

# North Carolina Home Inspector Licensure Board

## October 8, 2021, MEETING AGENDA

- [Call Meeting to Order](#)
- [Read Ethics Awareness and Conflict of Interest Reminder](#)
- [Review and Approve Minutes](#)
- [Staff Report](#)
- [Committee Reports](#)
- [Public Comment](#)
- [Unfinished Business](#)
- [New Business](#)
- [Adjournment](#)



# Call Meeting to Order

## AGENDA

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2. Read Ethics Awareness and Conflict of Interest Reminder
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6. Public Comment
7. Unfinished Business
8. New Business
9. Adjournment

Chair Connie M. Corey

- Call meeting to order
- Opening remarks
- Welcome new member
  - William H. Morris
- Recognize Service
  - Harold “Butch” Upton
  - Terri Tart
- Welcome guests
- Changes to the agenda?



# Ethics & Conflict of Interest

## AGENDA

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## ETHICS AWARENESS & CONFLICT OF INTEREST REMINDER

*In accordance with the State Government Ethics Act, it is the duty of every NC Home Inspector Licensure Board member to avoid both conflicts of interest and appearances of conflict.*

*Do any NC Home Inspector Licensure Board members have any known conflict of interest or potential of conflict with respect to any matters coming before the NC Home Inspector Licensure Board today?*

*If so, please identify the conflict or potential of conflict and refrain from any undue participation in the particular matter involved.*

*Let the minutes show that members of the Board who are licensed home inspectors are reminded that the State Ethics Commission has cited the potential for a conflict of interest because they serve on the Board that licenses them. Board members should exercise appropriate caution in the performance of their public duties should issues involving their licenses or that of any of their employees come before the Board. This would include recusing themselves to the extent that their interests would influence or could reasonably appear to influence their actions.*

# Review & Approve Minutes

## AGENDA

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8. [New Business](#)
9. [Adjournment](#)

- Regular Meeting: July 9, 2021
- Special Meeting: July 29, 2021

# Staff Report

## AGENDA

1. Call Meeting to Order
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5. Committee Reports
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8. New Business
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## Director (Mike Hejduk)

- Contracts

## Licensing (Rodney Daughtry)

- Applications
- Licenses & Renewals (%)

## Examinations (Rich Hall)

- Question Bank, Exams

## Education (Jennifer Hollyfield)

- Pre-Licensing Sponsors
- Continuing Education Sponsors & Renewals (%)

## Investigations (Sam Whittington)

- Complaints

# Director

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints

## **FY 2021 - 2022 Priorities?**

1. Examinations
2. General Liability Insurance (audit)
3. Assistant Director & Investigator positions

## **Contracts**

1. Update Course: FY 2021-2022 *IFB 12-001126 Bonnie Gregory*  
*Awarded 01/23*
2. Report Reviews: 5 years \$150,000
3. Financial Audit:

