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FEATURES

- Body Cams and Home Inspectors: A New Application By Stephanie Jaynes, Marketing Director, InspectorPro Insurance
- 12 **10 Questions New Home Inspectors Should Ask** By Lisa Alajajian Giroux
- 18 **Just Flush** By Tom Feiza, Mr. Fix-It, Inc.
- *20* **GFCI and AFCI Devices Revisited** *By David Rushton*
- *22* **Reintroducing the Discussion Forum** By Chris Karczewski, Content Manager
- 28 **Postcards From the Field** It's wacky out there.





ASHI MISSION STATEMENT

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

OFFICERS

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

John Wessling, President-Elect St. Louis, MO, 314-520-1103 john@wesslinginspections.com

Lisa Alajajian Giroux, Treasurer Milford, MA, 508-634-2010 homequest1@comcast.net **Bronson Anderson**, Secretary Waynesboro, VA, 540-932-7557 2inspect4u@gmail.com

Mike Wagner,

Immediate Past-President Westfield, IN, 317-867-7688 mwagner@ralis.com

DIRECTORS

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

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

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

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

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

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

Publisher: James Thomas Editor: Laura Rote Art Director: Juraj Ilavsky

American Society of Home Inspectors, Inc. 932 Lee Street, Suite 101 Des Plaines, IL 60016 Jeffrey Leighton 2021-2023 Scarborough, ME, 207-650-8653 jeffrey.leighton54@gmail.com

Kyle Rodgers 2021-2023 Siloam Springs, AR, 479-599-9314 kyle@aplus-inspection.com

Nashaat Roufaiel 2019-2021 Ottawa, ON, 613-355-5777 nr1990@hotmail.com

Vince Tecce 2021-2023 Yardley, PA, 215-527-5710 bioavince@gmail.com

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

Questions, Comments and Article Submissions
Email: editor@ashi.org

Advertising: Marianne Sackett
Phone: 847-954-3198
Email: communications@ashi.org

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ASHI STAFF

Main Phone: 847-759-2820, 8:30 am - 5:00 pm Monday - Friday, CT

EXECUTIVE DIRECTOR

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

REPORTER EDITOR

Laura Rote, editor@ashi.org

MEMBERSHIP SERVICES

Susan Lane, *Director of Membership* 847-954-3185, susanl@ashi.org

Michael Krauszowski, Membership Advancement and Services Administrator 847-954-3175, michaelk@ashi.org

Danielle Rayhart, *Membership Service Administrator* 847-954-3180, danieller@ashi.org

EDUCATION AND EVENTS

Edwin Barrera, *Director of Education and Curriculum Development* 847-954-3188, edwinb@ashi.org

Michelle Santiago, The ASHI School Education Manager 847-954-3198, michelle@theashischool.com

Angela Hall, *Instructional Designer* 847-954-3194, angelah@ashi.org

Carrie Maddox, Instructional Designer 847-954-3191, carriem@ashi.org

Jazz Schools, Educational Administrator 847-954-3181, jazzs@ashi.org

Stephen Scaletta, *Continuing Education Coordinator* 847-954-3177, stephens@ashi.org

FINANCIAL SERVICES

Tim Buell, Financial Services Director and ASHI President 2018 614-746-7485, timb@ashi.org

Alicia McCray, Financial Services Administrator 847-954-3184, aliciam@ashi.org

STRATEGIC COMMUNICATIONS AND MARKETING

Marianne Sackett, *Director of Communications* 847-954-3198, mariannes@ashi.org

Juraj Ilavsky, Art Director 847-759-2820, georgei@ashi.org

Chris Karczewski, *Content Manager* 847-954-3183, chrisk@ashi.org

Rose Buckley, Inspection Connection Podcast Host roseb@ashi.org

Frank Lesh, ASHI Ambassador 847-954-3197, frankl@ashi.org

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.



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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.

ecently, a real estate agent representing a former mutual client contacted Jon Bolton of The Inspectagator in Florida, claiming his team had "ruined" the client's gutters. The agent sent a photograph of a dent in the gutters with a demand that the inspection company pay to install new ones.

The inspector who surveyed the property had set up his ladder beside the garage. The gutter damage in question was on the opposite end of the home. Without evidence it would have been the client's word against the inspector's. Thankfully, the home inspector had worn a body cam.



The footage showed the home inspector setting up his ladder beside the garage, conducting his roof inspection, folding the ladder, and putting it away. As the inspector walked toward and away from the property with his ladder, you can even see the client observing the inspection from the driveway.

WHY HOME INSPECTORS USE BODY CAMERAS

Body cams—also known as body cameras, body-worn cameras, wearable cameras, body worn video (BWV), and action cameras—record the wearer's audio and video footage from a first-person perspective.

