



The WAHI Inspector

TM

From the President: Importance of Arbitration



Hello WAHI members!

Our profession keeps things interesting – always new people, new places, something you’ve never seen before. I love the changing seasons – but I could do without hot, muggy weather when its 130 degrees in the attic and you know you really should go to the other end of the attic to see if the fan is actually vented outside. Someday I want to find out why all my sweat glands are located in my forehead and drip all over my glasses (and me!) in the attic. That’s what’s great about Wisconsin, when you’re

freezing, you can’t wait until it’s hot again, and now that it’s hot, I look forward to winter. It also gives everyone at their Chapter meeting something to commiserate about with a cold brew.

I look forward to the Chapter meetings! Even when the speaker/topic may be on a subject we’ve heard before, I make it a point to try to learn something new every time. There’s always something we can learn if we stay involved. I know I sound a bit like a broken record when I’m always encouraging members to get involved in your Chapter and State but there are many committees dealing with many areas of WAHI. The newsletter lists our Statewide Committees, and your Chapter President will let you know what your Chapter needs are. All of us have different talents and interests - find an area you are interested in and jump in! Take action now - getting started is easy and I guarantee the rewards of your involvement will far exceed your expectations.

Important reminder: As you know, WAHI is *reinvigorating* the WAHI Dispute Resolution Program (arbitration) - this has been announced in past newsletters and hopefully at your Chapter meetings. It is imperative that all members take action – please do not sit back and wait for someone else to do this. All Chapters need a full team of trained arbitrators. **This group is determined by WAHI members referring qualified contractors, who you know, respect and trust, to WAHI and the Arbitration Committee.**

Every WAHI member should realize the importance of this. The difference between arbitrating a dispute and litigating a dispute is many thousands of dollars. Plus in litigation, you never know if you’re getting a fair shake - so much depends on the attorneys and judge involved. This is an easy way to help support what matters to you. Ask your Chapter President where your Chapter is in this process. I can tell you that most Chapters fall very short of the number of contractor arbitrators needed. **Without these trained arbitrators, you do not have an effective Arbitration Clause in your contract to protect you.**

Most of us encounter contractors regularly, some of us even have a referral list. As our legal advisor Roy Wagner has said many times, we should be vetting anyone who we refer to ensure they are qualified. These are the contractors we should talk to about becoming a trained WAHI Contractor Arbitrator. Let your contacts know that Contractor Arbitrators are compensated when they serve on a case, their professional standing is heightened since they are now a *trained* Arbitrator, and it’s good for their business growth to become well known to WAHI members. Tell them how much WAHI values their involvement as an Affiliate Member and that we welcome (and encourage) their participation as speakers at our Chapter meetings and seminars. Spend a little time in your week to touch base contractors you know and ask them to be involved.

Stay cool, be safe, and feel free to call me anytime with your feedback.

Andy Helgeson, President

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Our July speaker, WAHI Contractor Arbitrator and Affiliate member Master Plumber, Ron Feit from France Sale and Service. He spoke about the use of mechanical venting, and a variety of other aspects of the plumbing trade.

NEXT MEETING: Wednesday, August 17
Social at 6:00 p.m. & Dinner/Meeting at 6:30 p.m.
Meeting and meal is \$30; meeting is only \$10.
Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield
Speaker: To be determined

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Richard Duerkop at 715-241-8222.

NEXT MEETING: Wednesday, August 3
Buffet Dinner at 5:30 p.m. & Meeting at 6:00 p.m.
Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire
Speaker: Byron Bogstad, Byron's Plumbing
Byron will be presenting information on plumbing systems, drainage, venting and water heaters. We encourage members to bring photos to present.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Pete Saltness at 715-829-7348.

July's speaker was Todd Drew with City of Menasha. He spoke on identifying and dealing with homes that are/were methamphetamine labs. Todd offered to provide advice and answer questions via phone or email. He can be reached at 920-967-3522 or tdrew@ci.menasha.wi.us .

*An additional note from Fox Valley Secretary, Bruce Low: *Bottom Line* - If you come across a Meth lab, **GET OUT** (preferable, don't enter!). If not present, contact your client's agent for immediate follow-up with the authorities. Do not proceed with the inspection until the home has been cleared by authorities. There may be environmental (chemical) hazards and/or booby traps present or worse yet, weapon toting "chemists!" Do not put yourself or others in harms way.

