



**Ric Thompson
President**

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Greetings Earthlings!

Fall weather is finally here and it's time for celebration. Our WAHI Fall 2021 Education House and Training Seminar is a great way to celebrate the best season of the year - I can't wait to see you all in the Dells!

I did a presentation recently at the Wisconsin Realtors Association (WRA) Convention in Milwaukee. My topic was Identifying Defects in Inspection Reports and the Required Summary Page. The attendance was lower than I had hoped but the discussion was productive for those that attended. Equally productive was the conversation I was able to have with WRA Attorney and Lobbyist Cori Lamont about how the new legislation was affecting real estate transactions. I felt we both brought eye opening perspectives to the discussion. We are fortunate to have Cori as a speaker at our upcoming seminar - I am sure she will dive into those topics at that time.

One item of note from my conversation with Cori is the lack of compliance among some home inspectors regarding the prescribed Summary Page. Keep in mind, the use of a summary page is now required and not using one is against the law. WRA is instructing their members to notify DSPS should they come across an inspector that is not using a summary page. There is a good side to this though, Cori and I agreed that this issue emphasizes the importance of using a WAHI home inspector. For the past 2 years, WAHI inspectors have been the best-informed inspectors in the state regarding the legislation. Only 1 other association (a national group) had representatives at the table during negotiations and they don't have a real big presence in the state. Their main concern in the bill was the education component as that is their focus in the industry. WAHI was the only group involved that had a consistent voice regarding the summary page, the new definition of Defect and the required use of the designation when it applies. This gives us a leg up on the nonmember inspectors in Wisconsin! Long story short...be compliant, follow the requirements and you won't get into trouble.

Now for November's Defect or No: Rubber roof flashing on a cast iron plumbing vent pipe. A couple seminars ago, we learned that rubber was the improper flashing material on a cast iron vent pipe, it should be lead. As usual, *in my opinion*, I look at the condition of the flashing. If it is in good condition, I label it as To Be Repaired. If it is cracked and pulling away from the pipe, I will elevate it to Defect, due to potential water intrusion. If it is my client who will be responsible for putting a new roof on, I suggest they ask for a lead flashing.

Be safe out there!

Ric Thompson, WAHI President

**It's not too late to attend the
WAHI Fall 2021 Education House and Training Seminar**
Click [HERE](#) to register for the Education House Peer Review (Friday morning)
and the Saturday Training Seminar

CHAPTER UPDATES



NEXT MEETING: Wednesday, November 17

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

[Sconni's Alehouse & Eatery, 1239 Schofield Ave, Schofield, WI 54467](#)

Education: To Be Announced

For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Mike Carson 715.212.4051



NEXT MEETING: Wednesday, November 3

Check-in by 5:15 pm. & Meeting/Dinner/Education to follow

Meeting may be recorded and available online also - see your email for further details.

[Hangar 54 Grill \(in CV airport\), 3800 Starr Ave, Eau Claire, WI 54703](#)

Education: Jerry Annis, Donnellan Real Estate

Jerry will address the Realtors Perspective on New Legislation.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Dan Kegley at 715.497.3458



NEXT MEETING: Tuesday, November 16

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 Announced

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



NEXT MEETING: Tuesday, DECEMBER 14 - no chapter meeting in November—hope to see you at the WAHI Fall 2021 Education House and Training Seminar instead!

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

[Maple Tree Supper Club, 3010 US-51, McFarland, WI 53558](#)

Education: Home Inspector Member John Freiburger

John will address masonry concerns.

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



NEXT MEETING: Tuesday, November 9

Check-in starts at 5:30, Dinner available starting at 5:45 pm & Meeting/Education at 6:30 pm

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

Education: Home Inspector Member Nick Hammetter

Nick has added Certified Chimney Sweep to his resume and will share information on fire place inspections and dryer/air duct vents.

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

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

October 2021

- **Wisconsin Realtors Association (WRA) Fall 2021 Convention:** A big thank you to WAHI PR Chair Bob Turicik for again coordinating the staffing of the WAHI booth this fall - Oct 5th and 6th in Milwaukee. See page 7 for Bob's acknowledgement of his volunteer pool!
- **Increasing WAHI Awareness:** WAHI is striving to increase our awareness among realtors, consumers, nonmember home inspectors/affiliates and those interested in entering the industry. The Board is exploring various Search Engine Optimization (SEO) strategies to increase our digital footprint. As we move forward, we will share ways you can increase your online presence and at the same time you help to elevate WAHI's. It takes a village to get the best results!
- **Continued Website Enhancements:** Madison Home Inspector Member Misty Russell continues to update the appearance of the website. I encourage you to take a glance - remember to do a refresh when you get to the site. **All members are asked to update their profile - add a photo, add your logo, submit a Testimonial to be included as a Featured Member on the Home Page, detail your Services Provided, etc.** Misty and I would love to hear some feedback - send comments, further suggestions, and praise for Misty's creative work to julie@wahigroup.com



Julie Arnstein
Executive Director

November 2021 and Beyond...

