



JANUARY 2021

REPORTER

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

SAFETY IN EVERY BATHROOM

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MANAGING RISK YOUR PRE-INSPECTION AGREEMENT: RADON INSPECTIONS

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FREEZE DANGERS INSIDE AND OUTSIDE THE HOME

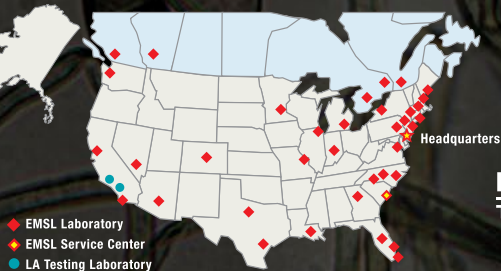
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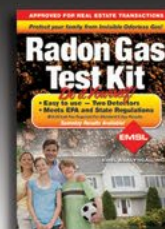
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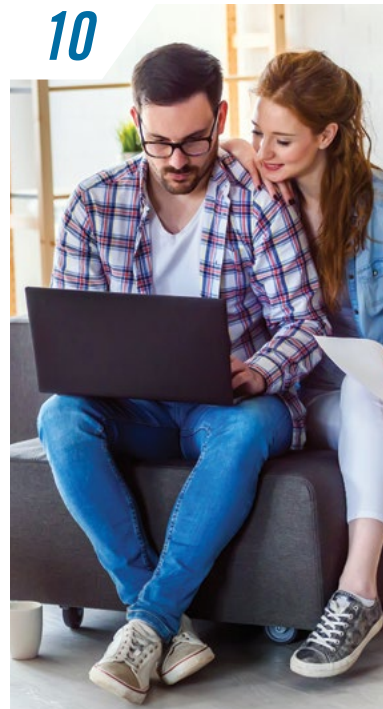
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Managing Risk

Your Pre-Inspection Agreement: **RADON INSPECTIONS**

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.

Radon: the colorless, odorless gas emitted into the air by the radioactive element, radium, as it breaks down in soil, rock and water. Typically, radon penetrates buildings undetected through small cracks or openings in foundations. And, once radon has entered a property, the radon may be trapped inside. In fact, this is what home inspectors test in their radon inspections.

“RADON WAS A ‘NEW’ ENVIRONMENTAL ISSUE, AND THEN IT STARTED TO BECOME A MUST-HAVE IN MANY REAL ESTATE TRANSACTIONS”

Many national and local governments encourage and, in some cases, even mandate radon testing during real estate transactions. This has led many home inspectors to offer radon testing as an additional service. In fact, more than 25 percent of the inspectors we insure carry the radon endorsement. This implies that just as many inspectors currently offer radon testing in the market at large.

WHY INSPECTORS TEST FOR RADON

When asked why they offer radon testing, the home inspectors we surveyed said that they began offering the service for one or more of the following reasons:

THEY WANTED TO PROTECT CLIENTS FROM POTENTIAL LUNG CANCER RISKS.

Victor G. Faggella of Centurion Home Inspections, Inc., in New York and Connecticut, began offering radon testing in the late 1980s, when the government began encouraging consumers to have their homes tested.

“Radon was a ‘new’ environmental issue, and then it started to become a must-have in many real estate transactions,” Faggella said.

In 2005, the U.S. Surgeon General stated that radon was the second leading cause of cancer in the nation. The U.S. Environmental Protection Agency (EPA) estimates that radon causes 21,000 lung cancer deaths each year. According to the EPA, breathing air containing radon increases your risk of lung cancer—particularly if you’re a smoker.

“Four picocuries per liter carries a risk that is the equivalent of smoking about half a pack of cigarettes a day,” said Richard Guimond, former Director of the EPA’s Office of Radiation Programs, in an interview with People magazine in 1988. “If you are exposed to that much radon over your lifetime, you have perhaps a 1-in-100 chance of getting lung cancer. If it’s 20 picocuries per liter, then it’s about a 1-in-10 chance of getting lung cancer, almost like smoking two packs a day.”



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.

THE EPA IDENTIFIED THE HOME INSPECTOR’S REGION AS ONE WITH HIGH RADON LEVELS.

In 1993, the EPA developed the Map of Radon Zones (including the state maps of radon zones) by analyzing indoor radon measurements, geology, serial radioactivity, soil permeability and foundation types. The map identifies counties in the United States based on their potential for elevated indoor radon levels by sorting each county into one of three zones:

- **Zone 1: Counties with predicted average indoor radon screening levels greater than 4 pCi/L**
- **Zone 2: Counties with predicted average indoor radon screening levels from 2 to 4 pCi/L**
- **Zone 3: Counties with predicted average indoor radon screening levels less than 2 pCi/L**

According to Steven Burnett of Journey Property Inspections in Michigan, it’s logical to offer radon testing in areas known to have elevated levels of radon.

“Radon is very prevalent in southeast Michigan. There are eight counties in our area that have high [levels of] radon,” Burnett said. “It only made sense to test for radon.”

Just as high radon levels may be an incentive for you and other inspectors to perform radon testing, Matthew Steger of WIN Home Inspection in Pennsylvania argues that low levels should help you decide not to perform radon testing.

“TO OFFER RADON TESTING, HOME INSPECTORS MUST INVEST IN EDUCATION, EQUIPMENT AND ENDORSEMENTS.”

“If there’s low demand, or if radon’s historically not really an issue in the area, it probably doesn’t make sense to invest in doing radon testing,” Steger said.

As Steger suggests, you may decide that it isn’t a good business decision for you to invest in radon testing. Note that the EPA still recommends that all homes be tested, regardless of geographic location or zone designation.

THE HOME INSPECTOR WANTED AN ADDITIONAL SOURCE OF REVENUE FOR THEIR BUSINESS.

Dustin Sample of Resolute Home Inspections in Ohio began testing due to high demand and interest.

“I wanted to offer radon testing because I was losing a lot of home inspections where radon testing was requested,” Sample said.

Just how much revenue can radon testing bring in?

For every home inspection they performed, the inspectors we surveyed said that as few as 25 percent and as many as 75 percent of clients—for a survey average of 46 percent—opted to add a radon test to their standard inspection.

On average, the inspectors we surveyed charge \$140 per radon test with a home inspection and \$160 per test without.

So, if a home inspector performed 300 inspections a year and half of them opted into their \$150 radon test, that inspector would make \$22,500 in additional gross revenue.

RADON TESTING INVESTMENTS INSPECTORS MAKE

However, to offer an additional service like radon testing, home inspectors must make several up-front investments. Common investments include the three Es: education, equipment and endorsements.

EDUCATION

Steger recommends inspectors begin their education knowing their state’s specific stipulations.

“The first thing is to find out whether the state that the inspector’s in has any special requirements,” Steger said. “Pennsylvania, for example, requires that anybody who does testing or remediation be licensed in PA by the Department of Environmental Protection.”

Although South Dakota doesn’t have any certification requirements, Steve Green of Total Home Inspection, LLC, took a radon measurement class and the National Radon Safety Board’s (NRSB) certification exam. According to Green, this helps him provide better service and stand out from competition.

“I wanted to learn the right methodology behind radon measurement. Because the first question a client’s going to ask is, ‘What does it mean that I’m at eight picocuries per liter? And how does it enter the house? And what can I do about it?’ If you haven’t taken those classes, you’re not going to be able to answer those questions,” Green said.

EQUIPMENT

There are two groups of radon devices for short-term testing:

- passive devices—such as alpha track detectors, charcoal canisters, carbon liquid scintillation detectors and electret ion chamber detectors
- active devices—including continuous radon monitors (CRMs) and continuous working level monitors

Most of the inspectors we interviewed use active devices because of the following benefits:

- Provide time-integrated radon measurement
- Can provide data on range of variation within test period
- May detect or deter interference
- Provide instantaneous results
- Can provide evidence of tampering
- Fulfill state requirements

Many radon device vendors offer leasing programs that allow payments at a monthly rate rather than pay for machines outright. Home inspectors who prefer to lease appreciate not having to invest in pricey radon technology in one transaction. Furthermore, they like the ability to customize the number of monitors they lease to adjust to fluctuating client demand.

Others, like Green, prefer to own their radon detectors. According to Green, it only took 12 transactions for his radon monitor to pay for itself.

