



DECEMBER 2022

REPORTER

Inspection News and Views from the American Society of Home Inspectors, Inc.

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Making the leap
from owner-
operated to multi-
inspector firm

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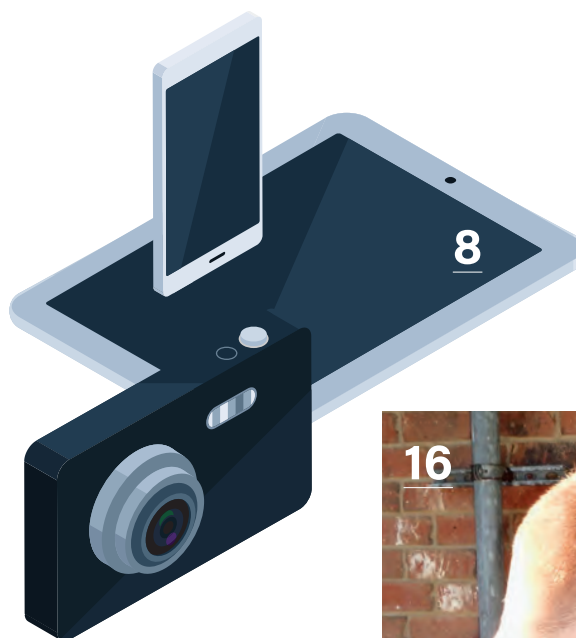
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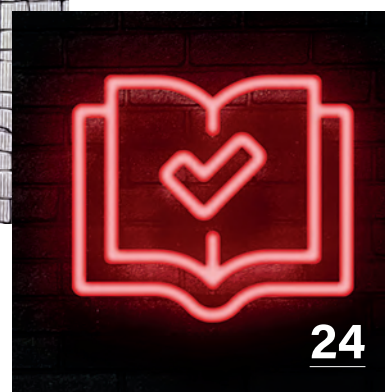
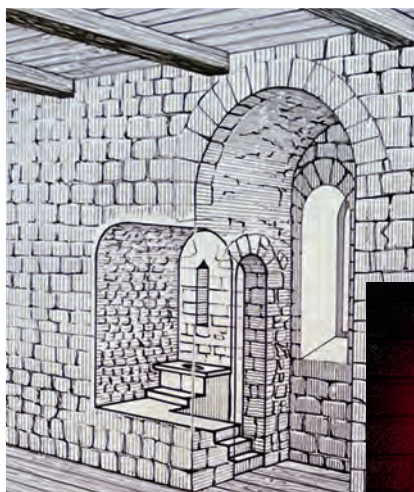
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Exhibitor booths are still available but they are going fast. Book yours now! Scan the code or visit bit.ly/3Etm8fw to reserve your booth, see the interactive exhibit floor map, the latest exhibitor list, and more.

Meet the Marketing Minute

By Marianne Sackett

Welcome to the first installment of the Marketing Minute, presented by ASHI Communications staff. We've received some FAQs from our members about the best way to market themselves. If you don't know where to start and you don't yet have a logo, take advantage of ASHI's free logo service.

In this installment, we will speak about posting on social media. With a logo in hand, some great sites will help you create graphics for free using templates.

Free Software



Canva is a free-to-use online graphic design tool. Use it to create social media posts, presentations, posters, videos, logos, and more. With lots of free templates, it's great for beginners and more experienced users. ➤ canva.com



You have likely heard of some Adobe products, like Adobe Photoshop, used mostly by professional photographers and editors, but Adobe has recently entered the market with free software targeted for the less experienced, too.

Enter **Adobe Express**. It can help you create social media images for any platform with an extensive template library to kickstart your creativity and graphics you can drag and drop right onto your design. ➤ adobe.com/express/

social media content checklist



1 brevity.

keep it short; use links to expanded content.

2 **focus.**
know your audience; keep your message specific.



3 **location.**
don't try to be on every single social media site; think quality not quantity.



4 **timeliness.**
aim for at least one post a week; be consistent.



5 **have a goal.**
think about why you are on social media; make a plan.



What Should My Social Media Content Have?

1 Brevity. We can't stress this enough. You have a short time to gain the reader's attention. You can't pack a post with why someone should use you over a competitor. Keep that to a link of testimonials on your website—we'll cover this in a future installment of the Marketing Minute, plus tips on creating social media graphics.

2 Focus. Know who you are trying to target. Who are you trying to attract? A first-time home buyer is likely 35 or less, so you want to be sure you are relatable.

Or, is this post meant to inform local REALTORS® of why they should let their clients know about you and your area of expertise?

3 Location. Determine where your customers spend the most time. Many people make the mistake of being everywhere at once—Twitter, Instagram, Facebook, LinkedIn, TikTok—but this is nearly impossible to maintain unless you have full-time staff who can create fresh content weekly at minimum.

Start small. Pick one platform, and focus your efforts. Having new content in one place is more important than having dated content across platforms.

Free Logo Design

Scan this code or visit bit.ly/3i2MJbF to take advantage of ASHI's free logo design service.



4 Timeliness. Dedicate at least to posting new content once a week.

5 Have a Goal. What is the goal of my social media? Is it to educate the public about why they should use a home inspector when purchasing? Is it just to make people aware of my business?

What do you want to gain? Be very specific here. Everyone wants more customers, but you need to determine why someone would choose you when decision time comes.

We hope this helps. As always, we are here for you. If you have any questions or ideas, email us at communications@ashi.org. We'll discuss updating your profile in the Find an Inspector portal next month. See you next time. ■



Marianne Sackett is ASHI's Director of Communications. She's been practicing graphic design, market research, and brand strategy for over 30 years. She enjoys sharing her expertise to help you better promote and market yourself.

Do you have an idea for an article?



