

"Rater Business Models" **Serving the Production Builder Needs**

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Kelly Parker, Guaranteed Watt Saver Systems



Presentation Outline

- ☐ Company Background
- ☐ What Are A Production Builder's Needs?
- ☐ Challenges Faced By Builder
- ☐ Helping Builders to Overcome Challenges
- ☐ Q & A

Rating Business Model



March 2, 2005

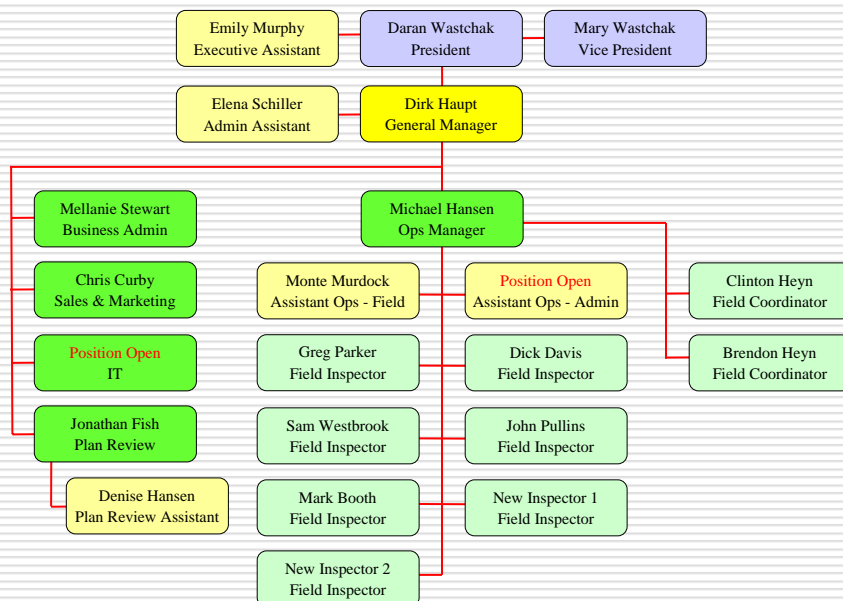
Company Background

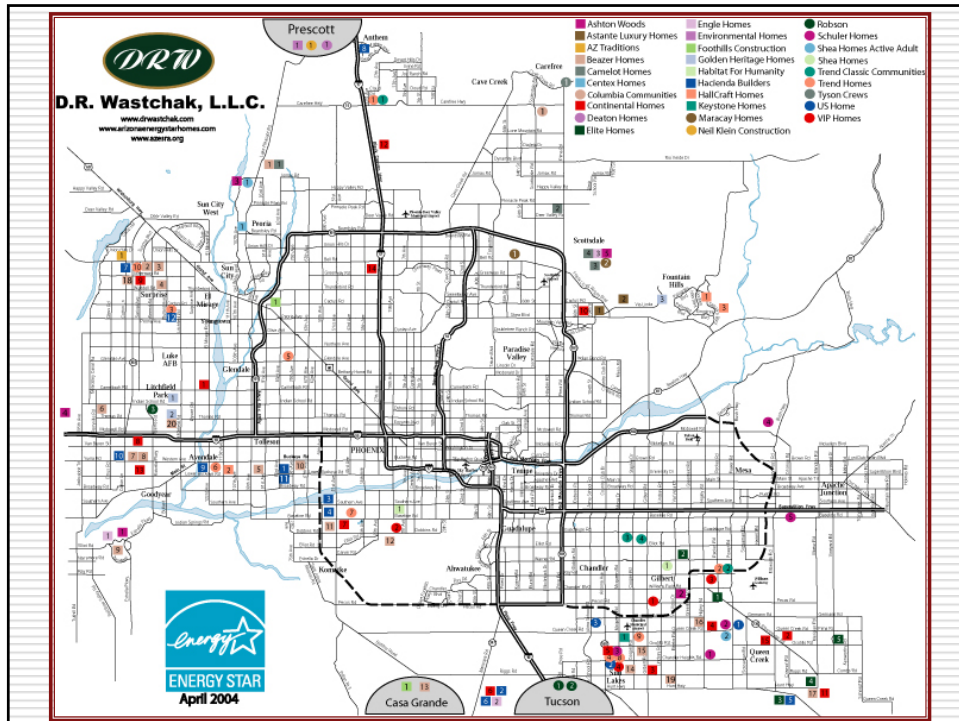
- ❑ Managing *Energy Star for Homes* program in Phoenix since 1996
- ❑ Certified HERS Provider (Arizona, Washington, New Mexico)
- ❑ Twenty-one (21) employees
- ❑ 77 builder clients (33 for energy programs + 44 code analysis only)
- ❑ 223 subdivisions (26,500 lots)
- ❑ 8,500 homes labeled as Energy Star in 2004

