

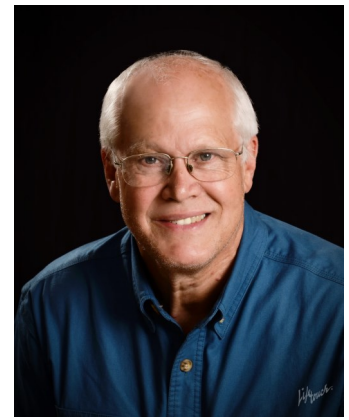


The WAHI Inspector

July 2018

Vol. 22, Issue 7

www.wahigroup.com



Andy Helgeson
President



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WHAT...talk about liability AGAIN!!!

Liability is like a leopard stalking us in the shadows every day. We cannot eliminate it, we better not ignore it, we can only manage it. WAHI is periodically made aware of problems our members encounter with challenging clients and/or concerns from a member's disgruntled client. As a result, liability is often near the top of the list of discussion items.

This subject is regularly addressed by seminar speakers. As a matter of fact, we have a speaker lined up for our fall 2018 seminar in Manitowoc who is a nationally recognized litigation expert. This gentleman deals with insurance companies on claims. His feedback to WAHI thus far has been invaluable. He's in the "trenches," all over the country and in Wisconsin, dealing with *inspections gone bad*. Every member would be wise to attend and hear what he has to say!

What role does WAHI play in litigation concerns? Unfortunately, very little. You are each independent businesses who operate independently from WAHI - we do not have a formal business relationship with you. WAHI does all we can to provide guidance, advice, point you in the right direction - we'll even provide a shoulder to cry on - but we can do little else.

It is imperative you develop a plan to manage your risk **before you need it!** This has been a very busy inspection year but you should reserve some time to sit down and review your current plan to determine if your business practices are helping or hurting you.

WAHI members should take a hard look at:

- Do you attend WAHI training events and chapter meetings to learn all you can from our expert speakers?
- Do you take advantage of the premier advice of our legal counsel - Attorney Roy Wagner?
- Do you have a plan or procedure in place if you receive a callback from a client?
- How you handle calls from disgruntled clients - do you hate those calls so much you put off returning the call?
- Do you always have the opinion, "I haven't done anything wrong!"?
- Do you openly listen to the client? In all the disputes I've ever encountered, there is usually blame on both sides. If you can't see your own faults, things will go badly!

(continued on pg. 4)



NEXT MEETING: Wednesday, July 18

Social at 6:00 pm & Meeting/Dinner at 6:30 pm
Meeting and meal is \$30; meeting only is \$10.

[Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield](#)

Education: Phil Borchardt, Wausau Building Inspector

Phil will share various scenarios of what he has seen out in the field.

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Richard Duerkop at 715.241.8222



NEXT MEETING: Wednesday, July 11 (3rd Wednesday in July only)

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

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

Education: Jay Thelen, Erv Smith Services, Inc.

Jay will be talking about HVAC systems.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Pete Saltness at 715.829.7348



NEXT MEETING: Tuesday, July 17

Round table at 5:30 pm & Meeting/Dinner at 6:00 pm

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

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

Education: To be determined

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



NEXT MEETING: Thursday, July 19

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

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

Education: Joe Shipman, representative of Affiliate member ABT Foundation Solutions

Joe will address the inspection and repair of foundations

Calling all Madison members! We need your help to find speakers for our future meetings - we accept a wide range of topics.
Please contact Chapter Education Chair, Ron Miller at 608.235.9836



NEXT MEETING: Tuesday, July 10

Social time from 5:30 - 6:30 pm, Buffet Dinner available from 6:00 - 7:00 pm

Business Meeting and Educational Presentation at 7:00 pm

[Klemmer's Banquet Center, 10401 W. Oklahoma Ave., West Allis](#)

Education: Affiliate member, Scott LeMarr, Milwaukee Mold Inspector

Scott will share his advice to get (and keep!) a dry basement.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Co-Chairs,
Ryan Eigenfeld at 414.795.9018 and Troy Beasley 414.737.2721

