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Viewpoint

Customer service has got to be top priority — especially when you're in the service business!

AccuPro prides itself on providing our clients not only with comprehensive inspections, but outstanding service.

In order to provide you with the best service possible, AccuPro Inspection Services has a new Customer Service Representative to assist you in scheduling your inspections.

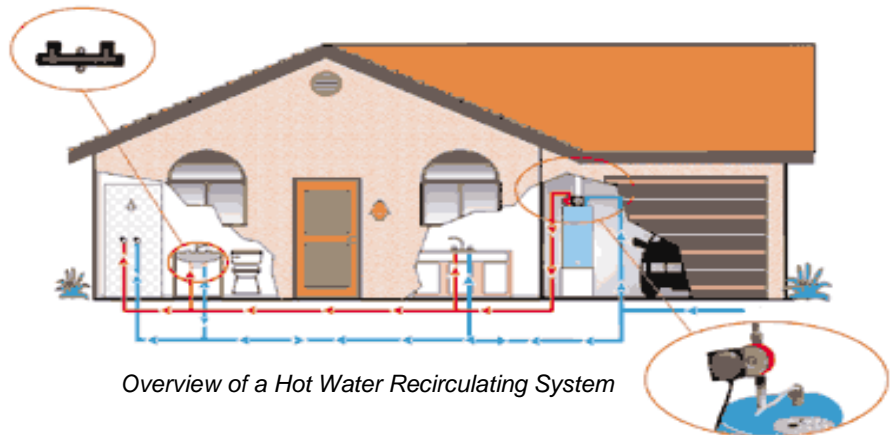
Sally Watts, a former school teacher, has been working in the home inspection customer service business for the past six months. Through her enthusiasm, professionalism and bright personality she extends our reach to you by handling routine matters, allowing Rich and I to spend more time on the non-routine ones and increasing our total customer service to you, our client.

Best Regards,

Jayne Schaefer
Vice President

Recirculating Pumps Pay Big Dividends

By Rich Schaefer, Owner/Certified Inspector



Overview of a Hot Water Recirculating System

Hot Water Recirculation (HWR) pumps have been around for many years and use proven technology. They provide significant benefits, are very reliable, very low cost to install and, until recently, little known by the average homeowner. Some local municipalities in the Phoenix area even offer rebates to cover the installation cost.

In the Phoenix area, the average household consumes 126,632 gallons of water per year. A hot water recirculation system could save 16,534 gallons per year per household and uses less energy than a 25-watt light bulb!

An HWR pump should not be confused with a 220 volt or gas power unit usually known as an on-demand system, which goes into each area of the house where hot water is required and "instantly" heats water through a surge of energy when the tap is turned on. On-

demand systems are expensive systems to both purchase and install.

In contrast, the HWR pump keeps the hot water in your pipes moving, recirculating through the hot water heater, resulting in a constant availability of hot water—without the wait or the waste. Some models even have a built-in timer and one or more bypass valves to further customize the system to your usage and extend your savings. An HWR system does not require an additional return line and thus can be added to any existing home.

Benefits of an HWR System

- **Instant Hot Water**
No waiting or fumbling with shower or faucet controls
- **Water and Energy Conservation**
- Saves over 16,000 gallons of water per year per household

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Maintenance Insight: *(Continued from page 1)*

(based on average household use) and uses less energy than a 25-watt light bulb

- Reduces water utility costs and related charges, such as sewer

- **Maintenance Free**
- No maintenance, no worries – just enjoy instant hot water
- **Low Installation Cost**

- No return line required
- Single pump at the water heater
- Installs directly to your existing system, avoiding the cost of total replacement

Following are a few resources for Hot Water Recirculating pumps:

Grundfos USA (Pump Manufacturer)
www.grundfos.com/web/homeus.nsf

HouseNeeds.com (Web based distributor)

www.houseneeds.com/shop/plumbing/recirculators/grundfos/grundfosup1510su7pticbuypage.asp

For more information on HWRs, as well as various links, please visit our web site at:
www.AccuProINSPECT.com.

“Home is a place not only of strong affections, but of entire unreserve; it is life's un-dress rehearsal, its backroom, its dressing room.”

Harriett Beecher Stowe

Home Living Insight: When Living in Your Own Home Becomes Difficult

Contributed by: **Dr. Rod Bailey, HomeWatch CareGivers (480) 892-3778**

We all value our home as a place of comfort. It is a place where we are free to be ourselves, and familiarity provides a certain sense of safety and security.

But what happens when elderly parents are no longer able to manage on their own? They want to stay in their own home, but you are concerned for their safety and well being. We all dread being absent when ordinary activities threaten our parents' safety. And, with families spread across the country, understanding our parents' needs can be challenging. Even living across town, our jobs, children and busy lives keep us from visiting often. Too often the need for personal care and assistance, inability to shop, cook, keep house, drive to doctors or general home safety issues force them to move from their beloved home. What can be done?

First, determine if there is a cause for concern. Watch for these signs:

Personal appearance - Are clothes stained, shabby, or changed less

often? Is hair clean? Do breath or body odors indicate less bathing?

Social interactions - Has participation in social activities changed? Do they talk less at family gatherings, fail to return phone calls, neglect hobbies, meet less with friends?

