

# The WAHI Inspector



## WAHI Spring 2017 Education House, Seminar and Annual Meeting March 10th and 11th

**Holiday Inn Hotel and Convention Center, Stevens Point**  
**Earn up to 15 Credits! Click [HERE](#) for details and registration!**



### From the President: SO HOW 'YA DOING ON YOUR RESOLUTIONS?



Change is tough, both personally and in business. I'm not a resolution guy, but I do have a list of ongoing goals. Some are more "wants" - i.e. I *want* to get to a meeting at each Chapter, but I haven't yet. As I have mentioned previously, WAHI has a resolution this year...to increase our Affiliate membership and their involvement in WAHI. This resolution is a top priority!

Some change is more important than other. Change, good or bad, is our only constant. How do you embrace it? It's always easiest to go with the path of least resistance and stay with the status quo, but I think our industry, your business, and WAHI are at the beginning of significant change. Technological changes in the past decade have been amazing, but what we'll see in the coming years will be mind blowing. The effect of technology on home inspections is in its infancy. Another big change will be *who* is doing home inspections. The average age of WAHI members is quite high and we'll have a lot of members retire in this decade. Attracting young, qualified inspectors is a necessity for WAHI and our industry along with strengthening our relationships with our affiliate members. We cannot be trapped by inaction; we need to understand how to move forward as an association and as individual business owners.

First, we must have a **VISION** for WAHI and ourselves. A vision that is exciting. We must ask ourselves:

- What do we want for ourselves, and our Association?
- What do you want your Association to look like?
- What can/should we do to address perceived problems?
- Who should you/WAHI partner with to make the "visions" happen?

The Board of Directors started working on goal setting last year, but as is so often the case, distractions can interfere with progress... what do we do?

Second, we must harden our **RESOLVE**. We can't sit there and hope stuff happens. We must control what we do and how we do it. Jump in the water and see if you can swim. Elections are coming up - WAHI needs more members to volunteer to serve on committees and as Chapter and State leaders. Don't let any self-doubts about your experience, limited spare time or length of time you've been a member in WAHI stop you from "jumping in" - the rewards are huge.

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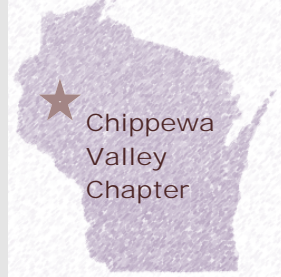


Central Chapter

Our January speaker was Bill Davis, the City of Wausau plumbing inspector. Bill discussed the concerns with lead piping in older homes and also the proper way to install dishwashers and garbage disposals.

**NEXT MEETING:** **Wednesday, February 15**  
Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
Meeting and meal is \$30; meeting only is \$10.  
**Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield**  
**Speaker:** A fellow inspector who will share the interesting details of a case study found during an inspection.

**For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Richard Duerkop at 715-241-8222.**



Chippewa Valley Chapter

**NEXT MEETING:** **Wednesday, February 1**  
Buffet Dinner at 5:30 p.m. & Meeting at 6:00 p.m.  
**Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire**  
**Speaker:** Brian Kelly, Territory Manager for Certainteed Roofing  
Brian will share information on Certainteed roofing materials, New Horizon shingles and roof venting. We encourage members to bring photos to present.

**For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Pete Saltness at 715-829-7348.**

Our January speaker was Steve Bohachek with Accurate-Airtight Exteriors. Steve addressed air sealing and insulation of residential, commercial and industrial buildings.



Fox Valley Chapter

**NEXT MEETING:** **Tuesday, February 21**  
Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
**Stone Toad, 1109 S. Oneida St., Menasha**  
**Speaker:** To be determined

**Note: Our April meeting will change to Monday, April 17, 2017 - the Stone Toad is closed on Tuesday, April 18th.**

**For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Scott Hansen at 920-716-3025.**

Our January speaker was WAHI member Rebecca Laird, Amerispec, on the Future of the Home Inspection Industry. Rebecca addressed where the home inspection industry is heading over the next 10 years and how we can add value and service to our clients. She talked about how new technology and add-on services, such as home warranties, will impact the industry and client expectations.



Madison Chapter

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

**NEXT MEETING:** **Thursday, February 23rd \*      \*DATE CHANGE: February only! - 4th Thursday**  
Roundtable at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
**Alt n' Bach's Town Tap, 2602 Whalen Lane, Madison**  
**Speakers:** Frank Acker, Cory Bunson and Shane Sparvy from Zander Solutions  
Frank, Cory and Shane will cover water entry and radon - problems and solutions!

