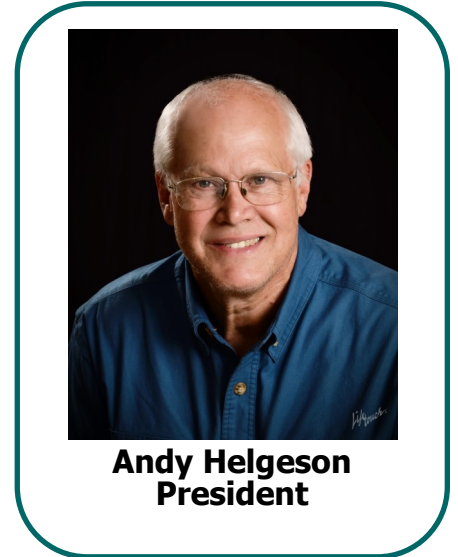




# The WAHI Inspector

March 2019 Vol. 23, Issue 3 www.wahigroup.com



**Andy Helgeson**  
President



## INSIDE THIS ISSUE

Chapter Meetings	2
WAHI News	3
New Members	8
Arbitration Training	9-12
Risk Management	14

### ARBITRATION UPDATE and DETAILS

I talked about the eminent revision of our WAHI Arbitration Program in my last newsletter article and we're now close enough to flesh out the new program!

First of all, claims handled by the new program will not take effect until you start using the revised WAHI Inspection Agreement (which will be distributed to all members in mid-April) naming the new program administrator. What this means is, that due to the 2 year Statute of Limitations in the State Standards, members will continue to work with Resolute Systems using the current WAHI arbitration program if that is in the agreement signed by you and your client.

Resolute Systems is not going anywhere, they are a successful nationwide arbitration and mediation service provider. It was decided that the goals of the WAHI Arbitration Program would be more effectively met using a new program administrator. I've said this many times and I strongly believe this - the WAHI Arbitration Program has been a huge success in eliminating and reducing claims against WAHI Members. But, just like our autos - they keep producing new models with updated and improved features.

Feedback from several parties involved in WAHI arbitrations made us aware that some arbitrations were taking a path we did not intend. The Inspector Arbitrators didn't always follow the rules of the program, the available Contractor Arbitrator (at times) were not experts in the area of the dispute and the Neutral Arbitrator (the judge) would revert back to what they were familiar with rather than strictly following the rules of the WAHI program.

Another big reason for the change - most of our Chapters did not have enough qualified, trained Contractor Arbitrators in fields most often in dispute. When a claim came up, finding an arbitration panel was pretty tough, if not impossible. WAHI feels that the revised program will address these concerns.

*(continued on pg. 4)*

## WAHI Spring 2019 Education House and Seminar

March 29th and March 30th

Four Points Sheraton in Milwaukee

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



**NEXT MEETING: Wednesday, March 20**

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 determined**

---

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



**NEXT MEETING: Wednesday, March 6**

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

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

**Education: Terry Weld, Donnellan Real Estate**

Terry will be discussing issues that relate to the inspection process - scheduling, communication and time constraints.

---

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



**NEXT MEETING: Tuesday, March 19**

Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm

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

**Roundtable Discussion:** We will discuss pex piping and application practices in conjunction with our speaker's topic. Bring pictures on your smart phone or jump drive to load onto the projector!

**Education: Dave Larsen, Zeegy Plumbing**

Dave will share information on pex piping.

---

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



**NEXT MEETING: Thursday, March 21 - Back to the 3rd Thursday in March**

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

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

**Education: To be determined**

---

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, March 12**

Social time starts at 5:30 pm or later, Buffet Dinner available from 6:00 - 7:00 pm

Meeting/Education at 7:00 pm

[The Pallas Restaurant, 1657 S 108th St, Milwaukee](#)

**Education: To be determined**

---

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

## February 2019

- **Amended By-Laws and New Policy Manual:** The amended By-Laws and new Policy Manual were put to a vote before all WAHI members with voting rights - Home Inspector and Retired - and both documents passed. Thank you to all who participated. Both documents have been posted on the WAHI website and are provided to all new, incoming members.
- **WAHI Facebook Page:** If you are not yet a “friend” of the WAHI Facebook page get your friend request in! This is a very valuable member-benefit. Unlike some Facebook pages which are filled with political jabs, vacation photos (“Wish you were here!”) and where people are dining at the moment, the WAHI Facebook page is a great opportunity to ask questions, answer questions, share information and post pictures of the oddities you occasionally (or frequently!) see out there! Contact Public Relations Chair and Facebook Administrator Bob Turicik if you need guidance - [homereview@wi.rr.com](mailto:homereview@wi.rr.com) or 920.946.0433.

