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November 2016

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you go to it" ~ Marva Collins, Chicago Educator



ASHI launches new app called, '**Home Inspector Search**'

Many home buyers, home sellers, real estate agents, insurance agents, real estate brokers and anyone involved in buying or selling a home will need and want to have a home

inspection. Have access to home inspectors at your fingertips with the American Society of Home Inspectors' new app, "**Home Inspector Search**". Not only can you find an ASHI home inspector in your area, you can contact them right away within the app.

But once you find or sell that home and have the inspection, don't get rid of the app



**November &
December
Classes Offered**

**60-Hr Online Course
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93 Hour Class
[Brentwood, TN - Nov 7-12](#)
[Austintown, OH - Dec 12-17](#)

120 Hour Courses
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[Cypress, CA - Nov 7-18](#)
[Cumming, GA - Nov 28-Dec 9](#)
[Lakewood, CO - Nov 28-Dec 9](#)
[Leesburg, VA - Nov 28-Dec 9](#)
[Tampa, FL - Nov 28-Dec 9](#)
[Columbus, OH - Dec 5-16](#)

160 Hour Class
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16 Hour Residential Radon Measurement Webinar
[Live Webinar - Nov 15-16](#)

because there is plenty of information that you'll need that ASHI includes, such as the Consumer Safety Recalls that is updated as recalls come into the government's system. The last feature is a "seasonally" updated section with Home Maintenance Tips which will help the home owner year-round with tips for maintaining their home.

Best of all, the app is **FREE** and is available on both the Apple "App Store" for iOS devices and on Google Play for Android devices.

Promote it to your friends and family. Let your realtor contacts know about this great app!

Download the Home Inspector Search app now!

[iOS Apple App Store](#)
[Android App on Google Play](#)



[2016 November Reporter](#)



Elections

All voting members should have received an email from "Election Buddy" on October 31st to vote for the slate of Officers. If you did not see it, do not worry, another reminder will be sent this week.

Nominating Committees Slate Officers, Certification Committee Members and Directors

The Committee met August 18, 2016, and decided on the



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What's going on with your chapter? Got an event coming up? Something interesting happen at your last meeting? What did you learn about? We want to know and we'll post it here. Email your news to Dave at davek@ashi.org

Here's what's going on in a chapter near you...

November 11-12, 2016
St. Louis Fall Seminar & Missouri Structural Assessment & Visual Evaluation
Crestwood Government Center
Eureka, MO
Contact: mark@homeinspectstl.com

November 12, 2016
MAC ASHI Educational Event
Johns Hopkins University
Rockville, MD
Contact: macashirsvp@aol.com
2 ASHI CEs

November 12, 2016
New Mexico ASHI Chapter Educational Seminar
The Pecos Trail Inn & Cafe
Santa Fe, NM
Contact: Doug Ramsey
douglas@di-nm.com

November 16, 2016
ASHI Los Angeles/Ventura County ICC Exam Prep
City of Ventura
Community Room
Contact: Bob Guyer

following slate for 2017 ASHI Officers. The names are listed in alphabetical order by office.

Officer Slate for 2017

President: Howard Pegelow

President-elect: Tim Buell

Vice President: Scott Patterson

Treasurer: Don Lovering

Secretary: Mike Wagner

Any voting member wishing to run as a petition candidate should submit a matrix to Headquarters and download a petition form from the website and file it by October 21 as per the rules below.

Director Slate for 2017

The ASHI Directors Nominating Committee for 2017 slated the following for ASHI Directors: **Steve Baranello, Michael Conley, Jim Funkhouser, Reuben Saltzman, Bob Sisson, Kevin Vargo, Hollis Brown for Speaker of the CoR**

Three directors and one alternate will be chosen based on the number of votes each receives.

Any additional Council Representatives who would like to be included on the ballot should submit a matrix and download a petition form from the website and file it by October 21 as per the rules below.

