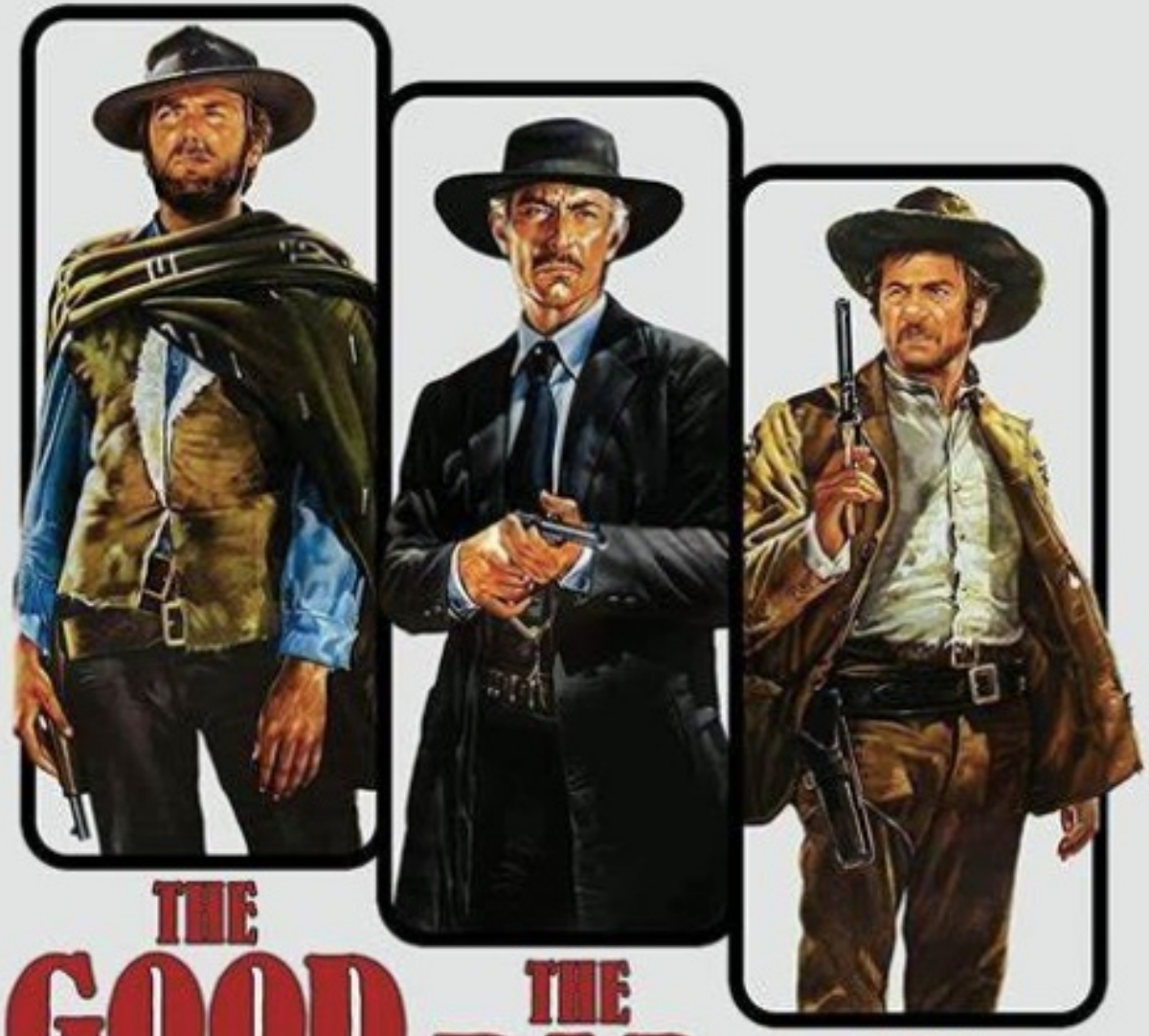
Pennsylvania Septage Management Association &
Pennsylvania Association of Sewage Enforcement Officers
Super Conference

Inspection Reports



THE GOOD THE BAD and THE UGLY

Introduction

- Presenter- Ray Erb
- President, Thomas H Erb & Sons, Inc.
- From Lancaster County
- Teach 103 and SR1 inspection class for the PSMA
- Chairman of the PSMA Education Committee

I. Introduction

This session addresses inspection reports dealing with PSMA inspections for Real-estate Transactions.

Using the PSMA Inspection Standards

Last year at the PSMA conference
we held a session titled
Report writing for Office Staff.

But no matter what role you play
That's ok, I hope you find this session helpful.

What Role do you Play?

There are many possible scenarios In Report Writing.

a. In some cases the inspector writes the report , reviews the report , checks grammar, and sends the report.
b. In another case the inspector writes the report, has someone review, check and sends the report.
c. Another option is where the inspector hands off the information to a person to write the report and he reviews the written report, someone else checks it for grammar , spelling, etc. and sends it.

