

INSPECTION NEWS & VIEWS FROM THE AMERICAN SOCIETY OF HOME INSPECTORS, INC

NADRA-ASHI PARTNERSHIP BRINGS EDUCATION AND BUSINESS PROSPECTS TO HOME INSPECTORS P32

PRESIDENT'S MESSAGE SILVER LININGS P10

MAY 2020

FEMA UPDATE SHARING INFORMATION TO HELP YOUR CLIENTS PROTECT THE LIFE THEY'VE BUILT P20



FOR PRICING CALL 888-958-8170

eadquarters

United States and Canada Locations

EMSL Laboratory
 EMSL Service Center
 LA Testing Laboratory



Mold Sampling Basic Kit \$299 USD #8706301



Air-O-Cell Cassette/50 PK \$199 USD #8715301B



Zefon Bio-pump Plus Kit \$699 USD #8706002



FREE Swabs & Tape Lifts For EMSL Tests!



FHA/VA Water Test Kit Basic+2Day TAT Prepaid \$110 USD #FHAB+2DPPCOMKIT



Radon Gas Test kit Call For Pricing!

EMSL

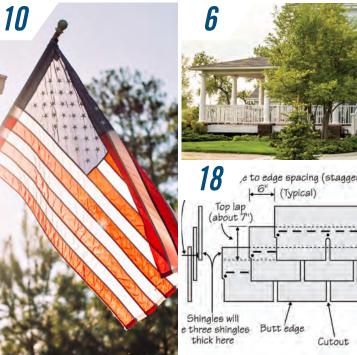
EMSL ANALYTICAL, INC. TESTING LABS • PRODUCTS • TRAINING

www.emsl.com



	7
FE	ATURES
6	MANAGING RISK Your Pre-Inspection Agreement: Dispute Resolution By Stephanie Jaynes, Marketing Director at InspectorPro Insurance
10	PRESIDENT'S MESSAGE Silver Linings By Mike Wagner, ACI, CRP, 2020 ASHI President
12	ASHI UPDATE ASHI COVID-19 FAQs Are Home Inspectors Allowed to Perform Inspections Under Stay-at-Home Orders?
16	MESSAGE FROM THE ASHI EXECUTIVE DIRECTOR Hope and Confidence By James Thomas, ASHI Executive Director
18	SMART INSPECTOR SCIENCE Check That Roof Shingle Stagger By Tom Feiza, Mr. Fix-It, Inc. HowToOperateYourHome.com
20	FEMA UPDATE Sharing Information to Help Your Clients Protect the Life They've Built By the National Flood Insurance Program Content Team
26	MARKETING FOCUS Deliver a Compelling Story By Jeff Tippett
28	MESSAGE FROM AN ASHI AMBASSADOR Making Lemonade Out of Lemons By Frank Lesh, ASHI Ambassador, 2007 ASHI President 2013-2018 ASHI Executive Director
<i>32</i>	NATIONAL DECK SAFETY MONTH NADRA-ASHI Partnership Brings Education and Business Prospects to Home Inspectors By NADRA
<i>42</i>	Postcards From the Field It's Wacky Out There
46	Are These Violations of the ASHI Code of Ethics? By Jamison Brown, ASHI Ethics Committee Chair









ASHI MISSION STATEMENT

To set and promote standards for property inspections and to provide the educational programs needed to achieve excellence in the profession and to meet the needs of our members.

OFFICERS

Mike Wagner, President Westfield, IN, 317-867-7688 mwagner@ralis.com

Bruce Barker, President-Elect Cary, NC, 919-322-4491 bruce@dreamhomeconsultants.com

Blaine Swan, Vice President Columbus, OH, 614-506-0647 trueprohomeinspections@gmail.com

DIRECTORS

Bronson Anderson 2018-2020 Waynesboro, VA, 540-932-7557 2inspect4u@gmail.com

Eric Barker 2018-2020 Lake Barrington, IL, 847-408-7238 ebarker@morainewoods.com

Michael Burroughs 2019-2021 Monroe, LA, 318-376-0482 mike.qedservice@gmail.com

Rob Cornish 2019-2021 Ottawa, ON, 613-858-5000 robc@homexam.ca

Shannon Cory 2018-2020 Fayetteville, GA, 404-316-4876 shannon@rainbowhomeinspections.com

Steve Cross 2019-2021 Ortonville, MI, 248-342-4205 crossinspectionservices@gmail.com

Publisher: James Thomas Editor: Carol Dikelsky Art Director: George Ilavsky

American Society of Home Inspectors, Inc. 932 Lee Street, Suite 101 Des Plaines, IL 60016 John Wessling, *Treasurer* St. Louis, MO, 314-520-1103 john@wesslinginspections.com

Lisa Alajajian Giroux, Secretary Milford, MA, 508-634-2010 homequest1@comcast.net

Scott Patterson, Immediate Past-President Spring Hill, TN, 615-302-1113 scott@traceinspections.com

Mark Goodman 2020-2022 Manchester, MO, 314-409-3991 mark@homeinspectstl.com

Doug Johnson 2020-2022 Mobile, AL, 251-295-7254 inspectmobile@gmail.com

Scott Johnson 2020-2022 Marietta, GA, 678-232-6769 whpis@me.com

Nashaat Roufaiel 2019-2021 Ottawa, ON, 613-823-7706 nr1990@hotmail.com

Bob Sisson 2018-2020 Boyds, MD, 301-208-8289 Office@inspectionsbybob.com

Jim Vaughn 2020-2022 Arlington, VA, 703-675-5452 jim@homeauthority.biz

847-954-3179 Reporter calls only

847-299-2505 (fax) Reporter only Email: jamest@ashi.org

Advertising: Dave Kogan Phone: 847-954-3187, Email: davek@ashi.org

ASHI REPORTER – ISSN 1076-1942 – the official publication of the American Society of Home Inspectors, Inc. (ASHI), 932 Lee St., Suite 101, Des Plaines IL 60016, is published monthly. Annual subscriptions: \$44.95 to non-members. Periodical postage paid at Des Plaines, IL 60016 and additional mailing offices. POSTMASTER: Send address changes to ASHI Reporter, 932 Lee Street, Suite 101, Des Plaines, IL 60016-6546. Copyright© 2020, ASHI. None of the content of this publication may be reproduced, in any manner, without the prior written consent of the publisher. Inclusion of or specific mention of any proprietary product within does not imply endorsement of, nor does exclusion of any proprietary product imply non-endorsement, by the American Society of Home Inspectors, Inc. Opinions or patients of authors and advertisers are solely their own, and do not necessarily represent the opinions or positions of ASHI, its agents or editors. See above for information pertaining to submission of articles, advertising and related materials.

ASHI STAFF

Main Phone: 847-759-2820, 8:30 am - 5:00 pm Mon. - Fri., CST

EXECUTIVE DIRECTOR

James Thomas, *Executive Director* 847-954-3182, jamest@ashi.org

Bonnie Bruno-Castaneda, *Executive Assistant* 847-954-3177, bonnieb@ashi.org

EDUCATION, CE APPROVAL, ASHI ONLINE LEARNING CENTER, INSPECTIONWORLD, CHAPTER RELATIONS

Michele George, Director of Education, Events and Chapter Relations, 847-954-3188, micheleg@ashi.org

MEMBERSHIP & PRODUCT ORDERS

Jen Gallegos, Manager of Membership Services & U.S. DOE Home Energy Score Assessor Coordinator 847-954-3185, jeng@ashi.org

George Herrera, *Membership Services Coordinator* 847-954-3196, georgeh@ashi.org

Michael Krauszowski, Membership Services Administrator 847-954-3175, Michaelk@ashi.org

Gaby Nava, Membership Services Administrator 847-954-3176, Gabyn@ashi.org

ACCOUNTING

Beverly Canham, *Financial Assistant* 847-954-3184 beverlyc@ashi.org

WEBSITE, INFORMATION SYSTEMS, DATABASE

Mike Rostescu, Assistant Executive Director & Director of IT 847-954-3189, miker@ashi.org

COMMUNICATIONS

Dave Kogan, Director of Marketing & Business Development Advertising, IW Expo Hall, Public Relations 847-954-3187, davek@ashi.org

Kate Laurent, *Creative Director* 847-954-3179, katel@ashi.org

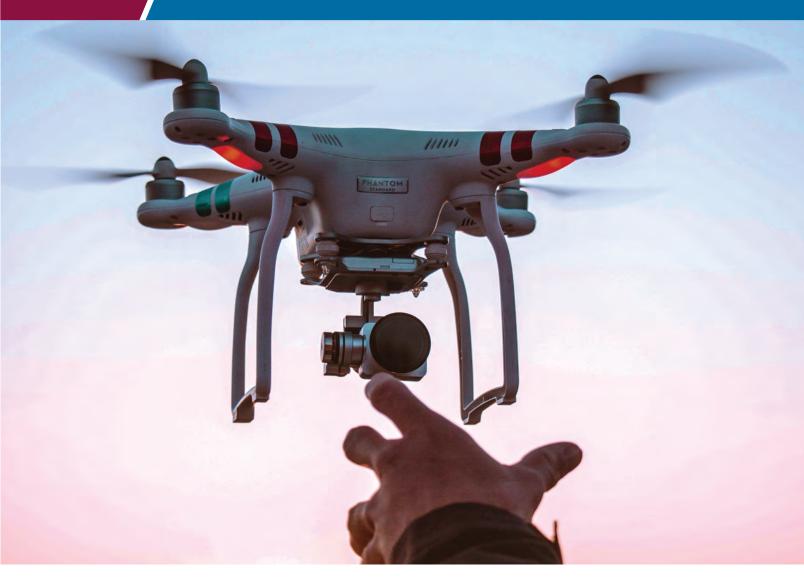
Chris Karczewski, Brand Manager & Content Strategist 847-954-3183 chrisk@ashi.org

George Ilavsky, Art Director georgei@ashi.org

THE ASHI SCHOOL

Michelle Santiago, *Education Manager*, 847-954-3198 Michelle@theashischool.com

Rhonda Robinett, *Marketing and Communications Specialist* 847-954-3194 Rhonda@theashischool.com



Save your money and your drone

See how InspectorPro with **the ASHI Advantage** can double your tools and equipment coverage.



Not available in New Jersey. Some restrictions apply. Talk to an InspectorPro broker for details.

Call 855-588-ASHI Email: ashi@inspectorproinsurance.com Website: www.inspectorproinsurance.com/ashi-advantage

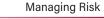
Managing Risk Your Pre-Inspection Agreement: Dispute Resolution

By Stephanie Jaynes, Marketing Director at InspectorPro Insurance



Stephanie Jaynes is the Marketing Director for InspectorPro Insurance, ASHI's one and only Premier Insurance Partner (http://ipro.insure/ASHI-partner). Through risk management articles in the Reporter and on the InspectorPro website, InspectorPro helps inspectors protect their livelihood and avoid unnecessary risk. Get peace of mind and better protection with InspectorPro's pre-claims assistance and straightforward coverage. Learn more at www.inspectorproinsurance.com/ashiadvantage.