The *Reporter* is always looking for new articles, and we encourage ASHI members to call upon their experience and knowledge to submit articles for publication. To be considered, submit your articles to editor@ashi.org before the deadlines shown here. These are some upcoming topics being featured in future issues:

February

Deadline: December 15

- Older homes vs. new builds
- DIY renovations

March

Deadline: January 13

- Sewer scan/camera, infrared thermography
- Volunteering

April

Deadline: February 15

- Plumbing
- Starting your career

May

Deadline: March 15

- National Deck Month
- Landscaping & Irrigation

REPORTER

Taking Inspection Photos:

What's your camera of choice?

By Stephanie Jaynes, Marketing Director,
InspectorPro Insurance



Opinions of authors are solely their own and do not necessarily represent the opinions or positions of ASHI, its agents, or editors. Always check with your local governmental agency and independently verify for accuracy, completeness, and reliability.



The Managing Risk column with InspectorPro Insurance provides home inspectors with tips to protect their businesses against insurance claims, craft effective pre-inspection agreements, offer additional inspection services, and use new tools and equipment.

If pre-inspection agreements are your first line of defense, inspection photos are a close second. Capturing what was (and wasn't) there on inspection day, photos are one of the primary stumbling blocks to meritless accusations. As home inspector insurance providers, we at InspectorPro believe you cannot take too many pictures. After all, the more photos you take, the more evidence you have for your defense.

But inspection photos aren't just for you; they're for your clients, too. Photos can help inspection clients understand and contextualize your findings. They can bring reports filled with descriptions and technical jargon to life. And photos can draw attention to important areas of concern that, if left unaddressed, could lead to problems later.

So what lies between you and the best inspection photos for your business and clients? Arguably it's what you use to take them. We asked home inspectors what they use to take inspection photos and why. We then discuss some of the ways you can manage your risk against insurance claims while taking photos—regardless of which device you choose.

What Cameras are Inspectors Using?

For anyone new to the industry, it's hard to imagine relying on film to deliver inspection photos. But many home inspectors used to. In fact, just 50 years ago, it wasn't uncommon to attach a single Polaroid photo of the front of the house to an inspection report and call it a day.

Now, with much more advanced camera technology and photo storage options available inexpensively, you're able to take hundreds of photos of every home inspection.

In preparation for this article, we asked 65 home inspectors what devices they were using to take most of their inspection photos. We found that 60% use digital cameras, 26% use phones, and 14% use tablets.



Stephanie Jaynes is the Marketing Director for InspectorPro Insurance, which offers ASHI members exclusive benefits through its program: InspectorPro with the ASHI Advantage. Through risk management articles in the ASHI 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 inspectorproinsurance.com/ashi-advantage.

The Case for Digital Cameras

The majority of inspectors we surveyed who opted for digital cameras did so due to their superior zoom capabilities and durability. Zoom comes in handy when magnifying defects, or when you want to capture a system or component but it isn't safe to get any closer to it. For example, there may be an attic you can't traverse that has some worrisome water spots on the ceiling opposite the entrance. Or a roof that is unsafe to mount, so you photograph it from your ladder.

"I can stand on the ground, 40 feet from the chimney cap, and zoom into a single brick," said Bill Hawkins of Hawkeye Inspection Service in Indiana.

Durability is an important consideration when your camera is likely to encounter water, dirt, and other debris on inspection sites.

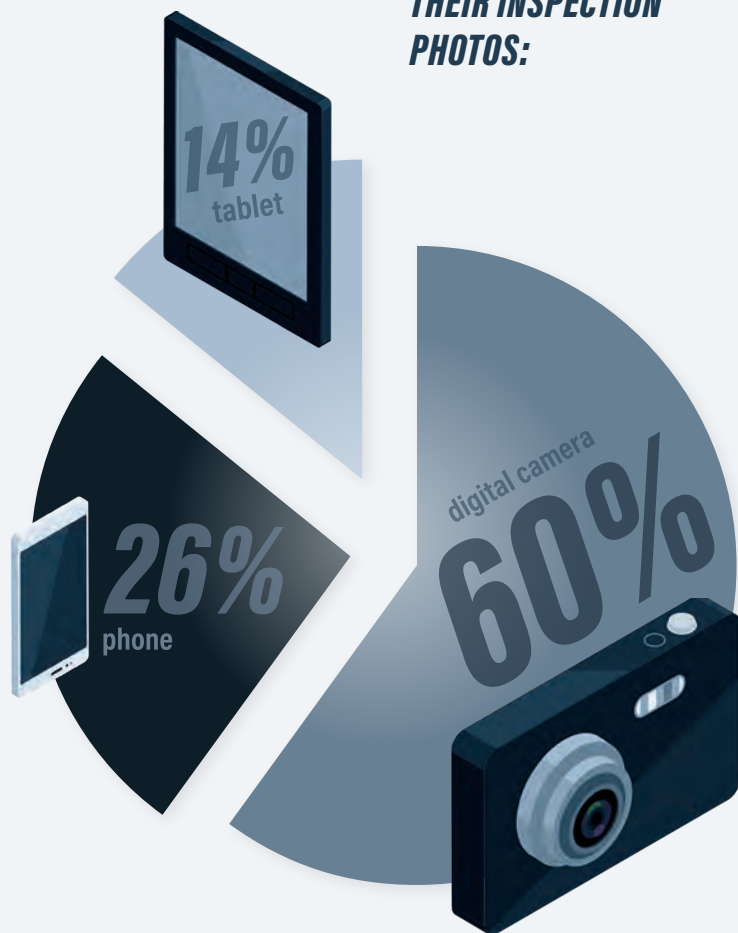
"As inspectors, we go into areas of the home that are hostile to us and our equipment. We go under homes in the dust. We go into hot attics with high moisture. So our cameras must be somewhat tough," said Michael Burroughs of QED Services in Louisiana.

Many inspectors advocate investing in a camera that can take a fall. After all, when you're getting on ladders and roofs regularly, accidentally dropping your camera several feet isn't far-fetched. Thus, surveyed inspectors encourage others to purchase shock-resistant cameras.

