



The WAHI Inspector

Vol. XV, No. 3

March 2011

Editor: Nicholas Petrie

Upcoming Meetings

Central Wisconsin Chapter

Wednesday, March 16

Social 6 p.m., dinner/meeting 6:30 p.m.

Palms Supper Club Steak House

5912 Bus. Hwy 51, Schofield

Speakers: A licensed building contractor.

Chippewa Valley Chapter

Wednesday, March 9

Dinner 6 p.m., meeting 6:30 p.m.

Jade Garden Restaurant

3620 Gateway Dr., Eau Claire

Speaker: Franz of Advanced Concrete and Repair on block & poured foundations.

Fox Valley Chapter

Tuesday, March 15

Roundtable 6 p.m., dinner 6:45 p.m.,

speaker 7:15 p.m.

NEW LOCATION:

The Main Event Steakhouse

1727 Freedom Rd., Little Chute

Speaker: The Dryer Wizard on air movement and dryers.

Madison Chapter

No Meeting in March

The next meeting will be Thursday, April 21st.

Milwaukee Chapter

Tuesday, March 8

Social 6 p.m., dinner 6:30 p.m., meeting 7 p.m.

Klemmer's Banquet Center

104th & Oklahoma Ave., West Allis

Speakers: Bill Wandsnider of Wandsnider Landscape, Design and Construction.

From the President Home Inspections - Don't Take Them Lightly



Confident Realtors understand that a competent and thorough home inspection may result in speed bumps or road blocks. We have a saying in my company, "the inspection is 50% home, 50% inspector". The inspector part will always be professional, courteous, and educational. Some houses, on the other hand, have a few problems.

Smart Realtors also understand and accept that a potential lawsuit is always around the corner. Having a competent, thorough home inspection may be annoying sometimes, but if done right, it provides long-term protection against litigation, for the inspector and for the Realtor. In today's world it is common knowledge that being sued is not a matter of if, but when. Realtors or home inspectors who think they are immune from a lawsuit are playing with fire.

If you read my monthly notes, you know that I believe the best home inspectors are humble learners. The best inspectors also enjoy teaching customers (and their representatives) the benefits of a thorough home inspection. Teaching customers these benefits is easy, because customers learn from your insights in real time. Customers see, smell, hear and touch what is going on.

How can you teach the benefits of a thorough – and maybe roadblock-inducing – home inspection to a Realtor?

One way that I have found is through exceptional customer service. Great Realtors appreciate great customer service. If you're always on time, always professional and prepared, and can always find time to answer a few more questions or perform a last-minute inspection, Realtors are more likely to understand that your thoroughness is simply a reflection of your entirely professional and customer-oriented approach to your business. A few speed bumps or roadblocks is simply a consequence of that excellence.

Another way is through being exceptionally businesslike. Home inspectors are not required to have insurance, but professionals manage their

President

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risks, and insurance is a good way to do that. And making sure to mention your insurance to the Realtors you work with sends the message that you are a professional and that you stand behind your inspections.

I also mention the WAHI Arbitration System, which was developed by our own WAHI and is being considered by other organizations, including at least one insurance company, as a model for conflict resolution. The WAHI Arbitration System is a simple, effective and relatively affordable method for both inspectors and clients to resolve disputes without going to court. (Ask for a brochure at your next meeting for more information.)

When you talk with your referral sources, share the benefits of working with your company. Plan ways to talk about the protections you provide. This can be one or two sentences, mentioned in passing, or a five to ten minute

presentation at a Realtor's office. Hopefully, when the time comes for choosing inspector A or B, the professional, competent and thorough inspector with added knowledge and added legal protection just may win out.

Home inspections provide education, customer service and confidence for homeowners. They should also provide education, customer service and confidence for referral sources.

Hopefully you will be attending WAHI's Baraboo CE conference April 1st and 2nd. Maybe we can get together and discuss past legal experiences. Hopefully by sharing we can avoid future occurrences. Sharing is the WAHI way. Our November seminar was one of the best.

Home Inspections....don't take them lightly.

Tom Kruse, CRI



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Why can't I get this worm gear damper open? The damper doesn't seem to have any garbage directly on top of it.

Some older worm gear dampers (ones that have a little handle that extends out through the front of the fireplace facade) have a separate locking mechanism installed directly behind the handle and mortared into the brickwork. This piece is typically round, brass in color, and has a series of open slots in it. The handle that you actually turn to open the damper has a corresponding brass male end that you cannot see, and that sticks out behind the handle.

