



**Ric Thompson
President**

December 2019 Vol. 23, Issue 12 www.wahigroup.com



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Hello All!

I hope you all had a very blessed Thanksgiving full of food and family! To our hunters in the group, I hope it was a safe and fulfilling hunt for all!

This month's letter is probably the easiest one I will have to write during my presidency! Only two items to cover and both of them should be short and sweet.

First off, thank you to all who attended our WAHI Fall 2019 Education House and Training Seminar. When I stood in the front of the room to address the group, I was very happy to see such great attendance. With that said, we always have room for more - spread the word for Spring 2020, March 6th and 7th in Milwaukee!

Second, the proposed legislation. Need I say more? Hopefully you have already joined us in our "call to action." Everyone has received multiple emails on this subject. On November 4th and November 6th you received talking points to use when contacting your legislators. Please make the call! In contacting my legislators, I found the people on the other end very friendly and interested in what I had to say. In some instances, I actually heard back from the legislator themselves. Don't be afraid to ask for a return call.

On November 20th, an email was sent with a "ready to personalize" letter to share with Realtors you work with...and those you don't work directly with, as well! It is so important we make them aware of what is being proposed - many are completely unaware. Please take the time to personalize and copy the letter, along with the proposed legislation (LRB 2682/4 - Julie emailed a copy to all members on 11/24/19), and pass it on to your contacts. Email works too, it just doesn't allow for direct conversation.

In any game, it only takes one play to change the momentum. This is the play that can have Uncle Mo wearing the WAHI colors! But, for any play to work, it takes all of the teammates to execute their assignment. One missed assignment can make all of the difference!

If you have any questions or comments, contact your Chapter-Elected Member at Large on the WAHI State Board. Feel free to contact me as well – 920.410.6682 or ric.thompson@acehomeinspectionswi.com - I would be happy to hear from you! It is time for you, as a member of WAHI, to step up and do your share to steer this legislation in a direction that is best for our industry! Don't be the one that says, "I wish I would have called!" or be the one who lets your fellow members carry your weight... **play like there is no tomorrow!**

Be safe out there!
Ric Thompson, WAHI President



NEXT MEETING: DATE CHANGE: TUESDAY, DECEMBER 17

Holiday Party at 6:30 pm

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

Members are invited to join their fellow members for an evening of "Holiday Cheer" - 2 complimentary drinks and appetizers will be served! Members are welcome to bring a guest if they would like. This is a social gathering and will not count toward continuing education credit. Hope to see you there! RSVP to Chapter Vice President Kyle Zimmerman by Tuesday, December 10th - kyle@royaltinspections.com or 715.897.3636

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 4

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

[Pizza Ranch, 2451 Truax Blvd, Eau Claire, WI 54703](#)

Education: Gene Wagner, Wagner's Chimney Service

Gene will share his expertise on masonry chimneys and flues.

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



NEXT MEETING: Tuesday, December 17

Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm

Holiday "Party" Meeting - A dinner buffet of broasted chicken and tips will be served.

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

Roundtable Discussion: Bring pictures on your smart phone or jump drive to load onto the projector!

Education: Jarrett Kellan, Kellan Window Repair.

Jarrett will share info. on the repair and replacement services offered by Kellan.

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



NEXT MEETING: NO DECEMBER MEETING

Meetings will reconvene in January. Watch for the announcement of the new location and new meeting night.

Happy Holidays and stay tuned!

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: NO DECEMBER MEETING

Meetings will reconvene on January 14th - the 2nd Tuesday - at The Pallas.

Happy Holidays!

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 or 414.299.9766

November 2019

- **Proposed Legislation:** The proposed legislation was released for co-sponsorship by Senator Rob Brooks (R-Saukville) and Senator Kathy Bernier (R-Chippewa Falls) in early November. All of our Home Inspector, Associate and Retired members received several emails this month. The emails provided details on the proposed legislation, important dates and suggested talking points when reaching out to the legislators and Realtors you work with. Be sure to continue to monitor your email for **time-sensitive** updates and announcements. We need your participation in this call to action.
- **Fall 2019 Education House and Training Seminar:** Another successful training weekend has come and gone. Thank you to our attendees - those who joined us for the 1st time and those who join year after year, our speakers who take time out of their personal and professional lives to share their knowledge, our exhibitors who support our programs and share useful products and professional services with our members and, last but not most certainly not least, our WAHI volunteers who make pulling our educational programs together look SO EASY...when it's not!
- **Board Meeting:** The Board met in the WI Dells on Friday, November 8th - look for the minutes under the Members Only tab on our website in mid-December.

