

NHSCA Monthly Update
Thursday, Sept. 5, 2019 at 2:30 pm CDT

2-10 Home Warranty: Jacqui Crockett, Lindsey Iten

AHG Home Warranty: Chad Forbush

American Home Protect: Corinne Maples

American Water Resource/Pivotal HS – Meghan Boyle, Pat Wadock

Fidelity: Adrienne Giacalone

First American Home Warranty: Andy Hand, Zach Zaharek

HMS/Cross Country: John Walsh

National Home Guaranteed: Richard Adams

Old Republic Home Protection: Chris Wasson

HWA/Direct Energy: Paolo Berard, Michael Longoria

NHSCA Staff: Art Chartrand, Joy Moore

Roll call was taken, and a quorum was present.

Vote on THSCA President & Dinner Reminder

A motion to elect Corinne Maples, American Home Protection, as THSCA President replacing Forbush, was made by Adams, seconded by Forbush. No further discussion. The vote unanimously passed.

There is an informal THSCA dinner planned for Friday, September 13 during the TAR Expo and Conference of which Maples will chair.

Accreditation Volunteer Program Vote

An overall description of the program with the proposed caveats from the August 7 call was sent out to all members via email. The program is voluntary for current members. Current members who have already gone through the essential audit by the law firm of CLM, Inc. will be accredited. Current members who apply by year end 2019 and do the self-audit by May 1, 2020 will be accredited. Accreditation is good for 5 years. A current member who does not meet the above- mentioned deadlines will need to do an onsite audit and pay the applicable fees.

New members will need to go through the full on-site audit and pay the applicable fees. A motion was made to adopt the program as of today and begin implantation by Adams, Maples seconded. Chartrand noted that Martin with APHW shepherded this program forward and is to be congratulated. It was noted by Berard, HWA/Direct Energy has abstained from the vote pending review and approval from their operational staff. Chartrand reminded members to contact him or Mello with any concerns or issues, as we wish to have unanimous support. The program can always be modified as needs or circumstances indicate. A motion to adopt the program as of today and begin the implementation process was made by Adams and seconded by Maples. It unanimously passed.

HomeServeUSA/AHG Membership Update

AHG will continue to be a member of the Association with Chad Forbush staying involved. Plans are for NHSCA officers to meet in person with John Seem and the HomeServeUSA officers to conduct an open dialog regarding membership as soon as feasible. Chartrand noted HomeServe is a complex company with a variety of product lines which could pose both some challenges, but also great opportunities.

Louisiana Statewide Home Warranty” Application

The company website is just recently up and running, but it may be a bit too early for NHSCA to consider membership. They have no track record we are aware of. Chartrand has tried several times to reach the owners to discuss further. The membership application is pending until Chartrand has a chance to speak to them.

Recruitment of Utah Home Warranty Companies

Following tradition, Chartrand recently visited with incoming 2020 President Richard Adams at NHG new offices in Salt Lake City. While in SLC, he also called on the offices of IBEX and Elevate Home Warranty. Adams kindly assisted Chartrand with the introductions. It is Chartrand’s opinion both may be local members of the Association within the next year. He was unable to reach SLC based, Orange Home Warranty. He has also reached out to Encompass which is a major parts and software supplier to our industry. Jose Hernandez of Encompass has indicated a strong interest to partner more closely with the NHSCA and has been invited to join us at our vendor breakfast showcase.

Soliciting Home Advisor

Chartrand asked members whether they have had contact with Home Advisor and whether they should be a member of the NHSCA. Forbush indicated he has had a positive association with them and will send contact information to Chartrand for future dialog.

Arizona Legislative Committee

Another draft of the legislation was sent to members for input. Chartrand requested members comment on the draft no later than September 15. Plans are to get the updated language to the DOI sponsors by October.

A motion was made by Forbush to proceed in Arizona and retain Childers for a proposed \$5000/ month retainer for 10 months to represent us and assess members doing business

in Arizona up to \$5000 each thru 2020 legislation year. Seconded by Walsh. No further discussion. Unanimously passed.

District of Columbia, Washington

The DC application is now available. The application deadline has been delayed until Sept 20, 2019.

Nevada

We continue to wait for a public hearing/workshop to be scheduled in Carson City. Chartrand continues to pursue our lobbyists. It is set for a date in late December according to the Nevada DOI and our lobbyists.

Counsel Committee Report

Chartrand noted the Counsel Committee Email Forum needs everyone to participate for it to be successful. When an email question is proposed, it is necessary for members to respond with feedback. Staff will add Zachary Zaharek with First American HW to the committee email distribution.

SCIC Liaison

Chartrand reminded members that Mark Celichowski is the informal liaison with SCIC to keep communication lines open. This will be especially important as we pursue our Arizona legislation in 2020.

Texas

Chartrand and THSCA lobbyist, David Parker will visit during the TAR Conference on Saturday, September 14 and find out what TREC counsel and staff may be agreeable to pursue voluntarily. A later meeting may then take place in late September or October with TREC.

Florida

Chartrand reported that our lobbyist will continue try to get the tax offset legislation passed and he is not aware of anything new to pursue in Florida at the moment. If members have a desire to pursue anything in Florida in 2020 session, it needs to be raised now.

Meeting adjourned at 3:00 pm CST.

Next meeting will be Oct. 3 at 2:30 PM CST