With a wide variety of applications, body cams have permeated both commercial and recreational markets. From law enforcement officers and military troops to journalists and filmmakers, body cams' hands-free recording conveniently and accurately captures the wearer's experience. And in a profession all about reporting what you can see during your inspection, it's no wonder home inspectors are adopting the technology.

As indicated in our previous example of Bolton's inspection company, facing unfair allegations isn't uncommon for home inspectors. In fact, in 2018, our claims team estimated that 80% of accusations against home inspectors are highly exaggerated, and most have no merit.

Here are five ways body cams are helping inspectors stifle meritless claims.

1. BODY CAMS CAN DISMISS FALSE GENERAL LIABILITY CLAIMS.

There is no good way to prove with a written report and photo that the damage existed before the inspector arrived. For example, a claimant could argue their inspector damaged their property and then took a photo. While this doesn't dismiss the importance of and need for written and photographic evidence, it introduces the need to consider additional forms of documentation.

Body cams may be that additional form of exonerating evidence.

On the first day Matt Hawley of Hawley Home Inspections in Missouri and Illinois wore his body cam, he encountered an extreme example.

"At the end of the inspection, the seller walked over and grabbed a mini blind and ripped it off the wall. While I stood there, recording it, he accused me of breaking his mini blind," Hawley said. "I walked out, got in the van, called the office, and told them to order [body cams] for all the inspectors [in his company] right then."

When a homeowner accused Bolton's team of damaging their roof tile, Bolton used body cam footage to prove the tile was broken before they began their inspection. In the video, Bolton's inspector can be seen pointing to broken tiles as he approaches them. The audio, too, confirms what the inspector's doing as he narrates, "Oh, look, there's a broken one."

"HAD WE NOT HAD A BODY CAM, WE COULD NOT PROVE [OUR INNOCENCE]," BOLTON SAID.

2. THEY CAN DISPROVE IMPROPER ACCUSATIONS OF THEFT. Body cams can assist in proving you didn't steal any property, too.

Recently, a seller accused Hawley's inspectors of stealing nearly \$4,000 worth of jewelry. To prove their innocence, Hawley turned the body cam footage from the inspection of the seller's property over to law enforcement. The police officers watched the footage from beginning to end.

According to the police, not only did the home inspector not steal the jewelry, but there was no jewelry visible throughout the inspection. The seller had to drop the charges.



3. THEY CAN HELP TRAIN EMPLOYEES.

Body cam footage isn't just for dealing with complaints. It can help you prevent them, too. By reviewing body cam recordings with your employees, you can teach them good inspection practices and help them avoid making mistakes.

Bronson Anderson of Inspector Homes in Virginia recommends using your own body cam footage as a training tool. He also suggests reviewing your employees' footage to help them uncover anything they might have missed and to give tips on how to improve.

"[New hires] can look at my body camera footage and see what I see and how I look at things," Anderson said.

'Even when you send new INSPECTORS OUT ON THEIR OWN, YOU CAN GO BACK WITH YOUR EMPLOYEES AND LOOK AT WHAT THEY'RE LOOKING AT AND FOLLOW ALONG IN THEIR REPORT BEFORE THEY SUBMIT IT TO THE CLIENT."

According to Anderson, body cams can also keep employees honest.

"If they're recording the entire inspection process and they're skipping over windows, doors, or outlets, you're able to provide those checks and balances for your employees," Anderson said. "And it allows them to think twice about taking a shortcut around the inspection process."

4. BODY CAMS CAN ATTEST TO THE WORK YOU PERFORMED.

By recording your entire inspection, body-worn cameras can document what you did and said. Doing so can provide key evidence to dispute claims that you failed to inspect, report, or otherwise do your due diligence.

Body cams can provide evidence that you inspected the components and systems you said you did. For example, another homebuyer claimed Bolton's inspectors didn't test the bath, microwave, or water heater. Footage revealed the inspectors testing each one, proving they tested each component and that they functioned at the time of the inspection.

Because BWV captures audio, it can confirm information you provide in your verbal report. Hypothetically, a client could deny that you told them about a component that needed to be repaired or replaced. With recordings of conversations you have with this client, you can prove not only what you said in your report but what you said in person. This can be particularly helpful when clients feign ignorance or suggest you should've made them more aware of a defect.

5. THEY CAN PROVIDE EVIDENCE OF ANY WRONGDOING DONE TO YOU.

Inspecting homes is a dangerous job. From slippery roofs to electrical hazards, rotted subflooring to invisible toxins, the average home inspector encounters countless perils during their careers. Unfortunately, some of those dangers are the fault of others.

