

# KREIA Spring 2019 Education Conference Course Synopses

## Friday AM

Course	Speaker	Synopsis
301 The Bus Stops Here: Protecting Home Inspectors Businesses and Reputation	Joe Ferry Law Class	What about reputation management? Disgruntled clients can vent to the BBB, Yelp, Angie's List, Google Reviews. And, even Facebook, leaving complaints and negative feedback. These false complaints can be very harmful to inspectors' businesses. What inspectors can do to eliminate slander and have lies removed from these outlets.
304 Insulation & Ventilation, Myth vs Science	Charles Buell	The science behind insulation and ventilation and how it relates to what the home inspector sees at a typical inspection. How ventilation can vary in different climates. Dispel some myths and enable the inspector to better guide their client.

## First Friday PM

Course	Speaker	Synopsis
302 Professional Home Inspection Report Writing	David Clark	What are the required items in every home inspection report to ensure your report is compliant with the Standards of Practice and Code of Ethics. Client expectations and how you deliver on those expectations. Understand how photos and organizing the report ensure client understanding. What to include and what to omit and why.
305 Water Heaters & Related Plumbing	Charles Buell	We'll discuss water heaters, types and how water heaters impact requirements in residential construction. Problems with maintaining safe temperatures. Concerns and solutions related to dead legs. How to write about these issues in the report.

## Second Friday PM

Course	Speaker	Synopsis
203 Manufactured Housing	George Porter - DVD	Home inspectors will learn how to recognize Manufactured Home structures and the difference in in the installation, construction, components and inspection nuances.
308 What They Didn't Teach You In Home Inspection School	Michael Connolly	Course will outline marketing advice for inspectors. Quality control of the inspection process. Methods of inspection which enhance the inspection process. Data acquisition and report writing technology and techniques which improve productivity. A look at safety concerns. Help inspectors to experiment with ways of improving their inspections and inspection business.

## Saturday AM

Course	Speaker	Synopsis
210 Home inspection Business Practice	Jim Kruspe	There's a big difference between making money and making a profit. This course is designed to assist the home inspector in understanding overhead costs versus cost of goods sold. Pricing for a Profit – a lot of home inspectors do not know how to price their work.
306 Moisture Intrusion, A Little Building Science	Charles Buell	The science of moisture and how it relates to what the inspector can see visually at an inspection. Understanding these principles will dispel some common myths.

## Saturday PM

Course	Speaker	Synopsis
303 Evaluating Obscure Home Inspection Items	David Clark	Identifying obscure, outdated and potentially dangerous items during an inspection. Safety precautions recommended during inspection of these items to ensure the safety of the inspector, the occupants and the home. Verbal reporting and how that differs from the written reporting practices to insure complete client understanding.
307 Electrical, What You Know, Don't Know and Might Want to Know	Charles Buell	The many aspects of grounding and bonding. What are the misconceptions about what bonding is, where it is required, especially as it relates to gas piping, swimming pools, service equipment, sub-panels (including split-bus panels). The basics of split single phase systems and 208 volt systems. HVAC rules of wiring and also multi-wire circuits.