**For speaker information, or to provide a suggestion/lead, please contact the Chapter President, Denny Kruger at 608-835-5395.**



Milwaukee Chapter

**NEXT MEETING:** **Tuesday, February 14**  
Social at 6:00 p.m., Dinner at 6:30 p.m. and Meeting at 7:00 p.m.  
**Klemmer's Banquet Center, 10401 W. Oklahoma Ave., West Allis**  
**Speakers:** Affiliate member, Matt Snyder of Guardian Exteriors  
Guardian is a full service construction company offering full service on exterior and interior building projects.

**For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Steven Knoebel at 414-828-4217.**

# WAHI Spring 2017 Education House and Training Seminar

## *To go, or not to go, that is the question.....*

The WAHI Spring Seminar is coming up. Don't feel like going to the trouble of registering and driving to Stevens Point? Here are some handy reasons **NOT** to go:

1. Who needs training to be a home inspector? I got training years ago, and now I train myself. Nine houses out of 10, I pretty much know everything in there. If there is anything in a house I do not know, I just exclude it. If my clients don't like it, too bad. They rarely do anything about it. Besides I haven't heard from any attorneys *lately*.
2. I do not need to go to a WAHI seminar to know what's going on in WAHI. I went once years ago. It's the same old stuff, and same old people. I don't know why some new people and new ideas do not show up. Hmmmm, maybe I could change that by volunteering to help on a committee or run for a chapter or state leadership position???
3. I do not need to see the dozen or so vendors that show up. I have been doing my inspections my way, without fancy tools and extra services, for 25 years and that is good enough. Let other inspectors use moisture meters, do recall checks, and other "stuff" like that. I get enough inspections to pay the bills and don't need to try to be better than other guys or increase my income.
4. I do not need to meet the candidates for WAHI leadership. Seems like the same old people. Nobody like me ever seems to run for anything. I just vote for the first name on the list. Seems like good people don't get elected to those jobs anyway. Wait a minute, a thought just popped into my head....maybe I could change that by getting involved.
5. I don't really like the travel. Stevens Point is like what...two hours away. I am happy just to do what I do every evening - eat my normal food, sit and watch my normal TV shows and do my reports. I don't care if it is all business expenses and essentially free, it is still a hassle. Why would I want to attend the Friday night Vendor Cocktail Party? Who wants to socialize with fellow inspectors, eat great food and have the opportunity to win a 1-yr membership (or renewal) in WAHI or one of the other great raffle prizes donated by the vendors?
6. I don't need any more CEUs. I am sure I will get enough somehow, and if not, so what? What are the chances of another audit in the next couple years? You know, the State was pretty upset with the results last time, it may come again sooner than I think. I really had to scramble last year to meet the requirements.
7. I don't need to know what every other inspector is doing. So what if I get sued because I measured a basement wall differently than everyone else or because I didn't state something in the report in the best way. I don't mind getting sued and meeting with lawyers - I like a good fight. Actually, now that I think about it, I got really nervous the last time a client called. Whew, I was lucky to talk my way out of that complaint.

So, if you are having a debate with yourself about whether to go to the seminar, maybe one of these excuses sounds like you. If so, feel free to use it. If you think you are **better than that**, join us at the seminar and hang out for a day or two with your fellow WAHI members. People get out of WAHI what they put into it, 2017 is a great time to become more active!

See YOU there!

~ Roger Kautz, Milwaukee Chapter Vice President

# What's Happening in WAHI?

By Executive Director, Julie Arnstein



Here is the 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), 414.299.9766

## January 2017

- The Spring 2017 Education House and Training Seminar is fast approaching! As you know, we are in Stevens Point (for the 1<sup>st</sup> time!) at the Holiday Inn Hotel and Convention Center - March 10th and 11<sup>th</sup>. The Education Committee has done a **FANTASTIC** job on our speaker line up for the Education House as well as the Saturday "classroom" training! Just a couple of "carrots... David Rushton (Fall 2016, Electrical presentation) will return on Saturday to present his Old Homes topic. David was so well-received in fall - we were thrilled he could fit us into his busy schedule again so soon! For our Education House, Chair Mike von Gunten has arranged for a blower door test to be performed - the demo will include use of an infrared camera to show the details of an energy audit. You don't want to miss this seminar! Registration is up on the website. Don't wait to book your room at the Holiday Inn - **room block lifts on Thursday, February 9th.**
- For any WAHI committee work, remember WAHI has an account with an online meeting provider, Zoom. This service is available for use by the Board of Directors, chapter leadership and State and Chapter committees. Contact me for further information or to schedule a meeting for your group.