The Case for Phones and Tablets

Many of those who prefer phones and tablets use their inspection report writing software on the same devices. By taking photos in the same place, inspectors are able to add photos to their reports onsite. Even if you don't

WE ASKED 65 HOME INSPECTORS WHAT DEVICES THEY WERE USING TO TAKE MOST OF THEIR INSPECTION PHOTOS:



add photos to your report at the same time, cloud technology may upload photos to your computer automatically, saving time.

“With the cloud, my photos are in my computer before I get home for the day. No more waiting for downloads,” said Ken Stevenson of KS Home Inspection in California.

Some inspectors also argue that the high-definition, high megapixel images their phones take are clearer and more detailed than photos from many digital cameras. For example, Jameson Malgeri of Another Level Inspection in Massachusetts says his phone performs better than his camera in low light.

Lastly, inspectors appreciate how compact their phones can be when they want to take photos of hard-to-reach places, like behind appliances.

Limiting Your Liability

Whether you decide to use a digital camera, phone, or tablet, you can manage your risk against potential insurance claims in the following ways.

Know how to use it.

As with any tool, a camera is only as good as its operator. How you take photos matters most. According to Bronson Anderson of Inspector Homes in Virginia, using your camera strategically can help you take photos that tell a more detailed story.

“Keeping lighting and perspective in mind allows you to capture defects clearly,” Anderson said. “For example, if you have mold on a flooring system or wood paneling in a basement, taking a straight-on picture will not produce the results you want. Side lighting the paneling with your flashlight and taking the picture at an angle will produce a dimensional view of the mold that will give the defect more pop.”

**INSPECTORS
APPRECIATE HOW
COMPACT THEIR PHONES
CAN BE WHEN THEY
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OF HARD-TO-REACH
PLACES, LIKE BEHIND
APPLIANCES.**



How can you get better at taking inspection photos? Practice in your own home or at a friend's or neighbor's. Ask other inspectors what they do to take quality photos. And, if you're really serious about improving your skills, consider taking a basic photography class.

Take photos of more than just defects.

While taking photos of defects is essential, you should capture more with your camera. Examples of additional photos you should take to manage your risk include:

- **Representative shots.** Taking wide shots or 360 photos of entire rooms helps give your other close-up photos more context and perspective.
- **Non-defect areas.** While they may not end up in your report, pictures of non-defect areas can testify of the home's condition

and defend against allegations regarding defects that occurred post inspection.

- **Concealed or inaccessible spaces.** While you're only responsible to inspect what's visually identifiable, it helps to be able to prove what was and wasn't visible at the time of the inspection by taking photos of obstructions and hazards.

It may seem tedious taking photo after photo. However, inspection photos are one of the best ways to manage risk. Don't let your next allegation be a battle of “he said, she said.” Take lots of pictures so you have a photo to back you up in every scenario.

Learn more by reading “3 inspection photos you should take to manage your risk” on the InspectorPro blog.

EVEN IF YOU DON'T ADD PHOTOS TO YOUR REPORT AT THE SAME TIME, CLOUD TECHNOLOGY MAY UPLOAD PHOTOS TO YOUR COMPUTER AUTOMATICALLY, SAVING TIME.



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Store photos for at least five years.

Some home inspectors live in states that require them to keep inspection assets for a certain amount of time. However, it's important to note that, while statutes of limitations can deter and defend claims, they cannot prevent them. Clients can still make claims against your business long after your statute of limitations expires. (Within the last two years, we received a claim 18 years after the allegedly negligent home inspection occurred. Yes, years.)

Furthermore, statutes of limitations can change. While your state may say that inspection clients have two years to make a claim today, your state could change the law tomorrow to allow clients five years to make a claim.

Thus, claims professionals urge home inspectors to keep inspection assets for a minimum of five years. Remember, though, that's just a minimum. There's no reason to purge photos after five years, and many inspectors store photos indefinitely. To do so, most home inspectors use external hard drives or cloud storage. However, there is no mandatory method. In fact, many home inspectors store their inspection assets across storage methods.

To learn more about storing inspection photos, read "Inspection assets: How to store inspection contracts, reports, photos, and videos" on the InspectorPro blog.

Carry equipment coverage.

Formally known as inland marine coverage or a commercial property floater, equipment coverage insures your inspection tools and equipment. Unlike standard property insurance, inland marine coverage protects your tools and equipment regardless of their location. This is important in

the home inspection industry since, rather than housing your tools and equipment in an office, you usually have your materials in your work vehicle or on inspection sites.

Through InspectorPro with the ASHI Advantage, ASHI members can get up to \$20,000 in equipment coverage for \$200 annually. The home inspectors we surveyed spent an average of \$300 on their cameras, and many replaced their cameras every few years due to wear and tear. Since cameras are so integral to inspecting, and since it's easy to accidentally damage them on the job, carrying equipment coverage can give you significant peace of mind.

There are two exclusions—or instances in which your policy wouldn't provide coverage—that would apply to your camera's equipment coverage: mechanical breakdown and wear and tear.

To learn more about inland marine coverage, read InspectorPro's article "How to protect your tools and equipment" online. Current clients can request equipment coverage by contacting their InspectorPro brokers. Prospective clients can apply for insurance via InspectorPro's online application.

Cameras and Home Inspectors

Inspection photos are critical to risk management and customer service. By investing in a camera that's right for your business, you'll be better equipped to avoid claims and provide quality customer service. ■



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Toilet Efficiency

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



Tom Feiza has been a professional home inspector since 1992 and has a degree in engineering. Through *HowToOperateYourHome.com* (htoyh.com) he provides high-quality books and marketing materials that help professional home inspectors educate their customers. Copyright ©2022 by Tom Feiza, Mr. Fix-It, Inc. Reproduced with permission.

The use of fixtures and water to dispose of sanitary waste has an interesting history, especially since clean water is a limited and valuable resource.

