



Customer Satisfaction Survey

	Excellent	Good	Fair	Poor	Total
Scheduling - Was an inspector available when needed & WITHIN 24 hours of request?	155 96%	7 4%	0 0%	0 0%	162
Professionalism & Courtesy of Inspector(s) – Inspector(s) friendly and approachable?	160 99%	2 1%	0 0%	0 0%	162
Over-all knowledge of Inspector(s) – Were all of your questions answered?	162 100%	0 0%	0 0%	0 0%	162
Inspection Report – Does it provide an accurate and thorough review of the subject property?	159 98%	3 2%	0 0%	0 0%	162
Report Delivery – Was your report delivered WITHIN 24 hours of inspection?	156 96%	5 3%	1 1%	0 0%	162
Over-All Satisfaction	160 99%	2 1%	0 0%	0 0%	162

Johnny was very thorough and pleasant to work with. We shadowed him throughout the inspection with no issues. Answered all of our questions and offered/suggestions some advice as well.

Awesome - U Rock!

Very good service. I would highly recommend to friends.

The Inspector look at things I ask to look at, and comment on his finding.

Thank you - you guys are the best!

Jay was great he kept me inform during the whole process. He was friendly and very knowledgeable.

They made it seem "ELEMENTARY", Watson!

timing was very good

Our entire experience with Sherlock Home was positive. From the initial phone call (which was answered immediately) to the report, everything was professional and thorough. Chris even brought chairs for us to sit on during the inspection. He was very thorough and knowledgeable.

Todd Riley was very good to work with. He was proactive in scheduling our inspection and very quick in supplying a detailed report with photos. Larry Martin, who did the inspection, was great at taking the time to answer all the questions we had. As we weren't able to be at the inspection Todd really let us feel like we had a strong partner we could rely on. The actual inspection was for more thorough than any other I've had done. Thanks Todd and Larry.

Thank you for the service, Larry was very patience and did his work thoroughly. There was no electricity but he cooperated by waiting longer for the electricity to be switched on. We appreciate Larry's work and thank you for the service.

I used Sherlock Home Inspections, twice, and was very satisfied both times!

Todd was professional and answered all my questions and concerns. He was right when he assured me the best licensing background experience and service! Larry Martin (the Inspector) was professional, honest and ethical. He took the time to show me everything, answered my many questions, and explained how different things work, where to locate certain shut off valves, etc. I will whole heartedly recommend this company and Inspector to anyone wanting the best. They certainly exceeded my expectations and made this process much less stressful. Thank you so much.

Thank you Sherlock Home Inspections for an excellent job.

Unfortunately I was not aware of the services from Sherlock Inspections for my other 4 investment properties. I know of the quality of their services now and will surely use them again in the future.

The inspectors were upfront and honest about what they saw and didn't see and let us know up front what they might see and what the consequences could be.

very happy that the inspection was so well done

The inspection was very thorough, report was very detailed and easy to read. I would use this company again in a heart beat.

Johnny was great! Thank you!

very courteous

very good

Really there is nothing more to say. Mr. Todd was absolutely the best. He spent a lot of time on the phone explaining every question I asked and more. Being in Ct is difficult and he did everything to help. And whatever else I needed I was free to call him anytime

Very good service

I like your company and the work they provide. From scheduling the inspection, to the actual inspection, the report and the personnel everyone was very good to work with. I felt they did a very good job.

Very attentive, on time, knowledgeable, courteous, quick delivery of documents required for building inspection and wind mitigation for insurance coverage.

the report was perfect, exactly what I was looking for - every dirty little detail

Very Professional and courteous I will defiantly recommend to anyone needing a home inspection

This is how an inspection should be conducted.

Very thorough inspection, very nice and knowledgable inspector.

