



**Ric Thompson  
President**

June 2020

Vol. 24, Issue 6

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



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Happy Summer!

As things open up in the State of Wisconsin, it is important to keep health and safety in the forefront. Continue to keep the safety of your clients, sellers and yourself in mind as you get back to work. Healthcare professionals are still recommending that we continue social distancing and the other protective guidelines set to reduce the spread of the Coronavirus. Remember, you are working in people's homes, it is vital that we respect that.

Summer appears to have arrived as well! Make sure you reassess your "summer safety" protocols - stay hydrated and do whatever you can to keep cool! This is typically our busiest time of the year – professionally and personally - it is a bad time to be down and out due to being overcome by heat.

At each seminar, we tout the benefits of being a WAHI member. One of the biggest Home Inspector member benefits is our WAHI Inspection Agreement. This month's column from Inspector Pro (see page 6) highlights the importance of a quality agreement. As a WAHI member, you have access to a fully vetted inspection agreement, written to align with the Wisconsin Standards of Practice and State Statutes. Anytime we consider making a change to that document, we have our legal team review our idea and advise us on how to word it properly to best protect our members.

Inspector Pro's article also addresses dispute resolution. As a Home Inspector member another benefit is the arbitration program at your disposal. The WAHI inspection agreement contains an arbitration clause – originally naming Resolute Systems as the administrator, as of May 2019 Construction Dispute Resolution Systems (CDRS) is named as the administrator – either company can still provide arbitration services for you. WAHI members are fortunate to have a streamlined approach (less time and money) to settle a dispute when one arises.

Any member not using the WAHI inspection Agreement should very seriously rethink that decision. Please contact me or WAHI Executive Director Julie Arnstein with any questions on that.

I will close with the profound advice of Scrooge McDuck (a favorite childhood cartoon character of mine), "Work smarter, not harder" during the upcoming summer season!

Be safe out there!  
Ric Thompson, WAHI President

The Coronavirus recommendations continue to advise against gathering in large groups. See below for the SINGLE online meeting date and continuing education information for June. Thanks to longtime affiliate member Cassidy Kuchenbecker, WAHI is able to provide quality continuing education to our members at this time. All members will receive an email with log-in information for the online meetings.



**NOT** the usual 3rd Wednesday - changed to 2nd Tuesday for this month  
**NEXT MEETING:** Tuesday, June 9  
Meeting /Education at 6:00 pm - via You Tube Live  
**Education: Affiliate member Cassidy Kuchenbecker, Environmental Initiatives**  
Cassidy will present "When Asbestos Hits the Fan - How to address sticky asbestos questions and situations."

For speaker information, or to provide a suggestion/lead, please contact the Chapter Education Chair, Tyler Groshek at 715.212.7341

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**NOT** the usual 1st Wednesday - changed to 2nd Tuesday for this month  
**NEXT MEETING:** Tuesday, June 9  
Meeting/Education at 6:00 pm - via You Tube Live  
**Education: Affiliate member Cassidy Kuchenbecker, Environmental Initiatives**  
Cassidy will present "When Asbestos Hits the Fan - How to address sticky asbestos questions and situations."

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

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

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**NEXT MEETING:** Tuesday, June 9  
Meeting/Education at 6:00 pm - via YouTube Live  
**Education: Affiliate member Cassidy Kuchenbecker, Environmental Initiatives**  
Cassidy will present "When Asbestos Hits the Fan - How to address sticky asbestos questions and situations."

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

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**NEXT MEETING:** Tuesday, June 9  
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**Education: Affiliate member Cassidy Kuchenbecker, Environmental Initiatives**  
Cassidy will present "When Asbestos Hits the Fan - How to address sticky asbestos questions and situations."

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Ryan Eigenfeld at 414.795.9018

# WHAT'S HAPPENING IN WAHI?

This is a brief recap of activity in the past month and a preview of what lay ahead. If anyone would ever like further information on something mentioned in this piece, just let me know...[julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.299.9766

## May 2020

- **Continuing Education:** In April and May our Chapter leadership really rose to the occasion to ensure our members could still obtain the quality education they have come to expect from WAHI chapter meetings. Central and Chippewa Valley coordinated Zoom meetings for their members and Fox Valley, Madison and Milwaukee took advantage of a generous offer from Cassidy Kuchenbecker who offered a YouTube presentation. Thank you all for your efforts to pull credit worthy programs together on VERY short notice!
- **Affiliate Membership Drive:** As announced in the April newsletter, we have a CONTEST underway to increase our Affiliate membership! This is a WIN-WIN... home inspector members benefit from an increased pool of qualified contractors, service providers and vendors with products to operate your business, our Affiliates quickly expand their business as they develop relationships within WAHI. Due to the Coronavirus, we have extended the contest dates and will announce the winning chapter at the spring 2021 seminar! See details on page 4 in this newsletter.

