



**Ric Thompson
President**

April 2022

Vol. 26, Issue 4

www.wahigroup.com

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Good day all!

As I write this article, I am still on a high from the fantastic educational seminar the Chippewa Valley Chapter pulled together! A huge *tip of the cap* to all the volunteers who participated in this weekend and to those who registered for the great program we offered. You are what makes WAHI great!

As you know, in addition to the training, the WAHI State Board met as well, and I'd like to share a few highlights from the meeting with you.

First, there has been interest expressed in starting a new chapter of WAHI in the NW area of the state. This will enable members in that area the opportunity to participate in-person at chapter meetings and be more involved overall. The Board approved the effort, and we're in the infant stages now but stay tuned for further information on the new WAHI Northwoods Chapter! When this was announced at the Annual Meeting, I saw a lot of heads nodding in approval.

Second, 3 State legislators from the Eau Claire area joined us this weekend - Representatives Rob Summerfield and Jesse James and Senator Jeff Smith. We so appreciated them stopping by to get to know WAHI a little better. During our conversations, one item we discussed was our interest in creating a Wisconsin-focused Pre-licensing Exam. Each legislator responded with a "Why wouldn't you?" look. This is a BIG project and we will need your help. At the next seminar, we will be asking attendees to submit several questions to help build the question bank - we will need about 5,000 questions. This is a great opportunity to have a truly association-built final product - we encourage all members to be a part of this monumental task.

Speaking of pre-licensing education...the dates of our next class have been set, September 26-30, 2022. We'll be in Fond du Lac again, per the request of our instructors. It was a good location for our students too, and it was pretty easy for me to set up the logistics with my realtor connections in that area. We do need your help in getting people signed up - spread the word anyway you can. We're forming a committee focused on student recruitment and would like to have each chapter represented. If you have interest in helping, please let us know.

Now, for this month's **Defect or Not...Clogged Drains**. When you break down the definition: 1) Is it a safety hazard? Maybe, stagnant water can cause bacteria growth. 2) Is it adversely affecting the age of the component? With PVC or ABS, not really, but galvanized or other metallic-like materials, probably. Personally, and I stress personally, and I may not be correct, I do note a clogged drain as a Defect. *Functionality* is not in the definition of Defect, that would make it a no brainer. To classify this or any item as a Defect, a home inspector must sometimes go a bit deeper to justify using that label.

One last congrats to the Chippewa Valley Chapter on a fantastic seminar!

Be safe out there!

Ric Thompson, WAHI President

CHAPTER UPDATES



NEXT MEETING: Wednesday, April 20

Social at 6:00 pm & Meeting/Dinner/Education at 6:30 pm

[Sconni's Alehouse & Eatery, 1239 Schofield Ave, Schofield, WI 54467](#)

Education: To Be Announced

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Mike Carson 715.212.4051



NEXT MEETING: Wednesday, April 6 ROAD TRIP

Meeting will begin at 6PM, please arrive early to check-in. Dinner will be pizza and drinks onsite - **BRING A FOLDING CHAIR!**

[E4495 Woodland Drive, Eau Claire...yes, that is a familiar address - we used this home for the Education House](#)

Education: Ben McCune, McCune Construction

Ben will address decks, flashing and siding. In addition, Focus on Energy will conduct an energy test on the home.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Co-Chairs, Pete Saltness 715.829.7348 and Marc Steig 715.797.1475



NEXT MEETING: Tuesday, April 19

Check-in at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm

[Waverly Beach, N8870 Fire Lane 2, Menasha, WI 54952](#)

Education: Affiliate member Howie Heier, Hydro-Flo Products

Howie's presentation will be on HVAC.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Scott Hansen at 920.716.3025



NEXT MEETING: The 2nd Wednesday (NEW night of the month!) - April 13

NEW Location - [VFW Stoughton Post #328, 200 Veterans Rd, Stoughton, WI 53589](#)

Check-in starts at 5:30 pm & Meeting/Dinner/Education at 6:00 pm

Education: Kevin Muich, Vilas Engineering, LLC.