- **WAHI Fall 2021 Education House and Training Seminar:** IT'S NOT TOO LATE TO JOIN US Friday, November 5th and Saturday, November 6th in WI Dells. The Friday afternoon Rotation Training at the Education House is full, but we'd welcome your attendance for the Friday morning Peer Review and Saturday Training Seminar. Click [here](#) to register!
- **WAHI 40 Hour Pre-Licensing Education Program - Monday, January 17 through Friday January 21, 2022:** Our focus has always been on continuing education but now that 40 hours of pre-licensing education is required it was a natural progression for WAHI to enter that arena as well. Madison Chapter Home Inspector members Ron Miller and David Strandberg, both experienced educators, will be conducting the class. We ask all members to "spread the word" to all family/friends interested in getting in the home inspection industry. As reported previously, WAHI produced 2 marketing videos. One is intended to pique the interest of those considering a career in the home inspection industry - <https://youtu.be/K5Qly83IUwc> . The 2nd one, while similar in content, goes further into the many benefits of the membership in WAHI - <https://youtu.be/GTGKbdqYCCA> .
- **COVID-19 Safety Practices:** Please remember that regardless of your position on the virus, it's important to continue to be mindful and respectful of those your job impacts.
- **WAHI Spring 2022 Education House and Training Seminar:** Mark those calendars for Friday, March 25th and Saturday, March 26th - we will be at the Holiday In South in Eau Claire. Chippewa Valley Chapter - here we come!

You can **add your photo, logo, services provided, a testimonial and/or a link to your website** to your WAHI profile!

See page 13 in this newsletter for step by step instructions OR submit additions to me at: julie@wahigroup.com

The Board of Directors will meet at
6 PM on Friday, November 5th at Chula Vista Resort.

If you have interest in attending, contact
Julie Arnstein at julie@wahigroup.com or 414.531.3199
PRIOR to the meeting to ensure sufficient seating and handouts.



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See page 8 for an informative article provided by InspectorPro

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.

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The advertisement features a dark background with a grid pattern. On the right side, there are several overlapping images of mobile devices displaying the HomeGauge ONE software interface. The interface includes a search bar, a list of inspections with photos and addresses, and a detailed view of an inspection report with sections for 'Inspections', 'Inspection Details', and 'Appliances'.

WAHI BOOTH at WRA CONVENTION

I want to THANK the WAHI MKE Chapter on the participation to man our WAHI booth at the WRA Realtors Convention at the Wisconsin Center in early October.

A special thanks to Andy Helgeson for setting up the booth on Monday evening!

Thank you to State President Ric Thompson and Milwaukee members

David Nason & Jeff Mudlin for covering the shifts with me.

We handed out the State Standards and WAHI note pads to the 600 realtors in attendance.

See everyone at the Education House and Training Seminar at Chula Vista November 5th and 6th.



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:

 Like

Bob Turicik
920.892.7654

homeview@wi.rr.com

 Like

This article is the sole opinion of the author. WAHI strongly advises you to explore any specialized training and/or certification necessary to perform additional services as a part of your inspections.

7 REASONS WHY HOME INSPECTORS WALK AWAY

Author By Aubri Devashrayee, Content Marketing Assistant at InspectorPro Insurance

At the beginning of 2020, Bill Warner from [BC Warner Inspections](#) in Ohio received a concerning email from a potential client. Under the direction of corporate counsel, the potential client had meticulously stripped Warner's agreement of crucial provisions. The prospective client expected this modified agreement, and its new terms, to be signed for the inspection to take place.

Clearly and respectfully, Warner responded that the terms of his pre-inspection agreement were non-negotiable. The income Warner would have received for completing the inspection would have been five figures, but Warner determined it wasn't worth the risk.

"Sometimes the best deal is the one you walked away from," Warner said.

Walking Away from Inspections: Why home inspectors do

Although it isn't commonplace, there are times when walking away from clients and prospective inspections is wise for home inspectors. It keeps you from damaging your reputation, bodily harm, onsite stress, making promises you can't keep, and financial risk.

