



**David Nason
President**

August 2023

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www.wahigroup.com

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Hello WAHI Members,

I missed the July meeting for the Milwaukee Chapter due to being on vacation, but I heard it went very well! My thanks to Bingo Emmons, owner of Creative Construction of Wisconsin, and his employees for hosting the meeting in their new training room and providing a cookout dinner. The classroom portion of our November Pre-Licensing Home Inspector Training Course will take place there as well. Bingo is an active Affiliate member and also serves as the Milwaukee Chapter Education Chair, and we cannot thank him enough for his continued generosity towards WAHI.

During the meeting, discussion took place about the importance of presenting a professional appearance as a home inspector. Jim Oezer, Milwaukee Chapter President, shared that an inspection recently took place near his home and he witnessed the inspector's arrival. This inspector, not a WAHI member, was dressed in shorts and flip-flops and brought his dog along in his truck. Certain situations may lend themselves to a little more casual attire; however, as WAHI members we should always strive to present ourselves in a professional manner, including our attire, in front of our customers, realtors, and any neighbors that may be watching. In my opinion, shorts and flip-flops are not the image I want to portray.

I mentioned being on vacation last month. My family and I rented a 32' RV and headed to Utah's national parks. This wasn't our first road trip as we have traveled as a family to all 50 states over the years. In all these trips we have not had a single incident on the road, not even a flat tire. I attribute that mostly to our preparation. Before each trip our vehicle is scheduled for an oil change and thorough service. Our route each day was well planned, which minimized surprises while driving. We often talk about being *safe* during our inspections on ladders, roofs, and in attics, but we also need to be *safe and prepared* when traveling to and from our inspections. So, take the time to make sure your vehicle is well maintained and always know your driving route in advance.

Hope you're enjoying the summer!

Best,
David Nason

CHAPTER UPDATES



NEXT MEETING: Wednesday, August 16th

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, August 2nd

Check-in by 5:15 pm & Meeting/Dinner/Education to follow

[Hangar 54 Grill \(in CV airport\), 3800 Starr Ave, Eau Claire, WI 54703](#)

Education: Travis McNanara of Premier Gunite, LLC

Travis's presentation will address foundation conditions and repairs, as well as, limestone and sandstone wall restorations.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Co-Chairs, Matthew Hell 715.497.5632 and Pete Saltness 715.829.7348



NEXT MEETING: Tuesday, August 15th - FIELD TRIP!

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

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

Education: Building Inspector Paul Birschbach will conduct his annual "onsite" education program. Watch your email for IMPORTANT details!

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



NEXT MEETING: Wednesday, August 9th...ANOTHER Field Trip!

[Forest Products Laboratory, One Gifford Pinchot Dr, Madison, WI 53726](#)

Tour starts at 3 pm - a brief business meeting and dinner *someplace* (optional) to follow.

Education: Forest Products Lab Tour

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



NEXT MEETING: Tuesday, August 8th

[Creative Construction of WI, 2129 S 55th St, West Allis, WI 53214](#)

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

Education: Home Inspector member and MSOE Engineer Doug Nelson, Nelson Inspection Service. Doug will provide a detailed look at private water supply systems and private onsite wastewater treatment systems (POWTS).

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair Bingo Emmons at 414.397.4072

WHAT'S HAPPENING - AUGUST 2023

Here is a brief 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.

- **WAHI Pre-Licensing Home Inspector Training Program:** Registration is under-way for our 4th 40-hour training course in Milwaukee! Lead instructors Ron Miller and David Strandberg will prepare a new group of students to enter the home inspection industry with classroom training on Monday, Tuesday and Wednesday. On Thursday and Friday, Ron and David will be joined by several experienced WAHI inspectors who will work one-on-one with the students for the Field Training portion. WAHI is very proud of this newest training program. This class is scheduled for Monday, November 6th through Friday, November 10th in Milwaukee, in conjunction with our WAHI Fall 2023 Education House and Training Seminar. Please...**SPREAD THE WORD!**
- **Marketing WAHI:** The new Marketing Committee continues to meet to determine the best way to spread the *WAHI Word!* We need to let home inspectors - existing and newly licensed - who are not yet a part of our great association, know that we exist and why they need to be a member! We need to better market our training programs - in-person and online. Thank you Dave Kolesari, Chris Mancuso, David Nason, Misty Russell, and Bob Turicik for joining me on this VERY IMPORTANT effort. If marketing is an area of interest or expertise of yours, let me know - love to add you to the committee!
- **WAHI Online Education:** By now I hope you have checked out our **NEW streamlined** process to earn continuing education credit through WAHI when you can't attend your chapter meeting, a seminar or just want to get smarter! See page 5 in this newsletter for all the details.
- **Political Action Committee (PAC):** Attending fundraisers for candidates who serve on committees that directly, as well as indirectly, affect the home inspection industry is the reason WAHI started a PAC - this is how we create and/or further develop WAHI-awareness! We continue to seek PAC Committee members and member contributions to fund the PAC. See page 4 in this newsletter for further information.
- **Affiliate Membership Drive:** WAHI is in the midst of a membership drive to bring contractors, service providers and Realtors into the association. This effort will create a mutual understanding of what "they do" and what "you do" and benefit all! If you have names of quality people you share with your home inspection clients (who are not yet members of WAHI), please share those names with your Chapter-Elected Member at Large!
- **Fall 2023 Education House and Training Seminar:** We are confirmed! Save the dates of Friday, November 10th and Saturday, November 11th. This training will be held at the Embassy Suites on Moorland Rd. in Brookfield. More details to come!
- **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!