Even if you don't experience bodily harm, you can experience financial and reputational harm if someone lies. Members of Hawley's team confirm that clients have signed the pre-inspection agreement and don't have any questions—with the camera rolling. By recording this Hawley has evidence to disprove possible allegations of him not giving clients the agreement or pressuring them to sign it.



INVESTMENTS INSPECTORS MAKE

When introducing body cams to their inspections, home inspectors must make several up-front investments. Common investments include equipment and storage.

EQUIPMENT

Body cameras run anywhere from \$150 to \$500 depending on features like battery life, memory, infrared, and resolution. Several makes and models are available through online retailers like Amazon or through the manufacturers themselves. RoadScan Canada markets and sells body cams specifically to home inspectors.

STORAGE

For body cams to adequately defend your inspection business, you need to store their footage. Since inspection-long video files tend to be large, your computer is unlikely to be able to store the footage on its own. Home inspectors must invest in additional digital storage solutions, such as external hard drives or cloud storage. Once recorded, how long should you keep body cam footage around? Claims professionals urge home inspectors to keep inspection assets—including body cam videos—for a minimum of five years.

LIMITING YOUR LIABILITY

Although wearable cameras are not a new technology, their application in the home inspection industry is still relatively recent. As such, there isn't much claims data to definitively indicate best practices. However, based on body cam usage in law enforcement and risk mitigation techniques for other types of claims, we can provide some educated guidance on how to use body cams safely.

BE A GOOD INSPECTOR.

Just as BWVs capture law enforcement's best and worst behavior, your body cam will reveal what you're really up to at inspections. If you're thorough, knowledgeable, and conscientious, that will come across in your footage. If, however, you are rushed, inexperienced, and inconsiderate, that, too, will be apparent from your footage. Body cam footage can only help you if you're a good inspector. But if you're not, the video footage is likely to open you up to additional liability should it be obtained by others.

"If you're worried that it's going to prove you didn't do something, you're not doing it to begin with," Hawley said.

"IF YOU'RE DOING YOUR JOB AND YOU'RE DOING IT RIGHT, [A BODY CAM] WILL PROTECT YOU. IF YOU'RE CUTTING COR-NERS AND YOU ARE DOING A SLOPPY INSPECTION, IT WILL BUST YOU EVERY TIME."

It takes some practice to be a good inspector with a body cam, too. Invest time into figuring out the best way to secure the body cam to capture quality footage. Will Kading of Master Building Inspection & Environmental in California recommends practicing recording with your body cam before ever recording for a paid inspection.



CONTINUE TO TAKE STILL PHOTOS.

Just because you're capturing video, it does not mean you should stop taking still photos. In case you haven't heard it enough, here's the old adage again: A picture is worth 1,000 words. In an industry like home inspections, photos can do wonders. They can help inspection clients understand your findings and put them into context. They can bring reports filled with descriptions laced with technical jargon to life.

Note that some body cams allow you to take still photos during and post-inspection. While Kading prefers taking photos with his traditional camera, he will also go through the video footage after the inspection and take stills to supplement the ones he's already taken. It may seem tedious taking photo after photo. However, inspection photos are one of the best ways to manage risk. Don't let your next allegation be a battle of "he said, she said." Take lots of pictures so you have a photo to back you up in every scenario.

DON'T RELEASE THE FOOTAGE TO CLIENTS.

No technology is perfect, not even body cams. The cameras can only record what they're facing, and so they may provide an incomplete picture of what you're seeing. Even though cameras capture what you're inspecting, without your insight, your client may not be able to contextualize the footage.

Additionally, you're not perfect. Even the best of inspectors can make mistakes. If your body cam captures an issue you missed, it could be used against you in a court of law. And there's nothing you can put in your pre-inspection agreement to prevent clients from using your own footage against you.

While the footage would be discoverable—or usable—in litigation, you're not required to share the footage unless you're getting sued. Thus, we recommend not releasing the footage to clients unless you're required to as part of a lawsuit.

If you include the footage in your report anyway, we recommend talking through the inspection while you perform it. This way your clients will have context to what you're seeing and doing. Also, make sure you review the video post-inspection. A review will give you a second chance to see something you might have missed.

BODY CAMS AND HOME INSPECTIONS

Are you tired of having arguments with clients? Do you want a way to prove your team didn't damage or steal any property? Are you looking for a way to better dismiss frivolous claims?

IF YOU ANSWERED "YES" TO ANY OF THESE QUESTIONS, PERHAPS IT'S TIME FOR YOUR INSPECTORS TO START **WEARING BODY CAMS.**

"When [an inspector] does something right, like they're supposed to, it's just wrong for people to roll the blame, trying to collect a check so they don't have to pay for it," Bolton said. "Both [the insurance company] and I would be continuing to write checks if we didn't have body cams."