ENDORSEMENTS

An endorsement is a form that either modifies or adds coverage to your insurance policy. Most home inspection insurance policies exclude additional services like radon testing. Thus, the insurance company will not offer coverage for those additional services without an endorsement. So, if you perform radon testing or want defense and indemnity for claims involving radon testing, you may wish to change to an existing policy exclusion with an endorsement.

Typically, insurers charge a flat, annual fee of around \$50 for a radon endorsement. However, some insurance policies offered by other providers may give you radon coverage outright with a sublimit.

Sublimits cap certain risks, usually additional services, defined in your insurance policy, which gives you less coverage per individual service. For example, a home inspector who purchases \$1,000,000 / \$1,000,000 in coverage with a \$100,000 sublimit receives only \$100,000 per claim and per policy period for radon-related issues. So, when choosing your coverage, you must be sure to take sublimits into account.

LIMITING YOUR LIABILITY AGAINST RADON-RELATED CLAIMS

Carrying a radon endorsement is one of the most important things you can do to protect against radon-related claims. However, there are additional risk management techniques you can employ to safeguard your business. Here are some suggestions from our surveyed inspectors and our claims team:

ENCOURAGE CLIENTS, HOMEOWNERS AND REAL ESTATE AGENTS TO NOT TAMPER WITH RADON TESTS.

Some of the radon-related pre-claims and claims we receive have to do with testing malfunctions. In one case, homeowners opened windows during testing, resulting in fluctuating levels reported by our insured inspector and other specialists.

Consequently, to avoid this, we recommend that inspectors explain procedures to clients and others who could unintentionally interfere with measurements. By helping everyone understand the importance of not moving monitors or altering testing conditions, you can avoid accusations from compromised testing.

EDUCATE CLIENTS ABOUT RADON TESTING RESULTS.

According to Scott Patterson of Trace Inspections, LLC, in Tennessee, it's your duty as an inspector to understand testing protocols and reports.

"Get the proper training—even if you are in an unregulated state, like we are in Tennessee," Patterson said. "You must learn the science and the proper protocols for testing. Your clients are counting on you to provide an accurate test. And if you don't understand radon and the proper testing protocols, you won't be able to provide a reliable test."

"YOU MUST LEARN THE SCIENCE AND THE PROPER PROTOCOLS FOR TESTING. YOUR CLIENTS ARE COUNTING ON YOU TO PROVIDE AN ACCURATE TEST. AND IF YOU DON'T UNDERSTAND RADON AND THE PROPER TESTING PROTOCOLS, YOU WON'T BE ABLE TO PROVIDE A RELIABLE TEST."

Before your clients ask questions, incorporate some basic information regarding radon and the test results. For example, you can supplement your reports with the EPA's "Consumer's Guide to Radon Reduction: How to Fix Your Home," which provides readers with basic information about radon mitigation and reduction. You may also include an explanation of what is considered high levels of radon so that clients can decode the picocuries in their reports.

HELP CLIENTS WITH HIGH RADON LEVELS TAKE APPROPRIATE NEXT STEPS.

Every inspector we surveyed agreed that it's important to encourage clients with high radon levels to seek mitigation. Specifically, most recommend that clients seek assistance from a qualified contractor. According to Steger, keeping his referral vague helps his clients choose the remediation company that's right for them.

"I don't refer specific remediators," Steger said. "I direct [clients] to the [Pennsylvania Department of Environmental Protection] website, which has a list that they update monthly of all the licensed testers and the licensed remediators in the state. And I leave it to the buyer to decide who they want to hire."

For instance, if you decide to refer specific companies, request that they add you as an additional insured. This ensures that, if you are named in a claim regarding their remediation services, their coverage will defend you.

RADON TESTING AND YOUR HOME INSPECTIONS

Is there a lot of public interest in radon in your area? Has the EPA identified your region as one with high radon levels? Do you feel that you have a duty to your clients to protect them from radon-related illnesses? Are you looking for additional revenue sources and job security for your inspection business?

If you answered "yes" to any of these questions, perhaps it's time for your company to offer radon testing.

HOME INSPECTORS DON'T HAVE TO BE OLD WHITE GUYS

By Reuben Saltzman, ACI



Reuben Saltzman is a second-generation home inspector and the owner of Structure Tech, where he has worked since 1997. Visit his website to find his blog, podcast or YouTube channel at www.structuretech.com.

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.

Originally Published on the StructureTech blog (<https://www.structuretech.com/blog/this-job-isnt-just-for-old-white-guys>) on October 28, 2020.

Take a look around any room full of home inspectors and you'll notice we look a lot alike. We are almost all white men with a lot of gray hair. It's as if there's an unwritten rule that you have to be an old white guy to be a home inspector.

This bothers me: It is obvious we don't reflect our community in terms of gender, race and ethnicity, nor age. This has bothered me for a long time and I've never written about this because this topic is a minefield. But talking about this disparity is a first step in the right direction, even though it's coming from the perspective of a second-generation, white-guy home inspector.

WOMEN

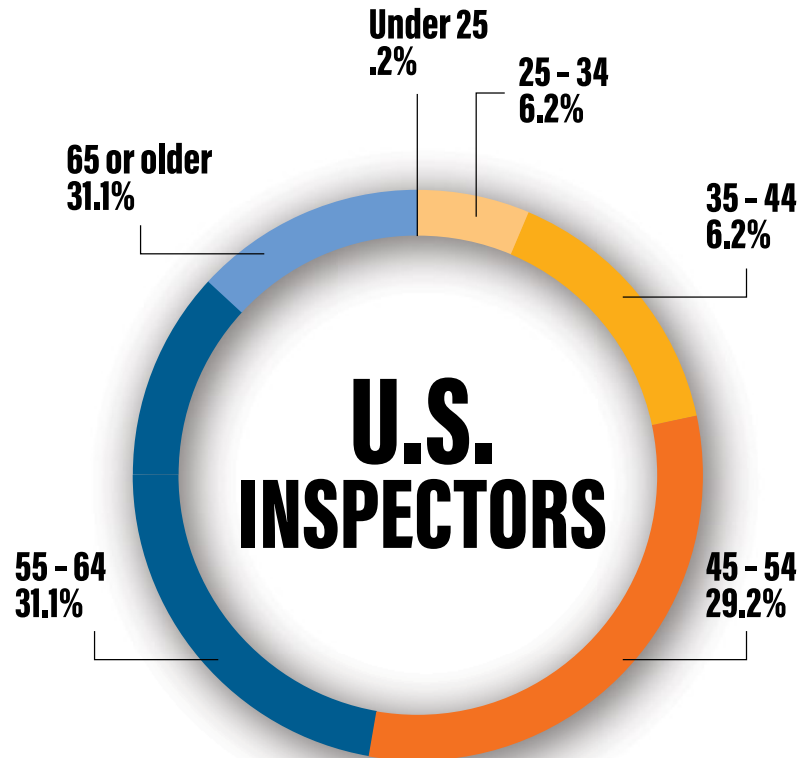
According to the National Association of REALTORS®, single female homebuyers made up 17% of home sales in 2019, while single male homebuyers made up 9%.

I've learned from experience that a lot of women would prefer to work with a female home inspector. The first woman inspector on our team here at Structure Tech quickly became one of the most highly requested inspectors. She also received a lot of requests from people who had never worked with her before. There's a huge demand for female home inspectors in our industry and it isn't being met.

I wish I knew what it would take to change the face of home inspectors. The *ASHI Reporter* has been publishing profiles of female home inspectors since 2014 and I meet new female home inspectors at every conference I attend.

Here's what a couple of them shared with me about this profession:

Working as a woman in a male-dominated field has been a great experience for me. Despite occasionally being mistaken for the real estate agent, my clients have been overwhelmingly supportive of me as a home inspector and sellers have expressed a certain ease knowing a woman is in their home. In fact, many clients have specifically asked for a female inspector. Being a woman has also been quite advantageous in building my career, as female inspectors tend to get noticed more easily.



U.S. INSPECTORS

"It's extremely rewarding to hear support for more women in the building industry and I implore any woman interested in this kind of work not to shy away from it. I've built up a wonderful career for myself, and thoroughly enjoy the professional relationships with real estate agents and clients I've developed over the years."

—Uli Sommers

"In today's world, women can be and do anything they train to do. I have never experienced discrimination because I was female. Just like every other new inspector, you have to prove you have the knowledge and skill to do your job. Speak with confidence and take charge of the inspection when clients and agents are present."

—Miki Mertz

Also, I have a young daughter who wants to be a home inspector when she grows up. If I tried to tell her that this job was for men, she'd think I lost my mind. She firmly believes that girls can do anything that boys can do.

