



Ron Miller
Membership Chair

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MEMBERSHIP GROWTH...REALTORS!

WAHI is embarking on a Realtor Affiliate Membership Drive and Contest. The goal of this effort is to:

- Develop a better understanding of the 2 “entwined industries - responsibility to own client, legal/statutory responsibilities, ethical responsibilities, limitations, etc.
- Foster (and maintain!) relationships of respect between individual Home Inspector and Realtor Affiliate members. This could have a very positive impact for you and your client on the whole process given the fact that the 2 industries “work” in such close proximity.

The rules are simple...

1. The new Realtor Affiliate member must be a paying member, not the recipient of a complimentary membership for speaking at a chapter meeting or seminar.
2. Direct interested Realtors to the Member Benefits page on the WAHI website to complete an online application - <https://wahigroup.com/Member-Benefits>

To **encourage** everyone’s competitive spirit, WAHI is offering a prize to the member who brings in the most new Realtor Affiliate members by October 31, 2023 (2 minimum). The “prize” for the winning member is complimentary attendance at an upcoming WAHI Training Seminar - the Saturday portion of our biannual training events - a \$200 prize!

Please contact me with any questions: ronmiller547@gmail.com or 608.235.9836

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CHAPTER UPDATES



NEXT MEETING: Wednesday, January 18th

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, January 4th

Check-in by 5:15 pm & Meeting/Dinner/Education to follow

[Hangar 54 Grill \(in CV airport\), 3800 Starr Ave, Eau Claire, WI 54703](#)

Education: Jim Koehler, Licensed Well and Septic Inspector

Jim will share information on existing wells, abandoned wells, well pumps, pressure tanks and laundry/sewage injector systems.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Co-Chairs, Pete Saltness 715.829.7348 and Marc Steig 715.797.1475



NEXT MEETING: Tuesday, January 17th

Check-in 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: Wednesday, January 11th

Check-in starts at 5:30 pm & Meeting/Dinner/Education at 6:00 pm

[VFW Stoughton Post #328, 200 Veterans Rd, Stoughton, WI 53589](#)

Education: Affiliate member Lance Rule, Wisconsin Radon Services

Lance will share information on testing and mitigation.

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



NEXT MEETING: Tuesday, January 10th

Check-in starts at 5:30pm, Dinner available 5:45 pm & Meeting/Education at 6:30 pm

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

Education: Affiliate member Chris Wilson, The Mudjackers

Chris's presentation will address concrete settling and foundation repair needs to look for during an inspection.

For speaker information, or to provide a suggestion/lead, please contact NEW Chapter Education Chair Bingo Emmons at 414.397.4072

WAHI'S NEW ONLINE EDUCATION CATALOG

WAHI is excited to announce that our recorded monthly chapter meetings will now be available for easy access through our WAHI website! Select your topic, make your payment, receive the link to the WAHI YouTube Channel, submit Q&A plus Password to earn CE credits and receive your CE Certificate - it's ALL there!

WAHI wants to thank Chippewa Valley Home Inspector member Marc Steig for the tremendous job he has done consistently recording his local chapter meetings since COVID hit us! Online education was not a path WAHI had gone down yet and Marc stepped up to the challenge and made it possible for our members to obtain their continuing education through WAHI during COVID and beyond! Many members took advantage of this option while COVID concerns were high and continue to do so.

Our thanks also go out to Madison Chapter Home Inspector member Misty Russell. In addition to home inspection, Misty has a strong interest and aptitude in web design, SEO and pretty much "all things internet." 😊 Misty developed our new Online Education Catalog page and all the steps that will take you to your Certificate of Completion.

INCREASING WAHI AWARENESS

In early 2022, WAHI chapters polled their members at monthly meetings to gauge the level of interest in starting a Political Action Committee (PAC). The primary reason in starting the WAHI PAC was to increase awareness with state legislators. The response was favorable and a WAHI PAC was formed. The needs of this committee are 2-fold.

First, we needed to fund the PAC to enable WAHI to make contributions to fundraising efforts and/or attend events. PAC funds are used to attend fundraisers of legislators involved in and/or serving on a committee that impacts the home inspection industry. The funds are not to be used to support (i.e. endorse) any specific candidates running for office.

