

NHSCA Monthly Update

Thanks to all who were on the call Thursday, January 7, 2016 at 2:30 PM CST.

HBW 2-10: Mike Bartosch, Lindsay Iten

AHS: Mark Celichowski

Fidelity: Chris Wasson

First American: Jeff Powell

HMS National/Cross Country: Doug Stein, John Walsh, Dale Huber

HSA: Mark Celichowski

National Home Guaranteed: Richard Adams

ORHP: Lorna Mello

OneGuard: Dave Hill

NHSCA: Art Chartrand, Joy Moore

A quorum was present.

Brief Highlights:

1. Sewer and water line provider solicitation and incentives to join

Stein and Bartosch offered once again to take the initiative to contact the three prospects personally by phone, email or letter to explain why they had joined and encourage membership since they were unable to do so last month.

2. Choice Home Warranty application for membership

A letter was sent on December 17, 2015 to Victor Hakim with Choice Home Warranty notifying them that NHSCA members denied their application for membership. It was also noted that the members indicated that they would consider re-application in the future. No response has been received by the NHSCA or any member.

3. NHSCA Accreditation and Development Program

Following the drafting session by the accreditation working group on December 17, a list of pros and cons and current copy of the draft program were submitted to all members. After careful and full discussion, the main thrust by members was concern over the short and long term value of the program and whether all will members participate. It appeared the votes were not present to approve full endorsement and signing any contract with MHM or Chartrand to pursue. Upon suggestion by Bartosch, Chartrand will

package the program and offer as a beta test to Association members who volunteer to participate in the process. After several members have undergone the audit/accreditation beta test, they will report back the rest of the member with a goal toward final vote in June. Mello asked about costs of the beta test volunteers. Chartrand indicated he would need the expenses paid by the NHSCA (travel principally), but he would waive his fees during the test period for his additional time and assistance.

4. Website budget/office site update

Chartrand reminded members the NHSCA site had outgrown the current accommodation hosting and is need of a professional, independent server and maintenance provider. Scott Shorter with Concera Media, (ConceraMedia.com) has been retained to host and maintain the NHSCA site for \$250/month as approved on the last call. The migration has taken place and members should see faster service, a cleaner site and a more secure site. Documents such as minutes, by-laws, etc. might be uploaded back to the site for ready access this next year once we are assured they are secure. A meeting will be held with Besa PR and Concer Media this next week to discuss other enhancements to the site.

Chartrand reminded members of the new NHSCA address and phone. 10000 Marshall Drive, Lenexa, Kansas, 66215. Phone is 913-871-5600. This location offers a very professional and upscale image as well as conference rooms and support facilities. Members can still communicate fully with staff via this location and phone or Chartrand Legal Managements phone, email, fax and address.

Nancy Besa with Besa Public Relations suggested members use the @coveryourhome when they tweet within their own company social media profile and retweet our posts. Several new videos planned in the next few months. She is reviewing website updates and asked for member input as well.

5. State Status Updates:

Washington Sales Tax: No development. We are awaiting the pending draft tax advisory opinion. Stay the course.

Florida: The Florida legislative session begins January 12 and Chartrand will be coordinating a time with our lobbyist, David Roberts, to walk the halls during the session.

Oregon: Members reported not problems with the OR CCB registration.

Louisiana: Chartrand forwarded an advance notice to all members doing business in Louisiana to register along with the proposed package from the Secretary of State (SOS) . The data reporting is not due until March 1. The LA SOS continues to indicate they will not act upon the data and will support having it repealed. No special bond form is required.

Texas: Chartrand gave our Lobbyist, David Parker the go ahead to pursue channels politically to get a Comptroller opinion issued

VA: HB 304 came from out of the blue. Chartrand noted his concerns that this bill could get expanded. Doubling the reserve is the most serious concern, but the real threat is the bill getting expanded as Ways & Means House Chair Kilgore is the sponsor. No member indicated overt concern, but Chartrand noted we must appear and oppose on the record and prevent it from expanding.

SCIC

Chartrand had a productive call with SCIC and their member HomeServe on current legislative efforts.

- WA State H 3244: Nothing that should affect home warranty.
- Mass SB 536: Technical amendments have been pending since last year.
- MO: Auto amendments. HomeServe asked if we would use the vehicle to clean up a longstanding DOI challenge on home exclusion. Chartrand and McDaniel agreed it is not likely the time to do so. We are well positioned now without an amendment.
- KY: Principally automobile amendments. HomeServe raised issue similar to Missouri regarding definition and exclusion for home via “consumer products” and scope in paragraph q. Chartrand and McDaniel agree that we need a clear concurrence from the KY DOI before trying. We will explore carefully.

The call adjourned at 3:25 pm

The next FIRST Thursday of the month call will be February 11 at 2:30 PM CST.