If someone cleans the chimney and then installs the damper back into position and makes the assembly too tight, it can interfere with opening damper. If you come across this, all you need to do is loosen the set screw that is located in the worm gear drive in the fireplace and give that handle a little more slack, and you will be good to go.

Chapter Meeting Highlights



Our next meeting will be Wednesday, March 16th. Meetings are held on the third Wednesday of the month at Palms Supper Club Steak House, 5912 Bus. Hwy 51 in Schofield. Social hour begins at 6 p.m. and dinner at 6:30 p.m. The cost to attend a monthly chapter meeting is \$25 with dinner or \$10 without the meal. Contact Rich Duerkop with any questions at 715-241-8222 or e-mail americansentry1@charter.net. Our speaker will be a licensed building contractor.



We had our regular monthly meeting on Wednesday, February 9th at the Jade Garden Resturant in Eau Claire. Our scheduled speaker was Pat Smith with Eau Claire Insulation. Pat talked about numerous insulation methods and discussed different heat loss areas to look for while inspecting residential homes. He also touched on the pros and cons of spray foam insulation. We reviewed a few on-site photographs and he explained how we might report on various insulation problems that were found.

Our next meeting will be Wednesday, March 9th at Jade Garden Restaurant, 3620 Gateway Dr., Eau Claire. The dinner begins at 6 p.m., meeting at 6:30 p.m., usually followed by a Q&A period. The cost of the meeting is \$20, which includes a buffet supper (tip extra). Our scheduled speaker will be Franz, the owner of Advanced Concrete and Repair out of Eau Claire. Franz will talk about block and poured foundations and also touch on concrete retaining walls. We have had Franz talk to our group before and he is very experienced in the concrete business. As usual, we ask our members to bring specific photos for discussion.



Our February speaker was Cassidy Kuchenbecker of Environmental Initiatives, who spoke on asbestos and indoor air quality.

NOTE NEW MEETING LOCATION:

The next general meeting will be held Tuesday, March 15th at The Main Event Steakhouse, 1727 Freedom Rd., Little Chute. Cocktails and roundtable discussion start at 6 p.m., 6:45 dinner, 7:15 speaker, meeting to follow. Our speaker will be The Dryer Wizard. The subject is air movement and dryers. We will also be voting for chapter officers. Additionally, Education Chair Paul Birschbach asks Fox Valley members to contact him with speaker leads for upcoming meetings.



In February, we held an open discussion about Standards of Practice and new C/O and smoke detector laws. The chapter also decided to have a booth at the Dane County First-Time Home Buyers Conference on March 19th.

NOTE: There is no meeting in March. The Madison chapter will meet on the 3rd Thursday in April, May, September and October. Our next meeting will be Thursday, April 21st. Members are asked to contact chapter President Dennis Kruger with any leads/suggestions for 2011 meeting speakers. Dennis can be reached at 608-835-5395 or drkruger@charter.net. For information about scheduled speakers, visit the website at www.wahigroup.com.



Our next meeting will be Tuesday, March 8th at Klemmer's Banquet Center, 104th & Oklahoma Ave. in West Allis. Social at 6 p.m., dinner at 6:30 p.m., meeting at 7 p.m. Cost is \$25, which includes dinner and the continuing education. Our speaker will be Bill Wandsnider of Wandsnider Landscape, Design and Construction. In addition, Education Chair Steve Knoebel will continue the review of the State Standards of Practice. The chapter will vote for new officers as well, and discuss/decide whether or not to meet in April due to the Spring Seminar.

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Why WAHI? What WAHI Means to This Inspector

By Michael Von Gunten
WAHI State Vice President
Lakes Area Home Inspections

Twelve years ago, I began my career as a home inspector. After inspector school, I got my licenses in both Wisconsin and Illinois, did the marketing thing – brochures and business cards, visits to Realtors' offices – and eventually landed my first home inspection.

It was a nerve-racking experience, walking through a house with a customer. It was the first time I began to understand, no matter how much I had learned already, how much I still didn't know. And I would bet that we all had almost the same experience. Looking back, the learning curve was steep.

I did attend a couple of ASHI training seminars the first few years, and learned some interest-

ing things. But those seminars were only twice a year, and I needed more.