Of Course each Company handles their inspection program differently and the process they use in writing and reviewing their reports.

PSMA Goals of Report Writing

What does PSMA want in your report?
What do the standards require?

If your company has PSMA certified inspectors we expect a statement in the report, somewhere, that clearly communicates:

This is a PSMA inspection - or this is not a PSMA inspection.

PSMA Goals of Report Writing

PSMA wants PSMA Inspection Reports to follow the PSMA Inspection Standards.

The Inspection Standards give the PSMA inspector a summary of what is expected to be in the inspection report and what information the inspector should gather.

PSMA Goals of Report Writing

Summarizing the Inspection Form

The Inspection Report is a narrative summary of the Inspection Form presented in terms a lay person can understand.

Do you think most home buyers Would be able to interpret the condition of a septic system by just reading your inspection form or check list?

It is intended to provide the client with information regarding the type and overall condition of the system, a statement of any problem(s) found and suggested corrective measures. The inspection report is prepared, signed and dated by a PSMA/NOF Certified Inspector.

Create a site sketch. Be sure to indicate distances to every component from two fixed points so that it will be easy to relocate the components in the future. Site sketches may be included with final reports.

Pictures can be added to the report and serve as additional documentation to the inspection. They can help highlight problems.

1. Write a summary description of the system components; start at the structure and work downstream.

2. Based on your notes regarding the treatment tank, distribution system, absorption system, pumps and electrical components, determine a condition for each component. Select from:

· Satisfactory
· Satisfactory with concerns
· Unsatisfactory
· Condition cannot be determined; more investigation is needed

The report should indicate the condition of each component.

Include suggested corrective measures for each unsatisfactory component.

Note in the report this is a suggestion – there may be multiple solutions to correct the problem.

In the case of advanced treatment units and filters, the client should be directed to the manufacturer for operation and maintenance requirements.

If more investigation is needed, indicate the component to be investigated, the nature of the investigation to be undertaken and an estimated cost.

Restate basic information such as date(s) of inspection, property inspected, etc.

It is essential to include a series of statements that clearly and succinctly describe what the report is and is not.

The person who is writing the report should have, at minimum:

1. The preliminary information form,
2. The completed PSMA inspection form (check list),
3. A completed site sketch, to aid them in completing the report.

What do you include with your report?

No matter what you send to your client, we encourage you to keep all the information you gathered for possible future use.

Calls to PSMA OFFICE

Every Year we get calls in to the PSMA Office and many times it starts out as:

Your inspector says this or that in their report.

Of course that starts a series of calls and emails back and forth until the issue is resolved.

The following report was sent to the PSMA office from Chester County Health Dept.

The question from them was; “Is this a legitimate PSMA inspection.”

It was submitted by the home owner to apply for an occupancy permit.

Phoenixville Pa

1/30/22

We visited the property and found a 2 compartment tank in satisfactory condition .We tested the field and found it to be satisfactory . The system is satisfactory after inspection .

This report is not a warranty
The company provides no warranty, express implied, including any warranty of merchantability or fitness for purpose, or any warranty whatsoever, that the system meets any code or specifications , or will function properly for any period of time whatsoever, or otherwise will not malfunction or cause contamination of the ground or surface waters.

PSMA&NOF offers no comment or opinion in regards to this information. Any views or opinions expressed are those of the suppliers and do not necessarily represent the opinions or views of PSMA or NOF.

Signed

If you cant read it says:

We visited the property and found a 2 compartment tank in satisfactory condition. We tested the field and found it to be satisfactory. The system is satisfactory after inspection.

The rest are disclaimers – They did mention PSMA /NOF

The PSMA office basically told them it is not a report written as instructed by our standards.

We told them to contact the inspector and request a copy of the check list and site sketch. This should give them more information about the system. If the inspector can not give you that instruct the homeowner to hire a better inspector.

We are seeing a demand for inspections for occupancy Permit approvals.

The following township adopted an ordinance that requires a Satisfactory PSMA inspection in order to obtain a building permit or an occupancy permit.

ADMINISTRATIVE ORDER # 2019-2 On-lot Sewage Disposal Systems

1) Purpose:
The purpose of this Administrative Order is to clarify the requirements of the PA Department of Environmental Protection (DEP), PA Septage Management Association (PSMA/NOF) and Manheim Township's policy for structures served by on-lot, private sewage disposal systems.

2) Justification:
In order to insure the proper operation of existing on-lot, private sewage disposal systems in Manheim Township, the following program has been developed.

3) When Required:
A PSMA Certified Inspection Report is required for existing on-lot system(s) prior to the issuance of any residential and non-residential building permit and/or prior to the issuance of a Certificate of Use and Occupancy (CUO) for an Existing Structure as required by Administrative Order #2017-2.

4) Requirements:

1. The owner of the property shall be responsible for obtaining an inspection of the on-lot private sewage disposal system.

