

NHSCA Monthly Update
Thursday, Oct. 8, 2020 at 2:30 pm CDT

2-10: Jacqui Crocket, Lindsey Iten
American Home Protect: Ashley Altick
APHW: Phil West
American Water Resource/Pivotal HS: Pat Wodack
First American Home Warranty: Zach Zaharek
Frontdoor Group: Tom Courtney, Jeff Fiarman
HomeServe: Scott Paris
Cinch: John Walsh
Fidelity: Lorna Mello
Old Republic Home Protection: Chris Wasson
HWA: Michael Longoria

NHSCA Staff: Art Chartrand, Joy Moore
Travis Moore, Sr. Legislative & Regulatory Counsel

Roll call was taken, and a quorum was present.

Bylaw Amendments

Re: Assessment and dues

Chartrand will circulate a red line next month to all members for a vote on the November monthly call on the issue of obligatory assessments. Other technical changes that needed to be cleaned up over time are also included. There is no need for a call unless a member sees a need and can request through Chartrand.

Accreditation Status

A white paper about changing the membership program to separate out accredited members vs non-accredited, general members was circulated to all members last month. Chartrand noted there is no deadline to vote on this. There is plenty of time to discuss and review the new concepts of member structure. Chartrand reminded members the importance of formalizing the accreditation process.

The NHSCA needs to build membership. One of the best ways to do so is to consider including emerging and new providers in the industry and “bring them under our tent.” Dues would stay the same but perhaps we move toward only accredited members who can vote. Accreditation remains voluntary for current members with the deadline of February 1, 2021 for the remote review by CLM at no charge. Today, the only ramification for a member not becoming accredited is they cannot use the accredited logo. Once again, it is a voluntary compliance program.

Mello asked if members will vote for new members? Chartrand reminded Mello that members currently fill out an application that is provided online. They are then informally vetted by Chartrand and the NHSCA officers. A secondary letter is sent to the applicant

that outlines the membership guidelines. The Association takes the application on "faith". It was asked what now is or will be the defined minimum threshold for membership? Chartrand and Courtney will serve on a committee to define and re-review the current membership standards and requirements. They will circulate a draft to all members when ready.

Advisory Council Status

There is nothing major to report. The Council continues to gain more members and explore its own membership structure and potential dues. The fee to become a member of the Council inures to the benefit of the NHSCA.

Randy can be reached at randy@nationalservicealliance.com . Please forward him any feedback as well and leads on any home warranty stakeholders that might be appropriate to join the Council.

State Legislative Updates

Oklahoma

Pending. Our lobbyist will be meeting again with Commissioner Mulready this week. We are still trying to decide whether to push a bill that would indicate home service contracts and home warranties are the same and are not insurance in response to the May 2020 Sparks decision.

Arizona

Pending. Our lobbyist Kutak Rock has reset for November 1, 2020 to pursue our legislation from last year.

Texas & Nevada

Chartrand had an extended work session on language with a group of members last week. Drafts have gone back out to members. It was decided to hold one more work session before November. Chartrand noted it may be that the time is right to get out of the insurance department in Nevada. Staff will set up a call next Thursday, October 15 @2:30 Central. Chartrand will recirculate language to all members via email after the call.

Home Inspector Licensing Legislation

California – AB 1024- - no interest by members

Pennsylvania – HB 21- no interest by members

However, Mike Belote will always keep an eye out if these or other bills have any spillover language which could impact us.

Other Business

NHSCA Monthly Conference Call
Thursday, Oct. 8, 2020

SCIC has a special exception for companies if you have CLIP vs bond and reserve. More and more of our members are getting CLIP. Members indicated it should not be an issue for them. Members just want to eliminate any audited financials which should be pursued whenever possible.

The meeting adjourned at 3:15 pm CDT. Next meeting is November 5 @ 2:30 pm CDT.