



**Ric Thompson  
President**

June 2022

Vol. 26, Issue 6

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

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Esteemed WAHI Colleagues,

I am now in the last year of my Presidency, and I can honestly say it has been a great ride thus far!

During my term, we have achieved several goals - Pre-Licensing Education Course, online educational offerings, contracted with a company to improve our Search Engine Optimization (SEO) - to name just a few. We survived a legislative battle that resulted in a silver lining within that initial gray cloud and set the stage for future goals and endeavors. I have 11 months left and I'm not done yet!

As I close out on my time, I ask you to consider stepping up to represent this great association. I consider myself to be the most informed inspector in the State of Wisconsin having served as WAHI President. I sat front and center to anything and everything "home inspector" for the past three years (I didn't really have a choice ☹️). Now, whether I *perform* as the most informed inspector, well, that is probably debatable!

Serving as President increased the growth of my own business. I built relationships with Brokers, Realtors, WRA leadership and Legislative leaders - that wouldn't have been possible without my decision to run for office. I think it is very fair to say that I have gained many new friends because of the interactions required as President. Those relationships resulted in fantastic networking opportunities that helped me weather the recent market very well.

Sure, the first year was a whirlwind and the legislative issue took up a lot of time - that was certainly an oddity but I still loved every minute of it! When that battle ended, I was as busy as I chose to be with WAHI business. Julie is probably going to be relieved when phone calls aren't littered with ideas of what we could (should!) do next - I suspect the Board may feel the same. They're all awaiting the calm *after* the storm! Nonetheless, I wouldn't change a thing!

I ask you to dig deep and consider sitting in the Presidential Chair or any leadership role! It has been an honor and an extremely fulfilling 3 years for me.

Be safe out there and reach out anytime!

Ric Thompson, WAHI President

# CHAPTER UPDATES



**NEXT MEETING: Wednesday, June 15**

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, June 1**

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: Jason Vieth, Vieth Electric**

Jason will address main panels, sub panels, grounding/bonding of gas systems as well as GFCI and ARC Fault circuits.

**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, June 21**

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

[Waverly Beach, N8870 Fire Lane 2, Menasha, WI 54952](#)

**Education: Attorney Nate Olson, Olson Legal Group**

Nate will discuss various legalities home inspectors should be aware of...and watch out for!

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



**NEXT MEETING: Wednesday, June 8**

Back to where the chapter met in April...

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

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

**Education: Longtime Affiliate member Cassidy Kuchenbecker, Environmental Initiatives**

Cassidy will present "10 Environmental Contaminant Facts to Make You Sound Smart!"

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



**NEXT MEETING: Tuesday, June 14**

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: Longtime Affiliate member Matt Snyder, Guardian**

Matt will share what to look for during your inspections of siding, roofing, windows, and doors.

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

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

## May 2022

- **Act 17 (Home Inspector Bill):** As reported last month, DSPS has finalized the home inspector rules pertaining primarily to the new education requirement for incoming inspectors and reciprocity with other states. It is still considered “Emergency Rule” until, at the earliest, January when the legislation goes back in session. WAHI will remain involved during the continued legislative process in an effort to ensure the language in the rules is clear and does in fact result in incoming home inspectors receiving the best training available.
- **Membership Renewal:** Renewal notices went out, with payment due by July 1<sup>st</sup> to avoid the \$25 late fee. With our new credit card processor, members can opt to save their credit card in the system for future use (seminar registration, online education, auto-renewal, etc.).
- **Political Action Committee (PAC):** By now you have received a couple emails pertaining to the new WAHI PAC. We are seeking committee members and member contributions to fund the PAC. If you are interested in either (or both!), please let me know at [julie@wahigroup.com](mailto:julie@wahigroup.com). For contributions, be sure to include the dollar amount you would like to contribute - I will generate an invoice and email that to you.
- **Board Meeting Minutes:** The minutes from the March 25<sup>th</sup> Board Meeting in Eau Claire have been posted on the WAHI website under the Members Only tab. See page 5 in this newsletter for step-by-step log-in instructions. You must be logged into your member profile to access the Members Only area.
- **Spring 2022 State Election:** Newly elected officers stepped into their position on May 1st.
- **Increasing WAHI Awareness:** WAHI is striving to increase our awareness among realtors, consumers, nonmember home inspector/affiliates and those interested in entering the industry. As we move forward, we will share ways you can increase your online presence and at the same time you help to elevate WAHI’s. It takes a village to get the best results!
- **YOUR Profile on the WAHI Website:** 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 5 in this newsletter for step by step instructions OR submit additions to me at: [julie@wahigroup.com](mailto:julie@wahigroup.com)

## June 2022 and Beyond...

- **Pre-Licensing Training:** Our next class will be held September 26 -30 in Fond du Lac - spread the word!
- **Fall 2022 Education House and Training Seminar:** It’s official, we will be in Stevens Point in fall - November 4th and 5th. The Holiday Inn Hotel and Conference Center will again host our event.
- **Spring 2023 Education House and Training Seminar:** We’re nearly official on this one, just a few i’s need dotting yet! For now, *tentatively* Save the Dates of Friday March 3<sup>rd</sup> and Saturday March 4 – we will be at the Radisson Hotel and Conference Center in Fond du Lac. Stay tuned!