Kevin will address signs of structural issues inspectors should look for during a home inspection. Education Chair Ron Miller is asking members to send pictures of structural concerns to him in advance of the meeting - ronmiller547@gmail.com

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Ron Miller at 608.235.9836



NEXT MEETING: Tuesday, April 12

Check-in starts at 5:30, Dinner available starting at 5:45 pm & Meeting/Education at 6:30 pm

[The Pallas Restaurant, 1657 S 108th St, Milwaukee](#)

Education: Affiliate member Cassidy Kuchenbecker, Environmental Initiatives

Cassidy will present "10 Environmental Contaminant Facts to Make You Sound Smart!"

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Ryan Eigenfeld at 414.795.9018

This is a brief recap of activity in the past month and a preview of what lay ahead. If anyone would ever like further information on something mentioned in this piece, just let me know - julie@wahigroup.com or 414.299.9766.

March 2022

- **Act 17 (Home Inspector Bill):** In January, DSPS released the home inspector rule draft pertaining primarily to the new education requirement for incoming inspectors and reciprocity with other states. WAHI was given the opportunity to submit a definition of the term “hands on” in reference to the new pre-licensing education requirement. In February, DSPS held an online hearing, WAHI was represented by me, Lobbyist Kathi Kilgore and President Ric Thompson. As of March 24th, we’re still awaiting a final draft of the Rules and a decision regarding our definition of “hands on” training.
- **WAHI Spring 2022 Education House and Training Seminar:** And what a GREAT 2 days it was! A great house was secured for the Friday Education House, great presenters at the Education House, Holiday Inn Eau Claire South was a great location for the Board meeting, Vendor Cocktail Party and Saturday seminar, and a great education agenda was pulled together for the Saturday classroom training! Plus 3 area legislators joined us over the 2 days (great!) and 2 local TV reporters stopped by on Saturday to interview CV Chapter President Terry Elliott and record a bit of our classroom training (great!). The Chippewa Valley Chapter stepped up to the plate big time - my sincere thanks to Terry Elliott, Jon Hempel, Scott Jarvis, Pete Saltness, Marc Steig, Mike Weidman, and Dave Welch for their commitment to WAHI, to this training event and...for making my job easier. 😊
- **Increasing WAHI Awareness:** WAHI is striving to increase our awareness among realtors, consumers, nonmember home inspector/affiliates and those interested in entering the industry. As we move forward, we will share ways you can increase your online presence and at the same time you help to elevate WAHI’s. It takes a village to get the best results!
- **GMAR Home & Garden Show:** Speaking of WAHI awareness...as previously reported Milwaukee Affiliate Bingo Emmons of [Creative Construction of WI](#) is sharing his booth space with WAHI at the [Greater Milwaukee Association of Realtors Home & Garden Show](#) - March 25 to April 3. On Friday, March 25th, another Milwaukee Affiliate, Chris Mancuso of [Accurate Basement Repair](#), was interviewed by the local NBC affiliate and during the interview made his way over to the WAHI booth and talked about the importance of home inspections. Bingo and Chris - Thank you so very much for your loyal and dedicated partnership with WAHI!
- **YOUR Profile on the WAHI Website:** Reminder...add a photo, add your logo, submit a Testimonial to be included as a Featured Member on the Home Page, detail your Services Provided, etc. Make your profile POP!

April 2022 and Beyond...

- **Spring Election:** See page 4 for important info!
- **Membership Renewal:** Renewal notices will go out in May, with payment due by July 1st to avoid the \$25 late fee. With this renewal, members will have the option to save their credit card in the system for auto-renewal going forward. Watch your email for further details.
- **Pre-Licensing Training:** Our next class will be held September 26 -30 in Fond du Lac - spread the word!



Julie Arnstein
Executive Director

You can **add your photo, logo, services provided, a testimonial and/or a link to your website** to your WAHI profile!

See page 8 in this newsletter for step by step instructions OR submit additions to me at: julie@wahigroup.com

STATE ELECTION

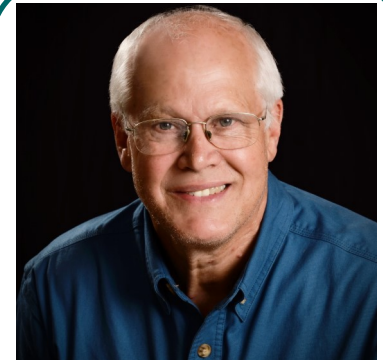
WAHI 2022 STATE ELECTION

The election will be held via our website - Monday, April 4th through Friday, April 15th - and we need your participation! Home Inspector and Retired members in WAHI have voting rights and all will receive an email with the SIMPLE steps to participate.

