



**Ric Thompson  
President**

August 2019 Vol. 23, Issue 8 www.wahigroup.com



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Greetings Troops,

In the words of Da Yoopers, "It ain't so much the heat as it is the gosh darn humidity!" Our 90 degree days make me yearn for temperatures with a minus in front of it - I can add a layer to be comfortable but for this weather, there is no answer!

In the July WAHI Inspector, I mentioned education would be the topic for this month's article. I hope as you have been interacting with your Realtors over the past couple months that both of you have learned more about each other's process and found out what can be done to improve things on each side.

To further add to our *interaction* with Realtors, WAHI will participate in a panel discussion at the Wisconsin Realtors Association (WRA) Convention in September. Working together and growing our relationship with the WRA is a huge step in the right direction as we try to make real estate transactions better for Buyers.

I want to switch gears a bit. Since becoming President of this great organization, I have done a little research. I've been a bit surprised about one thing that I have hearing all too often...that post-inspection customer service is, at times, less than stunning. Comments range from customers being told to "read the report" to "ask the qualified professional" and everything in between. It sounds to me like "after the inspection conversations" could stand some improvement. Certainly not for everyone but, enough that I now know some of the angst past President Andy Helgeson was working through with Realtors.

When you call something out, be prepared to explain what you saw and why you called it out..."Improperly installed" isn't enough. Your explanation can go a long way as to the remedy, who to call and/or saving one of the parties a cost of an inspection they may not need, such as a structural engineer.

Your customer service is what will help grow your business and keep your business going. We work as a team with Realtors, Buyers, Seller's and "qualified professionals". Most importantly, in the words of Dalton from Roadhouse, "Be nice!"

Be safe out there!  
Ric Thompson, WAHI President



**NEXT MEETING: Wednesday, August 21**

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

[Sconni's Alehouse & Eatery, 1239 Schofield Ave, Schofield, WI 54467](#)

**Education: A Representative from Certainteed**

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



**NEXT MEETING: Wednesday, August 7**

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

**LOCATION (as of June):** [Pizza Ranch, 2451 Truax Blvd, Eau Claire, WI 54703](#)

**Education: Chris Sopiartz from C&S Construction in Eau Claire.**

The speaker will cover roofing and siding.

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



**NEXT MEETING: Tuesday, August 20 FIELD TRIP!**

**Meet at the Stone Toad by 5:45 PM** to carpool and travel as a group to a local property.

Dinner and Business Meeting back at the Stone Toad, following the onsite education.

[The Stone Toad, 1109 S. Oneida St., Menasha](#)

**Education: Paul Birschbach, Local Building Inspector**

Paul will be providing the onsite education for the evening at a local property.

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



**NEXT MEETING: Thursday, August 15**

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

[Great Dane Pub and Brewing, 2980 Cahill Main, Fitchburg](#)

**Education: Affiliate members Frank Acker and Jim Troia of Zander Solutions**

Frank and Jim will address basement waterproofing.

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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: Tuesday, August 13**

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

Meeting/Education at 7:00 pm

[The Pallas Restaurant, 1657 S 108th St, Milwaukee](#)

**Education: To be determined**

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

# WHAT'S HAPPENING IN WAHI?

This is a 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) or 414.299.9766

## July 2019

- **Membership Renewal:** Membership renewal began June 1st. Members were encouraged to submit their renewal payment by July 1st to avoid a \$25.00 late fee. It's NOT TOO LATE to renew your membership! Contact me if you are unable to renew before August 1st.
- **Updated Inspection Agreement:** As a reminder, training for the new arbitration program was conducted in April - WAHI now has qualified arbitrators around the state. The WAHI Inspection Agreement has been updated to reflect the new program and administrator and was distributed to all Home Inspector members via email on May 22, 2019. Incoming members receive the updated agreement in the membership confirmation email. It is also posted in the Members Only section of the WAHI website.
- **WAHI Chapter Facebook Pages:** As previously announced WAHI is starting local Facebook pages for each chapter - all chapter members and local realtors will be invited to join the page. Fox Valley member, WAHI Public Relations Chair and WAHI Facebook guru Bob Turicik will set up each page, then Bob and I will serve as "behind the scene" administrators but we are still seeking a "chapter moderator" in our Central, Madison and Milwaukee chapters. Contact me with questions or interest - [julie@wahigroup.com](mailto:julie@wahigroup.com) or 414.531.3199. Bob has created the Fox Valley Facebook page. It made sense to do that one first since Bob is our FB expert and will serve as the moderator for the FV chapter - he can "work out any kinks" before we expand. Chippewa Valley is up next - stay tuned Marc Steig 😊.
- **Board Meeting:** The Board postponed the previously announced online July Board meeting. The Board will meet in-person in September. See details below.