## February 2017 and Beyond...

- The 2017 State Election, to fill the 4 State-Elected Member at Large seats on the WAHI Board of Directors, will be held right AFTER the spring seminar. See page 5 in this newsletter for important dates.
- Chapter elections are upon us this spring as well. Chapter elections are held at the chapter-level at a monthly meeting. Check with your chapter leadership if you would like to get involved as a candidate and/or to find out election details. All chapter leadership positions are up for election every 2 years – President, Vice President, Secretary, Treasurer, Education Chair (lines up monthly speakers) and Chapter-Elected Member at Large (serves on the State Board of Directors).
- An association like WAHI counts on its longtime members to bring stability and maintain the history of the association but we desperately need our new members to become involved too and bring forth new ideas and energy. If a leadership position seems too daunting for your initial involvement, check out the last page of the newsletter – see if a committee looks of interest to you – we welcome (*need*) your involvement!

# State and Chapter Elections 2017

By now (hopefully!) you have talked about the upcoming elections at your January chapter meeting and are considering serving in a position of leadership in the coming year, be it at a chapter or state level positions. 2017 brings Chapter **AND** State elections.



## The State Election:

The membership will be electing 4 State Board of Director Member at Large positions. Each position is a 2-year term. The election will be held in mid March, very soon **AFTER** the WAHI Spring 2017 Education House and Training Seminar in Stevens Point. This plan has been previously announced. The intent (and goal!) is to increase voter participation. The thought is that seminar attendees will now have an opportunity to meet the candidates in addition to reading their bios.

The State election will again be held electronically – using the same process used the past 3 years. I am happy to report that **ALL** WAHI members now have an email address. That's progress!

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

## Important Deadline Dates

- **Friday February 24<sup>th</sup>**  
Nominations Deadline: Please contact Nominations and Elections Chair Andy Helgeson to submit nominations.
- **Sunday March 5<sup>th</sup>**  
Bio Deadline: All candidates are asked to submit a brief bio to share with the members eligible to vote. Julie Arnstein will contact all candidates regarding their bio.
- **Friday March 17<sup>th</sup>**  
Voting Deadline: Vote must be cast by end of day (11:59 PM) to be included in the ballot tally. Members with voting rights will be able to cast their vote starting Monday March 13<sup>th</sup> through Friday March 17<sup>th</sup>.

## Chapter Elections:

All Chapters will hold elections in spring 2017. Leadership positions on the Chapter level are: President, Vice President, Secretary, Treasurer, Education Chair and Chapter-Elected Member at Large (serves on the State Board to represent your Chapter). All positions have a 2-year term.

Chapter elections are held during a Chapter meeting, typically in March or April. If you have interest in serving at your Chapter level, you may contact your Chapter President, who serves on the Nominations & Elections Committee or Committee Chair Andy Helgeson (see contact info above).

## Members Only - Interactive Forum

It has come to our attention that many of you may be unaware that 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, of this newsletter 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.

(President continued from page 1)

Next, find a **REASON** why making these changes is important to you. *Vision and resolve* don't matter if it's not a priority. WAHI is always working to improve our value to you. I personally assure you that getting involved in WAHI will increase your professionalism! There are costs to settling for the status quo - the longer you stay in one place, the further behind you get. Your *reasons* for moving forward must be passion-based - look forward to meeting new people and learning more about your profession. Don't let fear or uncertainty get in your way!

Finally, **RAISE your** standards! I, along with many other successful WAHI inspectors, believe we are the best in the business. But being happy where you are doesn't mean there is no room for improvement. I live by the motto - *learn something new every day*. We all need to push ourselves - don't settle for self-imposed limits. Getting more involved in WAHI will raise your standards (not to mention, add some fun!). One of the greatest benefits of my involvement is the time I spend with so many great WAHI members who have also decided to be involved.

So, between your next Chapter meeting and our spring Annual Meeting (held during lunch on Saturday at the seminar), resolve to get involved.

Oh, and did I mention our Affiliate Membership Drive?

Looking forward to seeing and talking with you at our Spring Seminar in Stevens Point!