No-Flush Disposal

The process of removing sanitary waste with water dates back to the origins of civilization in the Fertile Crescent, an area now known as the Middle East. Waste pipes have been found in

archeologists' excavations. Ancient Roman aqueducts provided water for public baths and to flush waste in toilets.

Norman Garderobe

My favorite example of early waste disposal is the Norman Garderobe. No, that's not some quirky chap in Merry Olde England. "Norman" is the 11th century rule of England by the Duke of Normandy (William the Conqueror). "Garderobe" is a historic term for a small, private room in a medieval castle. Put

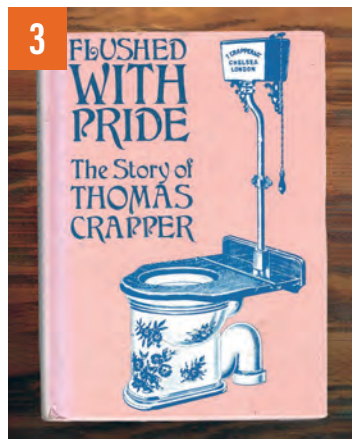
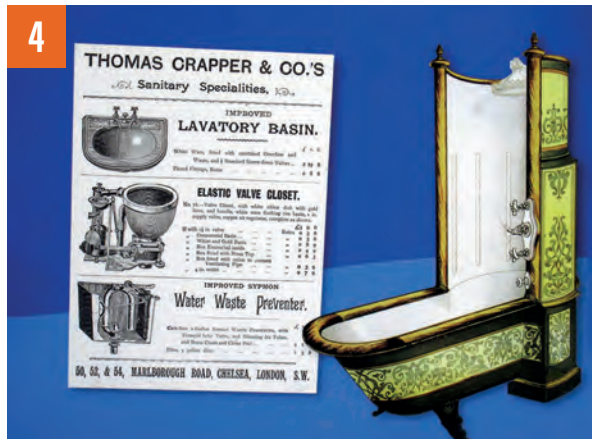
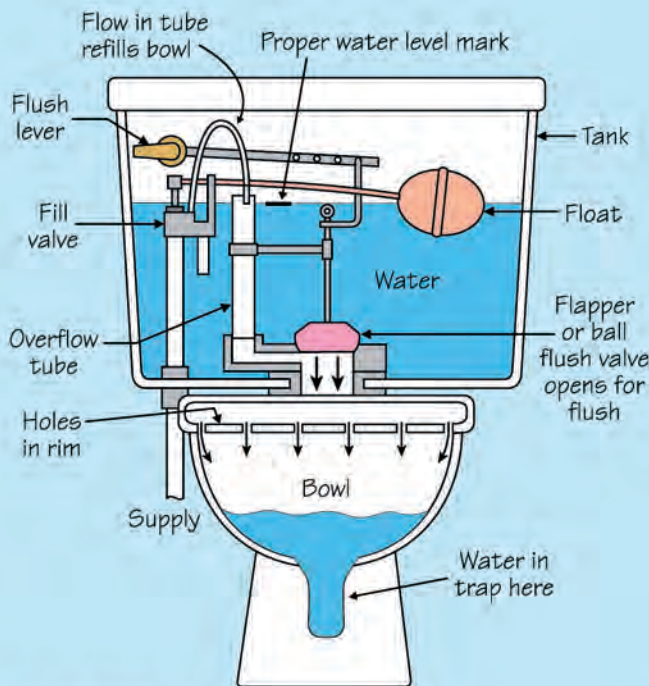


Photo 1:
Norman Garderobe.
2: Early toilet with trap.
3: Flushed with Pride.
4: Crapper fixtures.





Flush sequence:

1. Flapper or flush valve opens.
2. Water quickly runs down the sides of the bowl.
3. Water flushes out the waste in the trap.
4. Tank and bowl trap refill. (Tube refills bowl.)

Illustration P161C: Toilet—Flush and Refill

© Tom Feiza Mr. Fix-It Inc.

them together, and you have the Norman Garderobe—modern shorthand for a castle toilet.

The sketch at the left of **Photo 1** shows a toilet situated in an exterior wall. At right is a photo of the exterior, where waste flowed down to the moat. Pity the poor folks attacking the castle!

Early Flush Toilets

An early flush toilet (**Photo 2**) had its own water supply, flush handle, and a typically complicated trap/flap. Eventually the design was simplified, and toilets became very popular in large cities in the 1850s. But these toilets used too much water, sewers were overloaded, and waste was flushed into rivers.

Thomas Crapper

The book *Flushed with Pride* by Wallace Reyburn (**Photo 3**) takes an entertaining look at the life and accomplishments of Thomas Crapper. Often people believe Mr. Crapper invented the modern toilet, but he did not.

Crapper was a plumber (or “sanitary engineer”) who held nine patents, including three for toilet improvements. He invented the floating ball cock that enables a water-saving valve. He also had a modern flair for creative marketing. **Photo 4** shows some of his marketing materials. Note the “Water Waste Preventer,” which was a siphon flush toilet.

Mr. Crapper manufactured his fixtures in London, where he established the first plumbing showroom. In 1880, he invented the “U-bend” trap, a great improvement over the “S-bend.” He was known for the quality of his products and proudly stamped his name on them. I like to believe the story that many plumbing fixtures in England bore the name “Crapper” and returning WWI servicemen brought the name back to the U.S. For many, this may have been the first toilet they had ever used when they “went to the Crapper.” His name still appears on fixtures and manhole covers.

Design Efficiency

Crapper’s improved toilet used less water—an important breakthrough when freely running toilets flooded the combined sewers with water and utilities had difficulty supplying fresh water. Water efficiency issues continue today, as the industry strives to design fixtures that use less and less water per flush.

Pop Quiz !

Home inspectors know everything about the modern toilet, right? Look at **Illustration P161C** for a review of how most modern toilets work. Then ask yourself:

Why would a toilet “run” (refill) during the night when no one is using it?