NEXT MEETING: Tuesday, August 16
Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.
Stone Toad, 1109 S. Oneida St., Menasha
Speaker: Tentatively, Paul Birschbach. Paul will host a field trip to a new, under construction home where building codes will be observed and discussed. The group will meet at the Stone Toad and depart as a group from there. More details to follow.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Scott Hansen at 920-716-3025.

IMPORTANT ANNOUNCEMENT: Please note the meeting location change starting in September. There is no meeting in August.

NEXT MEETING: Thursday, September 15*
Roundtable at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.
Alt n' Bach's Town Tap, 2602 Whalen Lane, Madison, WI
Next to American TV off the Beltline at Todd Drive Exit
Speaker: To be determined

****The Madison Chapter meets only the following months: January, February, May, June, September and October.***

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Denny Kruger at 608-835-5395.

NEXT MEETING: Tuesday, August 9
Social at 6:00 p.m., Dinner at 6:30 p.m. and Meeting at 7:00 p.m.
Klemmer's Banquet Center 10401 W. Oklahoma Ave., West Allis
Speaker: Roger Hindel, The Computer Guy
Roger will share do-it-yourself tips. You won't want to miss this one!

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Steven Knoebel at 414-828-4217.

What's Happening in WAHI?

By Executive Director, Julie Arnstein



Here is the 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, 414.299.9766 or 877.399.WAHI

July 2016

- The Marketing Committee has been hard at work focusing on our upcoming Fall 2016 seminar.
- As you know membership renewal WAS upon us - the deadline was August 1st. If you have not yet submitted your renewal you still may. Contact me by Friday Aug 5th as I will be removing "former" members from the WAHI website. This will be your last WAHI newsletter.
- WAHI has signed on with an online meeting provider, Zoom. This service is available for use by the Board of Directors, chapter leadership and State and Chapter committees. Contact me for further information or to schedule an online meeting for your group.

August 2016 and Beyond...

- Our Education Committee is finalizing our WAHI Fall 2016 Education House and Training Seminar. We are scheduled for Friday November 4th and Saturday November 5th at The Wilderness Resort in the WI Dells/Baraboo area. For now, save the date and watch for website registration announcements via US Mail, email and in future newsletters!
- The Arbitration Training Clock is ticking...**loudly!** The December 2016 goal for an Arbitration Training event is fast-approaching. Please continue to seek out new affiliate members to join your chapter. This training would be for new candidates and possibly a refresher course for those who went through the training several years ago. There is **a lot of work to be done** prior to scheduling a training and that **falls on each and every member in WAHI**. As Andy mentioned in his President's article, all of you are asked to reach out to contractors you respect and have confidence in to join WAHI as an affiliate member to then be trained to serve as a Contractor Arbitrator for our Arbitration program. In order for WAHI to have a successful Arbitration program we need **many** qualified affiliate members, at each chapter. A solid program needs to be in place should the need for arbitration arise. It is every WAHI member's responsibility to assist in this goal.
- Wisconsin Realtors Association Fall 2016 Conference – see page 11 in this newsletter for details on when, where and how you can participate! This is a great opportunity to spread the word about WAHI....not to mention, connect with 100's of realtors and meet a few fellow WAHI members from around the state.

Members Only - Interactive Forum



It has come to our attention that many of you may be unaware that 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 10, of this newsletter 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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Andrew Anderson (Fox Valley)
Home Inspector Member
Peace of Mind Home Inspection
920-450-8994
whitetaildale@hotmail.com

Craig Robson (Madison)
Home Inspector Member
Robson Home Inspection, LLC.
920-450-8994
whitetaildale@hotmail.com

Bob Dempsey (Milwaukee)
Affiliate Member
Heating and Cooling Services
Metro Mechanical Corp.
262-783-4328
info@metromechcorp.com
www.metromechcorp.com

Misty Russell (Madison)
Home Inspector Member
Four Corners Home Inspection
608-347-3819
homeinspectionwi@gmail.com

Tim Dietsch (Madison)
Home Inspector Member
Tim's Home Inspection
608-356-2408
t.dietsch@yahoo.com

Michael St. John (Milwaukee)
Home Inspector Member
Checker Home Inspection, LLC.
414-531-6666
homeinspectionwi@gmail.com

Wayne Keller (Fox Valley)
Home Inspector Member
Ten Point Home Inspections, LLC.
920-889-8760
t.p.h.inspections@gmail.com

Andrew Wilson (Milwaukee)
Affiliate Member
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CHAPTER SECRETARIES

You are reminded to include upcoming speakers and topic information when you submit monthly meeting minutes to Julie Arnstein at julie@wahigroup.com

The information will be included in the monthly newsletter and will also be posted on our website at:

www.wahigroup.com



Charlie's House

A couple of our members attended ASHI Inspection World 2016. They were very impressed with an organization they discovered, Charlie's House, and felt the information would be valuable to you and your clients:

On November 1, 2007, Charlie Horn, a 2-year-old Kansas City boy, was killed when he attempted to climb a 30" dresser in his home. It was through this tragedy that Charlie's House was born.