## March 2019 and Beyond...

- **2019 State and Chapter Elections:** All chapter officer positions (including Chapter-Elected Member at Large on the State Board) are up for election in odd numbered years. State President is up for election as well. All positions carry a 2-year term. Chapter elections are held at monthly meetings, but watch your email for details on casting your vote in the State election!
- **New Arbitration Program:** Training for the new program will be conducted by an outside vendor and is planned for April 11, 12 and 13 in Milwaukee. See the President’s article on page 1 and pages 9-12 in this newsletter for full details and registration information. Contact WAHI President Andy Helgeson at 414.315.0266 or [helge4674@outlook.com](mailto:helge4674@outlook.com), Arbitration Committee Chair (new) David Nason at 262.443.8958 or [bestinspectionsllc@gmail.com](mailto:bestinspectionsllc@gmail.com) or me at 414.299.9766 or [julie@wahigroup.com](mailto:julie@wahigroup.com) with questions or interest.
- **Spring 2019 Education House and Training Seminar:** Friday, March 29<sup>th</sup> and Saturday, March 30<sup>th</sup> at the Four Points Sheraton in Milwaukee! [REGISTER](#) soon to secure your spot!
- **Fall 2019 Education House and Training Seminar:** Save the date... Friday, November 8<sup>th</sup> and Saturday, November 9<sup>th</sup> 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](mailto:julie@wahigroup.com)

## PRESIDENT (CONT'D)

As a result of all of the above, WAHI decided to partner with [Construction Dispute Resolution Services \(CDRS\)](#). A significant difference in their program versus our current arbitration program is that CDRS uses a single Arbitrator, rather than a panel of 3. Arbitrators with CDRS must have knowledge in home construction. Resolute Systems could have provided a single arbitrator program as well, but with no guarantee the arbitrator would have a background in housing/construction disputes. Arbitrators provided through Resolute are typically retired judges or attorneys who may have little knowledge of the issues involving a house/home inspection. The current WAHI Arbitration Program was designed to address a judge's potential lack of knowledge in construction by adding a Home Inspector and Contractor Arbitrator to the panel to provide greater insight. But reports in recent years showed that while our program was very good on paper, it wasn't always happening at arbitration.

WAHI was referred to CDRS while working through how to resolve the shortcomings encountered in recent claims using the WAHI Arbitration Program. The original goals of WAHI align exactly with CDRS's goals:

- Provide a way to resolve disputes that is fair to both parties.
- Have claims handled in a timely manner and not drawn out, potentially for years.
- Rely on the State Statutes and Standards of Practice, governing home inspectors, along with strictly adhering to the terms of the Inspection Agreement to judge the merits of the claim.
- Provide a cost effective alternative to litigation and minimize the additional costs of legal counsel and experts.

CDRS already had a few Arbitrators available in WI (Madison and Milwaukee) but WAHI wants statewide coverage to benefit all of our members. We are working with CDRS on their upcoming training program to ensure there are ample Arbitrators ready when needed.

Making the change to CDRS will also eliminate any conflicts of interest concerns as CDRS will not allow a WAHI member to serve as the Arbitrator on WAHI arbitrations.

While CDRS will not use a WAHI member to arbitrate a claim against a fellow WAHI Member, we encourage any member interested in adding Arbitrator to their resume, to explore the CDRS website and consider the [training scheduled for April 11, 12, and 13th in Milwaukee](#).

I feel strongly that this new program will meet WAHI's goal to provide fair and cost effective claims management. The WAHI Inspection Agreement, which includes the Arbitration clause, is an amazing WAHI member-benefit for you! I personally would not do business without it and I hope WAHI members avail themselves of this great benefit!

Hope you're dug out of the snow and ready for spring,

Andy Helgeson

**Madison Radon Testing, LLC**



**Let us take care of your radon tests!**

**Lindsay & Kirk Mefford**  
**MadisonRadonTest.com (608) 438-7831**



# STATE AND CHAPTER ELECTIONS

On February 20<sup>th</sup> all WAHI members received an email on the upcoming WAHI State election. The email included important election deadline dates and a plea for members to give serving in a leadership role serious consideration. The voting dates will overlap with the Spring seminar to enable attendees to cast their vote at the seminar. Julie will be happy to assist anyone uncertain about the online process.

Chapter elections are held typically held in February, March or April (at the chapter's discretion). As elections occur changes will be made to the website, once all chapter elections have concluded the new officers will be announced in the newsletter.