If you're a woman and you're interested in home inspections, I encourage you to pursue that interest. And if you're reading this and you know of any women, who you think would be great home inspectors, please encourage them to check it out. This is a highly satisfying job that people rarely want to leave.

SIDE NOTE:

2% of *The American Society of Home Inspectors* are women. **4%** of *The International Association of Home Inspectors* are women.

PEOPLE OF COLOR

At Structure Tech, I want a racially and ethnically diverse team of people who represent the various communities in the Twin Cities who we serve. Today, I can't say we have that. We have so few people of color working in the field that it appears to be tokenism. The team photo on our home page displayed such a homogeneous-looking group that I took it down. I don't want people to get the idea that we only hire white men to be home inspectors.

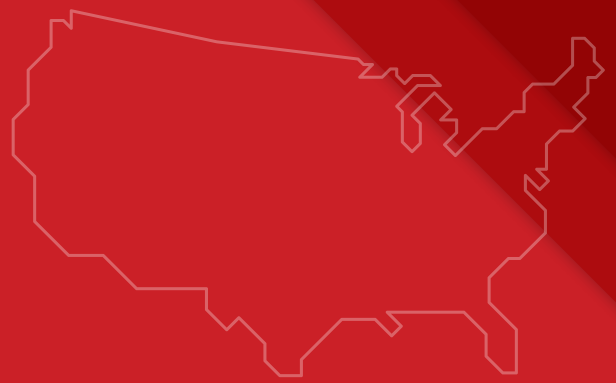
If you're a person of color or you know one who would be a great home inspector, please encourage them to check it out. To learn more about becoming a home inspector, check out my latest blog post on training advice for future home inspectors.

YOUNG PEOPLE

Though we have some younger inspectors on our team, it is unusual to find home inspectors under the age of 45. A 2017 survey by the Examination Board of Professional Home Inspectors found that fewer than 22% of U.S. home inspectors were under 45 years of age. We have a ton of older home inspectors in this business who are at or near retirement age, and someone will need to fill those positions.

I started inspecting houses at the age of 25 after going through a lot of unstructured training with my pops, as well as a ton of self-study. I received my share of questionable looks and sincere questions about whether my dad would be coming to the inspection or not, but I was always able to earn people's trust by the end of the inspection. While age can sometimes bring related experience, this doesn't translate into being better home inspector. If you're young, don't let your age turn you away from this profession; gray hair is not required.

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SET BUSINESS BOUNDARIES FOR BETTER CLIENT RELATIONSHIPS

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Inspect.com is an online marketplace for the public to connect with qualified inspectors across the country. Get discovered and share your expertise. Add your listing to Inspect.com.

It's easy to work yourself into exhaustion. But it doesn't have to be that way. You can fall into the trap of being efficient without being effective. When you're efficient but not effective, you're good at doing something wrong.

For example, you can use a template to build your website. The process is efficient because you don't have to do the coding yourself. But if the site is difficult to navigate or has broken links, site visitors will leave. Then it's not effective.

If you find yourself working to exhaustion and still not getting everything done, your long hours are not effective. Here's how you can avoid the efficiency trap and learn to work effectively.

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.

CLEAR BOUNDARIES ARE KEY TO CREATING A PROFESSIONAL BRAND FOR YOUR INSPECTION BUSINESS. SET LIMITS AND GAIN CLIENT RESPECT.

THE EFFICIENCY TRAP

Just because you do something well—that is, efficiently—doesn't necessarily mean it's the most productive activity to speed up growth for your business. But you feel good because you are able to do the task well.

As a home inspection entrepreneur, you hear messages all the time about becoming efficient to make your business run well. It may feel counterintuitive to think that being effective is really the answer.

The goal for your business is to sort the tasks that are most important for growth. Just because you can do a task well doesn't mean that doing it is the most effective way to grow your business. And, just because you do a task well doesn't mean that is where you should focus all of your time and energy.

EFFECTIVENESS FOR THE WIN

To manage your business effectively, you need to gather insights about your work and determine which tasks actually focus on business growth. Once you learn the process and put it into action, you'll continue to improve your effectiveness.

Running an entrepreneurial enterprise is work. Less is more. Start by identifying one or two outcomes you want to achieve. Examine the activities you are doing right now to achieve those results. Make a list.

Now, identify activities from the list that get the best results. You will want to focus your attention and activities on actions that get the best results.

Let go of the other activities that crowd your work week. Merge basic tasks into weekly or monthly time slots to get them done. Then spend the bulk of your time focused on the activities that get results.

SET THE RIGHT BOUNDARIES

Once you identify the most productive activities—that is, the ones that bring in money—then it's time to set boundaries around your work schedule. Set boundaries around your time, schedule, personal contacts and replies. Setting these limits will help you stay in control of your business and create the most effective use of your time.

BEST WAY TO CONTACT YOU

You can also improve your effectiveness by setting boundaries with your clients. State your contact preferences on your website. For instance, your contact form may offer several ways to get in touch with you—by email, phone or text. Although you want to make contacting you easy for your clients, you also may have a preference for how you want to receive requests. Maybe you prefer phone messages. You may not answer the phone when you're grubbing around in a crawl space, but your answering service collects all the messages. Set aside a time each day to answer contact requests to schedule inspections.

You can state your preference on the contact page. Just spell it out.

EXAMPLES

- At ABC Inspections, we respond first to email contacts.
- Reach me immediately with a text.

Clients, both real estate professionals and property owners, now understand the best way to get a response from you.

SET LIMITS FOR YOUR INSPECTION BUSINESS TO IMPROVE EFFECTIVENESS AND BUILD PROFESSIONAL TRUST.

Continued on pg. 16

KNOW WHEN YOU ARE AVAILABLE

Consider setting firm boundaries for when you are available for inspections. Are you available for inspections seven days a week? Do you work after 6 pm? Do you set aside time to write reports? You may be great at performing inspections, but not at stewarding your time.

Clients understand limits. Your physician isn't available seven days a week—your physician is a professional. Help your clients to view you as a professional who also has limited availability. It doesn't take long in this business to discover that clients will make all sorts of unreasonable demands. They will call at 6 am and at 10 pm, but you don't need to answer the phone at all of those hours. New clients may want an inspection tomorrow, but you may already be booked for the day.

Saying "no" saves you emotional energy. If a client really needs to have an inspection tomorrow and you're already booked, be professional and refer them to another inspector. You build good will on both sides, while maintaining your own professionalism.

Set your availability for on-site work and then stick to it. Post the hours you are available for inspections. If you don't work on the weekends, but a client requests a weekend inspection, you have two choices: Say no and refer the client to another inspector or charge a "weekend or after-hours fee" in addition to your standard fee.

WHO DO YOU WANT AT THE INSPECTION?

When a client attends an inspection, it helps to explain your findings and recommendations in person. But sometimes, a real estate professional who wants to attend or who calls three times while you are performing the inspection can disrupt your flow. Let the agent know you are working with the client and tell them when you will send your report. Or ask them to call back when the inspection is over to get a brief review of the major findings. You are the professional; you set the limits.

BE CLEAR AND STATE YOUR LIMITS UP FRONT

Go on record on your website with your business hours, availability and contact preferences. You'll reduce burnout, frustration and that sense of "overwhelm." You'll give yourself time to prepare reports, update your website, make business connections, and spend time with family and friends.

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SMART INSPECTOR SCIENCE

CORRODED BATH DRAIN

BATH DRAINS AND STOPPERS ARE OFTEN BROKEN, MISSING OR CORRODED. IS THIS A SERIOUS ISSUE FOR YOUR INSPECTION?

EXCESSIVE CORROSION MAY INDICATE LEAKS

Home inspectors check the plumbing drain, waste and vent systems, including fixtures. A tub drain stopper is part of a plumbing fixture—so, yes, we do inspect tub drains and stoppers.

Although missing stoppers are merely an inconvenience that might annoy would-be buyers, serious corrosion of tub drains can be a significant issue, creating leaks in the home's structure.

Look at this rubber stopper and tub drain (Photo 1). The rubber stopper tells us that the pop-up stopper is missing and someone is still taking baths. The tub drain is excessively corroded and the cross-brace that held the original metal stopper may be missing.



Photo 1. Rubber stopper.

DO WE WORRY ABOUT A MISSING STOPPER?