## **Member Terms Expiring – Butch Upton**

## **Member Training – 93B Training I ; 93B Training II**

<https://youtu.be/tAlJ2e6xUv8> <https://youtu.be/Jp58QonQ3zM>

# Director (10/4/21)

**4.1K views (120 Spanish)**

**2.5K views**

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints



**5.3K views**

**3.2K views**

# Director (7/9/21)

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

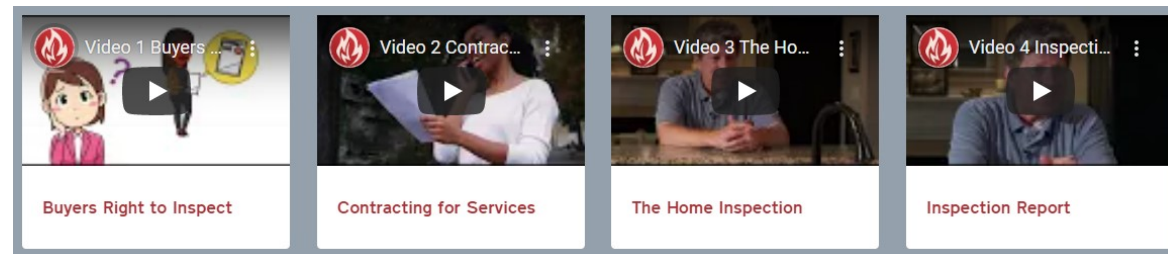
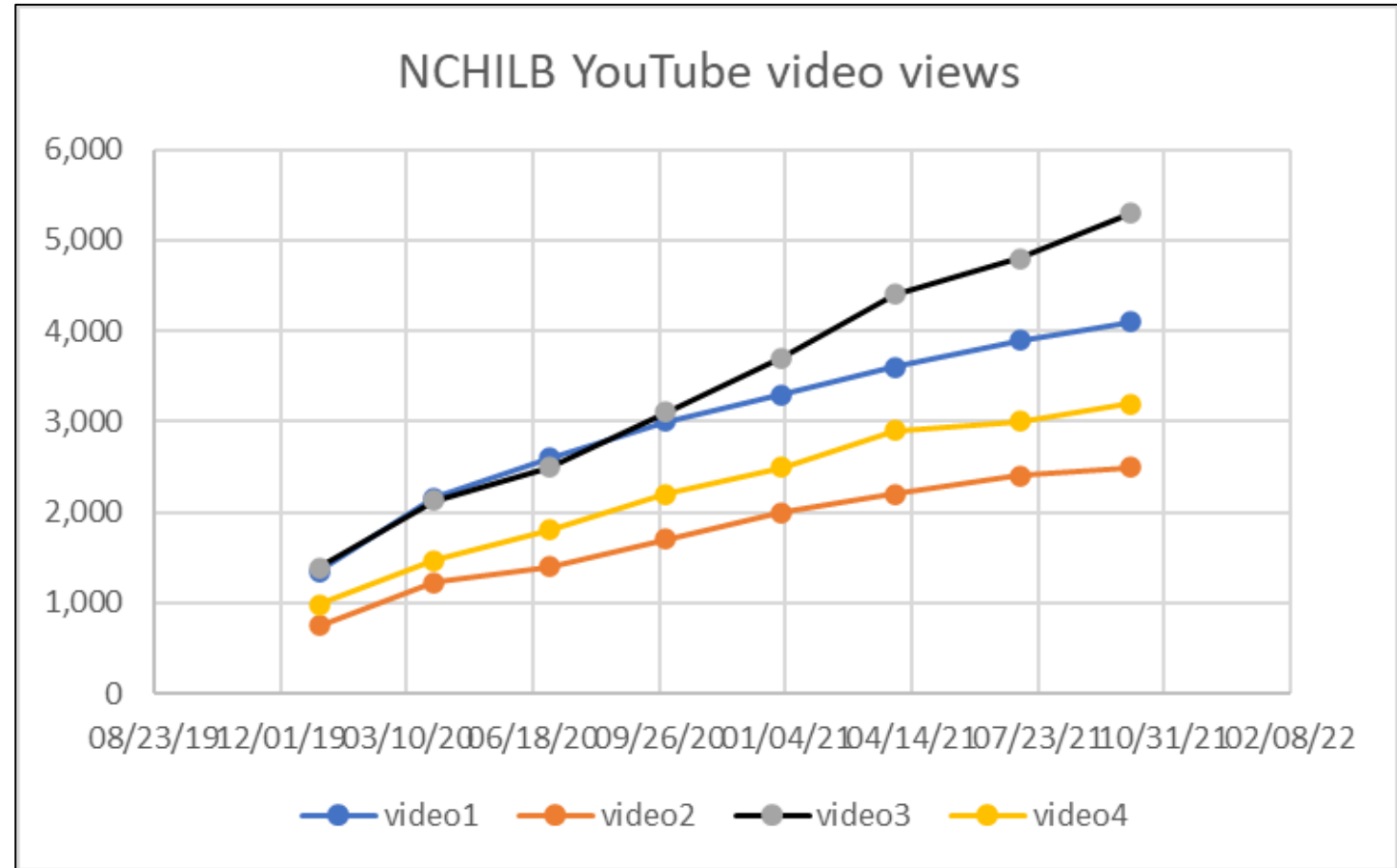
- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints





# Director (7/9/21)

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

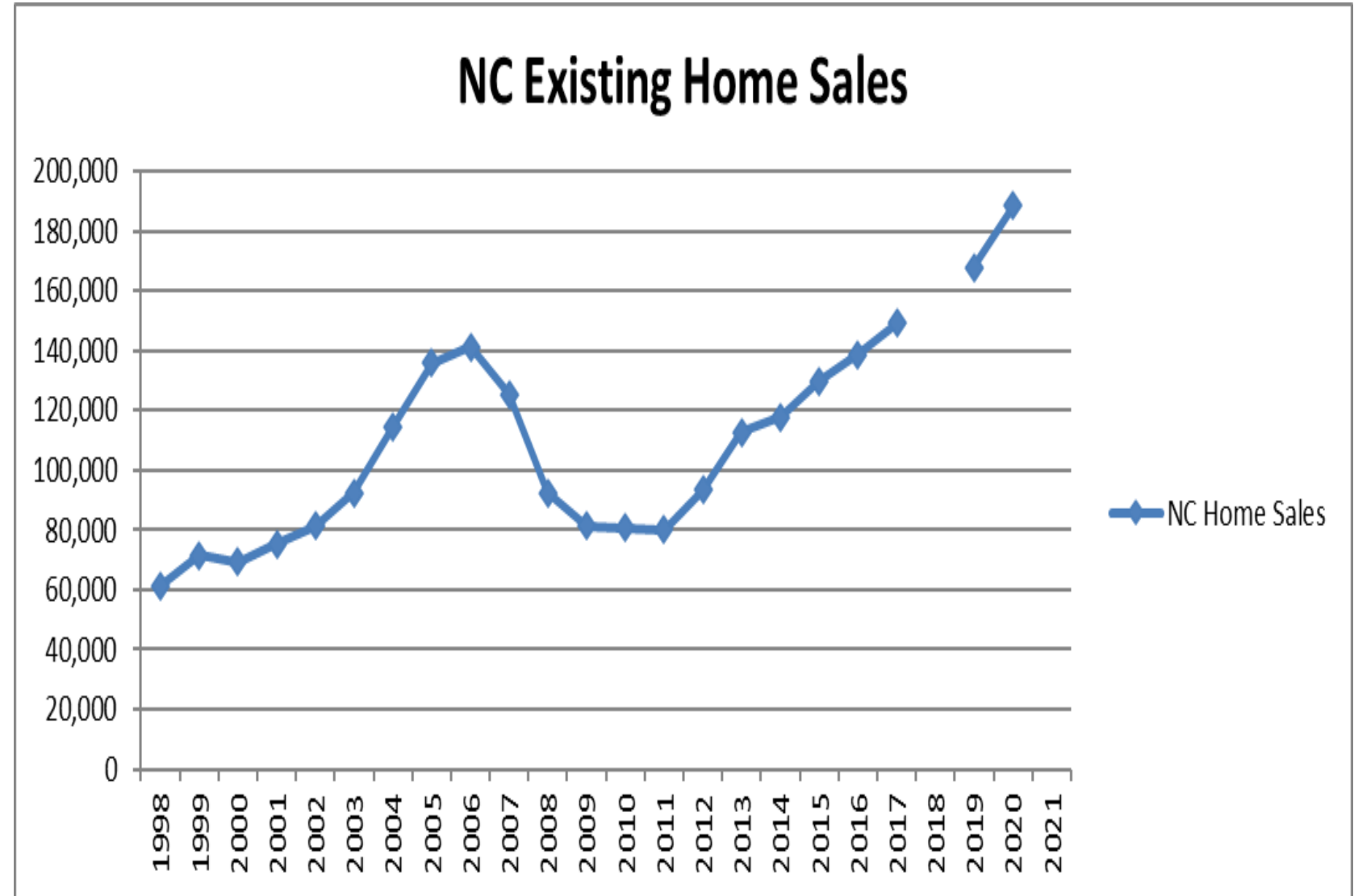
- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints



# Director (10/4/21)

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

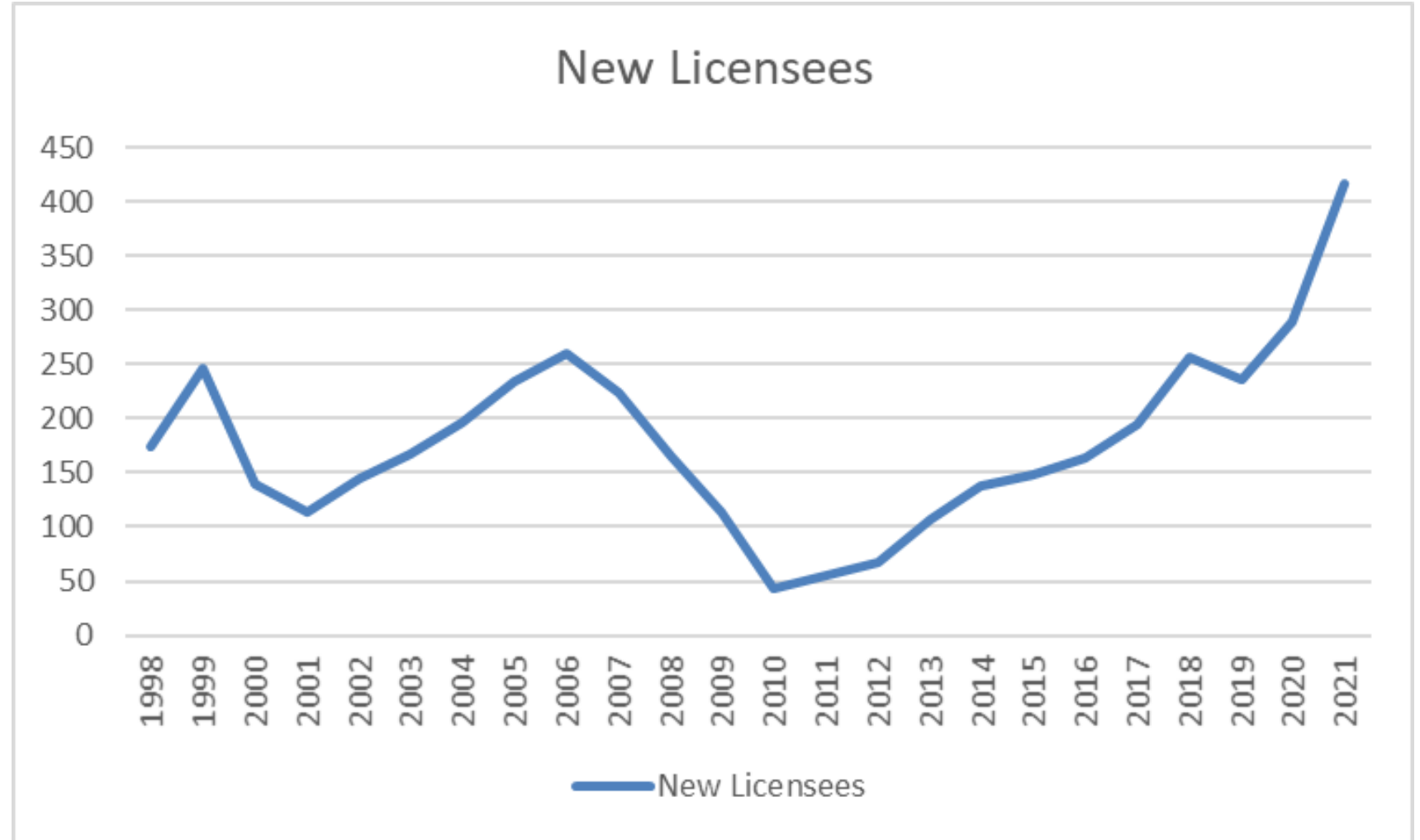
- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints



# Licensing

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints

<u>Licensing Activities</u>	<u>FY 2020/2021 1st Quarter 7/1/2021 thru 9/30/2021</u>
<b>Applications Approved</b>	<b>87</b>
<b>New Licenses Issued</b>	<b>30</b>
<b>Computer Base Exams Administered</b>	<b>0</b>
<b>Registered for August Exam</b>	<b>84</b>
<b>Paper Exams Administered</b>	<b>76</b>
<b>Passed</b>	<b>58</b>
<b>Failed</b>	<b>18</b>
<b>PASS RATE</b>	<b>(76%)</b>
<b>Exam Review Attendees September 13th</b>	<b>11</b>
<b>Active Licenses</b>	<b>1,627</b>

