



## The WAHI Inspector

### From the President: Making WAHI the Best!

Hello hardworking WAHI members - Wow, it's been busy!

I've previously mentioned our efforts to make WAHI the best in the State. It's a subject I return to often. On a regular basis I try to enlighten my clients and Realtors when it's pretty obvious they have no idea what they should be looking for in an inspector.



My wife and I seldom do this, but on a recent Sunday evening we sat down and watched a movie called *The Intern* starring Robert De Niro. It's about a retired widower who decides he's going to get back into the workforce. He joins a new startup company run and staffed by young millennial types as an intern. As you might imagine, he's old school - dresses up (including a handkerchief) and uses his past experience and expertise to help the company succeed. Along the way he imparts his traditional ways and wisdom to the young people who realize the value of experience. In the film, Robert De Niro portrays what I see as a true professional.

To me, *professionalism* means quality and efficiency. When you see an "expert" do something that you know to be very difficult, yet they make it look easy, that's professionalism. A *professional* has developed high level, honed skills. They use good judgement, polite behavior, are committed to their profession, all while doing their job well. Professionals are getting harder to find - why work at your job when you can just Google everything or watch a DIY show on TV. Heck, you can build a house in a week!

That's where WAHI comes in! We offer you the training to be more professional. When I started as a home inspector over 25 years ago, the only other inspectors I knew were engineers, architects, or builders. They were in the business simply because they had recognized skills as an "expert" in buildings. It was an easy transition for them to become an inspector. Most of them dressed up, some even wore a tie - no one wore jeans. When you met them, you didn't think of them as someone in the trades (carpenter, plumber, electrician, etc.) - they were *professionals*. I come from the building trades and I have a deep respect for what it takes to be an old school carpenter. I know the thousands of hours required to be a master plumber or electrician. Despite my strong background, I remember the first inspection I completed. I realized how little I knew and I resolved to learn as much as I could about inspecting houses.

While some may disagree, I see the *professional* home inspector as a true expert. Our clients and, frankly, everyone else in the real estate transaction, look to us for an "expert" opinion. I recently received a call from someone who wanted an unbiased "expert" opinion on a particular problem with a house - they were getting conflicting opinions from contractors. One of my long term goals is to elevate what a WAHI member is so that everyone knows that they've hired an "expert."

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Our June speaker, Phil Borchardt the City of Wausau Building Inspector, discussed code changes for the building of new decks and also explained what to look for regarding new deck construction.

**NEXT MEETING: Wednesday, July 20**

Social at 6:00 p.m. & Dinner/Meeting at 6:30 p.m.

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

***Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield***

***Speaker: Affiliata Member, Ron Feit, a Master Plumber with Frances Sales and Service***



Central Chapter

**For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Richard Duerkop at 715-241-8222.**

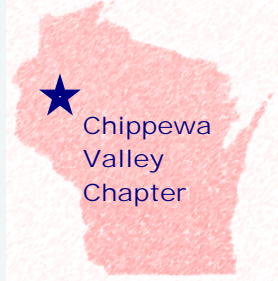
**NEXT MEETING: Wednesday, July 6**

Buffet Dinner at 5:30 p.m. & Meeting at 6:00 p.m.

***Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire***

***Speaker: Jason Vieht, Electric Eau Claire***

Jason will be presenting information on main & sub panels, corrugated gas piping and knob & tube wiring. We encourage members to bring photos to present/discuss.



Chippewa Valley Chapter

**For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Pete Saltness at 715-829-7348.**

June's co-speakers were Fox Valley Chapter members, Bob Turicik and Glenn Schmidt. They discussed and demonstrated the use of drones to assist with certain parts of home inspections (i.e. roofs, chimneys). On June 21, 2106 the drone rules and regulations changed so those considering using a drone should familiarize themselves with the current rules.

**NEXT MEETING: Tuesday, July 19**

Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.

***Stone Toad, 1109 S. Oneida St., Menasha***

***Speaker: To be determined***



Fox Valley Chapter

**For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Scott Hansen at 920-716-3025.**

Please see page 8 of this newsletter for all of our June chapter meeting details.