A missing stopper is only an inconvenience to be mentioned in a report. In older homes, the original stopper may have been a rubber plug or a valve control on the side of the tub. In this case, excessive corrosion is the issue. A corroded tub drain assembly is prone to leaks, and leaks cause damage and mold—often in a first-floor ceiling beneath the tub.

I would report excessive corrosion and the need for professional repair. Replacing the metal drain can be expensive. I would also note the potential for leaks.

Inexpensive drain fittings are or will be corroded. Higher quality tub drains are made of brass or stainless steel, coated for corrosion resistance. Even if the coating fails, the base metal will not fail.

Cheap or common tub drains are made from pot metal (also called white metal)—an alloy of inexpensive materials that are easy to cast. The pot metal is coated for corrosion resistance, but once the surface is damaged, the fixture corrodes and fails.

SURFACE CORROSION AROUND A TUB DRAIN

Photo 2 shows corrosion at the edges and interior of a tub drain. I would describe this as excessive corrosion, with the potential for failure and leaks.



Photo 2. Surface corrosion.



Photo 3. Excessive corrosion.

For the drain in Photo 3, I would describe the corrosion as excessive, and say the drain needs professional repair and is prone to leaks.

Photo 4 shows the stem of the stopper, still attached to the cast bracket that was part of the drain casting. Although corrosion around the drain is not excessive, corrosion inside the fixture has caused it to fail. **This is a defect:** The stopper is no longer held properly to allow draining of the tub.

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 © 2020 by Tom Feiza, Mr. Fix-It, Inc. Reproduced with permission.

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



Photo 4. Broken bracket.

THE TAKEAWAY

Cheap pot-metal tub drains are often in some stage of corrosion failure. You should describe them in your report if they're corroded, failing, prone to leaks or in need of repair. Or you could wait for that customer call: "Hey, inspector—you missed the leak in the kitchen ceiling below the tub."

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.

Tom will present at
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THANK YOU!

SAFETY IN EVERY BATHROOM

By Louie Delaware, MBA, BSME, CLIPP, LIPA, HATS, and Erik Listou, CLIPP, LIPA, HATS, CAPS, CAASH, CGR, CGP, CR, LDST, Cofounders of the Living In Place Institute



Louie is a Cofounder of the Living In Place Institute and is passionate about helping people make their homes safe, healthy and comfortable. His early career included 22 years in research and development for technological, medical and analytical devices. Recognized by the prestigious International R&D 100 Award for Advanced Technologies, Louie has been awarded many related patents. In 2004, Louie founded US Safety Pros, specializing in childproofing, radon testing and mitigation, home accessibility and other home safety services. As a licensed general contractor, childproofing more than 3,800 homes and helping countless others mitigate radon, Louie has made many homes safer and healthy for all ages and physical challenges. Louie is a devoted husband and father, living just outside Boulder, Colorado, with his wife, who is an occupational therapist, and their two whippet racing dogs. They have two adult children.



Erik Listou is committed to helping all people live in homes that are safe, comfortable, accessible. His 50-year career in residential and commercial building tops \$100 million. Named in 2019 as one of the Top 50 Influencers in the kitchen and bath industry, Listou has been awarded (and taught) nine national credentials plus numerous project and leadership awards. A recognized, engaging and entertaining public speaker, educator, author and organizer, he has taught professional courses for almost two decades and counseled several industry associations. Listou, the former executive director of the Denver Habitat for Humanity, hosted and produced his own 125-episode talk radio show and has presented to more than 2,000 audiences, large and small. Now, he shares his knowledge and passion, his boundless energy and his notable leadership skills with industry colleagues, and promotes consumer awareness through advanced education in design and products as a Cofounder of the Living In Place Institute.

The opinions expressed in this article are those of the authors 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.



Bathrooms are the most dangerous room in a home, according to the U.S. Centers for Disease Control and Prevention. They tell us that of the 235,000 people who go to an emergency room every year because of an injury in the bathroom, more than 80% are from slips and falls. Stepping in or out of a bathtub or shower with wet feet, inadequate area lighting, narrow doors and improper use of color contrast are all causes of falls.



Now add in lighting and vision. About 65% of us wear eyeglasses, but we don't use them while bathing! Many factors can lead to a fall for anyone, at any age, but falls for elderly people are much more dangerous and can lead to broken bones, neurologic injuries and more. Industry professionals are now learning how to improve designs and recommend products that reduce the chance of a fall. Fewer falls help our clients stay in their homes longer, with independence and dignity.

OUR ROLE IN BATHROOM SAFETY

Kitchen and bath designer Julie Schuster, Certified Living In Place Professional, says it well, "When we help a client remodel their bathroom, if they have any physical challenges, we always listen to an occupational or physical therapist. Then, based on the medical professional's recommendations, we recommend features and products that improve safety. Support bars are one of the most important features to add, but few want to talk about them. But as a trained designer, I always want to make the environment aesthetically pleasing and offer suggestions to make their home more safe – healthy – comfortable."

ESSENTIAL BATHROOM FEATURES TO MINIMIZE SLIPS AND FALLS

Here are a few of the features to consider for all bathrooms, regardless of the residents' ages or abilities:

TOWEL AND SUPPORT BARS:

Specify models that can support a person if they start to fall. They should be installed to support 250 pounds force in any direction and have sufficient color contrast to the walls to make them easy to see.

FOLDING SUPPORT BARS:

A medical professional may recommend a support bar near the toilet, either wall or floor mounted.

Industry professionals are now learning how to improve designs and recommend products that reduce the chance of a fall. Fewer falls help our clients stay in their homes longer.

SLIP-RESISTANT FLOORING:

Choose flooring that has a high Dynamic (moving) Coefficient of Friction (DCOF) rating, a measurement that helps us choose flooring based on safety as well as aesthetics.

THROW RUGS:

Throw them away! Yes, these are nice to step on coming out of a tub or shower, or while standing in front of a sink, but a high difference in DCOF to the floor, plus the difference in floor height that feet may catch the edges, and improper color contrast may cause a fall.

SHOWER ENTRY:

Stepping over a bathtub or shower curb is dangerous. Instead recommend shower entries with a no-step entry.



A PLACE TO SIT:

Many of us would benefit from being able to sit while showering or bathing. Folding wall-mounted seats are often the best solution or a properly installed permanent bench.

HORIZON LINE:

One common bathing area feature is the Listello Stripe or what a medical professional would call a horizon line. Besides making a bathroom look great, this feature can help a person stay in balance and provides a depth-perception cue to how far they are from the wall. Typically installed about 60 inches above the floor, with a 20-point minimum light reflectance value (LRV) from the wall.

HEATED FLOORING:

For many people, heated flooring is a luxurious experience. But this feature is a necessity for someone with peripheral neuropathy—according to the Cleveland Clinic, an estimated 25% to 30% of Americans will be affected by one of over 100 types of neuropathy. For many, stepping onto a cool floor will create a pins-and-needles or a burning sensation. Plus, heated floors help evaporate water faster, reducing another slip hazard.

NO-THRESHOLD DOORWAYS:

There should never be a threshold entering any room. This is especially important for persons who use a wheelchair or walker, or those who have difficulty walking.

EASE OF USE AND COMFORT

There are many other features that make the bathroom experience better for everyone.

SHOWER AND TUB CONTROLS:

Always install controls near the opening, up about 44 inches to the center, with a support bar nearby. To minimize water temperature changes, the best choice is a thermostatically controlled valve.

SHOWER DOOR:

To allow a person to easily see the door, add an etched line, similar to the horizon Line discussed previously, or use frosted or textured glass. The door handle should be vertical, to help identify the door opening as separate from a horizontal support handle.

LIGHTING AND CONTROLS:

Install switches 44 inches center above the floor (the same for all controls throughout the home). Consider occupancy-sensor devices, illuminated switches and, of course, always use LED lights with adjustable K values.

DRAWER AND CABINET HANDLES:

Always use handles with closed ends to prevent catching clothes or a towel on the handle. These are often called C or D styles. Who has not gotten snagged on a knob or protruding handles?

WIDER DOORS THAT DO NOT SWING IN:

Doors should be a minimum 36 inches wide to allow access for everyone, whether walking, using crutches or a walker, using a wheelchair or carrying a child. If the door swings inward, a person who falls may be near the door, preventing someone outside the room from opening the door to help. All bathroom doors (as well as other doors) should swing away from the room, or a pocket or lateral sliding door should be installed.

APPROPRIATE-HEIGHT TOILETS:

The toilet seat should be about 18 inches above the floor—a standard chair height.

