



JUNE 2021

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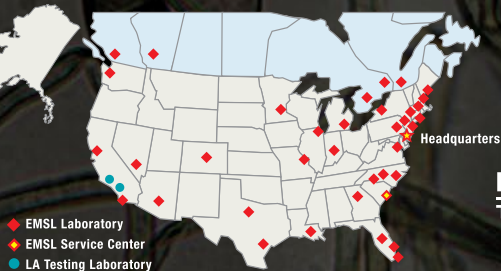
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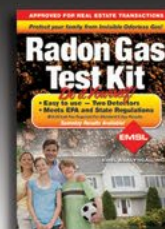
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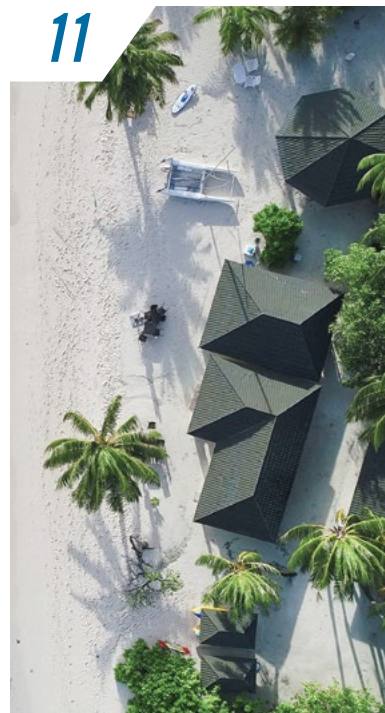
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Managing Risk

MORTGAGE FIELD SERVICES: A WAY TO DIVERSIFY AND PREPARE FOR RETIREMENT

By Stephanie Jaynes, Marketing Director,
InspectorPro Insurance



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 www.inspectorproinsurance.com/ashi-advantage.



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 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.

You perform your inspection. Your clients negotiate with the sellers and land on a price. Just a few weeks later, your clients are moving into their new home. Happily ever after, right?

Not always. Sometimes, homeowners can't make their loan payments. And when their loans default, the bank may send someone to confirm that the property is unoccupied and properly maintained. That someone could be you should you decide to offer mortgage field services.

WHY HOME INSPECTORS OFFER MORTGAGE FIELD SERVICES

According to the National Association of Mortgage Field Services (NAMFS), mortgage field services are the inspection, preservation and repair of properties—primarily those with delinquent or defaulted mortgages. (Keep in mind that your insurance company may want you to stay away from the repair side of things. More on that later.)

During a field inspection, inspectors visit the property, take photos and submit a brief report to the financial institution, detailing the limited information they've been asked to collect. Many inspectors refer to field inspections as "drive-by" inspections since they take about 10 minutes to complete. According to NAMFS, inspectors can earn about \$15 to \$30 per field inspection.

When asked why they offer mortgage field services, the home inspectors we interviewed said that they began offering the service for one or both of these reasons:

1. THEY WANTED TO DIVERSIFY THEIR BUSINESS.

With the economy always changing, Steve Jenicek of TaskMaster Home Inspections in Montana says that mortgage field services can offer inspectors some stability.



“I started doing field inspections to stay alive during the market downturn [from] ’07 to ’09,” Jenicek said. “In Montana, diversification is key to staying financially stable during a downturn. I have found that when housing goes down, banks get nervous and [other services, like field inspections and] flooring audits go up.”

According to NAMFS Executive Director Eric Miller, the sheer number of jobs available to inspectors makes mortgage field services a good way to expand their businesses.

“TYPICALLY, ONE TO TWO PERCENT OF ALL MORTGAGES ARE IN SOME STAGE OF DELINQUENCY, WHICH IS A SIGNIFICANT VOLUME OF PROPERTIES,” Miller said.

2. THEY WANTED TO PREPARE FOR RETIREMENT.

Not everyone can or wants to quit working altogether when they retire. For Peter Pitts of On Site Inspections in Ohio, mortgage field services provide a flexible source of revenue and fulfillment without the physical and time demands of a standard home inspection.

“I STARTED [OFFERING MORTGAGE FIELD SERVICES] ABOUT 17 YEARS AGO [BECAUSE I] WANTED TO START SOMETHING FOR MY RETIREMENT YEARS,” Pitts said.

MORTGAGE FIELD SERVICES INVESTMENTS INSPECTORS MAKE

EDUCATION, LICENSING AND EQUIPMENT

Unlike most ancillary services, mortgage field services require very little investment. To become a field inspector, you don’t need any formal education, certification or licensing. If, however, you prefer to have some training before you start—to familiarize yourself with the practice, market your business or manage your risk—organizations like NAMFS offer courses that cover best practices and compliance guidelines.

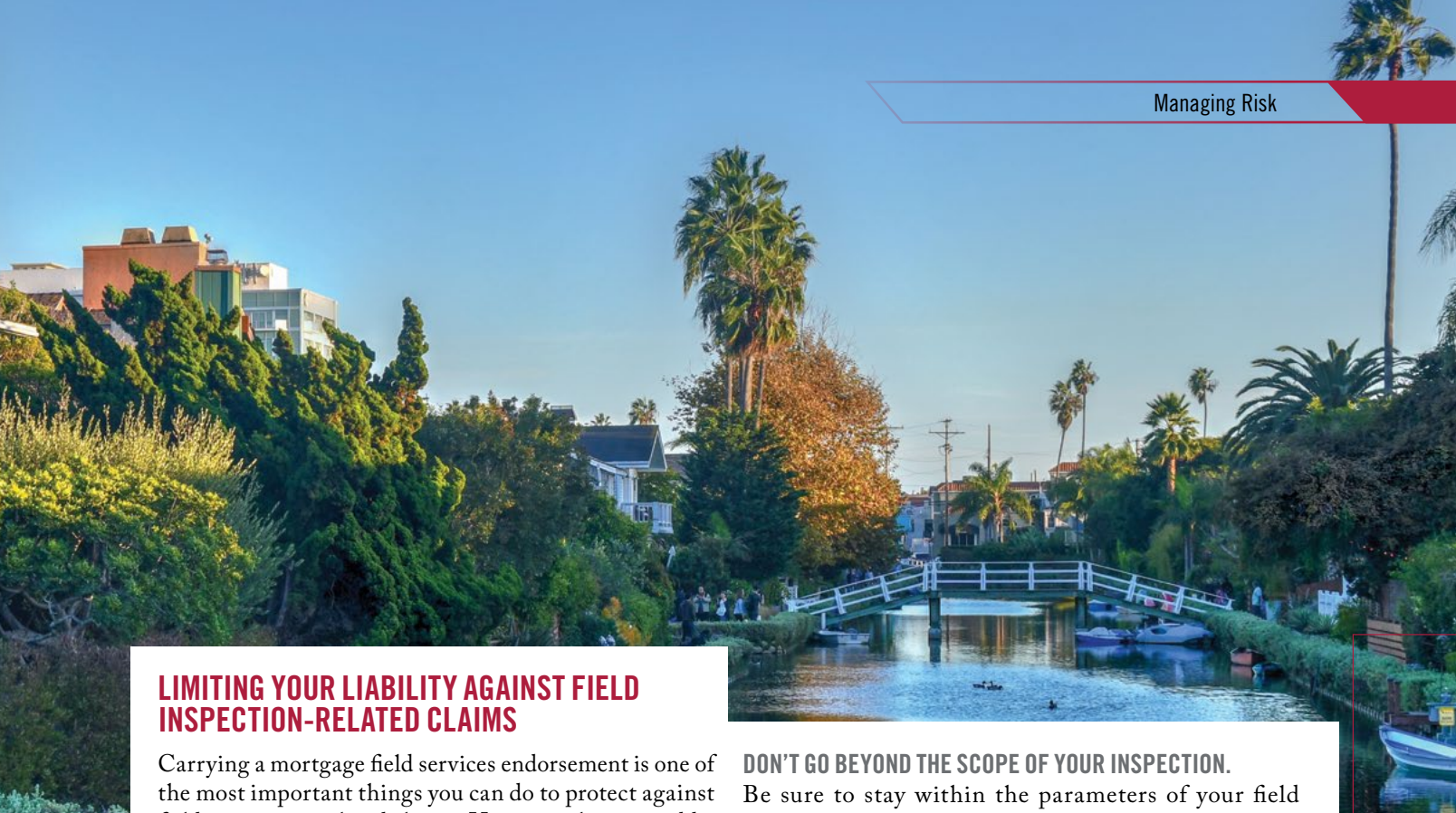
While you don’t need to get a license to offer mortgage field services, you may need to obtain licensure in related lines of work to complete certain jobs. Check your state and local regulations to make sure you keep in compliance.