If you have the specialties, expertise, and licensing in other fields and you want to offer those services, you should be paid for your experience, for your time, and for your professionalism.

Because we live in a world of disclaimers, the answers to these questions are based on my own personal experience strictly as a home inspector for the last 23 years. It's always my goal as a mentor to teach mentees what I know and share my successes as well as failures. No one is perfect. Once you learn that and allow yourself to ask questions, you will absolutely love what you do.

HERE ARE 10 QUESTIONS HOME INSPECTORS HAVE ASKED WHEN THEY STARTED OUT.

1. Is it beneficial for me to become a member of a national organization like ASHI?

Before I started my business, I was fortunate to have a local college (Northeastern University) that offered a two-year certification course for home inspection. Massachusetts at that time did not have a licensing, certification, or registration requirement for home inspection.

I knew I would have to hang my hat on a set of standards of practice that I would be judged by and set expectations for by clients. I asked around and spoke to several inspectors in my area, and they all referred me to ASHI.

My instructors at Northeastern University at the time were local New England chapter leaders and members. I was invited to attend a local ASHI chapter meeting, and I met local inspectors who were willing to help, educate, answer questions, and actually take me out in the field.

I was told, "Well, if you're going to be one of us, we're going to make sure you're trained to represent us!" I absolutely loved that statement and said, "Game on!"

I personally found joining an association to be the most beneficial thing I did—not only for myself but for my business. I highly recommend it to anyone getting into the business.

2. Should I belong to both the national organization and a local group, or would joining a local organization be enough?

My personal experience showed me that belonging to both national and local organizations was beneficial for my business. My experience with both national and local chapters is this: At the national level, I was able to network with the most influential minds in my field. I have been able to ask questions, pick their brains, make phone calls, and get mentored by some of the best people in the business. When I first started my business I truly believe it put me ahead of my competition because I took the opportunity to attend and volunteer my time to the association. I truly have gotten far more back than what I have given.

3. How do I know what kind of insurance coverage I need?

I knew I needed insurance, not only to protect my business but to protect my personal and family assets. I strongly recommend you have an attorney review your business plan and advise you based on your own personal needs. I personally hold errors and omissions, general liability, workers' compensation, and a few smaller policies that work for my business.

Before you ask, yes, men and women have said to me, "If I have insurance you put a target on my back." I'm here to tell you, no matter what you decide to do you have a target on your back—whether you have insurance or not. I recently heard an attorney say, "Well, if they don't have coverage we'll go after their family and their assets." Attorneys are attorneys; they will do what they need to do to represent their client, so my recommendation is you do what you need to do to protect you and your client.

Interview insurance firms and make sure you have a broker you can establish a personal relationship with so that when the time comes—and trust me that day will come—when you receive a letter in the mail from an attorney's office, you have someone you trust turning to. Make sure you're working with an insurance broker who knows you and your family and your business practice, and gain that level of trust and allow them to represent you.

My best recommendation is to find the group that best suits your business practices.



4. Do I have to be professionally trained and certified in wood destroying insect or pest inspections to perform them during my routine home inspections?

This is a great question. I know a lot of home inspectors perform a wood destroying insect inspection onsite, and that is a business decision. At the beginning of my career, I would offer to perform a wood destroying insect inspection as part of my home inspection, but what I soon discovered along the way was sometimes you just can't catch everything. And some clients have a false sense of what a visual inspection really is.

The best way I can answer that question is to give you an example. I started using a service provider for my pest inspections, and I sold it as a second set of eyes—a trained, licensed inspector who specifically looks for rodents, wood destroying insects, etc. Long story short, the pest inspector found a termite shelter tube, a very small one, and quite honestly I probably would've missed it. What we found out later was there was \$18,000 in structural damage behind the wall. Yes, I know it's inaccessible. The point is I gave my buyer the option of bringing a second set of eyes in, someone specifically looking for this type of activity. That one job alone has gotten more word of mouth referral work from not only the buyer, but the buyer's agent and the listing agent.

5. Do I need to be professionally trained by a radon measurement provider to perform radon testing in the state where there is no licensing law?

In Massachusetts I do not need to be licensed for radon testing; if I do an FHA inspection we are required to have a national radon certification. This is a business decision.

I always advise new inspectors to obtain as much education as they can, get licensed, get certified, and have something to support your business practices. Even if you aren't required to be licensed, you should be trained and knowledgeable in the correct manner of testing.

6. How can I find samples of report writing software to know what will work best for me?

You can Google search "home inspector reporting software" and find several companies who are more than willing to give you trial sample reports. There is a multitude of report writing software to choose from. Find the report that works best for you and your business practice.

7. Should I offer any additional services to a home inspection? Should I perform them myself? How do I base the fees on the services?

