



The WAHI Inspector



November 2020 Vol. 24, Issue 11 www.wahigroup.com



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Happy Fall!

With the leaves turning and the temperature dropping, signs are beginning to show that the Fall WAHI Education House and Training Seminar is near. I am happy to say that holds true this year too! The Board of Directors has worked hard to make sure that our “crown jewel” will go on, with some tweaks.

Health protocols have been set for the safety of all and will be enforced. A Stevens Point seller was gracious enough to allow the use of their home for our Education House, with the assurance that protocols will be followed. Finding a home for our event is always a challenge. Considering the circumstances we are in, we are especially fortunate this time. And it is a GREAT house!

We have limited the number of in-person attendees to ensure proper social distancing. The Holiday Inn has been great to work with! They have been very cooperative and helpful in navigating the issues we faced planning our event during these uncertain times.

If you have not signed up for the seminar yet, do so IMMEDIATELY! As I write this, we may have reached our capacity. Never fear though! If in person attendance is full, or a concern for you, be a part of our maiden voyage down the Virtual Learning Path! We are offering our Saturday training online this year! This is a great step for our future as an education provider and for the home inspector industry in Wisconsin. Show your support for the hard work and hours put in by WAHI leadership by attending one way or the other! WAHI Executive Director Julie Arnstein will be taking names for waiting lists should a spot open for the Friday Education House and/or Saturday Training Seminar.

I cannot close without updating you on the legislation. WAHI has had a “Not if, WHEN” approach since spring. As previously reported, the legislation has not yet passed. That was due to the COVID shutdown, not lack of support - and the WRA’s interest in the bill has not diminished. Nothing is for sure yet, but all indications are that our bill, and others, will be taken up sometime between the election and Christmas. We are addressing this issue at the seminar to prepare our membership for the changes we anticipate to be in effect starting January 1. We want you to be fully informed and feel confident incorporating the new regulations into your inspection process and your reports.

In this pivotal time in our industry, we have an opportunity to show our strength as an association by demonstrating we can weather any storm when we stick together. Do your part by signing up for the seminar and support all of the hard work that has been done this year with you in mind!

Be safe out there,
Ric Thompson, President

The Coronavirus recommendations continue to advise against gathering in large groups but several chapters are able to resume in-person meetings. See below for chapter specifics.



NEXT MEETING: Wednesday, November 18
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, November 4
Check-in by 5:15 pm. Meeting/Dinner/Education to follow.
In-person at [Hangar 54 Grill \(in CV airport\), 3800 Starr Ave, Eau Claire, WI 54703](#)
Education: Duane Steinhauer of Duane Steinhauer, Inc.
Duane will be talking about well and septic systems.
Members are asked to submit questions and pictures of well and septic concerns to wahichippewavalley@gmail.com

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



NEXT MEETING: Tuesday, November 17
Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm
[Waverly Beach, N8870 Fire Lane 2, Menasha, WI 54952](#)
Education: To be determined

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



NEXT MEETING: The Chapter will not meet in November
Watch your email for the next Madison Chapter meeting.
Check-in at 5:30, Dinner/Meeting/Education at 6:00 pm
[Maple Tree Supper Club, 3010 US-51, McFarland, WI 53558](#)

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, November 10
Check-in at 5:30 pm, Dinner at 6:00 pm, Meeting/Education at 6:30 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

EXECUTIVE DIRECTOR REPORT

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 or 414.299.9766.

October 2020

- **Continuing Education via Chapter Meetings:** In April, May and June, WAHI was able to provide quality continuing education to our members in spite of the Stay at Home Order. In July, chapters began meeting in-person again with a variety of social distancing efforts. Those who felt comfortable gathering in a group enjoyed the opportunity to see friends and feel a little “normal” again. Some of the chapters figured out a way to stream their meetings for their members at home. Thank you to all involved for your efforts to pull these credit worthy programs together!
- **WAHI Projects:** A sub-committee of Long-Term Planning and the Education Committee have been 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. We will be unveiling some of the projects in Stevens Point!
- **COVID-19 Safety Practices:** As cases rise in our state, please remember that regardless of your position on the virus, to be respectful of the position your buyer, the seller and/or agents involved may have. We are not out of the woods on this yet and we must continue to be mindful and respectful of those your job impacts.



