

**KENTUCKY BOARD OF HOME INSPECTORS  
SPECIAL MEETING MINUTES  
March 13-14, 2013**

A Special Meeting of the Kentucky Board of Home Inspectors was held at Kentucky Dam Village State Park on March 13-14, 2013.

MEMBERS PRESENT

Kevin Farris, Chairman  
Mitch D. Buchanan, Vice Chairman  
Ken Fister  
J.R. Bone  
James A. Chandler  
Mark Schmidt  
Robert P. Johnson  
Mark G. Oerther

OCCUPATIONS AND PROFESSIONS STAFF

Lindsey Lane, Board Administrator

OTHERS

Brian Judy, Office of the Attorney General

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**March 13, 2013**

**CALL TO ORDER**

Kevin Farris, Board Chairman, called the special meeting to order at 3:25 p.m. (CST)

The Board took this opportunity to discuss goals and expectations for this retreat. Mr. Farris explained since the next two days are considered Special Meetings that the Board will have to stick to what is on their agenda and will have to keep discussion and votes to what is listed.

The Board expressed concern over their current website that is maintained by the Office of Occupations and Professions. Mr. Johnson feels the site is not consumer friendly and is lacking in several areas. He explained there should be more educational references on the site and a better understanding of what a Home Inspection is. Mr. Schmidt explained that the Board attempted to do a newsletter to get information out to licensees and that was very difficult to create with such small participation. The Board stated they'd like to see the following items on the website as soon as possible: How to find or hire a Home Inspector, Updated Board Member information, Updated Educational information, A Blog or Consumer section, quick links, Complaint process and procedures, Meeting minutes in order of when meetings are held. Mr. Johnson stated he's very interested in creating a Blog for the website that he would be happy to administer and update weekly. This would allow the consumer to stay informed on what actions the Board has recently taken and any updates on Laws and Regulations pertaining to Home Inspection. Mr. Farris stated he wants a functioning website by the end of this year. Mr. Johnson and Mr. Oerther agreed to serve on a Website Committee. The Board discussed the possibility of obtaining a third party Website Administrator. Ms. Lane explained that the website services are currently handled through the Office of Occupations and Professions and she was unsure if the Finance and Administration

Cabinet would approve that expenditure if those services were already being received. The Board will continue to receive updates on this topic.

Board adjourned work session for the evening at 4:45 (CST)

### **March 14, 2013**

Kevin Farris, Board Chairman, called the special meeting to order at 8:30 a.m. (CST)

The Board began discussing the current complaint process and procedures. Discussion was geared around how the Board could improve the process and create a method easier for the consumer. Mr. Schmidt began by asking about the written reprimand process and the theory behind the admonishment process regarding personal versus private admonishments. According to the Boards Regulations the word reprimand is used not stating what the Board can and cannot do. The Board asked Mr. Judy if the Regulations need to be revised showing that a reprimand may be private or public. Mr. Buchanan talked about the need for tougher penalties to licensees. He feels maybe the Board needs to make others aware that they are in fact keeping a close eye on applications, and complaints. The Board asked Ms. Lane to begin keeping a complaint log so the Board would be able to see which complaints have been dismissed, are still pending, or have received disciplinary action. Mr. Farris asked all members to begin looking over the current Complaint Forms for revisions or additions that need to be made. If the Board makes revisions to their regulations they will need to make sure that all forms pertaining to that revision match the regulatory language. The Board began looking over a proposed draft of the Complaints Regulation submitted by a Board approved Education provider. The draft gave opinions and suggestions on how to handle the complaint procedures while fully complying with the Kentucky Board of Home Inspector Statutes. Mr. Judy offered to work on drafting a regulation that would meet the needs of the Board and the consumer in the complaint process. He will use suggestions from members as well as notes from the proposed draft from Education provider for Board to review. Mr. Judy hopes to have a draft as early as the April Board meeting in order for the Board to move quickly on submitting any final drafts to the Legislative Research Commission. Mr. Bone made a motion for Mr. Judy to devise a working draft for the Board to review in their April meeting. Mr. Buchanan seconded that motion and it carried.

The Board discussed defining the significant deficiency of the three current Standards of Practice. This has been an ongoing topic as the Board works to decide if in fact all licensees should adopt the same Standard of Practice. Mr. Chandler gave his definition of what an SOP is and how it relates to their field. After much discussion of the issue Mr. Oerther made a motion to leave the issue alone and not define the significant deficiency. Mr. Buchanan seconded that motion and it carried.

Mr. Judy offered a quick look at a complaint draft that he had began writing. The Board reviewed before adjourning for the evening. Mr. Judy will have copies of the final draft at the April meeting.

Board will reconvene for their regular monthly meeting at 9:00 a.m. in the meeting room.