

# The CAHPI Inspector

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\*OCTOBER 1<sup>ST</sup>\***

For Chance To Win **FREE  
CAHPI PROMOTIONAL PACKAGE!!**  
(Sweatshirt, ball cap, vehicle  
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**CANADIAN ASSOCIATION OF HOME & PROPERTY INSPECTORS**  
**2025 NATIONAL ANNUAL CONFERENCE**  
**November 14 - 16, 2025** Toronto, ON

FRIDAY (Nov 14): Optional Training Day  
SATURDAY & SUNDAY (Nov 15 & 16): Keynotes, Panel Discussions & Educational Sessions

**REGISTER NOW!**

**SEPTEMBER 2025**

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Charting the Future of Home Inspection:

## Insights from Industry Leaders

*2025 CAHPI Conference - Closing Keynote  
Sunday, November 16th 1:00pm - 3:00pm*



Darin Germyn, Vice Chair, Canadian Real Estate Association (CREA)



Alan Carson, President, Carson Dunlop



Graham Clarke, M.Sc., P.Eng., RHI, Consulting Engineer, Clarke Engineering

We're thrilled to bring you a full lineup of cutting-edge sessions, thought-provoking panels, hands-on training, and networking opportunities at this year's CAHPI National Annual Conference from Friday, November 14 to Sunday, November 16 in Toronto, ON. Whether you're a newcomer to home inspection or a seasoned pro, there's something in the program to sharpen your skills, expand your service offerings, and connect you with peers and industry leaders. The home inspection profession is evolving at a rapid pace — shaped by new regulations, shifting market conditions, changing consumer expectations, and emerging technologies. What does this mean for today's inspectors, and how can you position yourself for success in the years ahead?

Join us for "The Future of Home Inspection", the highly anticipated Closing Panel at the 2025 CAHPI National Conference. This session will feature three of the industry's most respected voices, each bringing a unique vantage point to the conversation.

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# The CAHPI Inspector

Charting the Future of Home Inspection:

## Insights from Industry Leaders

Together, they will explore what lies ahead for the profession and how inspectors can adapt, thrive, and continue to protect Canadian homebuyers.

### *Meet the Panelists*

#### **Darin Germyn, Vice Chair, Canadian Real Estate Association (CREA)**

Darin will explore how changing buyer expectations and communication trends are transforming the relationship between Realtors and Inspectors. His insights will shed light on how inspectors can work more effectively with real estate professionals, deliver greater value to clients, and build stronger partnerships.

#### **Alan Carson, President, Carson Dunlop**

Alan will share a national perspective on governance, leadership, licensing, and standards of practice. With decades of experience shaping the profession, Alan will provide a high-level look at where regulatory and industry standards are heading — and what that means for your business.

#### **Graham Clarke, M.Sc., P.Eng., RHI, Consulting Engineer, Clarke Engineering**

Bringing a boots-on-the-ground perspective, Graham will discuss how industry shifts translate into the day-to-day realities of professional inspectors. As a Past President of CAHPI and an active voice in shaping industry standards, Graham will highlight practical strategies for staying competitive in a fast-changing marketplace.

### *A 360° Look at the Profession*

This panel will deliver a comprehensive view of where the industry is headed — from regulation and collaboration to technology, best practices, and consumer protection. **Attendees will also benefit from an extended, facilitated Q&A session, giving you the chance to raise your own questions, concerns, and challenges for discussion with the panelists and your peers.**

Whether you are just starting out or have years of experience under your belt, this session will equip you with fresh insights, strategic foresight, and practical ideas to help you navigate what's next for home inspection.

Don't miss this opportunity to be part of the conversation shaping the future of our profession. Bring your questions, your curiosity, and your voice to this important discussion — and leave inspired, informed, and ready to embrace the opportunities ahead.

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# The CAHPI Inspector

## PRESIDENT'S MESSAGE



**Peter Weeks RHI NCH**  
**President CAHPI - ACIBI**

As we step into the fall season, I am reminded of how quickly this year is moving – and how much we’ve already accomplished together. September is always a busy month for CAHPI as we prepare for our National Annual Conference, coming up this November in Toronto. This event is one of the most important opportunities we have each year to connect, learn, and grow as a profession.

This year’s conference program is shaping up to be one of our strongest yet, featuring insightful education sessions, industry-leading keynote speakers, and plenty of time to network with colleagues and peers from across Canada. Whether you are a seasoned inspector or new to the profession, the conference is designed to provide you with fresh ideas, practical tools, and inspiration you can take back to your business.

Beyond conference planning, CAHPI continues to advocate on behalf of our members. Our Board and committees have been actively engaged on issues that matter most to home inspectors – from professional standards to consumer protection. Your participation, feedback, and support are what make this work possible, and I encourage you to stay engaged by sharing your ideas with us.

As we close out the summer and look ahead to the final months of 2025, I want to thank you for your continued commitment to excellence in home inspection. I look forward to seeing many of you in Toronto this November and working together to advance our profession.

**[CLICK HERE REGISTER TODAY TO BE INCLUDED IN OUR OCTOBER PRIZE DRAW](#)**

## Dive into Learning: What's On at the 2025 CAHPI National Conference

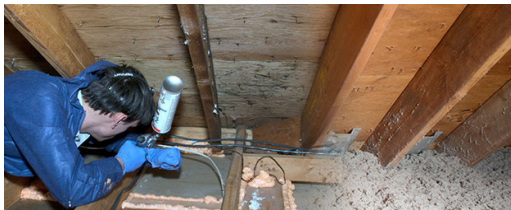
### Pre-Conference Training — Friday, Nov 14

Get a jump start before the main conference begins with practical, focused training sessions. It's a full day of immersive, skill-building content designed to set the tone for the rest of the weekend.

*\*Pre-registration required - additional fee of \$100 for each 1/2 day course*

#### Defect Recognition 101 (9:00 AM – 12:00 PM)

Led by Aiden Gibson, this session explores the top 10 defects commonly encountered in residential homes—across plumbing, roofing, electrical, structure, and more. A great refresher (or foundation) for inspectors at all levels.



#### Insulation & Air Sealing Essentials (9:00 AM – 12:00 PM)

Presented by Andy Cockburn, this interactive workshop delves into the building envelope, energy retrofit principles, and common insulation/air sealing mistakes.

#### Septic Inspections: Top to Bottom Review

(1:00 PM – 4:00 PM)

Sarah Orendt leads this session on everything from septic fundamentals to advanced treatment systems, permitting, and real-world case studies.



#### Ancillary Services: Because Your Home Inspection Deserves a Sidekick (1:00 PM – 4:00 PM)

Panos Loucaides explores adding complement services (like radon, mold, air quality, pool inspections) to your offerings—with hands-on techniques, business models, and marketing strategies.