Note: The Managing Risk column with InspectorPro Insurance provides home inspectors with tips to protect their businesses against insurance claims and examines best practices for crafting effective pre-inspection agreements.

he inspection completed was not only deficient, but negligent. Specifically, the following items were present at the time of inspection and not reported:

- 1. Major omission of gutters that do not collect water and force water down the rock wall that is outside of the home's dining room.
- 2. Major omission of the obvious damage that has been caused to the above mentioned rock wall that includes mortared joints that are worn to the point that they allow great amounts of water to enter the wall and have destroyed the wood sheathing behind the rocks, allowed destruction of the insulation, suspected mold growth on the inside of the drywall and wood framing, destruction of the ³/₄ inch wood flooring, complete rotting of the subfloor and major visible organic substance growth. This omission came on a day when it rained during the inspection.
- 3. Major omission of the damage to two doors that lead to the crawlspace.
- 4. Major omission of the damage caused by a leaking shower drain.
- 5. "Additionally, there is no mention of the fact that the brick veneer was constructed without weep holes to allow any moisture that may get behind the brick a path to escape."

That was the laundry list of defects one of our home inspectors received just six months after he performed an inspection. The claimant, who prepared his letter with quotes from the ASHI Standard of Practice and pictures taken during and after the inspection, alleged that it would cost \$25,000 to repair the property's issues and that the inspector should cover the cost.

AT THE TIME OF INSPECTION, THE HOME INSPECTOR OBSERVED AND REPORTED ON THE FOLLOWING:

- Areas of the gutter leafguards were "clogged with debris and causing water to spill over the gutter edge." The home inspector recommended that the gutters and downspouts be cleaned and maintained.
- There was no staining to the wall above or below the gutter. In contrast, the claimant's post-inspection photos revealed extensive staining immediately below the gutter. This contradiction indicated that the gutter overflow occurred after the inspection.
- Due to the placement of the seller's furniture, the damaged wood flooring wasn't visible during the inspection.
- "Areas of organic growth [were] located in pockets throughout the crawlspace" and there were
 "elevated moisture levels," both of which the
 home inspector recommended receive further
 evaluation. (Note that the home inspector cited
 the issue, but didn't state there was "mold" because the home inspector was not performing
 a mold inspection.)

Per the terms of the pre-inspection agreement, the home inspector returned to re-inspect the property. During that visit, the home inspector discovered that, since the inspection, a contractor had encapsulated the crawlspace. Had the crawlspace already been wet or rotted, as the inspector suspected it had been, the spray foam would not have been able to stick to any of the surfaces. Furthermore, the inspector suspected that the foam was what was diverting the water and causing the damage. Our claims team issued a denial of liability letter on behalf of the home inspector. However, the claimant was not satisfied with the rebuttal. As directed by the dispute resolution provision in the inspector's contract, the claimant filed a motion with arbitration.

WHAT IS A DISPUTE RESOLUTION PROVISION?

Dispute resolution provisions specify just how clients should file claims. These provisions benefit home inspectors in many ways. Here are just two:

- Specifying an effective dispute resolution process can help close cases quickly. By having a process laid out in the agreement, inspectors can streamline the claims process. Additionally, resolution solutions such as small claims court and arbitration tend to be cheaper and faster than litigation. Thus, inspectors are more likely to resolve disputes promptly and with less impact to their insurance premiums.
- 2. Dispute resolution provisions encourage motions to be filed close by. Often, claims are inconvenient. However, having to appear in a court far from your inspection area can be particularly cumbersome. Few mediators will honor dispute resolution provisions that order claimants to file in their inspectors' county of residence. But most will recognize provisions that call for filings in the county in which their inspections took place.

WHAT DOES A DISPUTE RESOLUTION PROVISION LOOK LIKE?

The following is an example of a dispute resolution provision written by our claims team:

DISPUTE RESOLUTION: Any controversy or claim between the parties hereto, arising directly or indirectly out of, connected with, or relating to the interpretation of this Agreement, the scope of services rendered by Inspector, the Inspection Report provided to the Client by Inspector, or as to any other matter involving any act or omission performed under this Agreement, or promises, representations, or negotiations concerning duties of the Inspector hereunder, shall be submitted to Small Claims Court in the county in which the inspection takes place. If the alleged damages exceed the jurisdictional limit for Small Claims Court, the dispute shall then be submitted to binding arbitration before Construction Dispute Resolution Services ("CDRS"). If CDRS is unavailable, then by Resolute Systems.

BY INSERTING UNVETTED PROVISIONS INTO AN EXISTING AGREEMENT, YOU COULD CREATE INCONSISTENCIES OR CONTRADICTIONS THROUGHOUT THE AGREEMENT.

Note how this example gives claimants an order of operations. First, they're to submit cases to small claims court. If they are demanding more money than the country's small claims court will address, then the claimant should submit their complaint to arbitration. Furthermore, the agreement doesn't leave the claimant to choose any arbiter. Rather, the contract appoints a specific arbitration company with experience in the construction space. And, in case that company isn't available, the agreement provides an alternative arbitration company that also has inspection industry experience.

HOW CAN YOU WRITE A DISPUTE RESOLUTION PROVISION FOR YOUR PRE-INSPECTION AGREEMENT?

Provisions, like the one in this example, must have complementary provisions within the agreement so that, when taken in total, you have an enforceable contract. In other words, if you take this sample provision and simply add it to your existing agreement, there's no assurance that the provision will be enforceable.

In fact, manufacturing an agreement with disparate pieces of material could make a contract less enforceable. Why? Most provisions contain specifics, including what services the inspection covers and how claimants must submit disputes. By inserting unvetted provisions into an existing agreement, you could create inconsistencies or contradictions throughout the agreement.

Recently in Florida, contradictory statements within an inspection agreement rendered the limitation of liability provision unenforceable. The judge deemed the provision "vague and ambiguous" because there were several contradictory statements throughout the agreement.

Additionally, some states have specific laws regarding small claims court and arbitration. Legal assistance can help you cater your dispute resolution provision to whatever regulations exist in your area. They can also help you avoid incorporating a dispute resolution provision in locations where such provisions aren't permissible. Don't risk having a judge dismiss any portion of your pre-inspection agreement for contradictions or lack of adherence to regulations. Be sure that any changes you make mesh with the rest of your contract and abide by local legislation. As you craft your agreement, we strongly recommend you consult a state licensed attorney who is knowledgeable in contract law and the inspection industry.

MANAGE YOUR RISK AGAINST POTENTIAL CLAIMS.

Returning to our case study at the beginning of this article: When the home inspector and our defense counsel attended the arbitration hearing, the arbiter ruled that "the inspector and the inspection report provided the necessary information to allow for proper repairs to be completed by the claimant to prevent the damages." Furthermore, the arbiter denied all the claims against the home inspector, stating the inspector was not liable.

Because the claimant was unsuccessful in proving the inspector's liability, the arbiter ruled that the claimant should pay all the defense expenses the inspector incurred. The arbiter awarded the inspector and us more than \$17,000

to cover arbitration charges, expenses, costs and legal fees.

CONSULT A STATE LICENSED ATTORNEY WHO IS KNOWLEDGEABLE IN CONTRACT LAW AND THE INSPECTION INDUSTRY.

THE ARBITER AWARDED THE INSPECTOR AND US MORE THAN \$17,000 TO COVER ARBITRATION CHARGES, EXPENSES, COSTS AND LEGAL FEES.

Ensure that your claims go to courts and arbiters who understand the home inspection industry by incorporating a dispute resolution provision, where permissible, and by getting it and the rest of your pre-inspection agreement signed before every inspection. To learn more about arbitration clauses specifically, read this column next month when we will explore why arbitration is the preferred dispute resolution method for home inspectors.



MESSAGE FROM THE ASHI PRESIDENT **SILVER LININGS** By Mike Wagner, ACI, CRP, 2020 ASHI President

Mike Wagner, ACI, CRP, is President of RAL Inspection Services, a provider of relocation and trust inspections throughout North America. Mike received the President's award for outstanding service to ASHI and has the honor to serve as the 2020 ASHI President. Mike is a member of the Worldwide Employee Relocation Council, from which he earned the Certified Relocation Professional (CRP) designation and was honored to receive the Worldwide ERC Meritorious Service Award. Mike maintains licensing to perform home inspections, wood-destroying insect inspections, and residential radon measurements, and is a certified Level 1 EIFS Moisture/OC Inspector. Mike has authored several articles, and is a frequent speaker and trainer for the relocation and inspection professions.

helter in place, essential business, social distancing, N95 mask, self-quarantine, flattening the curve...all terms most of us never used before March 2020.

These terms were forcefully inserted into our everyday vernacular by a global pandemic referred to as COVID-19. As I am writing this letter on March 29, 2020, in order to make the deadline in time for the May issue of the ASHI *Reporter*, we adda what tomograw will bring. As this crisis changes by the hour I am confident

have no idea what tomorrow will bring. As this crisis changes by the hour, I am confident by the time you are reading this that the situation will have evolved into yet another new normal beyond our imaginations.

IN A TIME OF CRISIS, WE REALIZE HOW FRAGILE LIFE IS AND IN MY OPINION, THERE IS VALUE TO BE FOUND IN SLOWING DOWN AND APPRECIAT-ING THE TRULY IMPORTANT THINGS IN LIFE.

ASHI Executive Director James Thomas and I were asked to coordinate a positive joint message as a contribution to this issue of the *Reporter*. At a time full of anxiety, fear and uncertainty, one might consider it a difficult task to find a positive message. I can tell you that my experience to date as your ASHI President has been just the opposite.

This crisis has many silver linings. It has brought out the best in many of the staff and volunteer leaders of our association—dedicated people of character coming together to advocate for our profession and the common good of our communities. It has been inspiring to work with these individuals as they step into this crisis to provide direction and guidance. They might not have all the answers, and honestly, many questions can't be answered, but they continue to put in tireless effort to be part of the solution. They are choosing hope over fear.

This crisis has caused all of us to refocus our priorities, whether personal or business. The adversity we are facing has provided opportunity to focus on family, health and community, as well as rethink our businesses.

There is a silver lining found in being forced to simplify life down to the basics—yes, even teaching us that the fear of a toilet paper shortage really is not the end of the world.

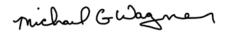
Silver linings found in placing a higher value on family, friendship and community.

The silver lining found in having a little extra time to focus on modifying a business goal, sprucing up a marketing plan or learning about a topic or two that improves your professional aptitude.

In a time of crisis, we realize how fragile life is and, in my opinion, there is value to be found in slowing down and appreciating the truly important things in life.

Take the time to find your silver linings.

It is an honor to serve as your 2020 ASHI President, and I hope all of you have a healthy and prosperous remainder of the year.



ASHI Update

ASHI COVID-19 FAQs

ARE HOME INSPECTORS ALLOWED TO PERFORM INSPECTIONS UNDER STAY-AT-HOME ORDERS?