I don't remember how I heard about WAHI, but my first visit was very positive. I met some friendly, down-to-earth people, and felt comfortable from the start. The topic for my first meeting was foundations. I learned a lot, picked up a few of my required continuing education hours, and I left knowing that WAHI was for me. (And it was only a 45 minute drive one way in good weather!)

Over time, I kept going to WAHI meetings and racking up those continuing ed hours. Life was good! The more meetings I went to, the more clear it was to me that I had a lot to learn about being a home inspector. Not just the inspection part, but the business part too – there was a lot more to running a business than I knew.

WAHI monthly meetings and our spring and fall seminars offer topics that range from legal and business basics to plumbing, electrical, heating and cooling. Add chimneys, foundations, roofing, mold, indoor air quality -- the list goes on and on. And the information is delivered by experts. WAHI has affiliate members in many trades and professions who attend meetings and answer questions -- even when they aren't the featured speaker.

Every month I walk away armed with more and more information to improve my inspection skills and my business, for an affordable membership fee. (Compared to national inspection organizations, WAHI is a bargain.)

But for me, maybe the best part of WAHI is the relationships I've developed over the years with other inspectors around the state, along with a lot of our associate members. These professional relationships also help me on a day-to-day basis. If I am looking at something weird on an inspection, and I'm not sure what is going on, I call someone in my professional network and get an answer for my clients.

WAHI has been an instrumental part of my success both as an inspector and as an independent businessman. Thanks, WAHI.

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Tips and Tidbits

Free to a Good Home

No, it's not kittens! Former member Dick Krouse has moved to sunny Arizona, lucky guy! He has a Bacharach Monoxor II (likely needs to be calibrated) and a TIF8800 (doesn't need calibration) that he would be happy to *give* to a fellow WAHI member. The recipient just needs to cover shipping/handling charges. Anyone interested should contact Dick at (480) 654-8829 or richkrouse@gmail.com.

Ride Along Program

In October of 2010, the Milwaukee chapter discussed starting a Ride Along Program, intended to assist new members as they embark on their business. Experienced members would allow a less-experienced member to accompany them on a home inspection. By a show of hands, several Milwaukee members expressed an interest in participating in a program of this type. The idea was presented to the Board of Directors at the November board meeting and the program was approved. WAHI members interested in sharing their knowledge and experience with a fellow member are asked to contact Julie Arnstein. Julie will add their name to a list given to a member looking for guidance of this type. Contact Julie at (414) 299-9766 or (877) 399-WAHI or juliewahi@wi.rr.com.

Elections - State & Chapter

Home inspector and retired members should look for their election ballot by U.S. mail on or about March 14, 2011. Up for election is President (one-year term) and two Member-at-Large positions (two-year term). All members currently holding these positions are eligible to seek another term.

Ballots must be returned in the enclosed envelope and be postmarked by Friday, March 25th to be counted in the ballot tabulation. We want to assure our members of the impartiality and discretion in the tabulation of election results. The process does not allow those counting the ballots to identify whose ballot is whose. The count takes place in plain view of those

who would like to oversee the process. Ballots must be returned in the envelope provided to be included in the tally. Members interested in participating in this process, please contact Committee Chair Andy Helgeson. Please keep in mind, the tabulation will take place at the WAHI Spring 2011 Seminar (April 1st and 2nd) prior to the Board Meeting on Friday, April 1st or the Association's Annual Meeting held during lunch on Saturday the 2nd. Volunteers must be available to meet at the seminar in Baraboo.

Important Election Dates:

- Monday, February 21st
Nominations Deadline: Please contact Andy Helgeson to submit nominees.
- Tuesday, March 1st
Bio Deadline: All nominees are asked to provide a brief bio to include with the ballots. Julie Arnstein will contact all nominees regarding the bio request.
- Friday, March 25th
Completed ballots must be postmarked by this date to be included in the ballot tally.

Contact Election and Nomination Chair Andy Helgeson with questions or interest in a position, (262) 377-0751 or ajhelgeson@wi.rr.com.

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The WAHI Inspector is the official publication of the Wisconsin Association of Home Inspectors. Published monthly, deadlines are the 20th of the month before publication (ie. May 20th for the June issue).