## Dive into Learning: What's On at the 2025 CAHPI National Conference

### Conference Sessions — Saturday & Sunday, Nov 15 & 16

*Saturday, Nov 15 — From Inspiration to Technical Mastery*

#### **Opening Keynote: Adam Shoalts, Ph.D. (9:00 – 10:30 AM)**

While not a home inspector, Dr. Shoalts brings a message of resilience, problem-solving, and mindset that applies to any profession. Expect inspiration, refreshment, and renewed energy for your weekend of learning.

#### **Electrical for New Home Inspectors (11:00 AM – 12:00 PM)**

An accessible, foundational session by Kelly Baziuk for newer inspectors who want to confidently inspect residential electrical systems under CAHPI's standards.

#### **Inspecting Generac Backup Generator Systems (11:00 AM – 12:00 PM)**

Adam Wachtel explores standby generators, transfer switches, common defects, and safe reporting strategies for bodies and best practices alike.

#### **Engineered Lumber: I-Joists, LVLs & Red Flags (1:00 – 2:15 PM)**

Graham Clarke leads this structural-focused session, spotlighting issues with engineered wood products like misalignment, field modifications, and design risks.

#### **From Incident to Resolution: Home Inspector Insurance Claims (2:30 – 3:45 PM)**

A panel featuring Kim Smith (HUB International) and Chris McDonald (Markel Canada) will unpack real-world insurer claims, pitfalls, and strategies for protecting your business.

#### **Flood Risk Assessment at the Community Level (4:00 – 5:00 PM)**

Kathryn Bakos offers a broader lens on flood risk, showing how home inspectors can factor in community-level vulnerabilities, not just individual properties.

#### **AI in the Home Inspection Industry (4:00 – 5:00 PM)**

Kingsley Tong delves into AI's role in inspection workflows, predictive tools, report generation, and how to adopt these new powerful assistants responsibly.

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## Dive into Learning: What's On at the 2025 CAHPI National Conference

### Conference Sessions — Saturday & Sunday, Nov 15 & 16

*Sunday, Nov 16 — Deep Dives & The Big Picture*

#### Wall Hung Boilers & Water Heaters (9:00 – 10:30 AM)

Alan Carson presents on modern compact heating systems—how they're supposed to work, common failure modes, and what inspectors need to know.

#### Drone Essentials for Home Inspectors (11:00 AM – 12:00 PM)

Brad Nesbitt walks attendees through selecting drones (sub-250g, collision systems), regulatory compliance, photography best practices, and safety protocols.

#### Guide to Commercial Property Assessments (11:00 AM – 12:00 PM)

Richard Weldon explores how home inspectors can step into commercial inspection work—differences in scope, methodology, and team collaboration.

#### Closing Panel: The Future of Home Inspection (1:00 PM – 3:00 PM)

Alan Carson, Darin Germyn (CREA), and Graham Clarke combine forces to explore the horizon of regulation, technology, collaboration, and buyer expectations. An extended, facilitated Q&A is built in — so be sure to bring your questions!

## Dive into Networking: What's Happening at the 2025 CAHPI National Conference

### Thursday, Nov 13

Join us for an informal gathering at Woodbine Racetrack.

Post Time: 5:30 p.m.

Watching races is free! There's no admission and no parking fees!

### Saturday, Nov 15

#### Exhibitor Reception 5:00 - 7:00pm

A chance to mingle, explore exhibitor offerings, and connect with colleagues in formal and informal settings.

Free for registrants!

### Saturday, Nov 15

#### Networking Dinner & Show 7:00 - 10:00pm

Join us on Saturday evening for a Networking Dinner and Show featuring Richard Cole and That Hypnotist Guy Comedy Hypnosis Show.

Cost: \$100 PP

### Sunday, Nov 16

#### GREY CUP SUNDAY!

Stay and enjoy watching the Grey Cup with your home inspection colleagues. Join us for an informal gathering on Sunday afternoon to watch the Grey Cup!

# The CAHPI Inspector

## How to Make the Most of the 2025 CAHPI National Conference

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### Why You Won't Want to Miss It

**Diversity of content** — from technical deep dives (structural, electrical, HVAC, drones) to business strategy (insurance, ancillary services, AI), there's something for every facet of your practice.

**Hands-on and interactive opportunities** — the pre-conference training is ideal for immersive learning, and many sessions include practical examples, case studies, and Q&A.

**Networking built in** — sessions, receptions, and social events offer ample chance to exchange ideas, forge partnerships, and benchmark your strategies with peers.

**Future-focused conversation** — the Closing Panel and sessions on AI, climate risk, and regulation point you toward the next phase of our profession.

**Networking, Networking, and Networking!** The best part of any conference is learning & networking with your fellow inspectors from across Canada.

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### How to be Prepared and Maximize your Experience

#### **Pick your “must attend” sessions now**

Some sessions run concurrently, so plan your schedule ahead of time to get the most out of your weekend.

#### **Bring your questions**

Many sessions (especially panels and training) leave room for Q&A — make the most of that time.

#### **Engage with exhibitors**

From new tools to services and equipment, the trade show component will offer solutions you may not have encountered yet. Take part on the Trade Show Passport to be eligible to win a prize!

#### **Connect and reflect**

Use networking breaks, social events, and shared sessions to compare notes, swap stories, and bring fresh ideas home.

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## The 5 Rules for Writing Home Inspection Reports That Clients Understand (and Agents Recommend)

By the time your client opens your home inspection report, the hard work is already done. You've walked the property, taken the photos, noted the deficiencies, and double-checked the details. But here's the truth: the way you present those findings can matter just as much as the findings themselves.

A clear, balanced, and well-structured report isn't just a technical document. It's the bridge between your expertise and your client's decision. Done well, it can help a nervous buyer feel confident, a cautious seller stay cooperative, and an agent see you as a trusted partner, not a deal-breaker.

Here are five proven rules for writing reports that win trust on all sides.

### 1. Show, Don't Just Tell

Photographs and illustrations aren't decoration, they're clarity. A well-placed image paired with a concise description can turn an abstract concern ("loose step on front porch") into a fact your client can see and understand instantly. Done right, visuals reduce follow-up calls, limit misunderstandings, and give agents exactly what they need to explain the issue without adding drama.

### 2. Separate Urgency from Routine

Not every note in your report carries the same weight. Flagging what's urgent versus what's routine maintenance helps clients focus on the right priorities and prevents minor issues from being blown out of proportion. This approach also signals to agents that you're measured, fair, and professional.

### 3. Use Consistent, Neutral Language

The difference between "unsafe electrical panel" and "electrical panel does not meet current safety standards" isn't just semantics. It's the difference between causing panic and prompting informed action. Neutral, factual phrasing keeps the conversation focused on solutions, not emotions.

### 4. Educate While You Inform

A report that simply lists deficiencies is a missed opportunity. Including short, plain-language explanations of how a system works and why a particular issue matters turns your report into a valuable reference document. Clients appreciate it, and agents recognize that you've gone beyond checking boxes to truly serve the homeowner.