FOR THE MOST UP-TO-DATE INFORMATION, PLEASE VISIT WWW.HOMEINSPECTOR.ORG/RESOURCES-NEWS/COVID19-UPDATES

The answer depends on where the house to be inspected is located and the answer could be different on the other side of the street. City, county and state governments that have issued these orders have different interpretations about whether real estate sales are an essential service and about whether home inspections are part of that service. Inspectors should seek an interpretation from the government that issued the order about whether real estate sales and home inspections are considered an essential service that is allowed to function under that government's stay-at-home order.

WHAT IS ASHI'S POSITION ABOUT WHETHER HOME INSPECTIONS SHOULD BE ALLOWED UNDER STAY-AT-HOME ORDERS?

ASHI does not have the expertise to determine whether real estate sales are an essential service. This is an issue for elected leaders based on the advice of medical, public health and public safety experts.

ASHI has the expertise to determine that home inspections are an essential part of a real estate sale. If a government determines that real estate sales are an essential service, then ASHI believes home inspections are an essential part of the real estate sale and that home inspections should be allowed.

If, however, a government determines that real estate sales are not an essential service, then ASHI believes all inspectors should comply with that determination and should not perform home inspections in that government's jurisdiction.

SHOULD HOME INSPECTORS PERFORM INSPECTIONS IF ALLOWED UNDER STAY-AT-HOME ORDERS?

ASHI believes that home inspectors who practice prudent safety precautions may perform home inspections if they wish to do so. The decision is one for each inspector, based on your assessment of the risks involved. Inspectors in high-risk groups may wish to forgo inspections during this time. These groups include, but are not limited to, the following:

- Inspectors aged 65 or older
- Inspectors who have underlying medical conditions, such as lung and heart conditions
- · Inspectors who have symptoms of a respiratory illness

(Note that these groups include inspectors who have family members who live in the same house and who share the listed characteristics.)

In making the decision about whether to perform home inspections, the inspector should consider the risks that the inspector may assume, but also the risks that the inspector may impose on others. It is likely that inspectors have no insurance coverage if the inspector is alleged to have infected others with COVID-19.

USE THESE LINKS TO FIND ASHI'S SUGGESTED HOME INSPECTION SAFETY PRECAUTIONS: www.homeinspector.org/Resources-News/Covid-19-Home-Inspections www.homeinspector.org/Resources-News/Covid19-Updates



WHAT IS ASHI DOING ABOUT MEMBERS WHO PERFORM INSPECTIONS IN DEFIANCE OF STAY-AT-HOME ORDERS?

ASHI believes that all inspectors should always comply with government laws and regulations. This includes COVID-19 stay-at-home orders. Non-compliance with government laws and regulations is a matter for government enforcement measures. Inspectors who believe that people are violating stay-at-home orders may wish to file a complaint with the appropriate government regulator.

ASHI's ability to discipline members who do not comply with government laws and regulations is very limited. Imposing discipline involving allegations of non-compliance with government laws and regulations requires that the accused be afforded due process. ASHI does not have the resources to investigate such allegations in a manner that would afford the accused due process and be fair to the accused. If, however, an allegation of non-compliance is substantiated by a government agency, ASHI can act and impose discipline on a member. A complaint against the member would need to be filed with ASHI and processed according to ASHI policy.

CAN HOME INSPECTORS COLLECT UNEMPLOYMENT?

Unemployment insurance is a joint state/federal program that is administered by each state. As such, issues such as eligibility and benefits are decided by each state. As a general rule, those who do not contribute to the unemployment insurance system through payroll deductions or other means are not eligible to collect unemployment insurance. This includes most self-employed home inspectors and those operating as a limited liability company (LLC).

News reports indicate that the recently passed federal government COVID-19 relief package has expanded unemployment insurance eligibility to some people who would not normally be eligible. The rules and timing for this expanded eligibility are still being written, so ASHI does not have an answer at this time. ASHI recommends that inspectors who are interested in this should contact their state unemployment insurance agency for more information.

WILL STATES REQUIRE CONTINUING EDUCATION CREDITS TO RENEW LICENSES?

Given the postponement or cancellation of education events, inspectors are wondering how they will comply with state continuing education requirements. ASHI is not aware of changes to any state continuing education requirements. This is not surprising given that this situation had been going on for only a few weeks at the time this article was written and nobody knows how long it will last. ASHI recommends that inspectors stay in touch with their state home inspector licensing board for updates about this question.

Members should note that some courses in the ASHI online learning center are approved by some states for continuing education. All of these courses are approved for ASHI membership renewal credits.

WILL ASHI REQUIRE CONTINUING EDUCATION CREDITS TO RENEW MEMBERSHIP?

While live education events and live chapter meetings are likely to be postponed or canceled until at least the fall of 2020, there are many other ways to earn ASHI membership renewal credits. ASHI offers many online education courses, all of which are approved for ASHI membership renewal credits. Some of these courses are also approved for some state license renewal credits. If you would like to make good use of any COVID-19 downtime, taking online education courses and attending approved virtual chapter meetings are activities that you should consider.

Because there are multiple ways to earn ASHI membership renewal credits, ASHI will continue to require members to earn at least 20 membership renewal credits during the year preceding a member's annual renewal date. Contact ASHI headquarters if you have questions about how to earn ASHI membership renewal credits. You may find additional ways that you have not considered, such as writing an article for the ASHI *Reporter*.





User-friendly reference books for your customers

Increase your referrals and repeat customers.

Customers are 90% more likely to trust a business recommended by a friend.

Your digital report is important—for a few weeks. A reference book will be used for years to come.

We offer the most highly regarded homeowners' guides and manuals, ideal for promoting your business.



Call for more info: 262-303-4884

How to Operate Your Home www.htoyh.com | mail@htoyh.com

YOUR NATIONAL STANDARD FOR HOME INSPECTION. YOUR NATIONAL NETWORK.

Make it easy for potential customers to find you by registering in our online **Inspector Database**.

You'll be listed as a qualified home inspector in your area and receive a **free marketing toolkit** to help promote your business. From talking points to social media posts, it has everything you need to stand out.





Grow professionally and connect with other home inspectors through our Facebook Page @NationalHomeInspectorExam.

Join the conversation about the home inspection profession, business development, questions from the field, and more in our private **Facebook Group "NHIE Home Inspectors"**.



For these resources and more, visit **NationalHomeInspectorExam.org.**

MESSAGE FROM THE ASHI EXECUTIVE DIRECTOR **HOPE AND CONFIDENCE** By James Thomas, ASHI Executive Director

s we enter this month of May, ASHI President Mike Wagner and I have been asked to contribute an uplifting message even as we try our best to navigate our way through uncharted territory, where our journey in the time of a global pandemic has taken us.

Hope and Confidence



We are choosing to use this as an opportunity to refine systems, focus on what matters and prepare for initiatives to ensure that we continue to serve each other, our families and our communities.

We are in the midst of very uncertain times and rapidly changing guidelines and recommendations, from the government at all levels to scientific organizations. Because the ASHI *Reporter* is a physically printed publication, the timelines for this magazine are remarkably different from the thoughts and ideas posted instantaneously in social media channels such as Facebook and Twitter. In a way, this more traditional timeline is comforting as it seems that some things are rapidly changing like no other time in our lives, but some things continue on in the same way they have for generations.

At the time I write this message, the month of March has not yet passed, and yet we are planning to produce this *Reporter* that is currently in your hands. This is what we do at ASHI: We prepare for the uncertain with the shifting information at hand, but we continue to focus on the future and the hope that it brings. As business as usual is being redefined in an unprecedented way, ASHI focuses on what the future can hold and takes steps to prepare for a new reality on the horizon.

People say that the only certainties in life are death and taxes. However, I believe that one other thing can be added to this list: resiliency. Though it's often forgotten, the resiliency of us as a people is also certain. ASHI is made up of all of us—members, volunteers and staff. Our resiliency and hope give ASHI the strength to sustain itself during these challenging times. ASHI is approaching its 45th anniversary. Throughout its nearly 45 years, ASHI has weathered numerous and diverse disruptions, including attacks on the profession, wars, recessions and shifting demographics.

With every event, ASHI has persevered and continued to be a beacon for professionalism and fortitude. Based on this pattern, and knowing that the people who make up ASHI are ready and willing to do what is necessary, I am assured that we will rise to this challenge and overcome it.

By understanding that we will get through this together, every one of us can grasp onto this hope with the firm understanding that the future will be brighter. Make no mistake, this is creating a shift in almost every area of our lives and it will probably not be the last time this happens.

We are choosing to use this as an opportunity to refine systems, focus on what matters and prepare for initiatives to ensure that we continue to serve each other, our families and our communities.

We will get through this, and your communities will need you more than ever to not only continue to impact your clients and provide unparalleled service, but also to be beacons of hope and forces of positivity to help our nations persevere in these difficult times.

I'm confident in ASHI because each and every one of you instills in me the hope and confidence that is needed to face whatever tomorrow may bring.

SMART INSPECTOR SCIENCE CHECK THAT ROOF SHINGLE STAGGER

SHINGLE STAGGER...EDGE-TO-EDGE SPACING... SINGLE SPACING...SHINGLE OFFSET...

Call it whatever you want, you should be looking at roof shingle stagger. Stagger is important because, if the spacing is less than 4 inches, water can travel from joint to joint under the shingles and create a leak in the roof.

TYPICAL THREE-TAB SHINGLES OF YEARS PAST

Take a look at details of a typical three-tab shingle installation (Illustration). The edge-to-edge spacing (stagger) measures 6 inches. It's easy to see whether there's a problem with stagger: The tabs and cutouts don't line up. Shingle stagger was rarely an issue when three-tab shingles were the norm.

WHEN IT'S HARD TO SEE STAGGER

We can see that the stagger is about 1.5 inches in this installation (Photo 1). The butt joints of the shingles were never tightly installed and the joints are worn. This is a defect. In another case, it's a little more difficult to identify the stagger (Photo 2). Because the shingle edges are not perfectly aligned, the spacing is more visible. The placement of my ruler also helps.



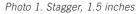




Photo 2. Asphalt shingle stagger.

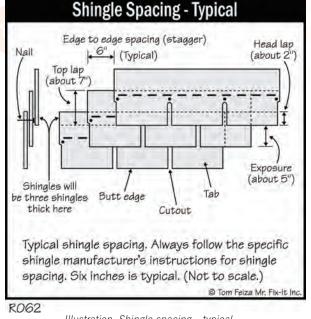


Illustration. Shingle spacing-typical.

THE CALIFORNIA VALLEY INSTALLATION

In a "California valley," a vertical shingle lines the edge of the valley (Photo 3). Note that the vertical shingle is run parallel to the metal flashing and then covered with horizontal shingles. It is tough to see, but my ruler shows spacing at about 4 inches-the minimum allowed.

