

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

MOISTURE METERS: A PIECE OF A DAMP PUZZLE P6

JUNE 2022

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INSPECTOR SPOTLIGHT: BRYCK GUIBOR



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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.

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MANAGING RISK moisture meters: A PIECE OF A DAMP PUZZLE

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, craft effective pre-inspection agreements, offer additional inspection services, and use new tools and equipment.

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.



ater is the archnemesis of homes and home inspectors. Able to spread pervasively and rapidly, water can quickly cause a lot of damage to virtually every inch of a

property. So, whether your client has a leaky pipe or a flooded crawl space, it's in both of your best interests to identify water damage during your inspection. A moisture meter is one of the many tools that can help. While it's not a diagnostic device—meaning it alone cannot conclude whether an area is damp or damaged—a moisture meter can help you determine what warrants further evaluation. For example, if your moisture meter displays a high reading, you may want to investigate that area further by looking for signs of discoloration, staining, or swelling. We asked Gabe Hurtado of Impact Home Inspections in Florida.

"It's not practical to take a moisture meter and go through all the walls and surfaces of the house," Hurtado said. "We use a moisture meter when there's evidence of water [damage or] intrusion."

You may also want to consider using additional equipment, like an infrared camera, to augment your ability to spot dampness and its source.

In this article, we explore how moisture meters can enhance your inspection methods and, should you choose to use them, how you should manage your risk against associated claims.

INVASIVE OR NONINVASIVE?

There are two primary types of moisture meters: pinless and pin-type. Pinless meters use electromagnetic sensors to detect moisture by measuring conductivity, or the material's capacity to transmit electricity. By contrast, pin-type moisture meters insert electrodes (pins) into materials to detect moisture by measuring electrical resistance between the electrodes. In both cases, because water is conductive, higher readings can mean wet or saturated building materials.

"IT'S NOT PRACTICAL TO TAKE A MOISTURE METER AND GO THROUGH ALL THE WALLS AND SURFACES OF THE HOUSE," HURTADO SAID.

According to Chris Ranwell, director of product management for Amphenol Advanced Sensors, which produces Protimeter moisture meters, there are pros and cons to both meter types. These include:

| PINLESS MOISTURE METERS | PIN-TYPE MOISTURE METERS |
|-----------------------------|--------------------------|
| DON'T CAUSE | X LEAVE SHALLOW HOLES |
| SURFACE DAMAGE | IN SURFACE |
| V PROVIDE QUICK READINGS | X TAKE MORE TIME |
| ONLY LOCATE | MORE ACCURATELY REPORT |
| MOISTURE'S PRESENCE | AMOUNT OF MOISTURE |
| MORE SUBJECT TO FALSE | MORE PRECISE |
| POSITIVE READINGS | MEASUREMENTS |

Liability is another important consideration. The *ASHI Standard of Practice* (SOP) exists to establish a minimum inspection requirement and decrease liability, according to Tom Lauhon, chairman of the ASHI Standards Committee—which maintains, updates, and creates new standards for the Association. The SOP states you are only required to "inspect readily accessible, visually observable, installed systems and components" (ASHI SOP 2.2.A.). Since the SOP limits your inspections to non-invasive examination, using a pin-type moisture meter would exceed your SOP.

Lauhon acknowledges that most home inspectors want to—and, perhaps, need to—exceed the SOP. He claims he doesn't know any inspectors who perform to the minimum standards and remain in business for a year. Thus, it's up to every inspector to weigh the benefits of exceeding each standard against the increased liability.

"You can go as far beyond the standards as you feel comfortable. But, when you do, you accept additional liability," Lauhon said.

Since invasive and noninvasive meters are better in different situations, some home inspectors opt to have both types in their toolbelt. Regardless of whether you choose one or both types, look for brands and models that are reliable and durable. Not all moisture meters hold up well to daily use. Purchasing a quality meter that is consistent, accurate, and sturdy is worth the investment.

LIMIT YOUR LIABILITY.

When it comes to electrical testers, limiting your liability happens in three ways: Staying safe, communicating clearly, and insuring equipment. We discuss each in more detail below.

DON'T OVERPROMISE.

Like all the tools in your arsenal, moisture meters aren't perfect. They do not and cannot provide definitive diagnostic results, and so you shouldn't report your findings as such. Avoid absolutes in your reporting and, instead, opt for words like "may" and "can" to describe what your moisture meter's reading might indicate.

Furthermore, improve the integrity and reliability of your findings by supplementing your moisture meter readings with additional supporting facts. For example, note the discoloration of the wall and the difference in surface temperature detected by your thermal imaging camera. Lastly, your clients may not have an accurate understanding of what moisture and dampness might mean. Explain how excess moisture can affect the home, but don't make conclusions without substantial evidence. For example, moisture meters cannot detect mold. However, since high moisture can promote mold growth, high readings may indicate the potential for mold. In such cases, it's appropriate to recommend further evaluation through mold sampling.

CALIBRATE YOUR METER OFTEN.

Are you the type of person who files away user manuals and never looks at them? If you are, you may want to change your habits. According to our claims team, if you fail to monitor, adjust, or maintain your equipment, including your moisture meters, you have liability for claims caused by the tools' failure. That's why it's so important to take care of your equipment.

Most manufacturers specify how to take care of your tools and equipment, such as: telling you when and how often to change parts, clean components, and get calibrated. Take these instructions seriously and you're less likely to run into failures.

Ranwell says the vast majority of moisture meters can be checked in the field. In fact, he recommends home inspectors calibrate their moisture meters before each inspection.

