



Pillar To Post[®]

Continuing Education Program
FOR REAL ESTATE PROFESSIONALS



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All classes are approved with the State of Utah as Certified Real Estate Continuing Education Courses.

Each class is one hour long and is approved for 1 CE credit.

Each Student will receive a handout packet

Classes should be scheduled as far in advance as possible as time slots fill up quickly.

Power Point presentations are the medium for these classes.

Classes are usually taught in your own Real Estate office.

All that is needed is a room, a table and a blank wall.

This knowledge will help the Realtor:

- Serve their clients better

- Answer their clients' questions

- Show their client they are a knowledgeable professional

CE credit is banked on the Internet and Certificates are mailed to students within a few days.

There is no charge for these classes

Call **435-867-6400** for more information or to schedule a class.



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17 Available Classes

Classes are taught during the month indicated.
Special requests might be possible for special situations.

The Fireplace (Jan)

Clandestine Drug Labs (Jan)

Identifying Furnace Defects (Feb)

Carbon Monoxide (Feb)

A/C for older homes (Mar)

Flat Roofs (Mar)

Grow Houses (Apr)

The Un-Sick House (Apr)

Termites: Where are They? (May)

Plumbing System (Jun)

Identifying Structure Defects (Jul)

Damp Basement (Aug)

Hot Water Heat (Sep)

Newer Homes (Oct)

Older Homes (Oct)

Mold (Nov)

Septic Tanks and Wells (Nov)

No Classes In December

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Pillar To Post Professional Home Inspection is a National Home Inspection Franchise and has been ranked by Entrepreneur Magazine for the past several years as the Number One home inspection company in North America. With over 400 offices coast to coast and some offices in Canada Pillar To Post can serve your home inspection needs almost anywhere you live.

Frank G. Ross is a Certified Home Inspector and he is licensed by the State of Utah to teach CE's to Real Estate Professionals.

Frank has been doing home inspections over 5 years now here in Southwest Utah. With over 1700 inspections behind him and somewhere over 850 hours of training Frank is able to teach CE's to Real Estate Professionals with enthusiasm and excitement.



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The Fireplace

The fireplace was historically the focus of the home. Today, it is considered a luxury item but still a prominent feature in a home. People associate the fireplace with a cozy home.

Some of your clients will include the fireplace on their wish list. As you tour them through the homes, don't let the lack of a fireplace slow them down. A fireplace can be added to a home without one. An old fireplace can be revitalized and made safe. A wood fireplace can be converted to gas for those that don't want to deal with wood.

This course will:

Help you to understand wood-burning fireplaces.

Help you to understand gas burning fireplaces.

Teach you about some common deficiencies.

Show you some possible solutions to these.

By the end of this session, the attendee will be able to:

Explain characteristics of different types of fireplaces.

List four common problems or conditions with conventional masonry fireplaces, and possible solutions

Explain why it is unwise to use a fireplace that has no flue liner

Explain the main reason for cleaning a chimney flue annually.

Describe the difference between a standard gas fireplace and a gas log set.

Explain the benefit of a sidewall vented (direct vent) gas fireplace.



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January

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Clandestine Drug Labs

This course is designed to help prepare you for dealing with Clandestine Drug Labs (CDL's) that you may come across in your work as a real estate professional. We should all remain optimistic that our society can discover ways to deal with the meth problem on a broad scale. In the meantime, one way you can help is to be well informed on the issues involving drug labs and housing. You can then put this knowledge to work and help protect yourself and your clients from injury and financial loss.

This course will teach you:

Scope of the Clandestine Drug Lab problem in North America

Vocabulary words used by Drug Culture & Law Enforcement

Effect of labs on our communities

Recognizing signs of a lab

Remediation standards, procedures, and costs

Protecting yourself and your clients from physical and financial injury

By the end of this session you should be able to:

Better understand the Clandestine Drug Lab problem

Know how to better protect yourself and your clients from physical injury and financial harm



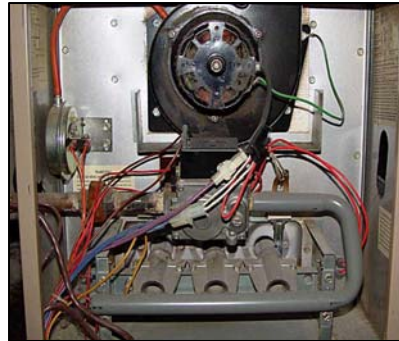
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Identifying Furnace Deficiencies

Most homes are heated with a natural gas forced air furnace. The condition of a furnace is often a concern for a home buyer as replacement can be very expensive and often untimely. This course teaches you to the basic principles of heating and furnace efficiency as well as signs of potential problems.

