



THE NARI RENOVATOR

A Publication of the Ohio Valley Chapter of the NARI - www.narincincinnati.org

September 2002

Hamilton County Department of Inspections to Educate John Hester, P.E. will be our featured speaker on special night in September

As we mentioned last month, members and guests will be hitting the educational trail again in September, but on a special night, Wednesday, September 11th. Mr. John Hester, P.E. with the Hamilton County Department of Inspections has spoken to members and guests of Ohio Valley NARI for the past three years and has met with rave reviews each time.

John will answer frequently asked questions and review frequent mistakes that cause plans to be unacceptable or job sites to fail inspection. He will spend time with remodelers and suppliers to ensure projects run smoothly in Hamilton County.

If you have specific questions or situations you would like Mr. Hester to address, you can fax or email them to the Ohio Valley NARI office at cincinnati@naripro.org or 937.222.5794 and staff will get them to Mr. Hester in advance of his presentation. NARI members are encouraged to bring a guest to

show the remodeling community an example of the educational and networking exchange that takes place each month.

To reserve your spot, RSVP to the Ohio Valley NARI office at 800.498.NARI.

Golfers hit the links on a perfect day!

A nearly perfect day for golf greeted 96 Ohio Valley NARI golfers at dry but very playable Twin Oaks Golf Course for the 2002 version of the OVNARI golf tournament on August 8.

When the dust settled about five hours after the (imaginary) shotgun sounded, the team from Murphy Home Improvement showed up at the top of the leader board with a narrow victory.

Much credit for the success of the event goes to the companies that provided financial sponsorship. Sibco Building Products and Marsh Building Products sponsored the beverage carts and supplier people to staff the carts. Hole sponsors for the tournament were Velux America, Alcoa, Nationwide Floor and Window Company, Phillip Wirtz Hardwood Floors, TRACO (two holes), Mueller Roofing Distributors, ProSource Wholesale Floorcoverings, Modern Builders Supply, Miami Valley Foundry, Atrium, Pella Windows and Doors, and Steve McCord Carpentry.

Neil Winter, Marsh Building Products, chaired the event, assisted by several Marsh employees who helped register golfers and performed many other important tasks on tournament day. If you missed the event, begin polishing your clubs now for next year!

Call to RSVP

What: September Meeting
When: Wednesday, September 11, 2002
Where: Cincinnati Marriott North at Union Center Boulevard
Time: 6:30 p.m.
RSVP: Ohio Valley NARI at (800) 498-NARI
Cost: \$20 (members) or \$25 (non-members)

See what you missed at Twin Oaks Golf Club



Improving employee interviews

Are you hiring different people but still getting the same results? Perhaps it's time to change the interviewing process. Here are 10 ways to do things completely different in the hiring process:

1. Set up the initial interview outside the work place.
2. Have the initial interview at a location completely different than the work environment.
3. Ask the prospect how they would handle several "difficult" customer situations. Get their specific language. Role play if necessary.
4. Ask the prospect how they would change product delivery, processes or other key issues your business is facing.
5. Ask the prospect what they see their job to be over the next six months.
6. Ask them what results they would want to achieve during the first six months on the job.
7. Ask them what they would change about the job.
8. Ask them what they would keep the same.
9. Ask them how they keep their work/life balance now and how they would do it if hired.
10. Ask them to describe themselves as a customer of your business.

If you keep interviewing and hiring the same way that you have been, you'll get the same thing you already have. Change the process.



Coming Events

- October 10, 2002** - 6:30 p.m.
Membership Meeting at Marriott North
Topic: Contractor Roundtable
- November 4, 2002** - 5:00 p.m.
Deadline for 2003 CotY Entries
- November 14, 2002** - 6:30 p.m.
Evening of Excellence at the Boat House
(tentative location)

Find CotY entry forms at www.naricincinnati.org

The chapter has worked hard to develop one of the best resources and lead generation systems for professional remodelers in the Cincinnati area. Visit www.naricincinnati.org for information, a listing of members, information for homeowners on how to select a profes-

sional and information about chapter activities.

Complete entry information, rules and guidelines for the 2003 Ohio Valley NARI Contractor of the Year contest is available on the chapter's website. Think about those jobs now and begin taking pictures. Visit often or email the office at cincinnati@naripro.org.

Important reminder for those with NARI certification

Soon you will be receiving an invoice for your Annual Recertification from NARI National. The annual recertification fee is very reasonable for NARI members.

	<u>Member</u>	<u>Non Member</u>
CR/CRS	\$75	\$600
CLC	\$49	\$600

As you can see, there is a tremendous savings, not to mention the time and effort that you put into achieving your certification.

If you are a year or more past due, there is a \$100 reinstatement fee in addition to your annual renewal fee. For those desiring reinstatement, you must also submit a Continued Education form, recertification affidavit, and a written letter requesting your reinstatement. If you are in need of any of the materials mentioned or have questions concerning the process, contact Barb Thornton at the Ohio Valley NARI office.