2. The on-lot sewage system inspection shall be performed by a Pennsylvania Septage Management Association (PSMA) certified inspector. A copy of the inspector's current PSMA certification/license is to be submitted along with the Certified Inspection Report.

3. The PSMA Certified Inspection Report shall be submitted to the Manheim Township Department of Code Compliance. On-lot System Inspection Reports shall be performed within one (1) year from date of CUO inspection or one (1) year from date of permit application unless the system is showing visible signs of failure in which case a new report will be needed.

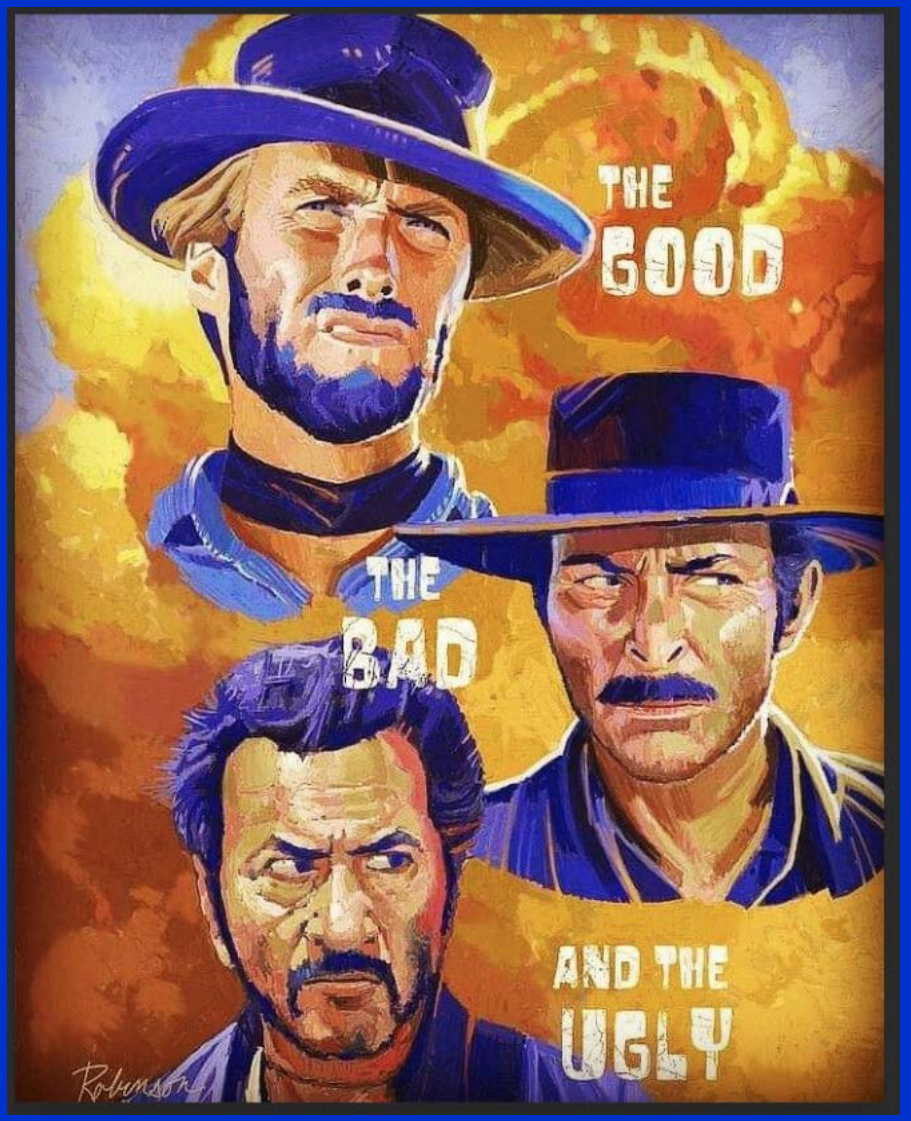
4. Should the inspection of the on-lot sewage system reveal that the system is not operating satisfactorily; the owner shall repair the system according to the following options:

a. Minor repairs to the on-lot disposal system are to be inspected and approved by the Township Sewage Enforcement Officer (SEO).

b. Major repairs or replacement may require an on-lot sewage system permit issued by the Township SEO. All repairs and/or replacement of on-lot systems or system components are to be inspected and approved by the Township SEO.

Now for the Good, Bad, & Ugly

We'll read the following Reports and you be the judge



Re: On-Site Septic System Inspection

To Whom It May Concern:

Background

As requested, representatives of ---- performed a septic system inspection at the above referenced address on April 17, 2019. This letter provides you with a report of our findings.

Based on information provided to us at the time of the inspection, the 4-bedroom dwelling was occupied by 3-people.

System Components

The septic system on this property consists of 3-cesspools connected in series, each with approximately 1,000-gallons of total holding capacity.

