

# CHRONICLES

TALES OF GREATNESS IN THE MAKING FROM AWARD WINNING INSPECTORS

## SCOTT COWAN

PLATINUM AWARD



In the 1970s, Scott Cowan's fancy moves on ski slopes were generating headlines throughout the world. Today, he's making his mark in a totally different field of contenders, but his performance is just as impressive.

Scott came to NPI with an interesting and varied background. From 1974 to 1979, Scott trained and competed as a world-class freestyle skier, a new event at the time that incorporates aerial acrobatics and other stunts. Scott practiced his moves in his Salt Lake, Utah, backyard, but competed on slopes throughout the world, capturing the No. 3 ranking in 1976.

Scott held longtime careers in con-

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- **Scott Cowan** Oakley, UT

struction and as a baggage handler for American Airlines. When he decided he needed a change, a magazine article about property inspections enticed him into a new career.

“As soon as I talked with Julie (Erickson, NPI corporate), I decided to go with NPI. It happened very quickly.”

Since he began, Scott makes his tracks in his Salt Lake territory, an exclusive ski resort community complete with a variety of recreational, multi-million-dollar homes.

He's recruited three relatives and friends to be neighboring NPI franchise owners. Owning franchises in surrounding territories are brother-in-law Matt Gleason, son-in-law Bryan Kirkham and friend Troy Beasley.

“The four of us are now working very closely together as well as building up each of our own areas.”

Together they market and sponsor property inspection classes for four different boards of Realtors®. They also cover each other's appointments if

one or the other is busy.

“If one of us is scheduled elsewhere, another will do the inspection and the owner of that territory splits the sale with the inspector who conducts the inspection.” The unique partnership has helped them make sure the NPI brand is front and center in their area.

Scott said NPI's six-month limited warranty on mechanical systems and appliances also set him apart from his competitors, as has his policy of returning to check repaired items in a home, free of charge. Mapping out a floor plan of the square footage of a house, which he does with a computer program, is another feature he offers to his customers.

“I want to make sure we are totally geared toward customer service,” Scott said. “Whatever it takes to make a good impression.”