"Check the calibration of your meter before each use," Ranwell wrote in "Home Inspection Training: Using a Moisture Meter," available on the Protimeter website. "A simple process that only takes a few seconds, a calibration check ensures your meter is ready to take accurate measurements."

For more information on calibration, read Ranwell's blog post "Digital Moisture Meter Calibration for Accuracy in Home Inspections."

TAKE MULTIPLE MEASUREMENTS—INCLUDING MEASUREMENTS OF DRY MATERIALS.

Ever hear of a "baseline" in statistics? Before collecting and analyzing numbers, statisticians establish a standard number (or baseline) to reference during their comparisons. As a home inspector, you can use the same principle with your moisture meter. Before testing an area you suspect to be damp, get a reading on an area that's dry. By using the dry area's reading as a baseline, you are better equipped to analyze moist areas.

If you do collect a high moisture reading somewhere on the property, don't stop there. Take multiple measurements of the same area to ensure that it is, in fact, damp.

USE THE SAME METER EVERY TIME.

Just as different areas of the property will emit different readings, so can various moisture meters. Different brands have different measurement scales, which can lead to inconsistencies across your reports. What's more, remembering how one meter behaves in contrast to another can be tricky. Thus, industry experts suggest sticking to one brand of moisture meter.

"One of the best things you can do to conduct inspections efficiently is to use the exact same meters—and this includes any backups or spares," wrote Ranwell in the training blog post mentioned earlier. "With identical moisture meters, you'll never waste time figuring out how a moisture meter works because it's completely different from the one you used last time."

Furthermore, knowing what your moisture meter can do and how to interpret its findings can prevent claims. Hurtado says inspectors who are new to using a particular meter or meters generally can make mistakes if they aren't careful. For example, they could attribute high levels of moisture to a concrete wall with a normal level of moisture for such a porous building material. Or an inspector may hit a metal corner bead at the corner of a window and say it's a leak. You can avoid such errors by using the same moisture meter and educating yourself on that meter's capabilities.

BE CONSISTENT.

Just as you should use the same moisture meter every time, you should use it in the same places and ways every time. At InspectorPro, we have had numerous claims in which an inspector utilized a moisture meter in one area of the property but did not use it in other areas. After the inspection, those other areas developed evidence of water intrusion. In such instances, the claimant argued that if the inspector had utilized the moisture meter in those other locations, the conditions would have been discovered prior to purchase. To avoid such claims, you need to develop a standard for how you (and any other inspectors in your business) use moisture meters. Test in the same places, in the same ways, and for the same reasons.

For extra protection, our claims team suggests including a disclosure in your inspection agreements and reports. State that the use of tools like moisture meters is outside of your SOP and, as such, their utilization is at your sole discretion and isn't a bargained-for component of the inspection.

CARRY EQUIPMENT COVERAGE.

Formally known as inland marine coverage or a commercial property floater, equipment coverage insures your inspection tools and equipment. Unlike standard property insurance, inland marine coverage protects your tools and equipment regardless of their location. This is important in the home inspection industry since, rather than housing your tools and equipment in an office, you usually have your materials in your work vehicle or on inspection sites.

If you own inexpensive moisture meters, you may think it isn't worth carrying equipment coverage for them. However, for any items worth less than \$1,000, our equipment coverage allows you to cover the property as miscellaneous tools, so long as the total value of all those miscellaneous tools doesn't exceed \$3,000. Adding together all the items in your toolkit and inspection vehicle, you'd be surprised how much equipment you can insure against loss, damage, and theft. What's more, through InspectorPro with the ASHI Advantage, ASHI members can get up to \$20,000 in equipment coverage for just \$200 per year.

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

MOISTURE METERS FOR HOME INSPECTORS

Interested in offering your clients more information regarding their properties' potential for moisture intrusion and damage? Consider using a moisture meter to enhance your inspection methods.

InspectorPro Insurance is a proud ASHI Affiliate member.



Do you have an idea for an article in the ASHI Reporter?



The *Reporter* is always looking for new articles, and we encourage ASHI members to call upon their experience and knowledge to submit articles to be considered for publication. Here are some upcoming topics being featured in future issues:

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

UPCOMING ISSUE TOPICS AND ARTICLE DUE DATES

AUGUST 2022

Main Topic: Electrical Special Focus: Exterior — Stone Veneer

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SEPTEMBER 2022

Main Topic: Safety Special Focus: Getting Involved

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Main Topic: Crawl Spaces, Basements, and Foundations Special Focus: Lessons Learned

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NOVEMBER 2022

Main Topic: InspectionWorld Special Focus: Recognizing Veterans

Articles Due: September 15th

SMART INSPECTOR SCIENCE NEVER, EVER MISS THESE STAIRWAY PROBLEMS

NEVER, EVER, EVER MISS ISSUES WITH STEPS DURING YOUR INSPECTION. PEOPLE FALL ON STAIRWAYS AND GET HURT!

TYPICAL PRECAST STEPS

Photo 1 shows a precast concrete stairway at an entrance. Apart from rust stains where the railing meets the concrete, this looks pretty good, right? Upon closer examination, though, you'll see variations in the rise of the steps—and does that handrail have a proper gripping surface?



Photo 1. Precast Steps — Good?

The closer look in Photo 2 shows a height variation of at least 1 inch from one riser to another. This is a safety issue that should always be documented. You need to protect the buyer and yourself.



Photo 2. Precast Steps - Bad!

SETTLED WALK

In Photo 3, I am measuring the rise of about 10 inches in an entrance stairway. Look closely at the sidewalk in the foreground. There's a horizontal line of concrete debris just above the sidewalk. That is where the walk was originally poured. The entrance stoop rests on a footing and has not moved over time—but the sidewalk, resting on soil, *has* moved. This is an important safety item to note in your report, along with a similar photo.