Indeed, we've found that inspectors can prevent potential claims when walking away from high-risk appointment.

In a survey we conducted of 26 inspectors, participants cited the following reasons for turning down an inspection:

1. The client wanted to alter the inspection agreement or wouldn't sign it.
2. The client mentioned a lawyer or was a lawyer themselves.
3. They were determined to negotiate price.
4. The client showed unusual interest in their insurance coverage.
5. Realtors had unrealistic expectations.
6. There was a general disregard for the inspector's safety.
7. The client was distracting, or dangerous.

We explore these reasons and provide our risk management take on each below.

1. The client wanted to alter the agreement or wouldn't sign it.

"I walk away from inspections when a client won't sign the contract or wants to alter it," said Rob Knepshield from [RBS&K Home & Building Inspectors, Inc.](#) in Colorado.

Your pre-inspection agreement is your first line of defense. It protects you by setting correct expectations, including services you'll perform and the payment they'll make. When confronting allegations, claims professionals can dismiss frivolous claims by emphasizing the limitations of liability and scope of the services outlined in your agreement.

Be aware that clients requesting to change protective contract language may have unsavory intentions. Even if they cite logical reasons for changing terms, opt out of the inspection. And, if you're uncertain about the strength of your agreement terms, read our [series on contract provisions](#) and contact local legal counsel. Most importantly, always get your agreement signed before the inspection takes place so the terms can protect you. In fact, not having a client's signature is a key reason home inspectors turn down potential business.



READ MORE

See our ad on page 5!

NEW MEMBERS

Matthew Hefti (Chippewa Valley)

Home Inspector Member

Elite Home Inspections, LLC.

608.386.0019

elitehomeinspectionsllclax@gmail.com

Todd Osborne (Madison)

Home Inspector Member

Orion Inspections, LLC.

608.640.0808

todd@orioninspections.com

Lance Ramsdell (Chippewa Valley)

Associate/Student Member

763.732.3877

provewinspection@gmail.com

John Scheffler (Madison)

Associate/Student Member

920.252.0246

jbscheffler@gmail.com

Kurt Sholly (Milwaukee)

Home Inspector Member

Home Team South Shore

262.497.4187

ksholly@hometeam.com

Michelle Sholly (Milwaukee)

Home Inspector Member

Home Team South Shore

262.782.3007

southshorewi@hometeam.com

Fiona Stoner (Madison)

Associate/Student Member

608.213.2971

fsvideo_2000@yahoo.com

Taylor Tautges (Milwaukee)

Home Inspector Member

LUX Property Inspections

920.395.9191

taylor@luxpropertyinspection.com

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

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

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

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 13 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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An IMPORTANT Announcement regarding Chapter Meetings Online

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

But, with all of that said, we recognize the need for online programming from WAHI, the ONLY continuing education provider **focused solely** on WI inspectors, WI Standards of Practice and WI rules and regulations (State Statutes)! Long before COVID entered our lives, we knew that some of our members found it difficult to attend their local chapter meetings for a variety of reasons.

Since COVID, many of our chapters have been recording and/or live streaming their meetings. As a courtesy to our members, as we coped with these strange, uncertain times, we offered continuing education credits for those meetings at no charge. This process has been by trial and error, while not perfect, the chapters did the best they could. We recognize how critical it is for speakers to speak clearly and at a reasonable volume for the value of the presentation to effectively reach our at-home viewers.

Any member not comfortable or unable to attend a meeting in-person may continue to connect with their chapter online (and we encourage that!), however, **to earn the 2 continuing education credits there will be a charge of \$20.00** - to be paid through your local chapter treasurer, in most cases. You will be notified by email if your chapter has a different plan in place. WAHI will also be **posting one “highlighted” chapter meeting per month on the WAHI YouTube channel** – for now, payment and certificates for that will be handled by WAHI Executive Director Julie Arnstein. Watch your email for specific details each month.

There are online service providers who can streamline this process but for now, we are “testing the water” to explore the response from our members and determine our best route going forward.

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

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WAHI LEGAL SUPPORT

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

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

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



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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.

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 (DPS) 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

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

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

Ryan Eigenfeld - 414.795.9018 or flarsbar@gmail.com

Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com

Andy Helgeson - 414.315.0266 or helge4674@outlook.com

Mike von Gunten - 262.945.2446 or mvgbvg@wi.rr.com

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

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

Paul Gomez

WAHI National Program Manager | Office Depot

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