## Revised Arbitration Program – Training Info

See State President Andy Helgeson's article this month for details on how and why WAHI came to the decision to revamp our arbitration program.

Click [HERE](#) for information and/or to register for the April training in Milwaukee.



## CLEAR THE PATH TO GREATER HOME PERFORMANCE

With Focus on Energy's Home Performance Program, you can help your customers turn home inspection surprises into energy-saving opportunities. The program offers incentives for:

- Air sealing and insulation
- Heating and cooling equipment
- Renewable energy and more

Learn more about this valuable resource for your customers at [focusonenergy.com/myhome](http://focusonenergy.com/myhome).

### REDUCING ENERGY WASTE ACROSS WISCONSIN

Focus on Energy, Wisconsin utilities' statewide program for energy efficiency and renewable energy, helps eligible residents and businesses save energy and money while protecting the environment. Focus on Energy information, resources and financial incentives help to implement energy efficiency and renewable energy projects that otherwise would not be completed. © 2018 Wisconsin Focus on Energy



## SPRING AND FALL SEMINARS

It's not too late to join us, click [HERE](#) to register for...

**March 29th and 30th -**

WAHI Spring 2019 Education House and Training Seminar  
Four Points Sheraton in Milwaukee!

Save the date for...

**November 8th and 9th -**

WAHI Fall 2019 Education House and Training Seminar  
Chula Vista in WI Dells!

### NEW COMMITTEE!

WAHI is excited to announce a new, and extremely important, committee has been formed - Long Range Planning.

Contact Andy at 414.315.0266 or [helge4674@outlook.com](mailto:helge4674@outlook.com) or Executive Director Julie Arnstein at 414.299.9766 or [julie@wahigroup.com](mailto:julie@wahigroup.com) with questions or interest!



*We're not just good, we're Accurate!*

## Foundation Restoration and Waterproofing

*We've never missed a closing deadline!*

After your inspection is complete, if your buyer's/seller's property has signs of possible foundation repair or water seepage, we are ready to respond.



**Nationally Certified Foundation Repair Staff**



**FULL SERVICE**

**Call: (414) 744-6900**

[www.accuratebasementrepair.com](http://www.accuratebasementrepair.com) • Milwaukee, WI

## UPCOMING MEETINGS

### BOARD MEETING

The next Board Meeting is scheduled for Friday, March 29th at 2pm at the Four Points by Sheraton in conjunction with the WAHI Spring 2019 Training Seminar.

All WAHI members are welcome. Please contact Executive Director, Julie Arnstein if you would like to attend to ensure sufficient seating and handouts - [julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.299.9766.

### ANNUAL MEETING

WAHI will hold their Annual Meeting on Saturday, March 30th in conjunction with the WAHI Spring 2019 Training Seminar. The meeting will be held during lunch at the Four Points by Sheraton.

Any member not attending the seminar but interested in attending the Annual Meeting should contact Executive Director Julie Arnstein to ensure sufficient seating and handouts – [julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.299.9766.



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

environmental  
initiatives



## NEW MEMBERS

### **Michelle Shishilla (Out of State)**

*Affiliate Member*  
Inspection Support Network  
800.700.8112 x 206  
michelle@inspectionssupport.net  
www.inspectionssupport.net

### **Kai Cook (Milwaukee)**

*Home Inspector Member*  
21 West, LLC dba Triad Home Inspection  
262.903.8351  
kai.cook@gmail.com

### **Dale Hanson (Madison)**

*Home Inspector Member*  
Hanson Home Inspection, LLC.  
608.412.0610  
dalehanson@centurytel.net

### **Dale Pynenberg (Fox Valley)**

*Home Inspector Member*  
RightWay Home Inspection  
920.450.4552  
inspecting4you@gmail.com

### **Allison Wollack (Madison)**

*Associate/Student Member*  
608.220.2671  
alwollack@uwalumni.com



**No matter  
how bad  
it looks,  
we can help.**



### **Don't pay for it twice.**

InspectorPro's built-in pre-claims assistance program stifles complaints before they turn into claims.  
**Get a free quote today for better E&O and general liability insurance protection.**

**Call: 866-916-9419**

**Visit [inspectorproinsurance.com](http://inspectorproinsurance.com)**

**See page 14 for an informative article provided by InspectorPro**



# CALLING FOR WISCONSIN ARBITRATORS

Construction Dispute Resolution Services, LLC (CDRS) is the largest exclusive provider of construction Alternative Dispute Resolution (ADR) in the USA as we have construction knowledgeable mediators and arbitrators located in all 50 states and Washington DC. The main reason CDRS has grown to become #1 is the construction knowledge, experience and professionalism of our ADR Specialists.