## June 2020 and Beyond

- **Membership Renewal:** It's that time again...time to renew your commitment and membership in WAHI. Renewal notices have gone out with the annual renewal date of July 1st. Multi-inspectors firms (3 or more inspectors) - remember to contact me before you submit the renewals for your staff! On behalf of WAHI, I thank you in advance for your continued support of the ONLY home inspector association in the country focused SOLELY on Wisconsin inspectors, Wisconsin Standards of Practice and Wisconsin State Statutes! Contact me with any questions or concerns.
- **June Chapter Meetings:** The social distancing limits and guidelines are continuing into June which prevent WAHI chapters from resuming their regular meetings, WAHI has scheduled ONE online event on June 9<sup>th</sup> to provide continuing education to all WAHI members. See page 2 of this newsletter for details - watch your email for detailed information.
- **WAHI Projects:** The Board of Directors, the Long-Term Planning Committee and the Education Committee are all hard at work! A summary page, a Wisconsin home inspection report, online education and increasing WAHI awareness are all being explored to benefit our members. Stay tuned!
- **2020 Fall Education House and Training Seminar:** Our Education Committee is hard at work planning our fall training event November 13th and 14th in Stevens Point! We have our fingers crossed that we will be able to conduct our fall Education House and Training Seminar in the usual "WAHI way" (in-person) but time will tell – stay tuned!



**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](mailto:julie@wahigroup.com)

## WHICH CHAPTER will be the WINNER of the WAHI AFFILIATE MEMBERSHIP DRIVE?

As of the WAHI Spring 2020 Education House and Training Seminar WAHI will be conducting an **Affiliate Membership Drive**. The goal of this effort is to increase our pool of qualified contractors and product or service providers. To bring out everyone's *competitive spirit*, we have decided to make this a **contest!** The original contest end date of November 13th has been extended to the WAHI Spring 2021 seminar weekend due to COVID-19.

The rules are simple...

1. Each chapter will need to increase their affiliate membership by at least 5% of their total chapter membership as of March 5th. Based on counts at that time:
  - Central chapter will need at least 3 new affiliate members
  - Chippewa Valley chapter will need at least 3 new affiliate members
  - Fox Valley chapter will need at least 4 new affiliate members
  - Madison chapter will need at least 4 new affiliate members
  - Milwaukee chapter will need at least 8 new affiliate members
2. The new Affiliate member must be a paying member, not the recipient of a complimentary membership for speaking at a chapter meeting or seminar.
3. Direct interested parties to the Member Benefits page on the WAHI website to complete an online application - <https://wahigroup.com/Member-Benefits>

The chapter with the largest percentage of new affiliate members, over the minimum, will be deemed the winner!

The “prize” for the winning chapter is a complimentary chapter meeting - paid for out of the WAHI state coffers - AND more importantly, will be known as THE BEST CHAPTER IN WAHI, complete with bragging rights!

Watch for “progress reports” in the newsletter each month to see which chapter is in the lead. **Let the games begin and may the BEST chapter win!**



**Ron Miller**  
Membership Chair

**Please contact me with  
any questions:**

**608-235-9836**  
or  
**ronmiller547@gmail.com**

## UPDATE YOUR WAHI PROFILE IN 5 EASY STEPS

1. Go to [www.wahigroup.com](http://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](mailto: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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- Chimney Sweeping and Inspections
- Water Leak Diagnosis and Repair

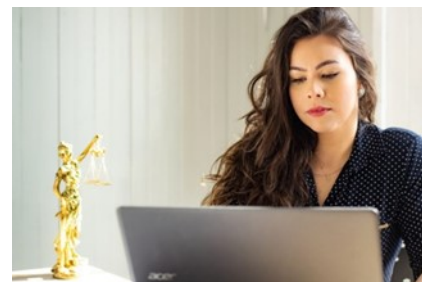
Visit our website for more details to see photos of our work - [www.smokestacks.net](http://www.smokestacks.net)

# YOUR PRE-INSPECTION AGREEMENT: DISPUTE RESOLUTION

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

*The following relates a claim that was resolved with a dispute resolution provision. To protect the insured's identity, all identifiable characteristics have been omitted.*

One of our home inspectors received a laundry list of complaints just six months after he performed an inspection. The claimant, who prepared his letter with quotes from the ASHI Standard of Practice and pictures taken during and after the inspection, alleged that it would cost \$25,000 to repair the property's issues and that the inspector should cover the cost.