### 5. Make Navigation Effortless

A report should be as easy to navigate as a well-built website. Clear headings, logical sections, and searchable content help readers find what they need quickly. If an agent can locate the roof inspection summary in under ten seconds, you've made their job easier and they'll remember that.

## Building Reports That Build Your Business

Following these rules takes discipline and often more time than you have. That's why many Canadian inspectors use Horizon, the all-in-one reporting platform from Carson Dunlop. With over 6,000 pre-written, customizable descriptions, built-in illustrations, and educational articles for homebuyers, Horizon bakes these best practices into every report you create.

If you want to spend less time wrestling with formatting and more time delivering insight, start a free trial of Horizon today. Your clients, and your referral partners, will thank you.

Start a free trial by going to [Horizon Home Inspection Software - Horizon](#)

## 2025 CAHPI National Annual Conference - Opening Keynote

### ADAM SHOALTS

*Writer, Explorer, Public Speaker*

**9:00AM - 10:30AM**

“Adam Shoalts, 21st century explorer, calmly describes the things he has endured that would drive most people to despair, or even madness. Rare insight into the heart and mind of an explorer, and the insatiable hunger for the unknown that both inspires and drives one to the edge.”  
- Chris Hadfield, astronaut, International Space Station commander

“One of Canada’s greatest modern explorers.”—CBC

“Adam Shoalts is Canada’s Indiana Jones—portaging in the north, dodging scary rapids, plunging into darkness, and surviving to tell the tale.” —The Toronto Star

“Adam Shoalts takes readers across the rugged Canadian landscape...the trek was considered to be a near-impossible feat to achieve on one’s own [Beyond the Trees] offers a beyond riveting adventure memoir that’ll keep readers hooked until the very end.” —CNN

“Shoalts has done an elegant job of reminding us of the vast and brooding influence of geography on our history.”  
—Globe and Mail

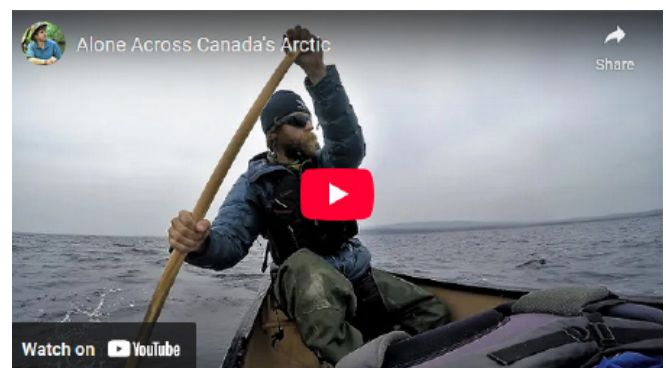
“Explorer Adam Shoalts’s remarkable solo foray is the kind of incredible effort that fosters legends.” —The Winnipeg Free Press

“Adam Shoalts is a rare breed of woodsman.”—The National Post

“Canada’s Most Accomplished Adventurer.” —Global News

“Adam Shoalts might just soothe your need for adventure... wonder-filled, a beautiful book.”—Buzzfeed

“Modern-day explorer Adam Shoalts...reminds us that our world is full of mystery, possibility and awe.” —CBC



## Federal Retrofit Loan Program Is Set To Dry Up By Year's End Unless Carney Steps In

CANADA'S  
**NATIONAL  
OBSERVER**

John Woodside | August 21, 2025

Pressure is on the federal government to refill dwindling coffers — that could run dry this year — of its loan program to help Canadians improve energy efficiency in their homes.

The Canada Greener Homes Loan program was launched in 2022 and [initially earmarked with \\$2.6 billion](#) in funds for interest free loans, spurring significant demand for improvements like heat pumps. In recognition of the high demand, last year [Ottawa kicked in an additional \\$600 million](#).

But according to an access-to-information request supplied to Canada's National Observer, that latest top-up will soon be exhausted, too. As of mid-June, \$155 million had been dispersed from the top-up fund and the government estimates about 3,500 loans are being issued each month. The average loan is about \$25,000, suggesting that nearly \$90 million is being loaned every month. At that pace, funding could dry up by the end of the year.

"The disruption of a program like this is very hurtful and very unproductive," said Brendan Haley, policy director with Efficiency Canada and adjunct research professor at Carleton University. "It kills businesses, because businesses have a whole plan around this loan even being available."

In a letter sent to Minister of Housing and Infrastructure Gregor Robertson last week, Efficiency Canada and 80 other organizations and businesses [urged the government to provide more funding](#) for the program in the upcoming federal budget due this fall. The groups are also calling for a four-year extension to the program, with an additional \$4.3 billion set aside for loans.

The call comes as Prime Minister Mark Carney's



government plans steep budget cuts across departments, but Haley says funding the loan program aligns with Carney's priorities. Because they are loans and not grants, the value of the program is booked as an asset on government balance sheets.

The Liberal election platform [promised to fund home retrofits](#) and lower utility bills by making it easier for households to switch to heat pumps and other energy efficient upgrades. The platform said eligible costs could include insulation upgrades, window replacements and heat pump installations.

Carney may have had a reputation for knowing the climate change file well before becoming prime minister, but his early days saw the [repeal of the consumer carbon price](#) and the rushing through Parliament of his major projects legislation, which [would let megaprojects sidestep environmental rules](#). He's also under tremendous pressure from the Conservatives and auto industry to [repeal the electric vehicles sales mandate](#) and [strike a grand bargain](#) with the fossil fuel sector that could see production increase. All eyes are on the fall budget to see how his stated climate priorities hold.

"The continuation of this Greener Homes Loan program

## Federal Retrofit Loan Program Is Set To Dry Up By Year's End Unless Carney Steps In

CANADA'S  
**NATIONAL  
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is certainly going to be a good test case," Haley said. "There were quite clear promises made in both the Liberal platform and Mark Carney's leadership campaign that are extremely consistent with continuing this specific loan program and improving it."

Renée Proctor, press secretary for Robertson, said the minister welcomes feedback and has seen the letter from Efficiency Canada.

"At this point in time, we're not going to speculate on policy or funding decisions given that the process for Budget 2025 is underway," she said.

The Greener Homes Loan program is part of a government retrofitting initiative that previously also included grants. However, [the grant portion was abruptly cancelled](#) last year citing "higher-than-expected uptake."

"The speed at which Canadians are applying and getting approved for Greener Homes Grants has also been significantly faster than NRCan's initial expectations and has skyrocketed since the fall," the department said in February 2024, [citing \\$5.1 million grants issued](#) each day.

A report from Green Communities Canada found that for Canada to reach its net-zero target, [close to 500,000 retrofits are needed](#) each year.