This course will teach you:

- Basic heating concepts
- A few ways to determine furnace efficiency
- The implications of the different furnace efficiencies



By the end of this session you should be able to:

- Describe how a heat exchanger works
- Identify a conventional, mid and high efficiency furnace
- List three advantages of a high-efficiency furnace
- List three disadvantages of a high-efficiency furnace
- List two distinctive characteristics of a high-efficiency furnace
- Describe the difference between a mid and high efficiency furnace
- Help clients identify and/or choose the appropriate furnace for their home

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February

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Carbon Monoxide

Carbon Monoxide is not well understood by much of the public. Every year there are many deaths and permanent injury caused by CO poisoning. This course covers the dangers of carbon monoxide and how educating the public will reduce the number of cases of CO poisoning. Our goal is to have fewer people injured or killed by carbon monoxide. We hope that by passing the message on to educated professionals that you in turn will pass the message on to your clients in your newsletters and professional interactions.

This course will teach you:

- The dangers of carbon monoxide
- The common causes of carbon monoxide poisoning
- Symptoms and treatment of carbon monoxide poisoning
- All about carbon monoxide detectors from false alarms to proper placement
- How education and a CO detector can change the statistic



By the end of this session you should be able to:

- Explain how carbon monoxide is produced.
- Describe how the presence of carbon monoxide affects the body.
- List death and injury statistics for carbon monoxide poisoning in North America.
- List three major causes of carbon monoxide in the home.
- Explain approximately what levels of CO are harmful.
- Understand the importance of having a modern CO detector and how to operate them.



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Air Conditioning for an Older Home

Air conditioning was often considered a luxury or upgrade in homes. This is not the case any more. More and more buyers are looking for homes with air conditioning. This course introduces you to a number of simple options for air conditioning an older house so the lack of A/C doesn't become an obstacle.

This course will teach you:

Basic terms and definitions

A few techniques to determine which air conditioning option to suggest to a client

That even homes heated by hot water have air conditioning options

By the end of this session you should be able to:

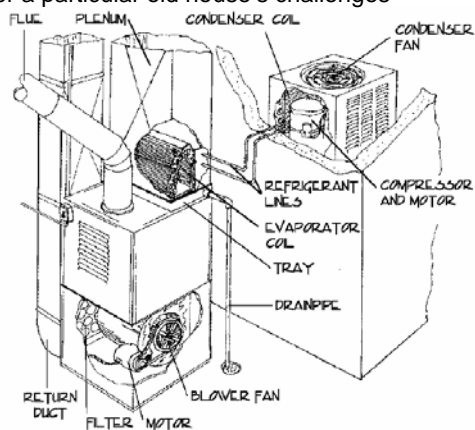
Identify the challenges an old house presents for air conditioning

List three ways to improve air conditioning with a forced air system

List two options for air conditioning a hot water heated house

List two downsides to window units

Determine which system to suggest for a particular old house's challenges



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March

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Flat Roof Systems

This course will help you dispel some common homebuyer fears about flat roofs. It will also help you understand the implications of different flat-roof systems.

This course will teach you:

Basic terms and definitions

How to identify the different roof systems

The benefits and pitfalls of various roofing materials

By the end of this session you should be able to:

Identify the most common reason that flat roofs fail

List three types of flat-roof systems

Explain the benefits and pitfalls of two of the most-common roofing systems

Explain the benefits and pitfalls of different UV protection applications

Detect high-quality and low-quality flat roofs from up close

Dispel your clients' fears about flat roofs

Offer your clients appropriate suggestions regarding fixing common flat-roof system problems



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Grow Houses

This session is about marijuana grow houses. Understanding the history of a home is important to the potential buyer. How the house may have been used in the past (or present) can impact the value, safety and stability of the home. Understanding this history will help protect you and your client.