WALL-MOUNTED TOILETS:

These toilets are installed at any height most comfortable for the user. And because they have no toilet base, there is more floor space and they are much easier to clean.

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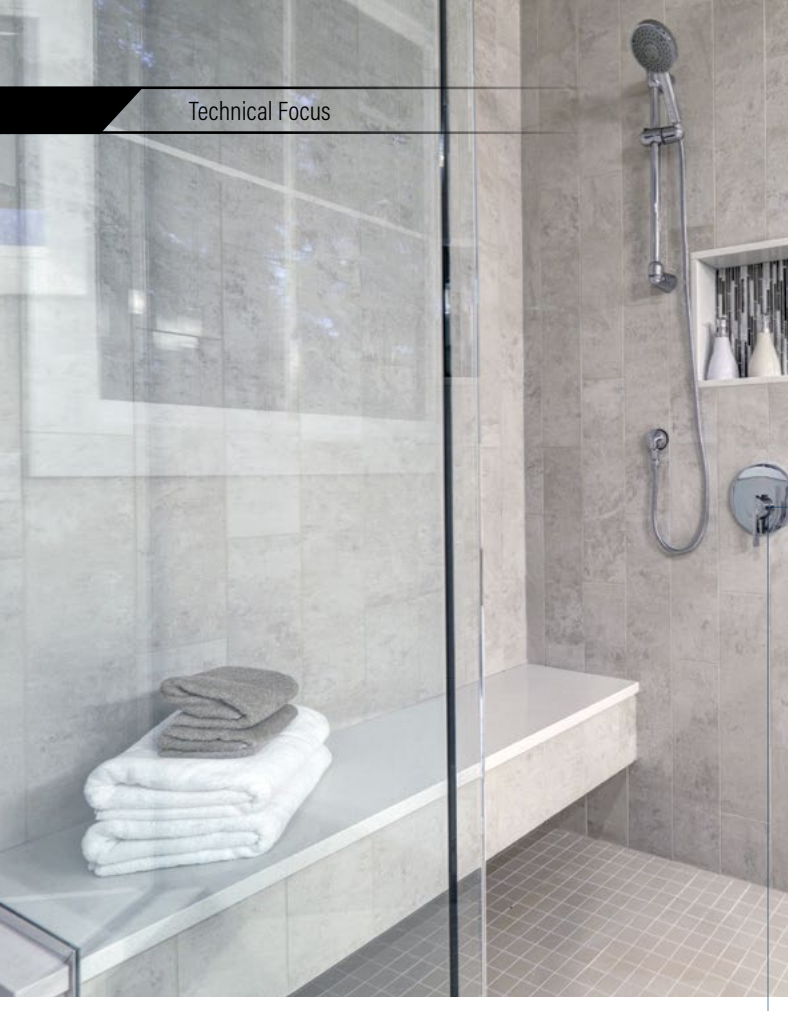
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TOILET SEATS:

The comfort of a heated seat is only surpassed by the benefits of a full-functioning personal hygiene toilet seat (similar to a bidet seat). Common in many parts of the world, they reduce the need for a caregiver, can reduce bacterial infections (most often, urinary tract infections) and can minimize or eliminate the need for toilet paper. (Always install a GFCI-controlled outlet behind every toilet; it is also useful to plug in a water-leak sensor.)

SHOWER HEADS:

A detachable shower head installed on a vertical sliding bar (that can hold minimum 250 pounds weight) helps everyone. They work for persons of different heights, a person sitting and they even help when bathing a child or the family dog.

ADDITIONAL HEAT:

In the bathroom, we are often not fully dressed and have wet skin. Additional heat adds personal comfort. Common devices include infrared ceiling lights, wall heaters and toe-kick heaters (placed away from feet).

SMART SPEAKERS:

Not only do they play music or your favorite news or radio station, but they can also be invaluable by allowing you to connect outside the bathroom in case of an emergency or just to answer a phone call.

FAUCET CONTROLS:

We have come a long way from a pump handle outside the house and a bucket of water inside. Options now range from traditional two handles to lever-style to motion-sensing, touch-activated or voice-controlled. Because of concerns of surface-borne pathogens, these new ones are now even more popular. Look for materials that resist contamination.

ELECTRIC OUTLETS UNDER SINKS:

Now that we have voice-controlled faucets and water leak sensors, an electrical outlet is needed under every sink. Plus, they allow for rechargeable toothbrushes, shavers, hair dryers and more.

VENTILATION FANS:

Minimizing moisture in the bathroom helps prevent mold and foggy mirrors. Fans that exhaust the moist air to the outside can be automatically activated, operated by a digital timer or manually operated by a simple wall switch.

BATHROOM MIRRORS:

Options now include lighted frames; tilting or pivoting mirrors, heated to prevent fogging; and even those with an integrated television or computer screen. These allow everyone to see better, adjust for different person's heights and check the weather, calendar events and emails.

HOME INSPECTORS' IMPORTANT ROLE IN BATHROOM SAFETY

This is only a start for what should be considered essential safety features in every bathroom. Keep in mind that if your client or any of their family or guests has a suspected medical condition, a medical professional such as an occupational or physical therapist should be involved in designs and product choices. Remember everyone's role, everyone's responsibility is to learn more and make all homes safe, healthy, comfortable for everyone!

Watch for the virtual Showcase for Living In Place at the upcoming Kitchen & Bath Industry Show,

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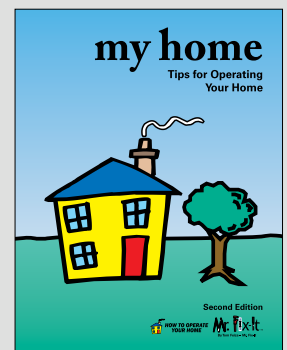
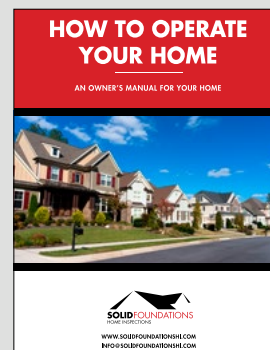
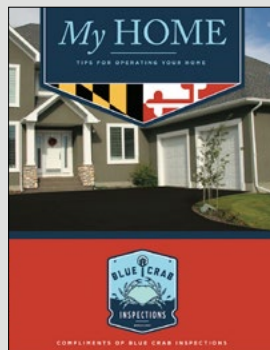
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When homeowners fail to winterize their home, frost, snow and ice can wreak havoc both inside and outside the home. If you are performing inspections during the winter season, you'll want to pay special attention to the ways freeze damage manifests in homes.

You are already familiar with basic concerns like unscrewing garden hoses and protecting outside faucets and indoor faucets near an outside wall, but cold weather can affect many parts of the house, so winter inspections require some seasonal checks.

As you follow the ASHI Standard of Practice, pay special attention to places where freeze damage can weaken the structure, create unsafe findings and produce potential hazards in the home. Conditions can change dramatically in cold weather, so you'll be looking for special winter findings you may not notice during the rest of the year. Your professional eye will notice what the homeowner overlooks.

FOUNDATION

Frozen gutters and downspouts can pull away or crack, leaking water onto the foundation. Water that leaks and freezes in small foundation cracks can expand those cracks and weaken the structure, especially during cyclical freeze or thaw conditions.

SUMP PUMP

Snow can put heavy pressure on sump pump drains, causing disastrous water backup. Check sump pump drains for any clogs. Recommend cleaning any blocked drains.

EXTERIOR PAINT

Temperature fluctuations, like those resulting from a freeze followed by sunshine, can crack exterior paint. These cracks allow moisture to enter the siding with resultant damage. Recommend touchup sanding and painting for any exterior paint cracks.

MORTAR

Cold temperatures and snow can weaken mortar. Significant moisture seepage causes the mortar to disintegrate and crumble. Cement steps and brick facings are especially vulnerable. Check mortar for any damage. Recommend immediate repairs to prevent further damage.

CHIMNEY

Chimneys are built to withstand intense heat, but often not exposure to cold temperatures. Fluctuating temperatures on sunny days followed by freezing temperatures cause bricks and cinder blocks to expand in warmth and contract in the cold. Any moisture trapped can cause cracks, potentially leading to bricks falling off or the degradation of the entire chimney. Check for any signs of cracks. Recommend repair of damaged bricks.

PAY CLOSE ATTENTION TO THESE AREAS DURING COLD WEATHER.

