



**Ric Thompson  
President**

May 2020

Vol. 24, Issue 5

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



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Good day all!

I hope this finds everyone well! As we all try to cope with the uncertainty of when life will return to “normal”, know that WAHI is moving forward on goals set at our spring Board of Directors meeting. As an association we will continue to strive to make the home inspection industry in the State of Wisconsin the best it can be.

While we feel strongly about the benefits our “in-person” approach to training provides to inspectors, WAHI is exploring online course offerings too. We want to meet the needs of those entering the industry and our chapter members who find attending meetings difficult based on geography or a conflict that particular night of the week.

Due to the Corona Virus, all of our May chapter meetings will be held online. The need for online education came up far sooner than we anticipated. For this “first attempt” we are making use of Zoom, as so many are right now, and Affiliate member Cassidy Kuchenbecker’s generous offer to conduct a YouTube Live presentation. See page 2 of this newsletter for May meeting dates and start times. Be sure to keep an eye on your email and chapter Facebook page for further details and any updates.

WAHI is also moving forward on a template for a Wisconsin-specific home inspection report. Our goal, as we work through the details of the format and substance of the report, is to provide a report that is economical and will easily adapt to the personal preferences of you, the home inspector. By taking the lead on this project, we can ensure a quality, comprehensive report that meets the Wisconsin Standards of Practice to provide to our clients.

Stay safe out there. Each inspector should be doing what is in the best interest of themselves and their loved ones during these uncharted times. If you are working, take the necessary precautions to protect yourself and your clients. We should be grateful that our industry is considered essential and that we have the opportunity to work during this time, if we choose to. I know I certainly am and express that often. Some members have asked what stance WAHI has taken on the “Safer at Home” order. WAHI is meant for the betterment of the home inspector industry in the State of Wisconsin. We will not be taking a political stance, as an association, on the order - it is not what we are about.

As always, if you need anything at all, feel free to reach out. I am here to help!

Be safe out there!

Ric Thompson, WAHI President

The Corona Virus pandemic continues to keep all of us guessing on when life will return to “normal”. See May online meeting dates and continuing education information for each chapter below. All members will receive an email with log-in information for the online meetings.



**NEXT MEETING:** Wednesday, May 20

Meeting /Education at 7:00 pm - via Zoom (online meeting provider)

**Education:** Chapter President Mike Carson and Chapter Education Chair Tyler Groshek  
Mike and Tyler will address Inspecting in a Modern Pandemic.

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

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**NEXT MEETING:** Wednesday, May 6

Meeting/Education at 6:00 pm - via Zoom (online meeting provider)

**Education:** Longtime Home Inspector member Pete Saltness  
Pete will speak on the WI Standards of Practice and Your Summary Page.

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

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**NEXT MEETING:** DATE CHANGE: 2nd Tuesday, May 12

Meeting/Education at 6:00 pm - via YouTube Live

**Education:** Affiliate member Cassidy Kuchenbecker, Environmental Initiatives  
Casey' will present Frequently Missed Areas of Mold.

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

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**NEXT MEETING:** Tuesday, May 12

Meeting/Education at 6:00 pm - via YouTube Live

**Education:** Affiliate member Cassidy Kuchenbecker, Environmental Initiatives  
Casey will present Frequently Missed Areas of Mold.

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

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**NEXT MEETING:** Tuesday, May 12

Meeting/Education at 6:00 pm - via YouTube Live

**Education:** Affiliate member Cassidy Kuchenbecker, Environmental Initiatives  
Casey will present Frequently Missed Areas of Mold.

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

## March and April 2020

- **Board Meeting:** The March 6th board meeting minutes have been posted on the WAHI website - under the Members Only tab. You need to log-in to your profile to access this area of the website - see page 7 for instructions.
- **State Elections 2020:** A BIG thank you to all who participated in this year's election - we exceeded the required quorum! See election results on page 6 in this newsletter.
- **Affiliate Membership Drive:** As announced in the April newsletter, we have a CONTEST underway to increase our Affiliate membership! This is a WIN-WIN... home inspector members benefit from an increased pool of qualified contractors, service providers and vendors with products to operate your business, our Affiliates quickly expand their business as they develop relationships within WAHI. See details on page 5 in this newsletter.
- **Home Inspector Bill:** The Corona Virus has impacted MANY aspects of our daily lives and the bill affecting the home inspection industry is no exception! See page 4 for Lobbyist Kathi Kilgore's update.