Regarding equipment, most inspectors only need a mode of transportation, a digital camera and access to a proprietary mobile application or work order software platform, as determined by your client. Some providers base their software prices on the number of inspections you complete, while others charge a monthly fee.

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 mortgage field services. Thus, the insurance company will not offer coverage for those additional services without an endorsement. So, if you perform field inspections or want defense and indemnity for claims involving mortgage field services, you may wish to change an existing policy exclusion with an endorsement.

Typically, insurers charge a flat, annual fee around \$50 for a mortgage field services endorsement.



LIMITING YOUR LIABILITY AGAINST FIELD INSPECTION-RELATED CLAIMS

Carrying a mortgage field services endorsement is one of the most important things you can do to protect against field inspection-related claims. However, there are additional risk management techniques you can employ to safeguard your business.

Due to the limited nature of field inspections, and because field inspections are for institutions rather than consumers, it is less likely that mortgage field services will lead to errors and omissions (E&O) claims. Rather, it is more likely that inspectors will cause property damage or bodily harm during their inspection, resulting in a general liability (GL) claim. Find some suggestions on how to avoid such GL claims during field inspections below.

GET A SIGNED AGREEMENT.

Even when you do multiple field inspections for the same institution, you still need to obtain a signed agreement—typically with the financial institution for which you are doing inspections. Most home inspector insurance providers require signed contracts to provide coverage for related claims. Furthermore, agreements are your primary protection when claims do arise.

However, unlike with typical residential inspections, which require a separate contract for each property you inspect, your insurance provider may allow you to obtain one “master” agreement with the bank or financial institution for which you are providing field inspections. This master agreement may include many of the provisions that characterize your standard pre-inspection agreement—like a limitation of liability and a notice requirement—but caters to multiple limited inspections. To find out if your insurance provider accepts master agreements for mortgage field services, contact them directly.

DON'T GO BEYOND THE SCOPE OF YOUR INSPECTION.

Be sure to stay within the parameters of your field inspection as outlined in your agreement. From a home inspection insurance provider perspective, mortgage field services do not include repairs, building, remodeling, construction or any type of onsite work. However, most insurance providers permit you to secure the premises with a basic lock or key change. To determine what your policy does and doesn't cover, review your insurance endorsement.

ALERT YOUR CLIENTS TO POTENTIAL HAZARDS.

During your inspection, do you notice water running? Is the heating off in the middle of the winter—making it more likely that pipes may burst after you leave? If you notice something that could result in property damage after you leave, be sure to inform your client.

DON'T DO ANYTHING UNSAFE TO YOURSELF OR OTHERS.

If areas of the property appear to be unsafe or circumstances inhibit your ability to inspect without risk of damaging property or person, stop. Alert your client to the conditions preventing you from doing your job and schedule a time to revisit the property when it's safe.

MORTGAGE FIELD SERVICES AND YOUR HOME INSPECTIONS

Are you looking to diversify your home inspection business? Do you want to learn about a less demanding service you can offer in your retirement years?

If you answered “yes” to either of these questions, perhaps it's time for your company to offer mortgage field services.

HOME INSPECTORS AS A RESOURCE:

HELP CLIENTS PREPARE FOR A VACATION

By Michael G. Bryan

*BUILD TRUST WITH YOUR CLIENTS BY
SHARING SIMPLE CHECKLISTS TO HELP
THEM TAKE CARE OF THEIR HOME.*



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Home inspectors can have a strong influence on their clients by freely giving reliable, helpful information periodically throughout the year.

One way you can become a trusted resource is by creating a handout to prepare their home before they take a trip or vacation. Be sure to brand the materials with your professional qualifications and memberships.

Keeping in touch throughout the year with your past and current clients will help you build trust and increase the value of your relationship. You can be a memorable, credible resource. Creating a checklist can help your clients prepare their home for any vacation or extended time they will be away.

CLIENT RESOURCE

An Away-from-Home Checklist

Just as you make preparations for vacation long before you leave, you should also make sure that your home is safe and secure when you're gone.

FIND A HOUSE WATCHER

Recruit someone to keep an eye on your home while you are away. Ask a neighbor, friend or relative to check your home periodically or to stay there while you are gone. Be sure your home is being cared for. Ask your house watcher to remove any advertisements or newspapers that are left near your door, mailbox or front yard while you are away.

Give your house watcher your phone number and tell them who else might be visiting your house while you are gone (for example, landscaper, gardener, pet sitter).

If you live in a complex, alert the manager of your vacation dates so they can be another monitor for your home.

Be sure to list any assistance you need with special scheduled services, like putting out and taking in waste and recycling cans on service days.

***CREATE AND SHARE A
VACATION CHECKLIST FOR
CLIENTS TO USE BEFORE
THEY LEAVE HOME FOR
AN EXTENDED TIME.***

ARRANGE FOR PET CARE

Your pets need food, water and attention while you are gone. If you need to hire a pet sitter to take care of your pet in your home while you are away, you might want to interview them at your home to see how they interact with your pets. Show them where to find all the supplies and create a list of your pet's daily schedule. Include your phone number and where you will be staying.

Many in-home pet care services will also water indoor plants and collect mail. Some pet owners may choose a boarding service. Be sure to visit the place where your pet will stay and notice how the staff interacts with the animals in their care.