A cesspool is a porous in ground structure that receives wastewater from a dwelling and allows this effluent to disperse into the surrounding soil. The solids settle to the bottom of the structure, while the scum rises to the top and the clarified liquid seeps into the ground, initially through the bottom and then through the sides of the structure. Over time, the sidewalls and bottom may plug up with solids, which may reduce the absorptive area of the structure.

Observations/Commentary

The first cesspool or primary treatment structure has a concrete access cover located about 12-inches below grade. All the located graywater lines were discharging into this structure as required. The liquid level was normal, and the scum and sludge levels were satisfactory. It was reported that this structure was last pumped out in 2017. **As preventative maintenance, pumping of the primary treatment structure is required every 3 years by ------ township to remove any accumulated scum and solids; check with the local municipality for details. The inlet and outlet baffles were intact and in satisfactory condition. These baffles work together to reduce the likelihood that scum and solids leave the septic tank where they may affect the performance of the other system components.**

The other next 2-cesspools contained some usable space, while the last cesspool was dry with about 1,000-gallons of usable space. This is enough void space to meet the current capacity requirement of one day's flow or an equivalent of 500-gallons for a dwelling with 4-bedrooms.

Conclusions

Based on the inspection, the current usage, and the preliminary information provided, the septic system on this property was in satisfactory condition on the day it was inspected.

Company Disclaimer

This letter is based upon what was observed and upon our considerable experience with on-site wastewater technology. It is a report of the present condition of the system at the time of the inspection. Because of the numerous factors that may affect the proper operation of an on-site septic system, as well as the inability of----------to supervise or monitor the use and maintenance of the system, this report shall not be construed as a guarantee or warranty that the system will function properly for any length of time. ---------disclaims any warranty, either expressed or implied, arising from the inspection or this report.

If you have any questions, please do not hesitate to call.

Is this a Good, Bad or Ugly Report?

This company is a PSMA member but they did not mention if this is a PSMA inspection.

A minor blooper- contradiction Re: septic tank .

As per your request, we have inspected the onsite wastewater treatment system at the above said property. This letter provides you with a report of the inspection. Based on preliminary information gathered at the field inspection, we found the onsite wastewater treatment system to be in unsatisfactory condition on the date it was inspected.

Corrective measures are required at this time to bring the system into a satisfactory condition. Some or all of the suggested activities may require a permit from the appropriate state, county, parish, or local regulatory authority. The regulatory authority should be contacted and his or her regulatory guidance be sought before undertaking any of these activities.

At the completion of the repairs, a follow-up inspection by our company is recommended to insure that the system has been restored to a satisfactory condition.

The onlot wastewater treatment system consists of a 1, 000 gallon treatment tank, and a sub surface absorption area approximately 20'X46' in size consisting of
two trenches. The water was run from all the water appliances and faucets within the structure, and there were no flow restrictions between the structure and the treatment tank

The treatment tank, and all of its components such as inlet and outlet pipe baffles where all in a satisfactory condition. The absorption area consists of two distribution laterals within a 10" bed of aggregate stone at both the trenches. The absorption area was probed at 16 different locations throughout the field All of these probe locations had indicated that there was less than 1 inch of standing effluent within the aggregate bed at the South trench, while the effluent level within the North trench was above the 10 inches of aggregate stone within the North trench after 400 gallons was discharged to the system . D.E.P. standards call for a minimum of 5 inches of dry aggregate at both trenches for this type of system. The system at the above said property had approximately 9 inches of dry aggregate within the South trench, and 0 inches of dry aggregate within the North trench after 400 gallons of water was discharged to the system. 400 gallons is the amount of sewage effluent that the D.E.P. standards have assigned to a structure of this size, (1-3 bedrooms). this condition appears to be caused due to uneven effluent distribution, possibly caused due to a faulty distribution box. There is also a separate gray water absorption area for the basement washing machine. That absorption area was also saturated to its full depth, and effluent levels where within 4 inches of the finished grade. There is a sump pump in the basement that is discharging to this system and may be the underlying cause of the saturation. Sump pumps should never discharge into any sewage systems, private or public, and it is recommended that the sump pump be redirected to the finished grade, and discharged a minimum of 10 feet or further from the structure.

Further evaluation is recommended at this time by a qualified septic contractor to determine what corrective actions should be taken. In addition, a concern that was noted is as follows:

Solids levels in treatment tank are near 1/3 of the tanks liquid capacity, and therefore pumping is needed at this time.

It is also recommended that the treatment tank be pumped every 24 months thereafter for future integrity of the onsite wastewater treatment system.

Well/septic separation. The well and septic are an appropriate distance apart at this time of 100 feet or greater (108 feet).

----- Inspection provides no warranty, expressed or implied. Including any warranty of merchantability of fitness for purpose, or any other warranty whatsoever, that the system meets any code or specifications, or will function properly for any period of time whatsoever, or otherwise will not malfunction or cause contamination of the grounds or waters of the Commonwealth of Pennsylvania. This inspection presents conditions observed on the date and at the time of inspection. A copy of the field data upon which this report is based is available upon request.