This course will teach you:

How a grow operation functions

How to recognize the clues that a home may have been a grow operation

About the impact of a grow operation on the home

How to advise your client if he or she would like to buy a home that once contained a grow operation

By the end of this session you should be able to:

Describe key concepts of a hydroponic grow operation

List two systems of the house that may be affected by the grow operation

Give two ways electricity can be stolen

Give one element of a grow operation that could be a fire hazard

Explain why ventilation is required in a grow operation

Give one area where mold and rot could develop due to the high humidity environment

Give three clues that there is or once was a grow operation

Explain what a home inspector can and cannot identify during a visual inspection with regard to a grow home and damage that may be present



April

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The Un-Sick House

This course will help you dispel hype around health hazards in the home. It also helps real estate professionals arm themselves and their clients with accurate information about the implications of the four most common, and most hyped, health hazards: mold, UFFI (Urea Formaldehyde Foam Insulation), asbestos, and lead-based paint.

This course will teach you:

- The 4 most common health hazards in a home
- How to identify these health hazards
- How to prevent or respond to these health hazards
- How to suggest appropriate courses of action for your clients

By the end of this session you should be able to:

- Describe how to identify each hazard, or to explain which detection methods will accurately reveal a hazard not accurately identifiable by the naked eye
- Explain the associated health hazard
- List at least 2 methods for common sense prevention for each
- Describe the best method of removal, if removal is required, for each
- Dispel any myths and hype around most of these hazards
- Offer your clients appropriate suggestions regarding prevention and removal of these hazards



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Termites: Where Are They?

This course looks at some of the characteristics of termite infestation in homes from recognizing them to treating the home. Buyers that are not accustomed to termites may not have realistic expectations. Many don't realize there is even any reason for concern. Preparation of your buyer is important in these situations. This seminar is designed to help you to assist your client in knowing what to expect when encountering Termite issues.

By the end of this session you should:

Be able to describe characteristics of different Termite species.

Understand the regional implications of different Termite species.

Be able to recognize the various types of damage caused by the different species.

Understand your clients concern about Termites in a home.

Be able to calm the fear that termites instills in buyers.

Understand the hurdles involved with a termite inspection.

Understand the hurdles involved with termite treatment methods and the implications for your buyer.

Understand the difference between Chemical Treatments and Fumigation Techniques and how this relates to the clients.

Understand why insurance companies are afraid of termites.

Understand the implications of termite damage to a home.

Understand the meaning of shelter tubes, mud tubes and frass.

Understand what can be done to prevent and cure a home of Termite Infestation.



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June

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The Plumbing System

The plumbing system must function properly every day, not only for your convenience, but also for your health. Nobody ever thinks about the plumbing system until it doesn't work. This practical, one-hour course covers everything a real estate professional should know about a residential plumbing system.

This course will teach you:

Basic plumbing terms and definitions

The most common plumbing problems, the causes, and easy troubleshooting

What clients' expectations are regarding plumbing

By the end of this session you will be able to:

Explain the distinction between water supply and waste water plumbing components

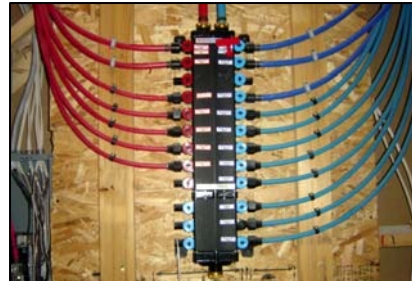
Describe the characteristics of old and new plumbing materials

Explain the implications of an old plumbing system and the benefits of upgrading the system

List the top five water supply plumbing problems and the implications to your client

List the top five wastewater plumbing problems and the implications to your client

Troubleshoot basic plumbing problems and offer easy solutions



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Identifying Structure Defects

This course covers tips on identifying structural deficiencies. You will learn the implications of various structural problems and possible solutions. When in doubt, an engineer or contractor should always be consulted. This course will help you better know which problems may be serious.