December 2019 and Beyond...

- **WRA Conference:** WAHI will again staff a booth at the WRA Convention in January - Lac du Flambeau. State President Ric Thompson has been asked to be a presenter during one of their breakout sessions. Quite an honor!
- **State Election 2020:** WAHI conducts a State election each year to avoid a complete turnover of the Board of Directors. In even-numbered years, the voting membership elects a Vice President and 4 Member at Large positions to serve a 2 year term. Please consider increasing your level of involvement. Contact Nominations and Elections Chair Andy Helgeson with any questions or to put your name on the ballot! helge4674@outlook.com or 414.315.0266
- **2020 Education House and Training Seminars:** SAVE the DATES! It's official... Spring 2020 will be March 6th and 7th in Milwaukee and Fall 2020 will be November 13th and 14th in Stevens Point!
- **Future WAHI Education House and Seminar Training:** Nothing is official yet but I am exploring locations in the Fox Valley area for Spring 2021 and Madison/WI Dells for Fall 2021.



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

FORMER MEMBER'S PASSING

Don Cohen is a familiar name to WAHI members who have been around awhile. I was recently notified that Don passed away in August at the age of 87. Given Don's reputation in the industry and contributions to WAHI over the years, it seemed fitting to share a little information about his personal interests that many who only knew him professionally may not have known.

Don was an independent businessman for most of his career and worked throughout the community on many levels as a structural engineer, design and construction engineer, home builder, author, teacher, consultant, and home inspector. His personal and civic interests were deeply rooted in his hobby of photography, his work with the Boy Scouts of America, and his love of the outdoors. He enjoyed sailing, skiing, hiking, fishing, gardening, landscaping, and working in his workshop. In his later years, Don was an active volunteer, mentor, and photographer at Riveredge Nature Center and Lac Lawrann Conservancy.

Don viewed himself as a *nature mystic*... "A person who, when in the presence of the natural world, has found full soul. Someone who has been spiritually sculpted by interactions with nature in ways that are enlightening, vivifying, and transcendent, not to mention just plain wondrous. People who harbor so deep a bond with the Creation that, no matter what befalls them in life, it always provides a sanctuary and place of worship. Therein, they are as close as they can be to whatever they consider their god."



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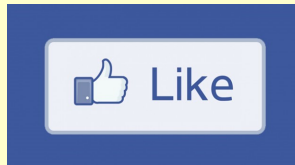
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Stay in touch with the WAHI Facebook page!

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
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homeview@wi.rr.com



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WAHI ARBITRATION PROGRAM

Not every homeowner/inspector interaction goes smoothly. Although all members are encouraged to make every effort to resolve disputes on their own, we know that is not always successful. **WAHI's Dispute Resolution Program** is here for you during those difficult times.

For information, please contact:

WAHI 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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WAHI STATE ELECTION 2020

Attention WAHI members! In March we will be holding our statewide election for 5 State Board positions - Vice President and 4 Member at Large positions. WAHI board positions are 2 year terms.

Whether you have only been in the business for a few years or for many years, we welcome your candidacy. What the WAHI Board needs are members who can look at issues thoughtfully, from all sides, and are willing to voice their opinion to the other members of the Board. Serving as a Member at Large is a great entry-level position for someone new to the Board.

If you have interest and/or questions, please contact me, I am happy to discuss the role of a Board Member - helge4674@outlook.com or 414.315.0266.

Now is the time to give back to your association!

Andy Helgeson, WAHI Nomination and Elections Chair



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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
608.235.9836 or ronmiller547@gmail.com

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Daniel Weyers (Chippewa Valley)
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INSPECTION REPORT WRITING: 8 BEST PRACTICES

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

For inspection clients and home inspectors alike, inspection reports are worth their weight in gold. Many inspection clients—often home buyers—rely on the findings inspectors detail in their reports to make important purchasing decisions.

“[The inspection report is] basically a giant list of everything that is wrong with your (potential) home,” explained Kristin Wong in her article [“How to Read \(and React to!\) a Home Inspection Report”](#) for the Architectural Digest. “And while not every issue is a big deal, some are significant enough to have you rethinking your offer, or at least renegotiating with the seller.”