Sincerely, ----- ---------- *PSMA # ----------*

Pennsylvania Septage Management Association NOF- National

Is this a Good, Bad or Ugly Report?

This company is a PSMA member

The company introduced 400 gallons of water to the system and then checked liquid levels?

ON-SITE SEWAGE DISPOSAL SYSTEM ANALYSIS

Upon visual inspection, the sewage disposal system on the above stated property was functioning properly at the time of inspection. Meaning there was no visual evidence or any sewage backup or overflow on the ground surface. The water in the house was operating for approximately 2 hours and there was no evidence of any slow drains, sewage backup, or overflow around the surface. Areas below the ground are not visible or accessible. Therefore, a visual examination of the tank, piping, distribution box, and leaching tanks is outside the scope or this inspection. Other more extensive type tests are available from a qualified septic contractor. This type or system should be pumped approximately every 2 years as general maintenance. The information provided by the homeowner stated that the system was last pumped November 10, 2014. Recommend the system be pumped at this time.

Testing Method: Flood Test

Waste Pipes: Copper and Plastic--no evidence of leaking

Sinks: No evidence of backup or slow drain

Toilets: No evidence of backup or slow drain

Comments: This inspection is not a warranty or guarantee that the system will properly function for any period of time in the future. This inspection is not associated. certified, or endorsed by the state. any state regulatory or governing agency. This inspection is not an assurance that the soil is adequately treating effluent or that it will continue to do so in the future. It only certifies that at the time of the inspection there was no visual evidence of sewage backup or overflow on the ground surface.

Sincerely,
Inspector

NOF - National Onsite Foundation

Is this a Good, Bad or Ugly Report?

This company is a PSMA member

The company introduced 400 gallons of water to the system and then checked liquid levels?

This was the Report letter

Thank you for allowing ---------to perform the septic inspection at the above-referenced address on May 9. 2023. As a result of that inspection, we discovered that the septic tank was at a low level.

With your authorization, the tank was filled with water on May 17, 2023 & May 18, 2023. We can now verify that the septic tank is in fact leaking. This is considered unsatisfactory.

The next step would be to pump the septic tank and enter the septic tank with the goal of repairing the tank. There is a possibility that the tank is not repairable in which case a new septic tank would be required.

Our estimate is:
Pumping $ 450
Tank entry inspection $ 575
Repair $1000

If replacement is required, we would estimate this to cost approximately $9,000 - $11,000.

Please let me know if you have any questions.

Septic Inspection Report

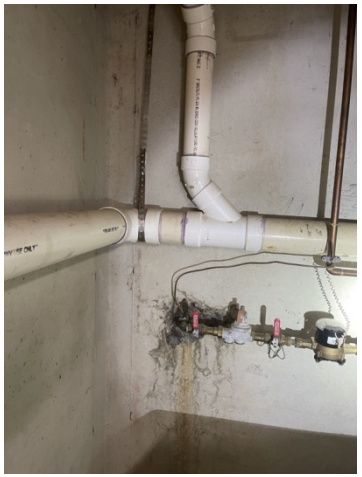
General

Date
Clients first name
Clients last name
Street Address
City
State
Zip Code

Amount of Current Occupants 0
Amount of New Occupants ?
Vacant Yes
# of Bedrooms 4
Dwelling Age 1997
Age of System(s) 1997

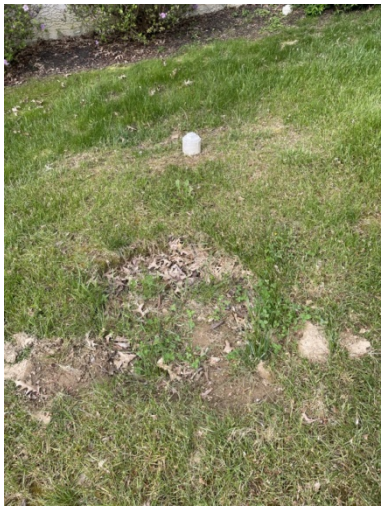
Inflow Line

Main Drain at foundation
Satisfactory
Flush into tank
Satisfactory
Grey Water Connected to System
Yes



