



February 22, 2021

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 (DSPS) submits the following information as its Annual Home Inspector Report to the Legislature for calendar year 2020:

1. Number of registered home inspectors: **723 Active (2,670 inactive--expired, etc.)**
2. Number and nature of complaints regarding home inspectors received by the Department from clients of home inspectors: **11** (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:**
 - **Initial \$51 credential fee (Also a \$75 state law exam fee, which would bring the total due at initial application to \$126).**
 - **Renewal \$51 credential fee (Add \$25 for late renewal. If credential is expired five or more years, there would be a \$25 late renewal fee and a \$75 state law exam fee for a total of \$151).**
 - **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 2019–2020, the actual costs incurred by the Department for carrying out its duties was \$60,473.37, and we estimate that the cost for Fiscal Years 2021-2022 will be approximately the same.**

Sincerely,

Dawn B. Crim
Secretary-designee

Enclosure

Wisconsin Department of Safety and Professional Services

Home Inspector Complaints Received from January 1, 2020 - December 31, 2020

Case	Allegation(s)
1	Complaint alleges respondent performed an inadequate home inspection and failed to identify moisture damage, the repairs of which cost Complainant \$30,000.
2	Complaint alleges Respondent failed to identify HVAC deficiencies and damage to a lintel.
3	Complaint alleges Respondent inaccurately described the condition of the property's siding and porch, resulting in loss of sale.
4	Complaint alleges Respondent made 21 mistakes on his inspection report and flooded Complainant's bathroom.
5	Complaint alleges Respondent failed to identify "easily visible" HVAC deficiencies, such as vents that were not connected to ductwork, inappropriately solicited contractors to provide price estimates, and communicated in an unprofessional manner.
6	Complaint alleges Respondent incorrectly indicated that the property did not have a main breaker, when it actually did.
7	Complaint alleges Respondent entered Complainant's home, left equipment in the basement, removed light bulbs, disconnected phone service, and left a note telling Complainant not to open the windows.
8	Complaint alleges that during an inspection of a multi-family dwelling unit, Respondent failed to restore power to one of the tenant's units via the breaker box. This allegedly caused the tenant financial loss, since he was out of town for several days and the food in his refrigerator spoiled during that time.
9	Home Inspector failed to note in the report the water damage in interior of home that the consumer pointed out to him. The home inspector reported roof was in good condition. Upon first rainstorm, rain entered interior of home in the area of visible water damage.
10	Complainant states that the home inspection report contains many deficiencies and negatively impacted sale of property. States home inspector is not knowledgeable about applicable codes and is unable to differentiate between condo vs home inspections.
11	Complainant states home inspector failed to address in his report: plumbing, electrical, and structural deficiencies and pest infestation.
12	Home Inspector did not note evidence of garage leaks on inspection report.
13	Home inspector failed to note in report that the master bedroom addition was not connected to the home's central HVAC system.
14	Complainant alleges Respondent conducted a radon test at the property. Allegedly such testing was not authorized because the contract did not contain a radon test contingency.
15	Complainant alleges Respondent failed to disclose that there were three exterior GFI electrical outlets not working on the home inspection report.
16	Complainant alleges the Respondent said, "housing code violations have nothing to do with him. He can not set up inspection. He never came out from my first complaint." The Respondent allegedly stated, He "could not review receive a code violation form" and could not provide mold test kits.
17	Complainant alleges Respondent performed a home inspection on 12/18/2020 while not currently licensed.