**IMPORTANT ANNOUNCEMENT:** Please note the meeting location change starting in September. There are no meetings in July or August.

**NEXT MEETING: Thursday, September 15\***

Roundtable at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.

***Alt n' Bach's Town Tap, 2602 Whalen Lane, Madison, WI***

***Next to American TV off the Beltline at Todd Drive Exit***

***Speaker: To be determined***



Madison Chapter

***\*The Madison Chapter meets only the following months: January, February, May, June, September and October.***

**For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Denny Kruger at 608-835-5395.**

**NEXT MEETING: Tuesday, July 12**

Social at 6:00 p.m., Dinner at 6:30 p.m. and Meeting at 7:00 p.m.

***Klemmer's Banquet Center 10401 W. Oklahoma Ave., West Allis***

***Speaker: Richard Paur, City of Milwaukee Building Construction Division Manager and Instructor at Milwaukee Area Technical College***

Richard will be sharing his 20 years of experience working for The City of Milwaukee. He is looking forward to any questions we might have regarding any changes foreseen in the near future. We highly recommend attending this meeting - Richard is a great speaker and has a wealth of knowledge.



Milwaukee Chapter

**For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Steven Knoebel at 414-828-4217.**

# What's Happening in WAHI?

By Executive Director, Julie Arnstein



Here is the 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), 414.299.9766 or 877.399.WAHI

## June 2016

- We are forming a Marketing Committee with representation from each chapter. The purpose of this committee is two-fold... increasing membership and seminar attendance. Please let me know if you have interest in serving on this committee.
- As you know membership renewal is upon us. As a matter of fact, if you have not yet submitted your renewal.....you are LATE and your renewal is now costing you \$25.00 more! Multiple reminders have gone out to members who have not yet renewed. See page 9 in this newsletter for further information.

## July 2016 and Beyond...

- Our Education Committee is finalizing our WAHI Fall 2016 Education House and Training Seminar. We are scheduled for Friday November 4th and Saturday November 5th at The Wilderness Resort in the WI Dells/Baraboo area. Save the date!
- The Arbitration Training Clock is ticking...**loudly!** The December 2016 goal for an Arbitration Training event is fast-approaching. Please continue to seek out new affiliate members to join your chapter. This training would be for new candidates and possibly a refresher course for those who went through the training several years ago. There is a lot of work to be done prior to scheduling a training and that falls on each and every member in WAHI. All members are asked to reach out to contractors you respect and have confidence in to join WAHI as an affiliate member to then be trained to serve as a Contractor Arbitrator for our Arbitration program. In order for WAHI to have a successful Arbitration program we need many qualified affiliate members, at each chapter. A solid program needs to be in place should the need for arbitration arise. It is every WAHI member's responsibility to assist in this goal.
- Wisconsin Realtors Association Fall 2016 Conference – See page 4 in this newsletter for details on when, where and how you can participate! This is a great opportunity to spread the word about WAHI...not to mention, connect with 100's of realtors and meet a few fellow WAHI members from around the state.

# WI Realtors Association (WRA) Convention

WAHI is happy to report that once again our Public Relations Chair, Bob Turicik, is coordinating a WAHI booth at the upcoming Wisconsin Realtors Association (WRA) Fall Convention in the Dells.



Bob is looking for members to staff the WAHI booth at the Kalahari on **Tuesday, September 13<sup>th</sup> between 8:30 and 5 pm and Wednesday, September 14<sup>th</sup> between 8 am and 3:30 pm.**

Contact Bob Turicik at 920-892-7654 or [homereview@wi.rr.com](mailto:homereview@wi.rr.com) if you would like to volunteer or have questions.

Volunteers may bring their own business cards to distribute while working the booth. Volunteers are responsible for their own expenses.



