Business Survey

1. What description best describes your business? (check all that apply)		
	Response Percent	**Response Count**
Employed by a Multiple Inspector Company	5.8%	21
Franchise Owner	3.0%	11
Self Employed Sole Proprietor	**83.8%**	**306**
Partnership	3.6%	13
Owner of a Multiple Inspector Company	5.2%	19
Other (please specify)		20
	answered question	**365**
	skipped question	**18**

2. How many years have you actively been inspecting real estate?		
	Response Percent	**Response Count**
0 to 2	14.8%	56
3 to 7	**27.4%**	**104**
8 to 11	21.6%	82
12 to 15	13.7%	52
15 to 20	12.9%	49
20+	9.5%	36
	answered question	**379**
	skipped question	**4**

3. How many inspections did you personally perform last year?			
		Response Percent	Response Count
Zero to 50		**22.1%**	**83**
50 to 100		9.6%	36
100 to 150		12.3%	46
150 to 200		12.3%	46
200 to 300		21.3%	80
300 to 400		12.3%	46
400 to 500		4.0%	15
500+		6.1%	23
		answered question	**375**
		skipped question	**8**

4. On average how many hours of continual education do you earn in a year?			
		Response Percent	Response Count
0 to 10		1.9%	7
10 to 20		4.0%	15
20 to 30		15.8%	59
30 to 40		**47.1%**	**176**
40 to 50		16.8%	63
50 to 60		4.8%	18
60 to 70		2.7%	10
70+		7.0%	26
		answered question	**374**
		skipped question	**9**

5. Are you a member of CREIA?		Response Percent	Response Count
Yes		**95.2%**	**359**
No		4.8%	18
		answered question	**377**
		skipped question	**6**

6. Please check your current membership category.		Response Percent	Response Count
CREIA Certified Inspector (CCI)		**70.4%**	**250**
CREIA Master Inspector (MCI)		16.6%	59
Candidate		11.3%	40
Affiliate		1.1%	4
Retired CREIA Member		0.6%	2
Inactive Member		0.0%	0
Friend of CREIA		0.0%	0
		answered question	**355**
		skipped question	**28**

7. What is your home chapter?

	Response Percent	Response Count
No chapter affiliation	1.1%	4
Humboldt/Del Norte Chapter (HDN)	0.6%	2
North Bay Chapter (NB)	2.9%	10
Shasta / Cascade Chapter (SC)	0.9%	3
Delta Chapter (DC)	3.2%	11
Greater Sacramento Chapter (SAC)	12.6%	44
Golden Gate Chapter (GG)	8.0%	28
San Francisco / Peninsula Chapter (SF/P)	2.3%	8
Silicon Valley Chapter (SV)	2.9%	10
Antelope Valley (AV) Chapter	0.9%	3
Kern County Chapter (KC)	2.9%	10
San Joaquin Valley Chapter (SJV)	1.1%	4
Central Coast (CC) Chapter	0.6%	2
Conejo Valley (CV) Chapter	3.2%	11
LA/Ventura Chapter (LAVC)	2.9%	10
San Luis Obispo Chapter (SLO)	2.3%	8
Los Angeles West / South Bay Chapter (LAW)	4.9%	17
Orange County Chapter (OC)	9.8%	34
Greater San Gabriel Valley Chapter (GSGV)	2.0%	7
Inland Empire Chapter (IE)	3.7%	13
LA Mid Valley Chapter (LAMV)	3.4%	12
Palm Springs Chapter (PS)	4.9%	17

North San Diego / Temecula Valley Chapter (TV)		9.2%	32
San Diego Chapter (SD)		**13.8%**	**48**
		answered question	**348**
		skipped question	**35**

8. Which type of CREIA conference would you be most likely to attend?

		Response Percent	Response Count
Multiple track including lunches etc. costing $350-$450		24.8%	85
No frills single track, technical topics costing $250-$350		**41.4%**	**142**
I would not attend either		11.1%	38
I would attend either		22.7%	78
		Comments	66
		answered question	**343**
		skipped question	**40**

9. Do you feel the education offered by CREIA meet your needs?

		Response Percent	Response Count
Yes		**78.3%**	**271**
No		21.7%	75
		Comments	71
		answered question	**346**
		skipped question	**37**

