



The WAHI Inspector

August 2020

Vol. 24, Issue 8

www.wahigroup.com



Ric Thompson
President



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Howdy Partners!

In the past newsletters, I stressed taking care of yourself and your health. Whether it be the heat or the “Rona”, your health should always come first. Be sure to keep an eye on that! This month, I want to speak on the *health of your business*. In particular, preventing call backs from clients.

As more and more Buyers purchase homes for well above the asking price, the expectation of perfection has become increased. Unfortunately, when perfection is not found after the Buyer moves in, a finger is quickly pointed toward the Home Inspector! “Why didn’t my inspector see this?”

I have had an increase in calls from Buyers recently. After going back to the property, taking a look at their concerns and having a conversation with them, I have been able to walk away unscathed. That may not always be the case but there are measures you should include in your routine to help avoid getting into trouble.

First, make sure your clients **understand** what your purpose is. Educating the Buyer normally falls on the inspector’s shoulders. Whether it is providing them with a copy of the State Standards of Practice or verbally walking them through the purpose of the inspection. I try to do both! When I verbally walk them through it, I use language I know they will understand. This is also a great opportunity to build some comfort and trust with them. I normally get questions or learn of their specific concerns at this time.

Once the inspection commences...pictures, pictures and more pictures! And captions on pictures! Captions are key to their understanding of what you are looking at. Sometimes a photo of one item can shed light on a totally different item or concern, simply due to the photos being taken from different angles.

Clarity. Clearly describing your discoveries will be a 3rd tool in your belt in minimizing the phone calls. Stay away from technical terms if possible. I hear that some inspectors talk above their clients as if they’re talking to the fellow trade professional. Keep in mind clients aren’t in our CE courses or our chapter meetings. As I stated above, use language your client can understand. When their eyes start spinning like a slot machine, dial it back a bit and take some extra time to make sure they “get” what you’re talking about. The K.I.S.S (Keep It Simple Silly) method hasn’t failed me yet!

A home inspection report can be intimidating at times and, contains a lot of information they will be sifting through after you part ways. Focus on informing your client, not sharing your opinion - that is for them to do.

As always, fell free to contact me with any concerns. It is what I am here for!

Be safe out there,
Ric Thompson, WAHI President

The Coronavirus recommendations continue to advise against gathering in large groups but some chapters are able to resume in-person meetings. See below for chapter specifics.



NEXT MEETING: Wednesday, August 19

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

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

Education: Chapter President, Mike Carson

Mike will pull together and present various case studies. The group will go over reporting, remedies and, if time allows, discuss best building practices.

For speaker information, or to provide a suggestion/lead, please contact the Chapter Education Chair, Tyler Groshek at 715.212.7341



NEXT MEETING: Wednesday, August 5

Zoom Meeting at 6:00 pm - *Watch your email for the details to log-in or dial in.*

Education: David Strassman, Local Realtor for Riverbend Realty Group, LLC.

David will share his thoughts and advice on addressing the upcoming legislative changes.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, David Welch at 715.382.6058



NEXT MEETING: Tuesday, August 18

Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm

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

Education: To be determined

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



NEXT MEETING: Tuesday, August 11

Check-in at 5:00, Dinner/Meeting/Education at 5:30 pm

[Maple Tree Supper Club, 3010 US-51, McFarland, WI 53558](#)

Education: The Impact of COVID-19 on How We Perform Our Jobs

Calling all Madison members! We need your help to find speakers for our future meetings - we accept a wide range of topics. Please contact Chapter Education Chair, Ron Miller at 608.235.9836



NEXT MEETING: Tuesday, August 11

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

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

Education: To be determined.

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

WHAT'S HAPPENING IN WAHI?