WAHI is grateful to the following members who generously contributed to our 1st plea last summer:

Jameel Dawan	David Nason	Terry Elliot	Willy Wayne
Denny Kruger	Glenn Borucki	Dan Reik	Al Weiland
Ron Miller	Ken Smith	Scot McLean	Riley Schuster
Sean Martinson	Jill Hauk	Jeff Ellsworth	Frank Raupp

Our second need was to *populate* the PAC. WAHI's goal is to have 2 members from each chapter serve on this committee. This is important in the event a fundraiser is held in a particular area of the state, with the thought that at least one of 2 members would be able to attend the event to represent WAHI.

We are still seeking both - funds and committee members. Please contact WAHI Executive Director Julie Arnstein with interest in either or both needs - with any questions of course too! - julie@wahigroup.com or 414.531.3199.

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.

Looking Ahead to 2023!

- **WAHI Online Education:** We have *streamlined* the process to earn continuing education credit through WAHI! See page 3 in this newsletter for all of the details.
- **WAHI Pre-Licensing Training Program:** Our next 40-hour training course will be Monday, February 27th thru Friday, March 3rd in Fond du Lac. These dates coincide with the WAHI Spring 2023 Education House and Training Seminar, also in Fond du Lac, Friday, March 3rd and Saturday, March 4th. Please **spread the word** to anyone you know who is interested in entering the industry!
- **Spring 2023 Education House and Training Seminar:** We will be at the Radisson Hotel and Conference Center in Fond du Lac on Friday, March 3rd and Saturday, March 4 - the WAHI Education Committee and Fox Valley members have already begun lining up speakers! Registration coming soon - for now, **SAVE THE DATE!**
- **WAHI State and Chapter Elections:** In spring of 2023, WAHI will hold an election to determine the next State President to serve on the WAHI Board of Directors. The chapters will conduct their elections as well which will determine the 5 chapter members that will serve on the State Board as the Chapter-Elected Member at Large. Please consider “giving back” to WAHI - be it on your chapter level or on the State Board. WAHI leadership positions carry a 2-year term. See page 5 for more information.
- **Political Action Committee (PAC):** Attending fundraisers for candidates who serve on committees that directly, as well as indirectly, affect the home inspection industry is the reason WAHI started a PAC - this is how we create and/or further develop WAHI-awareness! We continue to seek PAC Committee members and contributions to fund the PAC. See page 3 in this newsletter for further information.
- **Affiliate Membership Drive:** WAHI is embarking on a membership drive to bring realtors into the association - this will create a better understanding and be beneficial for all! See the Cover Page of this newsletter for details!
- **YOUR Profile on the WAHI Website:** Reminder...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. Make your profile POP!



Julie Arnstein
Executive Director

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

SPRING 2023 ELECTIONS

Many of you may not realize the enormous benefit WAHI provides to you and your business. From our inception, WAHI has been fighting for our members by not letting us get rolled over, starting back in the 1990's when the first State legislation for the Home Inspection industry was drafted. We worked hard to ensure we ended up with properly drafted legislation with fair Standards of Practice and Statutory limits on our liability. Believe me, we would have been steamrolled without WAHI fighting for us. WAHI has never stopped closely monitoring activity in Madison on behalf of you!

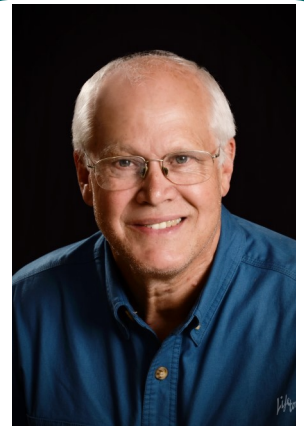
In addition, WAHI is working to increase the awareness, credibility and professionalism of home inspectors and our industry. One of the greatest benefits of your WAHI membership is our Inspection Agreement, which includes the Arbitration clause. Arbitration, as a path to resolve a dispute, is an invaluable *financial* benefit providing an alternative to the costly standard legal system. I don't think any other group in the country has anything like it!

So, to the purpose of this article...WAHI Elections. Here is a review of the WAHI election process:

- State President is elected in odd-numbered years (i.e., 2023).
- State Vice President is elected in even-numbered years (i.e., 2024).
- State-Elected Member-At-Large positions (4) are elected in even-numbered years.
- Chapter-Elected Member-At-Large positions (5) are elected in odd-numbered years during the Chapter elections.
- The Term of Office for all Board positions is 2 years and begins May 1 of their elected year.
- WAHI's Election Committee includes each Chapter President.