10. What level of education would you personally like to see CREIA offer more of to its members?		Response Percent	Response Count
Advanced Technical		**56.3%**	**189**
Basic Entry Level		3.6%	12
Intermediary Level		37.8%	127
Entry Level		2.4%	8
		Suggestions	58
		answered question	**336**
		skipped question	**47**

11. If on-line CECs were approved, approximately how many units would you earn on line per year?		Response Percent	Response Count
less than 5		17.1%	60
6 to 10		26.6%	93
10 to 20		**28.3%**	**99**
20 or more		26.0%	91
Not applicable to my membership category		2.0%	7
		answered question	**350**
		skipped question	**33**

12. CREIA now requires all members to earn 30 educational CECs a year. Would you be in favor of any of the following changes to the CECs requirements.

	Yes	No	No Opinion	Response Count
Limiting the number of CECs earned from on-line education	**44.9% (153)**	41.1% (140)	14.1% (48)	341
Requiring a percentage of CECs to come from CREIA/ASHI events	**58.7% (193)**	34.0% (112)	7.3% (24)	329
			Other (please specify)	40
			answered question	**349**
			skipped question	**34**

13. Approximately how many credits per year do you earn from non-CREIA/ASHI approved events?

		Response Percent	Response Count
None		**33.8%**	**118**
Less than 5		18.6%	65
5-10		12.9%	45
11-20		14.3%	50
20-30		17.5%	61
Not applicable to my membership category		2.9%	10
		Comments	22
		answered question	**349**
		skipped question	**34**

14. What are the two best way for you to earn your continuing education credits? (please select two only)		
	Response Percent	**Response Count**
CREIA Monthly Chapter Meetings	**69.1%**	**244**
CREIA Annual Conference	29.7%	105
State and Local Tool Boxes	49.3%	174
Other Organizations' Program(s)	16.1%	57
Approved On-Line Education	25.2%	89
Pre-Meeting Training	13.9%	49
Not applicable to my membership category	1.4%	5
Other (please specify)		23
	answered question	**353**
	skipped question	**30**

15. Would you be in favor of allowing members to carry over some CECs from one year to the next.		
	Response Percent	**Response Count**
Yes	**72.8%**	**254**
No	19.5%	68
No Opinion	7.7%	27
Comments (please specify)		43
	answered question	**349**
	skipped question	**34**

16. To which of the following organizations do you belong? (check all that apply)			
		Response Percent	Response Count
All		0.6%	2
ASHI		33.1%	106
ICC		28.4%	91
InterNACHI		5.3%	17
NAHI		1.3%	4
None		**47.5%**	**152**
		Other (please specify)	47
		answered question	**320**
		skipped question	**63**

17. Which type of report system best describes the one you use?			
		Response Percent	Response Count
Checklist/Matrix delivered off site after inspection		7.8%	27
Computer Generated Narrative delivered by e-mail,fax or delivery service after inspection		**74.9%**	**260**
Computer Generated Narrative completed on-site		13.3%	46
Checklist/Matrix completed on-site		4.0%	14
		Other (please specify)	24
		answered question	**347**
		skipped question	**36**

18. Do you include pictures in your reports?		
	Response Percent	**Response Count**
Yes	**87.9%**	**311**
No	12.1%	43
If yes, how many pictures do you include in an average report		185
	answered question	**354**
	skipped question	**29**

19. On average, how many hours a week do you spend working in the inspection business? Please include office, report preparation, marketing, educations, travel time etc.		
	Response Percent	**Response Count**
Zero to 10	8.5%	29
11 to 20	8.5%	29
21 to 30	17.5%	60
31 to 40	17.5%	60
40 to 50	**21.1%**	**72**
50 to 60	18.1%	62
60 to 70	5.0%	17
70+	3.8%	13
	answered question	**342**
	skipped question	**41**

20. What are your approximate on-site inspection times for the following types of homes?

Slab on Grade

	1 to 2 hrs	2 to 2.5 hrs	2.5 to 3 hrs	3 to 3.5 hrs	3.5 to 4 hrs	4 to 4.5 hrs
1000 square feet	**49.8% (160)**	34.3% (110)	9.7% (31)	5.3% (17)	0.6% (2)	0.0% (0)
2000 square feet	15.7% (50)	**35.8% (114)**	28.6% (91)	13.8% (44)	3.8% (12)	2.2% (7)
3000 square feet	2.9% (9)	14.7% (46)	**31.3% (98)**	25.2% (79)	15.7% (49)	5.4% (17)