Wisconsin Association
of Home Inspectors, Inc.
c/o 4590 S. Raven Lane
New Berlin, WI 53151

414-299-9766 (Milwaukee)
877-399-9244 (Toll-free)
262-785-6765 (Fax)

www.wahigroup.com

Executive Director: Julie Arnstein
juliewahi@wi.rr.com

Tips and Tidbits

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Spring Seminar

Come join your fellow WAHI members for the Spring 2011 WAHI Training Seminar on Friday, April 1st and Saturday, April 2nd in Baraboo at the Ho-Chunk Casino! Our Education Committees (Seminar and Education House) have finalized their agendas. See page 12 of this newsletter for all of the details and registration forms. A copy of the seminar brochure will be included in your election mailing and is also on the WAHI website. The afternoon training at the Education House will include indoor moisture issues, code changes and how they affect home inspecting, and much much more. Hope to see you there!

Fox Valley Meeting Change

Important Note: Beginning in February, Fox Valley chapter meetings are being held at The Main Event Steakhouse, 1727 Freedom Rd. in Little Chute.

Board of Directors Meeting

Next meeting will be April 1, 2011 from 2:30 to 5:30 p.m. at the Ho-Chunk Casino. Contact Julie Arnstein if you are interested – (414) 299-9766 or juliewahi@wi.rr.com.

Annual Meeting

The 10th Annual Meeting will be held during lunch at the WAHI Spring 2011 Training Seminar on Saturday April 2nd. All WAHI members are invited to attend, whether or not they attend the seminar. Members interested in attending the Annual Meeting, but who are not attending the Seminar, must notify Julie Arnstein by Friday, March 25th to ensure proper additional seating and handouts.

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Tips and Tidbits

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WAHI Website

Milwaukee member Joy Douthwaite had willingly handled website updates for WAHI for several years. Joy's availability has changed and Julie Arnstein has taken on that responsibility. Please visit www.wahigroup.com and find your listing under the members tab on the home page. If your information is not correct/complete, please contact Julie at info@wahigroup.com, juliewahi@wi.rr.com, (877) 399-WAHI or fax at (262) 785- 6765. Thank you to Joy for all of her service to the association!

Member News

Share your Member News – joys, recognitions achieved, temporary setbacks (be they illness or injury), etc. Privacy should be recognized, and information provided must be okayed by the person involved. Send submissions to Julie at juliewahi@wi.rr.com. Deadline for inclusion is the 20th of the month before the newsletter (ie. March 20th for the April issue).

WAHI Legal Support (WLS)

Attorneys Roy Wagner and Gregory Kotsonis of von Briesen and Roper continue 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 billing. Call (414) 276-1122. Note: The WLS program is completely independent of the WAHI Arbitration System. The Arbitration program has not been affected by the suspension of the WLS.

WAHI Membership Roster

The 2010 Membership Roster is now available on the WAHI website at www.wahigroup.com. To view the Roster (and print a copy should you choose) – from the home page click on the Members tab, then select Member Roster (PDF) in the drop down menu.

Chapter Secretaries

Chapter Secretaries are reminded to include upcoming speaker and topic information when submitting monthly meeting minutes to Julie Arnstein. The information will be included in the newsletter and will also be posted on our Web site at www.wahigroup.com.

Communication

The WAHI Board of Directors passed a motion regarding member-to-member and member-to-association concerns, as follows: All member-to-member or member-to-association disputes must go through the Membership Committee. A member going public with a member or association dispute will be grounds for disciplinary action. The Membership Committee will implement this policy. Members are to contact new Membership Committee Chair Rob Fischer at (414) 476-6879 or inspectbyinsight@yahoo.com.

WAHI Arbitration Program

All members are encouraged to make every effort to resolve homeowner/inspector disputes without outside help. When that is not successful, know that the WAHI Dispute Resolution Program is there for you. The process begins when the complainant (homeowner) contacts Resolute Systems, the program administrator, via mail at 1550 N. Prospect Ave., Milwaukee 53202, e-mail at info@ResoluteSystems.com or their Web site at www.resolutesystems.com.

For more information contact Arbitration Committee Chair Tom Feiza at (262) 303-4884 or tom@misterfix-it.com.

Chapter Presidents

Please give your WAHI Board Member-at-Large an opportunity to share information from recent Board meetings. They are the liaison between your chapter and the WAHI Board.

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Tips and Tidbits

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Newsletter Deadline

The deadline of the 20th of each month for submissions to the newsletter will be strictly enforced, with the occasional exception when a chapter meeting falls after that date. Chapter secretaries should provide the minutes as soon as possible. Thank you for your cooperation.

