

# **Arbitration, Litigation and Report Writing Tips to AVOID Both!**

This collaborative effort will...

- Clear up any confusion about the WAHI Arbitration Program - the differences between the original program and where we are now will be explained.
- Describe your options should you find yourself faced with an unhappy customer. This segment will help you determine your best course of action. Is arbitration the right path or not?
- Provide you with improved reporting skills to keep your clients happy and reduce your need for conflict resolution.

## **WAHI Arbitration**

WAHI Executive Director Julie Arnstein will share information on the original WAHI Dispute Resolution Program, still in effect given the 2-year statute of limitations in Wisconsin. WAHI President Ric Thompson will share information on the arbitration program offered to WAHI members in May of 2019 through Construction Dispute Resolutions Services (CDRS).

## **The Right Path**

Attorney Lauren Triebenbach will address the options for responding to a complaint/claim. She will share information on how to determine your best course of action...arbitration, reporting the claim to insurance or attempting to settle. Lauren will also tag team with Tom Feiza on proper report writing – she knows what to include in your report based on her knowledge of common complaints.

## **Report Writing**

As a long-time home inspector and expert legal witness, Tom Feiza knows how to look at a home inspection report from “both sides”. Tom plans to share advice to keep you out of harm’s way! In this seminar, you will learn how he and other experienced inspectors document items. He will also review reporting standards. Tom will share specific write-ups used within the context of state and national standards and a typical code of ethics. You will receive wording and disclaimer statements that accurately notify buyers of a defect while protecting your liability. Tom has been a WAHI seminar speaker numerous times and, in keeping with his usual style, this will be a very interactive presentation where you will gain inspection knowledge from Tom and your fellow inspectors.