Julie Arnstein
Executive Director

November 2020 and Beyond

- **Board Meeting:** WAHI always invites and encourages the general membership to attend the WAHI State Board Meetings. Unfortunately, due to COVID, for the November 13th meeting we do have to limit attendance to the Board only. If you have any ideas to share, concerns to express, questions to ask...please contact me or your Chapter-Elected Member at Large who represents you and your chapter on the State Board.
- **State Election:** In spring 2021, WAHI will conduct the statewide election of State Board President. In addition, the chapters will elect their chapter officers and their Chapter-Elected Member at Large to serve on the State Board of Directors.
- **Affiliate Membership Drive/Contest:** Please do not lose sight of this important effort. Without question, the Coronavirus has impacted our chapter meetings which are so instrumental in formulating relationships between our Home Inspector and Affiliate members. See details on page 4 in this newsletter. Due to the Coronavirus, we have extended the contest dates and will announce the winning chapter at the spring 2021 seminar!
- **Chapter Meetings:** As stated above, some of our chapters have made their meetings available for online viewing. Audio and visual effects may not have been perfect, but without question, the effort was there! WAHI is working to ensure ALL of our chapter meetings can be viewed by ALL of our members who are not comfortable gathering in groups. The goal is to simplify viewing, payment and issuing credits. Stay tuned!
- **Home Inspector License Renewal:** Wisconsin Home Inspectors renew their certification every 2 years - by December 14th in even-numbered years. Occasionally I am made aware of a WAHI member whose license has expired...unbeknownst to them! Mark those calendars and/or set an alert on your phone so your renewal does NOT “slip passed you”! See the Department of Safety and Professional Services (DSPS) website for more information - <https://dps.wi.gov/Pages/Professions/HomeInspector/Default.aspx>
- **2020 Fall Education House and Training Seminar:** Our fall training event November 13th and 14th in Stevens Point is on! It may not look exactly the same as our previous events, but attendees, in-person or virtual, will receive the same level of Wisconsin-focused, quality education you have come to expect!

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

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

ARBITRATION COMMITTEE - SEEKING FEEDBACK!

In early 2019 the WAHI Arbitration Committee went through the process to find a new arbitration provider for our members. In April 2019, several WAHI members attended arbitrator training, and in May 2019, WAHI distributed a new Inspection Agreement to the membership naming Construction Dispute Resolution Services (CDRS) as the arbitration provider.

The primary reason for seeking out a new provider was to improve the arbitration process by only using arbitrators who are experienced in the construction and inspection industries and, in order to maintain impartiality, no connection to WAHI. After meeting with other industry professionals, the Committee decided to proceed with CDRS. The level of professionalism and training provided by CDRS were very important in the Committee's decision. The ability to have some oversight and obtain feedback was also important to the Committee to ensure that the program is serving the WAHI membership well.

The Committee has learned that there have been some home inspector cases brought before CDRS for resolution. For privacy reasons, the Committee is not given the personal or business names of the parties involved with the arbitration, only that the arbitration occurred, the complaint details and the decision made.

In order to maintain oversight of the program from the home inspectors perspective, the Committee is asking any inspector member involved in arbitration to provide feedback. The member may remain anonymous, if they desire, and can provide the amount of feedback they are comfortable with. Any information about the process will be very beneficial to WAHI and our members.



David Nason
Arbitration
Committee Chair
See David's contact
information below.

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

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.

SURVEILLANCE CAMERAS

A realtor contacted me regarding a WAHI inspector who turned off 2 video cameras in a home he was inspecting. The agent was calling for clarification as she was not certain what the rules are concerning recording devices. At the time of the inspection, the inspector explained he disengaged the 2 cameras in order to be compliant with the State Statutes - he explained that if his actions and any commentary were recorded and viewed by a party of than his client he would be in violation of State Statute 440.975 (7)(b):

(7) A home inspector may not do any of the following:

(b) Deliver a home inspection report to any person other than the client without the client's consent.

In the inspector's mind, by being filmed, he was "delivering" contents of his report to someone other than his client. I reached out to the Department of Safety and Professional Services (DSPS) to see how they would view this situation should someone file a complaint.

The Department would not view it as the inspector did. They said that video surveillance does not fall under sharing contents of the inspection and/or an inspection report. State Statute 440.975 (3) reads as follows:

After completing a home inspection, a home inspector shall submit a WRITTEN report to a client that does all of the following: etc. etc.(See 440.975 (3) (a-d) for remaining details)

In January 2020, Senate Bill 247 passed and a portion reads as follows:

995.60 (2) USE OF SURVEILLANCE DEVICES. Except as provided under sub. (3), an owner of real estate may use a surveillance device in or on the real estate to observe or record an individual who is present in or on the real estate for a private showing, open house, or other viewing of the real estate in connection with the owner's attempt to sell the real estate.