The California valley installation is used to speed installation. The edges of the shingles are not cut; full shingles are just laid into the valley. This type of placement creates a problem on lower-slope roofs where the spacing becomes less than 4 inches. You may also see this California type of valley in a closed-cut installation without the metal flashing.



Photo 3. California valley.

Tom Feiza has been a professional home inspector since 1992 and has a degree in engineering. Through HowToOperateYourHome.com, he provides high-quality marketing materials that help professional home inspectors educate their customers. Copyright © 2019 by Tom Feiza, Mr. Fix-It, Inc. Reproduced with permission.

By Tom Feiza, Mr. Fix-It, Inc. HowToOperateYourHome.com

THE TAKEAWAY

Architectural or laminated shingles can complicate your roof inspections because the shingle stagger is difficult to see. While improper spacing can result in appearance issues, we're really concerned with improper spacing that can cause leaks. Never ignore the shingle stagger. All industry standards, as well as shingle manufacturers' instructions, mandate that the stagger should be greater than 4 inches. You won't normally identify the type of shingle and installation instructions, but always make sure that the stagger is more than 4 inches.

TO LEARN MORE, ATTEND TOM'S TECHNICAL PRESENTATIONS AT EDUCATIONAL SESSIONS FOR ASHI CHAPTERS.

Tom can also provide his knowledge for your educational event; contact him at Tom@HTOYH.com.



Construction Systems 3dinspection.com I 800-745-6126

REPORTER

DO YOU HAVE AN IDEA FOR AN ARTICLE IN THE ASHI REPORTER?

The *Reporter* is always looking for new articles on topics such as technical reviews, marketing ideas and helpful business practices for home inspectors. Personal or business-related stories that share a new spin on the home inspection world are also welcome.

Send your article ideas or submissions to stories@ashi.org.

Thank you!

SHARING INFORMATION TO HELP YOUR CLIENTS PROTECT THE LIFE THEY'VE BUILT

By the National Flood Insurance Program Content Team



uring this unprecedented health pandemic, the National Flood Insurance Program (NFIP) supports the health, safety and well-being of organizations like the American Society of Home Inspectors (ASHI). As an industry partner, we value the work you do to protect our communities from safety hazards and financial risks, and we recognize the vital role home inspectors play in the real estate sales process. We are proud to deliver relevant content to ASHI members given their important role in community safety and look forward to continuing our existing partnership in future months.



May 2020 marks the 40th anniversary of Building Safety Month, and the NFIP, along with the Federal Emergency Management Agency's (FEMA) Building Science Branch, are partnering to support the educational and awareness efforts of the International Code Council (ICC). FEMA is aligned with the ICC's theme of Safer Buildings, Safer Communities, Safer World. We are encouraging home inspectors like you to speak with your clients about ways they can protect their home and help create resilient communities (www.floodsmart.gov/why/whybuy-flood-insurance). One of the most important things your clients can do is to make sure they have flood insurance, since flooding is the most common and costly disaster each year in the United States.



In 1980, Building Safety Month was launched by the ICC to increase awareness of steps individuals, families and businesses can take to create safe and sustainable structures. Throughout the month, each week will highlight ways you can help your clients mitigate and prepare for disasters.

WEEK1

Week 1: DISASTER PREPAREDNESS

Natural disasters are increasing in severity and frequency. Planning for devastating events like hurricanes, floods, snowstorms, tornadoes, wildfires and earthquakes improves the health and safety of your clients during a disaster. Adequate planning and preparation for disasters can protect the local tax base, ensure continuity of essential services for all and support faster recoveries following disasters. www.iccsafe. org/advocacy/building-safetymonth/2020-week-one/

WEEK 2

Week 2: WATER SAFETY

Clean water is the world's most precious commodity. Code officials are vigilant protectors of our water supply and due to their dedicated service, you can turn on the tap in your home and draw sufficient clean water. www.iccsafe.org/ advocacy/building-safetymonth/2020-week-two/

FEMA is a leader in technical services and multi-hazard mitigation guidance and wants to help educate your clients about potentially dangerous and costly challenges. Due to the COVID-19 pandemic and its effect on communities across the nation, FEMA's 2020 participation may be limited compared to previous years, but below are a few important building safety initiatives to highlight:

MITIGATE FLOOD CONCERNS

Learn steps your clients can take to reduce the risk of damage from flooding. See Steps to Prepare for Flooding on (FloodSmart.gov) (www.floodsmart.gov/flood/prepare). In particular, encourage your clients to know their flood risk by looking up their address in the Flood Map Service Center, which indicates whether they live in areas prone to flooding (msc.fema.gov/portal/search).

WEEK 3

Week 3: RESILIENCY. SUSTAINABILITY. INNOVATION.

The building safety industry is on the cutting edge of technology, building science and innovation. From green construction and resiliency to product evaluation, certification and codification, the ICC family of solutions is part of a technological transformation to make buildings safer and the industry more advanced. www.iccsafe.org/advocacy/ building-safety-month/2020week-three/

Week 4: TRAINING THE NEXT GENERATION

Well-trained, motivated building safety professionals are key to creating and maintaining a successful built environment. Training helps code officials avoid mistakes and accidents, and helps reinforce compliance. The building safety field encompasses a variety of specialties and offers many excellent career opportunities that contribute to the safety of the built environment. www.iccsafe.org/advocacy/ building-safety-month/2020week-four/



PURCHASE FLOOD INSURANCE

Flooding is the most common and costly natural disaster in the United States, affecting every region and state. Just one inch of water in an average-sized home can cause more than \$25,000 in damage. While most insurance policies do not cover flooding, flood insurance is available for homeowners, renters and business owners through the NFIP. Visit (FloodSmart.gov) to learn more about flood insurance.

BUILD TO CODE

Building codes play a significant role in maintaining safe and healthy communities—permitting more resilient, sustainable and livable structures for generations to come. Visit the ICC website (**www.iccsafe.org**) for building code information, professional development opportunities and new products.

Double the equipment coverage, same price

When you purchase Inland Marine coverage with InspectorPro with **the ASHI Advantage**, we'll double your tools and equipment coverage to \$20,000.



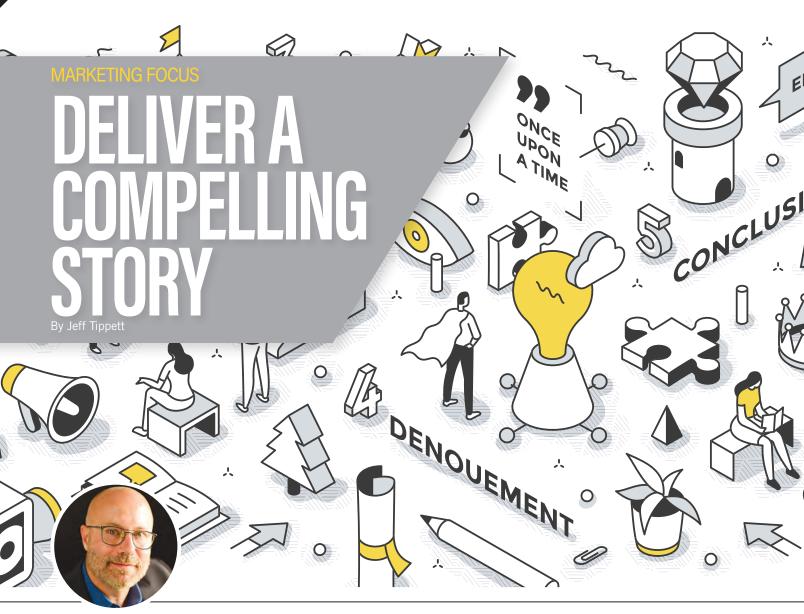
Not available in New Jersey. Some restrictions apply. Talk to an InspectorPro broker for details.

Call: 855-588-ASHI

Email: ashi@inspectorproinsurance.com

Website: www.inspectorproinsurance.com/ashi-advantage

Testing...



Known to many as Mr. Persuasion, Jeff Tippett wrote the book on persuasive communications. Speaking to international audiences through keynotes and seminars, Jeff helps attendees increase their effectiveness, gives them powerful tools to help reach their goals and empowers attendees to positively impact their organizations or businesses. His book, Unleashing Your Superpower: Why Persuasive Communication Is the Only Force You Will Ever Need, boldly declares that we all live or die based on our ability to persuade. It reached #1 bestseller on Amazon. In 2014, Jeff founded Targeted Persuasion, an award-winning public affairs and communications firm. He has worked with Airbnb, National Restaurant Association, League of Women Voters and League of Conservation Voters, among others. Industry experts have validated Jeff's work with awards, including the prestigious American Advertising Award. Learn more at JeffTippett.com.

HOME INSPECTORS, TAKE NOTE!

This article focuses on strategies for effective public speaking, but home inspectors can apply these useful tips in the following situations:

- GIVING memorable and persuasive presentations to real estate agents
- SHARING important information with clients
- TEACHING and mentoring new home inspectors
- SHARING expertise during chapter meetings and conferences

By reading this article, you can leverage the value of effective storytelling in 21st century business situations, and you can apply these lessons in a variety of ways to convey a story, either in person or in writing.











ou don't want to come out of the gate with a lackluster story; it needs to be compelling. Here's how to move your story from decent to great.

First, it starts with the hook. Do not, if you can help it, begin with: "I'm about to tell you a story." Of course you are. Think about the purpose of your hook: You want to communicate effectively

in a world increasingly driven by technology and a younger generation in the workforce that has never known a world unplugged from the modem.

The benefit of that is that younger generations are creative and have an innate ability to communicate in the new media that arrive daily. The challenge for members of other generations is to communicate with this audience effectively, in their own terms. That's why storytelling is so important. As you know, storytelling transcends hundreds and thousands of years. Every generation appreciates a good story; it's just a matter of you figuring out how to deliver it.

Back to the hook—start off strong. Say something that absolutely captures their attention. One suggestion is to look at stand-up comedy. A stand-up comedian's entire career is about effective storytelling. Watch how comedians begin their sets and how they enter stories with such ease. Another compelling feature of storytelling in comedians' work is how they transition from one story to the next, often completely unrelated, subject. You must begin with a strong hook, one that alerts the audience that we've moved on to a different topic and that immediately piques their interest.

Another feature of a good story is a consistent flow. You don't want to overpace the tale and leave people trying to catch their breath. Neither do you want to put them to sleep. You must find a happy medium, one that keeps them engaged, but doesn't make their head spin trying to keep up.

You don't want to overpace the tale and leave people trying to catch their breath. Neither do you want to put them to sleep.

Point out why the story is important and relevant to their lives.

It's also important to weave in various elements that keep your audience in suspense. Now, this doesn't mean you're trying to raise the hairs on their neck. But the end of the story should not be easily guessed.

Some of the best comedy bits have an unforeseen twist to them, somewhere midway through where you think you know what's going to happen and then the story takes a complete left turn.

Remember: Context is everything, so some of these tips might not necessarily apply as much in your story or to your audience, big or small. The important point here is that you think it through and consider various options rather than just saying or writing everything you want to say in chronological order and calling it a day. Spice up your story to keep your audience engaged.