CHIMNEY FLASHING

Any time there's a hole in the roof, you know there's a potential problem. Chimney flashings exposed to temperature changes and moisture can separate and allow moisture under the roof. Check for a proper seal. Recommend repair to avoid water damage.

ICE DAMS

A poorly insulated or ventilated house will melt snow. The snow will freeze once it hits the exterior wall or overhang, creating ice dams that block water. Icicles may look pretty, but they can cause water damage to walls and soffits because any additional melting ice or snow has nowhere to go but into the house. Recommend keeping upper stories at cooler temperatures to minimize melting and freezing cycles.

SNOW-LADEN TREE BRANCHES

At any time of the year, you want to inspect for potential damage from trees and branches close to the house. In winter, snow-laden branches can break and fall on the house, which might cause minor or major damage.

POOLING WATER ON ROOF

Water can pool on the roof. With no place to go, it can back up the roof shingles and seep into the attic. Along the way, it can damage roof sheathing, insulation and even sheetrock walls. Flat, mansard and butterfly roofs are most prone, but water pooling can occur on any roof in heavy snow conditions. Check attic spaces for any signs of water seepage. Recommend repair of any water-damaged surfaces.

DOOR FRAMES

Winter weather can eat away at door frames, causing the wood to become soft. These soft spots can turn to wood rot and possible termite infestations in the spring. Check door-frame wood for soft spots. Recommend filling any soft spots with epoxy wood filler.

VENTILATION

Although you might think of mold conditions as a summer problem, mold and mildew can accumulate without adequate ventilation. Check walls for any signs of mold. Examine ventilation systems for adequate airflow.

INTERIOR PLUMBING PIPES

Exposed exterior pipes are a source for bursting in freezing weather and interior pipes without adequate insulation can burst as well, causing costly water damage. Check exterior plumbing in basement and attic spaces for exposed pipes. Recommend sealing off drafty areas with insulation, heat tape or heat cables to keep pipes warm so water will continue to flow.

GROUT

Grout can be a cold-weather casualty. It can peel away from the surfaces it is meant to seal. Over time, it can lead to mold issues and degradation of plaster, drywall and wood framing. If you notice peeled grout, check for water damage. Recommend resealing grout and repair of any further damage from a neglected seal.

INTERIOR PLASTER

In cold weather conditions, internal plaster can suffer from indoor temperature changes. When humidity drops and air becomes cool and dry, plaster can shrink and crack, sometimes right before your eyes. If you notice signs of cracking, recommend keeping the home at a consistent temperature to minimize further cracking.

HVAC

A buildup of snow and ice can trigger an HVAC emergency shutdown. For homes in cold weather areas, recommend protection with a housing for the unit to protect it from snow and ice accumulation.

***EVERY TIME YOU PROVIDE A
SOLUTION TO A PROBLEM,
YOU BUILD CLIENT TRUST.***

RODENTS

Rodents and other creatures like to stay warm and dry in the winter, too. A crumbling chimney or a chimney cap knocked off by snow are entry points for those creatures to find that shelter. They can chew through insulation, causing the home to feel cold from the loss. And, they can remove enough insulation to cause once-covered pipes to freeze and burst. Check for any signs of rodents or rodent damage. Recommend pest intervention and any needed repairs.

KEEP YOUR EYES OPEN FOR WINTER DAMAGE

Know the winter trouble spots, and pay special attention to the potential damage that freezing and snow can bring. Your clients will be grateful for your special attention to these areas of the home inspection during cold weather. Every time you provide a solution to a problem, you build client trust.

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*ONCE YOU UNDERSTAND HOW
YOUR ONLINE PRESENCE GENERATES
DATA, YOU CAN USE IT TO GENERATE
INFORMATION THAT ADVANCES
YOUR BUSINESS.*



Clients and real estate professionals are online more and more—especially in the midst of the pandemic. Your online presence connects you with clients and professionals, allows you to showcase your inspection business and helps you collect information from prospective clients.

In many ways, the digital world is like real life. You introduce yourself and your service, and you connect with professionals for referrals and clients for business. Your personality shines through in a way similar to when you are face to face.

But the digital world has a business advantage more powerful than any real-world connection—data. Once you understand how your online presence generates data, you can use that data to generate information that advances your business.

YOUR INSPECTION BUSINESS IN THE DIGITAL WORLD

Every point of information you share online is a data point. Search algorithms like Google comb millions of data points to find the best answer for someone searching for a home inspector.

That means that everywhere you are online counts as data about your business.

- *YOUR WEBSITE*
- *SERVICE LISTINGS LIKE YELP AND HOME ADVISOR*
- *FACEBOOK*
- *YOUTUBE*
- *INSTAGRAM*
- *PROFESSIONAL LISTINGS LIKE ASHI*
- *GOOGLE MAPS*
- *BETTER BUSINESS BUREAU LISTINGS*

Because your business can appear so many places online, you need to create a consistent message about your business. Make sure your basic information is up to date. Your business name, address and phone number (NAP) should look identical on every platform. And these days, listing both an email address and a texting phone number will help potential clients reach you.

Make sure your brand message is the same. As well. Your business name, your message about your service, and testimonials all tell people searching on the web about your online reputation. For instance, if you have mostly positive reviews on a service listing site but a number of complaints at the Better Business Bureau (BBB), search engines like Google might display the link to BBB on top, possibly right above your business name.

There are no secrets online. Years ago, inspectors got 90% of business from talking to real estate agents. Now, with the shift to online presence, 80% to 90% of your business comes to you on the basis of what you display and post online.

Do the most you can to build and maintain a positive reputation for your business, both in person and online.

DEFINE WHO YOU ARE AND WHO YOU WANT TO REACH

Define who you are and your brand, and work toward developing an online presence: your website, social reputation and reviews. Your online presence is a constant, ongoing source of business for new, as well as established, business.

There's nobody out there saying: "Oh, I'm a home inspector, but I'm not very good at it."

Everyone is claiming to be a great home inspector and claiming to do many of the same things you do. So, what will really define your business online are the things you don't do or the things you don't do particularly well.

If you specialize in something, that's the kind of thing that you need to put forward. Be aware of what makes you stand out.

It's not so much about what you want to be as it is who your customers want you to be. Be the right thing for the customer you want to serve. Not all customers are the same. We know we have great customers and not-so-great customers. Identify the things that set your clients apart. What you discover about their traits will help you target the customers who are most valuable to you.



USE THE DATA

As soon as you have a website presence, you should set up a Google Analytics account. The information you receive will help you measure activity at the online destinations where people engage with you.

It will take some time to review your analytics and your data and make the right interpretations. Try to synthesize the data focusing on a little bit of information at a time. Figure out why you were doing well one week or not well another week. Use those two data points to correlate to get a better sense of how the metrics tie to your business.

Gradually, add more pages and destinations into your analytics. What happens is that, as traffic comes to those sites, data are gathered, collected, aggregated, collated and sorted. Over time, you'll start to understand all the data and interpret the results.

Use the data to identify your ideal customers and how they find you. You'll discover the following:

- **WHO YOUR CUSTOMERS ARE**
- **WHICH CUSTOMERS PAY ATTENTION TO SOCIAL MEDIA**
- **WHICH CUSTOMERS ASK WHICH QUESTIONS**

All of these things help you know whether someone is likely to be one of your better, higher-value clients or could become a potentially problematic one. Set up client profiles so you can determine the tactics that work best for each kind of customer.

CONVERSIONS

The reason you want to understand the data is to help the bottom line of your business. You want to know how your online presence converts to you acquiring new clients. Conversions happen in small steps. And you can track them with analytics.

It's easy to think when you put up a website that customers will automatically roll in. But there are a lot of things that have to happen before you get there. Someone has to hear about your business. It may be through a search, it may be from someone talking about you. You need to create something that makes that sort of tip-off possible. If you've never done anything, nobody's going to hear of you.

When a potential client hears about you, they will go online to check you out. Are they impressed? Impressing them is one micro-conversion. If not, they'll move away. If they are, that's another micro-conversion on the path to the proper final conversion that will bring you business, if they are your preferred type of client.

If you only think about the big picture, you can miss the small points. A whole two-hour conversation can boil down to one second. And that incident can make or break the whole two hours of setup. The micro-moments work together to form an ecosystem of all the different conversion moments.

All this is to say: You want to optimize your online presence for conversions. Conversion rate optimization means you work on your website, using analytics, to find the sources of your visits, to learn which pages are working.

If you can double your conversion rate now, then everything else you do, like bringing more traffic, is going to be twice as efficient.

