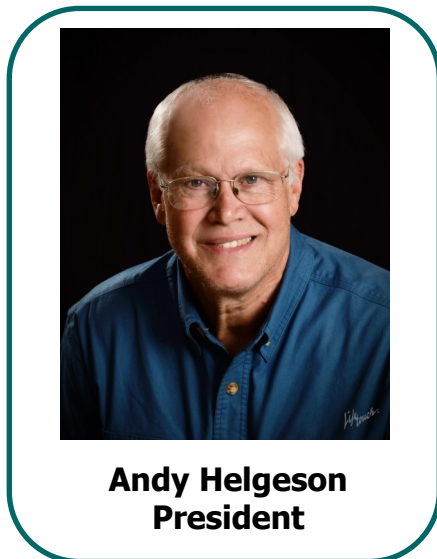




March 2018

Vol. 22, Issue 3

www.wahigroup.com



**Andy Helgeson**  
**President**



## INSIDE THIS ISSUE

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Hello members - The calendar says it's winter, but it seems like spring right now!

Topic for this month....Should we follow the State Statutes and Standards of Practice **strictly**?

Occasionally we get feedback regarding Home Inspectors going beyond the requirements in the State Standards. Depending on who is providing the feedback, some feel "going beyond" is inappropriate.

In practice, many of us exceed "standards". Take home building for example. You can build a house exactly to the Standards and it will meet the minimum requirements. Most builders go *beyond* the Standards - they want to "advertise" the quality and benefits of their homebuilding over the others who only do the minimum. The difference in this scenario and home inspections...builders aren't held liable for exceeding their building standards.

All Wisconsin Home Inspectors are required, by law, to **know and meet the Statutes and Standards**. You must have a clear understanding of what you are required to include in your inspection, which items you shall "Observe" and "Describe", **along with the items you are not required to inspect**.

There are many things we are not required to do: warrant our work; calculate the strength and adequacy of components; do things which would cause damage to a component; do things that would be dangerous for you; operate items that are not operable; disassemble components; disturb items; predict future conditions; provide estimated costs of repairs and improvements; and many more.

*(continued on pg. 4)*

## WAHI Spring 2018 Education House and Seminar

March 9th and 10th

The Holiday Inn Hotel and Convention Center, Stevens Point!

Earn up to 15 credits! Details and Registration [HERE!](#)



**NEXT MEETING: Wednesday, March 21**

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: To be determined**

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

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**NEXT MEETING: Wednesday, March 7**

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

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

**Education: Jason Janc, Gibson Water Care**

Jason will be talking about water treatment, softeners and plumbing.

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

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Our February speakers were Mike Dewey and Ryan Reis with Superior Waterproofing. Mike and Ryan shared information on foundation issues and explained options available for foundation waterproofing.

**NEXT MEETING: Tuesday, March 20**

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

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

**Round Table Discussion: Next months discussion is on roofing. Please send your pictures to Dave VandenHeiden at [thdlc7@gmail.com](mailto:thdlc7@gmail.com) at least a couple of days before the meeting or bring them on your smart phone and directly load to the projector.**

**Education: Troy Ribble, The Roof Medic**

Troy will address roofing issues are repairs

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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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State President Andy Helegeson and Executive Director Julie Arnstein attended the meeting to “kick off” the great new meeting space at the Fitchburg Great Dane! Chapter President Dennis Kruger joined Andy and Julie in sharing a number of WAHI updates - how WAHI got started, WAHI’s reputation in the State with WRA and the DSPS, WAHI’s work with Camp American Legion in Tomahawk, and the upcoming Education House and Training Seminar in Stevens’ Point.

**NEXT MEETING: Thursday, May 17 (no meeting in March or April)**

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

**NEW LOCATION: [Great Dane Pub and Brewing, 2980 Cahill Main, Fitchburg](#)**

**Education: To be determined**

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

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

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February recap - Representative from the Milwaukee Metropolitan Sewage District (MMSD) explained the details of a new community program. MMSD and WAHI Milwaukee plan to work together to assist home owners and occupants to better manage water seepage in their homes.

**NEXT MEETING: Tuesday, March 13**

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: Home Inspection Reporting**

Attendees will participate in a group discussion on the pros and cons of the software and/or paper report they use for customers.