I am happy to report we have a full slate of candidates for this election. Incumbent Vice President Terry Elliott is running again and is unopposed but for the 4 State-Elected Member at Large position, we have 7 candidates running - that has not always been the case! I sincerely thank everyone on the ballot for their willingness to serve WAHI and our members.

The election will conclude on Friday, April 15th so cast your vote to ensure we have a quorum with the election this year!

Any questions or difficulties casting your vote, contact WAHI Executive Director Julie Arnstein at julie@wahigroup.com or 414.531.3199.



Andy Helgeson
Nominations & Elections Chair

Feel free to contact me:

414.315.0266 or
helge4674@outlook.com

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The advertisement features several overlapping screenshots of the HomeGauge ONE software interface. One screen shows a search bar with 'Search anything', a list of inspections, and a detailed view of an inspection report for '102 Lyman Street'. Another screen shows a list of 'Appliances' with checkboxes for 'Check for', 'Discontinued', 'Drain', 'Garbage Disposal', 'Manual Data', and 'Check/Change'. A third screen shows a 'RECEIPTS' section with a list of items and their status.

ARBITRATION COMMITTEE UPDATE

This year's fall seminar ended with an informative presentation by Peter Merrill, President and CEO of [Construction Dispute Resolution Services \(CDRS\)](#), WAHI's current arbitration service provider and Brienne Smith, of [Inspector Pro Insurance](#), who shared her insight on arbitration from the point of view of an insurer.

Peter's presentation displayed his passion and wealth of knowledge on arbitration, which he has been involved with nationwide for many years. He focused on two main points with his presentation:

- 1) A CDRS trained arbiter will always make his/her decision based on the contract in place between the two parties.
- 2) Any judge that dismisses an arbitration clause in an agreement or contract signed by both parties is breaking federal law.

Brienne expressed the confidence that Inspector Pro has in the ability of CDRS to arbitrate complaints against their insureds fairly and the importance of having your inspection agreement signed **before** you begin any part of a home inspection.

I encourage any member with any questions or concerns about WAHI's arbitration program to reach out to me; Peter has expressed his willingness to answer any questions WAHI members may have as well. You can find his contact information at <https://www.constructiondisputes-cdrs.com/contact-information.htm>

If you have questions about Inspector Pro Insurance, you can find their contact information in their ad in the newsletter.

The WAHI Arbitration Committee is aware of several arbitrations involving WAHI members that were recently handled by CDRS. For privacy reasons, the Committee is not given the personal or business names of the parties involved with the arbitration, only that the arbitration occurred, the complaint details and the decision made. I am asking any inspector member involved in an arbitration to provide feedback about their experience with the arbitration process. The member may remain anonymous, if they desire, and can provide the amount of feedback they are comfortable with. Any information about the process will be very beneficial to WAHI and your fellow members.



David Nason
Arbitration
Committee Chair

Feel free to contact me:

262.443.8958 or
bestinspectionsllc@gmail.com

Stay in touch with the WAHI Facebook page!

Our WAHI Facebook community provides the perfect opportunity to: post minutes, make chapter announcements, post meeting changes, start a dialog/ask questions of other inspectors or just see what your fellow WAHI members have been up to.

 Like

If you have any questions,
please contact:

Bob Turicik
920.892.7654

homeview@wi.rr.com

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NEW MEMBERS

Ian Baumann (Central)
Home Inspector Member
Pillar to Post
715.791.4119
ian.baumann@pillartopost.com

Dale Ruechel (Central)
Home Inspector Member
Bull Falls Inspections, LLC.
715.571.2032
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WAHI LEGAL SUPPORT

Affiliate member Attorney Lauren Triebenbach of Michael Best and Friedrich offers a risk-free, INITIAL consultation to WAHI members with legal concerns. WAHI members have the right to contact any attorney of their choice. Should a WAHI member decide to work with Lauren, the steps below, provided by Lauren, provide an explanation of her services.