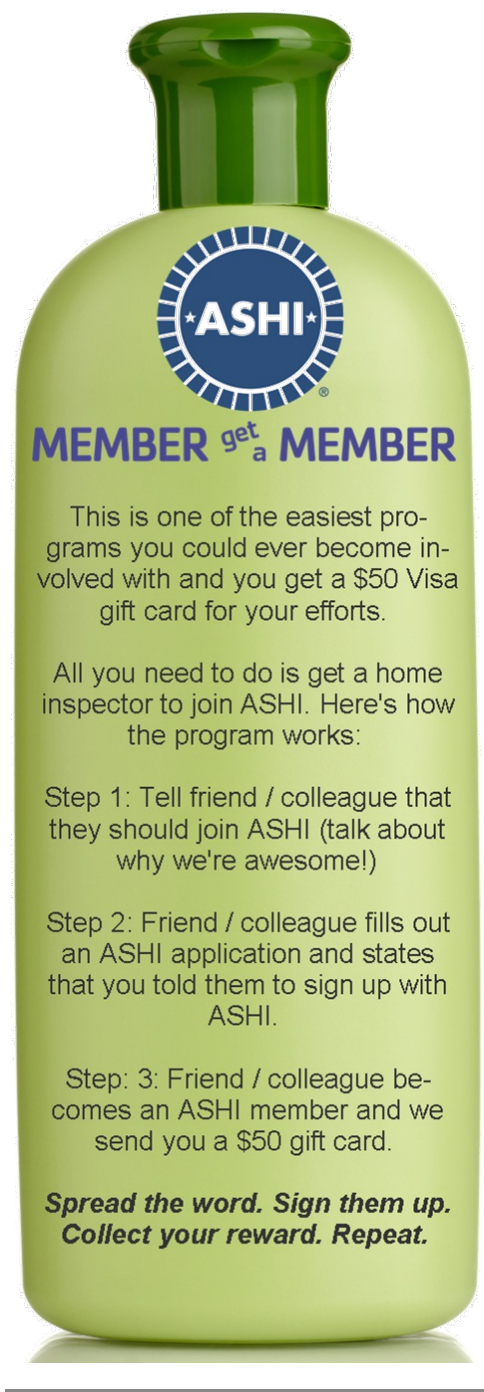
Election Policy

The following is from the ASHI Policy and Procedures Manual, also available under Publications in the Members Only website.

2. Petitions

a. All Petition Candidates are to complete and submit the official Nomination Matrix Form prior to the official election. ASHI will provide the official petition to the member requesting the petition. ASHI will notify the ASHI membership by email of the member who is requesting the petition. The notice will be sent out two times by ASHI (the last week of September and the [second] 2nd week of October) and shall include the names of those candidates chosen by the nomination committees. If the official petition form is changed in any manner, the petition will NOT be accepted, with the exception of a change to the fax

November 19, 2016
Heartland ASHI
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U of MN Continuing Ed
Bldg
St. Paul, MN
Contact Reuben
Saltzman:
reuben@structuretech1.com
8 ASHI CEs



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or phone number and email of the candidates. The candidate will be allowed to purchase only the ASHI mailing list of addresses. Email addresses and fax numbers will NOT be provided to nominated or petition candidates. The mailing list may be used only for the current election cycle. *Revised 7/30/2011*

b. A valid petition containing the names of a minimum of 10% of the then in good standing ASHI Certified Inspectors submitted to ASHI headquarters shall cause the name of the qualified Member to be added to the ballot as a candidate for a specified (named) office.

c. Petitions must be presented on a special form available only from ASHI Headquarters and requires the name (printed) and the signature of each petitioner, as well as the office in which the petitioner would serve, if elected.

d. The form must be received by mail or fax at headquarters at least 10 days prior to the distribution of the ballots.

e. Staff will verify the validity of the petition prior to placing the name of a Candidate for office on the ballot.