REPORTER

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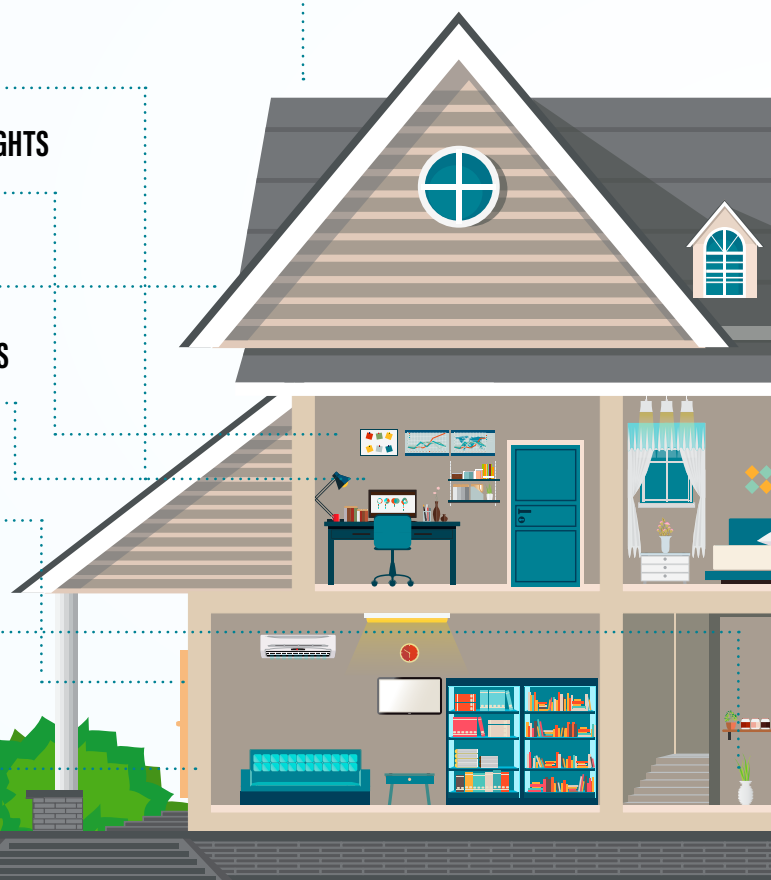
INDOOR PLANTS



YARD CARE



DEEP CLEAN



PAY BILLS

Online billing makes paying bills easy, but when you are on vacation, you might be distracted and forget to schedule a payment on time. Make sure all your utility bills are scheduled or up to date before you leave.

CHECK YOUR HOME ALARM SYSTEM

Make sure alarm batteries are new or recharged. Depending on your alarm system, you might need to notify the company of the days you will be absent.

DECIDE WHAT TO DO ABOUT YOUR MAIL

Arrange with someone to take care of your mail. Another option is to put a hold on your USPS mail delivery while you are away from home. You can use a simple online process to schedule a hold.

TIME YOUR LIGHTS

Having lights on inside your house can help prevent crime. You can use plug-in timers or remote-access timers that give you the opportunity to control your house's lighting from your mobile phone. Again, remember you will be on vacation and perhaps in a different time zone, so it might be best to set timers before you leave instead of monitoring them daily from afar.

FREEZE YOUR WELCOME - HOME MEAL

Here's an idea to "welcome yourself home"—prepare a meal and freeze it so all you need to do is heat it up when you return. You could even prepare and freeze more than one meal to give yourself time before you go grocery shopping.

Make sure you have your favorite staples on hand and available for your return.

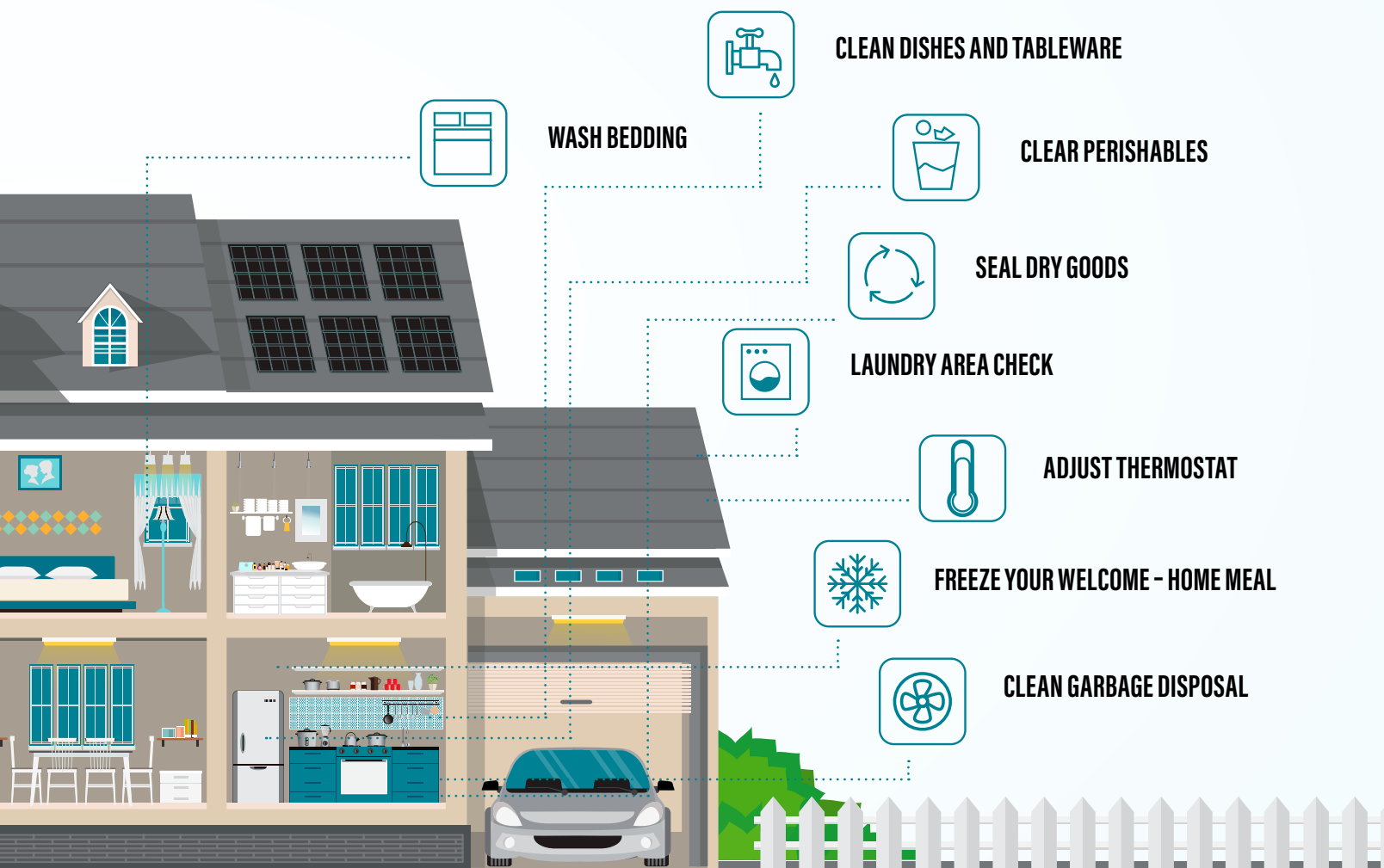
MANAGE SPARE KEYS

You may want to give a house key to your pet sitter and any other watchful neighbors. If you keep a spare key outside, make sure to hide it well. A good option is to use a fake rock, but make sure that you hide the rock, too.