At the WAHI Spring 2019 Training Seminar, a speaker touched on surveillance cameras. He suggested attendees seek legal advice regarding privacy/disclosure rules in our state and/or add a disclaimer to their report. Something along the lines of:

We will make every reasonable effort to keep the results of the inspection confidential and will provide a report to you only (unless otherwise directed by you in writing). However, we have no control over home security surveillance systems that may be present and activated during the inspection, and it is possible that other parties might observe the inspection without our knowledge.

Please contact me with any questions or concerns – julie@wahigroup.com or 414.299.9766



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See page 8 for an informative article provided by InspectorPro

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John Kleinschmit (Fox Valley)
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john@proexinspections.com

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HOW TO AVOID POWER OUTAGE CLAIMS

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

Just days after his inspection, a home inspector received word from the seller's real estate agent that there was a problem. After tripping the ground-fault circuit interrupter (GFCI) in the garage, the inspector had failed to reset the receptacle. As a result, the seller's deep freezer and refrigerator sat in the garage in the July heat for approximately 50 hours with no power. Both appliances thawed, spoiling wild game that the seller's family had intended to eat next spring. The seller, an attorney, had a detailed list of what he'd lost:



1. Steaks, ground meat, sausage, tenderloin, and roasts from an Axis deer
2. Steaks, ground meet, sausage, tenderloin, and roasts from a Fallow deer
3. Steaks, ground meat, sausage, tenderloin, and roasts from three separate whitetail deer
4. Beef tenderloin
5. Several chickens
6. Two slabs of ribs
7. Other meat

Using online retailers' hunting price lists, the seller calculated that he'd lost about \$3,000 worth of game meat. He threatened to demand \$11,000, plus expenses, in litigation if the inspector didn't reimburse him for the loss.

With the help of our claims team, the inspector settled the claim with the seller for \$2,750. The inspector paid his \$1,000 deductible and we covered the rest.

Why are power outage claims common?

Power outage allegations—or claims in which a home inspector causes a breaker or GFCI to trip during an inspection—are the second most common type of general liability (GL) claim in the industry. Unlike errors and omissions (E&O) claims, general liability claims don't typically question the quality of your home inspection or service. Rather, GL claims involve bodily injury or property damage that result from the inspection. (Learn more about the two coverage types for these claims and why they're important [here](#).)

But why are the claims so common? It's easy to trip a breaker or GFCI, and it's even easier to forget to turn the power back on if you shut it off during the inspection. Power outages can lead to a lot of issues, including:

1. Lack of heating and air conditioning
2. No hot water
3. Food spoilage
4. Disruption to electric-powered medical equipment
5. No lighting
6. Damage to electronics

Here at InspectorPro, the most common complaint we hear relating to power outages involved food.

[READ MORE](#)

See page 6 for an informative article provided by InspectorPro

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

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

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

OFFICE DEPOT/MAX

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

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

See page 14 for information on their in-store program and page 15 for a program overview and the contact person to establish an online account.

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

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

UPDATE YOUR WAHI PROFILE IN 5 EASY STEPS

1. Go to 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.
3. Once logged in, the upper right corner shows your name,
"Change Password" and "Log Out." **CLICK on your name.**
4. You should now be on the "My Profile" page. **Select "EDIT PROFILE"** in the gray rectangular box.
5. After making your updates, **select "SAVE"** in the gray rectangular box at the bottom of the page.



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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 10 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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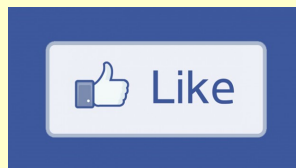
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Stay in touch with the WAHI Facebook page!

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 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

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

Paul Gomez

WAHI National Program Manager | Office Depot

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Dave Pribyl
920.660.3000

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608.255.3966

Marc Steig
715.797.1475

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Julie Arnstein
414.299.9466

Mike von Gunten
262.945.2446

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Brian Derewicz
262.3431614

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262.377.0751

Ron Miller
608.235.9836

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715937.2002

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Mark Thomas

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Andy Maliszewski
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David Welch
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Sean Martinson
Jim Oezer • Dave Pribyl

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Website

Julie Arnstein
Nick Hammetter

Welcome

See page 13 in this newsletter

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