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**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**

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# 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

## February 2018

- **Planning, Planning and MORE Planning:** Early spring is a very busy time for WAHI... the State Election, the Board Meeting, Education House, Training Seminar and Annual Meeting....this year we added the Arbitration Training! I hope you plan to participate in (All??? Most??? Some???) of the upcoming WAHI events!
- **Arbitration:** A successful training took place in Milwaukee on Monday, February 26<sup>th</sup> – 31 qualified Home Inspectors and Contractors attended the training. Lots of time, attention and focus has been placed on revitalizing the WAHI Arbitration Program – increasing our pool of trained arbitrators, gathering data from members and E&O providers regarding their experience in the course of an arbitration and discussing program improvements with our administrator, Resolute Systems. You all received multiple emails in our recruitment effort. Please see page 8 in this newsletter for updated information.
- **Zoom, online meeting provider:** Remember, for any “long distance meetings” WAHI has an account with an online meeting provider, Zoom. This service is available for use by the Board of Directors, Chapter leadership and State and Chapter committees. Contact me for further information or to schedule a meeting for your group.

## March 2018 and Beyond...

- **Department of Safety and Professional Services (DSPS)** - WAHI is thrilled to announce that Secretary Laura Gutierrez will be joining us at the Spring 2018 Education House (for the afternoon Rotation Training) and will also address the group as we get underway on Saturday morning. WAHI members should take pride in the reputation WAHI has established in the State - with DSPS that oversees home inspection licensing and regulations and the WI Realtors Association as well. We are small fish in a big pond and yet WAHI is recognized for our credibility, quality educational programs and our continuous effort to increase the professionalism of the home inspection industry.
- **Arbitration Training:** Our next training date is Tuesday March 20<sup>th</sup> in Neenah. Wausau in April is being discussed but not confirmed at this time. Please see page 8 in this newsletter for updated information.
- **Spring 2018 Elections:** See page 7 in this newsletter for an important update to the 2018 Election.
- **Board of Directors Meeting:** See how YOUR association leadership works and plan to sit in on the meeting Friday, March 9<sup>th</sup>! The meeting is scheduled from 2 pm to 5 pm. See page 9 in this newsletter for further details.
- **Annual Meeting:** Saturday March 10<sup>th</sup> - held during lunch at the Spring 2018 Training Seminar in Stevens Point. See page 9 for details.
- **Spring 2018 Education House and Training Seminar:** It's not too late to join us for Friday afternoon, Friday evening and Saturday (the Peer Review is full). [See website for further details and registration!](#)



**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)

Let's look at several of those.

- While you're not warranting your work, the legal system will absolutely cause you to be *responsible* for your work "product" even though it is not a warranty, like actual products typically have.
- You are not required to determine the strength and adequacy of components, yet you cannot do your job without making some type of judgement on these things.
- You're not required to do dangerous things, yet are you really not going up on the roof?
- You're not required to predict future events, yet practically every client asks you "How much life is left on the...furnace, roof, siding, etc."
- You don't need to provide estimates for repairs, but again, every Realtor and client will ask you how much it will cost to fix the problems you just disclosed.

So, what are we to do? That depends on you! We all come from various backgrounds. A Home Inspector who was a rough carpenter in their previous life is likely very qualified to comment on the adequacy of a structure. Most Home Inspectors are fit as a fiddle and should be able to navigate most roofs. A Home Inspector coming from the HVAC or roofing trade is likely qualified to provide some ideas on how much life a component has and how much it may cost.

Every business person must make hard decisions. For me, I know that my clients are hiring me for my "expertise" and not just merely to refer them to 5 other guys to get an opinion on the property. With my background in new home construction and contracting, I'm totally comfortable giving someone a complete estimate from top to bottom for work or improvements needed.

Yet I am very conscious of our Standards. I am also completely aware of the fact that if I'm going to do that, I must be able to back-up what I say, in court. If you are not recognized as having experience or expertise to make you an *expert* in that area, you are foolish to put yourself in that position.

Another consideration, after over 25 years providing professional inspections, and as many years building houses and contracting, I know that there is never only one way to do things. For example, you offer an opinion that it should cost \$x.00 to make a repair, and then it ends up costing \$xxx.00, now you're in deep trouble with your client and the Realtor. We recently had feedback with just that scenario and the parties are hopping mad. The agent felt the Home Inspector exceeded the Standards and put her client in a bad situation - the buyers chose not to renegotiate to cover the difference and walked away from the deal. This is how lawsuits start! This is how your business will lose out - Realtors don't want to deal with situations like this.

I'm not here to tell you how to run your business, but I will tell you to make an honest evaluation of your abilities and strengths. You won't be wrong if you adhere strictly to the Standards. One thing I've learned in this business - never be afraid to tell your client "I don't know enough about this to give you an informed opinion". Always document this and refer them to the appropriate professional.