YARD CARE

Plants need water to thrive. Unless you have landscaping that doesn't need watering, you should plan for someone to water your outdoor plants so they stay healthy while you are away.

Check your outdoor sprinkler systems and make sure the timing device is working and, if you have a lawn, set the mower blades to low and mow the lawn before you leave.



INDOOR PLANTS

Your indoor plants need water, too. Ask your home watcher or a neighbor to water your indoor plants while you are away. Pet sitters might be willing to water your plants if you ask them. To avoid confusion, prepare a schedule and a map of all the plants in your home.

DEEP CLEAN

If you can, take time to give your home a deep clean before you go. Dust, scrub, vacuum and clean the cracks. You'll love coming home to a clean home.

CLEAR PERISHABLES

Clear the refrigerator of leftovers and perishable food before you go and include your fridge in the deep clean.

SEAL DRY GOODS

Clip your food bags shut or store dry foods in jars to keep air from making food stale.

CLEAN DISHES AND TABLEWARE

Run the dishwasher and hand wash any dishware, glassware and utensils before you leave. Then clean the kitchen sink.

WASH BEDDING

Wash bedding and make the bed.

LAUNDRY AREA CHECK

Make sure all laundry is dry and wipe the washer dry, including the drum and gasket, to prevent mildew buildup.

ADJUST THERMOSTAT

If your home will be empty of pets and house watchers, adjust the thermostat to minimize energy consumption while you are gone.

UNPLUG ELECTRONICS

Unplug electronics and small appliances to reduce energy consumption and minimize the risk of electrical fires.

CLEAN GARBAGE DISPOSAL

Get rid of food particles that could become stagnant while you are away. Run the disposal. Throw in some ice cubes and lemon juice to clean the blades. Finish the cleaning, with the disposal turned off, by using vinegar and baking soda to clean the sides and the strainer.



ADJUST WATER HEATER SETTING

If no one will be in your house while you are gone, adjust the water heater setting to low. (Turning off the heater and water supply can cause damage to the water heater, so set it to a low temperature instead of turning it off completely.)

LOCK WINDOWS, PULL BLINDS

Lock all windows and pull down blinds or close curtains. Ask your pet sitter or house watcher to open curtains while they are there and close them before they leave. This will prevent your home from appearing to be empty.

TAKE OUT TRASH

Empty the trash receptacles in your house. Make sure you remove any kitchen garbage that might be kept under the sink. Let your house watcher know when to take out receptacles and where to return them.

LOCK UP

Lock up and enjoy your getaway, knowing your home is secure and clean, and ready to welcome you back on your return.



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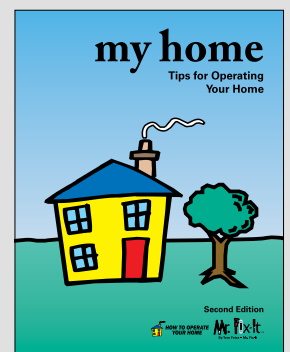
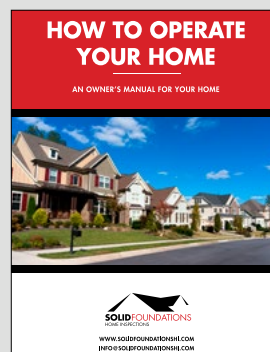
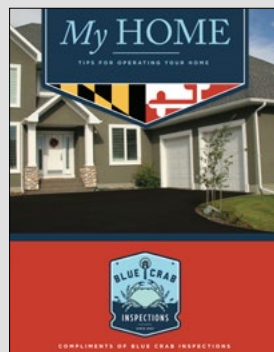


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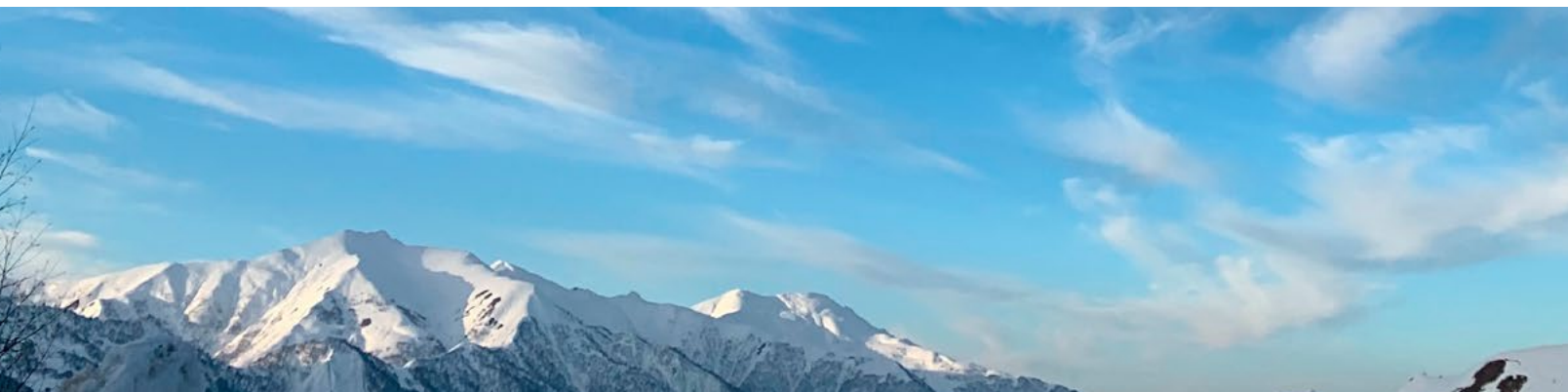
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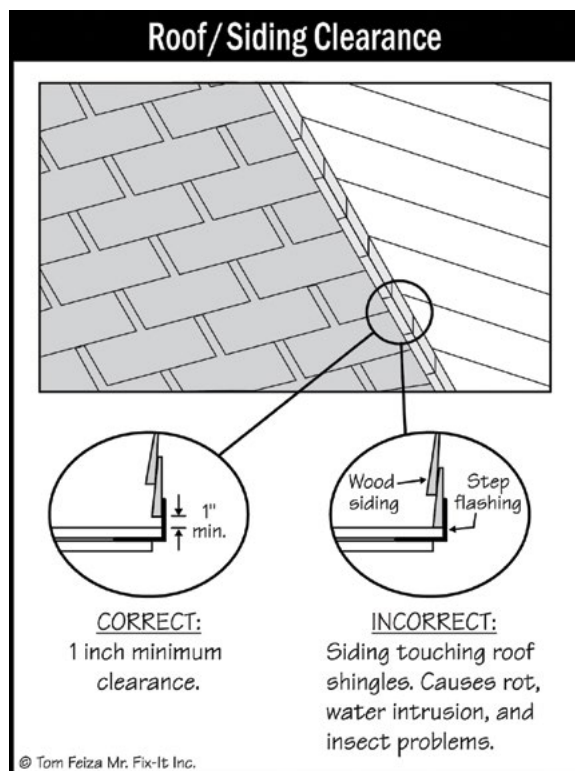
SMART INSPECTOR SCIENCE

WHY ROOF AND SIDING CLEARANCE IS ESSENTIAL

SIDING MANUFACTURERS SPECIFY A CLEARANCE TO ASPHALT SHINGLES AND FLAT ROOFS TO AVOID MOISTURE DAMAGE. WHY DID THEY ESTABLISH THIS REQUIREMENT?