3. Official Instructions for Those Obtaining Petitions for the Officer Elections

a. All petitions must be received on or before October 21, 2016, at noon (CT) at ASHI Headquarters, 932 Lee Street, Des Plaines, Illinois 60016, by physical delivery, U.S. mail, email or FAX at 847-759-1620 directly from the candidate. Postmarked dates or mail “stored” at the post office will not be counted.

b. An ASHI Certified Member may sign more than one candidate’s petition for the same position, but only one signature per individual candidate.

c. If the Official Petition Form is changed or altered in any manner, the petition will not be accepted, with the exception of the insertion of the fax or phone number or the email of the prospective candidate.

d. All fields on the petition shall be filled in. The signature and printed name of the signer must be original.

e. All petitions must be submitted directly from the

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[LegalShield](#)
[Porch.com](#)
[MoverThankYou.com](#)
[HomeAdvisor](#)
[OneSource Solutions](#)
[Liberty Mutual Insurance](#)
[InspectionContracts.com](#)
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prospective petitioning candidate to Headquarters, not from signers. Petitions faxed, emailed, sent by U.S. mail or delivered by anyone other than the petition candidate will not be counted.

- f.** Qualified ASHI voting members (ACIs and retired members) may also sign petitions.
 - g.** ASHI will inform members twice by email that they have requested a blank Official Petition Form.
 - h.** You may purchase and use mailing labels from ASHI. You may not purchase email, fax or telephone number lists from ASHI. ASHI will not sponsor or send email blasts for any prospective or actual candidate.
- The campaigning rules remained the same.

15.9A

- 1.** Campaigning positively by or about any candidate is permissible as long as no ASHI assets are used.
- 2.** Staff, Nominating Committee and Election Committee members shall not participate in campaigning.
- 3.** Nominees or Petition Candidates for an Officer or Board of Director position may purchase mailing labels or lists of qualified voting members' contact information from Headquarters at cost. The mailing list will only have the USPS address of the member. Email addresses and fax numbers will not be provided to anyone, petition candidate or nominated candidate. *Revised 7/30/2011*
- 4.** Negative campaigning (against candidates or nominees) is not permitted. The Election Committee should preview campaign statements or materials in advance if there is any uncertainty about the appropriateness of their contents.
- 5.** Election and Campaign policies shall be published in the Reporter for three (3) consecutive months prior to the formation of a slate for an election.



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Contact any of the above



Remember the good ole days when your ASHI membership ran from October 1st through September 30th? It was an easier time back then because we sent you renewals notices upon renewal notices to remind you to renew your ASHI membership.

Then we changed things up and made things easier for you, our ASHI members. Now you could stay on the renewal schedule we always had (see above) or you could go year-to-year based on your anniversary date. Heck! We made life even easier by opening up a month-to-month option by credit card. You never have to worry about renewals (until, of course, your credit card expired).

However, since many of you *opted to stay at the October 1st to September 30th membership year*, we gotta say, "**Hey, it's time to renew your membership!**" [Renew here...today!](#)

Winner, Winner



Chicken Dinner, um, IW Conference Registration & Hotel

Our winner of the 2017 InspectionWorld Conference Registration and Hotel Stay at Bally's Hotel in Las Vegas is: Ross Relyea of [Sweet Home Chittenango, LLC](#).

Affiliates and Endorsed providers and mention that you are an ASHI member for a special discount.



We have been working hard to bring some excellent ASHI Members Exclusive Benefits. Check out the list below and visit the ASHI website's member's only section and click on Member Benefits. Here's a sampling of the awesome member exclusive benefits ASHI members enjoy:

Travel:

- Orlando Vacation Packages
- Cruise Discounts
- Rental Car Discounts at 5 different rental car companies
- Hotel Discounts (10%-55% savings)

Auto:

- Savings on new and used cars (save thousands off MSRP)
- Jiffy Lube Discounts

Retail:

- Apple products
- Dell products
- Lenovo
- Groupon
- A website chock full of discounts at your favorite retailers

Health:

- Healthcare
- Supplemental Health
- Dental/Vision Insurance
- TeleMedicine Programs
- Prescription Drug Cards

Business Related:

- Shipping
- Office Supplies

ASHI's Leadership Training Conference 2016 was a huge success! We met with over 130 chapter leaders from across the United States and Canada and also welcomed several former NAHI members as well. The attendees enjoyed our opening speaker, Tim Hosey who spoke on "Volunteerism"; our breakout sessions; and meeting with a few vendors. Everyone enjoyed getting to see how our Board meetings worked and receiving a brief on Robert's Rules of Order. We're overjoyed by the success of the meeting and the overall satisfaction for all that attended. We cannot wait until next year!