Remember, this is the foundation of what WAHI does - providing education to raise your level of knowledge and professionalism. Even if you heard 10 times about a particular subject at your Chapter meeting or at a Seminar, the worst thing you can do is close your mind since you "know all this". I always glean at least 1 important piece of information from every speaker - you just need to open your mind and listen. Sometimes it may be hard, but if you're not learning something new every day, you're not trying and you should find another line of work where you aren't liable for everything you say (or don't say).

If you are new and have limited experience, attend Chapter meetings and Seminars, seek out relationships with trusted Affiliates - they can be invaluable! Take some tech school courses, never stop learning! And most importantly, think about what you say, and what you shouldn't say! I have much higher regard for someone who tells me their limitations rather than bulls---- me. You can't hide bull..... for long and then you lose your credibility from that point on! Don't try to be an "expert" when you're not.

Stay in the ring, keep fighting, and most importantly, learn from your defeats.  
Andy Helgeson

## How Online Reviews Help You Book More Inspections... (Continued)



Over the last few months, we've discussed the importance of online reviews, and looked at some tools for getting reviews. Today we'll discuss some frequently asked questions, and look at some Do's and Don'ts of online reviews.

### FAQ's

#### Should I only focus on Google?

With nearly 80% of the search engine traffic, Google is where people look first for inspectors. So a strong review portfolio is a must here. So this is where we focus the large majority of our efforts.

However, if you're doing well on Google, and you have many more reviews than your competitors, then it's a good idea to diversify your review profile. Websites like Yelp, LinkedIn, Bing, Angie's List, and Thumbtack are all great websites for reviews since they are credible sites and they get lots of traffic.



Each business has different review requirements that you can review on their websites. Some, like Yelp, are much stricter with their reviews, so be aware.

#### What About Reviews on Your Own Website?

There's nothing wrong with customers emailing you a review for use on your website. But if you can get people to publish their review on a major website, like Google or Yelp, that review will be seen by many more people and you'll get more value from it.

So whenever possible, you want your customers to write reviews on third party websites, starting with Google.

#### What About Review Services?

There are a variety of 3<sup>rd</sup> party tools that you can use to help manage your reviews. For the most part these are services that send emails and links to your customers on your behalf. The benefit of these services is that they can streamline your request process somewhat. But generally, unless you're doing a lot of volume, it's not going to save a ton of time. And when you factor in the setup time and the time it takes to learn the tool, you're not saving much time...

#### How to Handle Negative Reviews?

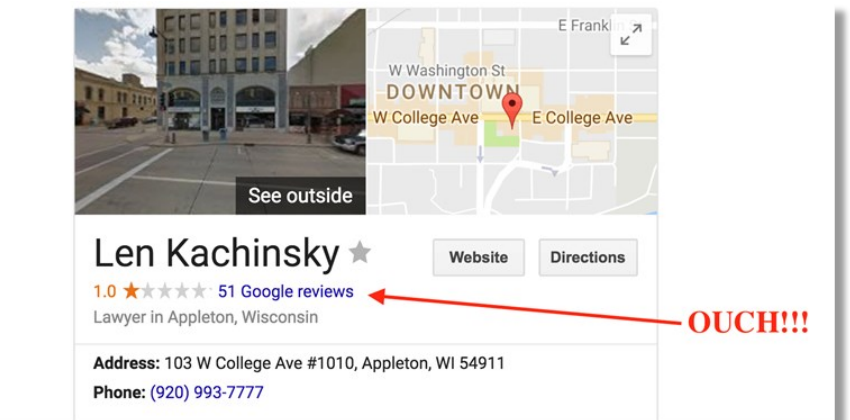
We're all bound to run into that one customer who just isn't happy. So negative reviews happen. But a negative review or two doesn't have to be all bad.

Instead negative reviews can actually lead to a positive outcome. (Just don't let them get as bad as this attorney did... his brand is dead with these kind of reviews.)

With Google, any time a customer posts a review of your business, you'll be notified by email. You can then publicly reply to the reviews.

If a customer is less than happy, use your reply as a way to reach out and try and solve that customer's problem. They'll appreciate it, and anyone looking through your reviews on Google will see the effort you put forth to make your customer happy.

Also, it's best practice to reply to all comments, regardless of the rating. Thank those people who write reviews of your business, and let them know how much you appreciate. Again, they'll appreciate it, and it also helps your overall online image as a thoughtful business owner.