START MONITORING YOUR ONLINE PRESENCE

Get in the habit of taking a look at your numbers. Set up a simple analytics system, and start looking at your numbers and start seeing the patterns. You'll start to understand them and then you'll start to look at how they sync with your business, and then you'll start to see the correlations. It's a learning experience and there is a learning curve. Start mining your online data and you can find ways to improve your business.

Discover more about your digital presence and online marketing at Inspect.com's 10-part video series especially for home inspectors, Grow Your Online Presence.



CLIENT RESOURCES WHAT TO KNOW ABOUT HOME PLUMBING

By Inspect.com

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.

Do You Know How Your Water Flows?

Most homeowners take their plumbing for granted. They turn on the tap, the water flows. The shower sprays. The toilet flushes. Everything works. It's fine.

Homeowners are often surprised by home inspection recommendations that suggest plumbing changes when everything seems fine.

Your home inspector may report on issues and make recommendations like these:

- **Monitor, Repair:** Evidence of standing water was noted at the basement/sub-area crawl space. It is recommended a licensed drainage expert be consulted to obtain further information on this condition (the crawl space was not fully accessible as a result of this condition).
- **Repair:** A non-conforming PVC plastic plumbing installation was noted (PVC pipe not approved for use inside footprint of structure).
- **Repair:** Leaking water supply line(s) were noted at the master bathroom sink faucet.
- **Repair:** Rusting (pinholed) and leaking galvanized steel supply plumbing was noted at the garage (near water heater). It is recommended a licensed plumbing contractor be contacted to further investigate this condition.
- **Monitor:** Oxidation and corrosion was noted at galvanized steel plumbing at the sub-area crawlspace under the kitchen. No leaking was noted at the time of the inspection.



Inspect.com is an online marketplace for the public to connect with qualified inspectors across the country. Get discovered and share your expertise. Add your listing to Inspect.com.

The reason is, as your inspector pokes around, they'll notice old or worn plumbing that could leak or burst due to rust accumulation or faulty materials. And, although this rarely happens now, hazardous exposure from long-lasting but toxic lead pipes may be discovered.

You may think a home inspection is just a part of a real estate transaction, but it's much, much more. Your home inspector turns a professional eye on the systems in your home with an eye toward inspecting structural soundness and safety.

So, when your home inspector makes a recommendation, it's all about ensuring the safety and soundness of the home. For example, replacing old, rusted pipes that have the potential to burst with sound copper plumbing can prevent water damage that can run into the tens of thousands of dollars, not to mention be a massive inconvenience.

Water damage can result in floor and wall replacement, possibly requiring gutting and new flooring, as well as new walls, wall coverings, cabinets, drawers and, of course, new plumbing.

Know the basics of plumbing pipe materials, and their safety and usage to prevent expensive water damage to your home and preserve the safety of your family.

THE DIFFERENT TYPES OF PIPES THAT CARRY WATER IN YOUR HOME

The material of your water pipes can vary with the year your house was built and any plumbing retrofits or upgrades that have been made over the years. Pipe material varies in flexibility, durability and deterioration rates. Choosing the right pipe for your plumbing depends on a number of factors, including local building code regulations. Consult with a licensed plumber to seek advice about your choice.

Plastic Piping Options

Plastics are long-lasting and easy to install or replace. Plastic piping options are cheaper than metal, easier to work with and highly resistant to corrosion. However, the choice of materials will depend on whether a portion of the old line is to remain intact. For example, a contractor will not want to splice a PVC line between two cast iron lines.

Polyvinyl chloride (PVC)

PVC is commonly used for main supply lines, drainage pipes, pools, spas and irrigation piping. Normally, it is used for conducting cold water because hot water can break it down over time. Also, especially when used outside, PVC can degrade from heat and ultraviolet (UV) rays from sunlight. It is also a relatively inexpensive material for installation and easy to repair or replace.

PVC is a great option for:

- SINK, TOILET AND BATHTUB DRAIN LINES
- VENT STACKS
- MAIN WATER SUPPLY LINES
- HIGH-PRESSURE APPLICATIONS

Acrylonitrile butadiene styrene (ABS)

ABS is a black plastic pipe similar to PVC, but more prone to deterioration. It was once commonly used in home plumbing. It is easy to install, strong and holds up well underground. If you live in an older home with ABS, check for warping from sun exposure and loosened joints.

Cross-linked polyethylene (PEX)

PEX is highly flexible and suitable for both hot and cold water supply lines. It can curve around corners and obstructions, requiring fewer connections. Flexibility includes the ability to expand and contract, making the pipe highly freeze-resistant. Although it can withstand high temperatures, it can't be connected directly to a water heater. Use copper piping or another hot-water piping for the connection.

PEX is a good option for repiping and retrofitting and snaking through walls and small spaces.

Polybutylene

If your home was constructed between the late 1970s and early 1990s, it might have polybutylene pipes. Polybutylene is no longer used because of its tendency to leak and burst. Once considered an inexpensive plumbing solution, polybutylene piping is prone to burst, resulting in flooding and extensive water damage. If your home inspector finds polybutylene pipes, you'll want to replace them to avoid costly damage.

Metal Piping Options

Metal pipes are used for their strength, toughness and durability. Metal piping options are more expensive than plastic, but generally last longer than plastic.

Copper

Copper pipes are heat- and corrosion-resistant and they have natural antimicrobial properties. Use copper both above and below ground. Although the materials and labor installation are more expensive than for plastic, copper may last 50 years before it begins to thin. Some soils can erode copper, so use sleeves for installation below ground.

Cast Iron

Before 1960, cast iron pipes were the main choice for drain lines. They are extremely durable, heat-resistant and good for sound reduction, but they tend to rust over time. If your cast iron pipes show signs of rust, use PVC or ABS pipes to replace the rusted sections.

Lead

Lead pipes were common in homes until the 1950s. Lead is strong and durable, but it poisons the water. Heavy-metal poisoning can lead to irreversible kidney and nervous system damage. If you have an older property, check that all lead piping has been replaced.

Galvanized Steel or Iron

These pipes have been coated with zinc to prevent corrosion. Safe for conducting water, these pipes eventually corrode and begin to leak. Replace them with copper, PVC or PEX. Galvanized pipes are rarely used in modern home construction.

PROFESSIONAL ASSESSMENT FOR HOME INSPECTION RECOMMENDATIONS

Your home inspector bases recommendations on findings of the condition of your plumbing at the time of the inspection. Consult with a licensed, professional plumbing contractor to determine the best solution for retrofitting or repairs. They will determine the right plumbing materials and fittings for your home.

A professional home inspection can save you thousands of dollars in potential damage as a result of old and weakened plumbing. Consult the ASHI Find An Inspector or visit Inspect.com to find home inspectors in your area.



Find a Chapter Near You

Visit the Newly Redesigned ASHI website
[**www.homeinspector.org/Chapters/Listing**](http://www.homeinspector.org/Chapters/Listing)

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.

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



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CURRENT ASHI MEMBERSHIP

ASHI Certified Inspectors:
3,347

Inspectors:
209

Associates:
2,676

Retired Members:
98

Affiliates:
45

Total: 6,175 Members as of
12/04/2020

THIRTY-FIVE YEARS

Patrick Casey
Roman Paul Korobij
Jack H. Milne
Michael J. Poli
Ernest Simpson
Phillip Thornberry

THIRTY YEARS

Louis Cozzi
Chris Keeling

TWENTY-FIVE YEARS

Matt G. Cantor
Richard L. Davis

TWENTY YEARS

Anthony Infelise
Erick Miller
Bob Peek
Darrell Seidel
Sean Umlauf

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John B. Elson
Steven R. Haldeman
Dennis Hoffman
James Hollifield
Andrew Kraus
Ryan Kraus
Charles Lambert
Jeff Luther
Michael A. Patton
Rick Robinson
John Wade

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John J. Blough
Chris C. Kremer
Devin Lehmann
Kevin A. Martelon
Robert Meyer
David Roche
Karl A. Sanders
Glenn Schwartz
Cory M. Shalaway
Pete Sutch

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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!



Postcards from the Field

NEW POSTCARDS EMAIL!