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

June 2018

- **Accounting Meeting:** State Treasurer Tom Kruse, WAHI Accountant Jeff Barber and myself met to discuss current accounting and report methods, online banking, chapter and state accounts and discuss ideas to streamline finance-related communications. The outcome of that meeting was shared with the Board of Directors and Chapter Treasurers at the Leadership Training Day on June 7th. Some changes will not be implemented until the next Board meeting when the Board can discuss and vote.
- **Leadership Training:** Our 1st Leadership Training Day on Thursday, June 7th in Mauston was a success! GREAT turnout of Board members, Chapter leadership, committee chairs/members and general members. The general members in attendance were really encouraging! We had several longtime members who, in the past, have been minimally involved who now have clearly expressed interest. Several **brand new** members were also in attendance – which is just what we were hoping would happen! We sincerely hope the day was worthwhile for all in attendance and I would very much appreciate any feedback/suggestions you'd like to share for future trainings.
- **Membership Renewal:** Emails and invoices were sent to all members and notices were included in past newsletters announcing the July 1st due date. Hopefully you renewed your membership in time to avoid the \$25.00 late fee!

July 2018 and Beyond...

- **Arbitration/Claims Management Meeting:** We have yet to reschedule our meeting with Adam McGary of Capitol Claims Management to further discuss the WAHI arbitration program but I am happy to report that Adam will be one of our speakers at the WAHI Fall 2018 Training Seminar in Manitowoc – see dates below. Based on our previous meeting, a presentation by Adam will be very beneficial to our members.
- **Membership Renewal:** Throughout the month of July members will still have the option to renew through the website. On August 1st, members who have not renewed their membership go into a “lapsed” status - renewal then needs to go through me.
- **Fall 2018 Education House and Training Seminar:** We are confirmed for Friday, November 2nd and Saturday November 3rd at the Holiday Inn, Manitowoc. For now, SAVE THE DATE...more details in late summer!
- **Spring 2019 Education House and Training Seminar:** We also have this seminar date and location locked in...Friday, March 29th and Saturday, March 30th at the Four Points Sheraton in Milwaukee!
- **Fall 2019 Education House and Training Seminar:** Déjà vu...we also have this seminar date and location locked in...Friday, November 8th and Saturday, November 9th at Chula Vista in the WI Dells!



Julie Arnstein
Executive Director

You can **add your photo and/or a link to your website** to your WAHI profile!

Submit photo and/or company website info. to: julie@wahigroup.com

PRESIDENT (CONT'D)

- Do you take the criticism to heart and reassess what you do?
- Are you open to feedback from Realtors? They are not our enemies and they have to deal with, on a daily basis, the results of what we put in our reports.
- If you think you're absolutely right, do you at least approach the situation with empathy for your client or Realtor's concerns?
- Do you promptly make an appointment with the client to hear them out and walk through their concerns?
- Do you attempt to find a mutual resolution?
- Do you consider a settlement rather than go to war?
- If you settle, do you obtain a Release to prevent further claims?
- Do you follow up afterward and show your professionalism in resolving the situation?
- Are you certain you have acted in accordance with the requirements of your insurance carrier?
- If you don't have insurance, everything on this list becomes MORE critical and you should already have your legal counsel on speed dial and have very deep pockets.

I receive monthly reports on the resolution of national and local claims against home inspectors. One thing stands out – **typical costs to resolve these issues through the insurance carrier are generally in the tens of thousands of dollars, whether the inspector wins or loses. That doesn't include settlement costs if the inspector is found at fault!**

Take the time to make sure you have a plan in place to manage your risk.

Live long and prosper, and...work to reduce your risk!

Andy Helgeson
WAHI



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MEMBERSHIP RENEWAL

Hopefully as you read this you are confident that you have renewed your commitment and support of your association...and paid your 2018-19 membership dues. ☺ System-generated email notices went out in early June and again in late June - all announcing the renewal date of July 1, 2018 to void a \$25.00 late fee.

Members who missed the July 1st due date may still submit their renewal conveniently through the website using MasterCard, Visa or Discover but payment by check via US Mail is certainly still an option as well.

Thank you for your continued support of YOUR association - one you should be very proud to be a part of! WAHI has earned a **great** reputation in the State and nationally as well. We are small fish in a BIG pond but you wouldn't know it! WAHI has been called upon to meet and work with The Department of Safety and Professional Services and The Wisconsin Realtors Association (2 very BIG fish in WI!). Recently, our newsletter was noticed by a fellow home inspector association in Florida.

