



## The WAHI Inspector

TM

### From the President: WHAT'S IN OUR FUTURE?

Hello WAHI members!

Fellow WAHI members and friends, how do you see the future of your business? I see big changes coming...to add to all of the other changes we've seen in the last couple of decades.

#### When I started over 25 years ago:

- There weren't many professional inspectors around.
- Almost every Inspector was using an on-site, paper report.
- Inspections were simpler – we didn't include as much detailed information or address as many items as we do now.
- We didn't have as many "gadgets" available to us.
- Radon was an insignificant portion of the business.
- Environmental concerns were limited mostly to lead paint and asbestos.
- I spent most of my time trying to convince people to have a home inspection when they purchased a property - only 10 to 20 % of home sales had an inspection.
- Realtors thought we were the enemy and didn't understand we were saving them from potential lawsuits.
- Lawsuits were a constant threat from lawyers who preyed on inspectors.
- You were on your own.

Ahh, the good old days!

#### Now:

- The bar for what a proper inspection is has been raised significantly.
- We have minimum standards from the State that we must adhere to.
- Your competition is using more "gadgets" and inspecting more items – raising the level of what is expected as "standard practice" in your area as judged by the legal system.
- Now, my regular Realtor referrals expect and demand thorough inspections and full disclosure. They regularly tell me, ahead of time, the potential problems they want particular attention to.
- WAHI is here to provide you with the knowledge, through Chapter meetings and seminars, to help you excel out in the field (a shameless plug for WAHI).
- WAHI provides a pathway to save you from litigation through the WAHI Inspection Agreement - just one of many benefits of WAHI membership.

*(continued on pg 4)*



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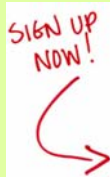
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## WAHI Fall 2016 Education House and Seminar

November 4th and 5th  
The Wilderness in the WI Dells!  
Earn up to 15 credits!

Details and registration at: <http://wahigroup.com/event-2300489>





Central Chapter

Our August speaker was Damond Pikus of Kulp's Roofing. Bob Kulp, owner of Kulp's, is an Affiliate member and a trained contractor arbitrator for the WAHI Dispute Resolution Program. Damond talked about the new types of roofing available and what to look for on the roofing materials, such as cracking and granular loss. He also explained the possible causes for these defects.

**NEXT MEETING: Wednesday, September 21**  
Social at 6:00 p.m. & Dinner/Meeting 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: To be determined**

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



Chippewa Valley Chapter

Jim Koehler substituted for Byron (who could not make it last month) and gave a presentation on well, septic, pressure tanks and water control systems.

**NEXT MEETING: Wednesday, September 7**  
Buffet Dinner at 5:30 p.m. & Meeting at 6:00 p.m.  
*Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire*  
**Speaker: Byron Bogstad, Byron's Plumbing**  
Byron will be presenting information on plumbing systems, drainage, venting and water heaters. (\*Byron was rescheduled from the August meeting).

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



Fox Valley Chapter

Our August speaker, Paul Birschbach, hosted a field trip to a new, under construction home where building codes were observed and discussed. Chapter members Bob Turick and Scott Hansen also demonstrated their drones during the field trip - very cool!

**NEXT MEETING: Tuesday, September 20**  
Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
*Stone Toad, 1109 S. Oneida St., Menasha*  
**Speaker: To be determined**

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

**IMPORTANT ANNOUNCEMENT:** Please note the meeting location change starting in September.

**NEXT MEETING: Thursday, September 15\***  
Roundtable at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
*Alt n' Bach's Town Tap, 2602 Whalen Lane, Madison, WI*  
*Next to American TV off the Beltline at Todd Drive Exit*  
**Speaker: Chris Lukens, Preferred Home Sales & Construction**  
Chris will share his expertise on wood and tile flooring through his construction business, but will also share some insight as a realtor with ReMax Preferred.

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

**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, September 13**  
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 Karla Newman of Radon Remedies & Scott Fischer of Gift of Wings**  
Karla will speak about radon testing and Scott will present on drones for business use.

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

# 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 or 877.399.WAHI

## August 2016

- The Marketing Committee has been hard at work focusing on our upcoming Fall 2016 seminar. A postcard and email campaign will start very soon in an effort to increase member and nonmember attendance at our upcoming Education House and Seminar, as well as general WAHI-awareness.
- Membership renewal has finalized. Our current membership numbers are:
  - 332 total members
  - Affiliates = 65
  - Associate/Student = 2
  - Home Inspector = 264
  - Retired = 1
  - New members since July 1<sup>st</sup> = 12
- Remember that WAHI has signed on 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.