The Standards Committee is accepting comments about the proposed ASHI Standard of Professional Practice for Residential Deck

Inspections.

The committee encourages members to read this proposed standard and provide comments to the committee.

Please direct comments and questions to Bruce Barker at Bruce@DreamHomeConsultants.com. The comment period ends on 30 November 2016.

Please click [here](#) to view a draft copy of the Standard.

The objective of this proposed standard is to provide the public with a valuable additional service that can improve deck safety. The intent of this standard is that members will provide this service to homeowners who want a thorough inspection of their deck using the most current deck construction guidelines.

- Legal help
- Credit Card Processing

...more coming soon!



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ASHI CERTIFIED INSPECTORS (ACI) HAVE:

- Passed the NHIE, SoP and CoE module
- Passed report verification
- Submitted 250 fee-paid home inspections



ASHI INSPECTORS HAVE:

- Passed the NHIE, SoP and CoE module
- Passed report verification
- Submitted 75 fee-paid home inspections



ASHI ASSOCIATES HAVE:

- Passed the SoP and CoE module
- Agreed to follow the ASHI SoP and CoE

**Calling All
Chapters!!!**

Do you host a chapter event, seminar, or conference and trade show? Do you attend them as an exhibitor? If you answered 'yes' to either question, then you need ASHI's new "Step Up With ASHI" banner. This banner has all the talking points you need to promote ASHI membership and help non-members and non-

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Quickly and easily order books and ASHI brochures or create marketing materials for your business!

Create one look for all your marketing pieces! And best of all, ASHI did all the work. We created the designs and added our logo.

Now add your logo, images and contact information with ease, or use our photos. Save your designs, edit later or re-order to refresh your supplies. Purchase informative brochures imprinted with your logo and contact information to hand out to clients and agents alike. We make it easy and on your schedule. How? With 24/7 access and ordering, with tech support during business hours (CDT). Check out this video for more information:

https://www.youtube.com/watch?v=xH5g_YUC2a0&feature=youtu.be

Visit ASHI's Print-on-Demand site today and start creating your own marketing collateral now. Click [here](#).

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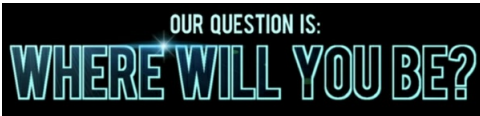


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Melbourne, FL

[InspectionWorld Las Vegas](#)
January 22-25, 2017
Las Vegas, NV

[3 Days of Secrets](#)
[Revealed](#)
February 20-23, 2017
Dallas, TX

[East Coast Builders](#)
[Conference](#)
May 4-5, 2017
Atlanta, GA

[NEHA 2017 Annual](#)
[Education Conference &](#)
[Expo](#)
July 10-13, 2017
Grand Rapids, MI

View the
Expo Floor Plan

InspectionWorld Las
Vegas is steamrolling



Recently I wrote
about inspecting electric
radiant heating
systems per ASHI standards. While it is a
valuable service to inspect a home and note
those things which may need attention, you
will add a tremendous value to your clients
by providing diagnostic and repair
recommendations for faulty systems.

***Diagnosing Electric Radiant Heat
System Failures***

The whole point of diagnosis is to limit the
scope of the repair work – to make
mitigation as cost-effective as possible. You
can certainly demo the finished work in the
entire room down to the framing and run
new electrical service to the room. But such
a broad, sweeping approach would most
certainly cost many thousands of dollars
more than a surgical, precision repair. If the
goal is to add value, cost-effectiveness is
one of the objective mean to it.