~Andy Helegeson, President

## WAHI Annual Meeting

The 16<sup>th</sup> Annual Meeting will be held in conjunction with the WAHI Spring 2017 Training Seminar during lunch on Saturday. Members not attending the seminar/lunch but interested in attending the Annual Meeting should contact Julie Arnstein by Monday March 6<sup>th</sup> to ensure sufficient seating in the room.

## WAHI Board Meeting

The next WAHI Board of Directors meeting will be Friday, March 10, 2017 starting at 2:00 pm. This meeting will be held in conjunction with the Spring 2017 Education House and Training Seminar. All WAHI members are welcome to attend. Please contact Julie Arnstein by Wednesday March 1st if you would like to attend - [julie@wahigroup.com](mailto:julie@wahigroup.com) or (414) 299-9766.

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# WAHI Spring 2017 Education House, Training Seminar and Annual Meeting

Join us March 10<sup>th</sup> and 11<sup>th</sup> at The Holiday Inn Hotel and Convention Center in Stevens Point!

**Friday the 10<sup>th</sup> - Education House, Board Meeting and Vendor Cocktail Party**  
**Saturday the 11<sup>th</sup> - Training Seminar and Annual Meeting**

Back by popular demand...David Rushton will speak again on Saturday! David's electrical presentation in fall was soooo well-received that we are bringing him back! He will present his Old Homes program. David has received high marks from attendees on this topic when he has spoken at ASHI Inspection World.

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

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## Feeling a Little Apprehensive about Attending the Seminar?

Maybe you have never gone to a WAHI seminar, and might like to check it out, but you're feeling a little uncomfortable because you don't know a lot of other inspectors. Don't worry, a lot of us have felt that way.

The reality of our business is that we work alone and rarely get to talk to fellow inspectors about how we - or they - do things. You will be amazed at how fast you get to know people when you have so much in common!

*Are you wondering about what software other people are happy with? If anyone has good - or bad - experiences with a particular insurance company? Has anyone resolved the conflicting information about black CSST? Ironically, while the formal training schedule is valuable, some of the best information we get are during the breaks or over lunch.*

These seminars are our opportunity, twice a year, to get together, learn a few things, and share some laughs. Got a great story about a "creative" homeowner who built his shower around the electric panel, or used dryer vent for a chimney, or who decided to create his own plumbing codes? Home inspectors love these stories, and only we can really appreciate them. So don't worry whether or not you will fit in; in fact, there are few places that you will fit in better.

*~Valuable insight from a fellow WAHI member*

# WAHI Arbitration Program



Not every homeowner/inspector interaction goes smoothly. Although all members are encouraged to make every effort to resolve disputes on their own, we know that is not always successful.

*WAHI's Dispute Resolution Program* is here for you during those difficult times.

The process begins when the complainant (homeowner) contacts the Program Administrator at Resolute Systems by one of the following ways:

**Mail:** 1550 N. Prospect Ave, Milwaukee, WI 53020

**Email:** [info@ResoluteSystems.com](mailto:info@ResoluteSystems.com)

**Website:** [www.resolutesystems.com](http://www.resolutesystems.com)

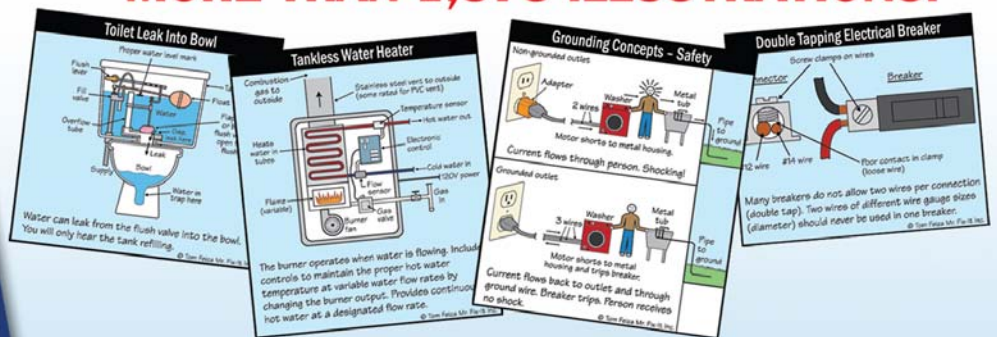
For more information, please contact Arbitration Committee Chair, Mark Thomas at (414) 486-2367 or [mark@thomasbuildingconsulting.com](mailto:mark@thomasbuildingconsulting.com)