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March 2, 2005







Complaints follow boom in Valley home building



Homes go up in a Gilbert neighborhood adjacent to Highland High School. A growing number of consumers are frustrated about the quality of their homes, said Jay Butler, director of Arizona State University's Real Estate Center.

Skilled labor, oversight stretched thin

By Catherine Rogers,
Craig Harris
and Chris Evans
The Arizona Republic
November 16, 2004

For the past three years, builders have completed about 100 new homes every day in metro Phoenix.

A decade ago, they finished 38 a day. The construction boom has made the Valley second only to the Atlanta area as the fastest-growing housing market in America over the past 10 years. But the rapid pace of growth hasn't come without problems.

Skilled labor and government oversight have not kept up with the record demand for new homes. And buyers frustrated by cracked foundations, shoddy stucco and leaky roofs are filing a rising number of complaints and

Hot housing market

The building surge of the past 10 years has made the Valley with more than 300,000 new homes, a dizzying look at the growth in building permits for single-family homes, in thousands.



Source: U.S. Census Bureau, Phoenix Housing Starts Index

100
houses a day

A SPECIAL REPORT
ON HOME BUILDING

only 30,000.

Many of the complaints and lawsuits builders face are tied to work done in the mid- to late 1990s. In today's tougher market, builders and buyers are increasingly focused on quality issues.

Housing boom drains pool of skilled labor

Homes cost more to build, more to buy

By Glen Gertz
The Arizona Republic
September 12, 2004

The insatiable demand for new homes in metropolitan Phoenix has created a shortage of construction workers, forcing builders to slow production and contributing to higher house prices.

This year was supposed to be a breather for Valley builders, who have set a succession of annual records for new home starts. Instead, the market jumped into overdrive, putting metro Phoenix on track to hit 50,000 building permits for the first time and to challenge Atlanta as the country's top housing market.

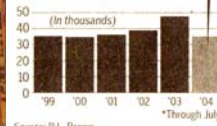
Instead of ordering wheelbarrows to haul the woodpile to the back, builders are stepping on the brakes with both feet. They are enforcing strict controls on the release of new-home sites to better manage delivery times and quality, and to ensure they have land to build on in upcoming years.

"You could sell more than you could conceivably deliver," said Brady Bartlett, head of Insane Homes' Arizona division. "I don't think the trade here is there for 50,000 permits. We're all struggling now to get the trades to build it."

It's very frustrating, but you can't sell something you can't deliver. Builders are seeing the labor crunch in what they call the "front end" of the construction process, when subcontractors do such things as install the foundation and the

See HOUSING BOOM Page D1

Metro Phoenix new-home permits



Source: R.L. Brown, James Abundis/The Arizona Republic



What Are A Production Builder's Needs?

