



## The WAHI Inspector



TM

# 2015 WAHI Fall Training Seminar

Join us November 6<sup>th</sup> and 7<sup>th</sup> at the Wilderness in Wisconsin Dells!

Friday - Education House and Vendor Cocktail Party

Saturday - Training Seminar

Saturday speakers are Steve Preins of Quality Education Group on new technology in residential construction, WAHI members Tom Feiza, Andy Helgeson and Arbitration Committee Chair, Mark Thomas, sharing the details, benefits and importance of the WAHI Arbitration Program and Josh Fulfer of KVF Marketing on getting increased exposure through your website and social media.

See the WAHI website for registration and further details. See you there!



From the President:

## What is a "Defect" as a Home Inspector?

Happy Halloween everyone!

I was having a discussion with one of our members last night. He called about an issue with a buyer and the perception of different thoughts from the parties involved in the sale of a house on what a "defect" is on a house inspection. The buyer was told by the selling Real Estate Broker that the inspection has to state that an item in the report is a "defect" in order to ask for repair or get out of the deal. This is actually a complex issue to define on two basic fronts. Since my wife is a Real Estate Broker, and has been in real estate for 25 years, we talked about the subject after my phone call. My wife also basically retired from my company a few years back. She used to be my office manager when we had 7 inspectors covering three WAHI Chapter areas. I felt she would have great feedback and some advice looking from both the realtor side and the inspector side.

In this case for the inspector on this home sale, the buyer was also a realtor. The buyer said that he needed the word "defect" in the report to get out of the home sale since they no longer wanted the house due to the conditions of the house. This was what the listing broker told them.

So the two points of importance are as follows-

1 - There is no definition of a "defect" in our licensing, and our requirements are "to observe and describe." We are not required to rate a component. Also, observe and describe is a wide open interpretation. I can observe and describe windows as "double hung, wood, basement, fixed, functional, poor," and/or many other words to choose from. Also, one of the great advantages we have is we can design our reports in many, many different ways. While our job definition has many "Must Report" items, we also have a lot of freedom as to how we report.

2 - Our licensing has no reference to a real estate transaction or sale. We are not in direct involvement with a real estate sale, we did not sign into any real estate paperwork. While we are most of the time performing an inspection because of a real estate sale, we are not directly involved in that contract.

(continued on pg. 3)

### IN THIS ISSUE...



CHAPTERS  
pg. 2



NEW MEMBERS  
pg. 4



WAHI ELECTIONS  
pg. 5



The attending inspectors had a roundtable discussion on the new code for crawl spaces. We talked about the different problems we run into when inspecting crawl spaces and basements.

**NEXT MEETING: Wednesday, November 18**  
Social at 6:00 p.m. & Dinner/Meeting at 6:30 p.m.  
Meeting and meal is \$30; meeting is only \$10.  
*Palms Supper Club Steak House, 5912 Business Hwy 51, Schofield*  
**\*Speaker: A representative from Home Insulation**  
*\*The speaker was rescheduled from October.*

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



**NEXT MEETING: Wednesday, November 4**  
Buffet Dinner at 5:30 p.m. & Meeting at 6:00 p.m.  
*Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire*  
**Speaker: Rick Pendegast, Real Estate Attorney**  
*Rick will be discussing inspection report writing, liability and LLC business conforming and regulation.*

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



October's education was provided by Affiliate Member, Robb Vandenberg, the Dryer Vent Wizard of NE WI. He discussed the importance of proper vent materials, design, installation and maintenance.

**NEXT MEETING: Tuesday, November 17**  
Social at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
*Stone Toad, 1109 S. Oneida St., Menasha*  
**Speaker: A representative from Hoheisel Painting**  
Discussion will be about proper application of paints and how to handle a variety of painting issues and problems.

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

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

To all of our Madison members - Enjoy the upcoming holiday season and Happy New Year to you and yours! We look forward to seeing you at our January 2016 meeting.