Photo 3. Settled Walkway

ALL BAD, AND EASY TO SEE WHY

Photo 4 shows a set of stairs I call "all bad." The rise is not uniform. Handrails are missing. The cuts in the stringer are too deep, and the stringer is showing a crack. The fresh coat of paint on the treads creates a slippery surface.



Photo 4. All Bad Steps

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

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

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



PEOPLE CAN FALL EVEN ON PERFECTLY DESIGNED AND INSTALLED STEPS, SO DON'T EVER MISS AN ISSUE WITH STEPS THAT AREN'T PERFECT.

WHAT TO LOOK FOR

Walk the steps and use the handrail. You will automatically notice any variation in the rise, inadequate depth of treads, and a loose handrail or one with an improper gripping surface.

Illustration M087 shows basic requirements for stairs. You should also know the specific requirements in your area. Most municipalities require the variation in the rise to be less than 3/8 inch; a specific rise and run; and a handrail at a specific height with an easily graspable surface.



Handrails are required with 3 or more risers. Stairway minimum width is 36 inches. Check with local code authorities for specifics.

© Tom Feiza Mr. Fix-It In

Illustration: M087 Stair Requirements

WORST-CASE SCENARIO: A FALL AND A LAWSUIT

Look at Photo 5 and you will understand why the owner and their insurance company were sued. The rise is not consistent. The railings are short of the bottom step and lack a proper handrail gripping surface. What you can't see is that the railings are loose, swaying from side to side due to rust. An amateurish patch has been applied to one post. When I looked at this for the insurance company, I didn't even need to prepare a report. I just told their attorney to bring out the checkbook.



Photo 5. Liability Lawsuit

THE TAKEAWAY

Steps are one of the most dangerous areas of a home. People can fall even on perfectly designed and installed steps, so don't ever miss an issue with steps that aren't perfect. This could present a huge liability, and many issues are difficult and expensive to correct.

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.

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



Home Inspector Resources

SO MANY RESOURCES

By Laura Rote, Editor

DISCLAIMER: Information about Affiliate Members comes from the Members' own ASHI profiles and their individual websites. For additional information, reach out to each Affiliate Member directly.

***ASH * —AFFILIATE MEMBER**

ASHI and its large network of professional, certified home inspectors are committed to maintaining high standards across the profession—and the organization is also committed to supporting its members in their home inspection careers. As part of that commitment, the ASHI Affiliate Member program is a way that home inspectors can access the products and services they need to enhance their businesses.

"Affiliates are essential because they are a fantastic way for our Home Inspector Members to learn about services and products that can help them serve their clients in the best way possible," said James Thomas, ASHI Executive Director. "For Affiliates, the members of ASHI offer an opportunity to teach those who may be unaware of the different options that can help them grow their business and become better at their craft."

The list of ASHI Affiliate Members is always growing, and you can peruse at any time at homeinspector.org/ Affiliates/Listing. Affiliate Members update their info on the ASHI website. Here is a more detailed look at some of the current ASHI Affiliate Members.

MEET OUR AFFILIATES

CALL CENTERS

America's Call Center

An Affiliate Member since 2003, America's Call Center offers integrated customer service and call handling solutions exclusively for home inspectors. They also offer lead management, competitive research, and more. *americascallcenter.com*

EDUCATION

American Home Inspectors Training

American Home Inspectors Training (AHIT) has been providing home inspection training, certifications, continuing education, and professional development courses since 1993. Each course is taught by successful home inspection entrepreneurs, providing in-depth training to help home inspectors establish and market their business. Choose from more than 70 live training locations across the US. *ahit.com*

Carson Dunlop & Associates, Ltd.

Carson Dunlop & Associates, Ltd. offers HORIZON Home Inspection Software to get home inspectors up and running quickly with top-notch reports. Carson offers home inspection software as well as integrated scheduling and other business services, education courses and training, and more. Setup time is minimal, and you'll have more than 6,000 report items already ready to use. *carsondunlop.com/horizon*

Examination Board of Professional Home Inspectors

The National Home Inspector Examination[®] (NHIE) is the original exam for the home inspection profession. It is the only independent, psychometrically-sound home inspector exam in the US that has also achieved independent accreditation. Home inspectors who pass the NHIE are career-ready with proven competence. *nationalhomeinspectorexam.org*

How to Operate Your Home, Mr. Fix-It Inc.

Tom Feiza, aka Mr. Fix-It, has been a professional home inspector since 1992. Mr. Fix-It provides a bevy of services—from homeowner manuals and illustration and image packages to referral and marketing products and content for print, web, and social media. How to Operate Your Home can help home inspectors maximize their leads while providing homeowners with an in-depth guide to owning and operating homes effectively and efficiently. *HowToOperateYourHome.com*

McKissock 100% Education

McKissock started in 1990 as a pioneer in appraisal education. Today they serve hundreds of thousands of professionals each year, including home inspectors, real estate professionals, property appraisers, land surveyors, and engineers. McKissock offers a wide range of education and professional development courses across a nationally accredited platform. *mckissock.com/home-inspection.*

Professional Home Inspection Institute

The Professional Home Inspection Institute (PHII) PHII has successfully trained and certified more than 35,000 home inspectors in the US and Canada over two-plus decades. PHII provides a national online home inspection course home inspectors can complete at their own pace, and they can attend face-to-face home inspector field training at PHII's classroom location for no additional fee. All students receive free online home inspection report software for unlimited devices, plus a free business website with online credit card processing and online home inspection report delivery. *homeinspectioninstitute.com*