# ARBITRATION COMMITTEE UPDATE

This year's fall seminar ended with an informative presentation by Peter Merrill, President and CEO of [Construction Dispute Resolution Services \(CDRS\)](#), WAHI's current arbitration service provider and Brianne Smith, of [Inspector Pro Insurance](#), who shared her insight on arbitration from the point of view of an insurer.

Peter's presentation displayed his passion and wealth of knowledge on arbitration, which he has been involved with nationwide for many years. He focused on two main points with his presentation:

- 1) A CDRS trained arbiter will always make his/her decision based on the contract in place between the two parties.
- 2) Any judge that dismisses an arbitration clause in an agreement or contract signed by both parties is breaking federal law.

Brianne expressed the confidence that Inspector Pro has in the ability of CDRS to arbitrate complaints against their insureds fairly and the importance of having your inspection agreement signed **before** you begin any part of a home inspection.

I encourage any member with any questions or concerns about WAHI's arbitration program to reach out to me; Peter has expressed his willingness to answer any questions WAHI members may have as well. You can find his contact information at:

<https://www.constructiondisputes-cdrs.com/contact-information.htm>

If you have questions about Inspector Pro Insurance, you can find their contact information in their ad in the newsletter.

The WAHI Arbitration Committee is aware of several arbitrations involving WAHI members that were recently handled by CDRS. For privacy reasons, the Committee is not given the personal or business names of the parties involved with the arbitration, only that the arbitration occurred, the complaint details and the decision made. I am asking any inspector member involved in an arbitration to provide feedback about their experience with the arbitration process. The member may remain anonymous, if they desire, and can provide the amount of feedback they are comfortable with. Any information about the process will be very beneficial to WAHI and your fellow members.



**David Nason**  
**Arbitration**  
**Committee Chair**

**Feel free to contact me:**  
262.443.8958 or  
[bestinspectionsllc@gmail.com](mailto:bestinspectionsllc@gmail.com)

## Stay in touch with the WAHI Facebook page!

Our WAHI Facebook community provides the perfect opportunity to: post minutes, make chapter announcements, post meeting changes, start a dialog/ask questions of other inspectors or just see what your fellow WAHI members have been up to.



If you have any questions,  
please contact:

**Bob Turicik**  
**920.892.7654**

**homeview@wi.rr.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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## NEW MEMBERS

### **Nick Hammetter (Milwaukee)**

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## OFFICE DEPOT DISCOUNT

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

### **Office Depot has come to WAHI with a new, improved program.**

See page 16 for information on their in-store program and page 17 for a program overview and the contact person to establish an online account.

**From one of our Central Chapter members - "I needed 2,000 copies made – they quoted me \$160.00. AFTER I presented my WAHI card, the cost dropped to \$50.00! What an AWESOME savings!"**

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



**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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The advertisement features a smartphone displaying the HomeGauge ONE Web Writer interface. The screen shows a search bar, a list of inspections, and a detailed view of an inspection report for '70 Court Plaza' in 'Raleigh, North Carolina 27602'. The report includes sections for 'INSPECTIONS', 'APPLIANCES', and 'SYSTEMS'. The interface is clean and modern, with a white background and orange accents.



**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.**

# MANUFACTURED HOMES: HOME INSPECTING A PREFAB

*By Tanner Weyland, Content Marketing Specialist InspectorPro Insurance*

Mobile homes (currently known as manufactured homes) are becoming a [popular option for affordable homeownership](#), especially with the median price of a typical single-family home going up by about [20 percent this past year](#). As a home inspector, expect to see many more manufactured homes in your inspection career, regardless of whether you seek them or not.

If you are new to inspecting manufactured homes, you may wonder what surprises they bring. As the ancient Chinese general Sun Tzu said, “Know thy enemy and know yourself. In a hundred battles, you will never be defeated.”

You can save yourself from many potential claims by learning about the nuances and quirks of manufactured homes. On the other hand, if you neglect studying them, you may find yourself missing a serious issue—like the following inspector.

### A Manufactured Home Claim

Recently, one of our insureds received a claim accusing them of misidentifying the pipes in their manufactured home. The inspector had incorrectly reported that the plumbing was a mix of copper and polyethylene (PEX), when much of it was actually polybutylene—a dysfunctional, cheap pipe used in many manufactured homes between [1976 and 1996](#). Upon reviewing his report and photos, the inspector realized that he had truly misidentified the pipes. He had overly relied on finding the [tell-tale stamp of “PB”](#) on the pipes and, when he hadn’t found it, he had incorrectly reported the plumbing as something else. Luckily, despite the client’s demand of \$4,200 to re-pipe and repair the home, our claims team was able to work with the claimant to reduce the settlement down to just \$1,500.

Despite this resolution, we need to ask the question: What more could the inspector learn that would have helped him to “never be defeated?” There are many things he could have known, including the prevalence of polybutylene piping in many older manufactured homes. In this article, we will explore some of the facts about manufactured homes and how to prevent the claims that may arise from them.