## September 2016 and Beyond...

- Our Education Committee has finalized our WAHI Fall 2016 Education House and Training Seminar and registration is open on the website - <http://wahigroup.com/event-2300489>  
We are scheduled for Friday November 4<sup>th</sup> and Saturday November 5<sup>th</sup> at The Wilderness Resort in the WI Dells/Baraboo area. See you there!
- The Arbitration Training Clock is ticking...**even louder!** The December 2016 goal for an Arbitration Training event is fast-approaching. All members will receive an email providing you with all the info needed to share with a prospective new affiliate/contractor arbitrator. Please continue to seek out new affiliate members to join your chapter. There is **a lot of work to be done** prior to scheduling a training and that **falls on each and every member in WAHI**. In order for WAHI to have a successful Arbitration program we need **many** qualified affiliate members, at each chapter. A solid program needs to be in place should the need for arbitration arise. It is every WAHI member's responsibility to assist in this goal.
- Wisconsin Realtors Association Fall 2016 Conference – September 13 and 14. Not sure where PR Chair Bob Turicik is on his volunteer pool but see page 5 in this newsletter for details on when, where and how you can participate! This is a great opportunity to spread the word about WAHI....not to mention, connect with 100's of realtors and meet a few fellow WAHI members from around the state.
- Looking ahead to the Spring 2017 Education House and Training Seminar! WAHI is exploring locations in Eau Claire and Stevens Point. If you have a suggestion of a location that could fit our needs let me know – [julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.299.9766.

(From the President continued from page 1)

If you're not using the WAHI Inspection Agreement, you're standing out there in front of the lawyers naked. **I know I repeat myself, but it is crucial that every WAHI member has the current Arbitration Clause in their Inspection Agreement so you can avoid Litigation. This subject should be at the top of the agenda at every Chapter meeting! In addition, every member should be bringing qualified Affiliate members, who you trust, respect and refer, into WAHI as candidates for the upcoming Arbitration training . The Arbitration Committee will need time to review and qualify new affiliates interested in serving as an arbitrator.**



All of this is very important, but I see even bigger potential changes just around the corner.

Technology is progressing so fast it has, and will continue to, significantly impact how we conduct our business. For instance, accepting credit cards and scheduling inspections online, once considered something only a bricks and mortar business could do, is part of our daily business. Our "smart" phones are already the primary source of information for all of us and the public in general. Our clients are coming to expect all contact via their phone, and if all your competition is using electronic reports formatted for phones, you'll need to follow.

One of the biggest potential changes is the likelihood of standardization in our profession. "Standardized everything" is being pushed on many fronts nationally and here in Wisconsin in particular. All of us must see the big picture and understand that national trends are like a snowball rolling downhill. That's exactly what happened with licensing - WAHI was formed in 1995-96, in an effort to fight back against the WRA's introduction of licensing legislation. Since then, state licensing has grown from its horrible start in Texas, to the legislation passed here in Wisconsin in 1996, and has now spread across the country. As is often the case, Wisconsin sets a standard that is followed nationally.

Computerized reports have become the norm. There are many out there who look at this technology and say "Why can't we just make one Standard of Practice and one Standard Inspection Report? It will be make things so easy and eliminate all confusion." **This effort has no basis in serving our clients and the public! Standard reports will never solve the problem of bad inspections and bad reporting. We all know the mountain of standard forms used by Realtors doesn't prevent problems created by poorly trained and/or incompetent Realtors.**

For a long time, the WRA has been working toward a goal of developing a Standard Report Form, as well as redefining the definition of a "Defect". Part of the intent is to also remove liability from their members and push it onto Inspectors. WAHI leadership have been learning more about this effort and are working toward a response/action. We've had very productive meetings with people who can help us, and soon we will have our plan of attack outlined.

**To ensure our profession remains the *best friend* of those buying and selling real estate in Wisconsin, it will require involvement and effort from every WAHI member (and others!) as we go forward. Home inspectors are the one component in a real estate transaction who is impartially looking out for the best interests of the public.**

This issue is so important to anyone conducting licensed home inspections in Wisconsin. WAHI has added a module to the upcoming Fall seminar line-up to inform WAHI members of the effects of any potential legislation and our action plan to deal with it. All members will want to attend so we as individuals, and as an association, are prepared for the potential changes to our business.