Finally, at the end of your story, be certain that you've established its salience. You don't want to tell a story just for the sake of telling it. In certain circumstances, it may be strictly for entertainment. But our focus, for the purpose of this article, is on persuasive storytelling; you want the story to move your audience from the position they hold toward your preferred position.

To borrow a theme from my last book, you need to have a strong call to action. Why does this matter to your audience? It's true in emails, advertising and, yes, storytelling. If you hope to persuade, there has to be an act at the end to bring them on board.

Point out to your audience why the story—or your home inspection expertise—is important to them and how it's relevant to their lives. It likely was implied in your story, but don't shy away from being direct and even repetitive at the end. You want to leave no doubts about what your point was and what you expect the audience should do in reaction to this new information. Ending with a strong call to action will keep your story at the top of their mind and ensure that you maximize the effect of your time in the spotlight.

Good luck and tell your story!

MAY 2020 • www.ASHIReporter.org 27

MESSAGE FROM AN ASHI AMBASSADOR MAKING LEMONADE OUT OF LEMONS

By Frank Lesh, ASHI Ambassador, 2007 ASHI President, 2013-2018 ASHI Executive Director



very inspector should be required to minor in history. Knowing what's happened in the past can go a long way towards getting us through the future.

The COVID-19 pandemic, along with the associated economic crisis, are a wake-up call to all inspectors who have been on the bandwagon of the unprecedented prosperity in the home inspection profession for the past decade. Many of us "old timers" know that this gravy train has derailed before. The Great Recession of 2007-2009 is a memory burned into the minds of all of us who were in business during that tumultuous time. The housing bubble, along with the subprime mortgage crisis, teamed up to wreak havoc on the home inspection profession.

I state this not to diminish the coronavirus pandemic, but to underscore the need for sound planning.

So I will proffer the lessons I learned more than a decade ago, which I can summarize in one word: diversification.

Inspectors need to utilize and market their strengths along with the needs of our clients. I believe the way to do this is to spend a lot of your downtime investing in yourself. When business is booming, nobody has the time to do that. It's like buying stock—smart investors buy when the market is down, not when it's up.

There's no time like now to reinvent yourself!

HERE IS A HUGE SUGGESTION. BE THE "GO TO" PERSON THAT FOLKS WILL THINK OF WHEN THEY NEED SOMETHING.

WHAT CAN YOU LEARN ABOUT?

Commercial inspections.

Now is the time take a course on this lucrative market. Go to the ASHI Online Learning Center (AOLC) (ashi.sclivelearningcenter.com/MVSite/default.aspx). There are dozens of specialty topics, to choose and all are free to ASHI members. Use this great learning tool. If you want to get more extensive training, go to Specialty Classes (www.theashischool.com/HomeInspectionClasses/SpecialtyClasses). You'll find a lot of ways to make more cash.

Deck inspection.

I made a lot of money when the housing market was in the tank because the number of people having to stay in their existing houses increased. They wanted to utilize all of their space, so I offered to inspect their decks, which most people usually neglect. While the AOLC offers deck courses, I think a good organization to belong to is the North American Deck and Railing Association (NADRA) (**www.nadra.org**). Many ASHI members who are listed on their website get jobs from their association with NADRA.

Radon testing.

If you're not doing radon, you're missing out on a huge opportunity, especially now with folks staying at home to comply with many state orders and Centers for Disease Control and Prevention (CDC) guidelines. Nobody wants to find out that their family members have been exposed to high levels of radon after it's too late.

Other specialties.

There are many other specialties you can learn about, so check out the ASHI School website (www.theashischool.com/HomelnspectionClasses/SpecialtyClasses) to invest in yourself. I have taken many of these courses and the education I gained helped me keep food on the table when times got tough.

The COVID-19 crisis is not going to be the last one that faces fulltime home inspectors. The best way to protect your livelihood is to be a sponge and absorb as much as you can so you'll be prepared to wring out a steady stream of income for yourself and your family.

To keep you informed in the rapidly changing situation related to COVID-19, ASHI has created a tool on its website (**www.homein-spector.org/Resources-News/Covid-19-Updates-by-State**).

Also, ASHI leaders are here to offer help and guidance. 2020 ASHI President Mike Wagner recently stated, "This is the time to pull together, stay positive and appreciate the value we provide to our families, our communities and our businesses."

MORE USEFUL RESOURCES:

- "COVID-19 and Home Inspections," by ASHI Director Reuben Saltzman (www.homeinspector.org/ HomeInspectionNews/covid-19-and-home-inspections.3-26-2020.2845/Details/Story)
- A series of notifications from ASHI, including a video message from ASHI Executive Director James Thomas (www.homeinspector.org/Resources-News/Covid19-Updates)

I'll leave you with one life-saving tip I learned in the U.S. Army while taking Airborne training. I was taught that, since I was going to jump out of a perfectly good airplane, there were a number of things that could go wrong. In my case, immediately after jumping out of the plane, I was temporarily knocked out by being too close to the 'chute in front of me. When I regained consciousness, I realized I was lying on top of someone else's deployed parachute and mine was not inflated. My training taught me to "run" as fast as I could (try doing that on what seems like a 35-foot cloud) and jump off the side and into the sky so my 'chute would inflate before I hit the ground. (*Please, no remarks along the lines of, "So that's why he is the way he is."*)

What this experience, and the Army experience as a whole, drilled into me, and all of us, was this:

THE MAIN THING TO REMEMBER IS: DON'T PANIC.

You can benefit from this advice as well. Use the training and advice offered to you by people who have gone before you, and we'll all be drinking lemonade this summer!

THE STRONGEST NAME IN HO

Comprehensive and Affordable E&O/GL Insurance

16 Years Over 100,000 Policies Issued

COVERAGES

- E&O, General Liability/Premises Coverage, termite/pest, commercial, radon, lead paint, pool/ spa, EIFS/stucco, indoor air quality testing, green building inspections, infrared thermography, rodent inspections, mold and septic/water testing available (training required for certain coverages).
- Claims Prevention and Risk Management Included
- Easy Financing: Low Monthly Payments
- Coverage just for you or for all inspectors employed in the firm, Additional Insured for Agents and Referring Parties.
- Free on-demand expert support for your tough inspection questions, savings on defensible contracts, discounted stateapproved education, Working RE Magazine, savings on office supplies, technology & more.

Shop OREP.org today! (888) 347-5273

ME INSPECTOR INSURANCE

"I collected many estimates but the combination of value, flexibility and knowledge was unsurpassed by OREP."

-Henry "Sonny" Toman, 1st American Home Inspections, LLC



OREP-Organization of Real Estate Professionals Insurance Services, LLC. Calif. Lic. #OK99465 • Fax: (708) 570-5786 • info@orep.org • E&O Insurance Experts (www.orep.org)



シンシー

National Deck Safet

The opinions expressed in this article are those of the author only and do not necessarily reflect the opinions or views of ASHI. The information contained in the article is general and readers should always independently verify for accuracy, completeness and reliability.

MAY IS DECK SAFETY MONTH

May is Deck Safety Month[®] and once again, we'd like to spotlight the partnership that ASHI has with the North American Deck and Railing Association (NADRA).

> NADRA is the voice of the deck and railing industry. In 2006, the North American Deck and Railing Association (NADRA) declared May as Deck Safety Month®. NADRA's campaign for deck safety awareness (Check Your Deck®) is an effort to promote outdoor living in a beautiful and safe environment. Each May, Deck Safety Month® receives national attention from hundreds of national brands, media outlets, industry professionals, builders and deck inspectors as they look to make a difference in our communities.

BY PERFORMING A DECK SAFETY INSPECTION FOR A CLIENT, YOU'RE POSITIONING YOURSELF TO BE THEIR INSPECTOR IN THE FUTURE, AS THEY WILL REMEMBER YOUR SKILLS AND WILL CALL ON YOU WHEN THEY PLAN TO MOVE TO A NEW HOME.

ASHI's relationship with NADRA over the years has helped raise awareness of just how important home inspectors are when reviewing the decks, railings and stairs that are found on more than 80% of homes. NADRA created the firstever Professional Deck Inspection Certification for ASHI members and its membership now includes more than 800 ASHI inspector members, 250 of whom are NADRA-certified deck inspectors. This important partnership brings the two associations together. Professional ASHI home inspectors who are NADRA-certified Deck Inspectors, can network with fellow NADRA Industry Professional members, who can provide much-needed expertise in deck installation and repairs.

Membership and certification with NADRA allow ASHI members who have completed their deck certifications to specially market their expertise. To showcase that they provide deck safety inspections, they can tap into NADRA resources, including access to the NADRA logo, Deck Safety Ambassador logo and the Check Your Deck National Program. As a Certified NADRA Deck Inspector, an ASHI member will also receive a personal online profile that can be used to generate leads under the Find an Inspector section of the website.

Deck inspections can be a great way to drive business as a whole by providing a needed service to communities. Having a NADRA certification validates the inspector's high level of competence. Michael Beaudry, NADRA Founder and Executive Vice President, commented, "A great way for inspectors to increase business is by marketing deck inspections."

Marketing your expertise can build revenue and add to your client base. By performing a deck safety inspection for a client, you're positioning yourself to be their inspector in the future, as they will remember your skills and will call on you when they plan to move to a new home.



Incidentally, with the social distancing that we are experiencing due to the coronavirus pandemic, inspectors can continue to generate income while providing very important deck inspections. By conducting deck inspections, which are done outdoors, you can keep a safe distance from others while keeping your company's name and reputation at the forefront. By working in your communities during this time, you can differentiate yourself from the competition.

NADRA is on track to achieve its goal of certifying 1,000 ASHI members in deck safety. With 30 or more ASHI members attending each chapter's NADRA education and certification session, home inspectors affiliated with ASHI chapters are a fast-growing part of NADRA membership.

Beaudry said, "ASHI leaders are extremely serious about moving the inspection profession forward. They drive home the message that education is a key element to having a successful inspection business. That philosophy trickles down to the members, and it creates a community in which ASHI members take their job seriously and are genuinely passionate about learning."

As a result, he commented, "ASHI members are fantastic students at the NADRA course. They take great notes and they pay attention. You know the class is going well when people are engaged and asking questions, even toward the end of the session."

To make a simple projection of the benefits to the community at large, if the roughly 60 certified inspectors in St. Louis (where NADRA has provided its deck inspection class for the St. Louis Chapter) each perform three deck safety inspections per week during 45 weeks in a year, that could equate to a total of 8,100 decks being inspected in one year alone. In turn, this number increases the corresponding prevention of potential injuries (or worse) due to the types of accidents and injuries that can happen with the use of old and decaying decks.

Think of the difference we will make as we work together to spread the word on Deck Safety across North America.

MARK GOODMAN, ACI

MOST OF OUR CHAPTER MEMBERS STATED THEY WOULD NEVER LOOK AT A DECK THE SAME WAY AFTER TAKING THE NADRA CLASS TAUGHT BY JIM MALEY WITH SIMPSON STRONG-TIE.