Housekeeping - Are house and garden messier? Does the kitchen show burn marks in pans or on potholders?

Diet - Is the refrigerator or pantry emptier? Do they eat the same meals as often?

Mental alertness - Is memory markedly reduced? Do they lose their way to familiar places or often misplace keys or a purse?

Physical danger - Have they suffered two serious falls in six months, or had a car accident, especially more than once? Have home systems such as heating or air conditioning been neglected; are there other dangers that may have been neglected that they may or may not know about?

Once the signs are clear, determine what care your parents will need by reviewing how they negotiate normal daily activities. There are many options to choose from to help with your parents' care, such as adult day care, home care, assisted living and levels of full-time nursing care.

The elderly are usually happiest in a familiar place, as long as they are safe there. Having a home safety inspection can help provide some peace of mind if the decision is made to provide on-going assistance in the parents' own home. And, home care, even with substantial outside help, is less costly than help in an assisted living residence and maximizes independence, which parents may prize above safety.

Take time to look realistically at the parents you've always depended on. They're depending on you now to do the right thing.

Design Insight: “Come on In . . .”

Contributed by: **Roberta Skolnik, Murals by Roberta (480) 988-5550**

That is the welcome thought you want to project to people when you open your door. But, what if when that door opens a blank wall is the first thing you see? Not very welcoming — unless you have a beautiful mural of a backyard or courtyard that “invites” your public into your home.

First impressions are very important. And if you want your home to make that memorable introduction, there are many things to consider. Open your entryway with a Tromp de L’oeil mural. Entryways are areas to take a chance, to be bold, take a dramatic stance. No longer is a library table and mirror the answer.

Consider using color or a texture to bring warmth to your guests. There are many new products on the market today that can add so much to a dull, cold entryway.

Bright warm colors, a welcoming mural, even a butler can greet your guests.



Welcome your guests into your home with a glimpse of the “courtyard,”

Many people are starting to have fun with their homes. They are getting away from just painting walls. Splashes of your creative juices bring life into the walls that you live in. It's time to enjoy and let your personality welcome your friends and family into your home.

Tip for Painting New Homes

Ask your painter to use an egg-shell or satin finish. Flat paint may be less expensive, but it makes cleaning difficult.

For more mural ideas, go to www.muralsbyroberta.com or call Roberta Skolnik at (480) 988-5550.



. . . then, sip margaritas while enjoying the view from the “patio.”

Design Insight: Easy Steps to Showcase Your Personality!

Contributed by: **Debbie Darrow, Design Niche (480) 471-8541**

Whether you have a new or existing home, everyone could use a little insight on decorating. Decorating a home can be a tedious chore, but it doesn't have to be if you follow a few simple steps.

Color is where it all starts. Choose your colors for your personality. Potential sources for ideas are magazines, decorating books and paint stores. A good rule of thumb is one primary color for walls (60% of the space), a secondary color that is the major color in furniture and window coverings (30%) and an accent color that is picked up in fabric patterns, throw pillows, etc. (10%).

Next, decide on your furniture. Choose first for comfort and durability, then size and color.

Most windows will need blinds, shades and/or fabric window coverings. This is an area where you can be especially creative due to the abundance of fabrics to choose from. Different colors, shades, fabrics and textures can be layered, mixed and matched to really show off your personality! Use them to set the mood (formal, relaxed, open/outdoor, etc.), add depth and dimension, and continue your theme.

When it comes to accents, such as art and table decor, be selective — a few choice pieces can go a long way in helping to bring things together (and much easier to dust than a lot of knick knacks).

An experienced decorator can help provide you with ideas, as well as resources to achieve just the look you want. Remember, your home reflects who you are, as well as the love you put into it!

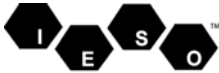
AccuPro

Inspection Services

Phone: (480) 456-8809

Fax: (480) 456-6139

AccuPro@AccuProINSPECT.com



Setting the Standard for Building Safety™

CERTIFICATIONS:

AZ Certified Home Inspector # 39316
IESO Certified Residential Mold Inspector # 12253
ICC Certified Residential Building Inspector # 5224729
ICC Certified Electrical Inspector # 5224729

MEMBERSHIP:

ASHI # 212017
AZ ASHI # 212017
IESO (Indoor Environmental Standards Organization) # 12253
ICC (International Code Council) # 5224729

AccuPro Inspection Services, LLC
805 W. Baseline Rd., Suite # 4-142
Tempe, AZ 85283

Insurance Insight: Protect Your Investment

Contributed by: Dawn Farley, The Flannery Agency (480) 705-9670

Loosing you would be too much – make sure that if tragedy struck, your family would not loose their home too.

You may not be aware that your home-owners insurance policy does not include coverage that would pay off your mortgage in the event of the death or disablement of you and/or your spouse.

However, Mortgage Protection coverage provides funds to your family that

can be used toward paying off the mortgage in just such an event.

Whether you are just starting out in your first home or finally moved into the home you will retire in, you will want to make sure it continues to be there for your loved ones. Mortgage Protection and peace of mind are only a phone call away.



Don't have the right yard to create your Feng Shui? Paint it!

More Murals by Roberta Skolnik . . .



Wake up each morning on a Hawaiian beach, or relax after a long day bathing in a tropical rain forest.



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