Home Inspector Resources

That depends. How much time do you have? In my business I have a team, and each separate member can focus solely on their area of expertise. As such, I am able to offer my clients different levels of service based on their needs. As a team we are able to put all our information together in a more timely fashion to allow the client to make an informed decision.

On a side note, I understand in other states clients do not attend the home inspection. In Massachusetts, 98% of my buyers attend the inspection with their agent onsite. The team aspect saves time for my client onsite. We are able to give the client a lot of professional information in a timely manner.

8. Are there local home inspector affiliate groups I should belong to, and what are the benefits of joining them?

There are several home inspector affiliate groups, especially on Facebook, that you can join. My recommendation is to find a group that works for you. Not all groups are created equal. My best recommendation is to find the group that best suits your business practices.

9. Is there a website, forum, or peer group I can use to ask questions and get help from?

Yes, ASHI has a new website, ASHI Edge and you can also perform web searches. There are several other groups and forums on the internet, too. Again, I recommend you find a group that best fits your needs. Some ASHI chapters also offer peer reviews to their members.

10. As a new home inspector, how do I determine my rate for inspections?

Everyone always asks, "What do I charge?" and few will give you a clear, concise price. I'll tell you what I did from day one. I looked at my competition. I looked at what they were offering, I looked at their reporting system, and I came up with a number I felt comfortable charging. Have my prices changed over the years? Absolutely! Am I the most expensive person out there? No, but I'm also not the cheapest person out there.

Every job is priced depending on the age of the home, square footage of the home, and complexity. Once in a while you'll get a call about a "handyman special," when a house needs a lot of work; they need a good home inspector and you know you're going to be there a lot longer than expected. The report will probably take you twice as long to write, too. My recommendation is, if you have the specialties, expertise, and licensing in other fields and you want to offer those services, you should be paid for your experience, for your time, and for your professionalism.

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SMART INSPECTOR SCIENCE JUST FLUSH

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TOILETS AND THE ENTIRE PLUMBING, WASTE, AND VENT SYSTEM ARE IMPORTANT PARTS OF A HOME INSPECTION. HOME INSPECTORS MUST ALWAYS LOOK FOR LOOSE, LEAKING, OR POOR-FLUSHING TOILETS.

Most homeowners just flush, giving little thought to the toilet's design. Although we all take the modern toilet and waste treatment system for granted, it's interesting to know how they developed.

EARLIEST WASTE REMOVAL EFFORTS

About 4000 BC, some cities in ancient civilizations used covered drains to remove human waste. Copper and terra-cotta waste pipes appeared about 2000 BC; waste was flushed downhill to the nearest river.

Around 1100 AD, William the Conqueror built the Tower of London (Photo 1) to demonstrate the power of his Norman invasion. The castle served as the royal residence and provided defense on the north bank of the River Thames. Like many castles, it was surrounded by a moat.



Photo 1. Tower of London

The Tower had a "garderobe," a term that now refers to a castle toilet room. Photo 2 shows a sketch of the room and a photo of the discharge opening in the outer stone wall. Waste dropped into the moat, which also improved the moat's defensive (offensive) nature.

The Tower is a popular tourist attraction, and the wooden seat of the garderobe privy has been restored (Photo 3).



Photo 2. Norman Garderobe



Photo 3. Garderobe Privy

INDOOR PLUMBING

Toilets built many years later used a mechanical flap/flush valve that often became fouled. By about 1500 AD, an early version of a toilet with a trap came on the scene (Photo 4). But still, nothing was done to treat human waste; it was just flushed into a river. The design was hampered by a lack of fresh water to enable the excessive water use of these early flush toilets.

IN 1900, ONLY TWO WASTEWATER TREATMENT SYSTEMS EXISTED IN THE US. BY 1925 THERE WERE 20 TREATMENT PLANTS, SO EVEN 100 YEARS AGO MOST HUMAN WASTE WAS NOT TREATED BEFORE BEING DISCHARGED FROM ITS SOURCE. Tom Feiza has been a professional home inspector since 1992 and has a degree in engineering. Through HowToOperateYourHome.com, he provides high-quality books and 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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Photo 4. Early Toilet with Trap

TODAY'S TOILETS

Flush toilets have evolved exponentially since the year 1500; they now use a minimal amount of water and sanitary components. In most modern countries, human waste is treated before its release into the environment.

The modern toilet (Illustration P161C) is a simple marvel, designed to flush with minimum water usage.

DESIGNERS HAVE CALCULATED THE OPTIMUM SIZE OF THE "WATER SPOT"—THE AMOUNT OF WATER NEEDED TO PROVIDE GOOD COVERAGE IN THE BOWL AND LESSEN STAINING.

To prevent blockage, they have also enlarged the trap. The porcelain finish is sanitary and easy to clean. The trap empties and refills automatically with a flip of a handle.