When parties elect to settle a dispute through arbitration, they waive their rights to utilize the courts and rely on the decision of the arbitrator. Unlike a judge's opinion (verdict) which can be appealed, an arbitrator's decision (Arbitration Award) is final and binding on the parties. Basically there is no appeal possible. As such, it is critical that the arbitrator be well-qualified in the field of construction which will allow the arbitrator to render his/her decision based on knowledge and experience not on which party makes the most convincing and compelling argument and presentation as is typical in court decisions.

The Wisconsin Association of Home Inspectors, Inc. (WAHI) has recently decided to specify in their Home Inspection Agreement that arbitration will be the ADR process utilized to settle all disputes related to the Agreement and that CDRS will be specified as the provider of the arbitration process. WAHI joins many other construction-related organizations who are specifying arbitration and CDRS to handle all disputes and across the USA. CDRS also provides our ADR services to many of the larger home warranty companies such as 2-10 HBW, Residential Warranty Company, Professional Warranty Services Corp, American eWarranty, StrucSure Home Warranty, and others across the USA. These companies have realized the advantage of specifying a company such as CDRS to handle their disputes. Over the past 15 years, CDRS has conducted hundreds of home warranty, home inspection, general construction, etc. arbitrations.

Most people involved in the construction industry such as general contractors, remodelers, home inspectors, building inspectors, appraisers, realtors, tradesmen, architects, engineers, etc. have been informally serving as a mediator and/or arbitrator in dealing with their clients through the normal course of doing business. As arbitration is a legal process, CDRS has developed a two-day "Arbitration Training Course" to teach and prepare construction-knowledgeable people to become arbitrators. CDRS can teach and train a construction-knowledgeable person to be an arbitrator, however, we can't teach an experienced arbitrator the construction knowledge that they would need to serve as a construction arbitrator. In addition, CDRS has developed a one day "Advanced ADR Training Course" to prepare our ADR Specialists to serve as a mediator or to conduct a binding mediation or other related mediation process. Keep in mind that once you complete the required three day CDRS ADR Training Courses, you will remain one of our mediators and arbitrators with no requirement for CEU's or other training in the future. There is no fee to be paid to join or remain on our National Panel. Your costs to attend this one-time training program will be your total investment in adding this new "ADR Specialist" side profession to your yearly income.

As a member of the "*CDRS National Panel of Construction ADR Specialists*", you can continue operating your current business. You would be called on to put aside a day or two when your services were needed by CDRS. Your income as an ADR Specialist would be additional income to your current profession. Although CDRS currently has a few ADR Specialists in Wisconsin, CDRS is looking to expand our Wisconsin Panel to be able to provide additional arbitrators with the construction-knowledge and expertise to handle the ever growing number of ADR requests that we are receiving in Wisconsin and that we anticipate in the future in Wisconsin, especially from WAHI. CDRS is also expecting to see others wishing to join CDRS from other states across the USA to attend the course as this training course is our standard USA Training Course.

If you have an interest in becoming an ADR Specialist and in joining the *CDRS National Panel of Construction ADR Specialists*, please contact Peter Merrill, CDRS President and CEO, at 505-473-7733 or [petergmerrill@cdrsllc.com](mailto:petergmerrill@cdrsllc.com). Mr. Merrill has served on the Executive Board of the National Association of Home Builders for the past nine years. He is a past licensed contractor and has served as the President of the New Mexico Home Builders Association. He understands construction which has been one of the major reasons for the growth of CDRS over the years.

The three day training course will be conducted at the Four Points by Sheraton Hotel in [Milwaukee on Thursday, Friday, and Saturday April 11, 12, and 13, 2019](#). Course size is limited. Course attendees will be on a first come basis. Should you wish to join the CDRS National Panel and have a conflict with these April dates, the same three day training course will be conducted in Albuquerque, New Mexico on May 9, 10 and 11, 2019.