(continued on pg. 6)

# GOOGLE ONLINE REVIEWS (CONT'D)

## Do's & Don'ts of Online Reviews

**Do's:** Use multiple review methods  
Ask every customers  
Ask more than once, if needed  
Thank people for reviews  
Respond to all reviews in kind  
Use templates to streamline  
Be diligent

**Don'ts:** Be rude, even if you disagree  
Pay for reviews  
Write fake reviews  
Trade for reviews  
Give up

## The Takeaway

Both consumers and Google place lots of importance on customer reviews. So the inspectors with the best online reputations, and the most social proof backing them, are the ones that attract the most business online. Luckily for you, the odds are that most of your competitors aren't yet asking for reviews. Most guys simply don't know they should be., and that's great for you. It's opportunity for you to stand out from your competition and create a true competitive advantage!

By being proactive about reviews, you can position yourself as the go-to inspector in your market, and make more money. So if you are looking for an easy and effective way to help you book more inspections, reviews are where it's at.

Action items:

- If you have a minute today, search your business name on Google. Is your review profile an asset or liability to your business?
- Now search your business name + your city. How do your reviews stack up against your competitors?

If you have any questions about reviews, or about booking more inspections, feel free to email me or give me a call.



Josh Fulfer, KVF Marketing  
Phone: [414.454.9266](tel:414.454.9266)  
Email: [josh@kvfmarketing.com](mailto:josh@kvfmarketing.com)  
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Our WAHI Facebook community provides the perfect opportunity to post minutes, make chapter announcements, post meeting changes, start a dialog/ask questions of fellow 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](mailto:homeview@wi.rr.com)

# STATE ELECTION

At the time of this newsletter the 2018 State Election is being postponed. Watch your email for important information.

Please contact Nominations & Elections Chair Andy Helgeson if you are interested in a position, would like to submit a nomination or have any questions about serving - 414.315.0266 or [ajhelgeson@wi.rr.com](mailto:ajhelgeson@wi.rr.com). You may also contact Julie Arnstein at 414.299.9766 or [julie@wahigroup.com](mailto:julie@wahigroup.com) with any questions as well.

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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 at 608.235.9836 or [ronmiller547@gmail.com](mailto:ronmiller547@gmail.com)

# ARBITRATION TRAINING



The response to our request for new candidates to train as arbitrators in all 5 WAHI chapters has been pretty good in some chapters.....and pretty weak in others. Our initial application deadline of January 25<sup>th</sup> was intended to give the committee some direction regarding our February training date. Please CONTINUE TO SUBMIT Home Inspector and Contractor applications.

Our next training date is Tuesday, March 20<sup>th</sup> in Neenah. An April training in the Wausau area has been discussed but not confirmed at this time. The required training is all day, worth 4 continuing education credits for Home Inspector trainees, includes lunch and is mandatory for anyone interested in serving as a Home Inspector or Contractor Arbitrator going forward. All candidates must meet the requirements and be approved by WAHI Arbitration Committee members.

It has been 10 years since our last training – all previously trained Home Inspectors and Contractors are being asked to attend a refresher training.

An advertisement for Environmental Initiatives LLC. At the top is the company logo, which features a green microscope icon and the text "Environmental Initiatives LLC" in blue and green. Below the logo is the word "Services" in orange. To the left of the services list is a black and white image of a microscope. The services listed are: Water damage assessments\*, Fungal (mold) analysis &amp; testing\*, Asbestos testing, Allergen &amp; chemical sampling, and Industrial hygiene. A note below the list states "\* Results provided immediately on-site". At the bottom of the ad, it says "Come join us in the hospitality suite during the WAHI convention and enjoy complimentary test tube shots &amp; microbrews at our BIOBar." The footer contains the company name "Environmental Initiatives LLC", phone numbers "(414) 651-6653 | (608) 790-2665 | (847) 293-7554 | (920) 253-1247", a toll-free number "Toll Free: (877) OK-ENVIRO (653-6847)", and the website "www.enviroinit.com".

## 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 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.



### **Spring 2018 Education House and Training Seminar**

Join us March 9<sup>th</sup> and 10<sup>th</sup> at The Holiday Inn Hotel and Convention Center in Stevens Point!

**Friday the 9<sup>th</sup> - Education House, Board Meeting and Vendor Cocktail Party**

**Saturday the 10<sup>th</sup> - Training Seminar and Annual Meeting**

**YOUR** WAHI Education House and Education Committees have again pulled a great line up of speakers and educational topics together for **YOU**...HVAC, Roofing, Foundations, Drone Use and Regulations, Defect Update, WAHI Arbitration Program and last, but most certainly not least...Joe Nagan! Joe's presentations always receive high marks!