## August 2019 and Beyond...

- **Reference to WAHI Membership:** If a member has not renewed by August 1st they will be removed from the website (unless they have contacted me prior). Please be aware that according to the WAHI Bylaws, Section 8c: "Upon resignation or revocation, the Member shall cease the use of the Association name, materials, emblems, or any other insignia, and shall promptly return all properties of the Association." This would include the WAHI logo and/or any reference to yourself, and/or your company, as a member of WAHI on any and all marketing materials, websites, email signatures, Face Book page, LinkedIn profile, etc.
- **WRA Conference:** WAHI has had a presence at the annual WRA Convention each fall for many years now but this fall WAHI has been invited to participate in a panel discussion of real estate professionals during the convention on September 10th. This invitation is due to the efforts of WAHI President Ric Thompson and is another GREAT opportunity to increase WAHI awareness.
- **Upcoming Board Meetings:** The Board will meet in the WI Dells on Tuesday, September 10th at 11:30 AM in conjunction with our participation in the WRA convention. Contact me by September 1st if you are interested in attending.
- **Fall 2019 Education House and Training Seminar:** Friday, November 8th and Saturday, November 9th at Chula Vista in the WI Dells! Registration will be on the WAHI website very soon - watch your email!
- **2020 Education House and Training Seminar:** The WAHI Board is looking at Eau Claire, La Crosse and Steven's Point for our spring event and the WI Dells again in fall - stay tuned!



**Julie Arnstein**  
**Executive Director**

You can **add your photo and/or a link to your website** to your WAHI profile!

Submit photo and/or company website info. to: [julie@wahigroup.com](mailto:julie@wahigroup.com)

## WAHI BOOTH AT WRA CONVENTION

The 2019 WRA Convention is scheduled for September 10th and 11th at The Kalahari Resort in the WI Dells.

WAHI will again staff a booth during the show. WAHI Public Relations Chair, Bob Turicik, is again coordinating the booth and the WAHI volunteer "staff".

Booth hours are Tuesday, September 10th, from 8 AM to 5 PM and Wednesday, September 11th, from 8 AM to 2:30 PM.

If you are interested in volunteering for a shift to represent our great association please contact Bob Turicik at [homereview@wi.rr.com](mailto:homereview@wi.rr.com).

Be sure to include the day and time-frame you are available to help!



### ***We are HIRING!***

We are looking for licensed Home Inspectors to join our **GROWING** team.

If you want to focus on performing inspections and not the business side, please contact us!

Visit our website: [www.npi-wi.com](http://www.npi-wi.com)

Send resume to: [marketing@npi-wi.com](mailto:marketing@npi-wi.com)

# NEW MEMBERS

## Robert Brown (Central)

*Affiliate Member offering electrical service*  
Custom Electric  
715.571.6394  
customelectric@yahoo.com

## Robert Miller (Central)

*Home Inspector Member*  
Big Moose Home Inspections  
715.682.4174  
bobm@bigmoosehomeinspections.com

## Vance Sato (Fox Valley)

*Home Inspector Member*  
Big Moose Home Inspections  
715.889.2097  
vance@bigmoosehomeinspections.com

## Thomas Teppen (Chippewa Valley)

*Home Inspector Member*  
Big Moose Home Inspections  
651.491.3121  
Thomas@bigmoosehomeinspections.com

## John Virshek (Central)

*Home Inspector Member*  
Big Moose Home Inspections  
906.285.4691  
jvirshek@yahoo.com



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### REDUCING ENERGY WASTE ACROSS WISCONSIN

Focus on Energy, Wisconsin utilities' statewide program for energy efficiency and renewable energy, helps eligible residents and businesses save energy and money while protecting the environment. Focus on Energy information, resources and financial incentives help to implement energy efficiency and renewable energy projects that otherwise would not be completed. © 2018 Wisconsin Focus on Energy



# HOW TO PROTECT YOUR TOOLS AND EQUIPMENT

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance

Earlier this year, one of our insured home inspectors sent his radon monitor in for calibration. When the servicing was complete, the manufacturer shipped the monitor back to the home inspector. But, when the inspector returned home, the radon monitor was nowhere to be found.