## Arbitration Training Course

**WHEN:** [Thursday & Friday, April 11 & 12, 2019](#)  
**WHERE:** Four Points By Sheraton Hotel – Milwaukee Airport  
5311 South Howell Avenue, Milwaukee, WI 53207

**This course is required to join the:  
CDRS National Panel of Construction ADR Specialists**

**COST:** \$500 for all course attendees

**COURSE CONTENT:** The history of arbitration, all of the procedures involved in the arbitration process including, but not limited to: claims and counterclaims, pleadings and opening statements, discovery, witnesses and depositions, examinations and cross examinations, motions, closing statements, post-hearing briefs, arbitration award, appeals and award enforcement, arbitration administration, pre-hearing conferences, ex parte communications, State Arbitration Acts, Uniform Arbitration Act and the Federal Arbitration Act, confidentiality and neutrality, challenges to the arbitration, arbitration disclosure and disqualification, arbitration ethics, legal and professional standards that apply to arbitrations, how to decide matters based on impartiality and on the evidence provided, mediation-arbitration-litigation will be discussed as to their proper application to the dispute resolution process, power imbalance, the role of attorneys, fairness to the parties, the Construction Dispute Resolution Services, LLC "General Arbitration Rules and Procedures" and special arbitration Rules and Procedures will be thoroughly reviewed along with other procedural and legal issues related to the arbitration process, and much, much more. In addition, there will be special review of the legal issues related to the Wisconsin Home Inspection industry. There will also be a review of proper contract language to be utilized to specify arbitration in Home Inspection Agreement and in general construction contracts.

### GENERAL INFORMATION

1. Course size is limited. All participants must be approved by CDRS. It will be on a "first come" basis for any open spots\*.
2. The course will be conducted at the Four Points Sheraton Hotel - Milwaukee.
3. CDRS will host a welcome dinner on Thursday evening April 11, 2019 at 5:30pm at the Hotel for all CDRS ADR Specialists.
4. Each participant will receive a Course Power Point Binder, "*The Arbitrator's Handbook*," by John Cooley and a CDRS Arbitration Training Manual.
5. The course will be conducted from 8:30am to 4:30pm each day.
6. A light breakfast and full lunch will be provided each day.
7. Each participant will receive a course completion certificate.
8. A block of hotel rooms have been reserved at the Sheraton Four Points Hotel at a cost of \$99.00 + tax per night. The reservation number is 414-481-2400. Please reference "CDRS". Room rates guaranteed until March 11, 2019. There are a limited number of rooms available.
9. Further details will be sent to all participants after they registered for the course.
10. Please call Peter Merrill at CDRS for further information 505-473-7733.

\* CDRS ADR Specialists have a priority over general course attendees



## Advanced ADR Training Course

- WHEN:** [Saturday April 13, 2019](#)
- WHERE:** Four Points By Sheraton Hotel – Milwaukee Airport  
5311 South Howell Avenue, Milwaukee, WI 53207
- COST:** \$400 for all course attendees

**This course is required to serve as a mediator on the:  
CDRS National Panel of Construction ADR Specialists**

**COURSE DESCRIPTION:** This Advanced ADR Course will cover a full range of methods and procedures used in both the prevention and settlement of disputes from facilitation, advisory opinions and partnering to binding arbitration and mini-trials. All aspects of mediation including binding mediation, non-binding mediation, evaluative mediation, technical mediation, etc. will be covered. Binding and non-binding arbitration, including advocacy arbitrations, will be reviewed along with the hybrid ADR processes such as med-arb and arb-med. How to handle multiple party mediations and arbitrations, high-low arbitrations, structured settlements, online/electric dispute resolution and other ADR techniques will be covered. There will also be a general review of Dispute Review Boards and Construction Settlement Boards and their use of the ADR processes. There will also be a review of some of the most noteworthy court decisions concerning the ADR processes.

### GENERAL INFORMATION

1. Course size is limited. All participants must be approved by CDRS. It will be on a "first come" basis for any open spots.\*
2. The course will be conducted at the Four Points Sheraton Hotel - Milwaukee.
3. Each participant will receive a CDRS Advanced ADR Training Manual.
4. The course will be conducted from 8:30am to 4:30pm.
5. A light breakfast and full lunch will be provided.
6. Each participant will receive a course completion certificate.
7. A block of hotel rooms have been reserved at the Sheraton Four Points Hotel at a cost of \$99.00 + tax per night. The reservation number is 414-481-2400. Please reference "CDRS." Room rates guaranteed until March 11, 2019. There are a limited number of rooms available.
8. Further details will be sent to all participants after they registered for the course.
9. Please call Peter Merrill at CDRS for further information 505-473-7733.

\*- CDRS ADR Specialists have a priority over general course attendees.