Drew Tozer, a partner with Foundry Heat Pumps, a heat pump installation company in the Greater Toronto Area, said if the loan program is disrupted, it would be part of a boom-and-bust cycle for efficiency programs that does more than short-term damage.

"Contractors who made the strongest commitment to participate in the program get hurt the most when it ends," he said. "Short-cycling through programs erodes the trust and willingness of contractors to participate in future programs.

"That matters, because the rate at which [we] electrify homes largely depends on the level of buy-in or

resistance from contractors."

According to Efficiency Canada, there are two main drawbacks with the existing loan program that should be addressed to maximize impact.

First, up-front costs for retrofits are high and homeowners need to pay for the upgrades up front unless the contractor is willing to take on the risk of completing the work while waiting for the loan to be issued.

"The typical reason to take out a loan is to eliminate up-front costs," the advocacy group says. "The current system acts more like an incentive paid back, rather than a loan that enables people unable to pay full costs to afford retrofits."

Second, most home heating and cooling systems are replaced after an unexpected breakdown, such as a furnace going out in the dead of winter. So, applying for a government loan, waiting for it to be processed and then hiring a contractor isn't realistic for many people in those emergency situations. Fast access to financing is critical, Efficiency Canada says.

The group says ideally, retrofits should have no upfront costs and same-day financing approvals, and recommends a government loan program could be run through contractors.

August 21st 2025



**John Woodside**  
Ottawa Bureau Chief



CANADIAN ASSOCIATION OF  
HOME & PROPERTY INSPECTORS

CANADA'S VOICE OF THE HOME INSPECTION INDUSTRY

# The CAHPI Inspector



## Building Inspection Summer Specials



### FLIR E6XT INFRARED CAMERA



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This clamp meter is a part of the ME-TERLINK kit and includes a Bluetooth module designed for use with FLIR infrared cameras. The 4-digit, 4,000 count display is LED-illuminated making it bright and easy to read anywhere.

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Item	Description
EXTECHCT70	Extech CT70 AC Circuit Load Tester

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Provides safety checks in all environments up to 1000 ppm. The ergonomic pocket-size housing and one-button operation make the Extech CO10 carbon monoxide meter easy-to-use and convenient.

Item	Description
EXTCO10	Carbon Monoxide Meter

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Item	Description
EZ40	EzFlex™ Combustible Gas Detector

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Offers valid until August 31st, 2025 or while quantities last.

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## Gutter Protection for Home Inspectors: Why Gutter Saver PRO

Drones are fantastic, until they aren't. Wind, rain, tree canopies, tight setbacks, and geofencing can all ground your flight plan. Even on perfect days, you'll often need to verify something up close: shingle edges, fasteners, flashing, fascia, or gutter pitch. That's why a dependable ladder setup is still essential, and why Gutter Saver PRO belongs in every home inspector's kit.

### Why Gutter Saver PRO?

Gutter Saver PRO transfers the ladder's load away from the fragile gutter lip and onto the fascia, creating a stable, non-marring rest point. In practice, that means you can place and reposition your ladder confidently without denting or bending the homeowner's gutters or worrying about lateral sliding along the run.

### Benefits:

- Protects client property. No dents, bends, or scuffs on gutters, fewer headaches and zero "after the inspection" damage questions.
- Safer, faster setup. No more improvising with towels, pool noodles, or wood blocks that shift under load.
- Works when drones can't. Keep your workflow moving in wind, light rain, canopy cover, or geofenced areas.
- Professionalism = trust. Arriving with a purpose-built protector signals a care for the client's biggest asset and helps reduce liability risk associated with ladder contact.

Drones when you can. Ladders when you must.

Modern inspections are hybrid by nature. Use drones for broad context and difficult-to-reach shots; use a ladder

when you need confirmation, measurements, or high-resolution close-ups. Gutter Saver PRO makes the ladder half of your workflow safer, faster, and cleaner, so you deliver better documentation in less time.

### A smart leave-behind that markets for you

Here's a small shift with big impact: add your business label to a Gutter Saver PRO and leave it with the homeowner as a thank-you. It's not a brochure that gets filed and forgotten; it's a tool they'll handle for years.

- Stays where decisions happen. Stored with the ladder, your contact info is visible the moment someone decides who to call.
- Drives word-of-mouth. When a neighbour borrows the ladder or asks, "Who did your inspection?" your details are front and centre on a tool they trust.
- Builds brand equity. Every future use is a reminder of your thoroughness and care, effortless top-of-mind marketing.

**Bottom line:** Drone when you can, ladders when you must. Gutter Saver PRO enhances both approaches, protecting client property, streamlining your day, and discreetly promoting your business long after the inspection is complete.





## How to Handle Complaints Professionally and Courteously

How do you manage complaints? For many home inspectors, this is “the moment of truth” that distinguishes the professional from not-so-professional. When you manage complaints well, you enhance your reputation with the public and the Realtor community. Handle this aspect of your business poorly and you will find yourself with unflattering reviews and comments on social media, and Realtors will spread the word amongst their peers that you are to be avoided.

The first thing you must do before you ever receive a complaint is acknowledge that you will make mistakes. And while objectivity is something you apply to the properties you inspect, it is impossible to view your own work objectively in the face of a complaint.

You try to do your best on each and every job; you put your heart and soul into your work. But suddenly a complaint sucks the oxygen out of the room and the stress level elevates to unpleasant heights. Let’s talk about that and how we can make complaint management an asset rather than a liability.

Most inspectors first hear a complaint via a phone call or an email. In that scenario, to immediately take the edge off the situation consider doing these things:

1. Stay calm and take a deep breath. Then let the complainant know you share their concern that something may have gone wrong and you will do whatever you reasonably can to resolve the matter. From this point forward, keep a log to document every interaction with complainant (client or Realtor). Start by creating an email folder to store all correspondence.
2. Get as many details as you can about the precise nature of the complaint; ideally via an email with photos when applicable. At this point, neither deny nor accept the validity of the complaint; promise you will promptly review the report and

get back to them with the next step.

3. Then take a beat and “walk away” from that moment until you are certain you are in control of your emotions. You need not take this personally; it is a hazard of our profession and our clients may be in a highly charged emotional state. Your cooler head will help all involved.
4. Referencing only the specific issues in the complaint, quietly review your report on your own and make a determination if the complaint has merit. Most of the time you will discover that the client failed to read the report thoroughly, or there was an inadvertent miscommunication. Make note of your review findings.
5. You do not want to lose the client’s or Realtor’s confidence at this point, so promptly make an appointment (ideally back at the property) to offer them your assessment of the situation. When you have made that appointment, call a fellow CAHPI member who you respect and ask them to join you when you meet with the parties involved. Ahead of time, explain to your CAHPI colleague what has transpired and let them know that they will be present to witness the meeting, but they are not to offer comments unless you call upon them.
6. During the meeting, if it is the case, try to come to a mutual understanding with the complainant that you have no liability with respect to the issues. If the complainant agrees, you have a witness to that understanding. Great! Go buy your colleague a beer and let them know you’re available should they ever need you in a similar situation. Then, go back to your office and write an email to the complainant recounting the details of the agreement reached.
7. However, after the meeting with the complainant,

# The CAHPI Inspector

if there is no resolution reached, refrain from admitting or denying any error or liability. Explain that protocol dictates that you must now reach out to your insurance provider and allow them to assess the situation. Explain that an objective third party, an insurance adjuster, will now examine the facts thus far established and take charge of any potential claim.