1. If you receive an email, letter, text, or pleading from a customer, please contact my office.
2. I will ask that you provide me with the communication you received plus your inspection agreement and report. If there are other communications related to the claim, I will ask for those too.
3. After I review your documents, I will schedule a time to talk to you. Calls generally last 15-30 minutes. I will discuss with you your options, which could include working it out on your own, engaging me to respond on your behalf, or tendering the claim to your insurance company. The strategy I discuss will be based on your specific claim, whether litigation or arbitration has already been initiated, and whether your inspection agreement specifies arbitration as the method of dispute resolution.
4. If you don't hire me, you don't get a bill. If you do hire me, the time spent reviewing the case will be included in the final billing.
5. Knowledge is power. I want inspectors to know their options so they can the decision that's best for them and their business.

Visit the WAHI Affiliate Member page to contact Lauren: <https://wahigroup.com/Affiliate-Members/>



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UPDATE YOUR WAHI PROFILE IN 5 EASY STEPS

1. Go to www.wahigroup.com.
2. From the Home Page - upper right corner, **select "LOG IN."**
ENTER your email address on file with WAHI and password.
*If you have questions, contact Julie at julie@wahigroup.com.
3. Once logged in, the upper right corner shows your name,
"Change Password" and "Log Out." **CLICK on your name.**
4. You should now be on the "My Profile" page. **Select "EDIT PROFILE"** in the gray rectangular box.
5. After making your updates, **select "SAVE"** in the gray rectangular box at the bottom of the page.

WAHI ARBITRATION PROGRAM

Not every homeowner/inspector interaction goes smoothly. Although all members are encouraged to make every effort to resolve disputes on their own, we know that is not always successful.

WAHI's Dispute Resolution Program is here for you during those difficult times.

For information, please contact:

WAHI Arbitration Chair David Nason

262.443.8958

bestinspectionsllc@gmail.com

WAHI was recently asked, and answered, a question presented by a Home Inspector member on the "cusp" of retirement.

Must a home inspector continue his/her WAHI membership for the 2 year liability period following retirement to take advantage of the arbitration system in the event of a claim?

If so, at what level...Home Inspector member or Retired member?

While WAHI would appreciate your continued support and involvement as a Retired member, it is not required. Currently, if a Home Inspector member has not renewed their state license they are eligible to renew their membership in WAHI at the Retired status.

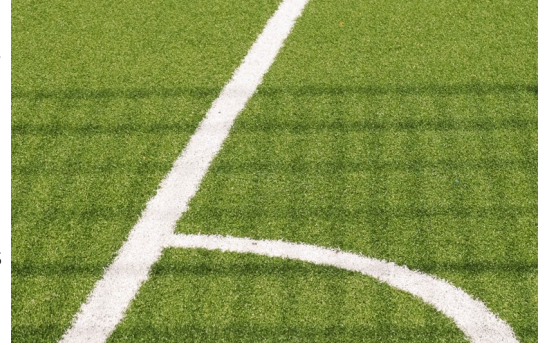
This article is the sole opinion of the author. WAHI strongly advises you to explore any specialized training and/or certification necessary to perform additional services as a part of your inspections.

OUT OF BOUNDS: CLAIMS OUTSIDE THE STANDARDS

By Tanner Weyland, Content Marketing Specialist InspectorPro Insurance

During any sporting event there are many focuses of our attention: the players, the ball, the referee. It is rare, however, to hear a fan say, “I just couldn’t take my eyes off the boundary line! Yet, despite being the least exciting part, the borders of the play-field are secretly the MVPs of most games.

The boundaries give the vital structure that most sports need to be fair and controlled. If the ball or player gets pushed out of bounds, there might be some boos and sighs of frustration, but nothing beyond that. Conversely, if a player ran out of bounds and continued running down the field before jumping back into the field at the endzone, the crowd would rush the field in anger. Similarly, a home inspector who does not clearly define their boundaries in their pre-inspection agreement is likely to experience a metaphorical “rushing the field” from angry clients who did not understand the scope of the inspection.