In this course, you will learn:

A few techniques to determine structural deficiencies

The implications of these deficiencies for your clients

By the end of this session you should be able to:

Determine if a house is leaning

Explain the difference between a settlement crack and shrinkage crack

Give one identifying characteristic of a shrinkage crack

Give one identifying characteristic of foundation failure

Identify when a problem requires further investigation from a specialist

Explain the possible implications of a floor that slopes towards an outside wall

Determine what kind of interior cracks are serious



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August

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Damp Basements

Damp basements can be a nightmare for homeowners. This is true of old homes, brand new homes and all the homes in between. This presentation investigates why this is so and what a real estate professional should know to help his or her client when faced with a wet basement.

Knowing what to expect from a basement is half the battle. This presentation will help you understand what can cause a damp basement. You will leave with the knowledge to align your clients' expectations with the house or to find a house that is aligned with their expectations.

This course will teach you:

How a basement gets wet

How to put this into perspective for a client

The various options for controlling wet basements

By the end of this session, the attendee will:

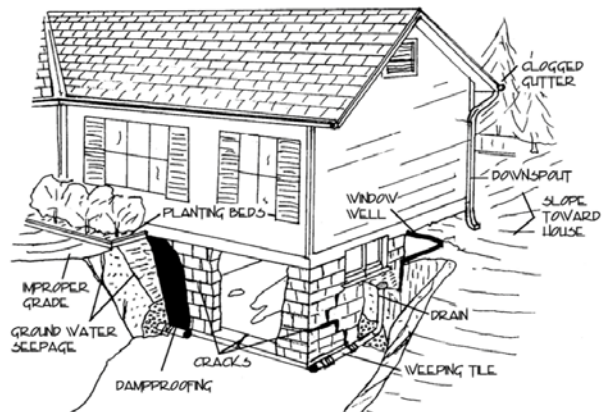
Know the construction materials used today and in the past for foundation systems

Understand what is used today and has been used in the past for damp proofing a foundation system

Understand how basements get wet

Know what to expect from a foundation system depending on the age and construction material

Know the options for dealing with dampness in the basement



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Hot Water Heat

The most popular heating system by far is the forced air heating system. There are, however, many homes that have hot water heat. These are sometimes a challenge for real estate professionals. Some buyers perceive hot water heating to be an obsolete system; if the buyer wants air conditioning, a home heated with hot water presents some challenges

It's true that air conditioning is a challenge but hot water heat in the home should not be a deal breaker. There are many benefits to hot water heat. Furthermore, hot water heat has become more interesting with new options for air conditioning, in floor radiant heat and high efficiency systems.

This course will teach you:

How the hot water heating system works

The pros and cons of hot water heating

New options available



By the end of this session, you will be able to:

Describe the difference between a furnace and a boiler

Describe the difference between a radiator and a convector

Explain the function of the circulating pump and the expansion tank

List five benefits of hot water heating systems

List four cons of hot water heating systems

Explain how a ductless air conditioning system works

Give a rough cost to install a ductless system in a small to medium size home

Give two benefits of in floor hot water radiant heat

Explain why you need good technicians to service and modify hot water heating systems

Quote approximate costs to convert a small home from hot water heat to forced air

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October

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Newer Homes

This course lets you know what to expect from a home that is less than 20 years old. Homes of this age have some characteristic conditions. None of them are particularly alarming except for the fact that the client may not be prepared for them.

This course will teach you:

What the typical life cycles are for some common components

How to prepare your client for the inspection of a newer home

By the end of this session you should be able to:

Give the life cycle for some common components including Asphalt shingle roof surface, Air conditioning system, Heating system, Hot water tank, Paint on wood (exterior).

Explain what it means to have a roof surface that is at the end of its life cycle

Describe the critical components of an air conditioning system and a heating system

Explain why proper land grading is important to a home

Explain why some people think engineered floor systems 'feel cheap' as you walk on them

Explain what can be done about a foundation crack that is leaking

Explain why basement leakage is more of a critical problem for a newer home

Explain the significance of 'lost seals' on windows

Explain why loose tiles in a bathtub or shower are often a bigger concern than anticipated



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Older Homes

This course looks at some of the characteristics of older homes, from squeaky floors to out-dated electrical and plumbing systems. Buyers not accustomed to older homes may not have realistic expectations. Preparation of your buyer is important in these situations. This seminar is designed to help you help your client know what to expect when buying an older home.