# Licensing

## Director

- Contracts
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- Continuing Education

## Investigations

- Complaints

## General Liability Insurance “audit” (6/28/21)

- 1,646
- 1,207/1,646 (73%)  
“Yes” uploaded file
- 433 nothing
- Mailed in scanned and emailed spot checked and uploaded.
- Agents send in with multiple names

## RECOMMENDATIONS

- Make computer program requirement to upload G.L. file before renewal?
- Instructional video for outreach to licensees.

Type	Created
Photo	04/27/2012
General Liability	08/31/2020



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

6/24/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Citadel Insurance Services, LC 2600 W Executive Pkwy, Ste 500 Lehi, UT 84043		<b>CONTACT NAME:</b> Aaron Menlove <b>PHONE:</b> 801-610-2708 <b>FAX:</b> <b>EMAIL ADDR:</b> aaronm@citadelus.com															
<b>INSURED</b> [REDACTED] [REDACTED] Concord, NC 28025		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Republic-Vanguard Insurance Company</td> <td>█</td> </tr> <tr> <td>INSURER B :</td> <td></td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC	INSURER A : Republic-Vanguard Insurance Company	█	INSURER B :		INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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INSURER C :																	
INSURER D :																	
INSURER E :																	
INSURER F :																	

**COVERAGES**      **CERTIFICATE NUMBER:**      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input checked="" type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR			[REDACTED]	6/24/2021	6/24/2022	EACH OCCURRENCE \$300,000 DAMAGE TO RENTED PREMISES (EA OCCURRENCE) \$100,000 MED EXP (ANY ONE PERSON) \$5,000 PERSONAL & ADV INJURY \$300,000 GENERAL AGGREGATE \$300,000 PRODUCTS-COMP/OP AGG \$300,000
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:						
	<b>AUTOMOBILE LIABILITY</b> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per Person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$						EACH OCCURRENCE AGGREGATE PER STATUTE <input type="checkbox"/> OTHER <input type="checkbox"/>
	<b>WORKERS COMPENSATION AND EMPLOYER'S LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT
A	PROFESSIONAL (E&O)			[REDACTED]	6/24/2021	6/24/2022	Per Claim Limit \$300,000 Aggregate \$300,000

DESCRIPTION OF OPERATION / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space if required)  
**Insured / Inspector (s):** [REDACTED]

<b>CERTIFICATE HOLDER</b> State of North Carolina Office of State Fire Marshal Home Inspector Licensure Board 1202 Mail Service Center Raleigh, NC 27699-1202 Rodney.Daughtry@ncdoi.gov Fax 919-715-0063	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Anthony Eardley
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# Examinations

## Director

- Contracts
- Member Terms

## Licensing

- Applications
- Licensees & Renewals

## Examinations

- Psychometrics

## Education

- Pre-Licensing
- Continuing Education

## Investigations

- Complaints

- SME Committee
  - Committee, 4 Groups of 5-6 SMEs
  - SMEs enrolled and can access Moodle
  - Home Inspector books on order
  - Test item writer hired
  - Standing weekly update meetings
  - Reviewing MP items
  - Created an online platform for SME review
  - SME Item review of MP test items

# Education

## [Director](#)

- Contracts
- Member Terms

## [Licensing](#)

- Applications
- Licensees & Renewals

## [Examinations](#)

- Psychometrics

## [Education](#)

- Pre-Licensing
- Continuing Education

## [Investigations](#)

- Complaints

Total Active Licenses: **1,653**  
Inspectors Who Have Met CE: **1,809**  
Inspectors Who Have **Not** Meet CE: **170**  
Total Renewed for CE year 2021: **1,386**

CE Activities	FY 2021/2022 1st Quarter 7/1/21 thru 10/1/2021
Course Approvals	3
Course Renewals	80
Course Evaluations	19,148