No Power to the Heating System

Therefore, you will need to observe the
heating system in failure mode. Your first
step in diagnosis is to ensure that there is
electrical power to the system. Either ask
your favorite electrician for assistance or
use a non-invasive electrical sensor to
determine that there is house current to the
control box. If you determine that the box
does not have power, check that the breaker
is to the system is on and that any GFIC
switch which may interrupt the heating
circuit is turned to the on position. If, after
these preliminary checks you don't have
power, it is definitely time to call in an
electrician.

Causes could be anything from a faulty
circuit breaker or GFIC switch to a short in
the wiring to the room – which would
obviously be a safety concern. During my
time as a residential remodeler I've come
across a variety of reasons for shorted wires,
from sheetrock screws going through the
wiring because someone wrapped the wire
over the stud (rather than putting it through
the stud, to finding a squirrel hanging from
the wiring after it apparently tried to chew
through it. But regardless of the reason for a
lack of power in your situation, the most
cost effective solution will likely be to run a
new circuit to the heating system.

***System does not Heat or Heats
Insufficiently***

Assuming that there is power to the control

ahead. Registration open in about a month and a half (September 1st) and the expo hall is filling up. Don't miss out on the best and largest home inspection conference in North America.

Reserve your booth space today! Areas outlined in red have already been reserved. Click on the image below for the Exhibitor Registration & Sponsorship Form. Become an Exhibitor.

92% of the Expo Hall is sold and InspectionWorld is rapidly approaching. That's pretty awesome. When we fill what we have, we may not be able to open more space, so if you haven't reserved a booth - now is the time to do it!


box, cause the system to begin a heating cycle by turning it on or turning it up. Radiant systems, by nature, have a slow recovery time, so give it 30 minutes or so to warm up.

Most electric radiant heating systems have an integrated GFIC circuit to the heating element. If, upon return, the system has not heated or it is obviously heating poorly, check to see if the GFIC within the control box was interrupted. If it is, reset it and see how long it takes to trip. If it trips quickly, the problem is either in the control box – which should then be replaced – or there is a short in the lead to the heating element.

It would certainly be unsafe to run heating element wire from the control box to the main heating surface – that distance is spanned by a lead wire which should remain as cool as any electrical wiring running through the framing. If there is power to the control box and the inline GFIC is working properly, then it is likely that either (1) power is not getting to the heating element, or (2) the remote thermostat is not working properly.

The thermostat can be checked by performing a continuity test on the thermostat leads in the control box. Be sure to connect your electrical meter to the thermostat leads properly as many of these devices are semi-conductors and will only allow current to flow in one direction. If you determine the thermostat is faulty, try connecting a new one to the control box before excavating the old one. If the new thermostat corrects the heating system, find a convenient place to install it – you may not need to excavate the old one.

Check for power to the heating grid first at the control box using a contact voltmeter (exercise caution – these lines are most likely running at sufficient voltage and amperage to deliver a nasty shock), and then at the most likely point where the wire connects to the heating element with the non-invasive electrical sensor. If there is power from the box but none at the heating element, the lead has a short and should be replaced. If there is power to both ends of the lead then there could be a short at the start of the heating element or – something which is easy to overlook – the control box is simply underrated for the size of the heating element. This is easy to do in homeowner kits from big box stores that can be spliced together. Check with the manufacturer's



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Exhibitor / Sponsor Information

Our 424 ASIM Affiliate Members determines what level (1st/2nd or 3rd) pricing in which you can purchase a booth. We are trying something new this year. Full Exhibit Booth includes: space with 11' high back wall and 3' High side drapes, one 6' slatted table, two banquet chairs, one wastebasket, one 2' x 44" sign, & free Wi-Fi. Expo Hall is carpeted.