By the end of this session you should:

Be able to describe a 'normal maintenance pattern' for an older home.

Be able to define 'deferred maintenance'.

Understand the hurdles involved with a home with knob and tube wiring

Understand the hurdles involved with a home with 60 amp electrical service and the implications for your buyer.

Understand the '**efficiency vs. cost to replace**' dilemma for an old octopus furnace and an old cast iron boiler.

Understand the implications of galvanized steel plumbing in an old home.

Understand the difference between conductive heat loss and convective heat loss and how this relates to increasing the energy efficiency of an old home.

Understand the concerns with asbestos and lead based paint.

Understand what causes bulging and cracking plaster in an old home.

Understand the implications of a worn hardwood floor surface and know the difference between a cosmetic problem and a significant repair.

Understand what causes floor squeaks.



November

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Mold

Molds exist everywhere. When they are concentrated, damage to materials can occur, health can be affected. Almost every house has some concentration of mold somewhere often without effect. Nowadays people are much more aware that some molds can cause damage or affect health and they want to know about it.

This course will teach you:

Some of the characteristics of mold,

how it grows and sources.

How to control mold

Some methods of cleaning it and remediating

How to put this into perspective for a client

By the end of this session, the attendee will:

Have a better understanding of what molds are.

Be aware of the different categories of mold, and their effects.

How molds propagate.

The common locations of mold in homes.

How to control mold in basements, laundry areas, bathrooms, kitchens, other living areas.

Normal cleaning methods for mold.

Methods of testing for mold.



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Septic Tanks and Wells

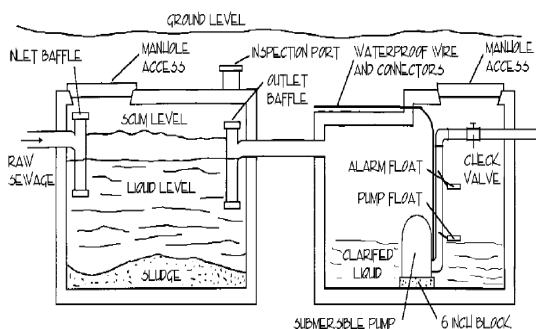
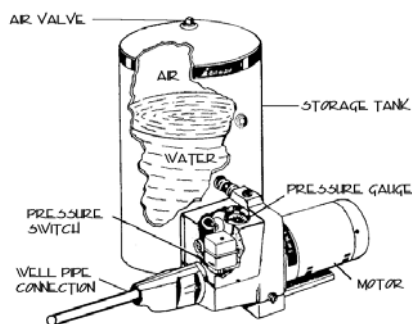
Homes located in areas away from city water supply and sewage systems have to supply and treat their own water and sewage respectively. The sewage and supply systems are, for the most part, invisible to the homeowner. Realtors in rural areas, or areas of a city not yet serviced by city water sewage and supply systems, should have a good understanding of these systems in order to help their clients better understand the systems.

This course will teach you:

- How private water sewage and supply systems work
- How to care for private water sewage and supply systems
- What goes wrong with these systems
- The implications of non-performance

By the end of this session, the attendee will be able to:

- Describe how waste water is treated in a septic system
- Explain how to care for an existing septic system
- Describe what can go wrong with a septic system
- Explain how wells supply water to a house
- Describe the different types of wells and the benefits of each
- List the two types of pumps
- List the typical problems with private water supply systems



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Comments from Realtors that have taken Pillar To Post CE courses.

This class was just wonderful. I learned so much!

Coldwell banker

Frank was such an awesome instructor.
The class was very informative. I learned new ways to help my clients

Allpro realty

I think all Realtors should take the Pillar To Post CE classes. The information is so helpful.

GMAC

The hour spent taking this class was time well spent. I learned from the presentation as well as from the instructor.

Re/MAX

I am glad that I took the class. I learned so much!

Planet Real Estate

I can't believe information this good is offered for free!

High Country Real Estate



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From our family to yours.

We want to say

“Thank You”

for choosing

Pillar To Post Professional Home Inspection
for your home inspection needs.



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Pillar To Post®

Professional Home Inspection

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Enoch, Utah 84720

For more information or to schedule a class,
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C.T.R.

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