**CDRS DISPUTE RESOLUTION TRAINING INSTITUTE**

**Specializing in Mediation & Arbitration & Dispute Review Boards**

**PO Box 8029  
Santa Fe, NM 87504**

In State 505-473-7733      Out of State: 888-930-0011  
Fax 505-474-9061      email: cdrs@cdrsilc.com  
website: www.constructiondisputes-cdrs.com

*A Division of Construction Dispute Resolution Services, LLC*

## **2019 WISCONSIN SPRING TRAINING COURSE**

### **REGISTRATION FORM**

#### **Arbitration and Advanced ADR Training Course Registration Form**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Address

\_\_\_\_\_ City State Zip Code

Telephone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_ Website: \_\_\_\_\_

- CDRS National Panel Member Welcome Dinner - Thursday April 11<sup>th</sup> at 5:30pm Guest of CDRS
  - Arbitration Training Course, April 11 & 12, 2019 @ \$500 (CDRS Specialist) \$ \_\_\_\_\_
  - Advanced ADR Training Course, April 13, 2019 @ \$400 (CDRS Specialist) \$ \_\_\_\_\_
- TOTAL COURSE FEES \$ \_\_\_\_\_

**PAYMENT IS DUE IN FULL WITH REGISTRATION FORM**

\*\*\*\*\*

Please return this form and your check payable to: CDRS, PO Box 8029, Santa Fe, NM 87504  
(CDRS does not accept debit or credit cards or Pay-Pal Payments – Checks only)

\*\*\*\*\*

Please provide CDRS with a short overview of your experience related to the home inspection, general contractor, or other construction-related expertise.

---

---

---

---

---

---

---

---

# THE STRONGEST NAME IN HOME INSPECTOR INSURANCE

## Comprehensive and Affordable E&O/GL Insurance



**16 Years**

**Over 100,000 Policies Issued**

### COVERAGES

- E&O, General Liability, termite/pest/rodent, radon, commercial, lead paint, pool/spa, EIFS/stucco, indoor air quality, infrared thermography, mold, septic/water testing and more (training required for certain coverages).
- Claims Prevention and Risk Management Included
- Easy Financing: Low Monthly Payments
- Coverage just for you or for all inspectors employed in the firm, Additional Insured for Agents and Referring Parties.
- Free on-demand expert support for your tough inspection questions, savings on defensible contracts, discounted state-approved education, Working RE Magazine, savings on office supplies, technology & more.

"I collected many estimates but the combination of value, flexibility and knowledge was unsurpassed by OREP"

-Heary "Sonny" Tomas, 1stAmericanHome Inspections, LLC



# Shop OREP.org today! (888) 347-5273

OREP—Organization of Real Estate Professionals Insurance Services, LLC. Calif. Lic. #0K99465 • Fax: (708) 570-5786 • info@orep.org • E&O Insurance Experts (www.orep.org)



# WHO CAN SIGN MY PRE-INSPECTION AGREEMENT?

By [InspectorPro Insurance](#)

Two years after the inspection, a multi-inspector firm received a county court summons. Within the summons, the inspection company's former clients made a litany of allegations....

To cover the supposed damages, the claimants demanded over \$100,000, plus whatever additional costs the claimants incurred during the lawsuit. In their contract, the inspection company had a [limitation of liability](#) clause to put a cap on its financial responsibility for missing or omitting defects. But there was one problem: The clients never signed the pre-inspection agreement.



Your pre-inspection agreement is your contract between you (the home inspector) and your client (the person(s) for whom you are performing a property inspection). Its purpose is to protect both you and your client(s) by setting correct inspection expectations, including services you'll perform and payment(s) they'll make.

In order to adequately protect inspectors against claims and preserve insurance coverage, inspectors must get their agreements signed prior to the inspection 100 percent of the time. (Hence the "pre" in pre-inspection agreement. Learn more about the legal reasons why contracts need to be signed prior to inspections [here](#).)

....

Recently, a home inspector asked:

"I have a real estate agent that sometimes pays for their clients' home inspection and also signs the pre-inspection agreement. If the buyer made a claim, would the insurance company defend me even though it was the real estate agent was the one who paid for the inspection and signed the agreement?"

We go over who *can* legally sign your pre-inspection agreement—and who actually *should*.

[READ MORE](#)

To learn more about InspectorPro Insurance, please see our ad on page 8 of this newsletter.



## Members Only - Interactive Forum

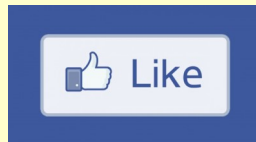
It has come to our attention that many of you may be unaware the WAHI website hosts an interactive forum on the Members Only page. We encourage all members to check it out!

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 16 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.

