector, Mr. Dennis Schnick, prepared and issued to our client, Ms. Nicole Connell, on October 14, 2009. You also requested a statement from U.S. Inspect regarding the two issues, which were described to me as follows:

***Patio Cover -- Inadequately secured to the structure. Recommend an appropriate sized nail be placed in all nail holes.***

***Exposed Wiring Above Microwave -- The electrical wiring is exposed at the outlet for the microwave in the cabinet above the stove.***

With respect to the patio cover, which is identified as the *Third Roof* in the HomeView® Inspection Report, you may recall seeing that our team of inspectors actually walked the cover. We found the flashing between the cover and the building structure to be bulged, possibly on account of improper installation, and recommended proper repair of the flashing to prevent rain from entering the structure. We also noted an abundance of cracks in the rolled roofing material, reported that repairs would not be practical, and recommended reroofing. We are of the opinion that the structure of the patio cover is functioning as designed and installed, but to the extent the nails that secure the cover to the structure are less than adequate, it is reasonable to conclude that the issue would have been identified and corrected during the course of the flashing and reroofing repairs that we recommended.

On the more general topic of nails and the question of whether or not they are the appropriate size, it is important to note that we explain to our clients at the outset of a general home inspection that the inspection findings will be limited in scope and based upon the visible and apparent condition of the systems and components of the building, as they exist at the time of the inspection. That is to say, our inspectors do not pull nails out of building components to examine length and suitability for performance. Beyond that, it is important to remember that our inspectors do not perform "Code Inspections" or give any binding opinion concerning compliance or noncompliance with past or present governmental codes or regulations of any kind. U.S. Inspect is not authorized to regulate or enforce code compliance, and must instead operate under the reasonable presumption that all building code requirements on a residence were satisfied at the time an occupancy permit was issued.

With respect to the exposed wiring above the microwave, the hidden cameras may show that our team of inspectors actually opened and took a look inside all of the cabinets in the kitchen. If I am not mistaken, your expert is referring to an approximately two inch (2") length of romex (electrical wiring sheathed in soft plastic coating) from the point it enters the back of the cabinet through a small hole to where it connects to the electrical junction box that serves as the outlet for the microwave cord. We can appreciate the view that a better structured wiring practice would have featured the use of corrugated PVC flexible tubing – commonly known as "smurf tube" because of its distinctive blue color – to encase the romex, but it is important to note that no bare metal wiring was exposed and that the two-inch length of romex is secured to the wall and is not something that can be easily grabbed.

Having personally reviewed this matter with Dennis, I am absolutely satisfied that the general home inspection we conducted on October 14 measured up to the prevailing national and state Standards of Practice governing the home inspection profession. I am likewise satisfied that the HomeView<sup>®</sup> Inspection Report accurately communicated the visible and apparent conditions of the major system and components. Along these lines, a final point worth making is that the HomeView<sup>®</sup> Inspection Report made reference to the unique challenge of inspecting "distressed homes" like the subject property, and explained that a detailed reporting of every defect is not possible within the constraints of a general home inspection. We hope your investigative report will reflect the reality that the general home inspection services conducted by U.S. Inspect do not encompass exhaustive testing or investigative techniques, and in the interest of full disclosure and fairness, we hope that your report will detail the particulars of how your expert went about establishing the baseline against which U.S. Inspect and the other inspection companies were compared.

In closing, Ms. Longhini, we appreciate the opportunity to respond to the issues identified by your expert. We do hope that you found the inspection experience with U.S. Inspect to be satisfactory, and encourage you to contact us again in the event you have any additional questions or would like us to visit the property again to evaluate the issues further.

Respectfully yours,



John J. Roman  
Western Regional Manager