**NEXT MEETING: Thursday, January 21 (2016)**  
Roundtable at 6:00 p.m. & Meeting/Dinner at 6:30 p.m.  
*Rocky Rococo's Pizza, 1753 Thierer Rd., Madison*  
**Speaker: To be determined**

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

*The Milwaukee Chapter will not meet during the month of December.*



**NEXT MEETING: Tuesday, November 10**  
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*  
**Speaker: Chris Mancuso, Accurate Basement Repair**  
Affiliate member, Chris, will cover what to look for inside and outside when doing an inspection, drain tile testing, and how they determine repair costs.

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

## President's Letter (cont'd)

As my realtor wife heard the conversation from me, she stated that really, the realtors involved here are not performing their duties properly. This inspector stated that he rated the issues as Repair/Review, and explained the issue while directing that further review should be performed by a qualified contractor. This is the important fact and what is necessary for you to have in your report. We are not the expert, we are the family doctor. We referred the issue to the Oncologist because they are the expert. Due to the inspectors report language, the buyer can get a professional opinion and still probably walk away if needed. I think the important point is really not the rating, but the verbiage in the comment. BUT, where potential liability and problems would come up, is if we rated the issue on the component as "Satisfactory" or "Functional." So in summary, it is important that we describe and advise properly, and that the rating, if you are using a rating system, directly follows the comment and that they all work properly together.

This job gets more difficult every day, and not reporting properly opens you to a lot of liability. We hear stories now of sellers filing complaints or lawsuits against inspectors. A complaint to the state is not something you can do anything about, but a lawsuit is different. This would be a great topic for a "Roundtable" discussion in your chapters. There are always many different points of view that we can all learn from each other. In this case, the inspector did his job properly and the other parties involved need to do theirs.

Respectfully submitted,  
Kent Schwanke



**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 web addresses to:

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

## **Kent's Chapter Meeting Challenge – Now through November 30, 2015!**

**LAST MONTH!**

**I am hoping you have not forgotten the challenge I presented to all WAHI members in my May 2015 President's Article. Just in case it has slipped your minds already...I am offering a \$50 gas card to the WAHI member who visits the most chapter meetings outside of their own chapter from the dates of May 1, 2015 - November 30, 2015. The only condition - you MUST have a minimum of three other chapter visits (it can be the same chapter). There are over 30 chapter meetings between now and November 30<sup>th</sup>.**

**I encourage you to visit other chapter meetings. What do you have to lose? Nothing! What do you have to gain? A LOT! At a minimum, you will meet new members and who knows what they may offer to help you become a better inspector.**

**Over the course of my 17+ year membership in WAHI, I have visited Fox Valley (my chapter) over 90 times, Milwaukee over 45 times, Madison over 10 times, Central at least 8 times and Chippewa Valley 4 times. I have learned new ideas, different points of view and gained new perspectives. These chapter experiences have been invaluable to my business decisions - ranging from report writing to business/company policies. It's amazing how different each chapter looks at various issues.**

**I ask you, I encourage you, I challenge you to do this. I suspect less than 5% of the membership has attended another chapter meeting. For that matter, I bet it is less than that who has attended multiple outside chapter meetings. Challenge yourself, experience other points of view, become better for the effort...and possibly win the \$50.00 gas card!**



## NEW MEMBERS

**Richard Borchlewicz (Milwaukee)**

*Affiliate Member*  
Independent Foundation Consulting  
414-732-7424  
borchlewicz@yahoo.com

**Jay Paulson (Milwaukee)**

*Home Inspector Member*  
Acuity Home Inspection  
262-751-5992  
mail@acurityhomeinspection.com

**Larry (Mike) Carson (Central)**

*Home Inspector Member*  
Inspect It Right Home Inspections, LLC  
715-212-4051  
homeinspector@mail.com

**Jason Polzin (Milwaukee)**

*Home Inspector Member*  
Precision Plus Home Inspections, LLC  
262-939-2000  
japolzin@gmail.com

**Mark Hyde (Milwaukee)**

*Home Inspector Member*  
MRK Inspections, LLC.  
262-930-4806  
mrkinspections@outlook.com

**Matt Rappel (Chippewa Valley)**

*Home Inspector Member*  
First Choice Inspections  
715-684-9515  
firstchoice321@gmail.com