- Administration and assistance with energy programs: Energy Star, EFL, Code Compliance
- Consulting on plan evaluations, HERS analysis
- Field training for trade contractors
- Training for builder sales personnel (sales tools)
- Coordination/production of point of sale and marketing materials
- Testing and inspections during construction for quality control
- Documentation and assistance with Energy Efficient Mortgages (EEM's)
- Marketing programs (i.e. "Parade" and "Showcase" of Homes, Co-operative advertising campaign)
- Investigations at problem homes (for builder warranty and service departments)

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Challenges Faced By Builders

- ❑ Communicating program requirements to trades (before construction starts)
- ❑ Training for builder construction personnel and trade contractors
 - Doing the “right” kind of training
 - Commitment of builder and trade personnel time
 - Problems with employee turnover
 - Repeat trainings
- ❑ Adequate and timely feedback/reporting mechanism(s) during construction process
- ❑ Knowledgeable sales staff who are comfortable selling energy efficiency in homes

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Helping Builders to Overcome Challenges

- ❑ Communication – create a specification which clearly outlines expectations
 - Allows for “apples to apples” bid comparisons
 - Facilitates enforcement of quality requirements during construction
- ❑ Training
 - Set a training schedule at the beginning (with regular updates)
 - Communicate to the builder the importance of training and the negatives if problems occur as a result of insufficient training (e.g. “costs” for re-inspections)
 - Make training fresh and new each time to maintain interest of participants
- ❑ Feedback/Reporting Mechanism(s)
 - Multi-part forms
 - Fax-back forms
 - Electronic forms (PDA's)

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Testing and Inspection Forms

D.R. Wastchak, L.L.C.

MASTER - INSPECTION REPORT

☐ If highest score is 90 or less, use optional Energy Star

INSPECTION: ☐ Infrared Inspection ☐ Blower Door

DATE: _____ **TO:** _____ **BY:** _____

Builder: _____ **Community:** _____ **Subdivision:** _____

Lot No.: _____ **Phase Plan:** _____ **Superintendent:** _____

1. HVAC

Pass	Fail	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Duct leakage test
<input type="checkbox"/>	<input type="checkbox"/>	Proper duct installation
<input type="checkbox"/>	<input type="checkbox"/>	No duct restrictions (no elbows, bends)
<input type="checkbox"/>	<input type="checkbox"/>	Disinfectant of ductwork and ceiling
<input type="checkbox"/>	<input type="checkbox"/>	HVAC burning operations as sealed
<input type="checkbox"/>	<input type="checkbox"/>	Jump duct/transfer grille at all locations
<input type="checkbox"/>	<input type="checkbox"/>	Jump duct leaks insulated (covered in bag)
<input type="checkbox"/>	<input type="checkbox"/>	Transfer grille test units as sealed
<input type="checkbox"/>	<input type="checkbox"/>	Fresh air check (compressor open + filter installed)
<input type="checkbox"/>	<input type="checkbox"/>	Fresh air cycle on correct system + seal
<input type="checkbox"/>	<input type="checkbox"/>	Obvious leaks at units and duct connections
<input type="checkbox"/>	<input type="checkbox"/>	Insulated or sealed ducts

2. FRAMING

Pass	Fail	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Baffle and chase capped (under 4" wide)
<input type="checkbox"/>	<input type="checkbox"/>	Disinfect interior walls capped
<input type="checkbox"/>	<input type="checkbox"/>	Conceal and T-tracks allow for insulation
<input type="checkbox"/>	<input type="checkbox"/>	Raised HVAC cables
<input type="checkbox"/>	<input type="checkbox"/>	Ally not connected to floor system (2" high)
<input type="checkbox"/>	<input type="checkbox"/>	Insulation over at attic access hatch (per R-19)
<input type="checkbox"/>	<input type="checkbox"/>	Insulation over access of attic areas
<input type="checkbox"/>	<input type="checkbox"/>	Garage to house interface blocked