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

July 2020

- **Continuing Education:** In April, May and June WAHI was able to provide our members the quality continuing education they have come to expect via Zoom and via 2 YouTube presentations. In July, some chapters began meeting in-person again. Many social distancing efforts, while not perfect, were put in place. Those who felt comfortable gathering in a group enjoyed the opportunity to see friends and feel a little “normal” again. Thank you to all involved for your efforts to pull these credit worthy programs together!
- **Membership Renewal:** The WAHI membership year runs from July 1st through June 30th. Thank you all for your continued support of WAHI. COVID-19 did not heavily impact our renewal numbers which we are grateful for. It also does not seem to be heavily impacting our new memberships either – since March 1st, we have had 23 new members join the association! See page 6 in this newsletter for our 5 newest members 😊.
- **WAHI Contact Info:** WAHI leadership made the decision to do away with some outdated means of communication. WAHI will no longer have a toll-free number or a fax line. Both seemed to be an unnecessary expense in 2020 and both were mostly getting used for sales pitches and nuisance calls.
- **COVID-19 Safety Practices:** Please remember that regardless of your position on the virus, to be respectful of the position your buyer, the seller and/or agents involved may have. We are not out of the woods on this yet and while it may feel that way to some, we must continue to be mindful and respectful of those your job impacts.



Julie Arnstein
Executive Director

August 2020 and Beyond

- **August Chapter Meetings:** While many WAHI Chapters are returning to in-person meeting, the social distancing recommendations and guidelines continue. WAHI encourages all members to take any precautions they see fit for their own personal health and safety and the health and safety of their loved ones. See page 2 of this newsletter for details - watch your email for additional information.
- **WAHI Projects:** The Board of Directors, the Long-Term Planning Committee and the Education Committee are all hard at work! A summary page, a Wisconsin home inspection report, online education and increasing WAHI awareness are all being explored to benefit our members.
- **Affiliate Membership Drive/Contest:** See details on page 5 in this newsletter. Due to the Coronavirus, we have extended the contest dates and will announce the winning chapter at the spring 2021 seminar!
- **Home Inspector License Renewal:** Wisconsin Home Inspectors renew their certification every 2 years - by December 14th in even-numbered years. Occasionally I am made aware of a WAHI member whose license has expired...unbeknownst to them! Mark those calendars and/or set an alert on your phone so your renewal does NOT “slip passed you”! See the Department of Safety and Professional Services (DSPS) website for more information - <https://dps.wi.gov/Pages/Professions/HomeInspector/Default.aspx>
- **2020 Fall Education House and Training Seminar:** Our Education Committee is hard at work planning our fall training event November 13th and 14th in Stevens Point! We have our fingers crossed that we will be able to conduct our fall Education House and Training Seminar in the usual “WAHI way” (in-person) but time will tell – stay tuned!

You can **add your photo and/or a link to your website** to your WAHI profile!

Submit photo and/or company website info. to: julie@wahigroup.com

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)(b):

- (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. 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



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WHICH CHAPTER will be the WINNER of the WAHI AFFILIATE MEMBERSHIP DRIVE?

As of the WAHI Spring 2020 Education House and Training Seminar WAHI will be conducting an **Affiliate Membership Drive**. The goal of this effort is to increase our pool of qualified contractors and product or service providers. To bring out everyone's *competitive spirit*, we have decided to make this a **contest!** The original contest end date of November 13th has been extended to the WAHI Spring 2021 seminar weekend due to COVID-19.

The rules are simple...

1. Each chapter will need to increase their affiliate membership by at least 5% of their total chapter membership as of March 5th. Based on counts at that time:
 - Central chapter will need at least 3 new affiliate members
 - Chippewa Valley chapter will need at least 3 new affiliate members
 - Fox Valley chapter will need at least 4 new affiliate members
 - Madison chapter will need at least 4 new affiliate members
 - Milwaukee chapter will need at least 8 new affiliate members
2. The new Affiliate member must be a paying member, not the recipient of a complimentary membership for speaking at a chapter meeting or seminar.
3. Direct interested parties to the Member Benefits page on the WAHI website to complete an online application - <https://wahigroup.com/Member-Benefits>

The chapter with the largest percentage of new affiliate members, over the minimum, will be deemed the winner!

The “prize” for the winning chapter is a complimentary chapter meeting - paid for out of the WAHI state coffers - AND more importantly, will be known as THE BEST CHAPTER IN WAHI, complete with bragging rights!