**Timothy Liesch (Fox Valley)**

*Home Inspector Member*  
Harmony Home Inspection  
715-939-2749  
timlesliesch@gmail.com

**Matt Snyder (Milwaukee)**

*Affiliate Member*  
Guardian Exteriors  
414-226-5619  
msnyder@guardianpcs.com

**Jeff Loree (Madison)**

*Home Inspector Member*  
J & S Home Inspections, LLC  
608-843-6662  
jandshomeinspections@gmail.com

**Jeffrey Wippich (Fox Valley)**

*Home Inspector Member*  
Inspect Rite Quality Home Inspections ,LLC  
920-858-7269  
wippichj@yahoo.com

# CALLING ALL WAHI MEMBERS – Enter our contest for your chance to win \$146 million dollars!

Well, maybe that's not true.....but even better than winning the lottery, you can become an **Officer of WAHI!**

Elections alternate each year between the positions of President and Vice-President and the Board of Director Member at Large positions. The upcoming spring (March) election will be to elect the President and Vice-President positions. If you, or someone you know, has the qualifications and desire, Julie or myself, would like to talk to you.

The preliminary election process will be in January/February so you have time to get your questions answered and make your decision whether to be on the ballot.

WAHI Board service is very rewarding – we encourage any interest you have. Please give us a call or email - Andy Helgeson, Nominations/Elections Committee Chair, 414-315-0266 or [Helge4674@outlook.com](mailto:Helge4674@outlook.com) or Julie Arnstein, Executive Director, 877-399-9244 or [julie@wahigroup.com](mailto:julie@wahigroup.com)



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## BOARD MEETING MINUTES

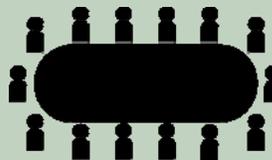


The Board Meeting Minutes from July 28, 2015 have been posted on The WAHI website:

- Log-in as instructed on page 9 of this newsletter – Website 101
- From the Home Page, go to the far right – “hover” your mouse on the 3 horizontal lines
- As you “hover”, 3 options will appear in the drop down menu – select Members Only
- Scroll down to the bottom section of the page to view Board Meeting Minutes

The July 28, 2015 minutes are posted at the very bottom of the 3rd column.

## WAHI BOARD MEETING

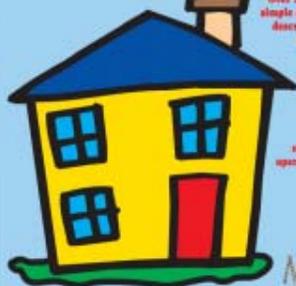


The next board meeting will be Friday, November 6, 2015 from 2:00 to 5:00 pm in conjunction with the WAHI Fall 2015 Education House and Training Seminar at The Wilderness Hotel and Golf Resort in Baraboo, WI. All WAHI members are welcome - please contact Julie Arnstein by Wednesday, November 4th if you would like to attend – [julie@wahigroup.com](mailto:julie@wahigroup.com) or 877.399.WAHI. If you are unable to attend, but have a concern/thought you would like the Board to address, please contact your Chapter Elected Member at Large.

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### HOW TO OPERATE YOUR HOME

Visit - [www.HowToOperateYourHome.com](http://www.HowToOperateYourHome.com)

# WAHI Fall Seminar

It's not too late to join us for our upcoming training event:

November 6-7 2015  
Wisconsin Dells, WI

See website for details!



## 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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## SPECIAL SPACES FOR SMALL PEOPLE

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)



## Stay in touch with WAHI's Facebook Page

Our WAHI Facebook page gives you the perfect opportunity to make chapter announcements, post minutes, post meeting changes or just see what your fellow members have been up to.



Please contact Bob Turicik with questions at 920-892-7654 or [homeview@wi.rr.com](mailto:homeview@wi.rr.com)



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## OUTGOING EMAILS THROUGH OUR WAHI WEBSITE

As you know, WAHI has a new website! The new WAHI website can send out mass emails, (emails to a large number of recipients), and this is great because we can reach all of our members at once!