Pre-Licensing	FY 2020/2021 4th Quarter 4/1/21 thru 6/30/21
Sponsor	0

# Investigations

## [Director](#)

- Contracts
- Member Terms

## [Licensing](#)

- Applications
- Exams
- Licensees & Renewals

## [Education](#)

- Pre-Licensing
- Continuing Education

## [Investigations](#)

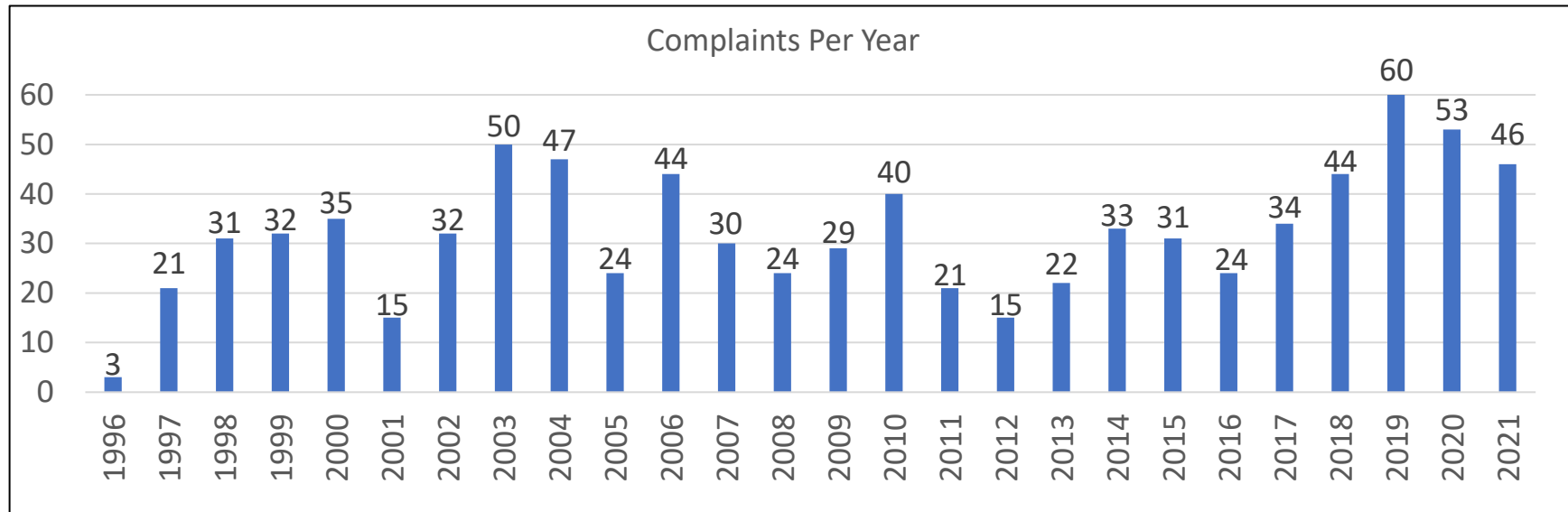
- Complaints

### FISCAL YEAR 2021-2022   CALENDAR YEAR 2021

Complaints Received	<u>14</u>	<u>46</u>
Investigations Completed	<u>12</u>	<u>57</u>

Oldest case under active investigation was received 8/17/21

Average time to investigate complaints 45.0 days



# Committee Reports

## AGENDA

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6. Public Comment
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8. New Business
9. Adjournment

## *Standing Committees:*

- Application Evaluation
- Examination
- Finance
- Legislative
- Education
- Investigation Review
- Standards of Practice
- Personnel

## *Advisory Committee:*

- New Licensee Report Reviews

## *Special Committee:*

- License redesign



# Application Evaluation

## *Standing Committees:*

- [Application Evaluation](#)
- [Examination](#)
- [Finance](#)
- [Legislative](#)
- [Education](#)
- [Investigation Review](#)
- [Standards of Practice](#)
- Personnel

## *Advisory Committee:*

[New Licensee Report Reviews](#)

