



The WAHI Inspector

February 2022

Vol. 26, Issue 2

www.wahigroup.com



Ric Thompson
President



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Happy Winter!

Some of you may have heard a sigh of relief early in the day on Monday, January 17th. What was that you ask? That was me, as our first Pre-Licensing Training Course got started!

To call our first class a success would be a drastic understatement! We had 11 students attend our 5-day course in Fond du Lac. For the first 3 days, our very own Ron Miller and David Strandberg walked the students through the technicalities of performing a home inspection in a classroom setting. Those 3 days will be a great guide for them when they take the required National Home Inspector Exam (NAHI).

Thursday and Friday was the Hands-On Field Training portion of the class. These 2 days were essentially our Education House (held each seminar weekend) on steroids! We had 8 experienced WAHI inspectors present to share their wealth of knowledge and guide our students as they worked through the mechanics of a home inspection and explained how to report information to a future client. There is no doubt in my mind that everyone at the house, instructors included, learned something over those two days! It was great for the students to see that, as home inspectors, we never stop learning...even our most seasoned inspectors!

Ron and David enabled WAHI to offer unmatched education to our attendees! Thank you, Ron and David, for not only teaching the class but for building the program for us!

Our class was a success due to **teamwork**, not only within WAHI, but with some real estate partners as well. [Adashun Jones Real Estate](#) allowed us the use of their conference room. This gave us a professional space to conduct our classroom portion of the class. A huge thank you goes out to them! [ReMax Heritage](#) provided us with a house for our Hands-On Field Training. Those of you who have helped pull our Education House program together, know that acquiring "the house" is a huge hurdle! ReMax stepped up and allowed us to use one of their houses for 2 days. Thank you very much, ReMax Heritage!

There will always be changes and tweaks to our program, much like our seminars. We now have a great base to work from. Ideas to make our program even better are already being discussed!

Now...Defect or Not? This one results from a group discussion at our Pre-Licensing Education Course...a patio door that does not open easily. Discussion started with some inspectors, me included, saying they would note it as "Needs Repair". In the end, I would move it to a "Defect". A patio door is a point of egress and if a child needed to get out of the house due to a fire, that isn't going to happen. Even though it may be an easy repair, in its current state it poses a safety concern and is worthy of the classification of Defect. Again, strictly my opinion. The students learned that there are many ways to report items, providing a clear explanation to your client is critical.

Stay warm, be safe and make good choices out there!
Ric Thompson, WAHI President

CHAPTER UPDATES



NEXT MEETING: Wednesday, February 16
Social at 6:00 pm & Meeting/Dinner/Education at 6:30 pm
[Sconni's Alehouse & Eatery, 1239 Schofield Ave, Schofield, WI 54467](#)
Education: To Be Announced

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



NEXT MEETING: Wednesday, February 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.
[Hangar 54 Grill \(in CV airport\), 3800 Starr Ave, Eau Claire, WI 54703](#)
Education: Dave Strassman, Riverbend Realty
Dave will discuss contracts and compliance.

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



NEXT MEETING: Tuesday, February 15
Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm
[Waverly Beach, N8870 Fire Lane 2, Menasha, WI 54952](#)
Education: To Be Announced

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



NEXT MEETING: Tuesday, February 8
Check-in starts at 5:30 pm & Meeting/Dinner/Education at 6:00 pm
NEW LOCATION FOR FEBRUARY: [Pizza Ranch, 100 Keenan Ct, Verona, WI 53593](#)
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, February 8
Check-in starts at 5:30, Dinner available starting at 5:45 pm & Meeting/Education at 6:30 pm
[The Pallas Restaurant, 1657 S 108th St, Milwaukee](#)
Education: Winter Inspections...Safety, Limitations and Reporting

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.

January 2022

- **Pre-Licensing Training Course:** Our 5-day, 40-hour course launched on Monday, January 17th in Fond du Lac...and what a launch it was! The feedback from our students was **very** positive, but none the less, WAHI has already begun to discuss how we plan to make the next training even better. Thank you to Ron Miller and David Strandberg, our 2 lead instructors, Ric Thompson for his “boots on the ground” efforts and his fantastic real estate connections in Fond du Lac and Andy Basten, Tom Beatty, Denny Kruger, Dave Pribyl, Bob Turicik, and Jim Weyenberg, the experienced WAHI Home Inspector members who worked directly with the students on Thursday and Friday during the Hands-On Field Training portion.
- **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, nonmember 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 you 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

February 2022 and Beyond...

- **Act 17 (Home Inspector Bill):** DSPS has released the home inspector rules pertaining primarily to the new education requirement for incoming inspectors and reciprocity with other states that require home inspectors be licensed. There is an online department hearing on February 4th - I will “attend” the hearing to represent WAHI, as will Lobbyist Kathi Kilgore and President Ric Thompson.
- **Spring Election:** In even-numbered years WAHI elects our State Vice President and 4 State-Elected 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. If you have interest in running or learning more about the positions, 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. See page 4 for important dates!
- **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. Details and Registration coming soon!
- **COVID-19 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 9 in this newsletter for step by step instructions OR submit additions to me at: julie@wahigroup.com

STATE ELECTION

WAHI 2022 STATE ELECTION

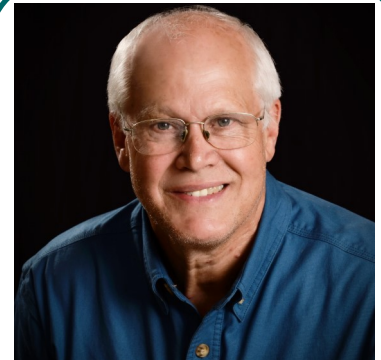
This year Vice President and the 4 State-Elected Member at Large positions will be on the ballot.