Home Inspector Resources

FRANCHISE

HomeTeam Inspection Service

HomeTeam Inspection Service utilizes a team of professional inspectors for a faster, more accurate home inspection in half the time of a traditional inspection, without using alarming report language. *hometeam.com*

HOME WARRANTY

Complete Protection Home Warranty

A Complete Protection 120-day warranty is valid for 120 days from the day of inspection. Having a warranty in place provides peace of mind to home inspectors' clients and can help a business stand out from the competition. Complete Protection has been offering award-winning service to home inspectors in the US and Canada since 2006. *completehomewarranty.com*

Residential Warranty Services

The Inspector Services Group provides services to home inspectors throughout the US and Canada to provide a better home inspection, decrease liabilities, and increase home inspection values with a menu of optional add-on services. They offer many services to help inspectors add value to their business while increasing profitability and reducing liability. Services run the gamut from their 90-day warranty to roof protection to call center services and more. *inspectionsuccess.net*

INSURANCE

InspectorPro Insurance

InspectorPro Insurance offers reasonably priced coverage tailored to each home inspector's needs. Some of their benefits include free pre-claims assistance, early reporting discounts, diminishing deductibles, and risk management education. *inspectorproinsurance.com*

Norman-Spencer Agency LLC

Norman-Spencer helps home inspectors get professional and general liability insurance. Coverage includes mold inspection, infrared thermography, radon coverage, termite coverage, pool and spa, built-in kitchen appliance, exterior insulation finishing system coverage, stucco coverage, and more.

norman-spencer.com/industries/real-estate/ home-inspectors

OREP

OREP specializes in placing errors and omissions and general liability insurance and providing valuable benefits to real estate appraisers, home inspectors, real estate agents and brokers, mortgage field service professionals, energy raters/auditors, and others. *orep.org*

PEST CONTROL

Kritter-Cap

Kritter-Cap calls itself the safest and most positive non-violent method of eliminating mice from getting in the attic. Kritter-Cap is designed to fit inside of the corner post of a vinyl sided home. These corner posts are not sealed and generally are open to the attic, which can allow mice, bees, wasps, hornets, small squirrels, snakes, and other rodents direct access to the attic. *krittercaps.com*

RADON/MOLD/ASBESTOS/WATER TESTING

AirThings America Inc

Established in 2008, AirThings is a global tech company led by scientists, engineers, developers, and visionaries with a common goal: to educate on the prevalence of radon and other indoor air contaminants and develop accessible technology solutions to help people stay healthy. AirThings Corentium Pro is a favorite of home inspectors and radon professionals and is fully AARST-NRPP and NRSB-certified for the North American market. *airthings.com/pro*

Ecosense

Ecosense offers radon detectors for homes, educational campuses, assisted living centers, community centers, and commercial buildings. The company's smart real-time radon monitors combine patented ion chamber detection technology with state-of-art analysis and processing software capable of delivering an accurate radon result in minutes instead of days. *ecosense.io*

EMSL Analytical, Inc.

Environmental testing firm EMSL Analytical has been providing analytical services since 1981. They offer a wide array of analytical testing services to support environmental investigations focused on asbestos, microbiology, lead paint, environmental chemistry, indoor air quality, industrial hygiene, and food testing. *emsl.com*

Get Water Answers

Get Water Answers is a water quality consulting company operating nationally. They offer free phone consults for home inspectors, free initial discovery calls, and 30- and 90-minute phone consults. WQA Master Water Specialist Paul Friot founded Get Water Answers in 2021 after 45 years in the water quality industry. He provides unbiased scientific water treatment advice to residential customers and industry partners as well as training to water quality certification students. Like home inspectors, Get Water Answers offers only expertise and does not sell any equipment. *getwateranswers.com*

PriorityLab

PriorityLab is a full service environmental analytical laboratory specializing in mold analysis—servicing home inspectors and mold testing professionals nationwide. The lab is led by Dr. John Shane, PhD mycologist, nationally recognized indoor air quality expert. PriorityLab says its laboratory offers the fastest turnaround time and lowest price in the industry on all visual mold and air samples. PriorityLab also provides free, same-day IAQ pump calibration service. *prioritylab.com*

Radalink

Radalink (radon monitoring systems) offers home inspectors clientready certified reports, online report management, calibration and repair of equipment, and license and audit support. Help desk experts are also available. *radalink.com*

Radon Courses at Kansas State University

Kansas State University's Regional Radon Training Center is one of the original four US EPA-established Regional Radon Training Centers (RRTCs) founded in 1989. Originally part of the Midwestern Universities Radon Consortium with the University of Minnesota, K-State's RRTC is located at Kansas State University. Entry-level measurement courses and continuing education are offered across the central, western, and southern US in-person in 33 states as well as online. *radoncourses.com*

RadonAway

For more than 30 years, RadonAway has been providing home and business owners with reliable radon fans and radon systems designed exclusively for radon mitigation. RadonAway's five radon fan lines and 17 fan models offer customers radon fans to effectively reduce radon levels in most installation conditions. RadonAway also offers sump pumps, radon mitigation tools and diagnostic aids, sealing products, and more. *spruce.com*

RTCA - Radon Testing Corp of America

The Radon Testing Corp of America, or RTCA, offers continuous radon monitors as well as products and services like the charcoal canister radon in air test kits, radon in water test kits, long-term electret test kit, and online radon measurement course. RTCA's online Radon Measurement Course is approved for initial and continuing education. RTCA has been providing radon test services nationally to radon professionals since 1986. RTCA provides technical consultation and customer referrals to its nationwide network of professional testers. *rtca.com*