MINIMUM CLEARANCE

First, there are basics to look for with roof/siding clearance (Illustration R075). In all cases, there must be some clearance between asphalt shingles and the siding and trim on a vertical wall abutting the shingles. The clearance allows water to drain out of the siding assembly and freely run down the roof. The clearance requirement varies with the type of material and manufacturer.



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R075

Normally, vinyl requires a minimum of $\frac{1}{2}$ inch from the "J" channel to the shingles. Most manufactured wood composite siding and trim requires a minimum of 1 inch, and fiber-cement products require 2 inches. Most adhered stone and synthetic stucco finishes also require 2 inches.



Photo 1. Siding damage, no clearance.

WATER IS NO FRIEND OF EXTERIOR MATERIALS

Over time, water buildup eventually damages all materials. Clearance allows drainage of water and helps the material assembly to dry.

Capillary action can also draw water up into materials. The minimum gap/clearance to stop capillary action is $\frac{3}{8}$ inch. Manufacturers want a larger gap and they know they can't rely on contractors to strictly adhere to a bare minimum, so they increase the necessary clearance.

LACK OF CLEARANCE RESULTS IN DRAMATIC DAMAGE

Take a look at the fiber-cement siding and wood trim in Photo 1. This siding is about 10 years old. Edges near the shingles are falling apart, the finish has failed and mold is growing at the tight joint.

The fiber-cement siding in Photo 2 lacks clearance to the shingles. The paint finish is failing and the siding is crumbling. The wood trim with no clearance also traps water against the wall and the siding.



Photo 2. Rotted siding.

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 marketing materials that help professional home inspectors educate their customers. Copyright © 2021 by Tom Feiza, Mr. Fix-It, Inc. Reproduced with permission.

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HowToOperateYourHome.com



JUST COVER IT UP?

In this case (Photo 3), the home inspector noted the lack of flashing over the trim and no clearance. The trim should be 1 inch above the shingles, and there should be cap flashing over the trim and up/behind the siding and water barrier. Remove the trim and we can see the siding damage (Photo 4). Is the step flashing really up/under the water barrier? And where is the kick-out flashing?



Photo 3. Just cover it up.



Photo 4. Under the trim.

THE TAKEAWAY

It all makes you wonder: Why do contractors install siding and trim tight to asphalt shingles? Because it looks better? Because they don't read instructions?

**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.



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
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LAUNCHING AN ONLINE MARKETPLACE DIRECTORY: THE THEME IS JUST

By Inspect.com



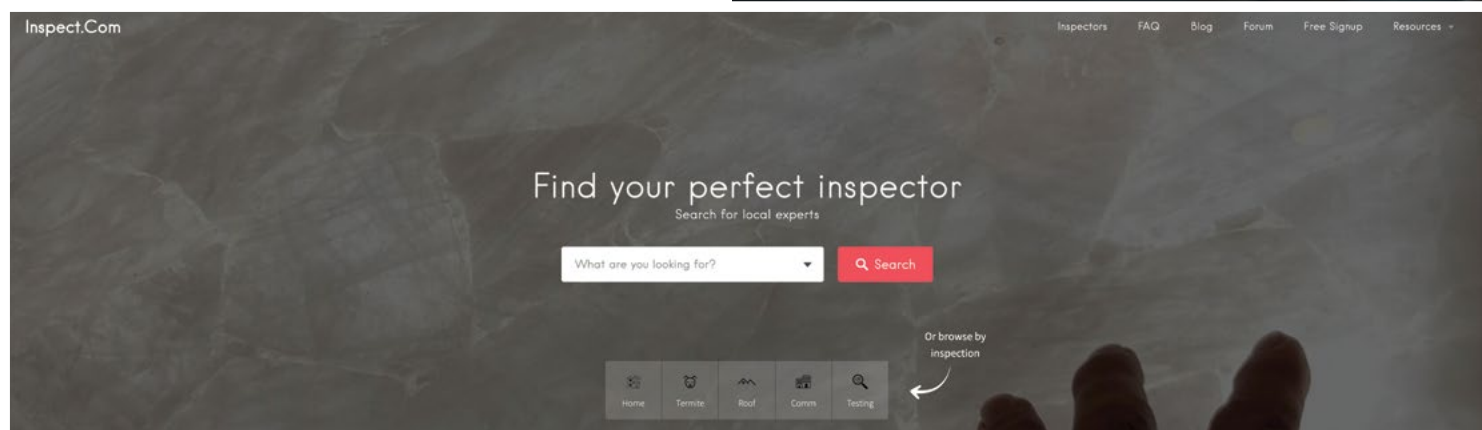
Inspect.com is an online marketplace for the public to connect with qualified inspectors across the country. Get discovered and share your expertise. Add your listing to Inspect.com

The 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.



THE BEGINNING

At Inspect.com, we chose Listable from Pixelgrade as the perfect theme to launch an online marketplace directory. We took the existing theme and customized features to offer listings and search users an easy and elegant way to work with the marketplace.



For a marketplace directory theme to work effectively, you need to align the theme design and functionality with your business goals. Planning is key to identifying a theme that suits your business.

Home inspectors may learn ways to improve and optimize their own websites by following the steps we took to create our marketplace directory.

KNOW WHAT YOU WANT FROM YOUR THEME

Before you choose a theme, know what you want. We knew Listable was the choice for Inspect.com as soon as we saw the features.

We had two goals for the website. We wanted to support the professional home inspection community. And we were committed to raising awareness for the inspection community by helping buyers and sellers find qualified inspectors to serve them with unbiased, objective inspections to facilitate real estate transactions.

Before we started looking for a theme, we outlined the criteria of expectations we had for a useable theme. Because we would serve two audiences—inspectors and homebuyers and sellers—functionality for both audiences was a priority.

OUR PRIORITY CRITERIA REQUIREMENTS WERE AS FOLLOWS:

