

NRVIA Member of the Month



Sue Pendarvis #75

Robert Pendarvis #187

**Always Here Enterprises
Weidman, MI**



WHAT GOT YOU INTERESTED IN BECOMING AN RV INSPECTOR?

We became inspectors for two reasons. The first is that while Rob is mechanically knowledgeable about most things, Sue is not. We decided it would be very worthwhile to do the RV Tech Maintenance Class so that Sue could learn about our new home and Rob could fine tune what he already knew. Too many times we had heard from other couples that the husband was not available or no longer around and since the wife was not aware of how to handle the RV maintenance herself, was left with relying on others to help her and got shoddy repair work for much more cost than needed. The second reason was that during class we learned of the RV Inspection program that was started. We decided that would be advantageous in many ways. Doing inspections allows us to see other types of RV's and constantly learn.



WHAT WAS YOUR RV BACKGROUND BEFORE BECOMING AN RV INSPECTOR?

Rob was lucky enough to grow up with a family that had used a 24 foot Pacesetter Motorhome for family vacations. He was one of four boys that shared the space with his parents. His father was always fixing and putting, and Rob was right alongside with him. (Even when it was on the side of the road!) Both were quite mechanically inclined. They also went to Glamis, CA and played in the sand dunes. His father was street racing in East Los Angeles and then became part of a sand buggy club, building their ride. As the

boys got older they would obtain their own toys. Eventually we got into off-roading with a Bronco Club. We owned a 73 bronco that you might say was constantly evolving. Rob worked in the family owned machine shop after high school and then learned Heating & Air Conditioning. We returned to CA and Rob again worked at the family machine shop. This afforded all sorts of opportunity for the bronco to be worked on. There were others in the club that would ask for help as well as the space to be able to work on their Broncos. Rob had quite a diverse knowledge of all things mechanical (which includes electrical, welding, and plumbing) by this time.

DO YOU OWN AN RV AND IF SO, WHAT IS THE YEAR, MAKE, AND MODEL?

We currently own a 40ft 2010 Tiffin Allegro Bus.

STICKS AND BRICKS OR FULL-TIME RVER?

We are Full-time RVer's with our dog, Sadie. We talked about doing the traveling part of it since our kids were young. As time evolved and our dreams fine tuned, we decided we wanted to go Full-time. The thought was that as the kids left home, there would be no empty nest for us. There would be no home for the kids to come back to.



It didn't quite work that way so the dream was just postponed a little. We set in motion our Dreamer Year so that once Rob's health was more stable we could go. We visited RV shows as much as possible.

We used the parents 40ft Fleetwood Revolution when it was available and came to realize what we liked and didn't like. Six months after purchasing our RV, we were completely moved in and our "sticks N bricks" home was sold. We haven't looked back and don't see living another way in the foreseeable future.

HOW DO YOU TELL OTHERS ABOUT YOUR BUSINESS?

Since we travel more than being stationary, wherever we are we talk to the many people we meet about RV Inspections. We give people our business cards and brochures to look at and share with others. We go to RV shows to see and learn and meet people. It's surprising to us the places we are when we happen to be able to share our living situation and the inspections we have done.

WHAT IS YOUR MOST MEMORABLE INSPECTION/CLIENT EXPERIENCE AND WHY?

We take turns being the lead inspector for the inspections we have done. This way we are both keeping our skills current as well as serving each other as a team unit. We both arrive dressed in our Inspector attire and ready to work. There are things from each inspection that stand out, even when we had the opportunity to do three inspections in just one week, but one particular inspection we did stands out the most. While traveling on the West Coast, we received a request for an inspection in Julian, CA. We were able to change our planned route to go over and do this inspection. There were two women buying a used unit, one of which was present for the inspection, even though the owner/seller was not. —————>

The one that was present had done some camping in an RV as a kid, but this would be her first one to own. The other woman had no experience with RVs, so their combined knowledge was minimal. The unit itself wasn't anything special but it was in good condition, and overall was a very fulfilling inspection. During the inspection, the neighboring campers at the campground became curious and began asking questions when they saw us circle the outside of the unit for the fourth time. The potential buyer had a few questions during the course of the day as we progressed. She made notes for herself prior to our arriving as well as during the inspection. She didn't interrupt and waited until we were doing a particular area to get her answers on that area. The thing we both walked away with was a deep satisfaction for helping this woman be more comfortable and secure in her purchase of the 'new to her' RV. We believe that besides the new knowledge we have obtained, the biggest reason why anyone should become an inspector is to help others.



WHAT TIP(S) WOULD YOU OFFER TO SOMEONE WHO IS CONSIDERING A NEW VENTURE IN THE RV INSPECTION BUSINESS?

If you are looking for some part-time work that is a service to help others, willing to do a little traveling from your home base, and have a desire to fulfill a need that is growing in the RV Industry, you might want to consider becoming an inspector. It's not the easiest work, but for a good day's work, we feel it is definitely worth it.



HOW HAS BEING A MEMBER OF NRVA HELPED YOU IN YOUR RV INSPECTION JOURNEY?

Being members of NRVA has given us a security in knowing there is a company out there looking out for the inspector, giving us a place for support and information we might need. Because we need the continuing education credits, we have attended the conferences and have taken some additional classes ourselves. Both of these are great ways to meet other inspectors and industry people.