As always, I welcome comments, feedback, and suggestions from you, at any time. If you have information regarding the above-mentioned potential legislative efforts, please share that at your Chapter meeting, contact your Chapter-Elected Board Member or any member on the Board of Directors - all Board members are listed on the last page of each newsletter.

I look forward to seeing you all at our Fall Seminar!  
Andy Helgeson, President

## 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 12, 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.

## 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)

## WI Realtors Association (WRA) Convention

WAHI is happy to report that once again our Public Relations Chair, Bob Turicik, is coordinating a WAHI booth at the upcoming Wisconsin Realtors Association (WRA) Fall Convention in the Dells.

Bob is looking for members to staff the WAHI booth at the Kalahari on:

**Tuesday, September 13<sup>th</sup>**  
**between 8:30 and 5 pm**  
and

**Wednesday, September 14<sup>th</sup>**  
**between 8 am and 3:30 pm**

Contact Bob Turicik at 920-892-7654  
or [homereview@wi.rr.com](mailto:homereview@wi.rr.com)

if you would like to volunteer or have questions.

Volunteers may bring their own business cards to distribute while working the booth.



Volunteers are responsible for their own expenses.

## 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)**

## Special Board Meeting

Thursday, September 15, 2016, 12 pm

Atty. Roy Wagner's Office

Topic: Potential Standardized Report Form Legislation

Please contact Julie Arnstein with any questions.

## Charlie's House

A couple of our members attended ASHI Inspection World 2016. They were very impressed with an organization they discovered, Charlie's House, and felt the information would be valuable to you and your clients:

*On November 1, 2007, Charlie Horn, a 2-year-old Kansas City boy, was killed when he attempted to climb a 30" dresser in his home. It was through this tragedy that Charlie's House was born.*

*What started as a memorial and an outpouring of public support has grown into a 501 (c)(3) not for profit organization with safety at its core - dedicated to keeping the community informed and engaged when it comes to preventing injuries to children in and around the home.*

*As part of this mission, Charlie's House participates in and sponsors community-wide events to provide home safety information. Plans are also underway to raise funds for a safety demonstration house that will provide adults with real-life demonstrations, examples and resources on children's safety.*

For further information visit their website - <http://charlieshouse.org/>



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# NEW WAHI MEMBERS

**Patrick Bergmann** (Milwaukee)  
*Home Inspector Member*  
BHOME Inspections, LLC.  
262-853-9540  
PABergmann66@yahoo.com

**Mark Hardy** (Milwaukee)  
*Home Inspector Member*  
MH Property Inspections, LLC.  
262-255-9553  
mhpropertyinspections@gmail.com

**Sean Martinson** (Madison)  
*Home Inspector Member*  
Compass Home Inspections & Services, LLC.  
608-206-1108  
sktailhook@yahoo.com

**Paul Zenker** (Central)  
*Associate/Student Member*  
920-379-6790  
pazenker@yahoo.com

**Gregg Zetzman** (Milwaukee)  
*Affiliate Member*  
*Providing Radon Services*  
Radon Mitigators  
262-528-9966  
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*"Hey Matt...I collected many estimates but the combination of value, flexibility and knowledge was unsurpassed by OREP..*

*Maria patiently answered all of my questions and moved pretty quickly when I pulled the trigger. Let's hope I can never tell you how good the service is beyond that!"*

*— Henry "Sonny" Toman*







## SPECIAL SPACES FOR KIDS

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)



### We encourage members to keep in contact and make sure their information is current!

We want other members and potential clients to be able to contact you. Also, we send interesting and timely emails that you may miss out on if your contact information is out of date.

If your information has changed, please see page 12 of this newsletter to log-in and update your profile or contact Julie at: [julie@wahigroup.com](mailto:julie@wahigroup.com)



17425 Gebhardt Rd.  
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## Are All Level II Inspections the same?

I admit I can be somewhat of an old "fuddy duddy". While my industry has been pushing video scanning of chimneys forever, I have not. A couple of years ago I broke down and bought a video scanning system. What the camera can see versus a human eye (from below and above) is night and day.