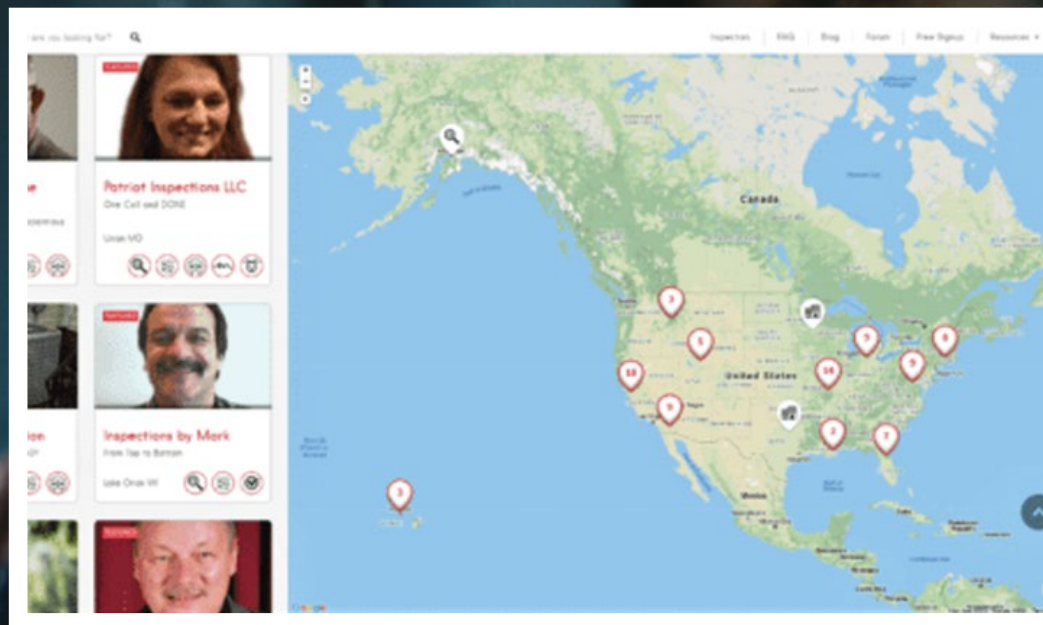
- Visual appeal
- Easy navigation on both desktop and mobile devices
- Straightforward steps to add information for listings
- Data collection and management
- Client and user education
- Professional feel for end users
- Easy to understand search features for end users
- Ability for users to get immediate results

PLAN FOR THE FUTURE

Planning for the future is actualizing your business vision. To make your business vision a reality, you must know how you will function. For a website, especially a marketplace website, you need to know your audience, what they need and how your business will be the answer to those needs.

Choosing a theme to match your business vision requires having an idea of how your business operates and who you serve. To create your marketplace website, you should have a sense of how the information will flow, what aspects of the theme you will use and how you will customize the theme to reflect your business.

When Inspect.com started using Listable, we had a simple vision, but by working with the features of the theme, we discovered how we could meet and exceed our vision's goals and serve all of our clients—businesses (by offering listings) and users (by providing a way to find qualified inspectors).



BEHIND THE SCENES WITH TECHNOLOGY

Once you choose your theme, you'll need a place to host your domain and hosting service. Because you might need to serve a wide audience—those who create a listing and those who are your end users of those listings—you should choose hosting that meets your data needs.

Create a sound foundation for your theme by securing the best technical support to make your website run smoothly.

You need fast, reliable hosting to immediately test your site for performance. People need immediate access to your website. The reality is, if your load speed is slow, people leave. They will never experience your dynamic service. Good hosting is key to successful delivery to your audience.

A dedicated server provides essential benefits, like power and control, for marketplace websites. Unlike shared hosting, "dedicated" means your business will not share with any other business. The hosting provider gives you exclusive use of the resource with the central processing unit (CPU), random-access memory (RAM) and disk space you need. The hosting provider builds and maintains the server, eliminating the upfront business cost of purchasing your own.

You want security for your business, your listing partners and your customers. A dedicated server ensures they keep your data private.

As you build your website, immediately benchmark test the website for speed. Use that as a baseline for comparison as you build out your platform, to immediately and continuously isolate and resolve performance issues.

As you test, target for less than 1-second load speed on the listing page and a half-second for loading a blog page, frequently asked questions (FAQs) and other pages. It's important to deliver results almost immediately to customers on marketplace websites.

Continued on Page 30

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5 min

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Continued from Page 27

CUSTOMIZE YOUR THEME

Once you have your theme and website, it's time to tailor the theme to your business for your audience. Listable already creates visual appeal, but behind the scenes, you want to customize the theme to represent your business branding, meet the service needs of your listings and help users find exactly what they need.

With Listable, you can change colors and fonts while retaining the logic and consistency of the theme. No matter where a user lands on the website, Listable looks consistent so your user will experience the feel of your business brand.

CATEGORIES, TYPES AND TAGS

When you create categories for your directory, your goal is to match the search intent of the user with relevant listing features. If you are creating a directory, you want the site visitors to use the directory to connect with the listings.

Each listing will attach to a category or categories that relate to the site visitor's needs. You need to create categories that match the reason a visitor will use your site. For example, the categories for Inspect.com's site are as follows:

- Home
- Termite
- Roof
- Commercial
- Environmental

While you want categories to be comprehensive, make sure they are the prime search requirements for your users. Use Types to help site users drill down.

For Inspect.com, we wanted our users to discover the most relevant services that are located close to where they live. So, we created detailed Types of services for each Category, divided the inspectors into Regions and utilized the Google Maps application program interface (API) integration in the Listable theme.

We determined alternate common words and phrases for each Category and created Types lists to deliver results when users search for them. For example, some Types for the Category Home Inspection are Home Inspector, Property Inspector, Property Inspection and Building Inspector.

Regions provide the opportunity to segment your listings by location. Our approach was to break down the country into individual states, then further break down each region into individual counties on an as needed basis. As the number of listings grows, it becomes important to manage Regions to keep lists from becoming too long.

Integrating a verified Google account using the Google Maps API with the Listable theme allows your website to automatically deliver geolocation services to people using your services.

Tags are dynamic and can be added to listings, posts and other website components to help assemble different articles into an intelligent collection of related material.

Pixelgrade provides a variety of icons. To customize our specialized directory, we hired a graphic designer to create icons for our categories and geolocated regions.

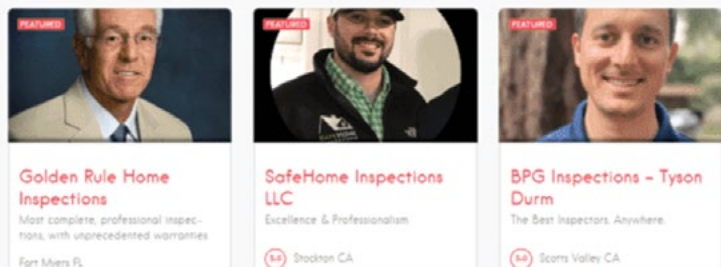
Where are you looking?

Find the best inspectors by region



Featured professionals

Meet your inspectors



WORDPRESS MANAGEMENT TOOLS

A directory site requires you to manage data. You will want to create clients, keep track of their information and communicate with them. Adding WordPress plugins allows you to manage and track data for your business. We added two sets of plugins. First, we added plugins critical to how we use the theme and, second, plugins that assisted in website management.

We considered the above plugins essential to tailor the theme for our business. The second set of plugins performs three functions: enhances security for our business and our users, facilitates communication among listings to create community and ensures reliable email communication directly from the website.

1. Really Simple SSL:

Easily add SSL to your site

2. Wordfence Security:

Add security to your website

3. WP Mail SMTP:

Reliable website mail service

4. WP Foro:

Add a forum to your website

Since its inception, Inspect.com has neither removed any of these plugins nor added new ones. Careful, strategic planning is the reason. We planned from the outset for a lean, clean-running website that is easy to navigate. Overuse of plugins can slow site load speed and you want the site to load quickly. And, plugins can cause compatibility issues with other plugins.