## 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 at 920.892.7654 or [homeview@wi.rr.com](mailto:homeview@wi.rr.com)**

**Impress your agents.  
Get more business.**

**[HomeGauge.com/CRL](http://HomeGauge.com/CRL)**

## 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:  
Executive Director Julie Arnstein at  
414.299.9766 or [julie@wahigroup.com](mailto:julie@wahigroup.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.

## OFFICE DEPOT

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 19 for information on their in-store program and page 20 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!"**

## WAHI Legal Support

Attorneys Roy Wagner and Lauren Triebenbach, of von Briesen and Roper, continue 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 us at 414.287.1250

[rwagner@vonbriesen.com](mailto:rwagner@vonbriesen.com) or [ltrieben@vonbriesen.com](mailto:ltrieben@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](mailto:ronmiller547@gmail.com)**



17425 Gebhardt Rd.  
Brookfield, WI 53045  
Office: (262) 797-8181  
Cell: (414) 588-5800  
[www.smokestacks.net](http://www.smokestacks.net)



The only chimney company in WI to win the BBB Torch Award for Business Ethics and Integrity .

### EXPERT CHIMNEY AND FIREPLACE REPAIR, INSPECTIONS AND SWEEPING!

We know recommending the right contractor to your clients can be risky...at Smoke Stacks, Inc. we have multiple certifications and are highly rated with the Better Business Bureau and Angie's List. Smoke Stacks, Inc. has proudly served thousands of homeowners in Milwaukee and Waukesha counties.

Below are a few of the services offered at Smoke Stacks:

- Chimney and Flashing Repair
- Fireplace Repair and Service - Indoor and Outdoor
- Decorative Masonry
- Chimney Sweeping and Inspections
- Water Leak Diagnosis and Repair

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



## 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 - 715.210.3217 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 Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.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!

# Your Store Purchasing Card is here!

**Office  
DEPOT.**



## Store Purchasing Program

Account # 8012 877 6570

### CARDHOLDER INSTRUCTIONS:

For use in-store only. Present this card at checkout to access your discounted price. Must prepay for Print and Copy services. See reverse for details.

© 2018 Office Depot, Inc. All rights reserved.  
Office Depot is a trademark of The Office Club, Inc. OfficeMax is a trademark of OMC, Inc.

**Office  
DEPOT.**

**Office Depot® Office Max® Associate Instructions:**  
1. Begin every sale transaction. Sell Service copies may be prepaid at the register for discount.  
2. Print, "Add" and the select, "Change" or "1-Office Account" (both screens only).  
3. Enter SPC # and wait for register to re-print.  
4. Purchase with card do not qualify for Office Depot® Office Max® Rewards.  
Use of this card constitutes acceptance of the terms and conditions.  
Please visit [business.officedepot.com/spc](http://business.officedepot.com/spc) for full terms and conditions.



## WAHI Group Associates, get access to your special pricing and more with your Store Purchasing Card:

### Unlock savings in the store

When you shop at any Office Depot or OfficeMax store, your Store Purchasing Card enables you to get the lower of the retail store price or your custom-discounted price.

### Receive discounts on Print & Copy Services™

With the Store Purchasing Card, you will receive discounts on black & white copies, color copies, binding, folding and cutting at our in-store Print & Copy Services™ Center.

### Access your card via your mobile phone

In addition to your printed version, your Store Purchasing Card can be accessed via your mobile device.

## Contact your Account Manager for more information.

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

## FREE Lamination of your Store Purchasing Card

This coupon entitles the Office Depot Business Solutions Customer to free lamination of their Store Purchasing Card only. Not valid for lamination of any other product(s).

**Valid in store.** Must present this original coupon and your program card to cashier. Photocopied/reproductions not valid. Not valid for purchases made in Office Depot outlet/clearance stores. Coupon is good for one-time use only, is not transferable, is not for resale or auction and cannot be combined with other offers or promotions. No cash back. Void where prohibited. Limit 1 coupon per customer.

**Coupon Code 82677141**

Visit [stores.officedepot.com](http://stores.officedepot.com) to find a store near you.



**Office  
DEPOT.**

## BUSINESS SAVINGS PROGRAM

### Pricing Summary & Program Advantages



20% to 55% off  
retail on cleaning  
& break room items.



**Wisconsin  
Association of  
Home Inspectors, Inc.**



20% to 55% off  
item office supply  
core list.



Free next-day shipping  
on orders of \$50 or more.



10% off branded;  
20% off private brand  
ink & toner core list.



#### Special pricing on copy and print services

- \$0.025 black and white copies
- \$0.22 color copies
- 40% off finishing services



Average 10% off  
retail on 200  
technology core items.