## **Recommended for approval:**

1. Tyler West
2. Kevin Walsh
3. Jonathan Diurba
4. James Hauver
5. Jeff Holcomb

## **Recommended to be denied:**

1. Hakan Ozhabes

## **Requested additional information:**

1. John Young
2. Justin Slosser
3. Christopher Tucker
4. Nicholas Douglas
5. Jeddihha Bonner

# Examination

## *Standing Committees:*

- [Application Evaluation](#)
- **[Examination](#)**
- [Finance](#)
- [Legislative](#)
- [Education](#)
- [Investigation Review](#)
- [Standards of Practice](#)
- Personnel

## *Advisory Committee:*

[New Licensee Report Reviews](#)

1. Exam Sub-committee selection
2. Exam Test Item Validations

# Examination

Group 1	Group 2	Group 3	Group 4
Purpose and Scope (.1103) Code of Ethics (.1116) General Limitations (.1104) General Exclusions (.1105) Standards and Reports (Unit 1) 143-151.50; 143-151.51 143-151.53; 143-151.54 143-151.55; 143-151.56 143-151.57; 143-151.58 143-151.59; 143-151.60 143-151.62; 143-151.63 143-151.64	Electrical Systems (Unit 7) Electrical (.1110) Plumbing (Unit 13) Plumbing (.1109) Built-In Kitchen Appliances (.1115) Interiors (Unit 6) Interior (.1113)	Heating (.1111) Gas Furnaces (Unit 8) Oil Furnaces (Unit 9) Hot Water Boilers (Unit 10) Other Aspects of Heating (Unit 11) Cooling (.1112) Air Conditioning and Heat Pumps (Unit 12)	Roofing (Unit 3) Roofing (.1108) Structure (.1106) Structure (Unit 4) Exteriors (Unit 2) Exterior (.1107) Insulation and ventilation (Unit 5) Insulation and Ventilation (.1114)
Thomas Gregory	Stanley Gregory	Dan Dittman	Steve Jolley
Fred Herndon	Casey Gerringer	David Rittlinger	Matt Hunter
Neel Hudson	Dan Wilson	Wilson Fausel	Donald James
Vince Tidwell	Jonathan Gach	Luis Luberas	Timothy Skibitsky
Brian Wetzel	Bruce Barker	Edwin Roberson	Bonnie Gregory
Rob Roegner	N/A	Larry Young	N/A

# Finance (FY 1<sup>st</sup> QTR YTD)

- Standing Committees:*
- [Application Evaluation](#)
  - [Examination](#)
  - [Finance](#)
  - [Legislative](#)
  - [Education](#)
  - [Investigation Review](#)
  - [Standards of Practice](#)
  - Personnel
- Advisory Committee:*
- [New Licensee Report Reviews](#)

Type	Unit	Count	Total
Application	\$35	142	\$4,970
Exam	\$80	157	\$12,560
License	\$160	70	\$11,200
Renewal	\$160	1,585	\$253,600
Late	\$30	8	\$240
<b>Licensing Sub-Total</b>			<b>\$282,570</b>
Course Approval	\$150	3	\$450
Course Renewal	\$75	80	\$6,000
Per Student Fee	\$5	19,136	\$95,680
<b>Education Sub-Total</b>			<b>\$102,130</b>
<b>Grand Total</b>			<b>\$384,700</b>

Month	Expenditures	Revenues	Fund Balance
Jul	\$ 24,563.92	\$ 41,990.00	\$ 1,683,215.37
Aug	\$ 49,826.34	\$ 142,285.00	\$ 1,758,247.95
Sep	\$ 67,183.84	\$ 370,630.00	\$ 1,969,235.45
Oct			
Nov			
Dec			
Jan			
Feb			
Mar			
Apr			
May			
Jun			

# Legislative

- Standing Committees:*
- [Application Evaluation](#)
  - [Examination](#)
  - [Finance](#)
  - [Legislative](#)
  - [Education](#)
  - [Investigation Review](#)
  - [Standards of Practice](#)
  - [Personnel](#)
- Advisory Committee:*
- [New Licensee Report Reviews](#)

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2021

H D

**BILL DRAFT 2021-BG-2 [v.5]**

**(THIS IS A DRAFT AND IS NOT READY FOR INTRODUCTION)**  
**04/06/2021 02:37:25 PM**

---

Short Title: Home Insp. Licensee Ethics Modification. (Public)

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Sponsors: Representative Meyer.