# NEW!

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- Prior Acts: Keep Coverage for all Your Past Work
- Free Risk Management and Pre-Claim Assistance: "First Defense" defends and protects insureds against frivolous complaints, potentially saving you deductible expense, higher premiums and a negative claims history.
- Coverage for all inspectors employed by the firm, Additional Insured for Agents and other Referring Parties. Independent Contractors are free.
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## 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 multiple email addresses or are uncertain of your WAHI email address, contact Julie at [julie@wahigroup.com](mailto:julie@wahigroup.com) - she can provide your WAHI address or update it for you.
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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**INSPECTION TIP:**

**“We are unaware how well the fireplace drafts.”**

When I inspect a home for sale often I will include the line, "We are unaware how well the fireplace drafts." I do this because many homes these days have negative pressure problems. If a fireplace has this issue, it can be very frustrating and possibly costly. If, in your inspection report, you do not have a reference to how well the natural fireplace may operate, it is my opinion that you may want to consider putting one in there.

**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.

Contact Joy Bott at  
414-395-0639 or email her at  
joy@thoroughinspectionsservices.com



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www.enviroinit.com

# NEW WAHI MEMBERS

## David Balistreri (Milwaukee)

*Affiliate Member offering design and inspection of roofs, walls and foundations*  
Building Envelope Consultants, Ltd.  
262-549-1949  
sylviag@building-envelope.net  
https://building-envelope.net

## Jerrod Beatty (Fox Valley)

*Home Inspector Member*  
Transcendent Home Inspection, LLC.  
920-629-3988  
beatty-j@comcast.net

## Steven Bohacheck (Fox Valley)

*Affiliate Member offering energy-efficient construction services on new and existing residential and commercial buildings*  
Accurate-Airtight Exteriors  
920-600-1225  
steveb@a-aexteriors.com  
www.theairbarrier.com

W  
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## Rick Francis (Milwaukee)

*Home Inspector Member*  
Shamrock Building Inspection  
Consultants, LLC.  
262-367-1536  
rick@shamrockwi.com

## Joe Haluska (Milwaukee)

*Home Inspector Member*  
Home Critic Property Inspection  
262-989-4496  
joehaluska@home-critic.com

## Paul Hanneman (Fox Valley)

*Associate/Student Inspector Member*  
Hanneman Holding, LLC.  
paul.hanneman@hotmail.com

## Leonard Wilkosz (Madison)

*Home Inspector Member*  
Wolf Home Inspection, LLC.  
608-509-2730  
wilkosz@att.net

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## The Online Guide to Booking More Inspections by Josh Fulfer

For anyone looking to book more home inspections, be sure to download "The Online Guide to Booking More Home Inspections." Within this guide you will learn how to leverage your website, and Google, to attract new customers and book more inspections. This 23-page guide is FREE to all WAHI members, compliments of Josh Fulfer of KVF Marketing, a Milwaukee Chapter Affiliate.



Click **HERE** to download  
"The Online Guide to Booking  
More Inspections"  
by Josh Fulfer

Also, in conjunction with the recent WAHI conference, Josh is offering free website evaluations to all WAHI members. Email your website url to [josh@kvfmarketing.com](mailto:josh@kvfmarketing.com) if you'd like a free, no-strings, evaluation of your website. See my ad on this page.

## WAHI Legal Support



Attorney Roy Wagner of von Briesen and Roper continues to offer risk-free initial counseling to members with legal concerns. If further legal assistance is requested, the cost of the initial consultation will be included in the bill.

Contact Roy Wagner at  
(414) 287-1250 or  
[rwagner@vonbriesen.com](mailto:rwagner@vonbriesen.com)

## Stay in touch with WAHI's Facebook Page

Our [WAHI Facebook page](#) provides the perfect opportunity to make chapter announcements, post minutes, post meeting changes or just see what your fellow members have been up to.



If you have any questions, please contact:

**Bob Turicik**  
920-892-7654  
[homeview@wi.rr.com](mailto:homeview@wi.rr.com)

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**[julie@wahigroup.com](mailto:julie@wahigroup.com)**

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Longtime Milwaukee Chapter member and Embassy Homes architectural designer, Andrew Risch, is involved in the Special Spaces organization.

Special spaces, is a non-profit that creates dream bedrooms for children with life threatening illnesses.

The program is always looking for volunteers. If you would like to give of your time and talents, please contact Andrew at 262-841-8510 x111 or

[Andrew@embassyhomes.com](mailto:Andrew@embassyhomes.com)

[specialspacesmilwaukee.org](http://specialspacesmilwaukee.org)



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