



February 28, 2020

Wisconsin State Senate  
Chief Clerk  
PO Box 7882  
Madison, WI 53707-7882

Wisconsin State Assembly  
Chief Clerk  
PO Box 8952  
Madison WI 53708-8952

Dear Chief Clerks:

In accordance with Wis. Stat. § 440.979, the Department of Safety and Professional Services (DPS) submits the following information as its Annual Home Inspector Report to the Legislature for calendar year 2019:

1. Number of registered home inspectors: **883**
2. Number and nature of complaints regarding home inspectors received by the Department from clients of home inspectors: **12** (see enclosure for further information)
3. Number and nature of complaints regarding home inspectors received by the Department from non-clients of home inspectors: **6** (see enclosure for further information)
4. Estimated cost of compliance incurred by home inspectors: **As of July 1, 2019, both the initial and renewal credential fees are \$51, as well as the cost associated with fulfillment of the continuing education requirements under state law during each biennial registration period.**
5. Cost incurred by the Department in carrying out its duties: **For Fiscal Years 2017–2018, the actual costs incurred by the Department for carrying out its duties was \$58,960.80, and we estimate that the cost for Fiscal Years 2019-2020 will be approximately the same.**

Sincerely,

A handwritten signature in cursive script that reads "Dawn B. Crim".

Dawn B. Crim  
Secretary

Enclosure

**STATE OF WISCONSIN  
DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES  
HOME INSPECTOR COMPLAINTS RECEIVED FROM JANUARY 1, 2019 - DECEMBER 31, 2019**

19 RHI 012	Closed at Screening	Consumer (client)	08/28/19	12/02/19	The complaint alleges the Respondent completed a hand-written inspection with no photos. The complaint also alleges the cost estimates resulted in the buyers being unwilling to budge on a price reduction.
19 RHI 006	Open for Investigation	DSPS	04/12/19		The complaint is a referral from 17 COM 122; the Respondent improperly inspected a home.
19 RHI 009	Closed	Consumer	08/21/19	09/26/19	Administrative Closure: A licensee was incorrectly identified as the Respondent when the complaint was tracked in. This complaint pertains to another home inspector and is a duplicate of 19 RHI 008.
19 RHI 007	Closed at Screening	Consumer (client)	05/11/19	09/09/19	The complaint alleges the Respondent failed to disclose hail damage to the roof of the property, which lead to the Complainant having to replace the roof.
19 RHI 014	Open for Legal Action	DSPS	09/30/19		During screening of complaint, screening attorney noted Respondent possibly violated SPS s. 131.32.
19 RHI 018	Closed at Screening	Consumer (client)	11/07/19	02/10/20	The complaint alleges the Respondent did a poor job of a home inspection, missing rotting in the frame of the home, which resulted in the Complainant having to replace the window.
19 RHI 001	Closed at Screening	Consumer (client)	01/31/19	06/10/19	The complaint alleges the inspection identified possibly wrong defects resulting in the cancellation of a contract to purchase the home.
19 RHI 005	Closed at Screening	Consumer (client)	04/05/19	08/21/19	The complaint alleges the Respondent ignored toxic mold problems in a new home.
19 RHI 002	Closed at Screening	Consumer (client)	03/13/19	08/21/19	The complaint alleges the inspection done was incorrect and held undisclosed defects through the report.
19 RHI 003	Open for Legal Action	Consumer (client)	03/07/19		The complaint alleges some parts of the home inspection report were noted incorrectly.
19 RHI 004	Open for Legal Action	Consumer (client)	02/24/19		The complaint alleges the Respondents did not make the buyer (Complainant) aware of air leaks, lack of insulation, and the wrong water heater. The Complainant is also dealing with possible carbon monoxide leak in the newly bought home as well.
19 RHI 017	Closed at Screening	Consumer (client)	10/25/19	01/06/20	The complaint alleges the Respondent missed roof leaks, which lead to the basement foundation flooding and wall seeping from pressure of water.
19 RHI 013	Open for Investigation	Consumer (client)	09/07/19		The complaint alleges the Respondent missed several things in the home inspection, such as plumbing and electrical issues, missing gutters, and drywall not done.
19 RHI 015	Open for Legal Action	Consumer	09/28/19		The complaint alleges the Respondent inspected the septic system when he is not licensed to; furthermore the Respondent did this for a friend to give favorable advice, which lead to the property not being sold.
19 RHI 008	Open for Investigation	Consumer	07/04/19		The complaint alleges the Respondent wrote a report including false statements and safety issues including the house which lead to the value of the home being lowered.
19 RHI 011	Closed at Screening	Consumer (client)	08/20/19	10/04/19	The complaint alleges the Respondent had a very poor inspection, which led to the Complainant buying a new property with faulty air conditioning units in the home which needed to be replaced.
19 RHI 010	Closed at Screening	Consumer	08/09/19	10/04/19	The complaint alleges the Respondent inspected the home incorrectly and the Respondent did a faulty report which costs the Complainant the sale of their home.
19 RHI 016	Closed at Screening	Consumer (client)	10/17/19	01/21/20	The complaint alleges the Respondent stopped communicating to the Complainant about the furnace being replaced.

\* Case Status Column - information as of February 20, 2020.