SunRadon

In 1985, Sun Nuclear developed the world's first affordable continuous radon monitor to help people monitor indoor air quality and avoid radon-induced lung cancer. Over the next two decades, Sun Nuclear grew into a worldwide market leader in radiation oncology QA. In 2019, SunRadon LLC was formed to renew the company's focus on radon and indoor air quality. Choose from continuous radon monitors, cloud services for radon professionals, and long-term plug-in indoor air quality and radon monitors, among other products and services. *sunradon.com*

REFERRAL SERVICES

Building Inspection Service (BISCO)

Building Inspection Service, Inc. (BISCO), established in 1938, has conducted more than 80,000 HUD REAC and HQS inspections across the US. Currently, BISCO is looking for ASHI inspectors willing to travel at least one week per month to perform multifamily property inspections. Inspections are part of BISCO's contract to provide highly trained inspectors to help HUD refine the new NSPIRE (National Standards for the Physical Inspection of Real Estate). *inspectpro.com*

Sedgwick

Segwick's independent resource network includes opportunities for on-demand inspections, virtual inspections, ladder assist, premium auditors and quality reviewers, and more. *sedgwick.com/ create-your-adjuster-profile*

Sekady

Sekady can refer ASHI home inspectors to trusted banks when they are in search of the right financial institution. Sekady has been doing business for more than 15 years. *sekady.com*

REPAIR ESTIMATES

Majordomo

Majordomo helps home inspectors with precise local estimates and more. Their repair-estimate data comes from analysts who study contractor and insurance invoices for 20,000 projects from 35,000 providers for material, equipment, labor, and installation costs across the US. This lets them create highly accurate localized estimates for a specific market. *majordomo.com*

Repair Pricer

Repair Pricer offers inspection repair estimates, home inspection bookings, and automated marketing services. Repair Pricer turns home inspection reports into highly accurate repair estimates. They offer simple automation through leading inspection software platforms like ISN, Spectora, Home Inspector Pro, and HIT. *repairpricer.com*

REPORTING SOFTWARE

3D Inspection Systems

3D Inspection Systems is a top developer of inspection reporting software for home and building, marine survey, environmental, and other industries. They've been helping professional inspectors grow their businesses since 1987. This versatile inspection software is easily customizable. 3D Inspection System software handles inspection data gathering, report generation, and office management of jobs and contacts. *3dinspection.com*

Home Inspector Pro

Home Inspector Pro is fast and flexible. This home inspector software is used in more than 20 countries in 10 languages and runs on Windows, Mac, iPhone, iPad, and Android devices. Designed from the beginning (more than 16 years ago) to be used on-site, the interface is laid out to be easy to use whether you're on a desktop, laptop, or mobile device. *homeinspectorpro.com*

Palm-Tech Home Inspection Software

Palm-Tech Home Inspection Software is easy to learn, easy to use, and will save you time. Home inspectors can customize the program to work the way they want. Palm-Tech is a proven solution used by home inspectors since 1998. *palm-tech.com*

TOOLS/TECHNOLOGY

Ferret Tools

Ferret Tools continues to innovate with smart inspection camera technology for trades and DIY. The new range includes 3x models (Ferret Lite, Ferret Pro, Ferret Plus) and offers the latest technology, providing the ultimate in performance, innovation, and functionality. Supporting easier and faster inspections, the Ferret is a versatile, easy-to-use solution that is linked to a smartphone and encourages an efficient and safer work environment. *ferrettools.com*

InspectorCameras.com

InspectorCameras.com offers inspection cameras (sewer and drain camera models) for home inspectors, septic system professionals, building maintenance technicians, and more. They work directly with clients to decide on the correct combination of features and offer full technical support. *inspectorcameras.com*

Leviton

From electrical and lighting to data networks and energy management, Leviton develops thoughtful solutions that include whole home electrical solutions, advanced safety technology, whole home USB charging, and smart and standard lighting controls. *leviton.com*

Monroe Infrared Technology Inc.

Monroe Infrared Technology offers infrared cameras, infrared windows, moisture and electric meters, blower doors, and more. They also offer thermography certification training and high-resolution aerial RGB and thermal inspections across several power industries. *monroeinfrared.com*

Porch / Inspection Support Network

The Inspection Support Network (ISN) is a trusted software solution for inspectors. With easy-to-use tools, ISN enables home inspectors to simplify, streamline, and grow their businesses. Whether you're a sole proprietor or have a team of 20, ISN can help you build your brand, automate your workflow, and manage your customer and agent relationships. *inspectionsupport.com*

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

TIPS FOR HIDDEN DEFECTS

By Paul Cummins

Paul Cummins is an ASHI-certified inspector and has been working on houses his entire life. He has also worked professionally as a carpenter, agricultural economist, and science teacher. Now he says he teaches house science.

> oncealed defects in homes are often found in crawl spaces, basements, attics, and behind the siding. By concealed, let's say they are hard to find. Moisture is the main culprit. Here are some tips for finding those problem areas.

10

CRAWL SPACES

If you have a wet crawl space, you likely have damage under wet insulation. You might pull some back, or some may have fallen. Look for efflorescence (salts) on metal ducts or foiled insulation. Also, look for plumbing leaks. Use your nose. Watch out for puddles as you scoot on your butt—my mode of ingress (saves the knees, reduces head injury). Look for mold on joists. Only go as far as you feel safe. Document your findings, and be clear in your report that other damage may be hidden.