### Manufactured Homes: What to Expect

Workers build manufactured homes completely in factories. Afterwards, they transport them to the homeowner’s property. That is why many people refer to them as prefabricated homes or “prefabs”. While there are other types of prefabricated homes (modular homes being a prime example), we will not be discussing them in this article as they have their own unique issues. Manufactured homes are not built to state codes but to federal code dictated by the U.S. Department of Housing and Urban Development ([HUD](#)).

While single-wide units are most common, some housing and construction companies may combine more than one manufactured home (often known as a double-wide or triple-wide home) to create a larger structure. Because builders create prefab homes in manufacturing plants with the goal of transporting them, such homes can be fairly sturdy. However, damage or stress can still occur during the move. Additionally, manufactured homes’ unique creation and transportation necessitate some changes with various systems and areas of the home to make them more mobile. We discuss some of these differences below.

### Foundation

While a typical home sits on top of a concrete foundation, manufactured homes rest on top of permanent metal chassis or frames for transportation. Once it arrives at the site, builders place the prefab on top of [piers, jacks, or other supporting materials](#). While the homes themselves may be subject to strict codes, the foundations may not match their level of quality.



[READ MORE](#)

**See our ad on page 11!**

## 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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See page 9 for an informative article provided by InspectorPro



### An IMPORTANT Announcement regarding Chapter Meetings Online

WAHI has been, and still is, a believer in our approach to education - what I call the “WAHI way”! We still see great value in holding our seminars and chapter meetings in person, with the speaker right there in the room for full interaction, Affiliate members and vendors in attendance to develop relationships of confidence and trust, and last but certainly not least, your fellow inspectors, many sole proprietors like you, to share experience, insight and lessons learned along the way!

But, with all of that said, we recognize the need for online programming from WAHI, the ONLY continuing education provider **focused solely** on WI inspectors, WI Standards of Practice and WI rules and regulations (State Statutes)! Long before COVID entered our lives, we knew that some of our members found it difficult to attend their local chapter meetings for a variety of reasons. Since COVID, many of our chapters have been recording and/or live streaming their meetings. As a courtesy to our members, as we coped with these strange, uncertain times, we offered continuing education credits for those meetings at no charge. This process has been by trial and error, while not perfect, the chapters did the best they could. We recognize how critical it is for speakers to speak clearly and at a reasonable volume for the value of the presentation to effectively reach our at-home viewers.

Any member not comfortable or unable to attend a meeting in-person may continue to connect with their chapter online (and we encourage that!), however, **to earn the 2 continuing education credits there will be a charge of \$20.00** - to be paid through your local chapter treasurer, in most cases. You will be notified by email if your chapter has a different plan in place. WAHI will also be **posting one “highlighted” chapter meeting per month on the WAHI YouTube channel** – for now, payment and certificates for that will be handled by WAHI Executive Director Julie Arnstein. Watch your email for specific details each month. There are online service providers who can streamline this process but for now, we are “testing the water” to explore the response from our members and determine our best route going forward.

On behalf of WAHI, I thank you for your continued support of our educational programming and your patience as we embarked on this new path.

## 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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## 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 other 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](mailto: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](mailto:carsonhomeinspector@gmail.com)

Paul Zenker - 715-303-1937 or [pzenker@onpointwisconsin.com](mailto:pzenker@onpointwisconsin.com)

Kyle Zimmermann - 715.897.3636 or [kyle@royaltinspections.com](mailto:kyle@royaltinspections.com)

## CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or [jhempel@newageinspection.com](mailto:jhempel@newageinspection.com)

Marc Steig - 715.797.1475 or [inspectormarc3@gmail.com](mailto:inspectormarc3@gmail.com)

## FOX VALLEY

Dave Brading - 920.889.2120 or [dave.brading@yahoo.com](mailto:dave.brading@yahoo.com)

Bob Turicik - 920.946.0433 or [homereview@wi.rr.com](mailto:homereview@wi.rr.com)

## MADISON

Sean Martinsen - 608.206.1108 or [sktailhook@yahoo.com](mailto:sktailhook@yahoo.com)

Rich Reinart - 608.535.9206 or [thehomeinspectorllcwi@gmail.com](mailto:thehomeinspectorllcwi@gmail.com)

## MILWAUKEE

Brian Derewicz - 262.343.1614 or [briandthehomeinspector@gmail.com](mailto:briandthehomeinspector@gmail.com)

Ryan Eigenfeld - 414.795.9018 or [flarsbar@gmail.com](mailto:flarsbar@gmail.com)

Nick Hammetter - 414.412.2637 or [humblehomeinspector@gmail.com](mailto:humblehomeinspector@gmail.com)

Andy Helgeson - 414.315.0266 or [helge4674@outlook.com](mailto:helge4674@outlook.com)

Mike von Gunten - 262.945.2446 or [mvgbvg@wi.rr.com](mailto:mvgbvg@wi.rr.com)

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

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### Welcome

See page 15 in this newsletter

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