Could it be a leaking flush valve, followed by the automatic refill? And why is the toilet trap not vented? You got this, right? ■

To learn more, attend Tom’s technical presentations at educational sessions for ASHI chapters and local groups. Tom can also provide his knowledge for your educational event; contact him at Tom@htoyh.com. Tom will give presentations on Water, Vapor and Dew Point for Home Inspectors and Basement Inspections at ASHI Inspection World 2023.




How to Operate Your Home is a proud ASHI Affiliate member.

Scaling Up

*Making the leap
from owner-
operated to multi-
inspector firm*

By Laura Rote



Doug Johnson knows running a business isn't for everyone. It has, however, been great for him. He's the owner of a growing home inspector team in Alabama, Inspect Mobile, and an ASHI Certified Inspector and ASHI Board Member.

"Some people are amazing technicians and don't have ambitions to be the owner or just don't want the stress of handling taxes and insurance paperwork," he said. "There is nothing wrong with either. It's the care for the customer that matters."

Today Johnson runs a five-person home inspector team (four of them full-time). He is the 2021, 2022 ASHI Mobile Chapter President and on the current ASHI Board of Directors. We recently talked with Johnson about his time as a home inspector and how that's evolved.

What made you want to start a home inspection company?

Growing up I frequently saw my dad doing home repair projects around the house, and that got me watching TV shows like *Hometime* with Dean Johnson and later shows like Mike Holmes'. Then a friend of mine bought a house. I was installing some can lights in his living room and noticed some issues in his attic. Come to find out, his inspector did not mention those. I thought to myself, "I could do better." So I looked up the requirements and started my own inspection company that year—at 25 years old.

How long did you work on your own?

I was on my own the first six years before I hired two additional inspectors. Now we are up to five inspectors.

How did you decide to scale up?

Going to inspection conferences, I learned from experienced guys I was too busy because I would frequently be booked out seven to 10 days. After raising my fee a few times and after about a year of searching, I finally found my first additional inspector and, soon after, my second.

How did you make your first hire?

Before I hired my first inspector I interviewed or talked to 10 people over several months. I knew I could train the right person if they had the soft skills to do a good job and show up on time. It ended up being that I had a friend helping me with some home renovations, and that part-time help became my first W2 employee.

What was the biggest challenge about this growth?

I'd say the hardest part of bringing on employee inspectors was convincing real estate agents to trust my team. I remember at one point I called one of my inspectors the next best thing to a clone of me. I already had good systems in place for order taking, and I was in communication with my attorney and accountant about the process.

What was the biggest lesson you learned?

It's funny. Some of my business friends said that I should never get employees, that they were worse than children. I don't have any kids, so I didn't know what I was getting into. But having patience was tremendous with employees.

How has growth changed your business?

The world is constantly changing, whether we adjust with it or not. In Alabama, I am seeing a shift away from single inspector companies to multiple inspector companies. I was just ahead of the times. By the time the state changed the license requirements to need ridealongs, I was already experienced in that from internal practices.

**THINK LONG AND
HARD BEFORE
GROWING. WHAT
IS YOUR END
GOAL IN TAKING
ON ADDITIONAL
INSPECTORS?**

Any advice for other inspectors considering scaling up?

Think long and hard before growing. What is your end goal in taking on additional inspectors? If you want to make more money, there are less stressful ways. If you want to find a replacement so you can retire, it might be different than wanting to transition into a management role and stay in the business for another decade. When I was in college I knew I wanted to be a business owner one day, but I had no idea in what industry. When I started my business, I intentionally did not put my name on it, so one day the name would mean more than just me.

Even in the early days when it was just me, I projected an image of a larger company to the public. Small things like saying "when I get back to the office I will get that to you" instead of saying "when I get home and look at my laptop" make a difference. ■



Clockwise from top:

Doug Johnson (front) with his three employee inspectors on a roof—Michael Werneth (left), Jonathan Pierce (middle), and Brian Loftin (right).

Doug (left) and Jonathan (right) prepare to inspect a house together.

Employee Jonathan Pierce looking at an electrical panel.

A Home Inspector's Role in Quality Control

By Frank DiFazio

Here at Eagle Eye Home Inspections, our motto has always been “Inspect what you expect.” For the most part, in the normal context of a home inspection, this is just another way to say “buyer beware,” which we’ve all heard before. But due to the ever-changing real estate and home inspection market, there is an increased demand for new construction inspections.

As my home inspection career stems from a 30-year background in construction management, I’ve been offering new construction inspections—or what we refer to as “critical phase inspections”—as far back as the early 2000s. Before we get into our story, I’d like to briefly explain what critical phase inspections are.

What are Critical Phase Inspections?

These inspections may be performed at critical phases—whether at the end of construction, the end of the contractual agreement between the buyer and the builder, or at any point when the buyer wishes to engage the inspector during the construction of their home.



Opinions of authors are solely their own and do not necessarily represent the opinions or positions of ASHI, its agents, or editors. Always check with your local governmental agency and independently verify for accuracy, completeness, and reliability.

These inspections are broken into five contact points: footing/foundation, pre-drywall, final home inspection, one-year builder's warranty inspection, and five-year maintenance check inspection. Each new construction phase must meet set criteria so the home is at the optimum stage of construction to effect a thorough inspection of each critical phase.

Each inspection is followed by a complete report with high-quality photos labeled to identify the deficiencies clearly. These reports are turned around within 24 hours, as we never want to hold up construction unless warranted by the inspection's outcome.

Our scope of work in performing these inspections is simple. "Let our keen focus be in your best interest" is another of our mottos. We draw upon our knowledge of construction, inspection experience, continual training, and a sense of good building practice to best protect our client's interest in this investment.

As a long-time home inspector who takes his job very seriously and finds his career very fulfilling, there's only one thing more gratifying than finding a deficiency in a home; that's when I can prevent a problem from occurring while the home is being built, which can save years of headache throughout a home's life.

As this story unfolds, you will see an example of how a home inspector's role crosses into quality control—and the importance of new construction inspections.

