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## **NHSCA Announces New Leadership**

By **nhsca**

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The National Home Service Contract Association (NHSCA) made several historic and pivotal decisions which will positively impact the future of the home warranty industry at its national meeting in Boothbay Harbor, Maine. (SEE RELATED RELEASE: “NHSCA Assumes Top Role in Home Warranty Industry.”]

Andy Hand of First American Home Warranty of Santa Rosa, California was elected President; Jacqui Crockett of 2-10 Home Buyers Warranty of Aurora, Colorado elected Vice-President; and Jim Mullery of Old Republic Home Protection of San Ramon, California was elected Secretary/Treasurer.

The meeting resulted in the hiring Pierce Haley of the national firm of Serlin Haley as the NHSCA Executive Vice President and General Counsel as a transition from Art Chartrand, Chartrand Legal Management, Inc. (CLM, Inc) who formed and led the organization since its inception. “It’s been very rewarding to work with so many fine people in the NHSCA. The home services industry is on the right trajectory. Consumers need the services the members deliver,” said Chartrand. Chartrand will remain Of Counsel to the NHSCA for two years while he focuses on his family’s charitable foundation and the building of the “The Giving Gallery” to serve the Kansas City area. Joy Moore of CLM will remain to handle the management transition to Serlin Haley over the next two years to ensure a smooth transfer.

Hand and Crockett both outlined a promising future for the NHSCA that includes accreditation and high standards for member companies. “Chartrand will be missed, but we have bright and new talent ready to lead. Companies that choose to operate outside state regulation need to be helped and work with the NHSCA toward a better experience” observed Hand. “Customer centric innovation, technology, and service are the roadway of the future. We invite home warranty companies of all types join us in this journey,” added Crockett.

Be sure to look for the NHSCA logo when choosing a home service contract (warranty) provider. See [www.homeservicecontract.org](http://www.homeservicecontract.org) for a list of member companies.

### **About the NHSCA**

The National Home Service Contract Association (NHSCA) is a non-profit 50(c) (6) industry trade organization of member companies serving home service contract providers and consumer interests throughout the United States. For more great industry and consumer information, visit <http://homeservicecontract.org>.

For more information contact Joy L Moore, NHSCA Operations Manager Email: [joylmoore@mac.com](mailto:joylmoore@mac.com) or call 913-871-5600.