The adjuster will report to the insurer's legal counsel and the lawyer will make a recommendation to defend or settle. Legal counsel has also been known to contact a subject matter expert to help determine if the inspection report meets an acceptable standard. This "expert" will be an experienced home inspector with a cultivated understanding of the relevant "Standard of Practice". They will also be familiar with the local



## Handle Complaints Like a Pro

*Tips and tricks for effective complaint handling*

Standard of Care" other home inspectors in your area exercise when completing inspection reports.

As a side note, remember that any and all text messages and emails relating to the matter may find their way into any investigation of the complaint.

In the foregoing scenario, that is the extent of the contact that you need to initiate with the complainant. If a favorable resolution was reached with the client (and/or Realtor), you can safely put the situation on ice.

But, if a resolution was not reached, you must immediately reach out to your insurer via email to let them know you may have a claim pending. The insurer will start a file by requesting all the relevant information you have. This will include the report and all correspondence to date. The insurer will likely sit on this information until a formal claim is issued; either through a demand letter or the filing of a lawsuit. When that happens, you will, if human, feel some stress.

Wait though, you are no longer in this alone. The insurer will assign a claims adjuster to review the facts.

It is very important to keep the content of any such communications with the complainant and associated Realtors professional in tone. Any suggestion of ill will on your part will come back to bite you. Make it a point to always be respectful of the concerns of others, regardless of your feelings.

CAHPI has worked extensively with the insurance industry and the authors of our current Standard of Practice (SoP) to place our members in a very defensible posture when they follow that SoP. You may be more difficult to defend when you fail to integrate the CAHPI SoP into your reporting.

You should bear in mind that the foregoing scenario may not apply in some situations. Your first indication that there is a complaint may come directly as a

# The CAHPI Inspector

Statement of Claim, with no prior contact with the complainant. Your inspection agreement, if well-written and properly signed by both parties, can offer you some protection in that situation; especially if the client has already spent money mitigating the issue. Your written agreement should provide you with the right to examine the subject of the complaint and offer a remedy (if appropriate) prior to the client paying someone to effect a solution to the perceived problem.

There is no “one size fits all” way to manage a complaint. Sometimes a client may have a legitimate issue and you may elect to either refund the inspection fee or provide another remedy. If you do provide any solution, consider having the Client sign a “Release” which eliminates their right to pursue any further action against you with respect to the inspection report. Always seek appropriate advice from your

lawyer with respect to the composition of an effective Release document.

There is obviously a lot of room for further discussion on the topic of complaint management. This writer is not a lawyer and this blog is not intended to be legal advice; just a discussion based on my personal experiences; both as a defendant and as a subject matter expert to legal counsel handling home inspection lawsuits.

Your best practice is to always be thorough both in your fieldwork and your reporting. Never rely on any verbal advice you may have given to your client. If it is worth saying, it is worth including in your report. I hope you never have to suffer through a complaint process but know that the odds are highly in favour of that eventuality. The CAHPI SoP, when followed, can minimize your troubles.



## CAHPI Conference: The Future of Home Inspection

**Where is the home inspection profession headed?** Find out in this powerful closing conference panel presentation featuring three of the industry’s most respected leaders offering their unique perspectives on The Future of Home Inspection.

**Join us for this exciting collaboration between CAHPI, CREA, and Carson Dunlop - it is sure to grab your attention!**



Alan Carson, President, Carson Dunlop



Darin Germyn, Vice Chair, Canadian Real Estate Association (CREA)



Graham Clarke, M.Sc., P.Eng., RHI, Consulting Engineer, Clarke Engineering

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## 2025 CAHPI National Annual Conference Sponsor & Exhibitor Opportunities

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**All sponsorships include a complimentary 8' x 8'  
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**Exhibit Only options are also available for \$850 -  
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If you supply products or services to any aspect of the Home Inspection industry you won't want to miss this opportunity to participate in this conference and connect with professional Home Inspectors from across Canada. As a sponsoring organization, you will receive recognition and high visibility within the Home Inspection market.

Invited speakers who are experts in their field will be providing the latest information on training, technology, and home inspection equipment available for all our CAHPI members. Delegates will have the opportunity to network with exhibitors and have hands on product demonstrations throughout the two-day conference.

Please contact [anne@cahpi.ca](mailto:anne@cahpi.ca) or 613-227-3919 for more information.



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## Two High-Profile Scandals Spark Reckoning For Canadian Real Estate Industry

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Mario Toneguzzi | Sep 04, 2025

The real estate industry in Canada is facing a profound reputational challenge in the wake of two high-profile scandals involving iPro Realty Ltd. in Ontario and Re/Max Real Estate (Central) in Calgary.

These incidents have not only shaken consumer confidence but also exposed critical weaknesses in the regulatory oversight meant to protect the public. As millions of dollars are at stake and trust is eroded, industry leaders emphasize that the damage extends beyond the individuals involved, threatening the integrity of the entire profession.

For many Canadians, buying or selling a home remains one of the most significant financial decisions of their lives, and that process depends fundamentally on trust in Realtors.



### What happened

iPro Realty, with 2,400 agents and 17 locations, [closed down](#) in mid-August over questions about \$10.5 million going missing from the brokerage's trust accounts. Demands for action grew after Ontario's real estate regulator the Real Estate Council of Ontario (RECO)

said that iPro Realty co-founders Rui Alves and Fedele Colucci would not face charges.

The Ontario Provincial Police have since announced that it is [launching an investigation](#) into iPro.

The total amount missing is now \$8 million, RECO has said. And last week, the Ontario government said it was intervening with a review of RECO.

### Details still unfolding on alleged Calgary Ponzi scheme

In May, Re/Max Canada [dropped its affiliation](#) to Re/Max Real Estate (Central) in Calgary amid allegations surrounding a multi-million-dollar Ponzi scheme run by a former agent.

The Real Estate Council of Alberta (RECA) completed its disciplinary process for former Realtor Eric Drinkwater.

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RECA said he admitted to serious breaches, and an independent hearing panel has already found him guilty of conduct deserving of sanction. RECA demonstrated to the panel why a permanent ban is appropriate given the conduct, and it awaits the panel's final decision on sanctioning.

RECA hearings for David Lem (broker) and Pat Hare (associate and brokerage owner) are slated for October.