Add a Photo to the WAHI Web Site & Link to Your Site

WAHI's new Web site is up and running. We've been adding member photos and are now ready to add your company Web site to your member profile. Submit photos and web site addresses to juliewahi@wi.rr.com.

Membership Updates

Submit contact information changes to Julie Arnstein by phone at (414) 299-9766 or (877) 399-WAHI, fax to (262) 785-6765 or e-mail to juliewahi@wi.rr.com. Updates are listed every month in the WAHI Inspector.

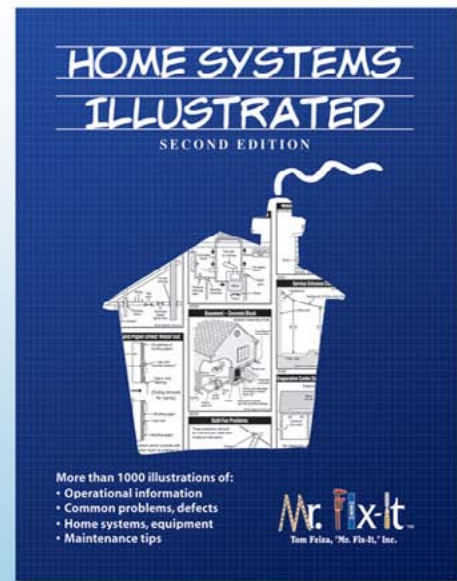
Contacting DORL

The Department of Regulation & Licensing has an IVR Auto-Attendant Telephone System. This system may be accessed 24 hours a day for computerized licensing information at (608) 266-5511. The fax number is (608) 267-3816 and online at <http://drl.wi.gov>.

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Member Updates

Home Inspector Member Updates

Dave Bicknell
S4992 Rock Hill Road
Baraboo, 53913
dave@bickinspect.com

Steve Drajeske
2445 S. 65th Street
West Allis, 53219

Rob Fischer
W532 County Road L, #2
East Troy, 53120

Tom Kruse
tkruse@phiinspect.com

Steve Rolling
(715) 623-5768
srolling@antigohousingauthority.org

John Shannon
john21757@gmail.com

Larry Wall
Fax (908) 636-2425

Affiliate Member Updates

Jim Riddle
Environmental Air Specialists, Inc.
1013 W. Grand Avenue
Port Washington, 53074

Mike Shadid
Mike Shadid Foundation Consulting, Inc.
www.shadidconsulting.com

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Andy Helgeson (262) 377-0751	
Richard Ida (800) 358-7019	
Ron Miller (608) 661-0554	

Statewide WAHI Committees

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Education House Mike von Gunten, Chair	Rules & Bylaws Andy Helgeson, Chair Erick Beck • Tom Dempsey
	WAHI Legal Support (WLS) Tom Feiza, Chair Ron Miller • Mark Thomas

Wisconsin Association of Home Inspectors Inc. (WAHI™)
Spring 2011 Training Seminar - 15 Credits
Friday April 1 and Saturday April 2, 2011
Ho-Chunk Casino and Conference Center
 S3214 Highway 12, Baraboo, WI 53913

Friday April 1st (up to 7 credits)

Saturday April 2nd (8 credits)

Education House - Review & Training

7:30 am Registration
 8:00 am **Inspection Review Begins**
 12:05 pm Inspection Review Concludes
 Break for Lunch (on own)
 1:00 pm **Inspection Training Begins**
 5:00 pm Inspection Training Concludes
 Distribution of CEU Certificates
(See event details and registration form on the back of this sheet)
 7 - 9 pm Vendor Room Cocktail Party (Ho-Chunk)
 Door Prizes and Appetizers too!

7 - 8 am Registration and Breakfast
 8:00 am **Chimney/Fireplace/Woodstove Inspections**
Howard Rowell, Royal Chimney Services
 9:45 am Break / Visit the Vendors
 10:15 am **Red Flags for Home Inspectors**
Keith Williams, Home Performance Testing
 12:00 pm Lunch/Annual Meeting/Visit the Vendors
 1:30 pm **Importance of Air Sealing**
Keith Williams, Home Performance Testing
 3:15 pm Break / Visit the Vendors
 3:45 pm **Tool Time**
Paul Burnside, Professional Equipment
Mark Thomas, Thomas Building Consulting
Dave Kolesari, Milwaukee Homesight
 5:30 pm Distribution of CEU Certificates

Friday April 1st, 7-9 pm Cocktail Party in the Vendor Room!

