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Happy Spring Y'all!

Spring is in the air! Snow is melting, birds are chirping, roofs are climbable and the fresh smell of a squished "landmine" from Rover beneath your feet! If that doesn't make you feel alive, what does!

The legislative fight is over and it is time for WAHI members to prove that they are the best in the business, no matter what is thrown at us. We all have the tools to continue acting in our client's best interest, regardless of the format we are required to report it.

With that being said, communication with clients and Realtors has never been more crucial to our jobs. Take the time to reach out to agents you work with - present the changes with a focus on the inspections you have previously provided and that your process will not change.

WAHI is working on ways to make that easier for you. We are researching the possibility of a report that would be designed specifically to our standards and the changes 2021 will bring. Our Education Committee and each chapter are working on educational programs to have you best equipped to make the transition into 2021 and continue having a successful business. Attending your local chapter meetings and the Fall 2020 WAHI seminar is more important, and beneficial to you, than ever before.

I wouldn't be doing my job if I didn't mention health and safety at this time. Take a moment to examine your inspection practices, making sure that you are looking out for you and your clients. I don't need to restate the steps recommended by the health experts but take them seriously, so you can continue working! We face dangers every time we step onto a worksite and we should treat this latest threat with the same vigor as we would any other.

Our exposure to COVID-19 should be limited due to the small number of people we meet at an appointment. However, as the number of appointments increase over time, the exposure increases as well, so be mindful of that. It is up to you to stay healthy and continue running a successful business.

As always, feel free to contact me with any questions you may have. I am here to help each and every member in any way I can to make our association the Gold Standard of home inspections in Wisconsin.

Be safe out there, Ric Thompson

Due to the CoronaVirus pandemic, all future WAHI meeting dates are to be determined. Watch your email for updates.



NEXT MEETING: To Be Announced

Social at 6:00 pm & Meeting/Dinner/Education at 6:30 pm

Sconni's Alehouse & Eatery, 1239 Schofield Ave, Schofield, WI 54467

Education: To be determined

For speaker information, or to provide a suggestion/lead, please contact the Chapter Education Chair, Tyler Groshek at 715.212.7341



NEXT MEETING: To Be Announced

Check-in by 5:15 pm - see important note below. Meeting/Dinner/Education to follow. NEW LOCATION: Hangar 54 Grill (in CV airport), 3800 Starr Ave, Eau Claire, WI 54703 IMPORTANT NOTE: The group will be ordering off a limited menu—orders MUST be

placed no later than 5:30 pm - plan your arrival accordingly!

Education: To be determined

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, David Welch at 715.382.6058



NEXT MEETING: To Be Announced

Social at 5:30 pm & Roundtable/Meeting/Dinner/Education at 6:00 pm

Waverly Beach, N8870 Fire Lane 2, Menasha, WI 54952

Roundtable Discussion: Bring pictures on your smart phone or jump drive to load onto the

projector!

Education: To be determined.

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Scott Hansen at 920.716.3025



NEXT MEETING: To Be Announced

Maple Tree Supper Club, 6010 US-51, McFarland, WI 53558 Social at 5:00 pm & Meeting/Dinner/Education at 5:30 pm

Education: To be determined

Calling all Madison members! We need your help to find speakers for our future meetings - we accept a wide range of topics.

Please contact Chapter Education Chair, Ron Miller at 608.235.9836



NEXT MEETING: To Be Announced

Social time starts at 5:30 pm, Buffet Dinner available from 6:00 - 7:00 pm

Meeting/Education at 6:30 pm

The Pallas Restaurant, 1657 S 108th St, Milwaukee

Education: To be determined

For speaker information, or to provide a suggestion/lead, please contact Chapter Education Chair, Ryan Eigenfeld at 414.795.9018

WHICH CHAPTER will be the WINNER of the WAHI AFFILIATE MEMBERSHIP DRIVE?

As of the WAHI Spring 2020 Education House and Training Seminar through the start of our Fall 2020 event in Stevens Point (November 13th), WAHI will be conducting an **Affiliate Membership Drive**. The goal of this effort is to increase our pool of qualified contractors and product or service providers. To bring out everyone's *competitive spirit*, we have decided to make this a **contest**!

The rules are simple...