However, some mass emails get rejected by email accounts because they believe them to be spam. In order to ensure you receive WAHI emails in your inbox, and they don't return as undeliverable or filter to your junk/spam folders, **the WAHI Website Committee is asking all members to please add [wahinews@wahigroup.com](mailto:wahinews@wahigroup.com) to their email address book or contact list.**

Taking time to do this one easy steps, tells your email account to recognize any from WAHI as legitimate and safe.



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### On a lighter note - An Interesting Appointment:

*We all have our own imperfections, as do our clients - for some reason this story really sticks out in my mind.*

A few years back, I was at a house providing an estimate and there was an open container of margarine on the counter in their kitchen. This customer had a rambunctious small child who just wouldn't simmer down and repeatedly asked his mother for a treat. After a while, the mother gave in. Without missing a beat, she took a heaping spoonful of margarine and gave it to the child who promptly devoured it quicker than I could blink my eye. I don't remember getting that job - I must not have a good poker face.

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

## COMMUNICATION

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 414-243-5895 or [joy@thoroughinspectionservices.com](mailto:joy@thoroughinspectionservices.com)

## 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).

# 2014 - 2015 WAHI MEMBERSHIP ROSTER

By now you have heard about our new, very user-friendly, web-based Membership Management Program! This program exceeds all past WAHI website database systems!



As a result, the WAHI Board of Directors has decided to forgo posting a printable 2014-2015 membership roster at this time.

Don't miss out on these savings!



Office Max has joined forces with Office Depot.

Office Max/Office Depot revised their online program – stay tuned, more details to come. Based on these changes, we would encourage members to shop in-store to take advantage of any discounts offered (see page 15).

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

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

## Revolutionizing Home Inspection Reporting

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to learn more or to schedule a free demonstration, or visit [www.inspectit.com](http://www.inspectit.com).

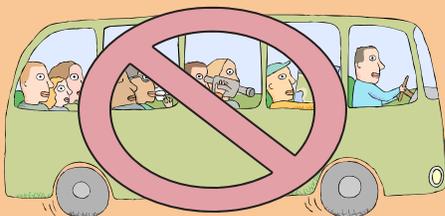
\*For 1 year, Optional \$9.95/mo. maintenance fee 1 year from purchase date.

## INSTRUCTIONS TO UPDATE YOUR WAHI PROFILE IN 5 EASY STEPS:

1. Go to [www.wahigroup.com](http://www.wahigroup.com).
2. From the Home Page - upper right corner, **select "LOGIN."**  
**ENTER your email address** on file with WAHI \* **and password.**  
\*If you have multiple email addresses and 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 changes/updates, **select "SAVE"** in the gray rectangular box at the bottom of the page.

## WAHI Ride Along

The WAHI Board of Directors has decided to discontinue the Ride Along Program, effective immediately. This was, and remains, a valuable learning opportunity for new inspectors. However, concern has been raised regarding liability issues that come into play with a WAHI program of this nature. Members who wish to offer this to a fellow member on a personal level may certainly do so but it would not be WAHI sanctioned. Our thanks to all of the WAHI members who have offered their time and experience to a new member!



**Executive Director, Julie Arnstein  
has a new email address:**

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

**Please update your address book  
and/or contact list; however,  
emails sent to  
[juliewahi@gmail.com](mailto:juliewahi@gmail.com) will  
still be received for several  
months.**

*"Thank you. We sure do appreciate everyone at OREP. Worry free service year after year!"*

*— Alan, HousePro Home Inspections*

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*\*Coverages vary in FL, HI, LA, NY, VT. Ask your OREP agent for details.*

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David Brauner: Calif. Insurance Lic. #0C89873



### SERVICE

*"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*



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3. All items included in your agreement will be automatically priced at your special pricing, and instantly displayed at the register.



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# BOARD OF DIRECTORS

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<b>Vice President</b> , Doug Hoerth (920) 375-0723	David Strandburg (608) 255-3966
<b>Secretary &amp; Executive Director</b> , Julie Arnstein (877) 399-9244	Mike von Gunten (262) 945-2446
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