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

INCREASING WAHI AWARENESS with the WAHI PAC

In early 2022, WAHI chapters polled their members at monthly meetings to gauge the level of interest in starting a Political Action Committee (PAC). The primary reason in starting the WAHI PAC was to increase awareness with state legislators. The response was favorable and a WAHI PAC was formed. The needs of this committee are 2-fold.

First, we needed to fund the PAC to enable WAHI to make contributions to fundraising efforts and/or attend events. PAC funds are used to attend fundraisers of legislators involved in and/or serving on a committee that impacts the home inspection industry. The funds are not to be used to support (i.e. endorse) any specific candidates running for office.

WAHI is grateful to the following members who generously contributed to our 1st plea last summer:

Jameel Dawan
Denny Kruger
Ron Miller
Sean Martinson

David Nason
Glenn Borucki
Ken Smith
Jill Hauk

Terry Elliot
Dan Reik
Scot McLean
Jeff Ellsworth

Willy Wayne
Al Weiland
Riley Schuster
Frank Raupp

Our second need was to *populate* the PAC. WAHI's goal is to have 2 members from each chapter serve on this committee. This is important in the event a fundraiser is held in a particular area of the state, with the thought that at least one of 2 members would be able to attend the event to represent WAHI.

We are still seeking both - funds and committee members. Please contact WAHI Executive Director Julie Arnstein with interest in either or both needs - with any questions of course too! - julie@wahigroup.com or 414.531.3199.



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WAHI's NEW ONLINE EDUCATION CATALOG

WAHI is excited to announce that our recorded monthly chapter meetings will now be available for easy access through our WAHI website! Select your topic, make your payment, receive the link to the WAHI YouTube Channel, submit Q&A plus Password to earn CE credits and receive your CE Certificate - it's ALL there!

WAHI wants to thank Chippewa Valley Home Inspector member Marc Steig for the tremendous job he has done consistently recording his local chapter meetings since COVID hit us! Online education was not a path WAHI had gone down yet and Marc stepped up to the challenge and made it possible for our members to obtain their continuing education through WAHI during COVID and beyond! Many members took advantage of this option while COVID concerns were high and continue to do so.

Our thanks also go out to Madison Chapter Home Inspector member Misty Russell. In addition to home inspection, Misty has a strong interest and aptitude in web design, SEO and pretty much "all things internet." Misty developed our new Online Education Catalog page and all the steps that will take you to your Certificate of Completion.

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.

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 or
homereview@wi.rr.com



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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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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 President and Arbitration Chair David Nason at 262.443.8958

or

Construction Dispute Resolution Services (CDRS)

President & CEO Peter Merrill at 505.473.7733

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.

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 5 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.

IMPORTANT ARBITRATION INFORMATION

At a recent seminar Peter Merrill, President and CEO of Construction Dispute Resolution Services (CDRS), WAHI's current arbitration service provider, reminded everyone of the value of arbitration and your rights to go that route when it is in your signed agreement. In addition, Brianne Smith, of Inspector Pro Insurance, shared her insight on arbitration from the point of view of an insurer. Peter's focused on two main points: 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. Brianne expressed Inspector Pro's confidence in CDRS to arbitrate complaints fairly and the importance of having your inspection agreement signed **before you begin** any part of a home inspection. See more details on their joint presentation in my full article on page 8 of the [September 2022 WAHI Inspector](#).

Last summer a WAHI member had a previous customer file for arbitration AFTER the 2 year statute of limitations had expired. The inspector still had to respond to the arbitration but rather than going through the full arbitration process, the inspector requested a much shorter process called a Documents Only Arbitration. **It is up to the inspector to make that request.** See my full article on this situation as well as your rights, and what is your responsibility, when faced with an arbitration on page 4 in the [September 2022 WAHI Inspector](#).

I welcome any member with questions or concerns about WAHI's arbitration program to contact me. Peter Merrill's contact information can be found at: <https://www.constructiondisputes-cdrs.com/index.htm>. Note: Peter prefers phone calls rather than reply to long emails.