Exhibit Packages

Exhibit Package	Premium Booths (corner/main aisle face) from ASIM Booth <i>(includes one 3'x20' booth, standard electricity & furniture)</i>
Tote Bag Full Program Ad Package (one 1/2 wall)	<input type="checkbox"/> \$4500 (includes: one 20'x20' booth, standard electricity, Sponsorship of Tote Bag (one 1/2 wall), Full Program Ad)
Notebook /Half Program Ad Package (one 1/2 wall)	<input type="checkbox"/> \$4000 (includes: one 20'x20' booth, standard electricity, Sponsorship of Notebook, 1/2 Page Program Ad)
Swag Bag Full Program Ad Package (one 1/2 wall)	<input type="checkbox"/> \$4000 (includes: one 20'x20' booth, standard electricity, Item Sponsorship in Swag Bag (one 1/2 wall))

A La Carte Exhibits

Exhibit Package	Standard Booth	Premium Booth (corner/main aisle)	BOOTH SELECTION
ASIM Affiliate Price	<input type="checkbox"/> \$475	<input type="checkbox"/> \$1275	1 st Choice: _____
Non-Affiliate Price	<input type="checkbox"/> \$1175	<input type="checkbox"/> \$1500	2 nd Choice: _____
Add'l Booths	<input type="checkbox"/> \$575	<input type="checkbox"/> \$775	3 rd Choice: _____

Sponsorships

Sponsorship	Cost	Sponsorship	Cost	Sponsorship	Cost
Lunch Sponsor (4)	\$5000	Booth Sponsor	\$4400	Full Page Program Ad	\$500
Evening Night (4)	\$5000	Pens	\$1500	Half Page Program Ad	\$500
Tote Bag	\$2000	Water Bottle	\$1500	Tote Incent	\$500
Notebook Folio	\$2000	Swag Bag Misc Item	\$1500	Coupon Book	\$500
Gala Sponsor (2 1/2 hr)	\$18000	Wi-Fi Sponsor	\$1000	Tert Cards	\$300

Payment

Exhibit Package	Add'l Booths	Sponsorships	Total Due
\$	\$	\$	\$

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Signature: _____

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cheer, not only



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specifications to verify the maximum load the control box can handle before excavating the lead wire.

Only Part of the Heating Element Gets Warm

In the previous article I discussed how to isolate a break or short in the actual heating element. Of all the possible problems to have with these systems, this is possibly the easiest to mitigate.

Trip the inline GFIC (for safety) and expose the heating element at the point in which you've isolated the probable short. You should be able to see signs of shorting. Expose enough heating element to install a splice kit. These are the same splices used to connect multiple heating sections. Before repairing the finish materials, make sure to energize the heating element and check for even heating.

Be Thorough, Be Persistent

Proper diagnosis of a faulty electrical radiant heating system will greatly aid in pinpointing the specific repair that needs to be performed. However, it is possible that one problem, a short in the heating elements, for example, can lead to other problems such as a control box no longer functioning properly. Diagnosis is a logical, step-by-step process. But your first corrective action may only serve to isolate a problem further down the diagnostic list. Fully correcting a faulty system may require several diagnostic cycles. However, even going through several diagnostic cycles is more cost-effective than gutting the old heating system and starting from scratch. And the end result of a working radiant heating system, with its unparalleled cozy feel is well worth the diagnostic and repair efforts. Providing diagnostic and repair tips to your clients so that they can restore functionality to a faulty system is a tremendous value to them – and may prove to be very profitable to you.

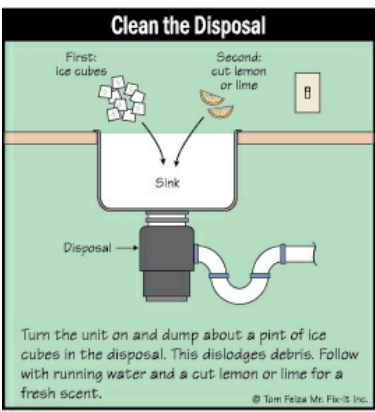
For more articles from the InspectorPro Blog, click [here](#).



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P157

Quick Tip #41: Your Nose Knows It's Time to Clean the Disposal

Eeuuww – what’s that smell in the kitchen?

