

# CHRONICLES

TALES OF GREATNESS IN THE MAKING FROM AWARD WINNING INSPECTORS

## ROGER DELISLE

RISING STAR AWARD



Delisle was an equipment operator and worked in the electrical industry before giving NPI a call. He'd remodeled his own home, helped family and friends with their projects and looked over homes people wanted to purchase for a long time. When a couple of real estate agents suggested that he should consider property inspection, he went online.

"I probably looked at 10 or 15 different companies," Delisle said. "NPI stuck out, I talked to Julie. The rest is history." Delisle needed training and tools, so going with a franchise made sense from the beginning.

“I enjoy the flexibility and control I have over my schedule, my life and what I do.”

- Roger Delisle Prince Albert, SK

"I didn't have a clue where to turn. A franchise seemed to be the best method for me." As an inspector in a fairly rural area, Delisle doesn't face the level of competition some urban-area inspectors do. Instead, he's found that convincing agents he's needed means sometimes overcoming a negative attitude regarding home inspectors and inspections. "People who are coming in from other provinces, they will want an inspection. It just hasn't really taken hold here," he said.

To win over agents Delisle is honest, friendly and persistent. "You can't be a chicken," he said. "You have to pick up the phone and call Realtors." Once he got an invitation in to the offices, he listened to agent's concerns and then talked with them about what his inspection would include, the tools he used and how he would communicate his findings. After 6-8 months, he noticed his marketing efforts began to pay off more and more with referrals from past customers.

On average, Delisle said, he does about 1.4 inspections a day – two a day in the summer and then one or two a day in the winter when cold temperatures and snow slow the market. The majority are residential buyer's inspections. He's also

completed a few prelisting and commercial inspections. He delivers a computer-generated report with digital pictures the same day as the inspection, but not on-site. About 60 percent of people request hard copies, he said. The other 40 percent receive an email version.

He knows that sometimes doing everything online can lead to some exciting requests. A couple from England sent him on his most interesting inspection to-date. They were looking at purchasing a recreational home off the beaten path. It was so far off any path, Delisle was forced to carry all of his tools, including the ladder, over a quarter mile through unplowed snow in February just to reach front door. The home had no heat or electricity.

"It was a mess," he said, "but I think they bought it in the end."

Delisle didn't hesitate to take the job that required hauling a ladder through the snow, and he didn't let obstacles early in his career prevent him from building an award-winning inspection business.

"I enjoy the flexibility and control I have over my schedule, my life and what I do," he said.