UNLEASHING USER'S POTENTIAL

Listable contains the ability to allow listings to be modified by their owners, including a login feature using the standard WordPress user feature. We currently create listings internally to ensure a common look and feel across all listings, but plan on allowing users to make changes to their listings as a future feature upgrade.

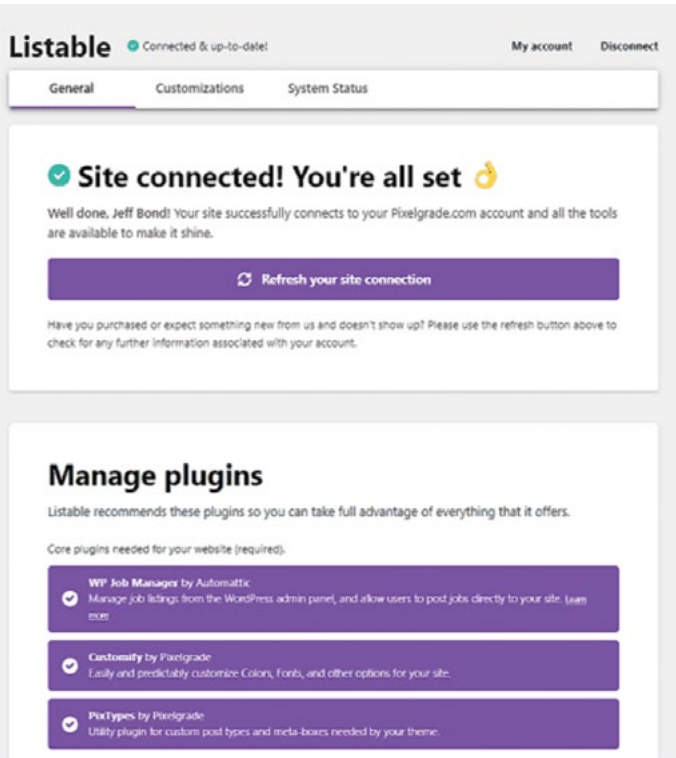
MARKETPLACE DIRECTORY VISION



In less than two years, Inspect.com's directory has gone from vision planning to an active, functional website. We believe strategic planning is the core value of our success so far.

We are still building our listings and we do that organically. What we have is a place that makes our listings appealing. The visual quality and details simplify searching for users. Equally important is prospective inspectors considering a listing to see how their business will display professionally.

Matching the long-term vision of Inspect.com with a theme to actualize our goal made Listable the choice. With the variety of features and customization to meet our vision, Listable stood out. Now that we have implemented it, we know we made the right choice to grow our marketplace. You can check out the results or find your perfect inspector at Inspect.com.



Our theme uses plugins related to connecting with inspectors with listings. The Region plugin allows for creating Regions to geolocate inspectors, the import plugin allows you to automatically create new listings from form submissions, the job manager field plugin allows for adding email and other additional listing info, and Yoast duplicate post is used to clone new listing/post(s) from existing ones.

1. Regions for WP Job Manager:

Use Regions in listings

2. WP All Import:

Create listings from form data

3. WP All Import—Listable Add-On:

Supports import into Listable

4. WP Job Manager Field Editor:

Add/Remove/Modify listing fields

5. Yoast Duplicate Post:

Easily clone listings and posts

CALL FOR APPLICATIONS FOR THE ASHI BOARD OF DIRECTORS AND COMMITTEES!



ASHI is now accepting applications for open leadership positions to help further its mission to advance the home inspection profession through education, standards and advocacy.

Supporting ASHI programming and serving on the board provides incredible opportunities to expand your network, gain new skills, and enhance your career.

Call for Board and Committee Nominations
As a member of ASHI, you have the privilege of nominating yourself or other members to serve on the Board of Directors. We invite you to submit yourself or recommend someone you think would be a great leader or contributor. Elections will take place in early Fall 2021.

What positions are open for the 2022 term?

President-Elect (1)

Treasurer (1)

Secretary (1)

Board of Directors (3)

ASHI Certification Committee (2)

ASHI Nomination Committee (2)

To view the required qualifications and to complete an application, please visit:
www.homeinspector.org/Members/ASHI-Governance/Leadership-Opportunities/Nomination-Applications

The deadline for submission is July 31, 2021, at 5 pm (Central).

As per ASHI Policy & Procedures sections 14.9 and 14.10.

CURRENT ASHI MEMBERSHIP

ASHI Certified Inspectors:
3,222

Inspectors:
264

Associates:
2,240

Retired Members:
108

Total: 5,905 Members as of
5/07/2021

**ASHI REPORTER CORRECTION MAY 2021 ISSUE
ARTICLE – THERMAL IMAGING: PART 2 ON PAGE 33**

**PLEASE NOTE THAT MATTHEW STEGER'S
correct company and location is
WIN HOME INSPECTION, LANCASTER, PA.**

TWENTY-FIVE YEARS

Russell Augustine
Brian Bishop
Art Conner
James Drabant
Norman Field
Terrence Finegan
Martin Morgan
George Purse
Chris Snyder

TWENTY YEARS

Roger Bellendir
Richard Szeles
Joel Webber
David Westlund

FIFTEEN YEARS

Jess Alvarez
Rod Beacham
Patrick J. Borkowski
John W. Byrd
Jerry Carlisle
Simone Cartwright

Ken Collins
Patrick B. Cullen
Tony Eldon
Frederick Enslinger
Rob Ferguson
Jorge I. Font
John D. Frazier
Michael Gonzalez

Gary Kershaw
Matthew King
David Landolt
Kim Martin
Kenneth R. McCullough
Ray McMurdy
Jay O'Brien
Mark Pence
Emanuel L. Phillips
Scott Rawlings
Tom Trotter
Skip Walker
Trevor K. Welby-Solomon
Tom Woolley
Joseph Wrubel

TEN YEARS

William Scott Chappell
Mike Conley
Alan Grubb
Tim Reed
Wesley Villhard
Deryck Whiteley
Scott Winter

FIVE YEARS

Matt Butcher
Alex Byron
Chris T. Cox
Brian Derewicz
Jim Gibson
Jason Massicotte
Harrison McLean
Kurt Puterbaugh
George Barry Robinson
Joshua S. Ross
Benjamin Ruh
Jeremiah Taylor
Thomas Wasikowski



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**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.

Maybe a floor-drying fan with night light?



Andy Hilton
Hilton Home Inspection, Inc.
Lewisville, NC

Hot water tank waistline after a year of COVID



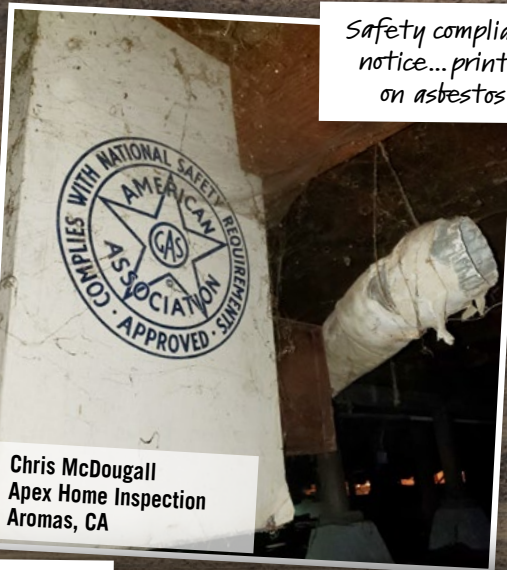
Jason A. Sobol
Pheasant Hill Home Inspections
Framingham, MA

With a little luck, the house will not collapse.



