



**Ric Thompson
President**

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Happy Holidays!

The letter I write this time of year is usually the easiest for me. We are coming off our Fall Education House and Training Seminar and the events of the weekend are still fresh in my mind. This time, it is a mix of positive and unfortunately a bit of negativity I want to address.

I will lead with the “negative”. Our Education and Education House Committees work hard year-round to get presenters for our seminars. It’s been a little more challenging lately because contractors don’t need the work - referrals aren’t as attractive as they have been in the past. The other hurdle they face is to bring in presenters that are relative to our industry, and yet, not repeat subject matter over and over. If we stuck strictly to our Standards of Practice (SOP) when seeking presenters, we would end up repeating Plumbing 101, Foundation 101, etc. Sometimes the subject matter is outside of our SOP but the information is still valuable to us and how we do our jobs.

On Saturday, there were 3 instances where a member asked a question or made a statement something like this, “This is great information but, it is outside of our SOP and of little use to us.” That completely devalues the speaker and makes WAHI look unprofessional. We understand that sometimes we are providing more depth on a subject than home inspectors NEED to know. I feel this is part of what makes WAHI inspectors the best in the state. Our trainings give inspectors a broader knowledge-base and the *option* to go a step further and provide more information to our clients. So please, in the future, if your question or statement sounds anything remotely close to my example above, save it for the breaks and express your thoughts to me, the Education Committee and/or on the Evaluation Form provided at each seminar. Better yet, join the committee and have a say in the next seminar line up!

Now, the good stuff. What a great seminar! So many highlights that I don’t know where to begin and truly, the negative does not overshadow the good in any way! The Education House had a last-minute hiccup but, thanks to the efforts of 4 individuals we saved the day! We were able to tap into the knowledge and experience of longtime Home Inspector members, Dennis Krueger and Mike Von Gunten, and they covered 2 major home systems. Meghan, from the Baraboo Fire Department, cleared her schedule to come and present on home fire safety. Mike Carson stepped up and addressed, step by step, what a Summary Page should look like. It was recently called to our attention that there is one apparent problem since June 1...lack of compliance in using a Summary Page. I was genuinely surprised at the number of inspectors that were not compliant - Mike’s presentation should help guide those that were unsure of how it all works. I heard nothing but praise for these 4 on the tremendous job they did for WAHI!

(continued on pg. 4)

CHAPTER UPDATES



NEXT MEETING: **NO December Meeting!** Next meeting will be January 19—a Post-Holiday Party...stay tuned!
Social at 6:00 pm & Meeting/Dinner/Education at 6:30 pm
[Sconni's Alehouse & Eatery, 1239 Schofield Ave, Schofield, WI 54467](#)

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



NEXT MEETING: **The 1st THURSDAY (this month only) - December 2**
Check-in by 5:15 pm. & Meeting/Dinner/Education to follow
Meeting may be recorded and available online also - see your email for further details.
DIFFERENT LOCATION (this month only) [Realtors Association of Northwestern Wisconsin \(RANWW\) 3640 Mall Dr., Eau Claire, WI](#)
Education: Kris Schmid, Legacy Solar
Kris is a Board Certified solar installer and will share his wealth of knowledge and experience in the industry.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Dan Kegley at 715.497.3458



NEXT MEETING: **Tuesday, December 21**
Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm
[Waverly Beach, N8870 Fire Lane 2, Menasha, WI 54952](#)
Education: Affiliate Showcase and Inspector *Show and Tell*

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



NEXT MEETING: **Tuesday, December 14**
Check-in starts at 5:00 pm & Meeting/Dinner/Education at 5:30 pm
[Maple Tree Supper Club, 3010 US-51, McFarland, WI 53558](#)
Education: Kory Garczynski, owner of G&G Rooter
Kory will explain the various services offered by his family-owned company.