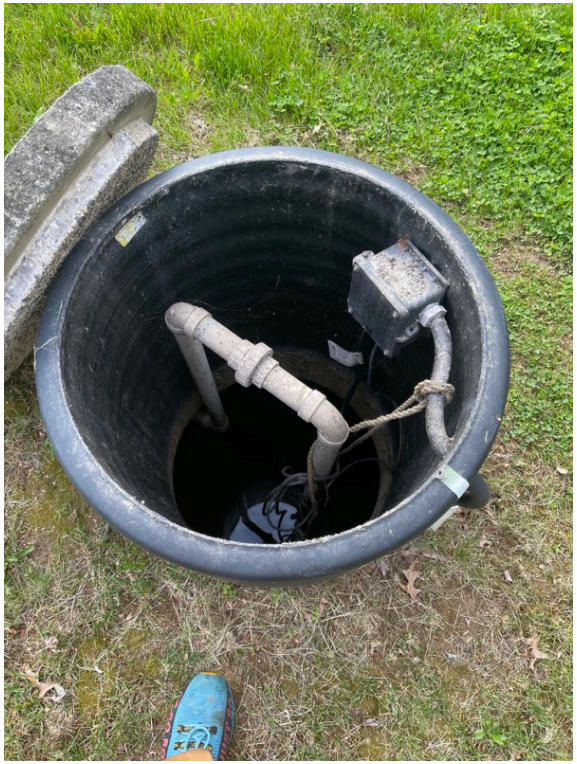
Septic Tank 1

Structure
Further Investigation
Inlet Baffle
Satisfactory
Outlet Baffle
Satisfactory
Liquid Level
4’
Solids
Satisfactory
Septic Tank 1 Repairs Needed
Septic tank water level is unsatisfactory. Assuming the tank was not recently pumped, it must be leaking.



Dosing Tank

Structure
Satisfactory
On/Off Float
Satisfactory
Alarm Float
Satisfactory
Electrical Connections
Satisfactory



Absorption System 1

Type
Sand Mound
Conclusion
Satisfactory

Hydraulic Loading Test

Total Gallons Absorbed
Based on the results of the hydraulic load test, we are able to verify that the wastewater treatment system is presently able to absorb 500 gallons per day. A septic system for a 4 bedroom house is designed to absorb 500 gallons per day. This is considered satisfactory for a 4 bedroom house.

Conclusion

Conclusion
Before we are able to certify the system, the following repairs are required:

Septic Tank 1 Repairs Needed
Replace the leaking tank

To replace the leaking tank we would estimate the cost to be $9,000 - $11,000.

Once this work is completed,---------will be able to verify that the septic system is presently in satisfactory working condition. We will warranty that the septic system will continue to operate satisfactorily for one year from the date of our inspection. If the septic system malfunctions during this period, we will repair it at no charge. Our warranty begins at the septic tank. Interior clogs as well as clogs between the house and septic tank are not covered under our one year warranty. In addition, pumps, floats, alarms, and electrical components are not covered under our one year warranty.

Thanks again

Is this a Good, Bad or Ugly Report?

This company is a PSMA member but did not indicate if this was a PSMA inspection not

This company did not provide a separate estimate but included the estimated costs in the report.

Text in the report did not explain the system in layman's terms

ENVIRONMENTAL TECHNOLOGY
Septic System Inspection

Notes:Aerator Arabic system At grade Hydraulic load test buyer or agent not present at inspection.

Comments: We have run two days of water into the system at a rate of 500 gallons per day (design) to prepare the system for testing.

B. Treatment Tank Capacity and Condition
1. Flush all toilets once and record observed levels in the treatment tank.
Flushed one commode which entered the aerobic tank without any delay.

2. Check the capacity of the treatment tank.
Septic Tank:
Capacity:
Aerobic Tank : Rear yard 20' Lid at the surface with alarm
Capacity : 1000 gallon

Comments: The alarm did not function when tested.

C. *Dosing Tank or Pump Tank*
1. Does the system contain a pump tank? Yes X No
2. Is pump elevated 6' above the bottom of the chamber? Yes X No
3. Does the pump work? Yes X No
4. Is there a check valve, is a purge hole present? Yes No X
5. **is there an alarm? Yes X No**
6. Does the alarm work? Yes No X
7. Do electrical connections appear satisfactory? Yes No X
8. Can surface water easily infiltrate into the pump tank? Yes No X

Comments:The alarm circuit will need to be repaired.

Corrective Measures: Repair the alarm.

D. Absorption System Size and Condition

Seepage Bed Right rear
Absorption Area
Absorption Area
next to shed approxiametly 25 X 25
Approximately 625 square feet
Other (specify) At grade right rear next to shed

1. Was treatment tank pumped? Yes X No
If you answer yes to any of the following questions, this may be cause for concern and should be
noted on the inspection report.
2. If the tank was pumped,
did absorption system run back into treatment tank? Yes No X
3. Past service record:
Any indication of previous failure? Yes No X
If yes, please comment;
4. Is seepage visible on the lawn? Yes No X
Is lush vegetation visible? Yes No X
5. Does gray water discharge on the ground surface
or into a stream? Yes No X
6. **For a sand mound or subsurface filter,**
is aggregate holding water? Yes No X
7. Is the effluent evenly d1stnbuted Within the field? Yes X No
Comments: Probing of the absorption system did not locate any retention or find any sludge when
tested .. Aeration systems were installed to allow for smaller absorption systems (25% less). The
aerobic process digest the waste by 95% and is a very efficient system.