Since I got on Angie's List through my brother-in-law I can't respond there until I sign up BUT I went on FB and posted a comment and shared it to the 'public' of how fantastic your Inspector was and how thorough. It was worth every penny and more because he found numerous problems that I was unaware of. Over 80 photos were taken to substantiate problem/positive conditions and the detailed reports were exactly that.. detailed. I highly recommend your company and hope the FB comment will spur others to use you also. Even the listing realtor took your info to use in the future. THANK YOU

very nice people very thorough

Nice job! Robert spent extra time to make sure I understood what he was doing and made sure that I understood his findings. He even offered suggestions for future maintenance. He was looking out for my best interest. Thank You!

the inspector is excellent in explaining every detail and gave us great feed back in how to safe money when fixing your property.. great job

I appreciate your quick response to my initial email, in which you actually answered the questions I asked. (My experience in seeking inspectors is that that doesn't happen much.) Scheduling was easy, the inspector was stellar, his verbal summary to me of his findings thorough and understandable, and this report I've just received meticulously done. THANK YOU!

Very professional.

Thank You for your services, you made me feel much more informed about the property

Well done.

Very satisfied with the whole process. Thank you very much.

Enjoyed working with Larry and his wife. Great team of experts. Learned a lot about the property.

Being new to Florida, you guys really put me at ease with their 101 point inspection. Thank you! I appreciated how thorough, concise and upfront you were with their home evaluation and would recommend you in a heartbeat!

I like your service and I will definitely recommend you to my friends.

Very thorough inspection, very nice and knowledgeable inspector. I will definitely recommend your services.

Very thorough with pictures.

We called for an inspection on a vacant "fixer-upper" foreclosure before committing to a contract. Our plans changed 3 times within a 24 hour period. With each change, our inspector was totally responsive and accommodating, and arrived punctually at the final agreed time. When Larry Martin arrived, he immediately assured us that he would stay as long as it took to perform a comprehensive assessment of the entire property. He encouraged us to follow him around and ask questions. We had many questions indeed, and at each one he stopped patiently to answer everything in detail. Several hours later, into Friday evening, he wrapped up the most orderly, comprehensive, friendly & informative inspection that I have ever experienced. The report we received the next business day was tightly organized, loaded with information and over 80 photos illustrating everything in detail. With confidence we are now able to determine whether the property is worth repairing at the list price. The peace of mind we walked away with will be indispensable. The price we paid for inspection was very fair, and might just be the best money we ever spent, considering the major commitment we are about to undertake. I definitely recommend Sherlock Home Inspections!

Very extensive service....well worth every penny

Terrific job; excellent, highly detailed report; I'm very pleased

Thanks for the great service. I had the home inspected by a chinese drywall inspection company and they found the home clean.

wonderful work, thank you

Very professional and courteous!

Inspection went great, it was thorough and detailed, and done in a timely fashion.

The agent was very thorough and professional

You guys do a great job. I left a very positive review on Angie's List.

Was very happy with the process. Chris was excellent- friendly, curteous, and took the time to explain what he was doing and why.

Your inspection report was very professional and informative.

The inspector was very thorough and professional

Inspector did a great and thorough job. Gave valuable insight and very knowledgeable about his trade.

We're sorry about the information we got, but very glad to have received it before we fell in a money pit.

he was very helpful

The inspector and his partner were wonderful.Both Larry and his partner were very professional. They were prompt and worked covering all aspects of the 101 list. I felt so much better watching them. Also, they were very willing to answer questions that we had about the house.

Rob was outstanding and very knowledgeable. The company is always operating above expectation.

Your services and inspection report were very specific and informative. I would highly recommend your services to other people. You were professional and very helpful along the way. Thank you

Buying a home from a different state can be challenging- Todd made the process of coordinating the inspection with our Realtor, as well as his FAST and detailed communications were FABULOUS! I appreciate working with a company that utilizes it's technology to serve it's clients quickly, securely, and as a means to provide written and detailed communication. I would recommend to ANYONE!

Chris (the inspector) was awesome.

Great work. I really like the detailed approach and good communication. Todd is a great guy and a professional!! Thanks

Chris was awesome.

Not only was the inspection great, but being from Connecticut, they spent a long time going over the inspection with me on the phone, and we're very helpful with what I should do.

Could not be happier with the Sherlock Homes inspection as they explained everything and really gave us peace of mind. They check everything and we received a nice written copy with pictures of everything they checked.