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



NEXT MEETING: **Tuesday, December 14 - Affiliate-Sponsored Holiday Party**
Watch your email for December party schedule changes
[The Pallas Restaurant, 1657 S 108th St, Milwaukee](#)
Education: Affiliate Sponsored Holiday Party - NO education credit

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

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

November 2021

- **WAHI Fall 2021 Education House and Training Seminar:** Another **successful** WAHI Education House and Training Seminar has come and gone! Thank you to all who worked on and/or attended this fall's program. Our speakers were very knowledgeable on their "craft" and were genuinely thrilled at the opportunity to participate in our event - that was very evident in their presentations!
- **Increasing WAHI Awareness:** It's official... WAHI has signed on with a company to enhance our Search Engine Optimization (SEO) strategies and increase our digital footprint. WAHI is striving to increase our awareness among realtors, consumers, non-member home inspector/affiliates and those interested in entering the industry. As we move forward, we will share ways you can increase your online presence and at the same time help to elevate WAHI's. It takes a village to get the best results!
- **YOUR Profile on the WAHI Website:** All members are asked to update their profile—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.



Julie Arnstein
Executive Director

December 2021 and Beyond...

- **WAHI 40 Hour Pre-Licensing Education Program - Monday, January 17 through Friday January 21, 2022:** We ask all members to "spread the word" to all family/friends interested in getting in the home inspection industry. Madison Chapter Home Inspector members Ron Miller and David Strandberg, both experienced educators, will be conducting the class. As reported previously, WAHI produced 2 marketing videos. One is intended to pique the interest of those considering a career in the home inspection industry - <https://youtu.be/K5Qly83IUwc>. The 2nd one, while similar in content, goes further into the many benefits of the membership in WAHI - <https://youtu.be/GTGKbdqYCCA>.
- **Spring Election:** In even-numbered years WAHI elects our 4 Board of Director Member at Large positions. This election includes all WAHI members with voting rights, it is in odd-numbered years that our local chapters vote/elect their Chapter-Elected Member at Large, to serve as a representative of their chapter. If you have interest in running or learning more about the position, please contact Nominations and Elections Chair Andy Helgeson at helge4674@outlook.com or 414.377.0266 or me at julie@wahigroup.com or 414.531.3199.
- **WAHI Spring 2022 Education House and Training Seminar:** Mark those calendars for Friday, March 25th and Saturday, March 26th - we will be at the Holiday Inn South in Eau Claire. Chippewa Valley Chapter - here we come!
- **COVID-19 Safety Practices:** Please remember that regardless of your position on the current status of the virus, it's important to continue to be mindful and respectful of those your job impacts.

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

See page 13 in this newsletter for step by step instructions OR submit additions to me at: julie@wahigroup.com

PRESIDENT (CONT'D)

Our VIP list was outstanding as well! State Representative Considine attended, and I had a great conversation with him. He was truly interested in what we do...I think it probably helps that his son Sam is an inspector and a member of our Milwaukee Chapter! Also in attendance were Jennifer Lindsley and Deb Conrad, attorneys for the Wisconsin Realtors Association (WRA). They joined us to get a firsthand feel for our jobs, a better understanding of the difficulties we encounter and the "gray areas" we have to label. This was a true sign of where the relationship between WAHI and the WRA has come! We now have a two-way understanding of how inspections can help and hinder a transaction and how those hinderances come about. Great stuff!!

WAHI's strength is in its membership - it has never been more evident than it was at the Fall Seminar! Kudos to all who were involved in making it such a great event!

Now...Defect or Not? Again...this portion is only how I report items. It isn't necessarily the right way or the only way, it's the way I do it. My goal is to give you a different angle to think about when inspecting. This month's topic: Items That Aren't Working. For example, a kitchen exhaust hood or even a furnace. Any item that isn't working is a "Needs Further Evaluation" in my reports. I don't know why it isn't working - it might be something very simple or something major. Through further evaluation by a qualified professional the condition may elevate it to a Defect. I let them decide. Cori Lamont of the WRA has said consistently, just because WE don't call it a Defect, it doesn't mean that still couldn't be. In every presentation I have done for Realtors, I have emphasized that items noted as "Needs Further Evaluation" could very well be a defect, I just don't know for sure. WRA has echoed the same sentiment.

That's all for December! With the weather ahead changing to ice and snow, take an extra moment to make sure your inspections are being done safely - tomorrow is another day!

Be safe out there!
Ric Thompspon, WAHI President

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 16 for information on their in-store program and page 17 for a program overview and the contact person to establish an online account.

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

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

ARBITRATION COMMITTEE UPDATE

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

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

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

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

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

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

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



David Nason
Arbitration
Committee Chair
See David's contact information below.