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## CHAPTER SECRETARIES

You are reminded to include upcoming speakers and topic information when you submit monthly meeting minutes to Julie Arnstein at [julie@wahigroup.com](mailto:julie@wahigroup.com)

The information will be included in the monthly newsletter and will also be posted on our website at:

[www.wahigroup.com](http://www.wahigroup.com)



From the President (continued from front page)

Some members may not feel it necessary for WAHI to do more than we do now, but I think in the long term the general public and all parties involved in a real estate transaction will expect a higher level of professionalism from home inspectors.

The American Society of Home Inspectors (ASHI) has an excellent program for becoming certified as a true Master Inspector, unlike another home inspector organization where you purchase the credential to be a certified master inspector. I believe it is in our best interest to work on elevating our members and our standards. WAHI already strives to help home inspectors be true professionals by offering the highest quality education. Our seminars are a perfect example of this. The Education Committee has an excellent line up of speakers for our fall 2016 seminar including a nationally recognized speaker.

This idea ties in with the Wisconsin Realtors Association's (WRA) desire for a standardized report. Poorly inspected properties with poorly drafted reports can create doubt about our professionalism and expertise. The WRA is looking out for their members by taking much of the inspection out of our hands which they feel would help their members. While this may make sense for them, this does not mean it is in the best interest of the general public. Nationally, pressure to require licensing of inspectors in more states along with more regulation of our industry is typically driven by Realtor groups. Some of this is justified if we are not providing professional inspections and reports.

The situation in Wisconsin and other states shows that legislation drafted in a one sided, narrowly focused manner will have varying effects on the public and our profession....and not always good. WAHI is working to ensure our strong voice is heard at the State and local level. We need your involvement and help in this effort. As always, I welcome your feedback.

Hang in there during the busy season!

Andy Helgeson, President



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*— Henry "Sonny" Toman*



## Board Meeting Minutes

The Board Meeting minutes from May 3rd have been posted on the website. You can access the minutes on the Members Only page of the WAHI website - scroll down toward the bottom of the page. Log-in as instructed on page 9 of this newsletter - Website 101.

- From the Home Page, go to the far right - "hover" your mouse on the 3 horizontal lines.
- As you "hover," 3 options will appear on the drop down menus - select Members Only.
- Scroll down to the bottom section of the page to view Board Meeting Minutes. The May 3, 2016 minutes are posted at the very bottom of the second column.

## Members Only - Interactive Forum

It has come to our attention that many of you may be unaware that 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 in this newsletter 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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### The Online Guide to Booking More Inspections by Josh Fulfer

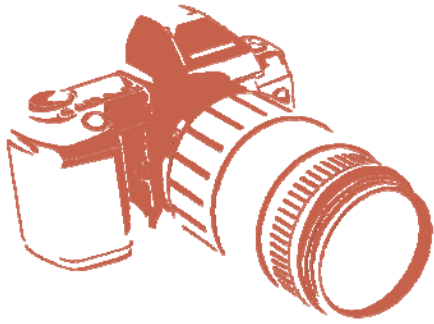
For anyone looking to book more home inspections, be sure to download "*The Online Guide to Booking More Home Inspections.*" Within this guide you will learn how to leverage your website, and Google, to attract new customers and book more inspections. This 23-page guide is FREE to all WAHI members, compliments of Josh Fulfer of KVF Marketing, a Milwaukee Chapter Affiliate.



Click [HERE](#) to download "*The Online Guide to Booking More Inspections*" by Josh Fulfer.

Also, in conjunction with the recent WAHI conference, Josh is offering free website evaluations to all WAHI members. Email your website url to [josh@kvfmarketing.com](mailto:josh@kvfmarketing.com) if you'd like a free, no-strings, evaluation of your website. See my ad on this page.

Add a photo to the WAHI website and link it to your business site!



WAHI's website member database has a **NEW and IMPROVED** multi-choice search option.