Everyone we dealt with, Todd, Chris, and Josh were very courteous and knowledgeable. Chris performed the inspection and we had to call him several times to answer questions and he was always able to answer quickly and alleviate any concerns we had. We will definitely recommend them to anyone looking for a home inspection in the Naples FL area and will use them again when we need home inspections.

Everything was handled with total professionalism.

Everything went very smoothly and professionally

Your service was very professional, quick and great to deal with you. If I need additional service or anyone I know that does you will be the first on the list.

Very responsive, provided exactly the information I was looking for, very courteous and friendly inspector. Overall a very good experience.

Larry was so helpful and said to call him if we had any questions. He also took some extra pictures so we could see what were in the cabinets. We are 2000 miles away and didn't know what was already furnished at the new house. That was so beyond the "call of duty" and so helpful to us. Thanks so much, Todd and Larry.

Incredibly detailed inspection report. Very helpful answering numerous follow up questions. Very flexible in meeting my tight schedule. Exceeded my expectations.

Robert went out of his way to explain and suggest repairs.

Thanks again, The Aloia's
Thanks for the great service.
Thank you! Thank you! Thank you!
The inspection was scheduled and completed in a very timely and professional manner. I am very pleased in the customer service I received both from the company owner and the inspector himself. I was provided a very thorough report and a prompt phone call from the inspector. Thank you very much for your courteous service and attention to details!
Excellent customer service.
I would highly recommend Sherlock Home Inspections.
Excellent service from great people.
The report was very detailed and easy to read. I would use this company again.
The Inspector looked at EVERYTHING and gave very thorough commenst on his findings.
experience was great
I chose Sherlock because the price was decent and included the pest inspection. They delivered way more than I expected!
Give Sherlock Homes a call. You won't be sorry.
Very pleasant experience well above all my expectations
Johnny was pleasant and professional throughout the inspection (even though I was bugging him the whole time)
thank you for your services prompt and thorough. love the report with pictures made it easy for us to understand what you were referring too being 1900 miles away from the property
Very helpful.
Thanks once again
Good job
great
good job
Both the Sherlock Home inspectors and the Wood Destroying Organism inspector were at the house when I arrived at the appointed time. Everyone was very knowledgeable and explained in detail anything they found not up to normal standards. I've been a Realtor for 32 years and have been to many house inspections, this one was for my own home purchase and I have never been to a more thorough, professional, and informative inspection. I would recommend them to anyone.
My wife and I came in from out of town and went to contract on a home very quickly. As we were leaving within 48 hours we needed a home inspection on very short notice. Todd and Larry of Sherlock Home Inspections were extremely cooperative and accommodating to get our inspection done within less than 24 hours! Thank you!
Good job

Fast and helpful information provided.
Nice work. Good value. Answered all my questions.
very courteous, professional - just a great job over all!
Sherlock Home Inspections of Cape Coral Florida conducted one of the most thorough inspections that I have ever witnessed. Believe me I've seen some inspections that were not worth the paper they were written on. I should know as I'm in Real Estate. Thank you Sherlock Home Inspections for an excellent job.
Excellent service.
First time I have personally had to deal with a home inspection on my own and Todd has been kind and gracious answering all of my questions. My Realtor highly recommended Sherlock Homes and I am glad for it !
experience great
I highly recommend Sherlock Homes Inspections to EVERYONE who may need a home inspector.
Very pleasant experience and well above expectations
Thank you
Good job - very impressed
My first inspection did not include the Wind Mitigation. I did not ask for it, but found out later I needed it. I was on a real deadline for time and Todd arranged for Johnny to come back out the very next day! The report was emailed to me and I was able to get it to the Insurance co in time to save several hundred dollars. Both gentlemen were very courteous and professional, and the cost was very reasonable for services performed.
Outstanding Company!
Mr. Tappen was very courteous and very thorough. I was very pleased with the amount of time he took to make sure everything was the way it should be.
Unfortunately I was not able to be present for the inspection, but was very impressed with the thoroughness of the report! Excellent! Thanks!
Extremely helpful and knowledgeable
Great inspector - very thorough
Very professional and a great experience. I would use them again.
I would recommend Sherlock Holmes Inspectors to any future homebuyer
Provided good collateral material listing professionals we could contact to fix any deficiencies.