### ***'Everybody has a part to play'***

Janice Myers, CEO of the Canadian Real Estate Association, said when trust in the industry is broken, it doesn't just impact the individuals directly involved; it threatens the reputation of the entire profession.

"It impacts the entire ecosystem that is designed to ensure situations like this don't happen," she says.

"In Canada, the Realtor Code represents the highest standard of professional conduct, and boards and associations were founded to set and uphold those standards of professionalism and ethics. In many provinces, they were actually the ones who pushed for the regulatory oversight we see today."

She said the vast majority of Realtors embody these values, but when misconduct such as what happened at iPro becomes public, people rightfully have questions about trust and transparency.

She says trust is the cornerstone of real estate. Clients need confidence that their Realtor is acting with integrity, while in turn, Realtors trust their clients to be transparent and realistic. It's this mutual trust that really makes these successful transactions possible.

"What we want is a highly professional, ethical

individual, trained and acting with the utmost integrity, working with consumers. We are all aligned, and government is aligned on that, too," adds Myers.

"Everybody has a part to play, with the backstop of government and the act that governs Realtors being extremely important, as well as the Realtor Code that CREA has. All of those work together to instill that trust."

The final backdrop, she said, is government ensuring the legislation is up to date, allowing regulatory authorities to act swiftly and take necessary steps in situations like iPro, "where public trust has been broken and millions of dollars have been obviously misdirected."

### ***'RECO has failed': Crawford***

Industry insiders widely agree that the root of these scandals lies in regulatory failures.

A spokesperson for Ontario's Minister of Public and Business Service Delivery and Procurement, Stephen Crawford, said in an email: "As the province's real estate regulator, RECO has a duty to protect consumers and uphold professional standards in Ontario's real estate sector. In its handling of the iPro Realty case, the largest case of fraud in Ontario's real estate history, RECO failed to deliver on (its) core mandate.

"As a result of this mishandling, the Minister will step in to oversee a third-party review of RECO to ensure the process meets professional standards, reflects industry expectations, and restores public trust in Ontario's real estate regulation."

In response to an interview request, the RECO media team responded: "We are not providing interviews at this time. Please refer to the public statements available on our website."

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### **Regulators ‘failing’ on their mandate: AREA CEO RECA responds**

Brad Mitchell, CEO of the Alberta Real Estate Association, says a vast majority of members serve the public in a very professional, courteous, and competent manner. But, like every industry, “we have a few in our industry that don’t do that, and it’s very unfortunate.”

The Re/Max Central and iPro Realty cases aren’t small slip-ups, said Mitchell, they’re glaring examples of regulators failing at the part of their mandate that matters most: protecting the public.

When that doesn’t happen, said Mitchell, consumers pay the price, and trust in the industry is shaken.

He said it’s on both government and industry to get regulation right.

“We’ve had a ton of problems with our regulatory body here in Alberta, and they’ve had the same issues in Ontario,” said Mitchell.

Mitchell says some regulators cozy up to the industry, instead of doing their jobs with independence, and that’s where they’ve “lost their way.”

He said governments need to “strip regulatory bodies down to bare bones” and rebuild.

Mitchell argued that the real estate industry needs proper regulation, since most members want to keep out bad actors. He noted that even people arrested for [serious crimes](#) have remained licensed as Realtors, while regulators focus on trivial matters like sign details or measurement rules.

In his view, regulators neglect serious misconduct and instead waste effort on minor technicalities.

In an emailed statement, RECA said the assertion that it has not acted is false. RECA said it prioritized the Drinkwater investigation and has already completed its disciplinary process.

“A profession’s greatest asset is its reputation. The vast majority of industry professionals act with integrity and care for their clients, and we share the frustration and anger felt when fraud occurs,” it said.

“Alberta has strong protections in place. Consumers can use RECA ProCheck to confirm licences and view disciplinary histories. Each sector has distinct education and licensing requirements, and credentials are public. If someone lacks the proper licence, that’s a red flag.

RECA said its processes and mandate are legislated. They’re also guided by case law and legal precedent. Acting without enough evidence (or outside our authority) would invite lawsuits, taint proceedings, and delay justice.

“We work tirelessly within the bounds that the Government of Alberta has established to meet our mandate in protecting consumers,” it said.

“Albertans expect fair, transparent processes. Skipping due process goes against that and risks judicial review that could overturn decisions and sanctions and delay justice for victims. RECA’s responsibility is clear: act decisively when evidence exists, and ensure sanctions stand. That’s how we help protect consumers and preserve trust in the profession.”

A government spokesperson for Minister of Service Alberta and Red Tape Reduction Dale Nally said “the Minister’s schedule doesn’t allow for an interview at

## Two High-Profile Scandals Spark Reckoning For Canadian Real Estate Industry

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this time,” and there was no response when asked to provide a statement.

### ***A lesson in choosing a brokerage***

Todd Shyiak, executive vice president of CENTURY 21 Canada, said the iPro collapse is a reminder that the industry must reset its standards. Agents must re-examine what they demand from the brokerages with which they choose to affiliate.

“The lesson is clear: choosing a brokerage based on cost alone is short-sighted calculation. Agents must invest in their career and align with brokerages that will show their value through stability, leadership, and the resources required to deliver the best standard of service to clients,” he says.

“The future of Canadian real estate depends on setting — and meeting — higher expectations. Agents must demand it. Clients deserve it. And our industry’s reputation requires it.”

The recent scandals take away confidence in the industry. They take away confidence in the oversight of the industry.

“Oversight means mandatory regular audits and demanding brokers send in monthly balances of their trust accounts to show they’re copacetic.

“The oversight in our industry has failed time and time again to address one of the core problems in my mind. These brokers they charge nothing, they do nothing, they offer nothing and allow agents to wallow.”

### ***Faith in the process***

Alan Tennant, CEO of Calgary Real Estate Board, says it’s always upsetting when to see real estate consumers affected when they shouldn’t be.

“That’s a situation where I think we all know that all of our rules and laws governing real estate need to be fully and effectively enforced. And until we know they haven’t been fully enforced, we have to have some faith in these systems and processes and allow them to unfold,” he says.

“And then, if there’s been a lack in enforcement, then I’m very confident the industry will step up. You know, if I have any concerns about these situations, it’s probably more around the potential for an overreaction. My experience has been that when you get a group of Realtors together in a decision-making role, whether it’s creating rules or managing ethics situations, they always consistently have very high standards and a very low tolerance for noncompliance.

“I think all Realtors need to be concerned about the potential damage to the brand. And they all have a role to play in making sure things are corrected.” “I think all Realtors need to be concerned about the potential damage to the brand. And they all have a role to play in making sure things are corrected.”