1925 Home Raised Foundation

	1 to 2 hrs	2 to 2.5 hrs	2.5 to 3 hrs	3 to 3.5 hrs	3.5 to 4 hrs	4 to 4.5 hrs	4.5 to hrs
1000 square feet	13.6% (43)	**33.9% (107)**	27.8% (88)	13.9% (44)	6.3% (20)	2.8% (9)	1.3% (
2000 square feet	3.2% (10)	16.6% (52)	**30.6% (96)**	25.5% (80)	12.4% (39)	6.7% (21)	2.5% (
3000 square feet	0.3% (1)	4.8% (15)	18.7% (58)	**25.8% (80)**	22.6% (70)	15.8% (49)	3.5% (

Condominuim

	1 to 2 hrs	2 to 2.5 hrs	2.5 to 3 hrs	3 to 3.5 hr
1000 square feet	**74.0% (230)**	19.0% (59)	6.1% (19)	1.0% (3)
2000 square feet	**41.8% (128)**	37.3% (114)	14.4% (44)	4.2% (13)
3000 square feet	14.1% (42)	**37.2% (111)**	23.2% (69)	17.8% (53

21. If you finish your report off site, what is the average ADDITIONAL TIME that you spend preparing and delivering a

Slab on Grade

	Less than 1 hr.	1 to 2 hrs	2 to 2.5 hrs	2.5 to 3 hrs	3 to 3.5 hrs	3.5 to 4 hrs	4
1000 square feet	37.2% (96)	**43.4% (112)**	13.6% (35)	4.7% (12)	0.8% (2)	0.4% (1)	0
2000 square feet	21.7% (55)	**46.5% (118)**	19.7% (50)	8.7% (22)	2.4% (6)	0.8% (2)	0
3000 square feet	13.9% (35)	**42.9% (108)**	19.4% (49)	13.5% (34)	7.1% (18)	1.6% (4)	0

1925 Home Raised Foundation

	Less than 1 hr.	1 to 2 hrs	2 to 2.5 hrs	2.5 to 3 hrs	3 to 3.5 hrs	3.5 to 4 hrs	4
1000 square feet	20.0% (51)	**44.7% (114)**	20.4% (52)	10.2% (26)	3.1% (8)	1.2% (3)	0
2000 square feet	12.7% (32)	**39.4% (99)**	24.3% (61)	12.7% (32)	8.8% (22)	1.2% (3)	0
3000 square feet	10.1% (25)	**32.3% (80)**	23.8% (59)	13.7% (34)	10.9% (27)	7.3% (18)	0

Condominuim

	Less than 1 hr.	1 to 2 hrs	2 to 2.5 hrs	2.5 to 3 hrs
1000 square feet	**53.4% (132)**	38.5% (95)	6.1% (15)	1.6% (4)
2000 square feet	35.1% (85)	**46.7% (113)**	12.8% (31)	4.5% (11)
3000 square feet	25.4% (60)	**47.0% (111)**	14.8% (35)	9.3% (22)

22. Please check other services that you offer at the time of a home inspection. (check all that apply)		
	Response Percent	**Response Count**
Pool and Spa	**69.7%**	**232**
Energy Efficiency	10.8%	36
Mold Evaluation	10.5%	35
Radon	1.8%	6
Termite/Pest	1.8%	6
Yard Irrigation Systems	15.9%	53
Slab Level Survey	5.4%	18
None	24.6%	82
Other (please specify)		25
	answered question	**333**
	skipped question	**50**

23. What do you charge for a pool/spa inspection.			
		Response Percent	Response Count
Not applicable		**29.3%**	**91**
No charge		3.5%	11
$75		28.6%	89
$100		14.8%	46
$125		11.6%	36
$150		8.0%	25
$175		2.9%	9
$200		0.3%	1
$250+		1.0%	3
		answered question	**311**
		skipped question	**72**