## May 2020 and Beyond

- **Membership Renewal:** It's that time again...time to renew your commitment and membership in WAHI. Renewal notices have gone out with the annual renewal date of July 1st. Multi-inspectors firms (3 or more inspectors) - remember to contact me before you submit the renewals for your staff! On behalf of WAHI, I thank you in advance for your continued support of the ONLY home inspector association in the country focused SOLELY on Wisconsin inspectors, Wisconsin Standards of Practice and Wisconsin State Statutes!
- **June Chapter Meetings:** In the event the Stay at Home Order and/or social distancing limits continue into June, which would again prevent WAHI chapters from resuming their regular meetings, WAHI plans to schedule ONE online event to provide continuing education to all WAHI members. Watch your email for updated information.
- **WAHI Projects 2020:** The Board of Directors, the Long-Term Planning Committee and the Education Committee are all hard at work! A summary page, a Wisconsin home inspection report, online education and increasing WAHI awareness are all being explored to benefit our members. Stay tuned!
- **Affiliate Membership Drive/Contest:** See details above and on page 5. The WINNING chapter will be announced at the spring 2021 seminar - the contest has been extended due to COVID-19.
- **2020 Fall Education House and Training Seminar:** Save the date for our fall training event November 13th and 14th in Stevens Point!



**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)

## LOBBYING UPDATE

A member asked:

Due to the Corona Virus shutdown, the Senate was unable to meet to vote on the legislation affecting our industry (Assembly Bill 655/Senate Bill 599), does that mean the bill is "dead"?

The short, simple answer...

AB 655 isn't dead and can still be taken up by the Senate in Extraordinary Session. If it is passed by the Senate, it would go to the Governor for consideration. It would not need to go back to the Assembly.

The longer, more complicated answer...

Senate Joint Resolution (SJR) 1 set the legislative calendar for the 2019-2020 Legislative Session. The last day of the 2019-2020 "Regular" Legislative Session was to be March 26, 2020, the last day of the last general floor session period. As part of SJR 1, any bill that has not passed both houses by that time "fails to pass."

However, Senate and Assembly rules allow for an Extraordinary Session to be called by the State Legislature to take up bills outside of the "Regular" Legislative Session. The bills that have "failed to pass" can be "revived" and taken up again (i.e. voted on). Bills that are "revived" would be taken up at the same stage of the legislative proceedings that it was at when the "regular" legislative session ended. So, AB 655 is considered to be amended and passed by the Assembly, passed by the Senate Committee and available for scheduling in the Senate (which means to be scheduled for a vote by the full Senate.) The Extraordinary Session can be called any time. Technically, the State Legislature could call more than one Extraordinary Session.

Will the Senate go into Extraordinary Session to take up bills that were pending before them before the public health emergency, like AB 655? At this time, I believe so, as do other lobbyists and legislators. But, admittedly, this is a situation no one has experienced before - we are in uncharted territory.



**WAHI Lobbyist  
Kathi Kilgore,  
Swandby/Kilgore  
Associates, Inc.**

### **Questions or Concerns**

If you have questions about this legislation or other legislative or regulatory issues, please feel free to contact me at 608.286.9599 or [Kilgore@swandby.com](mailto:Kilgore@swandby.com).

I look forward to working with WAHI in 2021!

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

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

The rules are simple...

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

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

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

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



**Ron Miller**  
Membership Chair

**Please contact me with  
any questions:**

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



## WAHI STATE ELECTION 2020

I am pleased to introduce our newly elected State Board members:

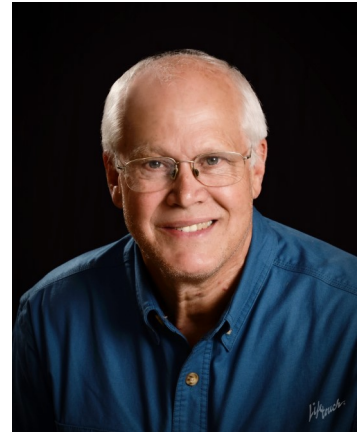
- Vice President Terry Elliott (Chippewa Valley)
- Member at Large Andy Helgeson (Milwaukee)
- Member at Large Ron Miller (Madison)
- Member at Large Marc Steig (Chippewa Valley)
- Member at Large Mike von Gunten (Milwaukee)

I want to acknowledge the other candidates who put their name on the ballot - Sean Martinson (Madison), Scot McLean (Milwaukee) and Ken Smith (Madison). WAHI would not be the great organization it is today without dedicated members willing to give of their time and talent.

Our outgoing Board members are Vice President Tom Greenwaldt, Member at Large Tom Dempsey and Member at Large Denny Kruger. Their service to WAHI has far exceeded the 2 years of their last term - their service has known no bounds.

I sincerely thank you all!

The newly elected will take their position on May 1<sup>st</sup> for a 2-year term.



**Andy Helgeson**  
**WAHI Nomination**  
**and Elections Chair**



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**See page 11 for an informative article provided by InspectorPro**

## NEW MEMBERS

### **Andrew Anderson (Fox Valley)**

*Affiliate Member offering HVAC services*  
Precision HVAC & Mechanical, LLC.  
920.450.8994  
precisionhvac1@outlook.com

### **Michael Briesemeister (Milwaukee)**

*Home Inspector Member*  
WISCO Home Inspection, LLC.  
414.758.6751  
mikebriesemeister@gmail.com

### **Jason Gorski (Milwaukee)**

*Associate/Student Member*  
414.755.9812  
enigma.50@outlook.com



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## 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.