It's not too late to make another new year's resolution...to be more involved in WAHI - you don't know what you're missing! There's no time like the present to give back to the association that has given so much to you!

Whether you've been around for years and have seen it all, or are just starting on your inspector journey, all are very welcome at the WAHI table. In fact, new "blood" is always welcome, we get a fresh perspective! Please contact me or Julie if you want to talk it over. I look forward to talking with you and seeing you all at our Spring Seminar in Eau Claire!

Important State Election Dates:

- March 15th - Nominations Close
- March 20th - Deadline for Candidates to Submit a Bio
- March 25th through March 31st - Cast your vote! The election will be conducted via the WAHI website polling feature
- April 2022 WAHI Inspector - Announcement of Results



Andy Helgeson
Nominations &
Elections Chair

Feel free to contact me:

414.315.0266 or
helge4674@outlook.com



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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 Brienne 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.

Brienne 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

Feel free to contact me:

262.443.8958 or
bestinspectionsllc@gmail.com

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.

 Like

If you have any questions,
please contact:

Bob Turicik
920.892.7654

homeview@wi.rr.com

 Like

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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NEW MEMBERS

Jeremiah Johnson (Fox Valley)
Associate/Student Member
920.312.3465
miahman22@hotmail.com

Kevin Majinski (Madison)
Associate/Student Member
414.940.5311
kevin82977@yahoo.com

James Schraufnagel (Fox Valley)
Home Inspector Member
ProInspect
920.257.6838
jimmyschrauf@gmail.com

Luke Weiland (Milwaukee)
Home Inspector Member
Wall to Wall Home Inspection Services, LLC.
414.659.6212
luke@walltowallpro.com



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!"

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.

CHAD FABRY SPOTLIGHT: QUALITY TAKES TIME

By Tanner Weyland, Content Marketing Specialist InspectorPro Insurance

The question is often asked of home inspectors, "Which type of house would you rather inspect: older, time-worn houses or their sparkling new counterparts?"

For many, the obvious answer would be to inspect new homes. They haven't experienced the rigors of living, remodeling, or patching, making them, theoretically, less problematic. But for Chad Fabry of [StructureSmart, LLC](#) in New York, "New homes have no soul." Time-tested homes are Fabry's easy winner. In fact, old homes are the reason he got into inspecting.

"[Before I started inspecting,] I bought an old house, and I did not want to *remuddle* it.

In doing the research for preserving and restoring my house, I became very interested in all styles of old houses and in old tools and old techniques and the way we used to get things done," Fabry said. "It became apparent to me that, even though we did not have the resources a hundred or 200 years ago that we do today, we certainly were very clever in the way that we achieved the desired results, and we built some very nice structures."

This belief in quality techniques and processes leading to superior results has been an unofficial motto of Fabry's career. As a home inspector of 20 years, as the lead instructor of [Inspector Central](#), and as a member of the Examination Board of Professional Home Inspectors (EBPHI), he encourages inspectors to take the time, learn the skills, and gain the professionalism to produce the results their clients deserve.

Prioritize Thoroughness Over Quantity

As a home inspector, Fabry has noticed something about his clients: They never question his pricing after he completes his inspection. He attributes this to his thoroughness, and numerous reviews praising his attention to detail backs up his theory. Most days, he will only inspect one home, taking as much time as is necessary to find the issues that will matter to the homeowner. For many inspectors, inspecting fewer properties per day may seem scary. After all, don't more inspections mean more money? [But you can inspect less and make more by increasing your prices.](#)

"I don't care about efficiency. I don't try to inspect large numbers of houses," Fabry said. "My business comes because I do a good job."

Even with his emphasis on taking the time to be thorough, Fabry insists that it is impossible to cover everything. He suggests inspectors focus the time they have on inspecting what matters for homeowners and making sure their clients understand how they are prioritizing the inspection.

"You have to tell them, I'm not looking for your peeling wallpaper. I'm not looking for worn-out shag carpeting," Fabry said. "I'm here looking for issues that are going to cost you money this year, five years, and ten years from now, and that might have a major impact on how you react to this new home of yours."

Take a first-time home buyer with a lower budget who buys an older home. Even a \$150 toilet replacement could be difficult for them. Having such contextual awareness about your client's needs and wants will help you perform a better inspection.

The Resolution

As mentioned before, Fabry first got into home inspecting after learning about the techniques and materials used to originally build an older, historic house that he moved into. Many ancient and historic structures still inspire him, and many others, because they are founded upon proven techniques.

The same can be true for an inspection business. While there are many tools, apps, and other worthwhile additions to your business,

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*If you have questions, contact Julie at julie@wahigroup.com.
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"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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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 9 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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See page 8 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
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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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.

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 of 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 (DSPS) 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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