Yuck, it’s from the sink. It smells like sewage or rotten food. The sink looks clean, and you try flushing lots of water down the drain. You run the garbage disposal, and it works fine. Yet the smell persists. What should you do?

The smell could be caused by debris that has collected inside the disposal’s rubber flapper. With the disposal off, wipe this hidden surface with a coarse rag and detergent. Be careful not to put the rag or your hand too far into the disposal – just rub the underside of the rubber flap. With some disposals, this flap can be removed and cleaned. Typically it is just held in place in a slot around the edges. After cleaning the flap, turn on the disposal and dump a few pounds of ice into it. The ice will bounce around in the disposal, and these hard chunks will break away debris. Finally, with the disposal running, throw in a few lemon or lime peels. They are pretty tough, and they’ll also help break away any debris while leaving a pleasant scent.

By Tom Feiza, Mr. Fix-It
(c) Copyright 2009 by Tom Feiza, Mr. Fix-It, Inc. | misterfix-it.com | htoyh.com Helping you operate and maintain your home



2-day NHIE Prep Class with Exam Option (8 hours)

Instructors: Bruce Barker, ACI, the author of the *NHIE Home Inspection Manual*, and Jim Funkhouser, ACI, a past EBPHI President, and person in-charge of the NHIE question

you enroll.*

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writing sessions for four years. (8 ASHI CEs)

Sunday, Jan. 22, 8:00 am - 12:00 pm Class
Tuesday, Jan. 24, 2:00 pm - 6:00 pm Class
Wednesday, Jan. 25, afternoon Exam, transportation to PSI Testing Center - Las Vegas

Tuition: \$100 ASHI Members, \$150 Non-members

An 8-hour intensive review and preparation class for the National Home Inspector Exam (NHIE) will be held Sunday and Tuesday at Bally's. This class is designed to give you an insight into how the exam is developed and written, an review of the subject areas covered by the NHIE, strategies for exam taking, and practice exam questions. Finally, if you feel ready, on Wednesday, January 25th, transportation will be provided to the PSI testing center in Las Vegas where you can take the NHIE. Examinees limited to 40 on 1/25. Exam may be taken at other PSI locations across the U.S. See link below. Pre-class study is required. Read the manual and guide to prepare for class.

Purchase the National Home Inspector Exam Manual and Study Guide - \$99 ASHI Member Price. Order by phone (800) 743-2744.

To take the exam on Wednesday, January 25th at PSI Testing Center, Las Vegas. \$225 Exam fee.

Pre-Register - Go to: http://candidate.psiexams.com/catalog/fti_agency_license_details.jsp?fromwhere=findtest&testid=2329

For more information go to the NHIE registration site at www.homeinspectionexam.org



Customer Service

It's a pretty natural human reaction to complain when something doesn't go our way. In the past, we might simply have vented our frustration to a couple of friends. Now, we

turn to Twitter and Facebook. A much larger audience is listening there - one that is not limited by geography and has the ability to easily amplify any complaints. As a company, when individuals use their social channels as a means of complaining about you, it can be frightening at first. It can feel like you're being attacked and like you have no control. But these truly are opportunities to jump in and help rectify the situation, even improving the customer's experience with your brand.

Bottom line: We're rising with the tide of our customers' expectations.

Not all customers will address you directly, however, so it helps to be listening. Always make sure it's clear and easy for people to easily contact you. It may help prevent a Twitter rant or an upset Facebook update or Yelp! review.

Some customers out there are ready to engage with questions, concerns, and even complaints, and it's your job to be there. But you don't have to do it alone. Remember that as you move your community members into more meaningful relationships with your brand, they'll stand up to defend you. You have to put in the muscle up front, but after a while, you'll start seeing evidence of your community stepping in to help each other on your behalf.

With some training and an emphasis on consistent voice, social participation can be picked up by other customer service-oriented departments inside the company. When social engagement is not the sole responsibility of a social media marketing professional, but rather a distributed effort across functional areas of the company, you'll be able to better serve your customers while running an efficient and informed business.