The inspector put in a claim with the radon monitor manufacturer, who subsequently put in a claim with the shipping company. Both the manufacturer and the shipping company denied any liability or coverage for the loss. So, the home inspector filed a police report with his county's Sheriff's Department and contacted us, his insurance provider, to see if we could cover the lost radon monitor.

### What is equipment coverage?

Formally known as inland marine coverage or a commercial property floater, equipment coverage insures your inspection tools and equipment. Unlike standard property insurance, inland marine coverage protects your tools and equipment regardless of their location. This is important in the home inspection industry since, rather than housing your tools and equipment in an office, you usually have your materials in your work vehicle or on inspection sites.

In most cases, equipment coverage for home inspectors reimburses you for the actual cash value (not the cost of the items brand -new) of your stolen or damaged equipment or tools. Oftentimes, coverage extends to not just items you own but items you lease or rent.

Most home inspection tools and equipment are eligible for inland marine insurance endorsements. Examples of typical inland marine insurance claims include:

- Someone burglarizes your locked inspection vehicle and swipes your drone.
- As you're taking inspection photos, you trip and drop your digital camera, breaking the lens.
- While inspecting the roof, someone steals your infrared camera, which you left at the base of your ladder.
- Someone takes your leased radon monitor from where you left it overnight on the inspection site.
- While taking off, you lose control of your drone and crash it to the ground, damaging the wings and internal computer.

Many equipment insurance policies cover physical loss or damage caused by perils, such as falling objects, fire, lightning, sink hole collapse, vandalism, vehicles, and water damage. To see what perils are and are not covered, review the Conditions and Definitions sections of your inland marine policy.

### How does equipment coverage work?

Typically, equipment coverage is subject to your "schedule of coverages," which describes the property you'd like the insurance company to insure. Most insurance companies require that inspectors provide property descriptions—including the make, model, and serial number—for any items worth more than a certain amount.

Here at InspectorPro, we require property descriptions for any items worth \$500 or more. For any items worth less than \$500, InspectorPro insureds may still cover the property as "miscellaneous tools" without providing make, model, and serial information for each tool. The only caveat is that miscellaneous tools cannot exceed \$2,500 in total value.



[READ MORE](#)

**To learn more about InspectorPro Insurance, please see our ad on page 9 of this newsletter.**

# LOG IN & UPDATE YOUR WEBSITE PROFILE IN 5 EASY STEPS

1. Go to [www.wahigroup.com](http://www.wahigroup.com).
2. From the Home Page - upper right corner, **select "LOG IN."**  
**ENTER your email address on file with WAHI and password.**  
\*If you have questions, contact Julie at [julie@wahigroup.com](mailto: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.

## **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**  
**homeview@wi.rr.com**



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initiatives

## 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: Executive Director Julie Arnstein  
414.299.9766 or [julie@wahigroup.com](mailto:julie@wahigroup.com)

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Below are a few of the services offered at [SmokeStacks](http://SmokeStacks):

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Visit our website for more details to see photos of our work - [www.smokestacks.net](http://www.smokestacks.net)

SAVE THE DATE...

November 8<sup>th</sup> and 9<sup>th</sup>  
WAHI Fall 2019 Education House and Training Seminar  
in the WI Dells!

**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 14 for information on their in-store program and page 15 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!"**



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See page 6 for an informative article provided by InspectorPro

Attorneys Roy Wagner and Lauren Triebenbach have joined the law firm of Michael Best and Friedrich. Both have expressed interest in continuing to work with WAHI and to provide their risk-free, initial legal counsel to WAHI members with legal concerns.

Contact Lauren at [latriebenbach@michaelbest.com](mailto:latriebenbach@michaelbest.com) or 414.225.4929 and Roy at [rewagner@michaelbest.com](mailto:rewagner@michaelbest.com) or 414.270.2707

### 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 at 608.235.9836 or [ronmiller547@gmail.com](mailto:ronmiller547@gmail.com)



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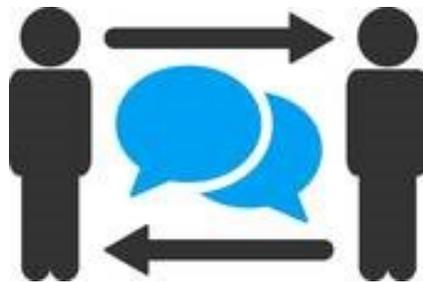
# MEMBERS ONLY INTERACTIVE FORUM

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 7 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

Joel Markeson - 715.225.0385 or jpmarkuson@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](mailto:paul.gomez1@officedepot.com)

