



How HouseCanary Selects

# Inspection Partners

# Introduction

At HouseCanary we pride ourselves on the accuracy and sophistication of our automated valuation models (AVMs) and our commitment to meeting and exceeding industry standards. Quality and compliance are just as important to us when we incorporate a human element into Agile Evaluation, our condition-informed valuation tool.

We value the trust you place in us to make your most critical business decisions, and so we're highly selective when it comes to our inspectors. HouseCanary's inspection company partnerships are a result of substantial due diligence and monitoring.



# Who performs inspections for HouseCanary orders?

HouseCanary's inspections are performed by a combination of appraisers, real estate agents and brokers, certified home inspectors, insurance/claim adjusters, general contractors, and general real estate inspectors. These field representatives are independent contractors hired by our inspection provider partners.

The inspection companies we work with require their contractors to secure industry training based on local licensing or certification requirements for their profession. The companies also ensure their contractors' compliance to all company procedures and expectations, as well as specific HouseCanary standards.



# How HouseCanary provides inspections you can trust.

HouseCanary works with multiple nationwide inspection companies, each with different strengths. We hold our partnered inspection companies to rigorous standards every step of the way:

**1** Vetting and testing potential inspection providers

**2** Tracking inspection partners' performance and compliance

**3** Matching the right inspector to each assignment

# 1. Vetting and testing potential inspection providers

We prescreen inspection companies who are interested in partnering with HouseCanary, and send promising candidates a 50+ question request for information (RFI). In order to join HouseCanary's network of inspection providers, companies must meet our specifications for coverage, competency, and turnaround time as well as committing to:

- Performing third-party background checks on inspectors
- Maintaining inspectors' licensing and insurance records
- Following technical direction based on client-specific inspection requirements

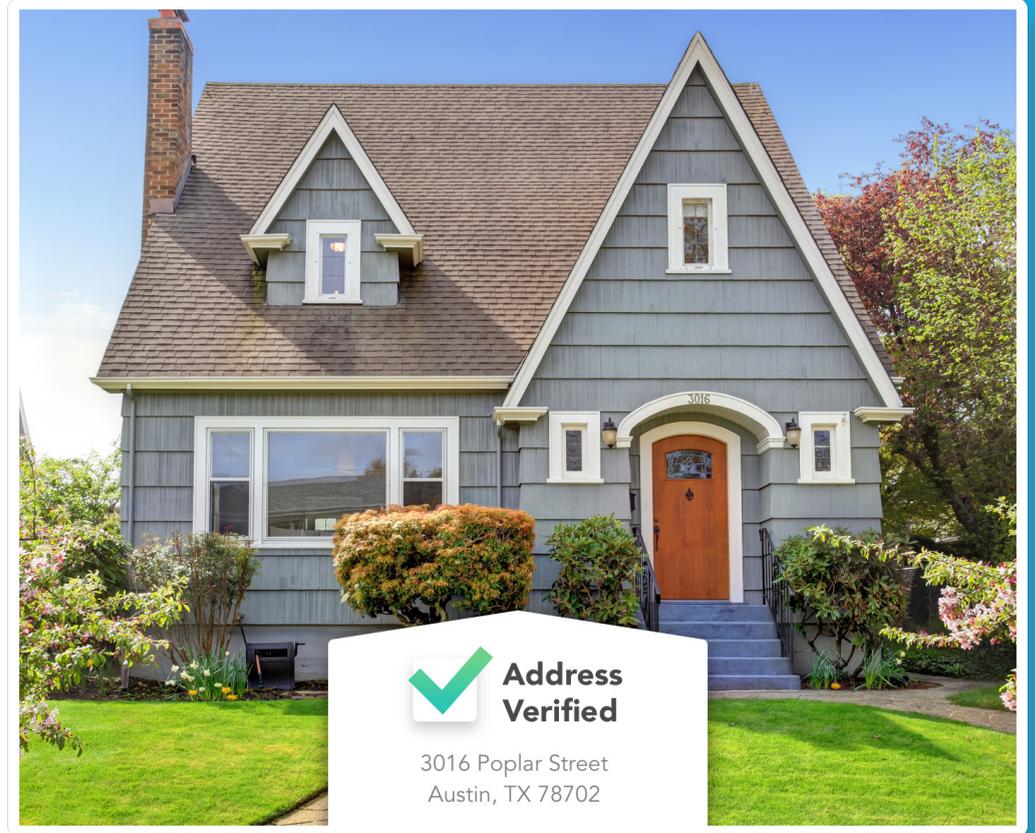
Top prospects perform a series of test inspections for us to analyze. HouseCanary ultimately chooses inspection company partners based on a range of factors including RFI responses, communication, performance, the accuracy of their condition ratings, and the usefulness of their test inspection reports.



## 2. Tracking inspection partners' performance and compliance

Inspection companies provide monthly reporting to HouseCanary, and we conduct monthly Service Level Agreement review calls to evaluate turnaround times, quality, and overall performance and compliance. We conduct annual onsite audits of our partners to further strengthen our business relationship and to personally confirm consistency and compliance in the following areas:

- Inspector screening and compliance
- Panel management screening and compliance
- Staff training for quality control of reports
- Physical controls, for example building access and workstation compliance
- Documentation retention
- Communication protocols



**Address  
Verified**

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### 3. Matching the right inspector to each assignment

Our inspection providers use their own proprietary systems to assign work to their contractor networks. They may assign an eligible contractor based on factors including past performance, core competency, availability, and/or location. A filter in the assignment process ensures that HouseCanary inspections are fulfilled by inspectors with current background checks.

Individual inspectors actively accept or reject any assignment routed to them. On accepting an assignment, the field rep agrees to receive and follow technical direction for each assignment.



# The best of both worlds and always improving

HouseCanary works with multiple nationwide inspection companies, and we are in the process of integrating additional providers. Scaling our network of skilled and trusted inspectors helps us increase the number of properties eligible for Agile Evaluation while delivering industry-leading accuracy. At the same time, HouseCanary's data scientists and machine learning experts continue to refine the way our algorithms ingest information and images from human inspection reports.



# About HouseCanary

Founded in 2013, HouseCanary is a real estate technology company providing the most accurate home valuations to drive smarter decisions across the real estate ecosystem. Clients include leading institutional investors and lenders who trust HouseCanary's products to fuel acquisition, portfolio management, underwriting, and other processes.

HouseCanary can be found at [www.housecanary.com](http://www.housecanary.com)

Learn more about HouseCanary's industry-leading dataset. Contact us today at [www.housecanary.com/contact-sales](http://www.housecanary.com/contact-sales)