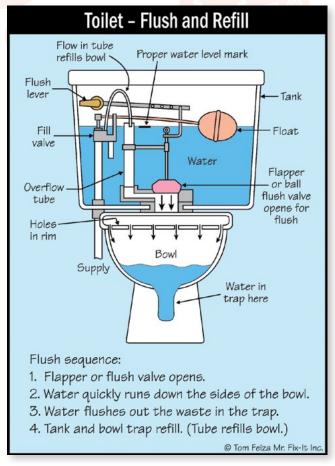


Illustration P161C Toilet - Flush and Refill

To learn more, attend Tom's technical presentations at educational sessions for ASHI chapters and local groups. Tom can also provide his knowledge for your educational event; contact him at tom@htoyh.com.

GFCI AND AFCI DEVICES REVISITED



David Rushton has been a licensed master electrician and general contractor since 1982. He has been a home inspector since 1993 until retiring at the end of 2021. He currently performs commercial building inspections and teaches seminars and classes for home inspectors in the Virginia area and throughout the country. He can be contacted at 540-660-2403 or ableinsp@ centurylink.net.



Following up on a number of emails regarding my original article around GFCI and AFCI devices in the November issue, expanded and corrected information follows.

he parallel AFCI devices were developed before the series devices. The original branch feeder AFCI breakers only detected parallel arcs.

AFCI protection was originally required for bedroom receptacles in the 1999 NEC, but implementation was delayed until January 1, 2002. The 2002 NEC required arc fault protection for all outlets in a bedroom, which includes lights and smoke detectors. The 2005 NEC required that all AFCI devices be the combination type that detect both parallel and series faults. The enforcement was delayed until January 1, 2008 to allow current stock to be used up. The 2008 NEC expanded the requirement for AFCI protection to almost all habitable rooms in a residence except kitchens, bathrooms, laundry rooms, garages, and exterior outlets. See the code for the specific list of rooms. The 2014 NEC revised and reworded and added "devices," which now included switches, and also added kitchens and laundry areas to the areas requiring AFCI protection. Installation options were expanded to allow the use of arc fault receptacles with certain restrictions for new installations. Be sure to check your local jurisdiction's requirements for where AFCI protection is currently required and when it was adopted.

The SoP requires that GFCI and AFCI devices be inspected. The definition of inspect is

Since the test buttons should be operated monthly per the manufacturer's instructions, the test button is a normal operating control and should be operated during the inspection when possible. Refer to the original article for conditions that may limit when to test these devices. There are no requirements in the SoP to describe the devices.

Test equipment is now available to test the operation of AFCI devices. This test equipment is specific to each manufacturer and, while it may not damage a device, may not test it properly. Best to test when appropriate with the test button only.

Breakers that provide both GFCI and AFCI protection are called dual function or dual purpose circuit breakers to distinguish them from combination (parallel and series) AFCI breakers. Using the "test" button on the device should test both functions (according to Leviton).

I would like to thank Mike Twitty for sharing his extensive knowledge about AFCI devices and the detailed history of their development, Victor Faggella, P.E., for his input and extensive research about testing procedures for AFCIs, and Doron Bracha for his contribution to the information in this article.

"The process of examining readily accessible systems and components... and (2) operating normal operating controls..."







The ASHI membership comprises many insightful inspectors: those new to our profession and those who've been inspecting homes for years. In my time in the association, ASHI members' eagerness to continually learn and improve as professionals always stood out. I believe this sets ASHI members apart from others in the industry, given their willingness to share their knowledge with fellow inspectors.

In-person and at various live events, you will see groups of inspectors connecting, talking shop, and swapping stories. In addition to their camaraderie, they share insights or tips that benefit each other in an effort to become better prepared for whatever the next job throws at them.

But not everyone has the opportunity or resources to attend as many live events and conferences as they would like. However, you may not realize that the same insightful discussions you will have at these events are happening online every day on the ASHI Discussion Forum. This is where you can ask any questions you come across in your day-to-day and business planning and receive the educated answers and constructive input you are looking for.

To visit the Discussion
Forum, go to the Members
tab of the ASHI website,
homeinspector.org, and
click on "Discussion
Forum" from the
dropdown menu.

STARTING THE DISCUSSION

If you're beginning your career in home inspection and starting to grow your business, you're likely to have some questions along the way. The Discussion Forum is an excellent place for new inspectors to bring their questions to other ASHI members to receive feedback and insights from people who have been in your shoes before.

Whether you come across something unexpected during your inspection, aren't sure how to write it up in your report, or have a question concerning something beyond the inspections, start a thread and a discussion.