## BOARD OF DIRECTORS

### President

Ric Thompson  
920.410.6682

Ron Miller  
608.235.9836

Brian Opelt  
715.937.2002

Dave Pribyl  
920.660.3000

David Strandburg  
608.255.3966

Mike von Gunten  
262.945.2446

### Co-Vice Presidents

Terry Elliott  
715.577.4211

Tom Greenwaldt  
262.271.0124

### Secretary & Executive Director

Julie Arnstein  
414.299.9766

### Treasurer

Tom Kruse  
608.782.8831

### Chapter Presidents

Mike Carson, **Central**  
715.212.4051

### Past President

Andy Helgeson  
262.377.0751

Terry Elliott, **Chippewa Valley**  
715.577.4211

Dave Pribyl, **Fox Valley**  
920.660.3000

Sean Martinson, **Madison**  
608.206.1108

Jim Oezer, **Milwaukee**  
262.636.9909

Jay Paulson, **Milwaukee**  
262.636.9909

### Members-at-Large

Mike Carson  
715.212.4051

Tom Dempsey  
262.367.1534

Brian Derewicz  
262.343.1614

Dennis Kruger  
608.575.0371

## WAHI COMMITTEES

### Arbitration

David Nason, Chair  
Ron Nohre  
Mark Thomas  
Attorney Roy Wagner

### Audit

Tom Kruse, Chair  
Tom Beatty • Dave Corby  
James Davis • Misty Russell  
Blake Teschner

### Education

Tom Kruse, Co-Chair  
John Moore, Co-Chair  
Mike Carson  
Mike von Gunten  
Andy Maliszewski  
Kyle Zimmerman

### Education House

Mike Carson, Chair  
Mike von Gunten

### Legal Support

Attorney Roy Wagner

### Legislative

David Strandberg, Chair  
Tom Dempsey  
Scot McLean  
Ron Miller  
Ken Smith  
Mark Thomas

### Long Term Planning

Andy Helgeson, Chair  
Tom Beatty • Mike Carson  
Terry Elliott • Rich Reinart  
Ric Thompson

### Membership

Ron Miller, Chair  
Mike Carson • Brian Derewicz  
Roger Kautz  
Brian Opelt • David Pribyl

### Nominations/Elections

Andy Helgeson, Chair  
Mike Carson • Terry Elliott  
Sean Martinson  
Jim Oezer  
Jay Paulson • Dave Pribyl

### Public Relations

Bob Turicik, Chair  
Bruce Low

### Rules & By-laws

Andy Helgeson, Chair  
Tom Greenwaldt  
Roger Kautz

### Website

Julie Arnstein  
Nick Hammetter • Todd Jones

### Welcome

See page 13 in this newsletter

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### Citadel Insurance Services, LLC.

826 E. State Road, #100, American Fork, UT 84003  
Phone: 877.247.4468  
Fax: 801.610.2701  
[www.citadelus.com](http://www.citadelus.com)  
General liability and E&O insurance for home and building inspectors.

### Coverra Insurance Services

535 Industrial Drive, Sparta, WI 54656  
Contact: Jeff Ascher, 608.269.2127  
Fax: 267.647.3247  
jascher@coverrainsurance.com  
[www.coverrainsurance.com](http://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](http://www.robertsonryan.com)

### InspectorPro Insurance

826 E. State Road, #100, American Fork, UT 84003  
Contact: Dirk Stephens, 801.610.2753  
Fax: 801.610.2701  
[www.inspectorproinsurance.com](http://www.inspectorproinsurance.com)  
Our free pre-claims assistance and risk management education decrease how often claims arise. And our E&O and general liability insurance policies serve your unique business needs. Insuring elsewhere isn't worth the risk.

### Mutual of Omaha

N7365 Lost Nation Road, Elkhorn, WI 53121  
Contact: Bruce Blum, 262.215.9123  
bblum1031@yahoo.com  
[www.BruceBlum.biz](http://www.BruceBlum.biz)

### OREP

6760 University Ave, #250, San Diego, CA 92115  
Phone: 888.347.5273  
Includes premises coverage and most incidental coverage.  
Competitive rates.

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Phone: 920.432.7246  
Many types and companies. Services individual inspectors, fee based on volume. Covers radon too.

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Phone: 888.858.1777  
[www.allprocoverage.com](http://www.allprocoverage.com)  
Multiple carriers. Coverage on mold and lead testing, septic, pest and pool inspections, prior acts, workers comp., commercial auto and more.