

# CHAMPAGNE INSPECTION SERVICES



PHOTOGRAPHY BY TJ MULDOONE

## Built on Communication, Rooted in Relationships

PHOTOS BY TJ MULDOON

**F**or Marc Champagne, owner and chief inspector of Champagne Inspection Services in Monroe, CT, the journey into home inspection wasn't conventional, and that's exactly what makes his work so impactful. Before founding one of the area's most trusted inspection companies, Marc spent 25 years in the marketing world as a graphic designer, art director, and eventually a creative director. His career included working on major national brands at one of the country's largest direct marketing

agencies. But despite the success, Marc found himself craving something different: a career with stability, purpose, and genuine connection.

"I had a wife, two young kids, and a mortgage," Marc recalls. "The creative world was turning into short-term consulting jobs. I knew I needed to pivot."

That pivot came unexpectedly while Marc was working for a septic contractor. He was on-site inspecting a septic system for a home the inspector was evaluating when a simple question turned into a one-hour walk-through and ultimately the seed that launched his second career. "He didn't even know me," Marc says. "But he took the time to explain the job, the process, and what it takes to do this work well."

Marc completed his classroom training at the New England School of Home Inspection in Stamford, earning his intern permit. From there, Marc joined a well-respected inspection firm in South Windsor, where he completed his internship, performing over 100 supervised inspections. Staying with that same company for 6 years, he completed roughly 320 inspections a year, nearly two a day, six days a week. The pace was intense, but incredibly valuable. "It's the only way to truly learn," he says. "You have to live it every day."

By 2020, Marc was ready to launch his own company. Champagne Inspection Services officially opened just weeks before the onset of COVID. "I left my job, started a business, and three weeks later the whole



“I want people to leave an inspection feeling

**informed, supported, and confident — not overwhelmed.”**

— Marc Champagne

state shut down,” he laughs. “I looked at my wife like... what did I just do?”

But real estate never slowed, and neither did Marc. His reputation carried over, referrals poured in, and the business grew steadily despite the uncertainty.

#### **The Champagne Difference**

Ask Marc what sets Champagne Inspection Services apart, and he immediately points to communication. For him, the difference begins long before he steps onto the property. “It starts with the very first phone call,” he explains. “I ask clients what their concerns are. Are they first-time buyers? Are they nervous about something they saw during the showing? I want to understand where they’re coming from.”

Marc’s communication style is calm, clear, and rooted in plain language. He avoids overwhelming clients with technical terms or sounding

alarmist. “You can think you’re not being an alarmist and still sound like one,” he says. “What matters is understanding the client and meeting them where they are.”

He also believes the relationship shouldn’t end when the inspection does. “I tell every client, if you need me after you move in, call me. Send a picture. Ask questions.” He recalls a memorable example of young buyers who fully renovated their home after his inspection. A year later, they called Marc for guidance on what to check and how to evaluate the work. “They were so appreciative. That’s the kind of long-term impact I want to have.”

#### **A Trusted Partner to Agents**

Marc’s relationship with agents is rooted in consistency, professionalism, and collaboration. “It’s hard to get in front of agents nowadays,” he says. “People aren’t in offices the way they used to be. So any chance I have to connect, whether it’s at an inspection or meeting a



**Marc Champagne — a trusted, people-first home inspector known for clear communication, professionalism, and long-term client care.**



**Marc Champagne with his family — grounded by home, balance, and the people who matter most.**





listing agent while picking up a radon test, I take it.”

He prides himself on creating strong, ongoing relationships with realtors. Many of the agents he met in his first months of business remain loyal partners today. His commitment to the profession extends beyond his company as well. Marc serves as a Member of the Connecticut Home Inspector Licensing Board and as President of the Coastal CT Chapter of ASHI, the American Society of Home Inspectors. These roles keep him involved in education, standards, and advocacy throughout the industry.

#### A Family Man at Heart

Outside of work, Marc is grounded by family. He and his wife, Diana, have been married for 20 years and have two sons. Jason is a running back at the University of New Haven and is studying Exercise Sciences, and Aaron is a junior at Masuk High School and the varsity quarterback. When they’re not on the sideline supporting their boys, the family spends summer vacationing in Wellfleet on Cape Cod, a tradition more than 20 years strong. Marc also enjoys mountain biking, hiking, and walking their two dogs.

#### A Lasting Impact

Marc’s hope is that every client and agent walks away feeling informed and supported. “I’m not just there to check a boiler or hand over a report. I want people to know I’m here if they need me, whether it’s the same day or a year later.”

With a people-first mindset, a dedication to clear communication, and a genuine passion for helping others, Marc Champagne has built more than a home inspection business. He has created a trusted resource for agents, buyers, and homeowners throughout Connecticut.



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