What started as a memorial and an outpouring of public support has grown into a 501 (c)(3) not for profit organization with safety at its core - dedicated to keeping the community informed and engaged when it comes to preventing injuries to children in and around the home.

As part of this mission, Charlie's House participates in and sponsors community-wide events to provide home safety information. Plans are also underway to raise funds for a safety demonstration house that will provide adults with real-life demonstrations, examples and resources on children's safety.

For further information visit their website - <http://charlieshouse.org/>

SPECIAL SPACES FOR KIDS

Longtime Milwaukee Chapter member and Embassy Homes architectural designer, Andrew Risch, is involved in the Special Spaces organization. Special spaces, is a non-profit that creates dream bedrooms for children with life threatening illnesses.



The program is always looking for volunteers. If you would like to give of your time and talents, please contact Andrew at 262-841-8510 x111 or Andrew@embassyhomes.com.



specialspacesmilwaukee.org



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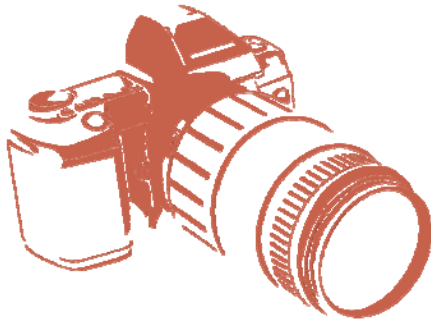
For anyone looking to book more home inspections, be sure to download "The Online Guide to Booking More Home Inspections." Within this guide you will learn how to leverage your website, and Google, to attract new customers and book more inspections. This 23-page guide is FREE to all WAHI members, compliments of Josh Fulfer of KVF Marketing, a Milwaukee Chapter Affiliate.



Click **HERE** to download
"The Online Guide to Booking
More Inspections"
by Josh Fulfer.

Also, in conjunction with the recent WAHI conference, Josh is offering free website evaluations to all WAHI members. Email your website url to josh@kvfmarketing.com if you'd like a free, no-strings, evaluation of your website. See my ad on this page.

Add a photo to the WAHI website and link it to your business site!



WAHI's website member database has a **NEW and IMPROVED** multi-choice search option.

Submit photo and/or company website info. to:

julie@wahigroup.com

Stay in touch with WAHI's Facebook Page

Our WAHI Facebook page gives you the perfect opportunity to make chapter announcements, post minutes, post meeting changes or just see what your fellow 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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Office Max joined forces with Office Depot.

Office Max/Office Depot revised their online program. Based on these changes, we would encourage members to shop in-store to take advantage of any discounts offered (see page 14).

Please let Julie know if any of your frequently purchased items are not included in the program.

julie@wahigroup.com

We encourage members to keep in contact and make sure their information is current!



We want other members and potential clients to be able to contact you. Also, we send interesting, timely emails that you may miss out on if your contact information is out of date

If your information has changed, please see page 9 of this newsletter to log-in and update your profile or contact Julie at:

julie@wahigroup.com



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Honey, the Basement Flooded!

When a homeowner asks me for advice on the best way to deal with their flooded basement, I tell them to **STAY OUT OF THE BASEMENT!** The more time they spend there, the more emotional they will get. The more emotional they are, the easier it is for a foundation repair contractor to sell them repairs - repairs that often are not even needed. There will be much less water in the basement to clean up in a day or 2 and they will be much less emotional.

Fortunately, the majority of foundation repair contractors in our area are honest and trustworthy. The honest repair contractor will make sure all exterior maintenance related causes of water have been corrected and are operating properly before attempting to sell any foundation repairs or drain tile testing.

We have been pretty dry this summer, until recently, and many homeowners neglect to address exterior maintenance issues. Honest repair contractors know this; only the predators will take advantage of emotional homeowners at a time like this.