24. Approximately how much do you spend each year for continuing education and reference materials?		
	Response Percent	**Response Count**
$100 to 500	16.3%	55
$500 to 1000	**35.9%**	**121**
$1000 to 1500	21.4%	72
$1500 to 2000	11.9%	40
$2000 to 2500	4.7%	16
$2500 to 3000	6.8%	23
$3000 to 3500	1.2%	4
$3500+	1.8%	6
	Comments	7
	answered question	**337**
	skipped question	**46**

25. Approximately how much do you spend each year to market your business?		Response Percent	Response Count
Zero to $500		**24.4%**	**81**
$500 to 1000		23.8%	79
$1000 to 1500		11.7%	39
$1500 to 2000		13.9%	46
$2000 to 3000		10.2%	34
$3000 to 4000		5.4%	18
$4000 to 5000		3.3%	11
$5000 to 6000		2.1%	7
$6000+		5.1%	17
	answered question		**332**
	skipped question		**51**

26. What do you estimate your expenses to be as a proportion of gross revenue?		Response Percent	Response Count
10 to 20%		33.0%	97
20 to 30%		**41.5%**	**122**
30 to 40%		15.0%	44
40%+		10.5%	31
	Other (please specify)		19
	answered question		**294**
	skipped question		**89**

27. Do you have a company web page?			
		Response Percent	**Response Count**
Yes		**72.4%**	**246**
No		27.6%	94
		answered question	**340**
		skipped question	**43**

28. Do you have health insurance that is paid for by your inspection income?			
		Response Percent	**Response Count**
Yes		40.3%	137
No		**59.7%**	**203**
		Other (please specify)	20
		answered question	**340**
		skipped question	**43**

29. Do you have disability insurance that is paid for by your inspection income?			
		Response Percent	**Response Count**
Yes		15.8%	54
No		**84.2%**	**287**
		Other (please specify)	5
		answered question	**341**
		skipped question	**42**

30. Do you carry E&O insurance?		
	Response Percent	Response Count
Yes	**85.0%**	**284**
No	15.0%	50
	answered question	**334**
	skipped question	**49**

31. With what company do you have E&O coverage?		
	Response Percent	Response Count
Allen Insurance Group	38.6%	81
FREA	**45.2%**	**95**
OREP	12.9%	27
Target	3.3%	7
Other (please specify)		75
	answered question	**210**
	skipped question	**173**

32. If yes above, what are the yearly maximum limits of your policy?		
	Response Percent	Response Count
Not Sure	8.0%	22
100,000 to 200,000	7.6%	21
200,000 to 400,000	13.0%	36
400,000 to 600,000	16.3%	45
600,000 to 800,000	1.4%	4
800,000 to 1,000,000	17.8%	49
1,000,000+	**35.9%**	**99**
	answered question	**276**
	skipped question	**107**

33. How satisfied are you with your E&O insurance?		
	Response Percent	Response Count
Very Satisfied	22.5%	63
Satisfied	**48.2%**	**135**
Dissatisfied	8.2%	23
Very Dissatisfied	1.4%	4
No Opinion	19.6%	55
	Comments (please specify)	38
	answered question	**280**
	skipped question	**103**

34. Approximately how much do you spend annually for E&O insurance?

	Response Percent	Response Count
Not Applicable	5.2%	14
1000 to 1500	5.6%	15
1500 to 2000	11.2%	30
2000 to 3000	21.7%	58
3000 to 4000	**34.1%**	**91**
4000 to 5000	14.6%	39
5000 to 6000	4.5%	12
6000 to 7000	0.0%	0
7000 to 8000	1.1%	3
8000+	1.9%	5
	answered question	**267**
	skipped question	**116**

35. How many times in a typical year do you have to return to an inspected property in response to a complaint?

	Response Percent	Response Count
0-1	**75.6%**	**235**
2-3	20.9%	65
4-5	2.6%	8
5-6	0.3%	1
6+	0.6%	2
	answered question	**311**
	skipped question	**72**

36. How many times have you received a legal claim as a result of a real estate inspection you performed? (In the last five years)

	Response Percent	Response Count
Zero	**73.7%**	**233**
1-2	24.7%	78
3-5	1.3%	4
6-8	0.3%	1
9+	0.0%	0
	answered question	**316**
	skipped question	**67**