Submit photo and/or company website info. to:

**julie@wahigroup.com**

## Stay in touch with WAHI's Facebook Page

Our WAHI Facebook page gives you the perfect opportunity to make chapter announcements, post minutes, post meeting changes or just see what your fellow members have been up to. If you have any questions, please contact:

**Bob Turicik**  
920-892-7654  
homeview@wi.rr.com



## Madison's Chapter Meeting for June

Secretary David Ross of the Dept. of Safety and Professional Services (DSPS) talked about the WAHI arbitration program and having contractors come in to speak about their business and provide training to home inspectors. He also touched on the upcoming legislative proposal regarding standardized home inspection reports and how standardized reports could affect future business.

In addition, Chapter President Dennis Kruger provided training on how to write a proper home inspection report. Denny went over the HomeGauge software reporting system and answered questions about the software's abilities. He shared some of his home inspection reports and what he provides in a report while still following the Wisconsin standards of practice.

**IMPORTANT ANNOUNCEMENT:** There will be a meeting location change for the Madison chapter starting with the next meeting - **September 15th** - no meetings in July and August! Here are the new location details:

**Alt n' Bach's Town Tap**  
2602 Whalen Lane Madison, WI  
Next to American TV off the Beltline at Todd Drive Exit  
(608) 271-9955  
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## MEMBERSHIP RENEWAL REMINDER

Hopefully you have renewed your membership by July 1st to avoid the \$25.00 late fee.  
If not, you will received another reminder in July.

The 2016-17 WAHI Membership renewal period will end August 1st. Anyone who has not renewed their WAHI membership by August 1st must immediately stop all references to WAHI, and/or membership in WAHI, on any and all business and marketing materials (contracts, agreements, business cards, brochures, flyers, newsletters, etc.) and their website.

## 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 multiple email addresses or are uncertain of your WAHI email address, contact Julie at [julie@wahigroup.com](mailto:julie@wahigroup.com) - she can provide your WAHI address or update it for you.
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.



**Jeffrey Brown** (Fox Valley)  
*Home Inspector Member*  
 Rose-Eld Home Inspection, LLC  
 920-745-0087  
 brownigans@gmail.com

**Joe Martis** (Milwaukee)  
*Affiliate Member - Services include*  
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*Consulting*  
 Guardian Exteriors  
 414-226-5619  
 jmartis@guardianpcs.com

**Brandon Sipola** (Chippewa Valley)  
*Home Inspector Member*  
 Koti-Home, LLC  
 218-340-9900  
 kotiinspections@gmail.com

**Mark Sumption** (Central)  
*Home Inspector Member*  
 God's Country Home Inspections, LLC  
 715-966-3131  
 gchinspections@gmail.com

**Kevin Verch** (Fox Valley)  
*Home Inspector Member*  
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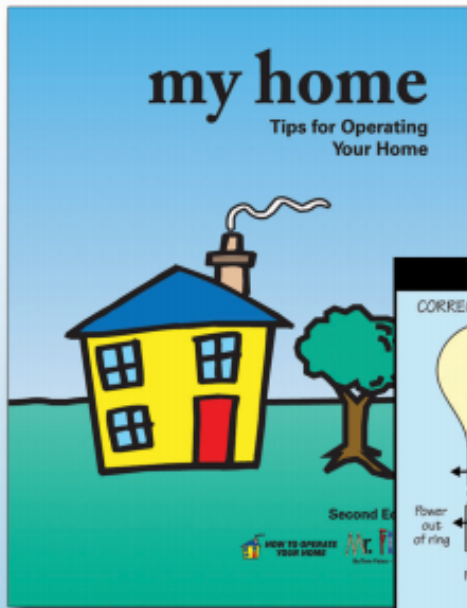


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## Preventive Maintenance?????

It is my opinion, that if a masonry chimney is built correctly, it doesn't need any masonry protective coatings/waterproofing; I also believe the same of the flashing. My industry is preaching (selling) preventive maintenance, and many in the field are doing it. Direct competitors of mine are selling crown coatings, flashing sealers, masonry water repellent, etc. and they aren't giving it away either! The average cost is several hundred dollars to apply a glorified paint job on a crown that takes 30-40 minutes. Very little expertise is needed, the cost of the product is minimal and the longevity of the product is, in my opinion, questionable.

