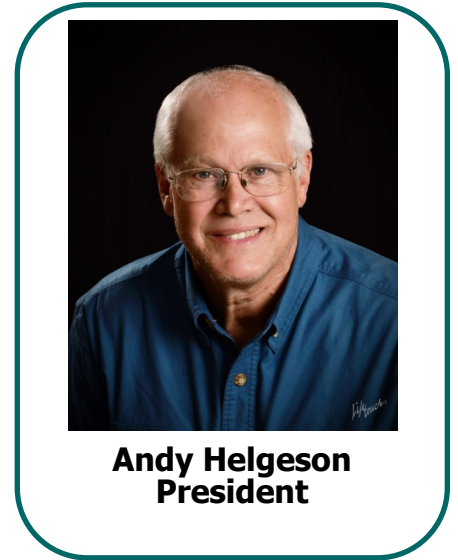




# The WAHI Inspector

December 2018 Vol. 22, Issue 12 www.wahigroup.com



**Andy Helgeson**  
**President**



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### WHAT'S COMING IN THE NEW YEAR

I'm not one for making predictions for the coming year or spending a lot of time looking back at what happened in the previous year. I do, however, think we should anticipate and plan for where we're heading, and that shouldn't be initiated only because we're coming up on a new year.

Here's a short list of significant things to come:

#### **A Revamp (for the good) of the WAHI Arbitration Program.**

- I believe our current program has been a huge success in the reduction of potential litigation cases against WAHI members. In recent months, however, WAHI has put a lot of time into reviewing several cases which were arbitrated. We have obtained feedback from the parties involved and we have consulted respected legal opinions. The outcome is that we need to revise the program to ensure it is fair and used as intended. Stay tuned for more info after the 1<sup>st</sup> of the year.

#### **Changes to State Statutes and/or Standards Governing Home Inspectors.**

- The work WAHI did regarding the changes relating to the definition of Defect was significant. A huge benefit of the effort is the positive relationship we developed with the Wisconsin Realtors Association (WRA). In our early conversations with the WRA, they inquired about creating a standardized home inspection report. After spending a fair amount of time on that, it is my opinion that all involved could see that this would be a daunting endeavor and take years to arrive at something acceptable to all. Based on casual conversations, I do feel some interest in a standardized report still exists for Realtors. Know that mention of a standardized *summary page* has been made - that may be a fair compromise in the future.

*(continued on pg. 4)*



**NEXT MEETING: Wednesday, December 19**

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

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

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

**Education: To be determined**

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



**NEXT MEETING: Wednesday, December 5**

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

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

**Education: Calvin Miller, Senior Building Inspector from the City of Eau Claire**

Calvin will be discussing structural issues often found when conducting a home inspection.

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



**NEXT MEETING: Tuesday, December 18**

Round table at 6:00 pm & Meeting/Dinner at 6:30 pm

Holiday "Party" meeting - broasted chicken and tips with all of the "fixins" will be served.

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

**Round Table Discussion:** Open discussion on anything of interest you have come across during your inspections. Bring pictures on your smart phone or jump drive to load onto the projector!

**Education: Review of the Standards of Practice for Home Inspectors in WI**

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



**NEXT MEETING: Thursday, December 13**

**NOTE: MEETING DATE CHANGE FOR DECEMBER - 2ND THURSDAY**

Roundtable at 5:30 pm & Dinner, Meeting and Educational Presentation at 6:00 pm

[Great Dane Pub and Brewing, 2980 Cahill Main, Fitchburg](#)

**Education: A representative from the Madison Habitat for Humanity**

They will share details on a new program in which they are seeking qualified home inspectors.

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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, December 4 - Member Appreciation Night!**

RSVP by November 15th was required for this event.

**NOTE: MEETING DATE CHANGE FOR DECEMBER - 1ST TUESDAY**

Social time starts at 5:30 pm, Dinner at 6:30 pm

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

**No** regular chapter meeting on the 2nd Tuesday in December.

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

# WHAT'S HAPPENING IN WAHI?

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

## November 2018

- **Fall 2018 Education House and Training Seminar:** The Education House and Training Seminar was a GREAT success! Our thanks to our Education House Committee and volunteers crew, our Education Committee, our exhibitors, our speakers and our ATTENDEES! We couldn't do it without all of you! Mark your calendars for our Spring event...March 29th and 30th in Milwaukee.
- **Website Polling Feature:** Hopefully the Home Inspector members in WAHI participated in a test of a new feature of the website conducted November 28th thru December 1st. WAHI can now conduct surveys, hold elections, conduct Bylaws amendment approval, etc. through the WAHI website.
- **WI State Statutes:** WAHI stated, in writing, to the Department of Safety and Professional Services, Division of Policy Development, our support of the new definition of defect being incorporated into the Administrative Rule (and Standards of Practice) for home inspectors. This was an important final step to align the Statutes and the Administrative Rule.