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Referred to:

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1 A BILL TO BE ENTITLED

2 AN ACT TO CLARIFY THE APPLICATION OF THE LICENSED HOME INSPECTOR

3 CODE OF ETHICS TO LOW MONETARY MEALS AND BEVERAGES.

4 The General Assembly of North Carolina enacts:

5 **SECTION 1.** G.S. 143-151.49 reads as rewritten:

6 **"§ 143-151.49. Powers and responsibilities of Board.**

7 (a) General. – The Board has the power to do all of the following:

8 ...

9 (2) Adopt and publish a code of ethics and standard of practice for persons

10 licensed under this Article. A code of ethics shall not prevent a licensee from

11 providing low monetary value meals and beverages to realty agents, or other

12 parties with a financial interest in closing or settlement of real estate

13 transactions, as a normal and accepted part of business culture.

14 ...."

15 **SECTION 2.** This act is effective when it becomes law.

# Education

## *Standing Committees:*

- [Application Evaluation](#)
- [Examination](#)
- [Finance](#)
- [Legislative](#)
- **[Education](#)**
- [Investigation Review](#)
- [Standards of Practice](#)
- Personnel

## *Advisory Committee:*

[New Licensee Report Reviews](#)

- **Board-developed Update Course FY2022-2023**  
**Defensive Writing:**  
**Reporting Limitations to Avoid Complaints**
- **Board-developed Update Course (Trainers)**
  - **FYE 2022 Gas Heating systems**
- **Pre-licensing Field Trainers**
  - **Rob Ruggiero**

# Investigation Review

## *Standing Committees:*

- [Application Evaluation](#)
- [Examination](#)
- [Finance](#)
- [Legislative](#)
- [Education](#)
- **[Investigation Review](#)**
- [Standards of Practice](#)
- Personnel

## *Advisory Committee:*

[New Licensee Report Reviews](#)

## Hearing

None

## Consent Agreement

**769** Brock #3379 (Harris)

**869** Toomer #3801 (Cordell)

**892** Agel #2861 (Smith)

**898** Hedgepeth #1648 (Petrizzo)

## Dismiss with *Letter of Caution*

**888** Dickens #4145 (Pinter)

**890** Hagan #2931 (Kochanski)

**895** Kircher #4262 (Cotter)

# Investigation Review

## *Standing Committees:*

- [Application Evaluation](#)
- [Examination](#)
- [Finance](#)
- [Legislative](#)
- [Education](#)
- **[Investigation Review](#)**
- [Standards of Practice](#)
- Personnel

## *Advisory Committee:*

[New Licensee Report Reviews](#)

## **Dismiss**

- 889** Mays #3652 (Pinter)
- 891** McCarthy #3351 (Hennessey)
- 893** Hunter #3030 (Smith)
- 894** Brown #2313 (Massie)

## **Unlicensed**

- 897** Anderson (Hudson)

## **Surrendered License**

- 857** Walters #1396 (Hance)



# Standards of Practice

## *Standing Committees:*

- [Application Evaluation](#)
- [Examination](#)
- [Finance](#)
- [Legislative](#)
- [Education](#)
- [Investigation Review](#)
- [Standards of Practice](#)
- Personnel

## *Advisory Committee:*

[New Licensee Report Reviews](#)

- **Changes to the NCHILB Standards of Practice (SOP)**
  - **Licensee Survey**
- **Code of Ethics**
- **“Walk-Through” Home Inspections**

## New Licensee Report Rev.

### *Standing Committees:*

- [Application Evaluation](#)
- [Examination](#)
- [Finance](#)
- [Legislative](#)
- [Education](#)
- [Investigation Review](#)
- [Standards of Practice](#)
- Personnel

### *Advisory Committee:*

[New Licensee Report Reviews](#)

**5 years**

**\$150,000**

# Public Comment

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# Unfinished Business

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# New Business

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# Adjournment

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