All of these problems can be fixed by treating the crawl space as a mini-basement: Insulate the walls with foam board; close all vents; open an HVAC register; remove all insulation between the joists; clean the joists, if necessary; and, add a new antimicrobial vapor barrier.

Also, make sure the downspouts are extended away from the foundation, there are no overflowing gutters, and the ground is sloped away from the crawl space.

BASEMENTS

The usual suspects in basements are downspouts draining to the foundation and overflowing gutters. It is unbelievable the extent some people go to in order to amend these problems: waterproofing the whole foundation, adding French drains, building roofs over window wells or stairwells.

Leaking gutters often leave channels along the side of the foundation or obvious debris adhering to the outside of the gutter. Also, folks can have their gutters cleaned, but they may still be blocked at the downspout. Flushing gutters with water is the only way to be sure they're clear, aside from walking around the house in a rainstorm.

Basements can also hide asbestos insulation on ducts in older houses. Asbestos floor tiles are common in basements. These are non-friable (meaning they're solid and hard to fragment into particles) and, therefore, not a hazard. They are often 9 inches square or less. I have 4-inch asbestos tile in my hallway.

Basements often have mold somewhere due to poor ventilation. Registers and returns can usually be easily added to forced air systems in basements. A humidistatic switch on basement bathroom fans can be a big help, and they work better and cheaper than dehumidifiers.

I find actual concealment by the sellers most often in basements. It may be that oddly arranged shelves or a rack of clothes are hiding mold. Also, unvented closets in basements often have moldy walls.

ATTICS

If spray foam is used in attics, it can vent formaldehyde and hide all structural damage. You have to disclaim the whole shebang. Most leaks are due to flashing problems on the sides or around the chimney. If there's a catwalk, scoot as far as it goes to check that far end. Otherwise, say, "No leaks visible from hatch."

Look for any nesting materials or scat to indicate other creatures' presence. It only takes a half-inch gap in flashing to let someone in. I find many such gaps on newer buildings where the flashing makes box corners with an open bottom often on garages. Of course, if you see bird poop anywhere, trace that up to find the hole.

SIDING

Siding is the trickiest. Experts say no cladding is ever watertight. EIFS is the main culprit. You can see dents and missing sealant and busted corners, but the slightest breach can drain down the whole inside of a panel. I always say it can hide damage anywhere behind it.

A lot of the new cement fiber siding is installed incorrectly. Factory butt ends are supposed to be joined in the middle with flashing behind them—no butt gaps! One-eighth of an inch should be left on the corners to allow for expansion. The siding cannot be overlapped at the corners.

Vinyl siding is weakest around openings. It's almost impossible to tell from the outside whether flashing and trim are done properly. Always check around windows inside for any evidence of leaking.

A final note on settling. People freak out if they see cracks in their walls or uneven floors. They must sign waivers when they buy new houses that they will get nail pops. Triangular trusses have the bottom insulated, so the chords expand at different rates and cause uplift—hence nail pops. New houses are using massive metal straps around multiple 2-by-4s to reduce settling, which occurs mainly around wall openings and staircases. I try to make a joke about us all settling over time. I also say the older the crack the better, meaning settling might be over. If they are worried about a crack, I say fill it and then monitor it. Cracks in foundations usually aren't a concern as long as the walls are not buckling. Masonry cracks should be filled with polyurethane caulk.



BRYCK GUIBOR ON KNOWING WHAT BUYERS WANT

Bv Laura Rote





ou'll usually find Bryck Guibor in a cowboy hat. It's become sort of a staple, he said—so much so he joked that some folks don't recognize him without it. But Guibor needs that hat to protect him from the Arizona sun when he's out in the field on a long day. In the morning there's a good chance he's out on an inspection, in the afternoon he could be working at Indian Health Services, teaching a block-laying course, answering any number of calls, or working with one of the other seven on staff at Brick by Bryck Home and Building Inspections. The 2021 Philip C. Monahon Award recipient stays busy in and around Tucson, where his business has been based for more than 40 years.



Guibor said he's stayed in the business for more than four decades because of the people. Well, most of the people, he laughed. "I enjoy it, and I meet a lot of people. It's those shared experiences," he said.

Guibor has trained hundreds of inspectors, traveled to speak to countless ASHI chapters, mentored new inspectors, volunteered his time, and spoken at ASHI InspectionWorld, among other duties. He said the industry has most certainly changed in his time as an inspector—from pen and paper to electronic reports and jpegs—but at the end of the day, it's still enjoyable. "If it wasn't fun, I wouldn' be doing it," he said.

But it's not just the onslaught of emails and websites that have changed the game. Homebuyers are a lot more educated, too. Guibor said today's inspectors have to stay informed—because if their buyers have a question they can't answer, they'll find someone else who can answer.

"Buyers have more resources to find out what they want to know, so when they ask you a question, if you can't answer it, they *can* find the answer on the internet. People show up prepared, they ask questions, they interview. You have to grow with the industry, and many inspectors don't. They say it's my way or the highway, and then buyers will just hire someone else."

Guibor will tell any new inspectors who ask—you have to focus your inspection on what the buyer wants, not what you *think* they want. "What does the buyer want in an inspection?" he said. He said they probably don't want a book full of warranties, and they don't need to know *how* everything works; they just need to know *if* it works. "They just want to know what's wrong with the house, and what maintenance issues will they have in the future?" he said.

"You have to grow with the industry and decide: What does the buyer want?"

"Buyers have more resources to find out what they want to know, so when they ask you a question, if you can't answer it, they can find the answer on the internet."