## December 2018 and Beyond...

- **December Chapter Meeting Changes:** Pay close attention to meeting announcements for December - Madison and Milwaukee have changed things up a bit this month!
- **2019 State and Chapter Elections:** It's time to give serious thought to the spring elections. All chapter officer positions (including Chapter-Elected Member at Large on the State Board) are up for election in odd numbered years. State President is up for election as well. All positions carry a 2-year term.
- **Bylaws and Policy Manual:** The amended Bylaws and new Policy Manual have earned Board of Director approval. Watch your email for important info—there will be a specific 2-week time period for discussion. Once any changes are discussed/finalized, the two documents will be put to vote by the members with voting rights (Home Inspectors and Retired members).
- **Spring 2019 Education House and Training Seminar:** We have this seminar date and location locked in....Friday, March 29<sup>th</sup> and Saturday, March 30<sup>th</sup> at the Four Points Sheraton in Milwaukee!
- **Fall 2019 Education House and Training Seminar:** We also have this seminar date and location locked in...Friday, November 8<sup>th</sup> and Saturday, November 9<sup>th</sup> at Chula Vista in the WI Dells!



**Julie Arnstein**  
**Executive Director**

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](mailto:julie@wahigroup.com)

### Attempts by Some in the Legal Profession to Force Changes in our Liability.

- There are attorneys out there who long for the “good old days” when they could sue a home inspector and generate large monetary settlements for their clients and rack up large fees for themselves. Many changes imposed on us are not the result of legislation, enacted by elected officials who are held accountable by their constituents, but rather are decided by a court ruling which makes it the “new” *law of the land* (i.e. *case law*). It doesn't matter if the majority agrees or not. There often is no debate where all sides are heard and the majority opinion wins out. Special interest groups, with an agenda, force changes as a result of litigating a specific cause. Many times, the majority suffers in silence when the needs of a few (or the efforts of the powerful) outweigh the well-being of the majority. This sounds very political, but it is what happens.
- For home inspectors, some current legal action being sought would, in my humble opinion, greatly harm our profession. An increase in lawsuits with large monetary implications will have a huge impact on us. Every home inspector doing business has a stake in this and should plan on getting involved in some way on the effort to have some control of our fate. Stay tuned.

### Long Term Planning.

- Change is the nature of any volunteer run organization. People come and go, and the priorities they have come and go with them. At the last Board meeting, the Board of Directors committed to creating a Long-Term Planning Committee. It is very important for the future success of WAHI that priorities don't just come and go with the turnover of leadership. We have already begun to identify a list of priorities - for example, a steady, dependable source of income, beyond dues, for WAHI to meet its budgetary needs.

### Getting Involved In WAHI.

- Time for my regular plea to get involved in **your** association. Having been chair of the Nominations and Elections Committee for more years than I can remember, most of you have heard my spiel before. But...
  1. Many of our members probably don't realize the impact and positive force WAHI has on your profession. Our standing throughout the State, at all levels, is rising. WAHI is **the** Wisconsin authority for our business! Your involvement in your association will have immeasurable benefits to you and I'm not just saying that! Over the years I've watched those members who step up and get involved and I saw their involvement benefit them personally, professionally and it certainly benefited WAHI as well.
  2. I feel like a broken record (old fart talk – What's a record????), but all of you have many opportunities to start out at your Chapter level and as you gain experience you will feel more comfortable guiding the Association at the State level.
  3. There are many committees on the Chapter and State level. Find one that suits your interests – trust me, you'll enjoy your contribution. Many positions have very little time requirements – they're actually quite easy. Match your abilities in marketing, IT, governance, finance, planning, or whatever, with a committee and you'll be surprised what you can accomplish!
  4. If you're interested in getting involved, Julie or myself will help you in any way we can – we're easy to talk with! This spring will have State and Chapter elections – jump in the ring! For personal reasons, I have stated previously that I would not seek re-election. At this point in time, WAHI has several big initiatives that must not be dropped - that is the motive for the Long-Term Planning Committee. For years now, finding members to step up has been very difficult which resulted in the cancellation of the State Election last year. In looking at this, I may revisit running again for election, I do not want WAHI's initiatives to languish and fail. I hope that WAHI has a great slate of multiple candidates on the ballot for the 2019 elections - that will ensure WAHI is well equipped to keep moving forward.

