

NRVIA
Member of the Month

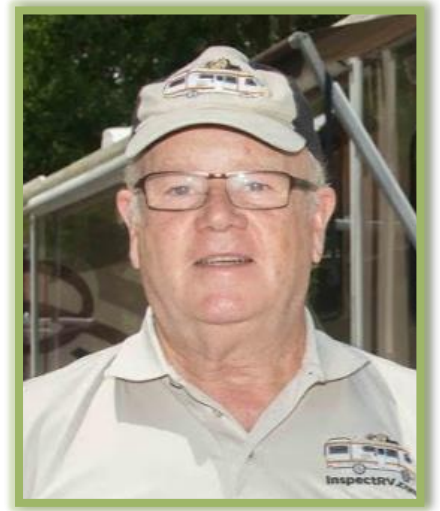


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WHAT GOT YOU INTERESTED IN BECOMING AN RV INSPECTOR?

I have been camping since I was 8 years old. My first overnight was in my parents' backyard, in a small tent in England during the summer. The following morning, my mother brought me a cup of tea. It tasted so great. Then 10 years with the Boy Scouts. Since then I have owned a caravan (UK for a travel trailer) and we travelled all over the UK and across the channel to France several times. I owned it for about 15 years, made some modifications including adding shore power. Once in the USA, I owned a pop-up camper before finally buying a Class A Diesel Pusher after a discussion with my spouse about a bucket list item. I said I would like to buy an RV and travel the country (USA). She said "OK - when?" Next thing I knew she was at the dealership looking at RV's. When we came across a consignment sale we bought it. During a visit to the Tampa RV Super Show, we met with Steve Anderson, President of Workamper News, and started to talk about RV Inspections. As a former real estate broker in PA and having dealt with the whole home inspection thing, it sounded really interesting and I was looking for some sort of business to keep me busy. We said: "Why Not"?



WHAT WAS YOUR RV BACKGROUND BEFORE BECOMING AN RV INSPECTOR?

I joined the Royal Navy at 18 as a Marine Engineer, serving for 27 years. I was responsible for making warships float and move. If you have ever seen the movie or read the book: *Hunt for Red October*, I read the book while serving as the Chief Engineer of HMS Battleaxe, a 5,500-ton anti-submarine warship in the middle of the North Atlantic hunting Russian submarines! After moving to the USA and retiring, I sold real estate for 8 years, drove a big rig for 2 years, and have been driving luxury motor coaches for 7 years (currently for Walt Disney World in Orlando). I have swapped propellers for wheels, the systems are the same, except much smaller! Example, my generators on the warship were V16 1 MW diesels (4), I now have one 7.5 KW diesel generator!





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

Yes: a 2001 Newmar Mountain Aire 4095 Diesel Pusher with a 350 hp Cummins diesel on a Spartan Chassis. 2 slides and residential fridge!

BRICK AND STICK OR FULL-TIME RVER?

We have been Full Timing for 5 1/2 years and just love it. We do own an RV pad in Central Florida that we use as our base. It is good to know that we will always have somewhere to come home to, especially when the snowbirds are in Florida and camping sites are hard to find.

WHAT TYPES OF MARKETING DO YOU DO ONLINE AND LOCALLY?

I have a fully developed website www.InspectRV.com. Most of my leads come through the NRVIA website where potential clients are looking for an inspector. I also receive referrals from places that I have done business with such as Lazy Days, POPRV and other dealerships. I am an inspector for a warranty company who sends me clients who require an inspection before the Extended Service Plan can be issued. I also have magnetic signs on my car, very visible when I am doing inspections, especially in a campground or at an RV dealership.

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

Most of my clients seem to be people who are first-time buyers and those buying out-of-state through an online classified. Out of many wonderful clients, one client does stick out as the best experience.

I had a couple from Sacramento, CA find a three-year-old Class A 38 ft Diesel Pusher online. Their plan was to fly to Florida, buy the RV and then drive back to CA never having owned an RV or driven anything bigger than an SUV. I did the inspection, with 5 fluid samples drawn. The inspection report concluded that there were no major or life-safety items found. When I was at the seller's location, he gave me two dozen free range eggs. They were delicious! At this time the buyers had not seen the rig. I sent my report and a link to Google Photos with about 200 photographs of the unit. They decided to go ahead with the purchase, still never having seen the rig. The next plan was for them to stay at Fort Wilderness campground for two nights after picking up the rig. I met them there on arrival, helped them find their site, back in and hook up to the utilities. →



I spent the next 2 hours teaching them all about the rig and what to expect. The first 30 minutes was just on the electrical systems alone. They were extremely happy, spent a day at the Magic Kingdom AND gave me another 2 dozen eggs from the seller! I heard later that they had a successful journey back to CA.

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

Jump in. If you have read Napoleon Hill's *Think and Grow Rich*, the only way to really succeed in anything is moving ahead when you know only 10%. Once you make the commitment, the "how" will show up. Be in action. If you wait until you know 80%, nothing will happen. We have a saying in the Royal Navy: "If you wait until all dangers are past, you will never go to sea."! I have been doing RV Inspections for nearly 3 years and it is only in the last 12 months have things begun to move and I am scheduling inspections weekly. These things take time, Don't quit, success is just around the corner. My goal is 2-3 inspections a week, nothing more as I approach retirement. In fact, I have tried to retire several times, however, I get bored and need something to do. RV Inspections and driving for Disney keep me active, happy and young. And yes, we still take the time to travel in our RV.



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

It gives me the knowledge and qualifications to identify myself as a member of a National Organization who sets high standards of Ethics and Training. It allows me to stand out above my competitors and lets the buying public know that they are dealing with someone who is qualified and will stand by their work. In addition, many of my leads come through the NRVIA website where I have a listing, a photograph (essential), an e-mail address and a website with all my details. When I was in Real Estate, I took as many classes as I could and I qualified as an Associate Broker in Pennsylvania so that I would stand out amongst many, many real estate agents. Being a member of NRVIA gives me the edge when clients are selecting their RV inspector. My next class, which will give me 8 hours of continuing education is a hands-on training at Aqua Hot in October at the annual NRVIA Inspector Conference. I need to know about this system as many of the upper market Class A's have Aqua Hot and Oasis heating systems.

