

Home Inspection - Stats based Canadian BBB Activity Reports								
Year	Complaints	Rank	Settled	% Settled	Unpursuable	% Unpurs	Unsettled	% Unsettled
2003	46	105	42	60.9	0	0	4	39.1
2004	17	136	10	58.8	2	12	5	29.2
2005	22	159	12	54.5	4	18.2	6	27.3
2006	19	198	15	78.9	0	0	4	21.1
2007	28	97	18	64.3	0	0	10	35.7
2008	27	44	14	51.9	0	0	13	48.1
2009	32	47	19	59.4	0	0	13	40.6
2010	33	46	29	87.9	0	0	4	12.1
Average	28			64.575			7.375	31.65

Notes:

Although the actual number may seem small in the overall total of home inspections performed, the concern is the number of unsettled complaints, seem to be increasing until 2010.

This info simply provides a very small glimpse into claims against home inspectors. There is no one stop empirical reference to exactly how many complaint claims are placed against home inspectors in Canada, and as a matter of fact even in the USA. In fairness it also does not provide an accurate measure of the validity of the claim, but it simply offers a general idea.

The limited access to claim records underscores the reality of potential problems that could potential impact consumers of home inspection services. What we do know and can report is that newsworthy claims have been documented in the news indicating the potential vulnerability can exist that impact consumers.

Anyone can still be an instant inspector, except those requiring a license in B.C. and now Alberta. That is not to imply that good, reputable home inspectors do not exist. The real concern is which ones can a consumer really trust?

Remember:

The stats are based on actual reported complaints from only one reliable source. There is no one stop place where consumers can actually find out the actual number of claims against a home inspector.

Comment:

Can we as an industry do better?
The answer is clearly - YES!