Wishing all of you a very Merry Christmas, Happy Hanukkah, ahhhh – I don't know the names of all the other celebrations, but Happy, Happy anyhow!

Andy Helgeson

## NEW MEMBERS

**Jeffrey Knuff (Milwaukee)**  
*Home Inspector Member*  
Due Diligence, LLC.  
414.322.3843  
jknurr@wi-inspection.com

**Nicholas Meyer (Milwaukee)**  
*Home Inspector Member*  
Freedom Inspection Services, LLC.  
414.405.7931  
nicholas.meyer@freedominspection.com

## OFFICE DEPOT

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

1. Go to [www.wahigroup.com](http://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](mailto: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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See page 7 for an informative article provided by InspectorPro

# WHY YOU NEED AN ARBITRATION CLAUSE IN YOUR PRE-INSPECTION AGREEMENT

By [InspectorPro Insurance](#)

Over a year after their inspection, one of our insureds received a letter from an attorney. The attorney alleged that the insured was negligent in performing the home inspection and failed to identify multiple defects. The letter demanded that the insured pay to cover the cost of repairs to multiple areas of the property. These included dormer repairs, window repairs, drywall repairs, mold remediation (even though it was not a mold inspection), flooring replacement, painting, toilet and sink re-installation, and heater repairs.



But the claimant and their attorney did not stop there. The letter also made a claim for reimbursement of alternative housing at a bed and breakfast while repairs were being made. (Yes, a bed and breakfast.)

As every home inspector should, our insured had had these clients-turned-claimants sign a contract prior to the inspection. And that pre-inspection agreement contained an arbitration clause....

The arbitrator issued a final and binding arbitration decision in favor of the insured based on the terms found within the pre-inspection agreement. The insured did not owe the claimants anything. The claimants did not receive so much as a dollar toward their repairs—nor their stay at the bed and breakfast.

Stories like the one above illustrate the importance of having an arbitration clause in your home inspection contract. An arbitration clause....requires claimants to resolve issues with the inspection through arbitration rather than mediation or litigation....

But what makes arbitration the preferred dispute resolution method for home inspectors?

Read on to find out how arbitration can benefit home inspectors and how to create an arbitration clause for your own contract.

[READ MORE](#)

To learn more about InspectorPro Insurance, please see our ad on pg. 6 of this newsletter.

# 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](mailto:rwagner@vonbriesen.com) or [ltrieben@vonbriesen.com](mailto: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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Learn more about this valuable resource for your customers at [focusonenergy.com/myhome](http://focusonenergy.com/myhome).

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Focus on Energy, Wisconsin utilities' statewide program for energy efficiency and renewable energy, helps eligible residents and businesses save energy and money while protecting the environment. Focus on Energy information, resources and financial incentives help to implement energy efficiency and renewable energy projects that otherwise would not be completed. © 2018 Wisconsin Focus on Energy







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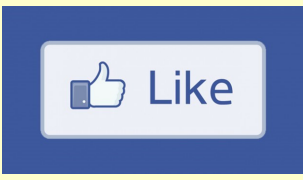
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**Stay in touch with the WAHI Facebook page!**



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 your fellow WAHI members have been up to.

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

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## 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 6 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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## 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](mailto:info@ResoluteSystems.com)

**Website:** [www.resolutesystems.com](http://www.resolutesystems.com)

For more information, please contact:  
Arbitration Committee Chair, Mark Thomas at  
414.486.2367 or [mark@thomasbuildingconsulting.com](mailto:mark@thomasbuildingconsulting.com)



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## 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 Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.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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## Contact your Account Manager for more information.

**Contact:** Paul Gomez  
**Phone:** (855) 337-6811 ext. 12809  
**Email:** paul.gomez1@officedepot.com

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For assistance with gaining on-line access, please contact:

Paul Gomez

WAHI National Program Manager | Office Depot

Tel: (855) 337-6811, Ext 12809 | [paul.gomez1@officedepot.com](mailto:paul.gomez1@officedepot.com)