The interesting thing I am finding however is how unscrupulous some in my industry can be - i.e. showing pictures/video of the masonry flue systems that are from a different home and/or showing pictures/video of damage indicating the need for a new liner, when in fact the damage is in the top 2-4 feet of the chimney which is something that can easily be remedied by working on just that 2-4 feet.

Should you be calling out Level II inspections? I recommend telling your client to have the chimney company document (in detail) where the damage is in the chimney and what the specific problem is in that area. They should state.... open mortar joint, cracked flue tile, etc. Too often contractors will send a whole bunch of pictures that are barely legible and don't document where the damage is. If you are paying for a report, you should at least get a written document detailing what is going on and where.

Happy Inspecting!

Add a photo to the WAHI website and link it to your business site!



WAHI's website member database has a **NEW and IMPROVED** multi-choice search option.

Submit photo and/or company website info. to:

**julie@wahigroup.com**

## CHAPTER SECRETARIES



You are reminded to include upcoming speakers and topic information when you submit monthly meeting minutes to Julie Arnstein at [julie@wahigroup.com](mailto:julie@wahigroup.com)

The information will be included in the monthly newsletter and will also be posted on our website at:

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



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Office Max joined forces with Office Depot.

Office Max/Office Depot revised their online program. Based on these changes, we would encourage members to shop in-store to take advantage of any discounts offered (see page 14).

Please let Julie know if any of your frequently purchased items are not included in the program.

[julie@wahigroup.com](mailto:julie@wahigroup.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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### Exterior Maintenance

Most homeowners don't understand the role good exterior drainage and proper working gutters and downspouts play in protecting their basements from water damage. I had a recent discussion with several home inspectors on this very issue. We all agreed that the answer is always **poor exterior maintenance**. I suspect just about every home inspector stresses the importance of this on just about every inspection. Unfortunately, in spite of that, most of us seldom return to a property where the homeowner followed any of our recommendations.

As a consultant, I find the most efficient way to identify the cause of water entry is by inspecting the interior of the basement first. I make a drawing of the basement, and note on my drawing where the water entry occurred and where it did not. I then go outside to the area of concern to see what's different about that area - I might find a downspout with no extension or a downspout buried underground.

Wet basements are one of life's biggest headaches, yet most homeowners are so afraid of making the wrong decision they ignore the problem until they are forced to deal with it. Often with a leaky basement, homeowners panic - they pick up the phone and call a foundation repair contractor rather than walk around their home during a "heavy" rain to investigate the problem themselves. The point is to make an effort to identify the source - correcting that can often save thousands of dollars. A lesson many homeowners and foundation repair customers wish they had known.

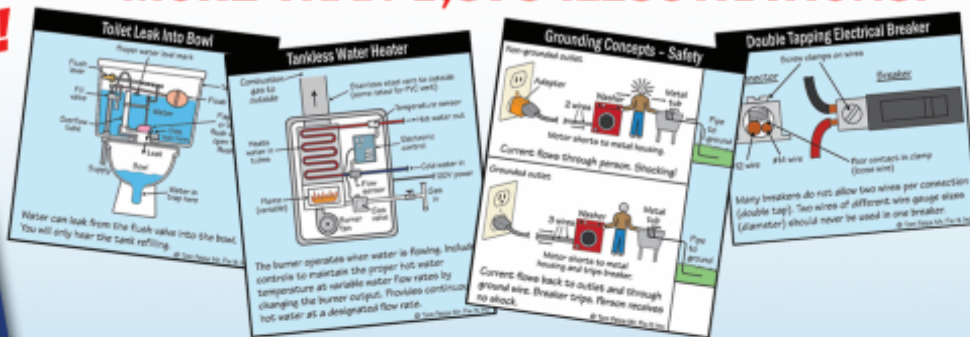
*Rudy Kuss. Real Estate Attorney & Broker (February 14, 2016)*

*Many homeowners call basement waterproofing companies when they discover that they've purchased a home with a leaky basement. These companies are not looking out for your best interest and are only interested in selling you their "one size fits all" solution. Instead, you should call an independent basement expert like Chuck Weber. Chuck will tell you if you really need basement repairs, but he will also suggest less expensive solutions that could solve your problem for thousands less!*

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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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## 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 Douthwaite Bott at 414-395-0639 or email her at [joy@thoroughinspectionservices.com](mailto:joy@thoroughinspectionservices.com)

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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.



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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.



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