Quality Control

This topic arose due to a pre-drywall inspection in a large new development constructed by a well-known national builder. (ASHI has a pre-drywall standard you can take at homeinspector.org.)

That's when I came across an issue while inspecting the exterior envelope. I was evaluating the condition and installation of the house wrap and exterior flashing when it became evident that the flashing tape material applied around the exterior windows and doors was peeling away from the house wrap; it did not appear to be the proper tape for this application. This condition breaches the weather seal, likely leading to water leaks.

These findings were included in the report and brought to the client's and construction manager's attention. The construction manager said the

flashing tape being used was the correct type and that it had broken down because it was out in the weather for an extended period. He said he would repair or replace the damaged house wrap tape before installing the siding.

The buyer accepted this response. There were no identifying markings on the tape, so with no proof that inferior flashing tape material was used, it was hard to prove my case otherwise.

A few days later, I found myself in the same community performing another pre-drywall inspection on a home near the previous one I had inspected.



**THERE'S ONLY ONE THING MORE GRATIFYING
THAN FINDING A DEFICIENCY IN A HOME;
THAT'S WHEN I CAN PREVENT A PROBLEM FROM
OCCURRING WHILE THE HOME IS BEING BUILT.**

While inspecting this home's exterior, I chanced upon a partially used roll of the flashing tape in question. The tape had all the identifying information I needed to research what type the builder was using to flash their windows and doors. I researched the company name and product offerings and discussed my findings


with the company's technical department, whose number was listed on the tape. As it turns out, this builder used carton packaging tape, which was not suitable for use as window flashing tape. The same tape company had clearly marked tape specifically designated for use as flashing tape.

Before leaving the construction site that day, I contacted both construction managers responsible for the homes I was inspecting. They were kind enough to meet with me so we could review these findings together. I sent them all the information I could acquire on the tape used so they could share it with their material purchasing department.

I received a formal letter from this company in less than two days thanking me for bringing this to their attention, and they made me aware of the flashing tape they would be using going forward. They assured their customers and me that they were returning to the last few houses I had inspected to replace all of the incorrect flashing tape with the correct type, as the tape supply company-prescribed.

As a result, I potentially saved this company and its home buyers from having to endure countless numbers of service calls to address inevitable air infiltration and water leaks.

As Benjamin Franklin once said, "An ounce of prevention is worth a pound of cure." ■



➡ To learn more about ASHI pre-drywall standards of practice scan the code or visit bit.ly/3gf8cNU

Frank DiFazio has close to 30 years of working in the new home construction industry as a construction manager and consultant. In the late '90s, while still active in his construction management career, he started taking home inspection courses. He became a Licensed Certified Home Inspector in the early 2000s and joined ASHI in 2012. He and his company Eagle Eye Home Inspections offer a full range of services.



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Experience InspectionWorld

How to make the most out of the 2023 conference

By Laura Rote

InspectionWorld 2023 returns after a long hiatus at the end of January, with even more ways to expand your knowledge and network.

The event takes place Sunday, January 29 through Wednesday, February 1 at the Planet Hollywood Resort and Casino in Las Vegas. The team at ASHI encourages you to make the experience your own this year, with many opportunities to customize your schedule. You can even get in on the fun from home when you sign up for virtual classes.

These are just a few of the ways you can get more out of your upcoming InspectionWorld experience.

Arrive Early

Join ASHI for pre-conference educational sessions on Saturday and Sunday, January 28 and 29. You can earn 16 ASHI CE by attending the **Certified Residential**

Thermographer Course, presented by ASHI and Monroe Infrared. Some states recognize the CE, too.

The two-day thermographer course will guide inspectors through the steps of integrating infrared into their inspections. Learn how thermal imaging can assess issues with moisture, heat loss, electrical systems, and external exhaust systems, plus how to interpret infrared results and more.





Choose Your Educational Track

The full in-person conference experience includes several educational tracks—Essentials, Advanced, Multi-Inspector, Business, and Industry. Sessions include leadership development, inspecting exteriors, marketing, report writing, and much more.

View the complete list of courses at inspectionworld.com/sessions.

Walk the Hall

Check out the exhibit hall from Sunday to Tuesday to meet industry leaders and network with new friends. The schedule also includes time for all of the essentials like breakfast, lunch, afternoon breaks, and receptions. All food is included with registration.

Don't forget to stop by the ASHI booth and say hello to ASHI Executive Director **James Thomas**, Director of Education & Curriculum Development **Edwin Barrera**, Director of Communications **Marianne Sackett**, Director of Membership and Chapter Relations **Susan Lane**, and Director of IT **Rhett Claypool**.

Find a complete exhibitor map at inspectionworld.com.



Network

In addition to this year's new **Women of the Home Inspection Industry** Networking Reception (invite only), you'll find plenty of opportunities to mix and mingle at the conference. The excitement begins Sunday evening with the opening night reception in the exhibit hall from 5 to 8 pm.

Breakfast on Monday and Tuesday mornings is another great time to connect, or you can check out the **Networking/Taste of Vegas Reception** in the Exhibit Hall on Monday from 5 to 7 pm.



Infrared Course

Our pre-conference, two-day **Certified Residential Thermographer (CRT) Course**, presented by ASHI and Monroe Infrared. Earn 16 ASHI CE, and if you are in Nevada, 16 CE!

Saturday, January 28 and Sunday, January 29, 2023. Members \$595; Non-members \$695.

Note: The course is only offered in person, and you must be able to attend both days. You may attend this as a stand-alone or add to your full conference, in-person registration.

Get the App

You can greatly enhance your event experience with ASHI's specially designed mobile app, which will be available shortly for download for iOS and Android devices.

With the event mobile app, you can:

- ◆ Receive up-to-the-minute speaker and sponsor information.
- ◆ Know exactly where each session is with the interactive floor map.
- ◆ Build a personalized schedule and bookmark sessions.
- ◆ Rate the sessions you attend.
- ◆ Download session handouts.
- ◆ Find attendees and connect with your colleagues, and more!

