

Andy Helgeson
President

August 2018

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MORE on Liability?????

Yea, I know, I'm on a liability kick as of late but we *haven't* talked about how we inspect.

Have you really thought about what you do? Are you simply parroting what you've seen, heard, or learned from some class? Are you performing your inspections a particular way just because that's how your report form is laid out? Have you thought about your goal with your client...besides just getting paid?

I've always felt strongly that what I chose as a career would address an important element in people's lives. Not that making a widget or selling a thing-a-ma-jig isn't worthwhile, it is. But I prefer dealing with one of the main elements in someone's life - food, safety, security, or shelter. I take pride (and sleep well at night!) knowing I'm helping a family make an informed decision regarding a basic need like shelter.

So now, what need am I fulfilling **for** my clients and how do I accomplish that task?

- Do I want to do the bare minimum inspection - following the State Standards to the letter of the Law?
- Do I want to be the most thorough Inspector out there and disclose every little detail about their purchase?

I cannot make this decision for you. I'm not here to promote one way or the other and it's easy to argue the merits of either option. My hope is that you have consciously thought about this and are confident in your decision. This topic ties in with what I addressed in last month's newsletter - liability plays a huge part in this and it is imperative you think about and plan on how you manage *your* liability.

(continued on pg. 4)



NEXT MEETING: Wednesday, August 15

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

Meeting and meal is \$30; meeting only is \$10.

[Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield](#)

Education: 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 1

Buffet Dinner at 5:30 pm & Meeting at 6:00 pm

[Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire](#)

Education: Ray Mueller, The Hearth Shoppe

Ray will be discussing fireplaces and flues.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Pete Saltness at 715.829.7348



NOTE: TIME CHANGE FOR THE AUGUST MEETING ONLY!

NEXT MEETING: Tuesday, August 21

5:30 pm - see note below.

[The Stone Toad, 1109 S. Oneida St., Menasha](#)

Education: Paul Birschbach, Town of Harrison Building Inspector

Paul will provide on-site education at a home in the area. **Meet at The Stone Toad at 5:30 pm to travel as a group to the site - we will return to the Stone Toad for pizza and the business meeting.**

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



NOTE: TIME AND LOCATION CHANGE FOR THE AUGUST MEETING ONLY!

NEXT MEETING: Thursday, August 16

5:00 pm

Aquire Restoration, [925 Applegate Rd, Madison, WI 53713](#)

[Aquire Restoration](#) will be hosting both the Meeting and the Dinner

Education: New Affiliate member Patrick Simmonet, Aquire Restoration of Madison

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 14

Social time from 5:30 - 6:30 pm, Buffet Dinner available from 6:00 - 7:00 pm

Business Meeting and Educational Presentation at 7:00 pm

[Klemmer's Banquet Center, 10401 W. Oklahoma Ave., West Allis](#)

Education: To be determined

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Co-Chairs, Ryan Eigenfeld at 414.795.9018 and Troy Beasley 414.737.2721

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 2018

- **Membership Renewal:** Emails and invoices were sent to all members and notices were included in past newsletters announcing the July 1st due date. Hopefully you renewed your membership in time to avoid the \$25.00 late fee! Anyone who's renewal is outstanding should contact me directly - renewal through the website is no longer an option after August 1st.
- **Website Committee:** We met to discuss the current website and suggested changes we have gathered over the years. Please contact me with any ideas you have to improve the WAHI website and any concerns as well.
- **WI State Statutes:** Changes to the Statutes went into effect on July 1, 2018. The updated Statutes have been posted on the WAHI website - <https://wahigroup.com/State-Standards/>



Julie Arnstein
Executive Director

August 2018 and Beyond...

- **2019 State and Chapter Elections:** It's not too early to begin thinking and talking about the spring elections. All chapter officers are up for election in odd numbered years. State President will be up for election as well. All positions carry a 2-year term.
- **Bylaws and Policy Manual:** The Bylaws Committee and I are working hard to significantly revise the Bylaws and develop a new Policy Manual. Watch your email and future newsletters for important info. There will be deadline dates for discussion – the vote on the Bylaws is planned for spring 2019.
- **WAHI Booth at the Fall 2018 WRA Convention:** See **page 6** in this newsletter for dates and contact info to volunteer your time in the booth.
- **Fall 2018 Education House and Training Seminar:** We are confirmed for Friday, November 2nd and Saturday, November 3rd at the Holiday Inn, Manitowoc. For now, SAVE THE DATE...more details coming soon!
- **Spring 2019 Education House and Training Seminar:** We also have this seminar date and location locked in...Friday, March 29th and Saturday, March 30th at the Four Points Sheraton in Milwaukee!
- **Fall 2019 Education House and Training Seminar:** Déjà vu...we also have this seminar date and location locked in...Friday, November 8th and Saturday, November 9th at Chula Vista in the WI Dells!

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

PRESIDENT (CONT'D)

If you're an old hand at inspecting, you've already developed a pattern for how you do an inspection and your report. If you're new at inspecting, you may still be searching for the way that best fits you and your mission.


- Is the length of time for your inspection and completion of the report a determining factor in how you inspect?
- Are the number of inspections per week a priority? Is high volume a big factor?
- Do you place the highest priority on doing the best inspection or just an adequate one?
- Is a great reputation and longevity a priority?

All these points must factor into your decision...doing the BEST inspection but then spending 8 hours finalizing the report isn't going to work long term...cranking out 15 inspections per week can burn some people out and lead to mistakes.


My hope is that every one of our members spends as much time as needed to answer the questions above. All of us have our own particular strengths which led us to become a home inspector - we all have our own weaknesses as well. I further hope you will spend the time needed to work these out before something goes wrong and you spend the equivalent of a college education getting a first-hand lesson in liability. Again, our upcoming seminar is a perfect place to work on this, rather than with a disgruntled client.