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



NEW MEMBERS

Venugopal Chada (Milwaukee)
*Affiliate Member offering structural
engineering services*
Jendusa Engineering
262.794.3035
venuc@jendusaengineers.com

Justin Cowen (Madison)
Home Inspector Member
Light Inspections
608.571.7395
lightinspections@gmail.com

Marc Dykes (Milwaukee)
Home Inspector Member
Reviving Homes, LLC.
414.877.0222
marc@revivinghomesllc.com

Anthony Esealuka (Madison)
Associate/Student Member
608.556.1869
anthony.esealuka@outlook.com



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

DOES CARRYING INSURANCE MAKE ME A TARGET?

Author By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

“Does carrying home inspector insurance make me a target?”

As [errors and omissions \(E&O\) and general liability \(GL\) insurance](#) providers, we get this question from prospective clients all the time. Inspectors are way of anything and everything that may put them at a greater risk of receiving a claim.

And we don't blame you. Based on our data, 80 percent of claims against home inspectors are highly exaggerated or without merit.

But the fact is that carrying insurance does not make you a target. In fact, carrying home inspector insurance can increase the likelihood of resolving claims cheaper and faster.

As much as we'd like to end the article there, we know that you may be skeptical hearing such an assertion from an insurance provider. After all, don't we benefit from you buying insurance - even if you don't?

Here at InspectorPro, we're all about our clients making [education purchasing decisions](#). We want you to know what you're buying - and why. So, in this article, we'll break down three reasons why insurance *does not* make you a target.

1. Your insurance information is private - unless you share it.

One reason why carrying insurance doesn't make you a target is because no one knows you have insurance unless you say so. Potential claimants don't know whether you have insurance unless you tell them voluntarily or after they file a lawsuit and [discovery](#) begins.

Your insurance information is private, meaning, that it's up to you to disclose it if you deem it appropriate. Even your insurance provider doesn't have the right to share your insurance information without your authority. (That's why we can't request [loss runs](#) on your behalf or disclose your [insurance limits](#) to a claimant.)

So, don't advertise your insurance information on your website. Don't offer it to potential clients and real estate agents. In fact, if someone is pressing you about your insurance information before your inspection even begins, that may be grounds to walk away from the job.

Some exceptions to the rule:

- **Franchises:** As a member of a home inspector franchise, you often need to submit an [additional insured endorsement](#), indemnifying the franchise of claims made against you. Typically, franchises keep your policy information on file internally and only reference it if there is a claim.
- **Builders, banks, and homeowners' associations:** To perform inspections for corporate clients, you often need to provide proof of insurance. Usually, such clients won't allow you to perform certain jobs without meeting minimum insurance limits. They use your proof of insurance to verify those limits and expect your insurance to respond should they receive a claim for your work.
- **State licensing boards:** Some states require that you carry insurance and that you submit proof annually. It's safe and essential to share your policy information with these governing bodies. Click here to learn more about your [state's insurance requirements](#).

2. Insured inspectors are no more likely to receive claims than uninsured inspectors.

Inspectors in states that require insurance are not more likely to receive claims than inspectors in unregulated states.



[READ MORE](#)

See our ad on page 9!

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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See page 7 for an informative article provided by InspectorPro

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 page 13 for step-by-step instructions to log-in to your profile and make use of this additional "tool" and benefit WAHI offers to their members.



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An IMPORTANT Announcement regarding Chapter Meetings Online

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

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

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

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

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

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

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.



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The advertisement features several overlapping mobile app screens. One screen shows a search bar with 'Search anything' and a list of inspections. Another screen shows a detailed inspection report for '122 Lymon Street' with sections for 'INSPECTION SUMMARY', 'ADDRESS', 'DISCLAIMERS', and 'RECOMMENDATIONS'. A third screen shows a list of 'Appliances' with checkboxes for 'Cook Top', 'Dishwasher', 'Dryer', 'Garbage Disposal', 'Microwave Oven', and 'Refrigerator'. The background is a dark gray with a hexagonal pattern.

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 other 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 (DPS) 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

CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com

Marc Steig - 715.797.1475 or inspectormarc3@gmail.com

FOX VALLEY

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

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

MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com

Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

MILWAUKEE

Brian Derewicz - 262.343.1614 or briandthehomeinspector@gmail.com

Ryan Eigenfeld - 414.795.9018 or flarsbar@gmail.com

Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

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

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

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