ASHI'S ST. LOUIS CHAPTER EMBRACES DECK SAFETY

The St. Louis chapter was one of the first chapters to offer NADRA's deck education and certification program, and the chapter has promoted deck safety during two seminars in 2017 and 2019. The first offering was as a bonus day of training in conjunction with a seminar and members paid to take the NADRA course.

During the second offering, the class was included in the price of the regular seminar and approximately 120 ASHI inspectors attended. Because the St. Louis chapter includes all training in its annual dues, there was no additional cost for members to get this training. Those who wanted to get certified or recertify had the option to take the NADRA Deck Inspector Certification test at a reduced price, as the chapter subsidized a portion of the certification and recertification fees. Currently in the St. Louis chapter, approximately one-third of its 175 members are NADRA Certified Deck Inspectors.

Mark Goodman, who served as the ASHI St. Louis Chapter President from 2018 to 2019, said, "The education we received was eye-opening. Most of our members stated they would never look at a deck the same way after taking the NADRA class taught by Jim Maley with Simpson Strong-Tie. We brought the NADRA class to the St. Louis chapter seminars twice because after taking the eye-opening class, we wanted to make sure all of the chapter's members were on the same page when inspecting decks."

THE VALUE OF DECK INSPECTION EDUCATION AND CERTIFICATION

COMMENTS FROM ST. LOUIS CHAPTER ASHI CERTIFIED INSPECTORS

Paying attention to the details is vital when inspecting. The points and checklists presented during the certification class reinforced my knowledge of deck components and design. I routinely discuss the importance of regular deck inspections with my local agents, neighborhood groups and building associations.

Earning the deck certification was time well spent. Working together with other organizations to improve consumer awareness and safety benefits the entire inspection profession.

John Wessling, ASHI Certified Inspector, Instructor for The ASHI School and 2014 President of St. Louis ASHI, ASHI Treasurer

Wessling Home Inspection Services, St. Louis, MO, john@wesslinginspections.com

A lot has changed in the past few years regarding deck construction methods. Decks used to be constructed like you would build any other portion of a house. Now that we understand why decks fail, decks are built differently. There used to be very little in the code explicitly relating to decks—that has changed thanks to NADRA's efforts. Every new deck should be built according to the current best practices (AWC-DC6), soon to be replaced by NADRA's best practices. John Wessling

Mark Goodman

Statistically, handrail failure is the largest source of deck injuries, followed closely by attachment to the building. The most valuable things I learned by taking a NADRA deck inspection class (the gold standard for deck inspections) or the new ASHI deck inspection specialist course were related to the proper attachment of handrails and deck structure to the house. I also learned many nuances, like post sizes, notching of a post and required hardware.

We already encourage homebuyers to choose ASHI Certified Inspectors to perform their home inspections. After taking NADRA's class twice, I see there is a tremendous market for stand-alone deck inspections. This can be an area that home inspectors use to expand their services and increase their revenue. Having the NADRA certification gives home inspectors a competitive edge. More importantly, it arms you with the tools and knowledge you will need to perform a superior deck inspection and promote deck safety.

Mark Goodman, ASHI Certified Inspector, ASHI Director and St. Louis ASHI Chapter Past-President

Brewer Inspection Services, Manchester, MO, mark@homeinspectstl.com

ASHI'S NEW MICRO-CREDENTIAL: DECK SPECIALTY INSPECTOR THINK YOU KNOW HOW TO INSPECT A DECK? THINK AGAIN!

Both the ASHI and NADRA deck courses will surprise you. After taking one of these courses, you will understand why inspecting decks is more complicated than most inspectors realize. You will never look at a deck in the same way again. Taking a deck inspection course gives you the knowledge you need to inspect decks and identify defects based on objective standards, not just on your opinion. You will learn how to prioritize defects, and how to report defects to your clients so that they can understand and use the valuable information that you provide.

THERE IS A TREMENDOUS MARKET FOR STAND-ALONE DECK INSPECTIONS. THIS CAN BE AN AREA THAT HOME INSPECTORS USE TO EXPAND THEIR SERVICES AND INCREASE THEIR REVENUE.

As the current president of the ASHI St. Louis Chapter and as a longtime member of the Chapter Education Committee, it was an honor and pleasure to have NADRA at our chapter seminars in 2017 and 2019. Mike Beaudry, representing NADRA, and Jim Maley, the main speaker for the presentation, were true professionals who put on a world-class show for our members. The NADRA class and presentation gave our members a new look at how we inspect and report on decks.

I have 23 years as an ASHI inspector, but I really did not pay that much attention to the color of rust when making a call on the integrity of the deck and the structural connections. Each and every one of our inspectors came out of this class with something they never thought of when inspecting a deck.

We all know how inspectors are very visual; most inspectors get bored with speakers who just read from a textbook or from the slides of their presentation. So what does NADRA do? It shows actual film of deck failures with people on the decks. Everyone in the class kind of sat up straight with their eyes wide open for that. I was guessing that ASHI inspectors were saying to themselves, "I wonder who was the last inspector to inspect that deck?"

There is no ASHI inspector in this country who wants to answer to any family member that was injured (or worse) on any deck that he or she inspected.

Then there was the issue of a test at the end of the class before receiving your certification. Did I really see inspectors actually taking notes, in this digital age, to ensure that they passed the test? Yes, all our inspectors were on deck (pun intended) for this presentation. Well done, NADRA, and we look forward to having you visit our chapter again in the future.

Harry Morrell, 2020 St. Louis ASHI Chapter President Allied Building Inspections, harry@allied-inspectors.com



NORTH CENTRAL

ASHI Central PA

www.ashicentralpa.com Second Monday, 6 pm, except Jan. & July, Hoss's Steakhouse 61 Gettysburg Pike, Mechanicsburg, PA Kevin Kenny, 717-226-3066 info@midpennhomeinspections.com

Keystone (PA)

www.keystoneashi.org First Monday, 5:30 pm Double Tree, 10 N. 5th Street Reading, PA 19601 Robert H. Conner, 610-375-9675 rhconnerbcs@yahoo.com

Ohio

www.ohioashi.com Ken Harrington, 614-507-1061 ohioashi@yahoo.com

North Central Ohio

www.ncohioashi.com Paul Wancata, 216-571-1074 inspectionsunlimited@cox.net

OHIO SOUTH ASHI

Meeting: Third Tues. every month, 6:30 pm @ Kriemer's Bier Haus, OH-128 Cleves, OH 45002 P.O. Box 532197 Cincinnati, OH 45252 Chris Green, 513-939-4036 Email president@ohsoashi.com

Pocono-Lehigh (PA)

www.pocono-lehighashi.org Third Tuesday, Tannersville Inn Tannersville Ronald Crescente, 570-646-7546 amerispec@pa.metrocast.net

PRO-ASHI (PA)

www.proashi.com Second Wednesday of Jan., March, May, Sept. & Nov. Milan Stanojevic President of ProAshi Pittsburgh Regional Organization Cell 412-721-9515 Sales@prohomeinspections.com

Tri-State (DE, NJ, PA)

www.tristateashi.org Second Tuesday except April, Aug. & Dec., Dave & Buster's Plymouth Meeting, PA Gary Kershaw, 215-295-2030 pluckem@verizon.net

MIDWEST

Great Lakes (IL, IN, IA, KY, MI, MN, OH, WI)

For monthly meetings: www.greatinspectors.com/ schedule-of-events/ Janni Juhansz, 734-284-4501 greatlakes.president@gmail.com

Greater Omaha (NE)

www.ashiomaha.com Jon Vacha, 402-660-6935 jon@hsinspections.com

Heartland (IA, MN, ND, SD, WI)

www.ashiheartland.org Second Monday, 6:30 pm, except Nov. & April. Frankie's Pizza 3556 Winnetka Ave. N., New Hope, MN Matt Butcher, 612-361-3116 matt@minneapolishomeinspections. com

Indiana ASHI

www.inashi.com Quarterly Bill Halstead, 765-465-6185 hhinspect@outlook.com

Iowa ASHI

www.iowaashichapter.org Fourth Tuesday, 6:00 - 8:00 pm Iowa City Area Assoc. of Realtors Education Center 847 Quary Road, Coralville, IA Craig Chmelicek, 319-389-7379 elitehomeandradon@gmail.com

Northern Illinois

www.nicashi.com Second Wednesday (except Dec.) 5:30 pm - 9:00 pm Allegra Banquets, 237 W. St. Charles Rd. Villa Park, IL 60181 Joe Konopacki, 630-283-2248 joe@insightpsinc.com

SOUTH MIDWEST

Arkansas

Kyle Rodgers, 479-599-9314 kyle@aplus-inspection.com

Great Plains (KS, MO)

www.ashikc.org Second Wednesday of every month The Great Wolf Lodge, Kansas City Randy Sipe, 913-856-4515 randy@familyhomeinspections.com

Midwest PRO ASHI (KS)

David Mason, 316-393-2152 david@allprohomeinspec.com

St. Louis (MO)

www.stlashi.org Second Tuesday, 5 pm Creve Coeur Government Center Multi-Purpose Meeting Room 300 N. New Ballas Creve Coeur, MO 63141 Chapter President Harry Morrell, 314-223-7310 harry@allied-inspectors.com

Lone Star (TX)

www.ashitexas.org Bud Rozell, 214-215-4961 goodhomeinspection@att.net

MOUNTAIN

Arizona

www.azashi.org Bryck Guibor, 480-442-2660 arizonaashi@gmail.com Quarterly education on azashi.org

New Mexico

www.ashinm.org Bi-monthly meetings are held on the second Saturday of the month at Best Western Plus (Jan., March, May; no meeting in July, Sept.) located at 4630 Pan American Fwy. NE, Albuquerque Meeting starts at 8:30 am. Miles Dyson, 575-202-2457 mdyson@ICEnergyRate.com

Northern Rockies (ID, MT)

Steve Jenicek, 406-949-6461 Steve@taskmasterinspections.com Secretary: Kelly Campeau 877-749-2225 Kelly@inspectormt.com

Rocky Mountain

Fourth Tuesday, 6:30 pm Mike Dyer, 720-460-1939 mike@blackstoneinspections.com

Southern Colorado

www.ashi-southerncolorado.org Second Thursday each month, 6:30 pm Valley Hi Golf Club, 610 S. Chelton Rd. Colorado Springs, CO 80910 Aaron Hunt, 719-334-5455 aaron@huntproperty inspections.com

PACIFIC

Alaska

Meeting dates: Jan. 1, March 1, Aug. 1, Nov. 1 Location varies each meeting David Mortensen, 907-243-4476 dave@discoveryinspect.com

ASHI Hawaii

www.ashihawaii.com Oscar Libed, 808-330-2302 oscar@inspecthawaii.com

California

Randy Pierson, 310-265-0833 randy@southbayinspector.com

Central Valley CREIA-ASHI Peter Boyd, 530-673-5800 Boyd.p@comcast.net

Golden Gate (CA)

www.ggashi.com Brian Cogley, v 510-295-8021 f 510-355-1073 CogleyInspections.com

Inland Northwest (ID, WA)