Starting a new topic is super easy. All you need to do is create a topic title, choose the appropriate category, and add any other details, photos, or links you wish to include. Once the topic is created, it's only a matter of time before the replies start rolling in.



TOPICS OF DISCUSSION



TECHNICAL CATEGORY

A large category is devoted to Building Technical Topics, which comprises sections of all the major systems and structures. In these sections you will commonly find discussion threads around identifying uncommon defects or components inspectors have uncovered in the field or how to write up findings in the inspection report correctly.



BUSINESS CATEGORY

The discussions are not limited to technical topics, however. Like many members, the home inspection itself is only part of your responsibilities, and operating your business comes with its own set of hurdles. You will find discussion threads that dive into all of the intangibles of running a business and working with clients: dealing with call-backs or claims, preferences on software or tools, and how to market your business.



EVERYTHING ELSE

Aside from the Technical and Business-focused topics, you'll find categories such as "General Chit Chat" and "ASHI Membership Q&A," among others, that encourage members to offer their opinions and perspectives. These topics can range from more serious conversations such as bylaws or policy changes to more lighthearted topics like sharing postcards from the field or swapping exciting stories fellow members have run into on the job.



For the experienced inspectors who have conducted thousands of inspections and have established a successful business, your inputs are the driving force of the Discussion Forum.

You play an important role as leaders in the association, helping the future generation of inspectors find their footing in the profession.

We encourage you to check in on the Discussion Forum when you find a few minutes throughout the day. You never know how your reply can help the inspector who is stuck on their report or stumped by something they came across.



JANUARY 8, 2022

VIRTUAL

WITH RENOWNED SPEAKER BRYCK GUIBOR

ON ELECTRICAL DEFECTS, **INSPECTING HOMES FROM THE '60S.** AND REPORT WRITING

(6 ASHI/STATE CES)

FEBRUARY 26, 2022

VIRTUAL

DAY 1 OF THE OHIO CHAPTER ANNUAL INSPECTION EXPO

SPEAKERS AND SUBJECT MATTER COMING SOON (8 ASHI/STATE CES)

MARCH 5, 2022

VIRTUAL

DAY 2 OF THE OHIO CHAPTER

SPEAKERS AND SUBJECT MATTER COMING SOON (6 ASHI/STATE CES)

VISIT THE OHIO CHAPTER OF ASHI WEBSITE AT OHIOASHI.ORG

FOR MORE INFORMATION ABOUT TIMES AND FEES FOR THESE EVENTS,

EMAIL OHIOASHI@YAHOO.COM, OR

CALL 614-907-5406.

ALL OHIO INSPECTORS ARE INVITED.

JANUARY ANNIVERSARIES



THIRTY-FIVE YEARS

John A. Bean **BPG Inspection LLC**

Paul Bossenbroek Michigan Property Inspection

Terry Carson Guardian Home Inspectors, Inc.

Thomas Comella Carnell Associates

Joseph F. Corsetto Shelterworks, Inc.

Dan DeStefano

Advent Home Inspections

Christopher Galeota Galeota Associates, Inc.

William L. Herman HomePro Systems of Akron, Inc.

Gregory Johnston Site Specific, LLC

Barry Kawer Barry Kawer Home Inspections, LLC

Craig Lewis Lewis Home Inspection, Inc.

Jeffrev Mav May Indoor Air Investigations, LLC

Neville Nicholson Aspect Systems, Inc.

Fred R. Noves House Detective (TM)

Barry Prentice Prenterprises, LLC.

THIRTY YEARS

Dave Kirwin The Kirwin Group

TWENTY-FIVE YEARS

Jav Creasv Benchmark Testing & Inspections

Joe DeLaurentis, III Tiger Group Inc.

John Eggenberg SureHome Inspection Company

Thomas Laurito J.L. Camp Inspection Services, Inc.

Brian J. Meara

Shamrock Home Inspections Don Melton

BPG Inspection LLC

Jack Wendel Home Pride House Insp. Inc.

Peter W. Wilson Wilson Inspection Agency Inc.

TWENTY YEARS

Jeff Mackey For Pete's Sake, Inc. dba Pillar to Post

George MacLean

HomeWright Inspections, LLC

Robert Moss

Wisdom and Associates, Inc.

Arlene Puentes

October Home Inspections

Gary Stag

Stag Inspections, LLC

Dennis Tracy

Inspection Connection, Inc.

Mario X. Trevino

Peace of Mind Home Inspections

FIFTEEN YEARS

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Bruce Carmichael

Advantage Inspection Professionals

Sam Kline

California Building Consultants, LLC

Joey T. Lee

JTL Property Consultants

Eric Lipkin Pillar to Post

Drew McGee

New Course Inspections, inc.