## Unauthorized Lockbox Use Triggers Action And Reform By Real Estate Authorities

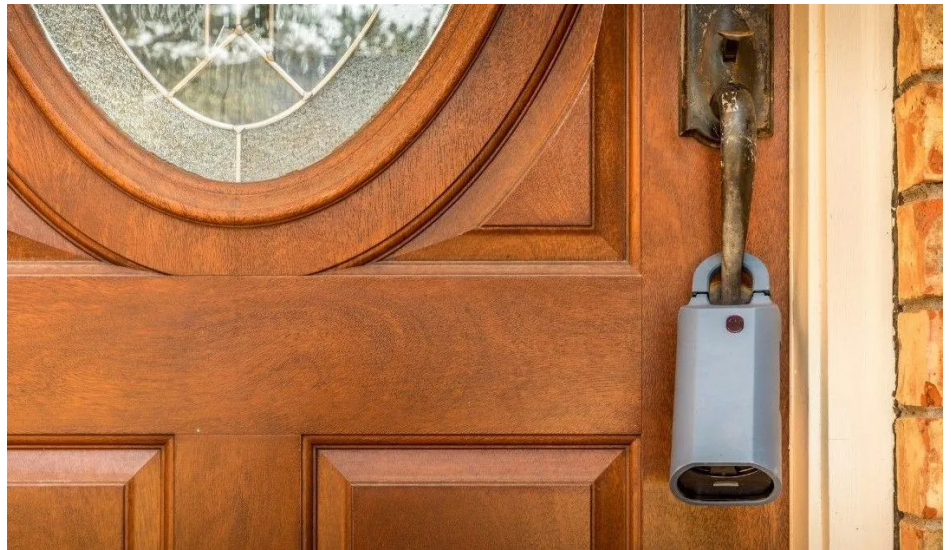
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Mario Toneguzzi | Sep 04, 2025

Unauthorized use of real estate lockboxes is becoming a growing concern, prompting regulators, brokerages, and real estate boards to crack down on agents who allow unsupervised access to homes.

Designed to securely store keys and facilitate scheduled showings, lockboxes are being misused by some agents who share access codes with clients or third parties—violating professional rules and exposing sellers to serious risks, including theft, privacy invasion, and property damage.



The problem is more than anecdotal.

In Ontario, the Real Estate Council of Ontario (RECO) has received 20 to 40 complaints annually over the last five years about agents providing unauthorized access to listed properties.

According to RECO registrar Joe Richer, nearly all substantiated complaints led to disciplinary action, with fines starting at \$5,500 and reaching as high as \$9,500 for repeat or contested violations.

“You’re giving somebody a key with no idea what they’re going to do with it,” said Richer. “That’s a major breach of trust.”

### ***Efforts to find a solution***

The consequences for Realtors go beyond monetary penalties. Industry leaders say misuse of lockboxes erodes public confidence in the profession and can result in legal liability for agents and brokerages.

In response, many brokerages and real estate boards are turning to electronic lockboxes that offer time-restricted access and real-time tracking. Still, the problem persists, with some agents ignoring protocols for the sake of speed or convenience.

“It’s not just wrong—it’s dangerous,” said prominent Toronto Realtor Frank Leo, who replaced traditional lockboxes years ago after incidents involving unauthorized reentry into client homes.

### ***Responsibility lies with seller’s agent***

Richer said the lockbox is used to simplify the process. It’s a convenience for Realtors, allowing for easier access with the least amount of intrusion possible. But, ultimately, the seller must be comfortable with using a lockbox, and they need to understand the risks.

The seller’s representative is responsible, first and

## Unauthorized Lockbox Use Triggers Action And Reform By Real Estate Authorities

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foremost, for protecting the property on the seller's behalf. They're expected to be at the showing—unless the seller has specifically instructed that they don't need to be there.

The agents have a legal obligation to ensure the property isn't damaged, that nothing is stolen, and that the seller's privacy isn't breached.

The lockbox should only be accessed by licensed agents—unless the seller explicitly instructs otherwise, said Richer.

"It's a very serious issue for us. We have a number of complaints about this annually. And virtually everybody that we receive a complaint about, if it's supported by evidence that they actually did provide unauthorized access to a property, every single one of those agents has been referred to discipline."

### ***The case for electronic lockboxes***

Richer said the technology has come a long way, and electronic lockboxes are a much better option. The more advanced systems only provide access codes that are valid for a specific time slot, and sometimes they won't even allow entry a few minutes early. Others work through Bluetooth and mobile apps, meaning the access is tied directly to the agent's phone—so you can't just pass along a code.

There are huge benefits: the listing agent knows exactly when someone enters and leaves. Overlapping showings are avoided, and unauthorized re-entry isn't possible without a new code.

Richer said there's no provincial law about which lockbox system to use. That's determined by the local real estate boards. Members of each board must use the systems authorized by that board.

"The good thing, too, is that the profession as a whole is seeing the importance of it and they're sick and tired of it, of the people that are doing it (breaking the rules) and so they're filing complaints about it," added Richer.

Leo, with Frank Leo & Associates, part of the Re/Max team in Toronto and the Greater Toronto Area, said he's very concerned about the traditional lockboxes.

The difference is in the control and accountability, he said, adding he's always taken client safety seriously.

"As soon as the technology became available, I made it a strict policy in my business to stop using traditional lockboxes. We use electronic lockboxes only," he said.

### ***Changes coming this fall, says TRREB***

In a statement, John DiMichele, CEO of the Toronto Regional Real Estate Board, said: "As the real estate profession continues to advance, so too do the tools and technologies we rely on to serve clients and uphold professional standards. At TRREB, we are committed to leading that evolution, and this fall, we will introduce a new electronic lockbox solution for our members to enhance both security and accountability.

"The system will provide each (Realtor) with individual access credentials, enable real-time tracking of property visits, restrict access outside of scheduled appointments, and integrate directly with TRREB's showing management system. This initiative reflects our broader commitment to delivering innovative solutions that support our members' success and protect the interests of their clients."

DiMichele said every Realtor has a legal and ethical obligation to follow the rules, especially when it comes to property access and security.

Lockbox codes must never be shared, and no buyer,

## Unauthorized Lockbox Use Triggers Action And Reform By Real Estate Authorities

appraiser, inspector, or service provider may enter a property unless they are accompanied by a Realtor or have written consent from the seller.

He said the board's MLS rules clearly state that a Realtor must be physically present for the entire duration of a visit.

"Breaches of these rules are taken seriously. Complaints submitted to TRREB are reviewed by our Professional Standards Hearing Panel, and violations may result in significant penalties, including fines and mandatory training. Members are also encouraged to report serious infractions to the RECO, the regulator responsible for enforcing the profession's Code of Ethics," explained DiMichele.

"At TRREB, we take our role in supporting member professionalism seriously. We continue to communicate regularly with members about their responsibilities, including best practices for managing property access and ensuring the safety and security of clients and their homes."