Sherlock Homes Inspection Reports are by far the most thorough and informative. The inspectors are knowledgeable and professional. And, Todd Riley, is a great person to work with and is always willing to go the extra distance if the situation calls for it.

Thank you!

Great job

Great work, detailed approach and good communication. Todd is a great guy and a professional!!

He did a great job and answer all our questions

Give Sherlock Home Inspections a call. You won't be sorry.

I am a RE Investor. I have used Sherlock Home Inspections several times over the years, very satisfied every time!

Since we are out of state buyers, our realtor and home inspector were both people we relied on to give us vital information so we could make an informed decision. Sherlock Homes did a professional and thorough inspection and we are very pleased.

Very professional. He also gave me a few pointers about my HVAC maintenance.

The inspectors did an excellent job.

Inspector appeared knowledgeable and willing to answer my many questions.

Rob was extremely professional. He also offered many "insider" tip we might want to consider for energy efficiency in our new home. He was very knowledgeable on all aspects of home inspection and ownership. I would recommend using Sherlock for your home inspection.

Thank you!

I am completely satisfied. I only wish we could have had an earlier date and time, but when you're good, you're in high demand, and that's the way it is.

I was extremely satisfied with this company. They said they would be here at 1:00 p.m. and they were here on time. The inspector was extremely courteous and professional. I would highly recommend them to my friends.

I am counting on using their services in the future. Very satisfied.

I was able to be at the inspection, but talked to the realtor during it, and was impressed with the professionalism

I was most impressed with the level of service and professionalism. Jay was extremely knowledgeable and thorough with his inspection and put me at ease with providing details during the inspection. I would recommend Sherlock Home Inspections to anyone who is looking for a quality home inspection.

I was vrry satisfied

I will be using their services in the future. Very satisfied.
I will definitely recommend your services.
Johnny was pleasant and professional
Johny was very thorough and agreeable ,pleasant to work with. We shadowed him throughout the inspection with no issues. Answered all of our questions and offered/suggestions some advice as well.
quick, thorough and professional service
I will enter some social media reviews as well. Fair and honest come to mind.
Inspector was very good
Rob did a great job, was very thorough making us aware of a lot of S Florida issues and our property we would not have known otherwise. He took the time to explain and answer questions as well giving us a high comfort level with our purchase
You were professional and very helpful along the way.
Inspector was quick but very thorough - superb work
Thanks for all your hard work!
Thank You for your services
inspector was very helpful
Inspectors were friendly and willing to explain. They answered my questions and did a thorough job.
you guys do a great job. I left a very positive review on Angie's List.
It was quick but thorough review.
Fantastic. The report was elaborate and I was able to contact the inspector with any questions I had without any complications.
I've had many home inspections over the years and they are never on time.....not this one, on time and very professional. Started working immediately and didn't stop unless I interrupted with questions or comments. Highly recommend Sherlock Holmes to anyone looking for a thorough and complete home inspection.
Glad I chose to go with your company!
We're very pleased that we were provided with the opportunity to ask questions after we received the report as well as during the inspection
Our inspector, Larry, encouraged our questions and/or concerns. He did not make us feel rushed in any way. This is how an inspection should be conducted. Thank you
Jay explained everything in detail and answered all of my questions. Great experience.
Jay Tappen was the best. Very knowledgeable, professional and friendly. This was my first time buying a house. I would highly recommend Sherlock Home Inspections and Jay Tappen. They are the best. Thanks Stanley.

Jay was a pleasure to work with! Based on the findings of the inspection I am not proceeding with the purchase of the home inspected. I did provide the listing agent with a copy of the report and she was very impressed with how thorough it is and indicated she would probably be using you in the future....as will I.

Jay was great during the whole process. He was friendly, very knowledgeable & informed me of everything I should know about the house.