Stephen L. Rogers

Year: S&R Building Inspections

Jonathan C. Schultz **Accurate Inspection Services**

Johnnie Smith **BPG Inspection LLC**

Scott Swickard Inspect OC

Rick Yerger Building Specs, Inc.

TEN YEARS

Thomas Berthiaume MKC Associates LLC

Bruce Blumenthal

Acucheck Home Inspections

Marco Donaldson

Diverse Inspection Services, Inc.

Mickey L. Ellis Mickey Ellis Home & Commercial Inspections

John Fleenor

Citywide Home Inspections of Pittsburgh

David Konow

EVEREST INSPECTIONS

Robert L. Matthews **Amerispec**

Jeremy Meek

Discovery Inspection Services

Dennis Spencer

Win Home Inspection Santa Cruz

Nathan M. Toothman **BEAR Engineering**

Gary Voss

Gary Voss Home Inspection Services

FIVE YEARS

Rick Aspinwall

Mike Bugge

Record Home Inspections

Jonah Carlstrom

Homesight Inspections

Zach Cross

Tabor Northwest Home Inspections

Todd A. Devine **Devine Inspections**

Steve Dovle

Doyle Home Inspections

Paul Dunn

The House Detectives, LLC

Brian Garoutte

Arkanite Home Inspections

Michael Johnson

Absolute Home Inspection Service, LLC

Greg Kelsey

1st Choice Home Inspection

Mark Koeppen **MBK Inspections**

Brian Lang

BPG Inspection LLC

Alex Laughlin

High Touch Home Inspections, LLC

Randy Maynard Pillar to Post Home Inspectors

Shane McClung

A Safe Home Inspection, LLC

August Mendieta

John "Doc" Millikin Peace of Mind Home Inspections, LLC

Kvle Monroe DÍLIGENT

J. William Naish

National Property Inspections

Julio C. Ordonez

Tell All Home Inspections

Paul Pachunka

Home Standards Inspection Services

David Powell

Pillar to Post Home Inspectors

Kristen Reiter

Assured Inspection Services, LLC

Daniel E. Romeo

Romeo Home Inspection, Inc

Tony Singleton

Dutton Smith

HomeSmith Services, LLC

Andrew T. Stevens

Tim Wiley

Blue Horizon Home Inspections, LLC

Allie Wims

New Seasons Home Inspection, LLC

Billy Wood

Amerispec of Atlanta

Patrick Woodward Truss Home Inspection Services, LLC



Postcards from the Field



A little of this, a little of that should do it.

Jim Foss Best Inspection Anchorage, AK

0000

James Brock Boston Home Inspectors Boston, MA

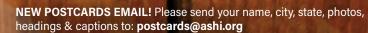
unhinged.

James Brock Boston Home Inspectors Boston, MA what can we do with these leftover parts?

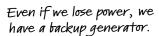


Jeremy Provan Pro Vantage Home Inspections Dayton, MD Just to be safe, let's move this light out of the way.

Jeremy Provan Pro Vantage Home Inspections Dayton, MD



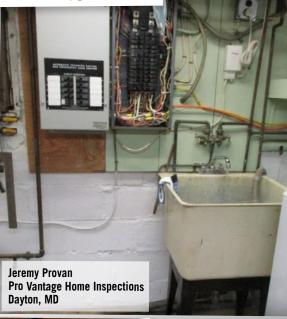
Note: By sending in your postcard(s), you are expressly granting ASHI the right to us the postcard and your name with it in the ASHI REPORTER and in other publications ASHI may select.



James Brock

Boston, MA

Boston Home Inspectors



This polypropylene lattice should work.



Deleted scene from The Matrix?



James Brock Boston Home Inspectors Boston, MA





ASHI'S NEW ONLINE EDUCATION PLATFORM, THE ASHI EDGE, HAS ARRIVED!

ASHI Edge launches with two all-new courses, "Exterior: Wall Coverings" and "Inspecting Roofs." which feature embedded short, focused video content, knowledge checks, and interactions to facilitate greater knowledge retention.

HEAD OVER TO THE ASHI EDGE TO ACCESS THESE NEW EDUCATIONAL EXPERIENCES AND CHECK OUT ALL THE PLATFORM'S NEW FEATURES!

HEAD OVER TO ASHI.ORG/EDUCATION





EXTERIOR: WALL COVERINGS

In this course, you will learn about the characteristics of anchored, attached, and adhered veneer wall coverings. Find out more concerning what is considered reportable and what is not in the exterior wall covering part of a home inspection.



INSPECTING ROOFS: CORRECT INSTALLATIONS AND ASSOCIATED DEFECTS

In this course, you will learn about different roofing types, components of installation, and related materials. You will also learn to identify installation defects for both low slope, steep slope roofs, and ice dams, and roof drainage systems.