Plus, 10% off an expansive in-store assortment of 6,000+ items.



**Office  
DEPOT**

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

Andrew Helgeson  
262.377.0751

Ron Miller  
608.235.9836

### Co-Vice Presidents

Terry Elliott  
715.577.4211

Brian Opelt  
715.937.2002

Tom Greenwaldt  
262.271.0124

Dave Pribyl  
920.660.3000

### Secretary & Executive Director

Julie Arnstein  
414.299.9766

David Strandburg  
608.255.3966

### Treasurer

Tom Kruse  
608.782.8831

**Chapter Presidents**  
Mike Carson, **Central**  
715.212.4051

### Members-at-Large

Mike Carson  
715.212.4051

Terry Elliott, **Chippewa Valley**  
715.577.4211

Tom Dempsey  
262.367.1536

Dave Pribyl, **Fox Valley**  
920.660.3000

Dennis Kruger  
608.575.0371

Sean Martinson, **Madison**  
608.206.1108

Scot McLean  
414.228.6573

Jay Paulson, **Milwaukee**  
262.751.5992

## WAHI COMMITTEES

### Arbitration

David Nason, Chair  
Dave Brading  
Ron Nohre • Mark Thomas  
Attorney Roy Wagner

### Membership

Ron Miller, Chair  
Mike Carson  
Roger Kautz  
Scot McLean  
Brian Opelt  
David Pribyl

### Audit

Tom Kruse, Chair  
Dave Corby • James Davis  
Greg Harvey • Misty Russell  
Dave Stoinski

### Nominations/Elections

Andy Helgeson, Chair  
Mike Carson  
Terry Elliott  
Sean Martinson  
Jay Paulson  
Dave Pribyl

### Education

Tom Kruse, Co-Chair  
John Moore, Co-Chair  
Mike Carson  
Mike von Gunten

### Public Relations

Bob Turicik, Chair  
Troy Beasley  
Bruce Low

### Education House

Mike Carson, Chair  
Mike von Gunten

### Rules & By-laws

Andy Helgeson, Chair  
Tom Greenwaldt  
Roger Kautz

### Legal Support

Ron Miller  
Attorney Roy Wagner

### Legislative

David Strandberg, Chair  
Tom Dempsey  
Scot McLean  
Ron Miller  
Ken Smith  
Mark Thomas

### Website

Julie Arnstein, Chair  
Nick Hammetter  
Todd Jones

### Welcome

See page 18 in this newsletter

## E&O INSURANCE FOR INSPECTORS

### Allen Insurance Group

Phone: 800.474.4472 x172  
Great service. Many choices and fee schedules. Covers radon too.

### Associations Liability Insurance Agency

Phone: 800.882.4410  
Offers competitive rates, a low deductible and a package of  
Other benefits. Rates for commercial and residential inspections, not  
based on volume or revenue.

### Citadel Insurance Services, LLC.

826 E. State Road, #100, American Fork, UT 84003  
Contact: Jason Fiack, 801.610.2735  
Fax: 801.610.2701  
[www.inspectorproinsurance.com](http://www.inspectorproinsurance.com)  
General liability and E&O insurance for home and building inspectors.

### 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

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

### InspectorPro Insurance

Contact: Jason Fiack, 801.610.2735  
[www.inspectorproinsurance.com](http://www.inspectorproinsurance.com)  
Our free pre-claims assistance and risk management education decrease  
how often claims arise. And our E&O and general liability insurance  
policies serve your unique business needs. Insuring elsewhere isn't worth  
the risk.

### Mutual of Omaha

N7365 Lost Nation Road, Elkhorn, WI 53121  
Contact: Bruce Blum, 262.215.9123  
bblum1031@yahoo.com  
[www.BruceBlum.biz](http://www.BruceBlum.biz)

### OREP

6760 University Ave, #250, San Diego, CA 92115  
Contact: Isaac Peck, 888.347.5273  
Fax: 619.704.0567  
info@orep.org  
[www.orep.org](http://www.orep.org)  
Includes premises coverage and most incidental coverage.  
Competitive rates.

### Vincent, Urban & Walker

Phone: 920.432.7246  
Many types and companies. Services individual inspectors, fee based on  
volume. Covers radon too.

### Zolofra Insurance Agency

Phone: 888.858.1777  
[www.allprocoverage.com](http://www.allprocoverage.com)  
Multiple carriers. Coverage on mold and lead testing, septic, pest and  
pool inspections, prior acts, workers comp., commercial auto and more.