Corrective Measures
This report is not a warranty.
Comments:
The alarm circuit for the aeration tank will need to be repaired.
When this is accomplished thesystem will then be in proper operating condition and will meet the testing protocols.
E. Checklist Summary
1. Treatment tank is in ; Good X Fair Poor , condition.
2. Treatment tank ; Does X Does Not meet current standards.
3. Absorption is in ; Good X Fair Poor , condition.
4. Absorption system ; Does X meet current standards.
5. Does the sewage system utilize a sewage pump? Yes X No
If yes, pump is in ; Good Fair **Poor alarm, condition**.
6. Pump; Does Not X meet current standards.
F. Company Disclaimer
Based upon what we were able to observe and our experience with on site waste water technology, we submit the Septic Inspection Checklist based on the present condition of the on-site sewage disposal systems. Our company has not been retained to warrant, guarantee, or certify the proper functioning of the system for any period of time in the future. Because of the numerous factors (usage, soil characteristics. previous failures, etc ..), which may effect the proper operation of a septic system.

Is this a Good, Bad or Ugly Report?

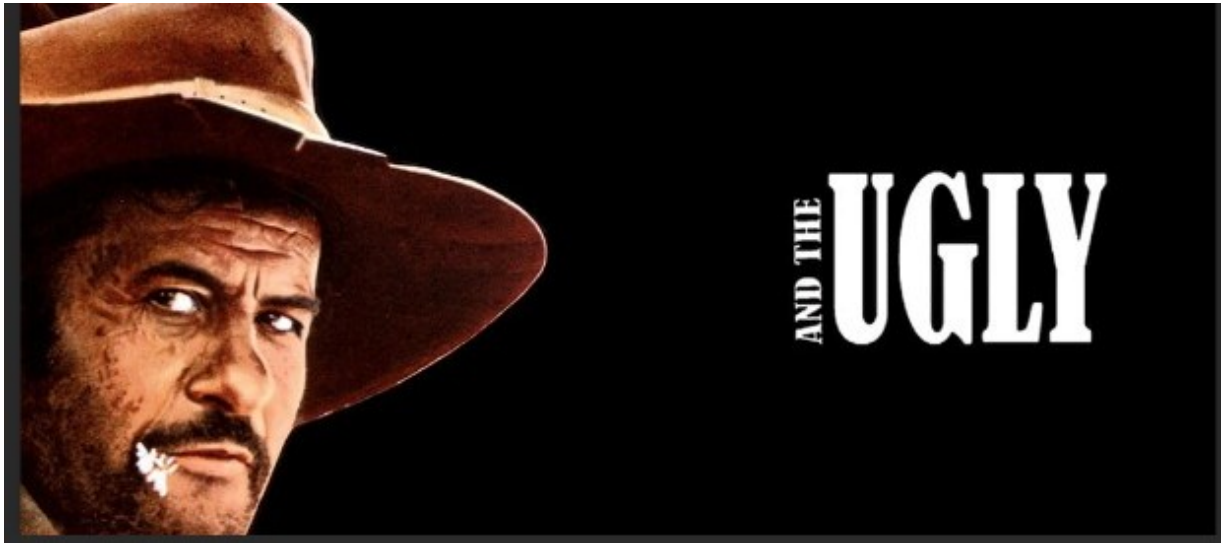
This company is not a PSMA member

Text in the report did not explain the system in layman's terms and was basically a check list.

Statement found in report

“If the house was occupied and using normal usage, there would be run back into the distribution box from the full drainfield trenches.”

“Zero inches of dried aggregate indicates the absorption area is malfunctioning and not in unsatisfactory operating condition and is considered, according to PSMA guidelines, to be a failed system. When the system is determined a failed system, the absorption field has to be replaced..”


AND THE
UGLY

The most troublesome section of the reports that we receive calls about are in the recommendation section.

Dogmatic statements like:

YOU MUST REPLACE YOUR SYSTEM!!

OR YOU MUST INSTALL A NEW ABOSORBTION SYSTEM

OR - THE LOCAL SEO WILL BE CONTACTED ABOUT THIS MALFUNCTION

Another report sent in says:

On 12/16 We inspected the elevated sand mound and found some broken lateral cleanouts.

This is an unsatisfactory condition.

On 12/15 began a hydraulic load test on this system and concluded it on 12/16. This system absorbed 400 gallons over a 24 hour period.

What is wrong with this?

They started the HLT before they inspected the system.

Take note of the dates.

Goals of Report Writing

1. Lets step back and ask- What Are We Trying To Accomplish?

Help clients make an important buying decision

Make it easy for clients to address the defects prior to closing or after they settle in.

Reduce our chances of being sued successfully.