Vince Vargas, 208-772-3145 vince@vargasinspections.com

Orange County CREIA-ASHI (CA)

www.creia.org/orangecounty-chapter Third Monday, 5:30 pm Hometown Buffet 2321 S. Bristol, Santa Ana Bill Bryan, 949-565-5904 bill@rsminspections.com

Oregon

www.oahi.org Fourth Tuesday, 6:30 pm 4534 SE McLoughlin Blvd. Portland Jon Nichols, 503-324-2000 housedetective@hotmail.com

San Diego CREIA-ASHI

First Tuesday each month Elijah's Restaurant 7061 Clairemont Mesa Boulevard San Diego, CA 92111 Ray (Cliff) Sims Jr., 619-334-1138 cliffsims@cox.net

San Joaquin Valley (CA)

Third Thursday, 6 pm 1736 Union Avenue, Bakersfield, CA Raymond Beasley, 661-805-5947 rbinspector@aol.com Mail: 3305 Colony Oak St. Bakersfield, CA 93311

Silicon Valley ASHI-CREIA (CA)

www.siliconvalleyinspector.com Tammy Nicholas, 408-771-4939 tnicholas490@gmail.com

Southwestern Idaho

Second Monday David Reish, 208-941-5760 dave@antheminspections.com

Los Angeles-Ventura County ASHI-CREIA

Third Wednesday, 5 pm Holiday Inn, Woodland Hills Bob Guyer, 805-501-0733 guyerinspections@roadrunner.com

South Bay (CA)

Webinar meetings Randy Pierson, 310-265-0833 randy@southbayinspector.com

Western Washington

www.ashiww.com Chapter Meetings held at chapter seminars in March and Sept. Dylan Chalk orcainspect@gmail.com

NEW ENGLAND

Coastal Connecticut

www.coastalctashi.org Third Thursday, 6 pm, Westport VFW Lodge, 465 Riverside Avenue, Westport John Hamlin, 203-912-1917 john.hamlin@pillartopost.com

New England (ME, MA, NH, RI, VT)

Third Thursday (usually), 5 pm Hilton Garden Inn, Waltham, MA Alex Steinberg, 617-924-1028 alex@jbsinspections.com

Northern New England (NNEC) (MA, ME, NH, VT)

www. ashi-nnec.org Third Wednesday of Jan., March, June and Sept. Puritan Backroom, Manchester, NH Greg Davis, 603-200-0070 greg@prospections.com nnec.ashi.2016@gmail.com

NEW YORK/JERSEY/ DELAWARE

Central New York www.cnyashi.com

Third Wednesday each month, 6 pm Tony's Family Restaurant, Syracuse Richard Alton, 315-415-4847 dick@altoninspect.com

First State (DE)

www.firststateashi.org Third Wednesday, 7 pm The Buzz Ware Center 2121 The Highway, Arden Mark Desmond, 302-494-1294 mark@delvalleyhome.com

Garden State (NJ)

www.gardenstateashi.com Second Thursday The Westwood, Garwood Kevin Vargo, 732-271-1887 gsashipresident@gmail.com

Greater Rochester (NY)

Second Tuesday, 6 pm Sept - May Meeting location: MacGregor's Grill & Tap Room, 1129 Empire Blvd., Rochester, NY 14609 Jim Wurtenberg , 585-377-3737 jimw@inspectrochesterhomes.com

Hudson Valley (NY)

Second Tuesday, 6 pm Daddy O's Restaurant 3 Turner Street Hopewell Junction, NY 12533 Michael Skok, 845-592-1442 ashistatewide@yahoo.com

Long Island (NY)

www.liashi.com Third Monday, 6 pm, Domenico's Restaurant, Levittown John Weiburg 516-603-5770 john@greenlinkhi.com

New York Metro

www.nyashi.com Last Thursday, 5 pm Travelers Rest 25 Saw Mill River Road Ossining, NY 10562 Chris Long, 914-260-8571 pres@nyashi.com

Southern New Jersey (NJ)

www.southernnjashi.com Third Wednesday, 6:30 pm Ramada Inn, Bordentown Rick Lobley, 609-208-9798 rick@doublecheckhi.com

MID-ATLANTIC

Central Virginia

www.cvashi.org Second Tuesday, 6:30 pm Independence Golf Course 600 Founders Bridge Blvd. Midlothian, VA 23113 John Cranor, President 804-873-8537 cranorinspectionservices @gmail.com

Hampton Roads (VA)

Second Thursday, 7 pm, Cypress Point Country Club, Virginia Beach Eric Fountain, 757-536-3025 insideoutinspectorhr@gmail.com

MAC-ASHI (DC,MD,VA)

www.macashi.org Second Wednesday, 6 pm Rockville Senior Center 1150 Carnation Drive Rockville, MD 20850 Welmoed Sisson, President 201-208-8289 welmoed@inspectionsbybob.com

NOVA-ASHI (MD, VA)

www.novaashi.com Fourth Tuesday, Associate hour 6-7 pm, Membership meeting 7-9 pm, Northern Virginia Resources Center, Fairfax Tony Toth, 703-926-6213 tony_toth@msn.com

SOUTH ATLANTIC

ASHI Georgia www.ashigeorgia.com

Brent Drake, 770-778-81076 drakesinspection@gmail.com

East Tennessee

www.etashi.org Third Saturday of Feb., May, Aug. and Nov. Paul Perry, 866-522-7708 cio@frontiernet.net

Mid-Tennessee

Jim Edwards, President 615-663-9672 midtn.ashi.chapter@gmail.com www.midtnashi.com

Mid-South (TN) Steven Campbell, 901-734-0555 steve@memphisinspections.com

North Carolina

www.ncashi.com Meeting TBA Bruce Barker, 919-322-4491 bruce@dreamhomeconsultants.com

South Carolina

First Saturday of Feb., May, Aug. & Nov., 8 am Roger Herdt, 843-669-3757 herdtworks@msn.com

GULF

ASHI South (AL)

www.ashisouth.org Quarterly, Homewood Library Homewood John Knudsen, 334-221-0876 jgknudsen111@gmail.com

Florida Wiregrass

www.ashiwiregrass.org Second Wednesday, 6:30 pm Sleep Inn Hotel, Wesley Chapel Nancy Janosz, 813-546-6090 ProTeamInsp@aol.com

Gulfcoast (FL)

First Thursday, 7 pm, The Forest Country Club, Fort Myers Len Gluckstal, 239-432-0178 goldenrulehi@comcast.net

Louisiana

Quarterly Meetings Michael Burroughs 318-324-0661 Mburroughs2@comcast.net

Suncoast (FL)

www.ashisuncoast.com First Tuesday, 6:30 pm; Please see our website for meeting locations. Neal Fuller, 727-858-2975 nealf.ma@yahoo.com

Southwest Florida

www.swashi.com Serving Manatee, Sarasota & Charlotte Second Wednesday, 6 pm Holiday Inn, Lakewood Ranch 6321 Lake Osprey Drive, Sarasota Michael Conley, 941-778-2385 FLinspector@outlookcom

CANADA

CAHPI National

www.cahpi.ca President : Peter Weeks, RHI, NCH, ACI, 1-888-748-2244 President@cahpi.ca

Alberta Professional

Home Inspectors (APHIS) www.aphis.ca Meetings held 3 times a year Alan Fisher, 403-248-6893 admin@aphis.com

Ontario Association of

Home Inspectors (OAHI) www.OAHI.com Administrator/Registrar

416-256-0960 oahi@oahi.com

Quebec AIBQ

www.aibq.qc.ca Pascal Baudaux, 450-629-2038 info@almoinspection.ca



MAC-ASHI SPRING TECHNICAL SEMINAR

When: May 9, 2020 Where: The Johns Hopkins University **Rockville Campus** 9601 Medical Center Drive Rockville, MD 20850 Contact: Avi Levy, ACI 571-723-5018 | avilevyllc@gmail.com www.macashi.org/spring-seminar/

SUNCOAST ASHI ANNUAL SUNTECH

Technical Training for Home Inspectors is coming soon. When: May 7-9, 2020 Where: Hampton Inn in Oldsmar, FL CEUs: up to 13 to 15 ASHI and FABI CEUs and Florida CEUs for the Friday and Saturday sessions, and an additional 6 ASHI / FABI and State CEUs for the Thursday class. Topics: include, but are not limited to: Stucco Failures

Report Writing by Mark Cramer Introduction to Florida Building Code by Glen Stephens Wind Mitigation Training – Thursday,

Advanced Mechanical Inspection by Jeff Clair

Contact: Neil Fuller, 727-858-2975 nealfuller60@gmail.com,

TRI-STATE ASHI FALL SEMINAR

When: Friday Oct, 2020, 8:00am - 5:00pm. Where: Dave & Busters meeting room in the **Plymouth Meeting Mall** Plymouth Meeting PA. CEUs: 8 CEUs total. NJ approval will be applied for.

Topics: 4hrs on Electrical with **Rich Van Wert** 2hrs Pex piping, fittings and more with Lance Macnevin – 2hrs TBD. Contact: Gary Kershaw, pluckem@verizon.net, visit - tristateashi.org

TO HAVE YOUR CHAPTER SEMINAR LISTED HERE. EMAIL ALL INFORMATION **ABOUT YOUR CHAPTER SEMINAR TO:** micheleg@ashi.org

IMPORTANT REPORTER DEADLINES:

- JULY 2020 ISSUE 5/7/20
 AUGUST 2020 ISSUE 6/7/20
- SEPTEMBER 2020 ISSUE 7/7/20

• OCTOBER 2020 ISSUE - 8/7/20 The Reporter is produced 6-8 weeks ahead of the week it arrives in your mailbox.

EARN ASHI CE and State-Approved CEs VISIT THE NEW ASHI ONLINE LEARNING CENTER

MEMBERS CAN EARN ASHI APPROVED CEs FOR FREE!

COURSES AIMED TO ENRICH YOUR PROFESSIONAL DEVELOPMENT ALL YEAR ROUND.

HOW TO GET STARTED: Visit the new ASHI Live Learning Center, click "Login" and enter your member access details.

Visit the Online Learning Center www.homeinspector.org/onlineeducation

EVENT

HAPTE



MAY ANNIVERSARIES

Thirty Years

John P. Flanagan William Hogue Tore Knos Thomas Kraeutler James Murphy Rudolph Platzer Bruce R. White

Twenty Years

Lisa Alajajian Giroux Bob Bowling Jeffrey Brown Michael Connolly Patrick Dunleavy Michael D. Henderson Michael G. Hoberecht Robert Jennings Donald Kinn Chris Kyrgos Patrick W. Leary Raymond LoVecchio Dan Martin Scott Patterson Todd Tuvell Kevin Vargo Pete Wilson

Fifteen Years

Sergio Angione Mac Barlow Troy Bloxom Tom Comer Jameel Dawan Dan Gartrell Michael J. Ossmann Paul W. Roebuck Rodney Whitehouse Michael Yeager Milton Yee

Ten Years Larry Boudreaux

Michael J. Frost Bryan Gibbs W. Ryder Kern Neil Kipnis Deryl Kirchner Rick Michalicek Gary E. Price William H. Vicaire

Five Years

Joshua D. Allen Paul Breitkopf Adam Goldner Mark D. Hill Frank J. Kishel H. Tyler Mahley Keith R. Proctor

ASHID REPORTER

DO YOU HAVE AN IDEA FOR AN ARTICLE IN THE ASHI REPORTER?

