



3/19/2020

Joint Message from HBA of Greater Des Moines & DMAAR:

Coronavirus, or COVID 19 for short, has changed how we function for the foreseeable future. Together, the Greater Des Moines Home Builders Association and the Des Moines Area Association of Realtors is here to say we are in this together and are working together to provide resources to our memberships. Both the HBA and DMAAR are following the guidance of the CDC and Governor Reynolds. We will remain open unless otherwise directed. Please use us as a resource.

What is NAHB doing?

- Working with the White House to ensure all stimulus efforts affect members where they need it
- Working with the White House to create a Housing specific stimulus package.
- Suspending dues to members for the month of April
- Daily town hall meetings – Check the HBA website (www.dsmhba.com) for updated information and access to Town Hall Meetings

What is the HBA doing?

- Working with State agencies and local municipalities to ensure members can continue to operate and at what capacity
- Informational website with local and national resources www.dsmhba.com/Covid-19
- Keep going but be smart and use common sense
- Accommodate the consumer- be in constant communication with them
- Stop use of community anything- i.e. water coolers, food
- Sanitize community handles, surfaces
- Share tools as little as possible
- One trade in the home at one time
- Delay warranty work as much as you can. HIGH priority issues listed below
 - o No heat
 - o No water
 - o No power
 - o Appliance failure
 - o Water leaks that require shutting off the water to the entire home
 - o Security issues, such as an exterior door lock that fails to function

What can we do together with DMAAR?

- Homes are open but work to ensure Social Distancing



- Health and Safety while interacting with the public is of utmost importance. Practice social distancing by maintaining a 6' distance
 - o Agents can help control the traffic in homes by limiting guests to less than ten at a time during open house
 - o All Doors, drawers and lights on to protect the homeowner and the consumers by eliminating the need to touch surfaces unnecessarily
 - o Trades – limit one trade at a time on the job to minimize exposure
- Wear gloves, use sanitizer, and utilize hand washing stations at the job sites
- There is potential for delays in construction due to supply chain issues. Please keep in contact with your manufacturers and try to source materials as a possible swap for product that may no longer be available
- Maintain good communication with your home buyers and be transparent on what is happening
- Consider delaying non-emergency warranty or homeowner maintenance items until the Governor has ceased the state of emergency
- Get to know your client- ask questions to determine what they are comfortable with
- Utilize video conferencing, Facetime, Skype whenever possible