### The details of the report.

Per the terms of the pre-inspection agreement, the inspector re-inspected the property. During that visit, the home inspector discovered that since the inspection, a contractor had encapsulated the crawlspace. Had the crawlspace already been wet and rotted, as the inspector suspected, the spray foam would not have been able to stick to any of the surfaces. Furthermore, the inspector suspected that the foam was diverting water and causing the damage.

Our claims team issued a denial of liability letter on behalf of the home inspector. However, the claimant was not satisfied with the rebuttal. As directed by the dispute resolution provision in the inspector's contract, the claimant filed a motion with arbitration.

### What is a dispute resolution provision?

Dispute resolution provisions specify just how clients should file claims. These provisions benefit home inspectors in a few ways.

1. Specifying an effective dispute resolution process can help close cases quickly.
2. Dispute resolution provisions encourage motions to be filed close by.

### How can you write a dispute resolution provision for your pre-inspection agreement?

Manufacturing an agreement with disparate pieces of material could make a contract less enforceable. Why? Most provisions contain specifics, including what services the inspection covers and how claimants must submit disputes. By inserting unvetted provisions into an existing agreement, you could create inconsistencies throughout the agreement.

Don't risk having a judge dismiss any portion of your pre-inspection agreement for contradictions or lack of adherence to regulations. Be sure that any changes you make mesh with the rest of your contract and abide by local legislation. As you craft your agreement, we strongly recommend you consult a state licensed attorney that's knowledgeable in contract law and the Inspection industry.

### Manage your risk against potential claims.

Ensure that claims to go to courts and arbiters who understand the home inspection industry. Incorporate a dispute resolution, where permissible, and get your pre-inspection agreement signed before every inspection.

[READ MORE](#)

To learn more about InspectorPro Insurance, please see our ad on page 10 of this newsletter.

## NEW MEMBERS

**Samuel Considine (Milwaukee)**  
*Home Inspector Member*  
Haven Home Inspections, LLC.  
608.448.1066  
spconsidine@gmail.com

**James Coromel (Fox Valley)**  
*Associate/Student Member*  
207.651.0157  
maineshire@gmail.com

**Randy Kulow (Fox Valley)**  
*Home Inspector Member*  
RK Complete Inspection, LLC.  
920.917.0788  
randy@rkcompleteinspection.com

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**MadisonRadonTest.com** (608) 438-7831

## OFFICE DEPOT/MAX

Office Max and Office Depot merged some time ago. The Office Max discount program offered to WAHI members no longer exists – the savings became spotty as the merger was coming together and then finalized.

**Office Depot has come to WAHI with a new, improved program.** See page 14 for information on their in-store program and page 15 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!"**

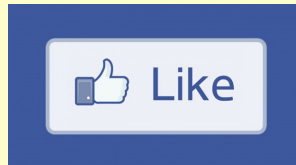
**From one of our Madison Chapter members - "I recently had printing done at my local Office Depot/Max. Cost before WAHI discount = \$137.00. AFTER the WAHI discount was applied = \$36.00!!! WOW!"**

## 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**  
**homeview@wi.rr.com**



**Environmental Initiatives of North America, INC**  
414.651.6653 | 608.790.2665 | 847.293.7554 | 920.253.1247





## WAHI ARBITRATION PROGRAM

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

For information, please contact:

WAHI Arbitration Chair David Nason  
262.443.8958 or [bestinspectionsllc@gmail.com](mailto: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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## DISPUTE PROCESS

All member-to-member or member-to-association disputes must go through the Membership Committee. A member going public with disputes of these types, risks disciplinary action. The Membership Committee will implement this policy.

**For more information on this process,  
contact Membership Committee Chair:**

**Ron Miller  
608.235.9836  
ronmiller547@gmail.com**



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**See page 6 for an informative article provided by InspectorPro**

## WAHI LEGAL SUPPORT

Affiliate members Attorney Roy Wagner and Attorney Lauren Triebenbach of Michael Best and Friedrich offer 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 Roy or Lauren, the steps below, provided by Lauren, provide an explanation of their services.

1. If you receive an email, letter, text, or pleading from a customer, please contact our office. Lauren is generally more accessible than Roy, but feel free to call either of us.
2. We will ask that you provide us with the communication you received plus your inspection agreement and report. If there are other communications related to the claim, we will ask for those too.
3. After we review your documents, we will schedule a time to talk to you. Calls generally last 15-30 minutes. We will discuss with you your options, which could include working it out on your own, engaging us to respond on your behalf, or tendering the claim to your insurance company. The strategy we discuss will be based on your specific claim, whether litigation or arbitration has already been initiated, and whether your inspection agreement specifies arbitration as the method of dispute resolution.
4. If you don't hire us, you don't get a bill. If you do hire us, the time spent reviewing the case will be included in the final billing.
5. Knowledge is power. We 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 or Roy: <https://wahigroup.com/Affiliate-Members/>



