PHILIPPE HELLER

Home Inspection Standard of Care Expert
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SUMMARY OF QUALIFICATIONS

Philippe Heller founded The Real Estate Inspection Company, Inc. (REIC) in San Diego in 2004 and personally performed about 6,000 residential and commercial property inspections between 2004 and 2018. Since 2018 he has led a multi-inspector firm that completes 4,000 to 5,000 inspections a year in San Diego, Riverside and South Orange Counties. In that role he directs inspection methods, report standards, inspector training and inspection agreements. He has been a member of the International Association of Certified Home Inspectors (InterNACHI) since 2005, was a member of the California Real Estate Inspection Association (CREIA) from 2004 to 2008, and is certified by the International Association of Certified Indoor Air Consultants (IAC2) for mold sampling. In 2008 he was among the first group of Certified Access Specialists (CASp-016) certified by the California Division of the State Architect. For several years he taught a sewer scope inspection course approved for continuing-education credit by the California real estate regulator, and he has coached home inspection business owners throughout the United States since 2017. Before founding REIC, he was a load research analyst at SDG&E, a product manager at GE Power Systems, and a business account manager at Cox Communications and Time Warner Cable. He has consulted with counsel on home inspection claims involving plumbing, moisture intrusion, mold, grading and leaks.

AREAS OF EXPERTISE

- Home inspector standard of care (Cal. Bus. & Prof. Code §§ 7195 to 7199)
- Industry standards of practice and codes of ethics (InterNACHI, CREIA, ASHI)
- Inspection scope, limitations and exclusions; inspection agreements and report content
- Negligence, failure-to-disclose, breach of contract and fraud claims involving home inspections
- Moisture intrusion, leaks, grading and drainage, plumbing, and mold sampling practice
- Thermal infrared imaging; sewer scope inspection
- Electrical panels, including Federal Pacific, Zinsco and Challenger equipment
- Roofs, solar systems, dual-pane windows and plastic plumbing systems
- Pre-listing (seller) inspections and request-for-repair practice
- Multi-inspector firm operations: quality control, training and report review

Available to plaintiffs and defendants.

PROFESSIONAL EXPERIENCE

The Real Estate Inspection Company, Inc., San Diego County, CA**2004 to present**

Founder and Chief Executive Officer

- **Field inspector, 2004 to 2018:** Personally performed about 6,000 residential and commercial property inspections.
- **Firm leadership, 2018 to present:** Directs a multi-inspector firm performing 4,000 to 5,000 inspections a year, including:
  - inspection protocols and report standards
  - inspector hiring, training and supervision
  - inspection agreements
  - claims response
- **Inspection methods:** Made thermal infrared scanning a standard part of every inspection, at no extra charge, beginning about 2006. Developed testing methods for dual-pane windows, plastic plumbing systems and roofs.
- **Inspector safety:** Designed Panel Pal, a tool that holds older electrical panel covers open so inspectors can examine them safely.

- **Reporting:** Introduced same-day electronic reports with photographs, video, explanations and reference links, and a feature that lets clients and agents prepare a request-for-repair addendum directly from the report.
- **Services added:** accessibility (CASp) inspections, commercial property condition assessments, Phase I environmental site assessments, pre-listing inspections and solar system inspections.

TMH Consulting, Inc., Ramona, CA**2016 to present**

Vice President

- Provides shared administrative and technology services to inspection and property-service businesses.
- Develops software for home inspection operations, including callback and claims handling, and termite/WDO reporting.

Inspection Empire Builder (IEB Coaching)2017 to present

Business Coach

- Coaches home inspection company owners throughout the United States on operations, growth and quality.
- Recently led a class on artificial intelligence in the home inspection industry.

Prior CareerBefore 2004

- San Diego Gas & Electric (SDG&E): Load Research Analyst
- GE Power Systems: Product Manager
- Cox Communications: Business Account Manager
- Time Warner Cable: Business Account Manager

CERTIFICATIONS

- **Mold Sampling,** International Association of Certified Indoor Air Consultants (IAC2)
- **Certified Access Specialist (CASp),** California Division of the State Architect, Certificate No. CASp-016, first certified group, 2008 (inactive)

PROFESSIONAL MEMBERSHIPS

- International Association of Certified Home Inspectors (InterNACHI), 2005 to present
- California Real Estate Inspection Association (CREIA), 2004 to 2008

TEACHING, COACHING AND PRESENTATIONS

- Instructor, sewer scope inspection course approved for real estate continuing-education credit by the California Department of Real Estate (formerly the Bureau of Real Estate), taught for several years
- Business coach and class leader, Inspection Empire Builder, 2017 to present, including a class on artificial intelligence in the home inspection industry
- Guest, Structure Talk podcast (Structure Tech), "Wildfires and Home Inspections," 2025

PUBLICATIONS

- "The Perfect Home Inspector," ActiveRain
- Articles on home inspection topics, The Real Estate Inspection Company blog (sdinspect.com/blog). Selected titles:
  - "Federal Pacific, Zinsco, and Challenger Panels: What Southern California Homebuyers Should Know"
  - "Top 10 Problems Found During Home Inspections in San Diego Coastal Homes"
  - "Can Solar Panels Hide Roof Problems?"
  - "AB 38 Inspections Explained for San Diego Homeowners"
  - "First-Time Home Buyer Inspection Guide (Step-by-Step)"

LITIGATION CONSULTING EXPERIENCE

- Has consulted with counsel, as REIC's principal, on claims involving plumbing, moisture intrusion, mold, grading and leaks.
- Has advised counsel on the role of home inspectors, standards of practice, Cal. Bus. & Prof. Code §§ 7195 to 7199, and inspection agreements.

EXPERT TESTIMONY (DEPOSITION AND TRIAL), LAST FOUR YEARS

None to date.

Fee schedule provided separately.