WAHI is primarily a volunteer-run Association, and YOU are WAHI. Please give back to the Association that has given so much to you! I want (and need) you to consider adding your name to the ballot for a State or Chapter position. Another option, if you know of someone you feel could serve WAHI well, forward those names to me and I'll reach out to them! Julie or I are happy to answer any questions you or they may have.

What I am asking is painless and you'll be welcomed into any position you run for. Talk to any of the existing leadership about their experience - I've yet to hear of anyone who hasn't enjoyed their service to WAHI. Please contact me to add your name to the ballot, to add the name of another or for further information. I look forward to hearing from YOU!



Andy Helgeson
WAHI Nominations
and Elections Chair

Feel free to contact me:

414.315.0266

or

helge1252@gmail.com

IMPORTANT ARBITRATION INFORMATION

At a recent seminar Peter Merrill, President and CEO of Construction Dispute Resolution Services (CDRS), WAHI's current arbitration service provider, reminded everyone of the value of arbitration and your rights to go that route when it is in your signed agreement. In addition, Brianne Smith, of Inspector Pro Insurance, shared her insight on arbitration from the point of view of an insurer. Peter's focused on two main points: 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 Inspector Pro's confidence in CDRS to arbitrate complaints fairly and the importance of having your inspection agreement signed **before you begin** any part of a home inspection. See more details on their joint presentation in my full article on page 8 of the [September 2022 WAHI Inspector](#).

This summer a WAHI member had a previous customer file for arbitration AFTER the 2 year statute of limitations had expired. The inspector still had to respond to the arbitration but rather than going through the full arbitration process, the inspector requested a much shorter process called a Documents Only Arbitration. **It is up to the inspector to make that request.** See my full article on this situation as well as your rights, and what is your responsibility, when faced with an arbitration on page 4 in the [September 2022 WAHI Inspector](#).

I welcome any member with questions or concerns about WAHI's arbitration program to contact me. Peter Merrill's contact information can be found at: <https://www.constructiondisputes-cdrs.com/index.htm>. Note: Peter prefers phone calls rather than reply to long emails.

The WAHI Arbitration Committee is made aware of arbitrations involving WAHI members that are handled by CDRS. For privacy reasons, the Committee is not given the personal or business names of the parties involved with the arbitration, only the complaint details and the decision made. I am grateful for the candor of the member involved in the case cited above. I ask all members 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 you share will be very beneficial to WAHI, your fellow members and the continued success of arbitration as a path for conflict resolution.



David Nason
Arbitration
Committee Chair

Feel free to contact me:

262.443.8958
or
bestinspectionsllc@gmail.com



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See page 9 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 at 262.443.8958

or

Construction Dispute Resolution Services (CDRS)

President & CEO Peter Merrill at 505.473.7733

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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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.

HOME INSPECTION DEFECT GO FROM BAD TO WORSE

By Alyssa Cink, Content Marketing Specialist InspectorPro Insurance

Between the inspection and move-in day, it isn't rare for home inspection defects to change. This can be frustrating for buyers and inspectors, alike.

For example, one home inspector visited a property located at the bottom of a steep hill. While there, he observed that the house's position on the slope could lead to flooding and water intrusion. As such, he advised his client to ask the seller about any past water problems. Unfortunately, the buyer disregarded his warning.

Two months later, and after three days of heavy rain, water filled the crawlspace and flooded the driveway. The new owners had to slosh through water to get into their home. They called Lisa Archer of [BPG Inspections Memphis](#) in Tennessee, who worked with that inspector at the time, demanding an explanation. Archer pointed to the inspection report, where the inspector had documented evidence of previous ponding in the driveway and waterline stains on the crawlspace's foundation walls.

The quality of the report's writing and photos wasn't the problem, Archer said. Rather, the buyer just hadn't grasped how serious the potential water intrusion could be. He hadn't consulted the seller about the sloping or water stains. Additionally, it wasn't raining on the day of the inspection, so Archer's team couldn't have predicted the outcome. All they could do was report visible conditions at the time of the inspection, recommend follow-up as needed, and talk things over when their intuition proved true.



How Clients Discover More Serious Home Inspection Defects

Archer's story illustrates how, even with the most thorough inspection, some home inspection clients don't take potential defects seriously. Then, months or even years later, the home inspection defects you reported can turn out to be much, much worse than either you or the buyers imagined. Whether the clients regret their purchase entirely or want to push the repair costs onto someone else, you're often the first person they call.