37. How many times has a claim related to a real estate inspection you performed developed or continued into a lawsuit, arbitration, or mediation? (In the last five years)

	Response Percent	Response Count
Zero	**78.2%**	**240**
1-2	20.5%	63
3-5	1.3%	4
6-8	0.0%	0
9+	0.0%	0
	answered question	**307**
	skipped question	**76**

38. How many times in your inspection career has your insurance company gotten involved in a claim against you?

	Response Percent	Response Count
Zero	**65.6%**	**202**
1-2	27.9%	86
3-5	6.2%	19
6-8	0.0%	0
9+	0.3%	1
	Comments	17
	answered question	**308**
	skipped question	**75**

39. Please share any experiences with lawsuits or other conflicts with clients that would help other inspectors.

	Response Count
	98
answered question	**98**
skipped question	**285**

40. What form of payment do you accept? (Select all that apply)

	Response Percent	Response Count
Cash or Check	**99.4%**	**324**
Credit Card	37.1%	121
Pay-Pal	9.5%	31
Payment Through Escrow	35.0%	114
	answered question	**326**
	skipped question	**57**

41. How satisfied are you with the income your inspection business is generating?		
	Response Percent	Response Count
Very Satisfied	11.0%	35
Satisfied	**58.5%**	**186**
Dissatisfied	26.4%	84
Very Dissatisfied	4.1%	13
	Comments	36
	answered question	**318**
	skipped question	**65**

42. Which best describes your feelings about your company inspection fees?		
	Response Percent	Response Count
Fees are too low	28.1%	89
Fees are fair	**71.6%**	**227**
Fees are too high	0.3%	1
	Comments	27
	answered question	**317**
	skipped question	**66**

43. Which best describes your feelings about the inspection fees charged by local competitors?			
		Response Percent	Response Count
Fees are too low		**68.2%**	**206**
Fees are fair		25.2%	76
Fees are too high		6.6%	20
		Comments	34
		answered question	**302**
		skipped question	**81**

44. Have you changed your price schedule over the last three years?			
		Response Percent	Response Count
My fees have stayed the same		30.7%	99
My fees have increased		**57.0%**	**184**
My fees have decreased		6.2%	20
I have not been in business for more than three years		6.2%	20
		answered question	**323**
		skipped question	**60**

45. Do you charge an extra fee for any of the following?			
	Yes	**No**	**Response Count**
An older home (based on age)	**57.7% (177)**	42.3% (130)	307
Raised foundation (any age)	**56.3% (170)**	43.7% (132)	302
Custom homes	21.9% (60)	**78.1% (214)**	274
Travel time for long distances	**74.1% (223)**	25.9% (78)	301
		Other (please specify)	38
		answered question	**317**
		skipped question	**66**

46. What are your approximate EXTRA FEES for the following types of homes?

Custom Home

	No extra charge	$25	$50	$75	$100	$125
1000 square feet	**80.0% (148)**	3.2% (6)	9.2% (17)	2.7% (5)	4.9% (9)	0.0% (0)
1500 square feet	**71.0% (130)**	7.1% (13)	12.6% (23)	2.2% (4)	4.9% (9)	1.1% (2)
2000 square feet	**63.4% (116)**	5.5% (10)	14.8% (27)	4.4% (8)	6.6% (12)	1.1% (2)

Raised Foundation

	No extra charge	$25	$50	$75	$100	$125
1000 square feet	**33.3% (72)**	10.2% (22)	31.9% (69)	16.2% (35)	6.5% (14)	0.9% (2)
1500 square feet	**29.2% (63)**	9.7% (21)	**29.2% (63)**	21.3% (46)	7.9% (17)	1.4% (3)
2000 square feet	27.0% (58)	6.0% (13)	**29.3% (63)**	14.4% (31)	16.7% (36)	2.8% (6)

Older Home (based on age)

	No extra charge	$25	$50	$75	$100	$125
1000 square feet	33.6% (73)	18.0% (39)	**35.5% (77)**	7.4% (16)	4.6% (10)	0.5% (1)
1500 square feet	29.6% (64)	13.4% (29)	**38.0% (82)**	12.0% (26)	4.6% (10)	1.4% (3)
2000 square feet	27.2% (58)	8.5% (18)	**37.1% (79)**	12.2% (26)	9.4% (20)	0.9% (2)