Satisfy association requirements - Stick with the standards

Goals of Report Writing

2. If you were buying a home what Would You Want? What would you like to see in your report??

No jargon or tech terms without translation-

UNDERSTANDABLE

Sound advice and no surprises

Navigation tools that let me know where I am and let me move anywhere easily for software based reports

Clarity – everything should be relevant, and no extra words

Brevity - pictures are worth 1,000 words but only a few are necessary - stick to the written facts

Give direction when possible - whether concerns are small or large (costly)

The ability to make the right decision in the shortest time.

Clear, simple communication

Some people don’t like to read reports on a screen and will print it –

so the electronic report should be easy to print out.

Goals of Report Writing

In Summary…

Carefully review all data collected and any discussion notes

Formulate a technical conclusion as a professional

State factual findings concisely. Explain the system , each component, start at the structure and move downstream.

Transform your technical conclusion into understandable layman's terms

Add a summary section to your report if you feel this is helpful

Useful Information in a Report

Include A Summary?

- **Summaries offer significant advantages for clients and we know that clients want them, because we asked. The argument against summaries is that our liability is increased because people will rely on the summary and not read the entire report. We are comfortable that we can provide wording in the summary to make it clear to any reasonable person that,**

The summary is provided as a courtesy and is not a substitute for the entire report. The complete report must be read and considered before making decisions related to the inspection.

- **<u>Make your Summary inseparable from the Main report</u> .**

- **Lastly, Institute a policy not to issue a Summary (alone)!**

Useful Information in a Report

How Can my Report Reduce My Liability ?

- Use simple language.
- Spell check to help you say what you mean.
- Include key photos to help you be clear.
- Structure the report to help you include everything you need. (Set up and check for items you can't afford to miss.)
- Use the PSMA checklist or a reporting system that calls for consistency. For every defect, you should have
    - o The item
    - o The problem
    - o The consequence
    - o The location
    - o The recommended action
    - o The time frame

IV. Reporting Systems

Report Formats - Electronic Or Paper ?

People regularly debate the benefits of electronic and paper-based reporting systems.

It seems like no one sends out paper reports any more.
Almost all reports are electronic.

Anyone here send out paper copies of your reports?

IV. Reporting Systems

Is My Report A Marketing Tool ?

It should create a positive image of your company and you should assume your report will be shared with others – friends and family, real estate sales professionals, lawyers, lenders, insurers and so on.

It would be a wasted opportunity not to make your company look really good every chance you get Vs. Joe Dye test

Imagine the leverage you create when people read your report and say, ***"Wow that was easier than I thought it was going to be. I really understand my Septic now. Thank you!"*** *or,* ***"That was the best technical report I have ever read, on any subject! It was clear, easy to read and easy to understand."***

We should be clear; a great reporting system will not save a bad Septic inspection or a bad Septic inspector, but it can make a good one look great.

V. Reporting Writing Tips

Here are some key suggestions to help make your reports effective for clients and protective for you.

- **Don’t use technical jargon without an explanation or illustration. Baffle, gas deflector, delivery line are all examples of words that without further description mean very little to most people.**

- **Don’t guess. If you don’t know, find out!**

- **Don’t leap to conclusions.**

- **Report what you see and don’t try to speculate about the cause**
- **or effect.**

- **Be definitive if you know, and clear about why you can’t be definitive when needed.**

- **Use the words possible and suspected sparingly.**

- **Write what you say, and say what you write. There is a temptation to go easy when describing a problem On-site, especially if there is a seller and a real estate agent nearby. There is also a temptation to come down hard in the report to protect yourself. This frustrates everyone, is poor customer service and is bad for your business.**

V. Reporting Writing Tips

Report what you see and don't try to speculate about the cause or effect.

Stay away from regulation references. You are not there as an SEO

KISS

PSMA Issues

The PSMA standards tell us that the person involved in preparing the report and signing it are to be certified.

VII. Summing it all up!!!

So, reports are a necessary evil that are not going away any time soon. The goal is to find a way to write reports quickly that will delight customers while protecting yourself.

Credits to:

Alan Carson is a Past President of ASHI, a principal in Carson Dunlop, authors of the Home Reference Book, the ASHI@HOME training program, the Illustrated Home, and most recently, HORIZON a unique web based reporting system

Discussion on ownership In Regards to reports

Who owns your report?

Can you give it to another inspector?

Comments – Questions

How do you handle a second buyer who wants to have the system inspected?

What are the legal ramifications?

Questions to ask the lawyer?

Well we did ask him.

He came up with verbiage and the concept that we own each report we submit.

Take his advise or leave it

FOR The Authorization report

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FOR the inspection report

The narrative is intended to provide the client with information regarding the type and overall condition of the system, a statement of any problem(s) found, and suggested corrective measures.

A reputable septic system service provider should be contacted (see the PSMA web site –www.PSM.net- for providers in your area).

At the completion of corrective activities, a follow-up inspection by a PSMA/NOF inspector is needed to insure that the system has been restored to a satisfactory condition.

(List suggested activities)

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