We know home inspectors are human, but clients can have superhuman expectations of what an inspector “should” discover. To protect against unrealistic expectations and avoidable claims, home inspectors should reference their standard(s) of practice (SOPs) in their agreements. These standards are the boundaries that ensure that homeowners are getting proper inspections. They also protect inspectors from allegations for issues that are improbable to discover during a visual inspection. By citing your operational standards in your contract, you allow your clients to know your exact processes and limitations.

Claims for “Out of Bounds” Issues Still Happen

Despite the popular (and wise) citation of standards of practice in most inspection agreements, allegations regarding issues that are outside of the SOP are still in [the top ten reasons for claims against home inspectors](#). Here are common scenarios that lead to such claims.

1. Specialty Issues

There are many types of auxiliary inspections to offer alongside a typical home inspection (as defined in your SOP). If the standards you list in your pre-inspection agreement specifically exclude certain specialty inspections (ex.: pest, mold, water testing), then you should not be held accountable for issues arising from those areas. However, if you decide to offer these add-on services, always add an addendum to your inspection agreement. This addendum will add the standards for that specialty inspection since its services were originally excluded in your SOP.

A client accused one of our inspectors of negligence on his inspection. They specifically accused him of failing to discover high levels of Total Dissolved Solids (TDS) in well water. While most SOPs do not require an inspector to inspect “wells, well pumps, and water storage-related equipment” ([ASHI SOP 6.2.A.3](#)), an inspector can always offer these specialty inspections as an add-on. The inspector had offered the client both a water test for the home, as well as a well-water test. However, they had only accepted the water test. Because the SOP excluded well testing, and since the client had opted out of the well test, the pre-inspection agreement protected our inspector, and the client dropped the claim.

2. Not Visible or Hidden

Another common claim arises when clients accuse inspectors of missing defects that would require a more intrusive inspection to find. Most SOPs define a home inspection as a visual—not invasive—examination of a home’s physical structure and systems. Because you can only inspect what you can see, you cannot inspect anything hidden from view. This includes things obstructed by furniture or personal belongings and things behind walls or below ground.

[READ MORE](#)

See our ad on page 12!

MEMBERS ONLY INTERACTIVE FORUM

It has come to our attention that many of you may be unaware the WAHI website hosts an interactive forum on the Members Only page.

We encourage all members to check it out!

This is a very useful tool for communicating directly with fellow members and with our large membership, chances are very good that you will find someone who has a shared experience similar to yours or an answer to your question!

To access the forum section of the website you need to log-in to the website.

See page 8 for step-by-step instructions to log-in to your profile and make use of this additional "tool" and benefit WAHI offers to their members.



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An IMPORTANT Announcement regarding Chapter Meetings Online

WAHI has been, and still is, a believer in our approach to education - what I call the “WAHI way”! We still see great value in holding our seminars and chapter meetings in person, with the speaker right there in the room for full interaction, Affiliate members and vendors in attendance to develop relationships of confidence and trust, and last but certainly not least, your fellow inspectors, many sole proprietors like you, to share experience, insight and lessons learned along the way!

But, with all of that said, we recognize the need for online programming from WAHI, the ONLY continuing education provider **focused solely** on WI inspectors, WI Standards of Practice and WI rules and regulations (State Statutes)! Long before COVID entered our lives, we knew that some of our members found it difficult to attend their local chapter meetings for a variety of reasons.

Since COVID, many of our chapters have been recording and/or live streaming their meetings. As a courtesy to our members, as we coped with these strange, uncertain times, we offered continuing education credits for those meetings at no charge. This process has been by trial and error, while not perfect, the chapters did the best they could. We recognize how critical it is for speakers to speak clearly and at a reasonable volume for the value of the presentation to effectively reach our at-home viewers.

Any member not comfortable or unable to attend a meeting in-person may continue to connect with their chapter online (and we encourage that!), however, **to earn the 2 continuing education credits there will be a charge of \$20.00** - to be paid through your local chapter treasurer, in most cases. You will be notified by email if your chapter has a different plan in place. WAHI will also be **posting one “highlighted” chapter meeting per month on the WAHI YouTube channel** – for now, payment and certificates for that will be handled by WAHI Executive Director Julie Arnstein. Watch your email for specific details each month.

There are online service providers who can streamline this process but for now, we are “testing the water” to explore the response from our members and determine our best route going forward.