47. What are your approximate fees for the following condominium (attached) homes?

Single Level/Apartment Style

	150 to 200	200 to 250	250 to 300	300 to 350	350 to 400	400 to 500	5(
1000 square feet	7.4% (18)	13.9% (34)	**36.1% (88)**	29.9% (73)	11.1% (27)	0.8% (2)	(
1500 square feet	3.3% (8)	10.2% (25)	22.9% (56)	**40.0% (98)**	18.4% (45)	4.5% (11)	(
2000 square feet	0.4% (1)	4.9% (12)	17.1% (42)	27.8% (68)	**34.7% (85)**	13.1% (32)	(

Townhouse With Attached Garage

	150 to 200	200 to 250	250 to 300	300 to 350	350 to 400	400 to 500	500 to 550
1000 square feet	4.5% (11)	14.5% (35)	26.9% (65)	**35.5% (86)**	15.3% (37)	2.5% (6)	0.0% (0)
1500 square feet	2.1% (5)	9.5% (23)	18.5% (45)	**38.3% (93)**	23.5% (57)	7.0% (17)	0.0% (0)
2000 square feet	0.0% (0)	4.5% (11)	11.5% (28)	29.6% (72)	**31.3% (76)**	20.2% (49)	1.6% (4)

48. What are your approximate fees for the following detached type homes?

Slab on Grade

	150 to 200	200 to 250	250 to 300	300 to 350	350 to 400	400 to 450	450 to 500	500 to 550
1000 square feet	2.4% (6)	8.1% (20)	18.1% (45)	**31.0% (77)**	25.0% (62)	10.5% (26)	3.2% (8)	0.4% (1)
1500 square feet	0.4% (1)	6.5% (16)	9.3% (23)	29.8% (74)	**32.3% (80)**	13.7% (34)	5.2% (13)	1.2% (3)
2000 square feet	0.0% (0)	0.8% (2)	8.5% (21)	17.7% (44)	**29.8% (74)**	26.2% (65)	8.5% (21)	6.0% (15)
3000 square feet	0.0% (0)	0.0% (0)	1.2% (3)	8.5% (21)	17.4% (43)	**24.3% (60)**	23.5% (58)	10.5% (26)

Older Home (1925) Raised Foundation

	200 to 250	250 to 300	300 to 350	350 to 400	400 to 450	450 to 500	500 to 550	550 60
1000 square feet	5.0% (12)	10.3% (25)	23.6% (57)	**29.3% (71)**	16.1% (39)	8.7% (21)	5.0% (12)	0.4%
1500 square feet	3.3% (8)	5.8% (14)	18.5% (45)	**25.1% (61)**	22.2% (54)	13.2% (32)	5.8% (14)	3.3%
2000 square feet	0.8% (2)	2.9% (7)	13.2% (32)	19.4% (47)	**22.3% (54)**	19.0% (46)	9.9% (24)	4.5 (1
3000 square feet	0.4% (1)	1.3% (3)	1.7% (4)	12.5% (30)	16.3% (39)	**25.8% (62)**	13.8% (33)	8.8 (2

49. What were your total gross receipts for all types of inspections that you personally performed in the past year?

	Response Percent	Response Count
Below $10,000	8.6%	21
$10,000 to 20,000	3.7%	9
$20,000 to 30,000	5.3%	13
$30,000 to 40,000	4.5%	11
$40,000 to 50,000	9.9%	24
$50,000 to 60,000	5.3%	13
$60,000 to 70,000	6.6%	16
$70,000 to 80,000	6.6%	16
$80,000 to 90,000	5.3%	13
$90,000 to 100,000	7.4%	18
$100,000 to 125,000	**12.8%**	**31**
$125,000 to 150,000	10.7%	26
$150,000 to 200,000	8.2%	20
$200,000+	4.9%	12
	answered question	**243**
	skipped question	**140**

50. What would you recommend for newer inspectors do to best help their business to succeed?

	Response Count
	202
answered question	**202**
skipped question	**181**

51. Thank you for completing this survey. CREIA needs and wants your input. Please add your comments and suggestions below.		
		Response Count
		98
	answered question	**98**
	skipped question	**285**