Viable states regarding health care

What effects have government regulations and reforms had on the small business health care market? More government involvement in health care - from expanded government funding to more mandates and regulations - led to higher costs. Higher costs, of course, ultimately mean reduced access to quality health care.

As employer-provided health care plans and government programs ventured far beyond the basic concept of insurance (that is, to serve as protection against catastrophic events and costs) to offer first-dollar coverage for small and predictable expenses, utilization and demand were driven up, and consumers and health care providers possessed few, if any, incentives to be concerned about costs.

Likewise, increased regulation and more mandates on the part of government - no matter how well intentioned they might be - inevitably resulted in increased costs.

Consider the dire impact of two forms of regulation imposed to a significant extent in the states over the past decade or so - guaranteed issue and community rating. Guaranteed issue in effect means that individuals may not be turned down for health insurance coverage no matter the condition of their health. So, incentives for people to purchase health insurance before they become ill are removed.

Meanwhile, community rating mandates that an insurer charge the same price for everyone in a defined region regardless of their varying health care risks. So, no matter what the risks involved, everybody pays the same price for insurance. The results were completely predictable - much higher insurance costs, and fewer insured individuals. That has been the case in the states that have imposed guaranteed issue and community rating.

Mark Litow, an actuary with Milliman USA, testified on July 11, and his written testimony provided a handy run down on how viable it is for insurance carriers to serve the marketplace in each state. Litow classifies the states based on a variety of measures and regulations, including guaranteed issue; community rating; cost shifting; size of the uninsured or uninsurable population and how states deal with these groups; litigation costs; and mandated benefits. He breaks the states out as follows:

Viable: Illinois, Indiana, Iowa, Michigan, Mississippi, Nebraska, Ohio, Tennessee, Virginia, and Wisconsin.

Between viable and questionable at best: Arkansas, Oklahoma, Pennsylvania, Texas, and West Virginia.

Questionable at best: Alabama, Connecticut, Georgia, Hawaii, Idaho, Kansas, Louisiana, Missouri, Montana, Nevada, North Carolina, North Dakota, South Carolina, South Dakota, and Wyoming.

Poor: Alaska, Arizona, California, Colorado, District of Columbia, Delaware, Florida, Kentucky, Maine, Maryland, Massachusetts, Minnesota, New Hampshire, New Jersey, New Mexico, New York, Oregon, Rhode Island, Utah, Vermont, and Washington.

These rankings are quite sobering. In 35 states and the District of Columbia, the environment is either highly questionable or poor as to insurance companies being able to serve consumers due, to a great extent, to regulation. A mere 10 states rank as truly viable.



Ohio Valley NARI

Serving the Cincinnati Metropolitan Area
136 South Keowee Street • Dayton, Ohio 45402
800.498.NARI

PRESORTED
STANDARD
U.S. POSTAGE
PAID
DAYTON, OH
PERMIT NO. 1519

War on terrorism and the economy

What is the long-term impact that the war on terrorism will have on economic growth? The war on terrorism is replacing the Cold War that lasted from about 1946 to 1989. Similar to the Cold War, this war will pull substantial amounts of productive capital from the private sector for use by the government sector. In addition, companies will now have to devote more of their capital for non-productive uses like security for possible sabotage.

When capital is diverted away from productive uses (even for good reasons), it puts a drag on economic growth. In addition, when Federal spending starts increasing (like now) at a faster clip than GDP growth, economic growth suffers. Also, the stock market falls, A LOT! The result - expect long-term real economic growth to average 2 to 3%. In this environment, businesses will have a difficult time trying to raise prices. Also, a growing government means profit margins will be squeezed arising from higher taxes and/or higher interests rates.

Health insurance alternatives?

We often get questions from our members looking for health insurance. Brokers can't do much for very small groups.

One alternative is to visit the website, www.e-healthinsurance.com, recommended by Chicago Sun-Times columnist Terry Savage. The NARI National Buying Co-op Committee continues to investigate possible options for NARI members in this area. To date, the alternatives presented have not offered a real savings or workable solution. Large national group programs, offered in years past by associations, do not work since real discounts in health care occur locally when large groups can negotiate deep discounts with local hospitals. NARI will keep its members abreast of investigation results.



THE NARI RENOVATOR

A Publication of the Ohio Valley Chapter of the National Association of the Remodeling Industry

The Ohio Valley NARI newsletter, *The NARI Renovator*, is produced by Ohio Valley NARI as a service and benefit to its membership. The organization's office is located at 136 South Keowee Street, Dayton, Ohio 45402; (800) 498-NARI or fax (937) 222-5794.

Ohio Valley NARI Board of Directors

President-Don Patten, CR, Don Patten Remodeling

Vice President-Ed Kramer, CR, CabitDesign, Inc.

Secretary-Fred Cernetisch, Pella Windows of Cincinnati

Treasurer-Greg Fischer, CR, Gregory Construction Co.

Directors

Gregg Strassel, CR, Strassel Construction Co.

Tudor Morse, CR, Distinctive Home Restorations, Ltd.

Phillip Wirtz, Phillip Wirtz Hardwood Floors