

OFFERPAD

About the OfferPad
Home Evaluation

Here's what you need to know about the OfferPad home evaluation process.

Similar to a traditional buyer, OfferPad performs an evaluation of your property and its condition during the due-diligence period. We've learned quite a bit about your property from the form you completed when you requested an offer, therefore our main purpose is to simply verify the information you've already disclosed. Additionally, our team will determine if there are any other repairs you might not have been aware of and will need to be addressed prior to closing.

If something is discovered that impacts our ability to resell the property, we may ask you to professionally repair the item or provide us with a credit and we will repair it after we purchase the property.

We've provided this guide to provide you with a list of the most common items our team evaluates.

It's important for you to ensure we have proper access to all areas of your home. At the end of this document, we provide an access guide to help you prepare for our visit.

Do you have more questions? Our Customer Success team is always ready to answer any questions. Simply call us at 844-388-4539 and press 2.

Need to reschedule?

To reschedule your evaluation appointment, please contact your Closing Consultant at least 24 hours in advance.

The most common repair items found by our evaluation team.

Kitchen

- Malfunctioning appliances
- Broken doors
- Chipped, discolored or damaged counter tops
- Cracked tiles
- Damaged cabinets
- Non-working garage disposals

Bathrooms

- Leaky or broken fixtures
- Cracked tiles in showers
- Chipped or highly discolored bathtubs
- Reversed hot and cold fixtures
- Malfunctioning overflows

Our team needs a clear path to and around the service panels. Reasonable access should also be provided to outlets and light switches in the kitchen and bathrooms. [View full list at the end of this guide.](#)

Electrical

- GFCI outlets in kitchens, bath which need to be updated to code
- Wiring that was not correctly installed, does not meet code or does not meet the needs of the size of the home
- Circuit breakers that are not in working condition
- Repair double-taps or damaged breakers
- Replace defective brand panels



Windows

- Non-functioning or broken windows
- Broken seals
- Foggy windows
- Broken window locks

Doors / Trim

- Missing or damaged baseboards or door casing
- Missing or damaged door hardware
- Missing or damaged doors

Flooring

- Tears in carpeting or carpeting in poor condition
- Heavily damaged flooring
- Flooring type or condition not as originally disclosed

Walls & Ceilings

- Structural cracks
- Large holes in drywall
- Cracks
- Peeling paint
- Water damage

Holes from pictures? No worries, we'll take care of those! Have extra paint? Please leave it for our team.

Smoke Detectors

- Smoke / monoxide detectors that are older than ten years old
- Broken or missing detectors

Missing batteries? We'll take care of it!



Odors

Smoke and pet-related odors might require:

- Replacement of carpet in order to deodorize home
- Replacement of paint when required to deodorize home



Speaking of Fido...the OfferPad team loves pets, so we want to make sure they don't get loose during the property evaluation.

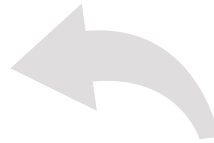
Please make sure all pets are removed from property or confined while the evaluation is being performed.

HVAC

- Broken cooling system
- Unsealed or broken ducts
- HVAC units older than 12-15 years old
- Broken cooling distribution system

Water Heater

- Leaks
- Uninsulated or corroded pipes
- Non-functional or broken water heater
- Older than 12 years



Access Request: Provide a clear path to and around the water heater!

Pests

- Termites
- Roof rats or other rodents
- Roaches
- Excessive pigeon activity on roof
- Bee hives

Garage

- Garage doors that are not operational
- Door equipment (including proper safety reversal)
- Doors that have large dents or other cosmetic issues
- Broken coil springs

Missing remote? No big deal, we'll take care of it!

Attic

- Broken trusses
- Insufficient insulation



***Access Request:** Remove all personal items from under and around the attic access openings to provide room for our team's ladder or the pull down staircase to be utilized. Clothes and other valuable items which might become dirty by falling debris from the attic should be moved or protected with a covering. Items inside (or near) the attic access opening should be removed or moved aside for either proper entry (or attic viewing) by the team.*

Basements / Crawl Spaces

- Non-functional sump pump
- Walls buckling or bowing
- Basement cracks
- Mold (will require a specialist)

Foundations

- Any potential or implied issue with foundation like sagging or heaving floors
- Large settling cracks (greater than ¼" or more on exterior)
- Cracks in interior floors and walls
- Significant settling
- Horizontal cracks in foundation



If needed, we will send an expert. If we feel it's necessary based upon the information you provided or your home's age - we may send an expert to evaluate your roof, foundation, pool or HVAC systems.

Eaves, Soffits & Fascia

- Water damage
- Peeling paint
- Missing pieces

Roofing

- Underlayment with less than six months of useful life
- Broken or slipped tiles or caps
- Missing or improperly installed shingles or nail holes
- Shingles that have less than three years of remaining useful life
- Cracks, bubbles or blisters in sealant

Fencing / Block Walls

- Improper drainage in yard (specifically drainage issues that direct water to the home's foundation)
- Missing blocks or planks
- Missing fence where it is required by local code or HOA
- Peeling or excessively faded paint
- Termites / Wood rot
- Large cracks

Deck

- Structural deck damage
- Missing infill spacing (support column)
- Water or termite damage
- Anything causing structural integrity issues outside of local code

Swimming Pool and Spa

- Severely cracked or peeling plaster
- Broken lights
- Leaky connections
- Leaking filter
- Malfunctioning pool pumps
- Unrepairable pool decking
- Lack of barrier fencing where required by local code

Landscaping / Irrigation

- Landscaping causing structural defects to property
- Trees/shrubs that may be touching roof
- Invasive tree roots
- Drainage defect
- Improper grading



COMPLETE ACCESS GUIDE

Access is the most important thing that you can do to prepare for our property evaluation. The team will not move heavy, numerous or valuable items that are left in place.

ATTIC ACCESS

- Remove all personal items from under and around the attic access openings to provide room for the the team's ladder or the pull-down staircase to be utilized.
- Clothes and other valuable items which could be made dirty by falling debris from the attic should be moved or protected with a covering.
- Items inside (or near) the attic access opening should be removed or moved aside for either proper entry (or attic viewing) by the team.

ELECTRICAL

- Provide a clear path to and around the service panels. Reasonable access should be provided to receptacles and light switches in the kitchen and bathrooms.

PLUMBING

- Provide a clear path to and around the water heater. Clutter should be removed from under the sinks for proper viewing of the plumbing components.

HVAC

- Provide a clear path to and around the air handler and compressor.

GENERAL

- Unlock fence gates to provide easier access to the back yard.
- Unlock storage sheds
- Remove personal items from blocking exterior doors to provide proper access and operation.
- Secure pets as necessary.