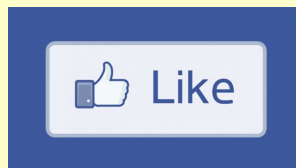
## WAHI FACEBOOK PAGE

### 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**



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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.

**For information, please contact:**

**WAHI Arbitration Chair David Nason  
262.443.8958 or [bestinspectionsllc@gmail.com](mailto:bestinspectionsllc@gmail.com)**

WAHI was recently asked, and answered, a question presented by a Home Inspector member on the "cusp" of retirement.

*Must a home inspector continue his/her WAHI membership for the 2 year liability period following retirement to take advantage of the arbitration system in the event of a claim? If so, at what level...Home Inspector member or Retired member?*

While WAHI would appreciate your continued support and involvement as a Retired member, it is not required. Currently, if a Home Inspector member has not renewed their state license they are eligible to renew their membership in WAHI at the Retired status.

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## DISPUTE PROCESS

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

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

**Ron Miller**  
608.235.9836 or [ronmiller547@gmail.com](mailto:ronmiller547@gmail.com)

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# THE BULGING WALL: AN INSPECTION CLAIM

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

“The inspector should have noted the moisture issue on the base boards in his inspection, which would have led me to look into the issue before buying my home. I have contacted the inspector, and he came out to reinspect and send a revised report. I have also contacted the Board of Inspectors, who advised me to contact you, his insurance company.”

One of our brokers received this email from a home inspection client of his insured, Ron Howard. With the client’s claim escalating, Howard turned to our claims team for help resolving the complaint.

### The Inspection of the Bulging Wall

In his report, Howard noted that the master bedroom was so cluttered that he could not fully inspect it. Howard also noted that the wall adjacent to the master bathroom had a visible bulge, which he recommended “should be explained and monitored.” In his picture of the bulging wall, you can see a blanket rack obstructing the adjoining wall just beyond the door.



### The Re-Inspection

In the re-inspection, Howard observed with the access panel open—which wasn’t during his original inspection—dripping water. The shower drain was leaking and causing the plywood below to become soaked and damaged. When Howard went over the inspections’ files, he discovered the picture he took with the blanket rack obscuring the bulging wall and access panel. Intentionally or not, the sellers had concealed the defect.

### The Resolution

Howard’s client ended up hiring an attorney who asserted that the limitation of liability clause in his contract was “not enforceable.” Instead of the \$350 inspection fee refund Howard’s contract proposed, the attorney demanded the Howard pay over \$10,500 for repairs. Our claims team assigned defense counsel, and Howard settle the claim for \$3,000. Howard was only responsible for his insurance deductible.

### Key Takeaways

Here are a few things you can learn from Howard’s experience.

- **Don’t stop at “monitor”:** If a defect is bad enough to suggest that it be monitored, it’s significant enough to warrant further evaluation by recommending your clients consult with a respective professional.
- **Document everything you see:** While you’re only responsible to inspect what’s visually identifiable, documenting everything you see helps to be able to prove what was and wasn’t visible at the time of the inspection.

### Become the Next Claims Success Story

No home inspector wants to receive a claim against their home inspection business. But if you do, you want an efficient and experienced claims department in your corner.

Read the details of the case in our full-length article by clicking below.

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**Affiliate members Attorney Roy Wagner and Attorney Lauren Triebenbach of Michael Best and Friedrich offer a risk-free, INITIAL consultation to WAHI members with legal concerns. WAHI members have the right to contact any attorney of their choice. Should a WAHI member decide to work with Roy or Lauren, the steps below, provided by Lauren, provide an explanation of their services.**

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

Visit the WAHI Affiliate Member page to contact Lauren or Roy: <https://wahigroup.com/Affiliate-Members/>





## 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 6 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.



### OFFICE DEPOT/MAX

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

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

See page 15 for information on their in-store program and page 16 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!"**

## WAHI WELCOME COMMITTEE

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

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

### CENTRAL

Mike Carson - 715.212.4051 or carsonhomeinspector@gmail.com

Kyle Zimmerman - 715.387.1815 or kyle@royaltinspections.com

### CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com

Marc Steig - 715.797.1475 or inspectormarc3@gmail.com

### FOX VALLEY

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

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

### MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com

Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

### MILWAUKEE

Brian Derewicz - 262.343.1614 or briandthehomeinspector@gmail.com

Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com

Brittany Thomas - 414.486.2367 or thomasradontesting@gmail.com

Mike von Gunten - 262.945.2446 or mike@lahigroup.com

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

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## Contact your Account Manager for more information.

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

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

Paul Gomez

WAHI National Program Manager | Office Depot

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



## BOARD OF DIRECTORS

### President

Ric Thompson  
920.410.6682

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

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### Welcome

See page 14 in this newsletter

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