Increasing member benefits and the expansion of existing programs, and developing new, are always being discussed. As a member of WAHI we welcome your input in ways we can better serve the needs of our members. Please do not hesitate to contact me - julie@wahigroup.com or 414.299.9766.



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Robert Gorde (Milwaukee)
Home Inspector Member
Gorde Group, LLC.
262.366.6190
bobhsh@yahoo.com

Randy Weinberger (Madison)
Home Inspector Member
Randall's Home Inspections, LLC.
608.467.8305
randy@randallshomeinspections.com

OFFICE DEPOT

As many of you know, Office Max and Office Depot merged this past year. The Office Max discount program offered to WAHI members no longer exists – the savings became spotty as the merger was coming together and then finalized. **Office Depot has come to WAHI with a new, improved program.**

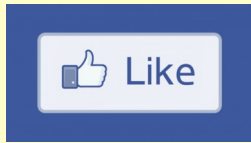
See page 14 for information on their in-store program and page 15 for a program overview and the contact person to establish an online account.



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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 Turcik
920.892.7654
homeview@wi.rr.com

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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

DISPUTE PROCESS

All member-to-member or member-to-association disputes must go through the Membership Committee.

A member going public, with disputes of these types, risks disciplinary action. The Membership Committee will implement this policy.

For more information on this process, contact Membership Committee Chair:
Ron Miller at 608.235.9836 or ronmiller547@gmail.com



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

1. Go to www.wahigroup.com.
2. From the Home Page - upper right corner, **select "LOGIN."** ENTER your email address on file with WAHI and password. *If you have questions, contact Julie at julie@wahigroup.com.
3. Once logged in, the upper right corner shows your name, "Change Password" and "Log Out." **CLICK on your name.**
4. You should now be on the "My Profile" page. **Select "EDIT PROFILE"** in the gray rectangular box.
5. After making your updates, **select "SAVE"** in the gray rectangular box at the bottom of the page.



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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

Website: www.resolutesystems.com

For more information, please contact:

Arbitration Committee Chair, Mark Thomas at
414.486.2367 or mark@thomasbuildingconsulting.com

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Members Only - Interactive Forum

It has come to our attention that many of you may be unaware the WAHI website hosts an interactive forum on the Members Only page. We encourage all members to check it out!

This is a very useful tool for communicating directly with fellow members and with our large membership, chances are very good that you will find someone who has a shared experience similar to yours or an answer to your question!

To access the forum section of the website you need to log-in to the website.

See WAHI 101 on page 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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WAHI WELCOME COMMITTEE

Our Welcome Committee is intended to do just that....*welcome* our new members into WAHI. As a new member, expect a call from a member from your chapter. If you are a "newer" member – maybe you joined a while ago but haven't yet attended a meeting - feel free to reach out to a committee member from your chapter and make arrangements to meet at the next or an upcoming meeting.

We want our new members to feel "welcome", feel a connection with the group... and the members listed below are the right people to do that!

CENTRAL

Mike Carson - 715.212.4051 or carsonhomeinspector@gmail.com

Rich Duerkop - 715.241.8222 or americansentry1@charter.net

Nate Petersen - 715.218.6365 or nppmpp01@yahoo.com

CHIPPEWA VALLEY

Jon Hempel - 715.894.7304 or jhempel@newageinspection.com

Joel Markeson - 715.225.0385 or jpmarkuson@gmail.com

FOX VALLEY

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

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

MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com

Rich Reinhart - 608.535.9206 or thehomeinspectorllc@outlook.com

MILWAUKEE

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

Steve Knoebel - 414.828.4217 or stevek@knoebelinspect.com

Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com

Mike von Gunten - 262.945.2446 or mike@lahigroup.com

Chuck Weber - 414.536.1300 or cweber81@wi.rr.com

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

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Dave Pribyl
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414.228.6573

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262.751.5992

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David Nason • Ron Nohre
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Terry Elliott
Sean Martinson
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Welcome

See page 13 in this newsletter

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bblum1031@yahoo.com
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