Naturally, you don't have a crystal ball. You can't predict exactly how bad material defects will become. And yet, these circumstances are among the [most common instigators for claims](#) in the home inspection industry. Note that we are not referring to the top kinds of claims home inspectors face; you can read about those [here](#).

To help you prepare for situations like these, we talked to home inspectors and their teams about their experiences.

Remodeling

According to our interviews, remodeling commonly reveals bigger issues that weren't as visible on the surface. While removing drywall, replacing floors, and updating components, homeowners peel back outer layers and find a more deeply rooted, material defect than what you saw during the inspection. And, because clients expect their home inspectors to see through walls, they blame you.

Common discoveries during remodels include water issues related to leaks, mold, and improper flashing, said Reese Perkins of [Perkins Home Services, LLC](#) in Maine. While thermal imaging and moisture meters help identify possible moisture intrusion, proving the full extent of rot, mold, or active leaks requires follow-up from the buyer. And if clients don't follow up, they could see extensive property damages later.

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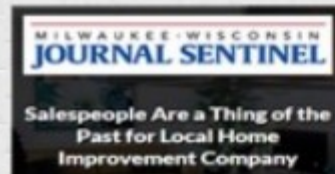
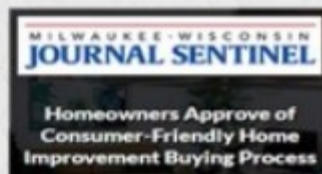
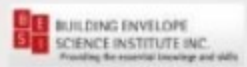
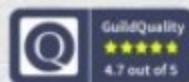
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Stay in touch with the WAHI Facebook page!

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 or homeview@wi.rr.com



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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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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.



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 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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COMMERCIAL INSPECTIONS

In recent months several WAHI members have considered adding commercial inspections to their services and wondered if WAHI may have any plans to include commercial inspections in an upcoming seminar.

I shared that information with the WAHI Board of Directors and, in return, received what I consider several well thought out responses. As always, decisions like this are ENTIRELY up to you as a business owner but, based on the general consensus among the Board, I do not see WAHI offering a commercial inspection training course anytime soon. I am sharing their “cautionary comments” below.

Words of Caution #1

You can't cover commercial inspections in 1-2 days. Commercial is a different creature. Some inspectors will say that they offer “light” commercial inspections - there is no such thing, either it is, or it is not. Also, there is no state certification required but there are standards out there for commercial inspections.

I see a great many inspectors that use our WAHI residential agreement and wordsmith it for commercial. Also, a great number use a residential report form for commercial use and just change a few things. Not a good practice.

Words of Caution #2

Commercial work is an entirely different world! You don't actually do an inspection - it's a Property Condition Assessment with the inspector performing a Walk-Through Survey (based on ASTM Standards which are the most commonly used standards). An analogy would be the difference between high school or college sports and the Pro's. I'm not aware of any State or Federal standards for this and anyone doing them uses the ASTM or whatever they choose. There are groups offering commercial inspection training with courses usually at least a week long.

Everything is different from what WAHI does. Most of the inspectors doing commercial are long time inspectors with years of experience who decide to branch out or they have a specialized background geared toward this. I highly discourage most inspectors from doing this - you're generally dealing with the big boys who have the wherewithal to crush you!

Words of Cautions #3

Commercial Inspections do not have standards of practice. The reason WAHI pushed for mandated home inspection standards is that attorneys were suing home inspectors over negligence based on their and the client's *opinion* of what *should be* included in standard home inspection - E & O insurance was three to four times the cost, with much larger deductibles, than what it is now. It is far easier to train someone to do a home inspection by using the standards. A course offered in Toronto barely scratches the surface of the technical knowledge you better have to stay out of court doing commercial inspections.

Words of Cautions #4

Commercial is a different animal. The inspections depends on the type of building it is and there are many types, even multiple types mixed together in some instances. These generally require hiring a commercial HVAC tech and Electrician, many times a Mason and/or Structural Engineer. The commercial training I had through House-Master was a full week long. It was called Commercial Property Assessment (not an inspection) and had an Agreement tailored to the specific requirements of that property.

Please contact me with any questions or comments - julie@wahigroup.com or 414.299.9766

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

Paul Zenker - 715-303-1937 or pzenker@onpointwisconsin.com

Kyle Zimmermann - 715.897.3636 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

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Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com

Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

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

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