



# NATIONAL PROPERTY INSPECTIONS, INC.

*Celebrating 25+ Years Of Excellence*



## **2012 Annual Conference** **FRIDAY NOVEMBER 2, 2012**

### **COMMERCIAL:**

*Roland Bates, National Property Inspections, Inc.*

- ✚ **PAST:** History of Commercial Inspections at National Property Inspections.
  - ✚ Diversification in business.
    - •Percentage of income in the past.
    - •Why do commercial?
- ✚ **PRESENT:** Commercial today
  - ✚ •How to Assess and Bid Projects.
  - ✚ •Who are the clients?
  - ✚ •Current National Clients, their needs and expectations.
  - ✚ •Why do they choose NPI/GPI?
- ✚ **WHAT THE FUTURE HOLDS:**
  - ✚ •More National Accounts
  - ✚ •Marketing, Google ads, etc.

### **ADMINISTRATIVE SESSION – Kim Gatson**

### **COMMERCIAL:**

*Chris Scherf, National Property Inspections, Marion, IA*

- ✚ Overview of the various types of commercial roofing systems from BUR, PVC, IRMA and metal applications.
- ✚ What items are covered under warranty and those that are not
- ✚ When to note conditions for further evaluation by a qualified commercial roofing Contractor.

### **INFORM SOFTWARE:**

*Nancy Resset, National Property Inspections, Inc.*

- ✚ Review of some basic functions in Inform such as:
  - changing default Pre-Inspection Agreements
  - Creating and using templates
  - Importing and exporting comments
  - Using new Royalty Reports

### **DEFECT RECOGNITION/NEW TECHNOLOGY:**

*Randy Yates, National Property Inspections, Inc.*

- ✚ How defect recognition through photographs may limit your liability. Increase your visibility for some of those hard to reach places.
- ✚ Roof top inspections made easy?

**NO COCKTAILS OR DINNER ARE SCHEDULED FOR THIS EVENING.**

**SATURDAY NOVEMBER 3, 2012**

**RISK MANAGEMENT/REDUCING YOUR LIABILITY:**

*Wally Glaser, International Placement Services LC (A Division of Breckenridge Insurance Group Sunset Hills, MO)*

- + Are you an additional insured on your vendor's liability policies?
- + What about the exclusions in your insurance policy?
- + Are you familiar with the issues with fiber cement siding (James Hardy)?
- + Report writing tips concerning a variety of issues to protect against claims.
- + Topics include water in attics, Federal Pacific Panels, knob & tube, heat exchangers, crawl spaces, etc.
- + Specific recommendations for your pre-inspection agreement and your reports.

**BREAK**

**ELECTRICAL: SMART WIRING:**

*Martin Conroy Electrical instructor for NPI*

- + Discussing residential and commercial "smart wiring" systems; the components associated with them from sensors to control panel boards.
- + Will discuss the various applications, costs savings to the consumer and what to look for during the course of an inspection.

**LUNCH PHOTOGRAPHER AVAILABLE FOR WEB PHOTO UPDATE**

**ADVANCED MARKETING TOOLS:**

*Bill Erickson & Kim Gatson National Property Inspections, Inc. and Luke Armstrong – RenMind LLC Omaha, NE*

- + Are potential customers finding you, your services and ratings on line? Do Realtors check you out online before contacting and/or referring customers to you, if so, what will they see? Your online "profile" is as important as a good resume/list of referrals. In this session you'll learn:
  - How to build ratings on Google Places, Yelp and other online directories where customers are searching for your inspection services.
  - How to use the NPI/GPI customer review/ratings website "Gather Opinions", how to interface it with Google Places, Yelp, and other online search directories to build customer ratings on each.
- + Sharing all marketing tools available, help you maximize online presence.

**FINANCIAL SAVVEE/CASH FLOW/TAX STRATEDGY:**

*Karina Alvarez – El Centro, CA*

- + What items can you write off as a small business expense?
- + How can you most efficiently track your mileage & income expenditures?

**OPEN FORUM?** Pre submitted questions we be answered.

***BANQUET and AWARDS followed by ENTERTAINMENT***