Jason A. Sobol
Pheasant Hill Home Inspections
Framingham, MA

Safety compliance notice...printed on asbestos.



Chris McDougall
Apex Home Inspection
Aromas, CA

Peek-a-boo!



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

Let's hope that water heater lasts a lifetime.







Todd Thuss
Integra Inspection Services, LLC
Madison, Alabama

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



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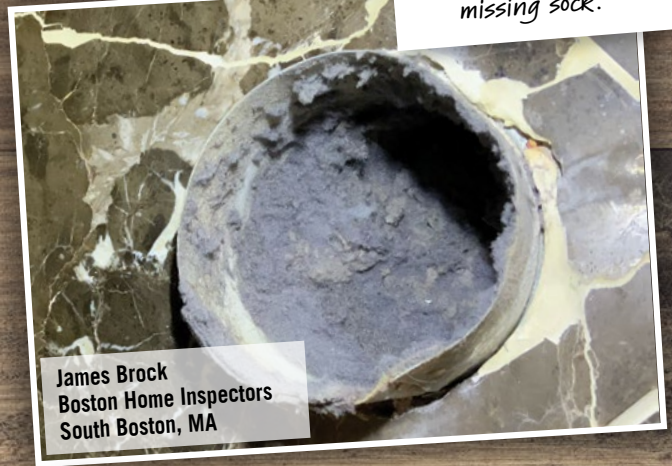
Please send your name, city, state, photos, headings & captions to: postcards@ashi.org
Note: By sending in your postcard(s), you are expressly granting ASHI the right to use the postcard and your name with it in the ASHI REPORTER and in other publications ASHI may select.

Homeowner:
When will you be finished?
Roofer: I am finished.



James Brock
Boston Home Inspectors
South Boston, MA

The remains of the
missing sock.



James Brock
Boston Home Inspectors
South Boston, MA

A little late for St.
Patrick's Day.



Chris McDougall
Apex Home Inspection
Aromas, CA

No need for a
humidifier.



James Brock
Boston Home Inspectors
South Boston, MA

You've heard of double taps.
Well, here's a double trap.



Margaret Conable
Elm City Home Inspections LLC
New Haven, CT

Two (sort of) separate houses



James Brock
Boston Home Inspectors
South Boston, MA

HOME INSPECTION INFORMATION AT THE TOUCH OF A BUTTON

Both NHIE manuals are now available as e-books:

Mechanical Systems and NHIE Content Manual

Structural Systems and Business Manual.



Whether you're preparing to take the National Home Inspector Exam or are looking for reliable home inspection information on the go, the new NHIE e-books contain the same great content as the hard copies and have features that allow for an immersive experience, such as highlighting, creating notes and flashcards, a read-aloud feature, and more.



These manuals are designed to help you prepare for the exam and include helpful insights into the types of questions on the exam and techniques for success.

Purchase yours today: <https://nationalhomeinspectorexam.org/books/>



Postcards from the Field

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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.

A mixture water park slide?
At least it's shiny.



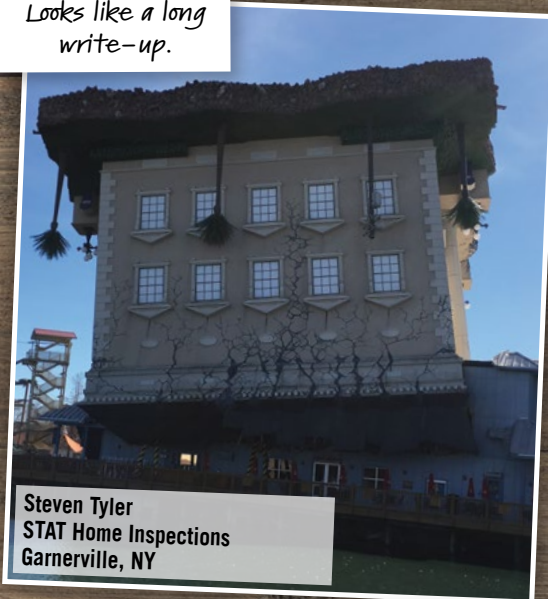
Brad Haugen
Brad Haugen Home Inspections, Inc.
Chicago, IL

Optional smoke detector
feature: Bat backup.



Denny Ross
DCR Home Inspections
Jefferson, IA

Looks like a long
write-up.



Steven Tyler
STAT Home Inspections
Garnerville, NY

You've heard of can
lights... how about can
receptacles?



Oliver Yared
The Home Examiner LLC
Grand Rapids, MI

Open box. Wire it up. Instant
fire hazard. Kindling included.



John Weiburg
GreenLink Home Inspections
Seaford, NY

The point of no return



Ross Kennedy
Kennedy Inspections
Paoli, PA

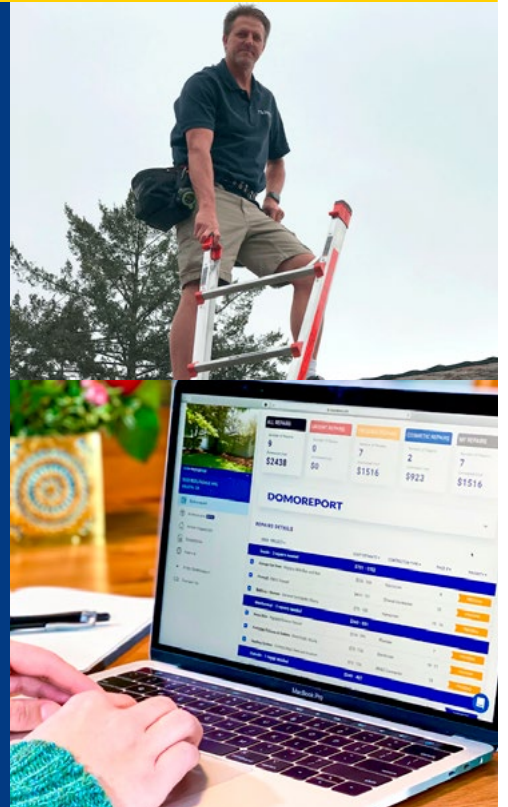


MAJORDOMO

50% of clients want repair estimates within 24-hours after a home inspection.

A Majordomo survey of **250 homeowners**, who ordered a home inspection, revealed the following:

- 52%** Want estimates for **every defect** within their home inspection.
- 59%** Prefer negotiating with average cost ranges.
- 74%** Desire repair details **broken down by labor and material costs**.
- 70%** Think it's critical to **know the severity** and priority of defects.
- 60%** Want to **request repairs and credits** during negotiations quickly.
- 69%** Are willing to **pay \$99 for repair estimates** within 24-hours.



Majordomo helps home buyers plan & negotiate with ZIP Code specific repair estimates delivered within 24-hours.

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A better buyer experience

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

Hello, cash flow

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



REPORTING



MANAGEMENT



MARKETING

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