Watch for “progress reports” in the newsletter each month to see which chapter is in the lead. **Let the games begin and may the BEST chapter win!**



Ron Miller
Membership Chair

Please contact me with
any questions:
608-235-9836
or
ronmiller547@gmail.com

NEW MEMBERS

Carl Chenoweth (Madison)

Affiliate Member offering engineering and consulting services

Civil Engineer Consultant
800.644.1549

ctchenoweth@siteworkdefects.com
www.siteworkdefects.com

Eric Johnson (Fox Valley)

Home Inspector Member
Johnson Inspection Services, LLC

920.606.9040

e_a_johnson@hotmail.com

Zachary Peterson (Milwaukee)

Affiliate Member offering FAA licensed and insured aerial imaging

Monarch Drone Photography, LLC
262.490.3607

admin@monarchdronephotography.com
monarchdronephotography.com

Brad Stueck (Fox Valley)

Home Inspector Member
Focus Home Inspection

800.531.0233

brad@bigmoosehomeinspections.com

Ronald Zieth (Chippewa Valley)

Home Inspector Member

Ron's Home Inspections, LLC.

262.960.0662

rjzieth@gmail.com

OFFICE DEPOT/MAX

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 14 for information on their in-store program and page 15 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."

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 or 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.



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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 [below](#) 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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UPDATE YOUR 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.

DISPUTE PROCESS

All member-to-member or member-to-association disputes must go through the Membership Committee. A member going public with disputes of these types, risks disciplinary action. The Membership Committee will implement this policy.

**For more information on this process,
contact Membership Committee Chair:**

**Ron Miller
608.235.9836
ronmiller547@gmail.com**



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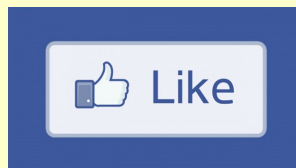
See page 12 for an informative article provided by InspectorPro

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.

If you have any questions, please contact:

Bob Turicik
920.892.7654
homeview@wi.rr.com



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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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THE DANGERS OF ELECTRICAL EXPOSURES

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

Electrical exposures and home inspectors.

Inspecting homes is a dangerous job. From slippery to roofs to aggressive animals, rotted subflooring to invisible toxins, the average home inspector encounters countless perils during their careers. One hazard that can be fatal is electrical exposures.

“[Electrical exposures] can take your life if you’re not prepared,” said Walter L. Williams of [PPT Inspections](#) in Michigan. “Even if you put an instrument to [a wire] to get a reading, or to see if it’s energized, you don’t know what may be lurking behind the [electrical] box.”



To Williams’ point, one reason electrical exposures pose such a risk is because of how difficult they are to identify.

“You can’t see electricity. You can’t smell it, [and] you can’t taste it. But you feel it, and it hurts really bad,” said Julian Cofer of [Cofer Real Estate Inspections](#) in Texas.

Injury Types.

According to the Canadian Centre for Occupational Health and Safety ([CCOHS](#)), electrical currents cause four main types of injuries:

1. Electrocution
2. Electric shock
3. Burns
4. Falls

Each of these four types can happen to a home inspector. Here are some examples of scenarios in which you could encounter a hot or live wire and sustain injury:

- To get to the electrical panel, a home inspector leans across a washing machine. Conductive to electricity, the metal and improperly grounded machine transfers a shock to the inspector.
- While in an attic, a home inspector brushes against a live wire hidden in the insulation.
- The inspector steps through a puddle of water in the basement. As he continues to inspect, he encounters some energized wires that electrocute him.
- While inspecting the electrical panel, an inspector touches an energized circuit part. The shock burns his hand and send him flying backward several feet.

Thankfully, suffering from an electrical injury on the job is avoidable. There are ways for you to manage your risk against harm. In this article, we discuss some precautions and resources to [overcome](#) electrical exposures you may encounter on the job.

[READ MORE](#)

To learn more about InspectorPro Insurance, please see our ad on page 9 of this newsletter.

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
Kyle Zimmerman - 715.387.1815 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
Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com
Andy Helgeson - 414.315.0266 or helge4674@outlook.com
Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com
Brittany Thomas - 414.486.2367 or thomasradontesting@gmail.com
Mike von Gunten - 262.945.2446 or mike@lahigroup.com

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

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262.3431614

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262.377.0751

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608.235.9836

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715937.2002

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Roger Kautz
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Andy Helgeson, Chair
Tom Greenwaldt
Roger Kautz

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Julie Arnstein
Nick Hammetter • Todd Jones

Welcome

See page 13 in this newsletter

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Associations Liability Insurance Agency

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