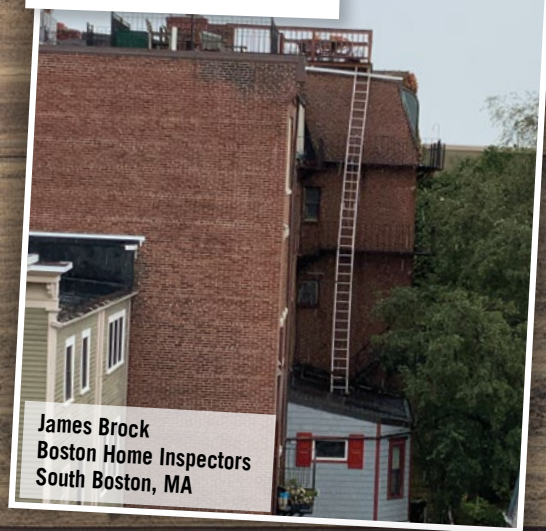
Please send your name, city, state, photos, headings & captions to: postcards@ashi.org
Note: By sending in your postcard(s), you are expressly granting ASHI the right to use the postcard and your name with it in the ASHI REPORTER and in other publications ASHI may select.

Not sure how it works, but it was pretty close....



Jameson Malgeri
Another Level Inspections LLC
Gloucester, MA

OSHA - approved?



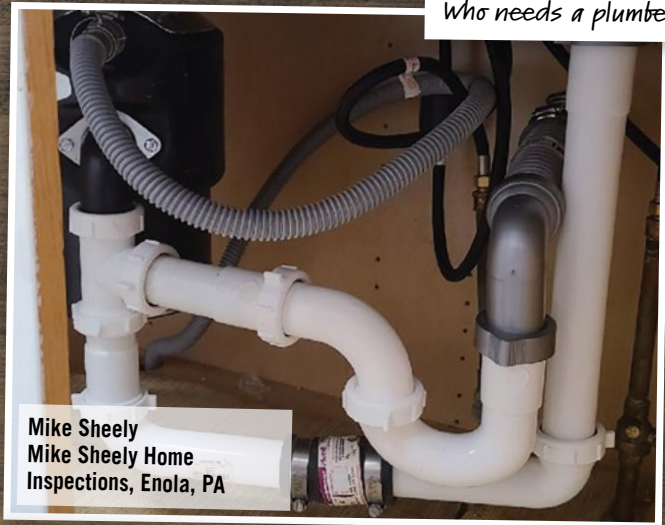
James Brock
Boston Home Inspectors
South Boston, MA

Selling point:
Cheap electric bill.



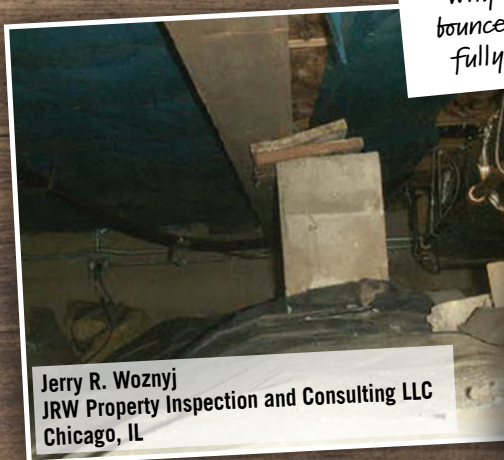
Adam Weber
Inside and Out Home Inspections, LLC
Denver, PA

Who needs a plumber?



Mike Sheely
Mike Sheely Home
Inspections, Enola, PA

Why is there floor
bounce? Seems to be
fully supported!?







Jerry R. Woznyj
JRW Property Inspection and Consulting LLC
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 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.

If the one on the left stop the bugs
 The one on the right will!



Brian Derewicz
 Realistic Home Inspection Services, Inc.
 Port Washington, WI

I don't think there
 appears to be signs of
 microbial growth here



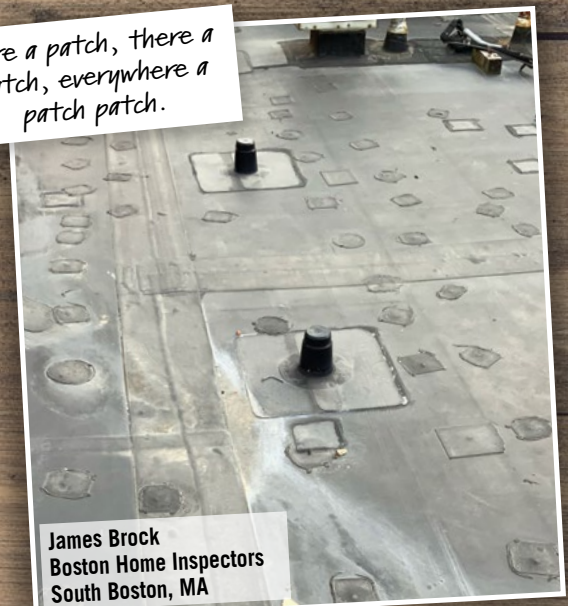
Brian Derewicz
 Realistic Home Inspection Services, Inc.
 Port Washington, WI

Nothing a little
 duct tape can't fix.



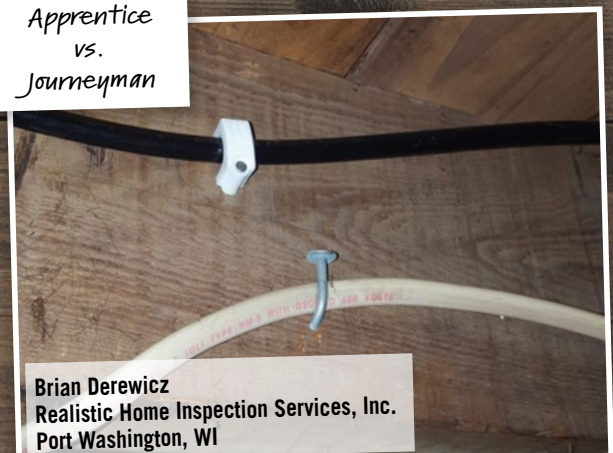
Matthew Steger
 WIN Home Inspection,
 Elizabethtown, Lancaster, PA

Here a patch, there a
 patch, everywhere a
 patch patch.



James Brock
 Boston Home Inspectors
 South Boston, MA

Apprentice
 vs.
 Journeyman



Brian Derewicz
 Realistic Home Inspection Services, Inc.
 Port Washington, WI

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ASHI LEADERSHIP

MANY WAYS TO SERVE: BE A VOLUNTEER FOR ASHI

By Shannon Cory, ACI Retired



The ASHI election is over, and newly elected board members and officers are in place and on the job. I ask you to join me in congratulating and supporting everyone who begins their term this month, January 2021.

As one of the candidates, I can confidently say that we did not have winners or losers in our election; however, we did have some candidates, like me, who did not receive as many votes as others. I am honored that I had the support of many members, I am grateful for everyone at ASHI, and I am energized to find ways to volunteer and show my support for ASHI's newly elected board and officers.

**ALL OF US, AS MEMBERS OF THE
AMERICAN SOCIETY OF HOME INSPECTORS,
HAVE A DUTY AND OBLIGATION TO HELP MAKE
OUR SOCIETY AS STRONG AS POSSIBLE.**

In fact, all of the candidates who ran for elected positions can continue to demonstrate their passion for ASHI by volunteering to serve in a variety of ways.

VOLUNTEER: There are numerous opportunities to volunteer for ASHI. Send an email to ASHI HQ at membership@ashi.org to find out more, and stay alert to invitations described in Newsroom email updates and on the ASHI website (*search for Leadership Opportunities*).

BE A MENTOR: Guide and connect with new and future home inspectors by participating in ASHI's mentorship program. Email mentor@ashi.org for more information or search for Mentorship Program or Mentor Application Form on the ASHI website.

JOIN A COMMITTEE: The Member Relations Committee welcomes home inspectors who are willing to give their time to continue to move ASHI forward. Send an email with your interest to 2020ashimrc@gmail.com or search for Committees and Task Forces on the ASHI website.

LEAD BY EXAMPLE: Talk to your fellow home inspectors, and seek out opportunities to participate and lead efforts in your community, your chapter and your national society.

In short, please join those of us who are active volunteers for ASHI.

As a longtime ASHI member and volunteer, I know that the ideas and efforts of volunteers help ASHI grow stronger. At the same time, volunteers grow professionally and personally by serving as leaders in ASHI's efforts.

I hope you will find ways to maintain your commitment to ASHI on the chapter or national level.

ASHI needs you. Thank you.



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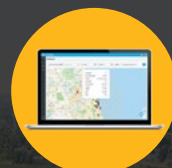
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