Coming soon to the AppStore or Google Play!

Livestream

At home or in person, all attendees are welcome to hear **Dr. Joseph Lstiburek** (at right), founding principal of Building Science Corporation, when he speaks on **Healthy Homes** on January 31 from 12:30 to 2:30 pm.

The Healthy Homes session will explore what a healthy home is and whether a home inspector can look at a house and decide if it is healthy. Is the home too tight or too leaky? Is a healthy home one in which the builder hasn't used materials that are unhealthy? Does it mean that the occupants operate the home correctly? Lstiburek will cover all this and more as he works to educate home inspectors.

Directly after Healthy Homes, Lstiburek will livestream his **Indoor Air Quality** session from 2:45 to 4:45 pm. In this session, he will answer questions like: What does indoor air quality mean? What contaminants are of concern? What are the sources of contaminants? What is the health basis for deciding if a contaminant is a contaminant? How does climate affect indoor air quality? These are some of the many areas Lstiburek will address during the event.

Lstiburek has made significant contributions in the areas of air barriers, vapor barriers, and vented and unvented roof assemblies. His work with industry partners through the Department of

Energy's Building America program led to significant research into the wetting and drying of walls and ultimately to a major code change relaxing the requirement for vapor barriers in the International Residential Code. ■



The Details

Tuesday, January 31, 2023

Part of the Advanced Track and offer two (2) ASH I CE for each.

Healthy Home

Streaming Live: 12:30 – 2:30
PT, 1:30 – 3:30 MT, 2:30 – 4:30
CT, 3:30-5:30 ET

Indoor Air Quality

Streaming Live: 2:45 – 4:45
PT, 3:45 – 5:45 MT, 4:45 – 6:45
CT, 5:45 – 7:45 ET



Scan the code or visit bit.ly/3X8Riku to register.

see you
in LAS
VEGAS!



For more information on education sessions, speakers, registration, discounts on air travel, and more, visit inspectionworld.com

IW23 Education Sessions

**EXPAND YOUR
KNOWLEDGE
ACROSS FOUR
DIFFERENT
TRACKS:**



ESSENTIAL

Covers the basics of various home systems and building science



ADVANCED

Expand your expertise by focusing on specialized areas and advanced principles.



MULTI-INSPECTOR AND BUSINESS

Learn new approaches, methods, specialties, and ideologies to grow your business and operate with greater efficiency.



INDUSTRY

This unique track offer insights from specialized speakers spanning the industry.

MONDAY
January
30

ESSENTIAL

Fireplace and Woodstove Inspection — Michael W Casey

Report Writing Follies
— Michael W Casey

2023 AC and Heat Pumps: Keeping it Cool — Bryck Guibor and Harris Breit

ADVANCED

Inspecting the Exterior... the Hidden Problems — Mark Parlee

Basement Inspections, Reports and Identifying Defects
— Tom Feiza

Water, Vapor and Dew Point for Home Inspectors — Tom Feiza

MULTI-INSPECTOR AND BUSINESS

Multi Inspector Panel — 2023 Business Development and Marketing — Michael Rowan

How to Sell your Multi-Inspector Company — Brian Eisenman

Inspector Injuries and How to NOT Repeat Them — Brian Eisenman

INDUSTRY

Inspection of CSST Piping Systems — Jonathan Sargeant

Advancement in Smart Home Technology! — Greg Rhoades

Inspecting a Tile Roof: What You Can See, and What You Can't
— John Jensen

TUESDAY
January
31

ESSENTIAL

Roofing: The Devil is in the Details — David Rushton

Electrical Service Inspections: Knowledge to Use Every Day
— David Rushton

Sewer Lines: a Problem You Can't Flush! — Istvan Zsako

ADVANCED

Electrical Inspections....Solving the Mystery — Mike Twitty

* **Healthy Home**
— Dr. Joseph Lstiburek

* **Indoor Air Quality**
— Dr. Joseph Lstiburek

Exclusive LIVE events, see opposite page for more information.

MULTI-INSPECTOR AND BUSINESS

Home Inspection Software and Client Data — Joshua Steffan

How Claims Get Resolved: An Inside Look Into Dispute Resolution — Will Colton

Drones in the Real Estate Inspection Industry — Michael and Kevin Hesterberg

INDUSTRY

Report Writing Techniques and Workflow — Dylan Chalk

GFCI and AFCI Technology and Requirements — Joseph Wages Jr.

WEDNESDAY
February
01

ESSENTIAL

Evaluating Pools and Spas
— Michael Conley

Evaluating Seawalls, Boatdocks and Boat Davits — Michael Conley

ADVANCED

Inspecting Masonry
— Michael Bryan

Digging Deep into Crawlspace
— Michael Conrad II

MULTI-INSPECTOR AND BUSINESS

Building a Multi-Inspector Brand
— Michael Conrad II

Whatever Happened to Your Engineering Referrals?
— John Weiburg

INDUSTRY

Water Quality Standards, Problems and Treatments — Paul Friot

Structural Engineering and Home Inspection — Graham Clarke

For additional information contact:
education@ashi.org



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*New Associate Members
from September 26, to
October 16, 2022*

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Arizona

Frank Sorrentino, Gilbert

California

Jerry Stonger, Ladera Ranch
Guillermo Lopez, Sherman Oaks

Colorado

Jacob Doty, Lakewood
Andrew Sams, Denver

Georgia

Antwain Jones, Stockbridge

Hawaii

Leon Edwin Kitashima, Kaneohe

Illinois

Jared Wilson, Decatur
Doug Fanson, Gibson City
Cody Cassidy, Oregon

Kentucky

Heather Haycraft, Leitchfield

Michigan

Zack Williams, Oxford

Missouri

Eric Ruden, Saint Louis

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Joshua Halcro, Great Falls

New Jersey

Ronen Assayag, Teaneck
Mike Blackwell, New Brunswick

New York

Cole Neyland, Ridge
Austin Neyland, Ridge

Ohio

Karl Grossman, Dayton

Oklahoma

Konrad Delger, Marlow

Pennsylvania

David Taylor, West Pittston
Kyle Pattison, Pittsburgh

South Carolina

Tommy Young, Simpsonville
Michael Schabio, Spartanburg

Tennessee

Haden Hamilton, Cleveland

Texas

Daniel Preciado, Houston

Utah

Daniel Preciado, Houston

Virgin Islands

Samuel Watts

Washington

Wendy Jenkins, Seattle
Travis Berry, Winlock



Here's a look at some
of the topics we'd love
to cover in upcoming
issues of the *Reporter*.