Guibor said it's tough being a young or inexperienced home inspector out in the field today, and that's part of what makes mentorship so important. In Arizona, he said home inspectors must do 30 parallels with another inspector to get their license. "You ride along with another inspector and learn the trade."

While the housing market right now is booming, some people are forgoing inspections in an effort to win houses faster. If homeowners skip the inspection, then you have to think about who else may want one, Guibor said. "Who else needs an inspection? Lawyers, estate planning, maybe Grandma's house is in bad shape." He said all those areas and more are places where people can benefit from an inspection. "Estate planning down the line, if you're going to give your house to one of your kids, we do a lot of those inspections," he said.

He said making it in the business can be tough. Not only do you have to be persistent, pleasant, and have the gift of gab to make it in this industry; he said it's also important to diversify. "You have to reinvent yourself continually," he said. At Brick by Bryck, they recently opened a new division called Sewer Scope Specialists when they saw a need in the industry. Other inspectors have added radon specialists or pool inspections to their services. "You have to grow with the industry and decide: What does the buyer want?"

Learn more at brickbybryck.com.

Bryck Guibor has inspected thousands of homes in his career. He's been the face of Arizona ASHI for more than 30 years and was a Charter Member of the chapter. He won the 2021 Philip C. Monahon Award as well as the 2020 Ironman Award, and he has been a Subject Matter Expert for test questions on the National Home Inspector's Exam and for the State of Ohio Continuing Education program. Bryck is also the author of the HIT manual for home inspector training.



Home Inspector Resources



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



The primary reason for the issues arises from improper installation—especially related to the drain. Though some of these shower failures can be related to the drain pan liner, this article is not addressing the drain pan liner failures.



A few years ago, while taking a completely different ASHI training course online, the instructor said, "Tile and grout should never crack. If cracks are present..." He repeated almost verbatim what I heard many years ago.

The high failure rate is because of tile installers' lack of training or knowledge for proper installations. Most anyone can install tiles. Whether remodel work or new construction, often the installers are not certified tile installers. Until a few years ago, I did not know certified tile contractors existed. Similar to being an ASHI-Certified Inspector, their certification requires passing a written exam as well as demonstrating their abilities in an actual tile installation.

More than 10 years ago, while attending training from my local ASHI chapter, there was a representative from a major manufacturer who makes products (mortar, grout, etc.) for tile, stone, and similar installation. During the training, the instructor said, "Tile and grout should never crack. If cracks are present, it is an indication of either improper installation, structural movement, moisture issues, and/or a combination of all the above." At the time, I thought he was just deferring responsibility for their products. A few years ago, while taking a completely different ASHI training course online, the instructor said, "Tile and grout should never crack. If cracks are present..." He repeated almost verbatim what I heard many years ago.

So, what is the cause of the high failure rate? It is related to the drain. The drain has two areas for drainage—one at the top, which we can see on the tiled floor. The other area for drainage is the weep holes below the tile and above the shower pan liner. If the floor/drain pan is properly installed, it is designed to allow the flow/drain into the weep holes. Often the area around the weep holes is improperly installed, and the weep holes get clogged, preventing proper drainage.

Because the water cannot drain properly, it must go somewhere. So, it starts to rise. As the water rises, this creates hydrostatic pressure. This pressure causes cracks to form in the grout and/ or tiles. You may also see calcification in these areas, and the pressure forces the minerals in the grout, thin set, et cetera out. The water over time can rise above the drain pan liner, over the curb, and onto the substrates in and around the shower area. When I was a child, I was taught that water always runs downhill. This information was false. Water can move vertically, horizontally, and downhill. Once the water breaches the liner, any porous surface will absorb the moisture. This includes the floors, walls, and other components. Because the absorption is a "wicking" action, often there is no visible evidence of the leaks like we see in drain pan liner failures. The wicking is a slow process. There can be significant moisture damage, and it goes unnoticed in our visible inspections.



On an inspection several years ago, the sellers wanted a prelisting inspection. During the inspection, I noticed a significant amount of bowing/buckling of the hardwood floors directly outside the primary bathroom in the bedroom. While inspecting the tiled shower, all of the red flags were present, and elevated moisture was detected. When I inspected beneath this area in the crawl space, I found a significant amount of moisture damage to the subfloor that was starting to damage the floor joist behind the insulation. Due to the amount of damage, it was obvious this had been occurring for an extended period. When doing the review with the seller, I was informed they bought the house three years earlier, and they did not have the home inspected. This was a very large bathroom and bedroom. Considering that I did residential construction before becoming an inspector, I estimated the repair cost would be many thousands of dollars.

Expect pushback when reporting this finding. During the latter training mentioned, one of the attendees mentioned he gets a lot of pushback when reporting a similar finding. The instructor said that the sellers or agents are skeptical because there is often no visible damage. They may say things like, "I've never heard of this before. I don't see any damage. The seller took a shower this morning," and so forth.

Often this could result in costly repairs, and the only way to determine how much damage could be present requires dismantling the shower area, which could result in the buyers backing out of the deal. This does not go over well with sellers and their agents. I've had clients who experienced issues with tiled showers before talk about how much of a headache it was and how costly the repairs were. Some clients have told me if a home has tiled showers, they will not make an offer.

Proper knowledge and tools are imperative when we are reporting this. Because this is so common, I take a three-ring binder to show my clients during our review. I show them a diagram of proper tile shower installation and components, several photos of previous inspections with improper installations of the drain weep holes and damage ranging from none, minor to major damage. In my report, I have three video links related to proper installation of the drain weep holes as well as damage caused by improper installations. Having the right moisture meter(s) and knowledge of the moisture meters abilities is also critical. This is especially true with older tiled showers, as wire mesh was commonly used and easy for the moisture meter to give false/positive readings.