- 1. Each chapter will need to increase their affiliate membership by at least 5% of their total chapter membership as of March 5th. Based on counts at that time:
 - Central chapter will need at least 3 new affiliate members
 - Chippewa Valley chapter will need at least 3 new affiliate members
 - Fox Valley chapter will need at least 4 new affiliate members
 - Madison chapter will need at least 4 new affiliate members
 - Milwaukee chapter will need at least 8 new affiliate memers
- 2. The new Affiliate member must be a paying member, not the recipient of a complimentary membership for speaking at a chapter meeting or seminar.
- Direct interested parties to the Member Benefits page on the WAHI website to complete an online application https://wahigroup.com/Member-Benefits

The chapter with the largest percentage of new affiliate members, <u>over</u> the minimum, will be deemed the winner!

The "prize" for the winning chapter is a complimentary chapter meeting - paid for out of the WAHI state coffers - AND more importantly, will be known as THE BEST CHAPTER IN WAHI, complete with bragging rights!

Watch for "progress reports" in the newsletter each month to see which chapter is in the lead. Let the games begin and may the BEST chapter win!



Ron Miller Membership Chair

Please contact me with any questions:

608-235-9836 or ronmiller547@gmail.com

SPRING SEMINAR

Wow, wow, wow...is the perfect way to summarize our Spring 2020
Education House and Training Seminar! If you joined us, I am certain you would agree. If you didn't, let this be a lesson to you in the future...

NEVER miss a WAHI event! The speaker lineup for Friday and Saturday was exceptional — and I do not use that term loosely! Our Vendor Room included a number of new companies, products and services! A BIG WAHI thank you to all who made it happen! It will be hard to top this one but don't you worry - the Education and Education House Committees are up for the challenge and are hard at work already. Mark your calendar for our Fall 2020 WAHI Education House and Training Seminar, November 13 and 14 in Stevens Point.

(more pictures on page 5)



Cable Ferret/Ferret WiFi



Outgoing State Board Member at Large Denny Kruger, Nominations and Elections Chair Andy Helgeson, and Outgoing State Vice President Tom Greenwaldt.



Inspector Services Group



Outgoing State Vice President Tom Greenwaldt and Nominations and Elections Chair Andy Helgeson.

SPRING SEMINAR (cont'd)





Education House Volunteers - THANK YOU!



Education House from a "Bird's Eye View" (aka Drone!)

To the left: Education House - Rotation Training

Below: Education House - Peer Review





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WAHI STATE ELECTION 2020

I am very happy to report that a number of WAHI members have stepped up and put their name on the election ballot - my thanks to all!

The election will be conducted using the WAHI website polling feature as we have done in recent years. Watch your email for the list of candidates, their bios, instructions and voting dates.

We will conduct the election in early April. The newly elected will take their positions on May 1st for a 2-year term.

If you have questions, please contact me helge 4674@outlook.com or 414.315.0266.



Andy Helgeson WAHI Nomination and Elections Chair



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NEW MEMBERS

Scott Christianson (Central)

Home Inspector Member
American Sentry Home Inspections, LLC
715.848.9804
scottandsarah@charter.net

Gene Fischer (Fox Valley)

Home Inspector Member
Fisher Home Inspections, LLC
715.853.1376
fischerhomeinspections@outlook.com

Brian Gorski (Milwaukee)

Associate/Student Member 414.698.1006 bmgorski77@gmail.com

Brett Klonecki (Chippewa Valley)

Associate/Student Member 715.530.1309 bklonecki@hotmail.com

Steven Krizak (Milwaukee)

Associate/Student Member 608.698.7888 rsktaker4lf@gmail.com

John Nurse (Milwaukee)

Home Inspector Member
JNM Home Inspection, LLC
262.563.8281
jnmhomeinspection@gmail.com

Jim Winiecki (Milwaukee)

Home Inspector Member HSH Property Inspection 262.305.0314 jimhsh@yahoo.com

James Zoltowski (Milwaukee)

Affiliate Member
Your Home Complete Exteriors, LLC
262.229.5535
yourhomecompleteexteriors@gmail.com
www.rooferscomplete.com

Stay in touch with the WAHI Facebook page!

Our WAHI Facebook community provides the perfect opportunity to post minutes, make chapter announcements, post meeting changes, start a dialog/ask questions of other inspectors or just see what your fellow WAHI members have been up to.