## BOARD OF DIRECTORS

### President

Andrew Helgeson  
262.377.0751

Ron Miller  
608.235.9836

### Co-Vice Presidents

Terry Elliott  
715.577.4211

Brian Opelt  
715.937.2002

Tom Greenwaldt  
262.271.0124

Dave Pribyl  
920.660.3000

### Secretary & Executive Director

Julie Arnstein  
414.299.9766

David Strandburg  
608.255.3966

Mike von Gunten  
262.945.2446

### Treasurer

Tom Kruse  
608.782.8831

**Chapter Presidents**  
Kyle Zimmerman, **Central**  
715.387.1815

### Members-at-Large

Mike Carson  
715.212.4051

Terry Elliott, **Chippewa Valley**  
715.577.4211

Tom Dempsey  
262.367.1536

Dave Pribyl, **Fox Valley**  
920.660.3000

Dennis Kruger  
608.575.0371

Sean Martinson, **Madison**  
608.206.1108

Scot McLean  
414.228.6573

Jay Paulson, **Milwaukee**  
262.751.5992

## WAHI COMMITTEES

### Arbitration

Mark Thomas, Chair  
Dave Brading  
David Nason • Ron Nohre  
Attorney Roy Wagner

### Membership

Ron Miller, Chair  
Mike Carson  
Roger Kautz  
Scot McLean  
Brian Opelt  
David Pribyl

### Audit

Tom Kruse, Chair  
Dave Corby • James Davis  
Nathan Peterson • Misty Russell  
Dave Stoinski

### Nominations/Elections

Andy Helgeson, Chair  
Terry Elliott  
Sean Martinson  
Jay Paulson  
Dave Pribyl  
Kyle Zimmerman

### Education

Tom Kruse, Co-Chair  
John Moore, Co-Chair  
Mike Carson  
Mike von Gunten

### Public Relations

Bob Turicik, Chair  
Troy Beasley • Bruce Low  
Chuck Weber

### Education House

Mike Carson, Chair  
Mike von Gunten

### Rules & Bylaws

Andy Helgeson, Chair  
Tom Greenwaldt  
Roger Kautz

### Legal Support

Ron Miller  
Attorney Roy Wagner

### Legislative

David Strandberg, Chair  
Tom Dempsey  
Scot McLean  
Ron Miller  
Mark Thomas

### Website

Julie Arnstein, Chair  
Nick Hammetter  
Todd Jones

### Welcome

See page 13 in this newsletter

## E&O INSURANCE FOR INSPECTORS

### Allen Insurance Group

Phone: 800.474.4472 x172  
Great service. Many choices and fee schedules. Covers radon too.

### Associations Liability Insurance Agency

Phone: 800.882.4410  
Offers competitive rates, a low deductible and a package of  
Other benefits. Rates for commercial and residential inspections, not  
based on volume or revenue.

### Citadel Insurance Services, LLC.

826 E. State Road, #100, American Fork, UT 84003  
Contact: Jason Fiack, 801.610.2735  
Fax: 801.610.2701  
[www.inspectorproinsurance.com](http://www.inspectorproinsurance.com)  
General liability and E&O insurance for home and building inspectors.

### Coverra Insurance Services

535 Industrial Drive, Sparta, WI 54656  
Contact: Jeff Ascher, 608.269.2127  
Fax: 267.647.3247  
jascher@coverrainurance.com  
[www.coverrainurance.com](http://www.coverrainurance.com)

### Hanover Insurance

330 E. Kilbourn Avenue, #650, Milwaukee, WI 53202  
Contact: Jeff Frank, 414.221.0364  
jfrank@robertsonryan.com  
[www.robertsonryan.com](http://www.robertsonryan.com)

### InspectorPro Insurance

Contact: Jason Fiack, 801.610.2735  
[www.inspectorproinsurance.com](http://www.inspectorproinsurance.com)  
Our free risk management education and pre-claims assistance decrease  
how often claims arise. And, when claims do occur, our comprehensive  
coverage covers and closes them quickly. Insuring elsewhere isn't worth  
the risk.

### Mutual of Omaha

N7365 Lost Nation Road, Elkhorn, WI 53121  
Contact: Bruce Blum, 262.215.9123  
bblum1031@yahoo.com  
[www.BruceBlum.biz](http://www.BruceBlum.biz)

### OREP

6760 University Ave, #250, San Diego, CA 92115  
Contact: Isaac Peck, 888.347.5273  
Fax: 619.704.0567  
info@orep.org  
[www.orep.org](http://www.orep.org)  
Includes premises coverage and most incidental coverage.  
Competitive rates.

### Vincent, Urban & Walker

Phone: 920.432.7246  
Many types and companies. Services individual inspectors, fee based on  
volume. Covers radon too.

### Zolofra Insurance Agency

Phone: 888.858.1777  
[www.allprocoverage.com](http://www.allprocoverage.com)  
Multiple carriers. Coverage on mold and lead testing, septic, pest and  
pool inspections, prior acts, workers comp., commercial auto and more.