Live long and prosper, and find the right balance in your work, and your family.

Andy Helgeson
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MEMBERSHIP RENEWAL

Hopefully as you read this you are confident that you have renewed your commitment and support of your association...and paid your 2018-19 membership dues. 😊 Several reminder email notices went out in June and July - all announcing the renewal date of July 1, 2018 to void a \$25.00 late fee.

If you are reading this newsletter but have not renewed your membership due to an oversight, contact me to renew. Unpaid memberships have now gone into a lapsed status and renewal directly through the website is no longer an option.

To all of our members, thank you for your continued support of YOUR association - one you should be very proud to be a part of! WAHI has earned a **great** reputation in the State and nationally as well. We are small fish in a **BIG** pond, but you wouldn't know it! WAHI has been called upon to meet and work with The Department of Safety and Professional Services, The Wisconsin Realtors Association (2 very **BIG** fish in WI!). Recently, our newsletter was noticed by a fellow home inspector association in Florida.

Increasing member benefits and the expansion of existing programs, and developing new, are always being discussed. As a member of WAHI we welcome your input in ways we can better serve the needs of our members. Please do not hesitate to contact me - julie@wahigroup.com or 414.299.9766.

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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 Fall Convention in the Dells. Bob is looking for members to staff the WAHI booth at the Kalahari on **Monday, September 17th between 8:30 and 5 pm and Tuesday September 18th between 7:30 am and 2 pm.** Contact Bob 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.

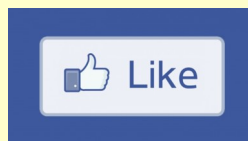
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Stay in touch with the WAHI Facebook page!



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 you fellow WAHI members have been up to.

If you have any questions, please contact **Bob Turicik at 920.892.7654 or homeview@wi.rr.com**

NEW MEMBERS

Melvin Sanders (Milwaukee)
Associate Member
414.736.0305
sandersm1989@yahoo.com

Patrick Simonett (Madison)
Affiliate Member
Aquire Restoration of Madison
608.222.9222
psimonett@aquiremadison.com
www.aquiremadison.com

OFFICE DEPOT

As many of you know, Office Max and Office Depot merged this past year. 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.

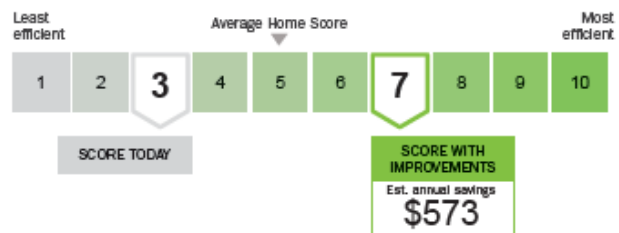
From one of our Central Chapter members. "I needed 2,000 copies made – they quoted me \$160.00. After I presented my WAHI card, the cost dropped to \$50.00! What an AWESOME savings!"

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Why home buyers get home inspections — and why they don't

By [InspectorPro Insurance](#)

As a home inspector, you understand the value of your job. But do your clients? We asked recent purchasers why home buyers get home inspections — and why they don't — so that you can better set client expectations and market your services.



Why they do

In 2001, the [National Association of Realtors](#)® (NAR) and the [American Society of Home Inspectors](#) (ASHI) commissioned a [study](#) that revealed that the majority of home buyers (77%) obtain a home inspection before they make a purchase. We asked recent home buyers why they chose to have inspectors take a look at their properties.

A blue rectangular graphic with a white house icon at the top right. Below the icon, the text reads: "5 Things to Better Explain To Home Inspection Clients See the Infographic". The number "5" is large and white, while the rest of the text is in a smaller white font.

Fear of Hidden Defects

For Elizabeth Mayfield-Jones, a former commercial banker and California resident that recently relocated to Australia, home inspections are essential tools to find hidden defects.

“Initially on the house, we had made an offer and everything appeared to be in good order. [However,] it’s a fairly large house, and we were concerned that—to use an old adage—[it was] lipstick on a pig,” Mayfield-Jones said.

“Sometimes, things can look good on the outside, but there may have been underlying problems. And without the knowledge, the forethought, and longer access to the home, we were worried there may have been issues that we were not aware of.”

Knowing that his home had some issues, Texas lawyer Dustin Trumbull* got a home inspection to unearth other potential problems.

[Read More](#)

WAHI Legal Support

Attorneys Roy Wagner and Lauren Triebenbach, of von Briesen and Roper, continue 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 us at 414.287.1250
rwagner@vonbriesen.com or ltrieben@vonbriesen.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.

For more information on this process, contact Membership Committee Chair: Ron Miller at 608.235.9836 or ronmiller547@gmail.com



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WAHI 101 - INSTRUCTIONS TO UPDATE YOUR PROFILE IN **5** EASY STEPS:

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 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.



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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.

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



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See page 8 for an informative article provided by InspectorPro

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 WAHI 101 on page 10 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.

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

Rich Duerkop - 715.241.8222 or americansentry1@charter.net

Nate Petersen - 715.218.6365 or nppmpp01@yahoo.com

CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com

Joel Markeson - 715.225.0385 or jpmarkuson@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 Reinhart - 608.535.9206 or thehomeinspectorllc@outlook.com

MILWAUKEE

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

Steve Knoebel - 414.828.4217 or stevek@knoebelinspect.com

Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com

Mike von Gunten - 262.945.2446 or mike@lahigroup.com

Chuck Weber - 414.536.1300 or cweber81@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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Welcome

See page 13 in this newsletter

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