If you have any questions, please contact:



Bob Turicik
920.892.7654 or homeview@wi.rr.com



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.

For more information on this process, contact Membership Committee Chair:

Ron Miller 608.235.9836 or ronmiller547@gmail.com





RISK MANAGEMENT ARTICLE

A GUIDE TO DIFFERENTIATING YOUR BUSINESS

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

Megan Riley Wilson, is the owner of <u>Bridge Home Inspection</u>, <u>LLC</u> in Georgia and creator of the <u>Unicorn Squad</u>, a Facebook group for tradeswomen and their allies to share ideas and provide support. What makes Wilson and many of her fellow female home inspectors "unicorns" is not just their rarity in a largely maledominated industry; it's their ability to differentiate their inspection businesses through their approach to sparking conversation and promoting business. Below, Wilson shares three pieces of advice on how to be "unicorn" and differentiate your home inspection business.



Turn your weaknesses into strengths.

At five feet tall, Wilson could be underestimated for her height. However, she's turned the potential adversity into an advantage. By posting photos and videos of herself inspecting crawlspaces, Wilson has generated buzz and business. Her local real estate agents and fellow inspectors have even given her a nickname: Crawlspace Queen.

While plenty of inspection properties don't have crawlspaces, Wilson has found that simply doing something that others in her market are not, and, potentially cannot, differentiates her business from her competitors.

Appeal to the individual.

For Wilson, catering to her home inspection clients goes beyond putting their name and a picture of their property on her inspection reports. Recognizing that homebuying is often stressful, confusing, and uncomfortable, Wilson listens to her clients vent about the real estate transaction process.

Wilson differentiates her business by listening to and empathizing with her clients' concerns, which then builds rapport and trust.

Change the narrative.

"At least once every quarter, if not more, I will have a woman call in and book an inspection. And, at the last minute, her husband finds out I'm a female inspector, and they call and cancel," Wilson.

Because tradeswomen are underrepresented, it's not uncommon for clients to wonder whether female inspectors are qualified to do the work. Wilson puts others' concerns to rest the same ways she encourages anyone to succeed in the industry: by investing her full time and attention to her business.

Be an inspection unicorn.

How do you differentiate your inspection business from your competitors? How do you stand out from the sea of home inspectors in your area?

For home inspectors—especially females—looking for advice and support, Wilson invites you to join the <u>Unicorn Squad</u> Facebook group. There, you can find additional resources from like-minded tradespeople. Topics include things like running businesses as single moms and studying to become inspectors while working other jobs.

READ MORE

To learn more about InspectorPro Insurance, please see our ad on page 12 of this newsletter.

UPDATE YOUR WAHI PROFILE IN 5 EASY STEPS

- 1. Go to www.wahigroup.com.
- From the Home Page upper right corner, select "LOG IN."
 ENTER your email address on file with WAHI and password.
 Forget your password? Select Forgot Password and follow the prompts a new password will be generated for you.
 *If you have questions, contact WAHI Executive Director Julie Arnstein at julie@wahigroup.com.
- 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.

OFFICE DEPOT/MAX

Office Max and Office Depot merged some time ago. The Office Max discount program offered to WAHI members no longer exists – the savings became spotty as the merger was coming together and then finalized.

Office Depot has come to WAHI with a new, improved program. See page 15 for information on their in-store program and page 16 for a program overview and the contact person to establish an online account.

From one of our Central Chapter members "I needed 2,000 copies made – they quoted me \$160.00.

AFTER I presented my WAHI card, the cost dropped to \$50.00!

What an AWESOME savings!"

From one of our Madison Chapter members "I recently had printing done at my local Office Depot/Max.

Cost before WAHI discount = \$137.00.

AFTER the WAHI discount was applied = \$36.00!!! WOW!"

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.

For information, please contact:

WAHI Arbitration Chair David Nason 262.443.8958 or bestinspectionsllc@gmail.com

WAHI was recently asked, and answered, a question presented by a Home Inspector member on the "cusp" of retirement.

Must a home inspector continue his/her WAHI membership for the 2 year liability period following retirement to take advantage of the arbitration system in the event of a claim? If so, at what level...Home Inspector member or Retired member?

While WAHI would appreciate your continued support and involvement as a Retired member, it is not required. Currently, if a Home Inspector member has not renewed their state license they are eligible to renew their membership in WAHI at the Retired status.