Michael Coello, General Manager at Coello & Associates, Inc.: "The foundation repair industry is full of "one size fits all" solutions proposed by contractors that play on the ignorance and fear of naïve home owners. Charles' tremendous knowledge of the foundations inner workings give him fantastic insight into diagnosing and solving issues without scaring or intimidating the home owner. His unbiased opinion should be a prerequisite to any foundation repair estimate." (January 4, 2016)

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1. Go to www.wahigroup.com.
2. From the Home Page - upper right corner, **select "LOGIN."** **ENTER your email address** on file with WAHI **and password.** *If you have multiple email addresses or are uncertain of your WAHI email address, contact Julie at julie@wahigroup.com - she can provide your WAHI address or update it for you.
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.



WI Realtors Association (WRA) Convention

WAHI is happy to report that once again our Public Relations Chair, Bob Turicik, is coordinating a WAHI booth at the upcoming Wisconsin Realtors Association (WRA) Fall Convention in the Dells.

Bob is looking for members to staff the WAHI booth at the Kalahari on:

**Tuesday, September 13th between 8:30 and 5 pm and
Wednesday, September 14th between 8 am and 3:30 pm.**



Contact Bob Turicik at 920-892-7654 or homereview@wi.rr.com if you would like to volunteer or have questions.

Volunteers may bring their own business cards to distribute while working the booth. Volunteers are responsible for their own expenses.

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25 Years!

I am fortunate to be celebrating my 25th year in business this year. I don't know how time has gone by that fast, but I do know that I do not take my business for granted. Life is full of surprises and sometimes not good ones.

In my 25 years I have had to re-build two masonry chimneys that I worked on. One was my neighbor's small furnace/water heater chimney from back in the early 90's. I did not know the homeowner/neighbor installed a new fan-assisted, gas, 80% efficient furnace and it caused the masonry to start to fail within 6 months - no lie! And yes, there were 8x8 tiles in that chimney that I put back in with mortar. Conditions must have been perfect in this chimney where some of the moist gas was coming up the 1" air space around the flue tile and getting stopped at the top of the chimney brickwork. Regardless of that, I had to rebuild it at no charge - the homeowners, however, did cover the cost to have it relined.

The second chimney was a fireplace chimney. With this one my error was the drip edge/groove. Early in my career, I didn't know any better so I poured my concrete crowns without a drip edge/groove. With this chimney, the new brick I installed was really not a cold weather brick, but it was the best match for the home. The water must have wicked around the concrete crown enough to cause failure because one corner, going down to the flashing, was completely torn up...because there was no drip edge. Sure, I could have redone the corner with brick that was close and address the crown, but I didn't think it was worth it, so I just did it over. So, learn from my embarrassing mistake, drip edge on crowns are important!

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.

The process begins when the complainant (homeowner) contacts the Program Administrator at Resolute Systems by one of the following ways:

Mail: 1550 N. Prospect Ave, Milwaukee, WI 53020

Email: info@ResoluteSystems.com

Website: www.resolutesystems.com

For more information, please contact
Arbitration Committee Chair,
Mark Thomas
at (414) 486-2367 or
mark@thomasbuildingconsulting.com

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.

Contact Joy Douthwaite Bott at 414-395-0639 or email her at joy@thoroughinspectionservices.com

WAHI Legal Support



Attorney Roy Wagner of von Briesen and Roper continues to offer risk-free initial counseling to members with legal concerns. If further legal assistance is requested, the cost of the initial consultation will be included in the bill.

**Contact Roy Wagner at
(414) 287-1250 or
rwagner@vonbriesen.com**

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WAHI COMMITTEES

Arbitration Mark Thomas, Chair Dave Brading • Ron Nohre Attorney Roy Wagner Kyle Zimmerman	Membership Joy Bott, Chair Roger Kautz Scot McLean Brian Opelt David Pribyl Kyle Zimmerman <i>Seeking Affiliate members</i>
Audit Tom Kruse, Chair James Davis • George Finch Danny Kruger • Nathan Peterson Dave Stoinski	Nominations/Elections Andy Helgeson, Chair Dave Brading • Rich Duerkop • Dennis Kruger Cassidy Kuchenbecker James Smead • Dave Welch
Education Tom Kruse, Co-Chair John Moore, Co-Chair Pete Saltness • James Smead Mike von Gunten	Public Relations Bob Turicik, Chair Troy Beasley • Bruce Low Nick Petrie Chuck Weber
Education House Mike von Gunten, Chair Christine Rhodes	Rules & Bylaws Andy Helgeson, Chair Tom Dempsey
Legal Support <i>Chair position is vacant</i> Ron Miller Attorney Roy Wagner <i>Seeking 3 more members</i>	Website <i>Chair position is vacant</i> Julie Arnstein <i>Seeking 1 more member</i>
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bblum1031@yahoo.com
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