February

Deadline: December 15

- Older homes vs. new builds
- DIY renovations

March

Deadline: January 13

- Sewer scan/camera, infrared thermography
- Volunteering

April

Deadline: February 15

- Plumbing
- Starting your career

May

Deadline: March 15

- National Deck Month
- Landscaping & Irrigation

*To be considered,
submit your articles
to editor@ashi.org
within these areas
before the deadlines.*

DECEMBER MEMBER ANNIVERSARIES

35

Carl Fowler
3D Inspection Systems

30

Rick Bowling
BPG Inspection

Mike Scanniello
H & J Freile Home Inspection

Forrest Sutherland
Protection Home Inspection

Douglas Burgess

Charleston Colin Albert
Albert Consulting
Engineering Services

Ken Moon
Colorado Home Inspectors

25

Peter Waraksa
Pillar to Post Professional
Home Inspection

Gary Monfeli
The Home Inspection Man

20

Timothy Buell
Retired

Len Gluckstal
Golden Rule Home
Inspections

Craig Haas
Mark's Home Inspection

Timothy Bach
CompleteInspection Service

Jeff Vanace
HouseMaster Home
Inspectors

Paul Shafer
Welcome Home Property
Inspection Services

Peter Robberson
Welcome Home Inspections

Alex Woodbury
Woodbury Inspection Group

Frank Tiedeken
EnglInspect-Engineering
Inspection Service

Gary Edge
AccuSpect Home Inspection

Bill Barnes
Seagate Inspections, Inc.

Roberto Chavez
Del Sol Property Inspections

Robert Hoaglin
Hoaglin Signature
Home Inspection

15

Nicholas Boekennoogen
Liberty Inspections

Stephen Porter
Home Inspection Pros

Allen Tapp
Inspector CLE

Gary Price
Price Home Inspections

Chad Parra
Parra Building Consultants

Bradford Johnson
Absolute Inspection Service

John Weiburg
GreenLink Home Inspections

10

Justin France
Check It Out Inspections

Justin Hardy
Byler Home Inspections

Bill Nast
BPG Inspection

Eric Bertsch
Bertsch Home Inspections

5

William Frost
Evergreen Property
Inspectors

David Remer
Quality Inspection Services

Spencer Paul
Wisconsin Property
Inspections

Steve Rios
Unique Home Inspections

John Bernard
dba/John Bernard
Home Inspections

Paul Muir
Quality Assurance
Inspections

Jason Loose
Certified Home
Inspection Services

Jade Windell

Robert Smith Jr.

Jeffery Pace
Ask The Inspector

Bruce Burke
Scout Home Inspections

Danny Partin Sr.
Partin Home Inspection

Timothy Vreeland
Vreeland Home Inspection

Daniel Keefe
Navigator Home Inspections

David Closinski
Smart Choice Inspections

Douglas Handy
A Handy Inspections

Andrew Overy
Three Rivers Home
Inspections

Rocco Castellano
Knight Home Inspection
& Testing Services

Jeffrey Ulicny
HomeTeam Inspection Service

David Linn
Covenant Property
Evaluations

Heather Farr
Farr Home Inspection

Chuck Hague
Pro View Property Inspection

Brad Hatley
Big Creek Home
Inspection Services

Joseph Fox
Inspector Fox

Justin Gomes

Josh Lampman
Healthy Homes
Home Inspection



Matt Jaeck
HSH Property Inspection
Hartford, WI



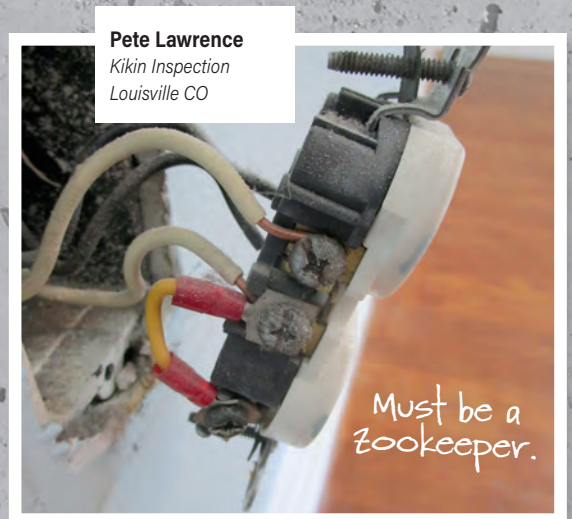
But the owner said it's not leaking.

James Brock
Boston Home Inspectors
Boston, MA

Stephen Tyler
STAT Home Inspections
Garnerville, NY



Chris McDougall
Apex Home Inspection
Aromas, CA



Pete Lawrence
Kikin Inspection
Louisville CO

Doron Bracha

*Accent Home Inspection
Bedford, MA*

*Slight head
clearance
issue here.*

Aidan Brock

*Boston Home Inspectors
Boston, MA*

*Uncle Billy
at it again.*

*Where
historically
significant
microwave ovens
go to die.*

Matthew Wynne

*Aberdeen Building
Consulting
New York City, NY*

Let's play Jenga.

James Brock

*Boston Home Inspectors
Boston, MA*

*Sometimes
I just like to hang
around for awhile.*

William Ericson

*4thRight Property Inspections
Lakewood, CO*

To submit your postcard, please send your
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