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ATTORNEY GENERAL



REPLY TO: DANIEL S. JOHNSON  
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INSURANCE SECTION  
(919) 716-6620

April 8, 2022

Mike Hejduk  
Executive Director  
North Carolina Home Inspector's Licensure Board  
[By Electronic Mail: [Mike.Hejduk@ncdoj.gov](mailto:Mike.Hejduk@ncdoj.gov)]

Re: Whether a licensed Home Inspector may participate in a "Walk and Talk Program" that provides a verbal report about the "structural system" of a residential building but does not provide a written report

Dear Mr. Hejduk,

You have forwarded materials (see attached Gohil Letter) indicating that some licensed Home Inspectors in this state are participating in a program known as "Walk and Talk" through which, for reduced compensation, the licensed North Carolina Home Inspector provides a verbal report to a prospective buyer regarding the condition of the "structural system" of a residential building. No written report is provided. As I understand it, your inquiry is whether a licensed Home Inspector may accept compensation for engaging in the "Walk and Talk" program described above.

The "structural system" of a residential building is a system of structural components. Under 11 N.C.A.C. 8.1101 (28) "Structural component" means a component that supports non-variable forces or weights (dead loads) and variable forces or weights (live loads). Structural components of a residence would include its foundation and its walls. Under 11 N.C.A.C. 8.1101 (29) "System" means a combination of interacting or interdependent components,

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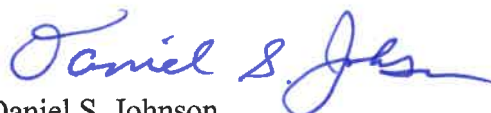
assembled to carry out one or more functions. A “system” thus includes at least two components.

A licensed Home Inspector who is being paid to perform a “Walk and Talk” review regarding the “structural system” of a residential building is performing an inspection of at least two components of a residential building. The statutory definition of a home inspection includes the fact that it is a written evaluation of two or more of the components of a residential building. N.C. Gen. Stat. § 143-151.45(4). The Walk and Talk program attempts to exempt itself from the above definition of home inspection by promising only a verbal evaluation. However, a licensed home inspector cannot merely provide a verbal evaluation of a residential building’s structural system because under N.C. Gen. Stat. § 143-151.58(a), a licensed home inspector must give to each person for whom the inspector performs a home inspection for compensation a written report of the home inspection.

A licensed home inspector may not perform the “Walk and Talk” review of the “structural system” of a residential building for compensation without providing the customer with a written report of the home inspection.

This is an advisory letter. It has not been reviewed or approved in accordance with the procedures for issuing an Attorney General’s opinion.

Sincerely Yours,



Daniel S. Johnson  
Special Deputy Attorney General

Enclosure: Gohil Letter