WAHI LEGAL SUPPORT

Affiliate members Attorney Roy Wagner and Attorney Lauren Triebenbach of Michael Best and Friedrich offer a risk-free, INITIAL consultation to WAHI members with legal concerns. WAHI members have the right to contact any attorney of their choice. Should a WAHI member decide to work with Roy or Lauren, the steps below, provided by Lauren, provide an explanation of their services.

- 1. If you receive an email, letter, text, or pleading from a customer, please contact our office, Lauren is generally more accessible than Roy, but feel free to call either of us.
- 2. We will ask that you provide us with the communication you received plus your inspection agreement and report. If there are other communications related to the claim, we will ask for those too.
- 3. After we review your documents, we will schedule a time to talk to you. Calls generally last 15-30 minutes. We will discuss with you your options, which could include working it out on your own, engaging us to respond on your behalf, or tendering the claim to your insurance company. The strategy we discuss will be based on your specific claim, whether litigation or arbitration has already been initiated, and whether your inspection agreement specifies arbitration as the method of dispute resolution.
- 4. If you don't hire us, you don't get a bill. If you do hire us, the time spent reviewing the case will be included in the final billing.
- 5. Knowledge is power. We want inspectors to know their options so they can the decision that's best for them and their business.

Visit the WAHI Affiliate Member page to contact Lauren or Roy: https://wahigroup.com/Affiliate-Members/



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See page 9 for an informative article provided by InspectorPro

MEMBERS ONLY INTERACTIVE FORUM

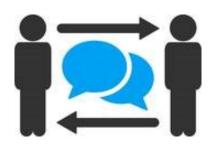
It has come to our attention that many of you may be unaware the WAHI website hosts an interactive forum on the Members Only page.

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 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.







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WAHI WELCOME COMMITTEE

Our Welcome Committee is intended to do just that....welcome our new members into WAHI. As a new member, expect a call from a member from your chapter. If you are a "newer" member – maybe you joined a while ago but haven't yet attended a meeting - feel free to reach out to a committee member from your chapter and make arrangements to meet at the next or an upcoming meeting.

We want our new members to feel "welcome", feel a connection with the group... and the members listed below are the right people to do that!

CENTRAL

Mike Carson - 715.212.4051 or carsonhomeinspector@gmail.com Kyle Zimmerman - 715.387.1815 or kyle@royaltinspections.com

CHIPPEWA VALLEY

Jon Hempel - 715.210.3217 or jhempel@newageinspection.com Marc Steig - 715.797.1475 or inspectormarc3@gmail.com

FOX VALLEY

Dave Brading - 920.889.2120 or dave.brading@yahoo.com Bob Turicik - 920.946.0433 or homereview@wi.rr.com

MADISON

Sean Martinsen - 608.206.1108 or sktailhook@yahoo.com Rich Reinart - 608.535.9206 or thehomeinspectorllcwi@gmail.com

MILWAUKEE

Brian Derewicz - 262.343.1614 or briandthehomeinspector@gmail.com
Nick Hammetter - 414.412.2637 or humblehomeinspector@gmail.com
Andy Helgeson - 414.315.0266 or helge4674@outlook.com
Scott LeMarr - 262.424.5587 or scott@honesthomeinspections.com
Brittany Thomas - 414.486.2367 or thomasradontesting@gmail.com
Mike von Gunten - 262.945.2446 or mike@lahigroup.com

Thank you all for stepping up to serve on one of the **most important** committees within the WAHI organization!



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Contact your Account Manager for more information.

Contact: Paul Gomez

Phone: (855) 337-6811 ext. 12809 Email:

paul.gomez1@officedepot.com

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For assistance with gaining on-line access, please contact:

Paul Gomez

WAHI National Program Manager | Office Depot

Tel: (855) 337-6811, Ext 12809 | paul.gomez1@officedepot.com

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Ryan Eigenfeld

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Welcome

See page 14 in this newsletter

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www.coverrainsurance.com

Hanover Insurance

330 E. Kilbourn Avenue, #650, Milwaukee, WI 53202 Contact: Jeff Frank, 414.221.0364 jfrank@robertsonryan.com www.robertsonryan.com

InspectorPro Insurance

826 E. State Road, #100, American Fork, UT 84003 Contact: Dirk Stephens, 801.610.2753

Fax: 801.610.2701

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