Continuing Education Credit

This seminar is approved for up to 15 continuing education credits with the State of WI,
 Up to 14 with ASHI and NAHI

Location: Ho-Chunk Casino, S3214 Highway 12, Baraboo, WI

To reserve a room, call 1-800-746-2486. A block of rooms is being held for Fri. April 1 and Sat. April 2 at a rate of \$85.00. Be sure to mention "IWAHI11" when making your reservation.
Room block expires on Friday March 25, 2011

-----Please Submit **Saturday** Registration Form-----

Name and Company Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone _____ Email _____

Make checks payable to: WAHI

MasterCard or Visa: _____ **Exp:** ____/____/____

Circle Your Registration Fee: (Friday Registration Form/Fees on back)

	By Mar. 15th	After Mar. 15th	On Site
Saturday	\$145	\$175	\$205
Friday & Saturday (\$50 savings!)	\$230	\$260	\$290

Return this form, with payment, to:
 WAHI, c/o Julie Arnstein
 4590 S. Raven Lane.
 New Berlin, WI 53151

Non-Members add \$30.00 to fees stated
 Fee includes Saturday Breakfast, Breaks & Lunch.

Fax (262) 785-6765

Email: juliewahi@wi.rr.com
 Questions: (877) 399-WAHI

- I plan to attend the training on Friday April 1st (Complete form on other side)
- I plan to attend the Friday Cocktail Party, 7- 9 pm in the Vendor Room
- I plan to bring a guest on Friday night

Education House Peer Review and Training Friday April 1, 2011

This on-site inspection event is comprised of 2 parts – an inspection *review* in the morning, followed by inspection *training* in the afternoon. WAHI has obtained the use of a home in the Baraboo area for this program.

Inspection Review

This inspection review event is an opportunity for you to evaluate and refine your inspection skills with the aid of a panel of your peers, rather than a person with a black robe and a big “hammer” (i.e. gavel). Results will be kept strictly confidential.

The inspections will begin at 8:00 AM. Participants will have two hours to complete their inspection (electrical panels will already be removed, ladders in place, cover off the furnace, etc. to aid in the time limit) Upon completion participants will immediately present their findings and their completed report to the panel as if to a client - the panel of judges have inspected the house and identified defects. Participants will be required to bring 2 additional inspection reports (recently completed) for review by the panel to access if they are meeting state standards. There will be “must find, must report” items, previously identified by the review panel, the panel will be looking for (the panel will be focusing on the identification of major defects, not issues such as windows or doors sticking). During the inspection process communication between participants will not be allowed - this event is intended to help participants evaluate their personal skill level. The morning session will be worth 3 continuing education credits and is limited to the first 10 registrants.

Inspection Training

The afternoon session will be inspection training at the same property. Experienced inspectors and contractors will be posted throughout the house in numerous locations to provide approximately 45 minute presentations on how to inspect various components and then participants will rotate to the next area/presenter. The training will take place from 1:00 pm to 5:00 pm and will be worth 4 continuing education credits. The afternoon portion will be limited to the first 40 registrants.

WAHI Member cost to attend this event is as follows:

Educational Review (morning) - \$75.00 Inspection Training (afternoon) - \$60.00

Review **and** Training (all day) - \$135.00

Non-Members add \$30.00 to the fees stated.

All participants must preregister as space is limited – no on-site registrations.

All participants will be notified by a member of the Planning Committee with the specific location.

Lunch break from 12:00 pm to 1:00 pm for all day participants – on own.

For further information contact: Michael Von Gunten - (262) 945-2446 mike@lahigroup.com

-----Please Submit **Friday** Registration Form-----

Name and Company Name _____
Address _____
City _____ State _____ Zip _____
Phone _____ Email _____

- I plan to attend the Educational Review Only (Morning) - \$75.00
 - I plan to attend the Inspection Training Only (Afternoon) - \$60.00
 - I plan to attend all day - Review **and** Training - \$135.00
- Non-members add \$30.00 to fees stated

Make checks in the appropriate amount payable to: WAHI
MasterCard or Visa: _____
Exp: ____/____

Return this form, with payment, to:
WAHI, c/o Julie Arnstein
4590 S. Raven Lane.
New Berlin, WI 53151

Fax (262) 785-6765
Email: juliewahi@wi.rr.com
Questions? (877) 399-WAHI