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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 5](#) 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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[tom@shamrockwi.com](mailto:tom@shamrockwi.com)

## WAHI WELCOME COMMITTEE

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

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

### CENTRAL

Mike Carson - 715.212.4051 or carsonhomeinspector@gmail.com  
Kyle Zimmerman - 715.387.1815 or kyle@royaltinspections.com

### CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com  
Marc Steig - 715.797.1475 or inspectormarc3@gmail.com

### FOX VALLEY

Dave Brading - 920.889.2120 or dave.brading@yahoo.com  
Bob Turicik - 920.946.0433 or homereview@wi.rr.com

### MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com  
Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

### MILWAUKEE

Brian Derewicz - 262.343.1614 or briandthehomeinspector@gmail.com  
Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com  
Andy Helgeson - 414.315.0266 or helge4674@outlook.com  
Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com  
Brittany Thomas - 414.486.2367 or thomasradontesting@gmail.com  
Mike von Gunten - 262.945.2446 or mike@lahigroup.com

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

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## Contact your Account Manager for more information.

**Contact:** Paul Gomez  
**Phone:** (855) 337-6811 ext. 12809  
**Email:** paul.gomez1@officedepot.com

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For assistance with gaining on-line access, please contact:

Paul Gomez

WAHI National Program Manager | Office Depot

Tel: (855) 337-6811, Ext 12809 | [paul.gomez1@officedepot.com](mailto:paul.gomez1@officedepot.com)

## BOARD OF DIRECTORS

### President

Ric Thompson  
920.410.6682

Dave Pribyl  
920.660.3000

David Strandburg  
608.255.3966

Marc Steig  
715.797.1475

Mike von Gunten  
262.945.2446

### Vice President

Terry Elliott  
715.577.4211

### Secretary & Executive Director

Julie Arnstein  
414.299.9466

### Treasurer

Tom Kruse  
608.782.8831

### Chapter Presidents

Mike Carson, **Central**  
715.212.4051

Terry Elliot, **Chippewa Valley**  
715.577.4211

Dave Pribyl, **Fox Valley**  
920.660.6000

Sean Martinson, **Madison**  
608.206.1108

Jim Oezer, **Milwaukee**  
262.636.9909

### Members-at-Large

Mike Carson  
715.212.4051

Brian Derewicz  
262.3431614

Andy Helgeson  
262.377.0751

Ron Miller  
608.235.9836

Brian Opelt  
715937.2002

## WAHI COMMITTEES

### Arbitration

David Nason, Chair  
Ron Nohre  
Mark Thomas

### Audit

Tom Kruse, Chair  
Tom Beatty • Dave Corby  
James Davis • Misty Russell  
Blake Teschner

### Education

Tom Kruse, Co-Chair  
John Moore, Co-Chair  
Mike Carson  
Ryan Eigenfeld  
Tyler Groshek • Scott Hansen  
Andy Maliszewski  
Ron Miller  
Mike von Gunten  
David Welch  
Kyle Zimmerman

### Education House

Mike Carson, Chair  
Mike von Gunten

### Legal Support

Attorney Lauren Triebenbach  
Attorney Roy Wagner

### Legislative

Ken Smith, Co-Chair  
David Strandberg, Co-Chair

### Long Term Planning

Andy Helgeson, Chair  
Tom Beatty • Mike Carson  
Terry Elliott Rich Reinart  
Ric Thompson

### Membership

Ron Miller, Chair  
Mike Carson • Brian Derewicz  
Roger Kautz  
David Pribyl • Marc Steig

### Nominations/Elections

Andy Helgeson, Chair  
Mike Carson • Terry Elliott  
Sean Martinson  
Jim Oezer • Dave Pribyl

### Public Relations

Bob Turicik, Chair  
Bruce Low  
Bob Schulz • Marc Steig

### Rules & By-laws

Andy Helgeson, Chair  
Tom Greenwaldt  
Roger Kautz

### Website

Julie Arnstein  
Nick Hammetter • Todd Jones

### Welcome

See page 13 in this newsletter

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### Associations Liability Insurance Agency

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### Coverra Insurance Services

535 Industrial Drive, Sparta, WI 54656  
Contact: Jeff Ascher, 608.269.2127  
Fax: 267.647.3247  
jascher@coverrainurance.com  
[www.coverrainurance.com](http://www.coverrainurance.com)

### Hanover Insurance

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Contact: Jeff Frank, 414.221.0364  
jfrank@robertsonryan.com  
[www.robertsonryan.com](http://www.robertsonryan.com)

### InspectorPro Insurance

826 E. State Road, #100, American Fork, UT 84003  
Contact: Dirk Stephens, 801.610.2753  
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