The WAHI Arbitration Committee is made aware of arbitrations involving WAHI members that are handled by CDRS. For privacy reasons, the Committee is not given the personal or business names of the parties involved with the arbitration, only the complaint details and the decision made. I am grateful for the candor of the member involved in the case cited above. I ask all members 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 you share will be very beneficial to WAHI, your fellow members and the continued success of arbitration as a path for conflict resolution.



**David Nason
President and
Arbitration Chair**

Feel free to contact me:

**262.443.8958
or
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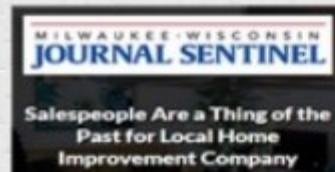
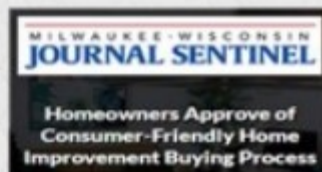
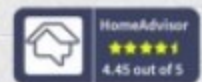
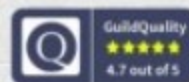
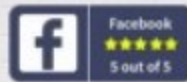
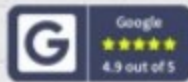
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AFFILIATE MEMBERSHIP GROWTH...REALTORS!

WAHI is embarking on a Realtor Affiliate Membership Drive and Contest. The goal of this effort is to:

- Develop a better understanding of the 2 “entwined” industries - responsibility to own client, legal/statutory responsibilities, ethical responsibilities, limitations, etc.
- Foster (and maintain!) relationships of respect between individual Home Inspector and Realtor Affiliate members. This could have a very positive impact for you and your client on the whole process given the fact that the 2 industries “work” in such close proximity.

The rules are simple...

1. The new Realtor Affiliate member must be a paying member, not the recipient of a complimentary membership for speaking at a chapter meeting or seminar.
2. Direct interested Realtors to the Member Benefits page on the WAHI website to complete an online application - <https://wahigroup.com/Member-Benefits>

To encourage everyone’s competitive spirit, WAHI is offering a prize to the member who brings in the most new Realtor Affiliate members by October 31, 2023 (2 minimum). The “prize” for the winning member is complimentary attendance at an upcoming WAHI Training Seminar - the Saturday portion of our biannual training events - a \$200 prize!



Ron Miller
Membership Chair

Please contact me:

ronmiller547@gmail.com

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COMMERCIAL INSPECTIONS

In recent months several WAHI members have considered adding commercial inspections to their services and wondered if WAHI may have any plans to include commercial inspections in an upcoming seminar.

I shared that information with the WAHI Board of Directors and, in return, received what I consider several well thought out responses. As always, decisions like this are ENTIRELY up to you as a business owner but, based on the general consensus among the Board, I do not see WAHI offering a commercial inspection training course anytime soon. I am sharing their “cautionary comments” below.

Words of Caution #1

You can't cover commercial inspections in 1-2 days. Commercial is a different creature. Some inspectors will say that they offer “light” commercial inspections - there is no such thing, either it is, or it is not. Also, there is no state certification required but there are standards out there for commercial inspections.

I see a great many inspectors that use our WAHI residential agreement and wordsmith it for commercial. Also, a great number use a residential report form for commercial use and just change a few things. Not a good practice.

Words of Caution #2

Commercial work is an entirely different world! You don't actually do an inspection - it's a Property Condition Assessment with the inspector performing a Walk-Through Survey (based on ASTM Standards which are the most commonly used standards). An analogy would be the difference between high school or college sports and the Pro's. I'm not aware of any State or Federal standards for this and anyone doing them uses the ASTM or whatever they choose. There are groups offering commercial inspection training with courses usually at least a week long.

Everything is different from what WAHI does. Most of the inspectors doing commercial are long time inspectors with years of experience who decide to branch out or they have a specialized background geared toward this. I highly discourage most inspectors from doing this - you're generally dealing with the big boys who have the wherewithal to crush you!

Words of Cautions #3

Commercial Inspections do not have standards of practice. The reason WAHI pushed for mandated home inspection standards is that attorneys were suing home inspectors over negligence based on their and the client's *opinion* of what *should be* included in standard home inspection - E & O insurance was three to four times the cost, with much larger deductibles, than what it is now. It is far easier to train someone to do a home inspection by using the standards. A course offered in Toronto barely scratches the surface of the technical knowledge you better have to stay out of court doing commercial inspections.

Words of Cautions #4

Commercial is a different animal. The inspections depends on the type of building it is and there are many types, even multiple types mixed together in some instances. These generally require hiring a commercial HVAC tech and Electrician, many times a Mason and/or Structural Engineer. The commercial training I had through House-Master was a full week long. It was called Commercial Property Assessment (not an inspection) and had an Agreement tailored to the specific requirements of that property.

Please contact me with any questions or comments - julie@wahigroup.com or 414.299.9766

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

Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

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

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