### **No issues reported in Calgary**

Alan Tennant, CEO of the Calgary Real Estate Board (CREB), said the use of lockboxes is very clearly spelled out. The purpose of access is strictly for showings. It's a Realtor-to-Realtor environment. Any exceptions need to be approved by the listing agent.

"It's a major demonstration of consumers' trust... they're essentially handing over the keys to their home, expecting that it will be used solely to help get the property sold. So access is intended specifically for Realtors," he said.

Tennant said CREB has had no reports or issues regarding abuse of the process.



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## [Subscribe](#) to Drone Zone

The Drone Zone newsletter is a platform that the RPAS Task Force uses to communicate monthly with stakeholders (drone operators, industry, law enforcement, other government departments (OGDs), provincial/territorial contacts, academia, etc.) and serves as a central mechanism for outreach and engagement. The newsletter was first launched in 2019 and has since grown to over 1200 subscribers.

Topics covered each month typically include any news on engagement efforts and the RPAS Task Force's presence at major events (e.g.: International Civil Aviation Organization (ICAO) meetings, summits, conferences, etc.), regulatory program updates, and any other items of interest for stakeholders. On occasion, "special editions" of the newsletter will be sent out if something needs to be communicated outside of the regular publication cycle."

# The CAHPI Inspector

## WELCOME to CAHPI's NEW MEMBERS

First Name	Second Name	City	County	Designation
Isaac	Abraham	Kanata	ON	Candidate
Samuele	Caporale		ON	Candidate
Jordan	Dickert	Brantford	ON	NCH, RHI
Blake	Drought	Clarence Creek	ON	Candidate
Oscar	Ellis	Winnipeg	MB	Candidate
Rose	Folks	Kentville	NS	Candidate
Aloaye	Gibiri	Hamilton	ON	Candidate
Thomas	Keevil		ON	Candidate
Rishab	Monga		NS	Candidate
Austin	Rye	Peterborough	ON	Candidate
Keith	Rye	Peterborough	ON	Candidate
Reed	Shelton	Kanata	ON	Candidate
Denise	Williams	Halifax	NS	Candidate

## CONGRATULATIONS TO CAHPI'S NEW NCH & RHI's

First Name	Second Name	City	County	Designation
Bryce	Craig	Battleford	SK	NCH, RHI
Susan	D'Andrea	Sarnia	ON	NCH, RHI
Foaad	Soleymany	Coquitlam	BC	NCH, RHI
Jonathan	Dube	Toronto	ON	NCH, RHI
Scott	Lutz	Toronto	ON	NCH, RHI

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## VOLUNTEER WITH CAHPI!

CAHPI is calling all volunteers! We have recently restructured our Committees in the hopes of encouraging more members to participate. Our doors are open and we want to hear what you have to say.

Joining a CAHPI committee is a fantastic opportunity to contribute to the home inspection industry in Canada. Whether you're passionate about professional development, training, mentoring, public relations, or marketing, there's a committee that aligns with your interests and expertise. By volunteering, you not only help advance and protect the home inspection profession but also gain access to valuable industry information, networking opportunities, and best practices.

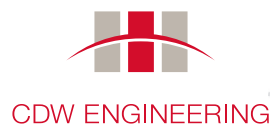
If you're interested in learning more about available volunteer opportunities and finding the best fit based on your interests and availability, you can [review the options here](#) and reach out to Anne at [anne@cahpi.ca](mailto:anne@cahpi.ca) for more information. Your voice and expertise can make a significant difference in shaping the future of the home inspection industry in Canada.



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# The CAHPI Inspector

## CAHPI MEMBER BENEFITS

### VALUE OF MEMBERSHIP

The Board of Directors strives every year to continuously build a professional association and create meaningful value that leads to a sustainable organization. The home inspection industry is changing, CAHPI is monitoring and responding strategically to meet the association's key objectives. The association has many valuable assets and benefits, some tangible and some not.

As a member, you'll be recognized as belonging to a respected professional association.

### CAHPI BRANDING

**Canada's Voice Of The Home Inspection Industry** – CAHPI is a professional National association with recognized standards.

**Registered Home Inspector (RHI)® Designation** - Home Inspectors meeting CAHPI membership criteria earn this valued and recognized RHI designation.

**Highest Industry Membership Qualification** - includes respected training institutions providing high quality educational programs; written examination; field training and mentorship; peer-evaluation and field testing. Because CAHPI members meet these high qualification they are the primary source of competent home inspectors across Canada.

**Media** – CAHPI is seen as the industry leader that the media seeks out when reporting home inspection news.

### ADVOCACY

**Government Relations** – CAHPI collaborates with government through participation on expert panels and technical advisory committees. As a National association our connection with stakeholders gives CAHPI a unique ability to add value, provide our insight and expertise to Provincial and Federal Governments.

**Industry Stakeholders** – CAHPI continues to build a network of industry stakeholders; real estate, appraisers, insurance, mortgage professionals, standard development, franchises and home builders. This is evidenced by the signing of a memorandum of understandings with Canadian Association of Radon Scientists and Technologists.

**New Business Services** – CAHPI advocates on behalf of the members with stakeholders to develop new opportunities to provide new services in new markets.

**Consumer Protection** – CAHPI maintains a professional website providing Canadian homebuyers with the resources they need to feel confident when looking to hire a professional home inspector.

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We're always looking to feature 'Photos from the Field' from our members. Share with us a photo from your repertoire that tells an interesting story about a recent home inspection. Please include your name and a brief (50 word) overview explaining the photo to [info@cahpi.ca](mailto:info@cahpi.ca). Do you have home inspection content you've authored and would like to share? Contact us to see how you can get involved [info@cahpi.ca](mailto:info@cahpi.ca).

# The CAHPI Inspector

## CAHPI MEMBER BENEFITS

### Become a CAHPI Member Today!

Join CAHPI today... it only takes a few minutes. First — complete the online membership application form; Second — make your payment with the online secure credit card payment option; Third — check your profile on the Find an Inspector search (profile updates can be made on the My CAHPI Dashboard membership portal). The CAHPI membership criteria is outlined on “How to become a member” webpage. CAHPI members fulfilling the CAHPI membership criteria will earn the National Certificate Holder® designation and Registered Home Inspector (RHI)® designation. [READ MORE](#)

### MEMBER OPPORTUNITY: Get Featured on CAHPI Social Media!

On a first come basis we will be featuring one member in an upcoming social media post. Interested? Submit the [CAHPI Member Profile Form](#). We're also looking for 'Photos from the Field'. Share with us a photo from your repertoire that tells a very interesting story about a recent home inspection. Please submit the [CAHPI Photos from the Field Form](#) and return to [info@cahpi.ca](mailto:info@cahpi.ca). Do you have home inspection content you've authored and would like to share? Are you active on social media? Contact us to see how you can get involved [info@cahpi.ca](mailto:info@cahpi.ca)

### MEMBER BUSINESS SAVINGS - CAHPI Referral Program

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