Click [HERE](#) for registration and details. See you there!

### **WAHI Annual Meeting**

The 17<sup>th</sup> Annual Meeting will be held in conjunction with the WAHI Spring 2018 Training Seminar at The Holiday Inn Hotel and Convention Center, during lunch on Saturday. Members not attending the seminar/lunch, but interested in attending the Annual Meeting should contact Julie Arnstein, by Tuesday, March 6th to ensure sufficient handouts and seating in the room - [julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.299.9766

### **WAHI Board Meeting - Friday March 9, 2018**

The next WAHI Board of Directors meeting will be Friday, March 9, 2018 starting at 2:00 pm.

This meeting will be held in conjunction with the Spring 2018 Education House and Training Seminar at The Holiday Inn Hotel and Conference Center in Stevens Point, WI.

All WAHI members are welcome to attend.

Please contact Julie Arnstein by Tuesday, March 6th if you would like to attend - [julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.299.9766

## NEW MEMBERS

**John Elias (Milwaukee)**  
*Home Inspector Member*  
What I See Inspections, LLC.  
414.688.1057  
john@wisinsp.com

**Jeffrey Frazer (Madison)**  
*Home Inspector Member*  
Frazer Inspections  
608.369.0339  
morgmule@yahoo.com

**Brian Paull (Madison)**  
*Home Inspector Member*  
Premier Inspection & Consulting, LLC.  
608.845.9300  
premierinspection@charter.net

**Andrew Rich (Milwaukee)**  
*Associate/Student Member*  
262.894.9422  
northwoodsinspections@gmail.com

**Roche Shirlee (Madison)**  
*Associate/Student Member*  
715.493.0922

**Brad Seidl (Milwaukee)**  
*Home Inspector Member*  
Countryside Home Inspections, LLC.  
920.220.9418  
kingcorian82@yahoo.com

**Ryan Wike (Milwaukee)**  
*Home Inspector Member*  
Ladder One Home Inspections  
608.792.7011  
ladder1hi@gmail.com



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# WEATHERIZATION PROGRAM

WAHI has recently learned that **refunds** will **ONLY** be issued for **stamps purchased in 2017**. Sorry for any confusion this may have caused.

As previously reported, the Rental Weatherization Program ended on January 1, 2018. See the December 2017 WAHI Inspector (page 7) for the full report.

Contrary to what WAHI was originally told, the WI State Department of Administration has authorized refunds of unused Certificate of Compliance stamps purchased for the Rental Weatherization Program. The refunds are by request only.

To request a refund, contact: [DOAdocumentsalesinformation@wi.gov](mailto:DOAdocumentsalesinformation@wi.gov). The number to call is [608.243.2441](tel:608.243.2441), if you have questions.

WAHI has not been made aware of a deadline date for refunds, but acting sooner than later would be recommended.

Feel free to contact me if you have any questions or comments - [dstrand8@charter.net](mailto:dstrand8@charter.net) or [608.255.3966](tel:608.255.3966)

Sincerely, David Strandberg, Madison Chapter  
WAHI Legislative Committee Chair

## WI RENTAL WEATHERIZATION PROGRAM



**David Strandberg**  
Legislative  
Committee Chair

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Score 4

Score 8

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**Home Energy Score**

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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 8 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 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)



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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](mailto:rwagner@vonbriesen.com)

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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 LaMarr - 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!



## BOARD OF DIRECTORS

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262.377.0751

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Brian Opelt  
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262.945.2446

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715.241.8222

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Terry Elliott, **Chippewa Valley**  
715.577.4211

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Dave Pribyl, **Fox Valley**  
920.660.3000

Dennis Kruger  
608.575.0371

Dennis Kruger, **Madison**  
608.575.0371

Scot McLean  
414.228.6573

Jay Paulson, **Milwaukee**  
262.751.5992

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### Welcome

See page 16 in this newsletter

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Contact: Jeff Ascher, 608-269-2127  
Fax: 267-647-3247  
jascher@coverrainurance.com  
[www.coverrainurance.com](http://www.coverrainurance.com)

### Hanover Insurance

330 E. Kilbourn Avenue, #650, Milwaukee, WI 53202  
Contact: Jeff Frank, 414.221.0364  
jfrank@robertsonryan.com  
[www.robertsonryan.com](http://www.robertsonryan.com)

### Mutual of Omaha

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bblum1031@yahoo.com  
[www.BruceBlum.biz](http://www.BruceBlum.biz)

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