3. INSULATION

Pass	Fail	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Insulation will touch air barrier/rafters
<input type="checkbox"/>	<input type="checkbox"/>	Spill batts at wires and plumbing
<input type="checkbox"/>	<input type="checkbox"/>	Knee wall batts face staggered (2" gap)
<input type="checkbox"/>	<input type="checkbox"/>	Insulated behind tub & shower walls
<input type="checkbox"/>	<input type="checkbox"/>	Depth values installed in attic (R-19)
<input type="checkbox"/>	<input type="checkbox"/>	Attic insulation depth (R-19)
<input type="checkbox"/>	<input type="checkbox"/>	Insulation under catwalks
<input type="checkbox"/>	<input type="checkbox"/>	Baffle at air vents & knee (2" gap)
<input type="checkbox"/>	<input type="checkbox"/>	Seal in attic access (not required)
<input type="checkbox"/>	<input type="checkbox"/>	Top and bottom plates as sealed
<input type="checkbox"/>	<input type="checkbox"/>	Garage to house blocking as sealed
<input type="checkbox"/>	<input type="checkbox"/>	Infrared process, problem areas

4. MISCELLANEOUS

Pass	Fail	Notes
<input type="checkbox"/>	<input type="checkbox"/>	Envelope leakage
<input type="checkbox"/>	<input type="checkbox"/>	Blowdown (Low-4000) (per 4000)

Energy Star Label ☐ **Passes Phase I, II and III Inspections** ☐

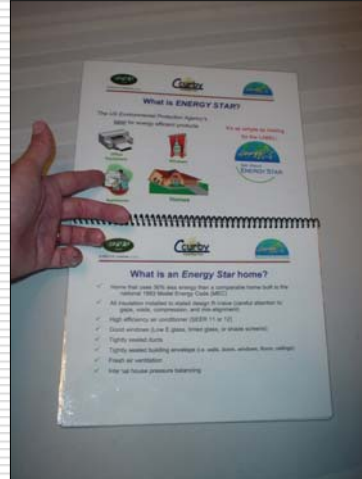
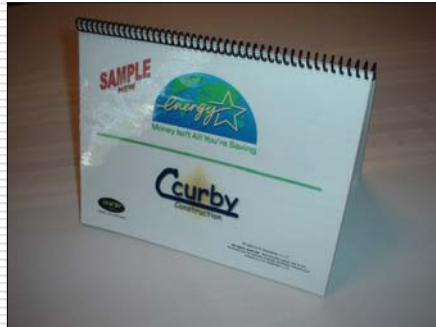
Call office @ (480) 350-9274 to schedule re-inspections

Are all of the above items corrected and completed? Yes ☐ No ☐

Signature: _____ **Date:** _____

The testing and inspection form is a part of the permit for the above and is not to be removed. Any changes should be directed to the inspector listed above. Any items not corrected at the property will not be covered by the DRW Energy Star program until the appropriate R-19, R-30, R-49, R-60, R-69, R-90, R-110, R-130, R-150, R-190, R-210, R-230, R-250, R-270, R-290, R-310, R-330, R-350, R-370, R-390, R-410, R-430, R-450, R-470, R-490, R-510, R-530, R-550, R-570, R-590, R-610, R-630, R-650, R-670, R-690, R-710, R-730, R-750, R-770, R-790, R-810, R-830, R-850, R-870, R-890, R-910, R-930, R-950, R-970, R-990, R-1010, R-1030, R-1050, R-1070, R-1090, R-1110, R-1130, R-1150, R-1170, R-1190, R-1210, R-1230, R-1250, R-1270, R-1290, R-1310, R-1330, R-1350, R-1370, R-1390, R-1410, R-1430, R-1450, R-1470, R-1490, R-1510, R-1530, R-1550, R-1570, R-1590, R-1610, R-1630, R-1650, R-1670, R-1690, R-1710, R-1730, R-1750, R-1770, R-1790, R-1810, R-1830, R-1850, R-1870, R-1890, R-1910, R-1930, R-1950, R-1970, R-1990, R-2010, R-2030, R-2050, R-2070, R-2090, R-2110, R-2130, R-2150, R-2170, R-2190, R-2210, R-2230, R-2250, R-2270, R-2290, R-2310, R-2330, R-2350, 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