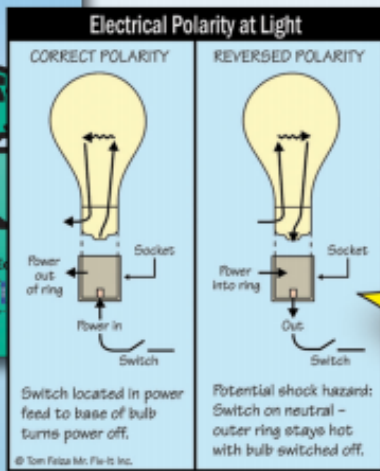
I do feel these products have a place in some chimney repair situations, but be on the look out for your customers, should they ask your advice about it. Far too many contractors are charging consumers a lot of money to do this work and it really isn't doing much for them in the long run. In some areas of the country, when a homeowner hires a chimney company to come out and clean their chimney, the company sends 2 additional employees in the truck. One guy is there to sell the homeowner this preventive maintenance on the spot - often charging \$1500 to \$2500 to clean the chimney AND the homeowner out. Then down the road to do 2-3 more that day...



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**Pre-Sale Inspections**

Pre-sale inspections are on the rise. More and more home sellers are being proactive regarding home repairs rather than waiting until they have a buyer interested in their home. I often hear homeowners say, "How can I find someone I can trust? If only there was someone independent like you to call for heating, roofing, remodeling and plumbing issues too!"

I tell my clients that lots of people can tell you how to fix your foundation. With all the foundation repair contractors out there offering free foundation inspections, why on earth are they spending hundreds of dollars for my inspection? Because I'm independent, that's why! Since I am not in the business to do repairs, I am not trying to sell them on a repair. I can provide them with an unbiased opinion.

When I started my business I intended to market my services to realtors, much like home inspectors market to home buyers. As time has gone on I have expanded and now provide my services to home buyers, home sellers, attorneys, insurance companies, home inspectors, appraisers and lenders.

Let me know if I can be of service to you and/or your home inspection clients; I would be happy to provide an independent assessment of their foundation.

## 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)

## 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.

Contact Joy Douthwaite Bott at 414-395-0639 or email her at [joy@thoroughinspectionservices.com](mailto:joy@thoroughinspectionservices.com)

## WAHI Legal Support



Attorney Roy Wagner of von Briesen and Roper continues 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 Roy Wagner at  
(414) 287-1250 or  
[rwagner@vonbriesen.com](mailto:rwagner@vonbriesen.com)**

# Charlie's House

A couple of our members attended ASHI Inspection World 2016. They were very impressed with an organization they discovered, Charlie's House, and felt the information would be valuable to you and your clients:

***On November 1, 2007, Charlie Horn, a 2-year-old Kansas City boy, was killed when he attempted to climb a 30" dresser in his home. It was through this tragedy that Charlie's House was born.***

***What started as a memorial and an outpouring of public support has grown into a 501 (c)(3) not for profit organization with safety at its core - dedicated to keeping the community informed and engaged when it comes to preventing injuries to children in and around the home.***

***As part of this mission, Charlie's House participates in and sponsors community-wide events to provide home safety information. Plans are also underway to raise funds for a safety demonstration house that will provide adults with real-life demonstrations, examples and resources on children's safety.***

**For further information visit their website - <http://charlieshouse.org/>**

## SPECIAL SPACES FOR KIDS

Longtime Milwaukee Chapter member and Embassy Homes architectural designer, Andrew Risch, is involved in the Special Spaces organization. Special spaces, is a non-profit that creates dream bedrooms for children with life threatening illnesses.

The program is always looking for volunteers. If you would like to give of your time and talents, please contact Andrew at 262-841-8510 x111 or [Andrew@embassyhomes.com](mailto:Andrew@embassyhomes.com).

[specialspacesmilwaukee.org](http://specialspacesmilwaukee.org)



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