Likewise, the home inspectors themselves find value in the reports they generate. For many inspectors, well-written inspection reports symbolize a level of maturity and expertise in the industry. Furthermore, many state licensing boards, associations, and franchises review inspector-members’ reports annually as a way of measuring the quality of the inspectors’ work.

“There’s almost nothing more important to your reputation and success as a professional home inspector than the quality of the report your client receives after you’ve finished inspecting a home,” argues Inspection Certification Associates ([ICA](#)).

As important as inspection reports are to the industry, there’s a wide array of opinions regarding exactly how to write a good report. Sometimes, it feels as though there are just as many ways to generate a report as there are home inspectors.

As a home inspection insurance provider, we’re interested in what techniques home inspectors can employ to create quality reports. So, we interviewed several seasoned inspectors to learn what strategies they suggest other inspectors use to achieve report writing success. We’ve compiled their tips into eight inspection report writing best practices below.

1. Don’t rush it.

Of the home inspectors we interviewed, all of them have completed reports onsite, but none of them still do. Our interviewees argue that finishing reports offsite makes for better final products.

“I wouldn’t put my John Hancock on any report that was completed and generated onsite,” said Mark S. Lodner of [LBI Home & Building Inspection](#) in Virginia. “It’s just asking for trouble.”

What exactly did our interviewees find concerning about onsite reports?

Mistakes.

After reviewing some of their own onsite inspection reports, our inspectors realized that writing reports in one go made it more likely that they make mistakes—often, minimal misspellings, but sometimes, complete oversights. Thus, our home inspectors believe it’s important to take the time to review reports with fresh eyes before sending them to clients. For many of them, taking a few hours or an evening to complete a report still allows them to deliver reports in a timely manner, thus respecting their clients’ time and deadlines.

“[By writing reports offsite,] I don’t have anybody looking over while I’m typing, rushing me, which can result in sloppy sentence structure, making mistakes, and leaving things out,” said Miki Mertz of [Complete Home Inspection](#) in Kansas.

Randy Sipe of [Family Home Inspection Services](#) in Kansas and the Board for the National Home Inspector Examination ([NHIE](#)) agrees—not just from his own report writing experience, but from reviewing other inspectors’ reports. Additionally, Sipe finds that he’s better able to contextualize defects when he reviews all the inspection photos later on. It also helps him determine the seriousness of the issues when considered as one piece of a larger puzzle.



READ MORE

To learn more about InspectorPro Insurance, please see our ad on page 5 of this newsletter.

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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.
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Attorneys Roy Wagner and Lauren Triebenbach have joined the law firm of Michael Best and Friedrich. Both have expressed interest in continuing to work with WAHI and to provide their risk-free, initial legal counsel to WAHI members with legal concerns.

1. If you receive an email, letter, text, or pleading from a customer, please contact our office. Lauren is generally more accessible than Roy, but feel free to call either of us.
2. We will ask that you provide us with the communication you received plus your inspection agreement and report. If there are other communications related to the claim, we will ask for those too.
3. After we review your documents, we will schedule a time to talk to you. Calls generally last 15-30 minutes. We will discuss with you your options, which could include working it out on your own, engaging us to respond on your behalf, or tendering the claim to your insurance company. The strategy we 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 us, you don't get a bill.
5. Knowledge is power. We want inspectors to know their options so they can the decision that's best for them and their business.

Contact Lauren at latriebenbach@michaelbest.com or 414.225.4929 and Roy at rewagner@michaelbest.com or 414.270.2707



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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 11 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.



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 15 for information on their in-store program and page 16 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!"

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

Kyle Zimmerman - 715.387.1815 or kyle@royaltinspections.com

CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com

Marc Steig - 715.797.1475 or inspectormarc3@gmail.com

FOX VALLEY

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

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

MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com

Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

MILWAUKEE

Brian Derewicz - 262.343.1614 or briandthehomeinspector@gmail.com

Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com

Brittany Thomas - 414.486.2367 or thomasradontesting@gmail.com

Mike von Gunten - 262.945.2446 or mike@lahigroup.com

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

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Email: paul.gomez1@officedepot.com

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Welcome

See page 14 in this newsletter

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Contact: Jeff Frank, 414.221.0364
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