The *Reporter* is always looking for new articles on topics such as technical reviews, marketing ideas and helpful business practices for home inspectors. Personal or business-related stories that share a new spin on the home inspection world are also welcome. **Send your article ideas or submissions to** stories@ashi.org. *Thank you!*



Coverage Features

PROFESSIONAL LIABILITY HIGHLIGHTS:

- **PII Pro Plus** and **PII Pro** offer two tiers of coverage.
- Automatic coverage includes lead paint, termites, radon testing, mold defense and coverage for real estate referring parties.
- Experienced claims counsel driving better outcomes.
- Policy limit option from \$100k to \$3m.

GENERAL LIABILITY HIGHLIGHTS:

- Stand alone or shared limit option.
- Premiums starting at \$320.



CURRENT ASHI MEMBERSHIP

ASHI Certified Inspectors: 3,377 Inspectors: 202 Associates: 2,944 Retired Members: 113 Affiliates: 68

Total: 6,704 Members as of 4/9/2020

FREE ASHI Member access to past IW sessions.

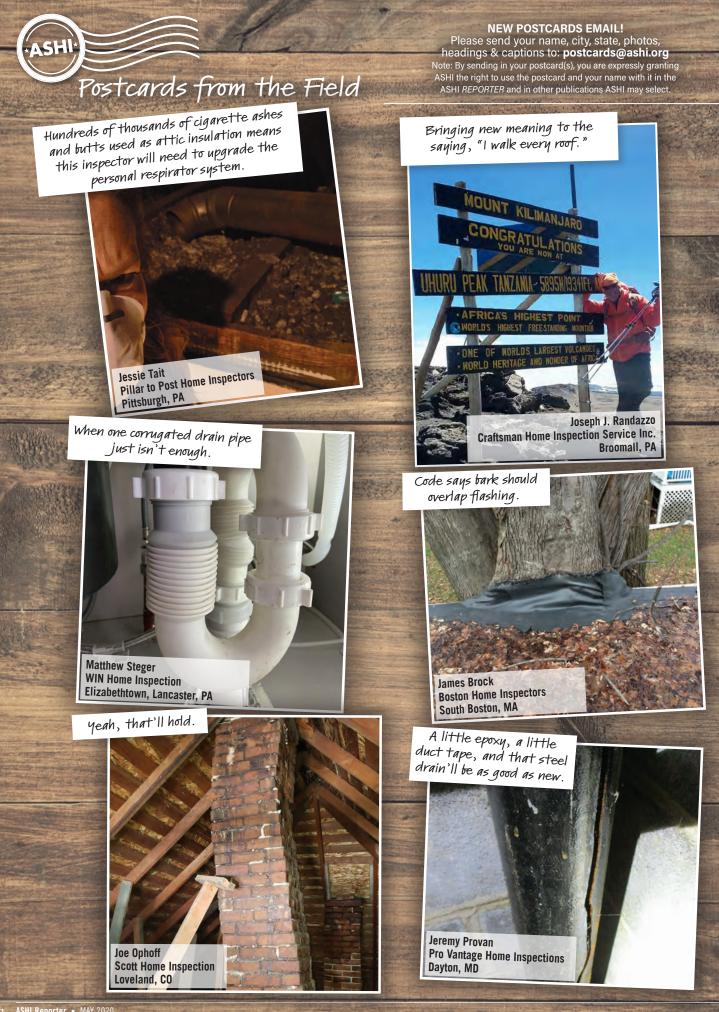
- 1. Go to www.ASHI.org
- 2. Under Education & Training
- 3. Click on:

ASHI ONLINE LEARNING CENTER

Property Inspector Insurance

coverage, consistency, commitment

866.268.1327 | Scott Burns www.PropertyInspectorInsurance.com

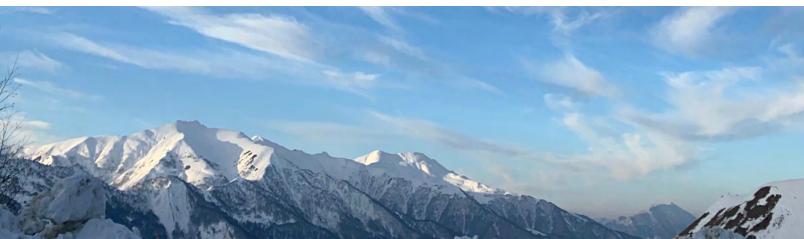


ELEVATE YOUR BUSINESS.

I'S.N

Take your home inspection business to new heights.

Inspectionsupport.net/elevate



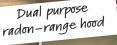


NEW POSTCARDS EMAIL!

Please send your name, city, state, photos, headings & captions to: **postcards@ashi.org** Note: By sending in your postcard(s), you are expressly granting ASHI the right to use the postcard and your name with it in the ASHI *REPORTER* and in other publications ASHI may select.



James Brock Boston Home Inspectors South Boston, MA



James Brock Boston Home Inspectors South Boston, MA Ceiling-mounted "inconvenience" switch

> Pat Hannigan Core Inspection Group Philadelphia, PA

Fyl, the batteries from those pesky carbon monoxide detectors have been removed

Zac Lesh Home Sweet Home Inspection Company LaGrange, IL



(1: :)

HRV on sunny winter days or reverse it for whole-house fan in the summer

> James Brock Boston Home Inspectors South Boston, MA

If homeowners could see radon gas, you wouldn't need us.

Rn



Rn

lab-certified, guaranteed test results

1-hour report turnaround after upload*

highly accurate, proven technology

full-service equipment maintenance





Rn

Rn

We want your radon inspection business to thrive.

So, we're here for you at every step. Our monitor program includes test report processing by experts at our certified lab, and are accompanied by complimentary repair and annual calibration services.

With our helpful staff, online tools, and apps for mobile devices, you will find working with us to be a breeze.

Call or visit us online today!

* 1-hour turnaround during most business hours. High volume times may take up to 2 hours.

Call 1-800-295-4655 or visit Radalink.com

In this column, ASHI's Ethics Committee addresses dilemmas faced by home inspectors.

ARE THESE VIOLATIONS OF THE ASHI CODE OF ETHICS?

By Jamison Brown, ASHI Ethics Committee Chair

Know the Code: The ASHI Code of Ethics can be found at this link: www.homeinspector.org/Code-of-Ethics

Know the Standard of Practice: The ASHI Standard of Practice can be found at this link: www.homeinspector.org/Standards-of-Practice Jamison Brown is the owner of Home Inspections by Jamison & Company,

Poquoson, VA. Before becoming an ASHI member in 1988, Jamison was a project manager, and supervised the construction and remodeling of more than 10,000 housing units for the U.S. Department of Defense (DoD) and the U.S. Department of Housing and Urban Development (HUD). Jamison is a former member of the Carpenters and Joiners of America, and a former licensed plumber in the state of Virginia. He is a member of the International Code Council, International Association of Electrical Inspectors (IAEI) and a certified member of the American Society of Home Inspectors (ASHI). He has been a member of ASHI's Technical and Membership Committees, and was chair of the CEPP Committee. Currently, he chairs the ASHI Code of Ethics Committee. Jamison has personally inspected more than 18,000 residential and commercial properties. Contact him at jamison.brown@gmail.com.

QUESTIONS & INTERPRETATIONS

QUESTION:

Is it a violation of the ASHI Code of Ethics to promote your business by providing first-time buyers with the information that a local lender has agreed to reimburse consumers for their home inspection up to \$250?

RESPONSE:

No, providing accurate information about potential reimbursements offered by others is not in itself a violation of the Code of Ethics.

QUESTION:

Is it ethical to share a website link with real estate agents, other related real estate firms, appraisers and others?

RESPONSE:

Although business relationships with real estate agents and brokers have the potential to lead to conflicts of interest, linking websites does not necessarily imply endorsement or represent an inspection referral. Unless the agreement to link websites involves an implicit or explicit agreement to refer inspection clients to the home inspector for compensation, or unless the information included in the websites is somehow fraudulent or misleading, there is no violation of the Code of Ethics.

QUESTION:

Is it ethical for an inspection company to be listed on a real estate firm's preferred vendor list, even if no other inspection companies are listed and to receive all of the real estate firm's inspection referrals even if no payments are being made for the privilege?

RESPONSE:

The circumstances presented in this inquiry do not constitute a violation of the ASHI Code of Ethics. It is not unethical under the Code to be the sole inspection company referred by a real estate agency. However, it is highly unusual for a real estate agency to take on the liability associated with referring a single home inspection company to its clients, unless significant financial incentives exist to do so. Such inducements might include inspection reports that "go easy" on a house, routinely fail to disclose defects that could derail real estate sales or intentionally fail to meet the requirements of the ASHI Standard of Practice. There also may be contingent arrangements—for example, when future referrals are dependent on specific findings, or when there is some other form of hidden or indirect compensation to the agency. These inducements or arrangements would clearly violate the Code of Ethics.

In addition, an exclusive arrangement may appear to the public as a conflict of interest, and it may be a violation of law in some states. Given these circumstances, we recommend that any home inspectors who find themselves in this type of situation should exercise caution and consult with their attorney.



Home Inspectors rely on *Sun*RADON, founded by the team from Sun Nuclear.

In the 1980's, Sun Nuclear developed the world's first affordable Continuous Radon Monitor. Today, with *Sun*RADON, we renew our focus on the avoidance of Radon-induced cancer. Our mission: To advance innovation of affordable, reliable, and robust indoor Radon and Indoor Air Quality monitors.

To learn more about what's new, and to prepare for a successful testing season, visit **sunradon.com**.

ARE YOU READY FOR RADON TESTING SEASON?

WHAT'S NEW & WHAT'S NEXT



OneRADON™ Software Suite



1028™ XP CRM



Cloud Services



lüft Plug-in Monitor Coming soon

s R SunRADON

sunradon.com +1 (321) 255-7011

HomeGauge

RUN YOUR BUSINESS LIKE A BOSS.

Standout reports

Customize reports to reflect your unique value, and bring them to life with expandable videos and 360° images.

A better buyer experience

Impress clients with branded reports delivered on your site, the ability to create a repair addendum right from the report, and timely notifications.

Hello, cash flow

Stay organized with business management tools that make scheduling and invoicing more efficient.

REPORTING

MARKETING

Let's do this. Download a free 30-day trial at HomeGauge.com.

MANAGEMENT