On behalf of WAHI, I thank you for your continued support of our educational programming and your patience as we embarked on this new path.

OFFICE DEPOT DISCOUNT

Office Max and Office Depot merged some time ago. The Office Max discount program offered to WAHI members no longer exists – the savings became spotty as the merger was coming together and then finalized.

Office Depot has come to WAHI with a new, improved program. See page 15 for information on their in-store program and page 16 for a program overview and the contact person to establish an online account.

From one of our Central Chapter members - “I needed 2,000 copies made – they quoted me \$160.00. AFTER I presented my WAHI card, the cost dropped to \$50.00! What an AWESOME savings!”

From one of our Madison Chapter members - “I recently had printing done at my local Office Depot/Max. Cost before WAHI discount = \$137.00. AFTER the WAHI discount was applied = \$36.00!!! WOW!”



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See page 9 for an informative article provided by InspectorPro

SURVEILLANCE CAMERAS

A realtor contacted me regarding a WAHI inspector who turned off 2 video cameras in a home he was inspecting. The agent was calling for clarification as she was not certain what the rules are concerning recording devices. At the time of the inspection, the inspector explained he disengaged the 2 cameras in order to be compliant with the State Statutes - he explained that if his actions and any commentary were recorded and viewed by a party of than his client he would be in violation of State Statute 440.975

(7) A home inspector may not do any of the following:

(b) Deliver a home inspection report to any person other than the client without the client's consent.

In the inspector's mind, by being filmed, he was "delivering" contents of his report to someone other than his client. I reached out to the Department of Safety and Professional Services (DSPS) to see how they would view this situation should someone file a complaint.

The Department would not view it as the inspector did. They said that video surveillance does not fall under sharing contents of the inspection and/or an inspection report. State Statute 440.975 (3) reads as follows:

After completing a home inspection, a home inspector shall submit a WRITTEN report to a client that does all of the following: etc. etc. (See 440.975 (3) (a-d) for remaining details)

In January 2020, Senate Bill 247 passed and a portion reads as follows:

995.60 (2) USE OF SURVEILLANCE DEVICES. Except as provided under sub. (3), an owner of real estate may use a surveillance device in or on the real estate to observe or record an individual who is present in or on the real estate for a private showing, open house, or other viewing of the real estate in connection with the owner's attempt to sell the real estate.

At the WAHI Spring 2019 Training Seminar, a speaker touched on surveillance cameras. He suggested attendees seek legal advice regarding privacy/disclosure rules in our state and/or add a disclaimer to their report. Something along the lines of:

We will make every reasonable effort to keep the results of the inspection confidential and will provide a report to you only (unless otherwise directed by you in writing). However, we have no control over home security surveillance systems that may be present and activated during the inspection, and it is possible that other parties might observe the inspection without our knowledge.

Please contact me with any questions or concerns – julie@wahigroup.com or 414.299.9766

WAHI WELCOME COMMITTEE

Our Welcome Committee is intended to do just that.... *welcome* our new members into WAHI. As a new member, expect a call from a member from your chapter. If you are a "newer" member – maybe you joined a while ago but haven't yet attended a meeting - feel free to reach out to a committee member from your chapter and make arrangements to meet at the next or an upcoming meeting.

We want our new members to feel "welcome", feel a connection with the group... and the members listed below are the right people to do that!

CENTRAL

Mike Carson - 715.212.4051 or carsonhomeinspector@gmail.com

Paul Zenker - 715-303-1937 or pzenker@onpointwisconsin.com

Kyle Zimmermann - 715.897.3636 or kyle@royaltinspections.com

CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com

Marc Steig - 715.797.1475 or inspectormarc3@gmail.com

FOX VALLEY

Dave Brading - 920.889.2120 or dave.brading@yahoo.com

Bob Turicik - 920.946.0433 or homereview@wi.rr.com

MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com

Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

MILWAUKEE

Brian Derewicz - 262.343.1614 or briandthehomeinspector@gmail.com

Ryan Eigenfeld - 414.795.9018 or flarsbar@gmail.com

Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

Mike von Gunten - 262.945.2446 or mvgbvg@wi.rr.com

Thank you all for stepping up to serve on one of the **most important** committees within the WAHI organization!

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