If you have not received training for tiled showers (and related bathroom components), it would be wise to consider it. With the proper training and knowledge, you may help clients understand the potential damage and costly repairs that could exist. In addition, this could help reduce the possibility of costly litigation and lawsuits for us.



NEW MEMBERS

New Associate Members from January 1, 2022 to April 15, 2022

ALABAMA

Brian Black, Saraland Terry Dickey, Sylvan Springs Henry Hajek, Tuscaloosa Kenton Harkness, Vestavia Hills Howard Hathcock, Bay Minette Kenneth Lantz, Millbrook Adam Minnick, Sheffield George Reeves, Satsuma Richard Werneth, Mobile

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Mike Bright, Sullivan Philip Stepanski, Milwaukee

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Michael Huntington, Torrington Dennis Jensen, Pinedale Dennis Mohatt, Sheridan



NNEC ASHI EDUCATIONAL SEMINAR

CHAPTER UPDATES

WEDNESDAY 15, JUNE 2022

Morning Session

MOISTURE AND LEAK INVESTIGATIONS

Is ice wet?

Does a moisture meter always measure moisture?

How can construction designs and defects lead to moisture intrusions?

How can a crack in a center chimney cause the siding paint to peel at the front of a house?

The presentation by Jeff May, Certified Microbial Consultant (CMC) and licensed Mold Assessor, will answer these questions and discuss patterns of liquid flow, patterns of condensation, relative humidity, dew point and measuring the moisture content of surfaces.

Afternoon Session

WHAT TO LOOK FOR AND HOW TO DISCUSS THE HOMEOWNERS BUILDING SCIENCE!

Candace Lord, BPI, Vice President of The Green Cocoon Materials, their uses, pros and cons and common installation mistakes

Vapor barriers and moisture concerns (mold, condensation, and leaks), ventilation, thermal vs ignition barriers and air sealing.

LOCATION

Puritan Conference & Event Center 245 Hooksett RD, Manchester, NH

TIMES

8:30 am Registration and Morning Refreshments 9 am to 4 pm Educational Seminar and Lunch Beef, Chicken or Lamb

COST NNEC Members — FREE

 ${\rm Non-Members-\$125}$

EDUCATIONAL CREDITS:

MA-6, NH-6, and ASHI-7

RSVP:

Reservations are required for this event by Wednesday, June 8 2022 by calling Karen at 781-789-7040 or by emailing nnec.ashi.2016@gmail.com

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JUNE 17TH - 18TH, 2022

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YES! IT'S OHIO ASHI EDUCATION

LAST CHANCE FOR VALUABLE STATE CE CREDITS NEEDED FOR LICENSE RENEWAL

EDUCATIONAL CREDITS:

6 State and ASHI CE Credits on Friday, 8 State and ASHI CE Credits on Saturday

TIMES

FRIDAY Registration: 8:30 AM – 9:30 AM Education: 9:30 AM – 4:30 PM 5 PM - 7 PM. Inspector MEET AND GREET for all registrants.

SATURDAY Education: 8 AM – 6 PM

LOCATION

Quest Center 9200 Worthington Road Suite 400 Westerville, Ohio 43082 (614) 540-5540

RSVP:

Go to the events page of ohioashi.org for more information and to register.

JUNE ANNIVERSARIES



THIRTY YEARS

Charles Gifford AmeriSpec of Northeast Florida, Inc.

TWENTY-FIVE YEARS

Paul M. Arthur Paul M. Arthur Home Inspections, Inc.

Matthew Barnett Accurate Building Inspectors

Jim Breckenridge Trillion Inspections

Larry K. Brooks Alatech Home Inspection Service

Hollis Brown ThoroSpec, LLC

Jamie Milholland Fine Home Inspections, Inc.

Bill Stratton Cornerstone Residential Inspections, Inc.

TWENTY YEARS

Tim Gill House Detectives of New York, Inc George M. Krause KrauseInspect Building Inspections Marc Shanley Trinity Inspection

FIFTEEN YEARS

Ryan Arakawa Forefront Inspections Daniel Bertsch

Omni Home Inspections Frank Copanas

Acropolis Home Inspection John E. Glass

Oak Mountain Home Inspections, Inc. Mark I. Kelsey American Home Inspection Service, Inc. Phillip Narron Rest Easy Home Inspections Brent Peterson

Peterson Home Inspection

TEN YEARS

Andrey Barshay HouseMaster Guaranteed Home Inspections

Justin C. Carlisle Carlisle III Home Inspections and Consulting, LLC

Kevin P. Carey BPG Inspection LLC

Chad Chaddock BPG Inspection LLC

Vincent DeLigio New View Inspection Services

Rick Hilliard 20/20 Inspection Services

Glen Leach Reliable Florida Home Inspections LLC

Dylan Margerum Peak Home Inspections

Chris Stichter Green Valley Inspection Services

FIVE YEARS

Clinton Ashley Red Belt Home Inspections William Ericson

Mark L. Herbert Big Country Home Inspections

Jack J. Lagasse Northeast Building Inspections

John Landon New West Home Services

Edward Leisure Leisure Inspections

Matthew Linderman Pillar to Post Zamiska

Patrick M. McManus A Close Look Home Inspections, LLC Thom Selby Straight Line Property Inspection





Postcards from the Field









The "do it right" bucket below the deck makes it OK.





NEW POSTCARDS EMAIL! Please send your name, city, state, photos, headings and captions to: **postcards@ashi.org** 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.



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