



## PREVENTION IS WORTH...

The Home Builders Association of Greater Grand Rapids (HBAGGR) supplies its members with contracts made specifically for use by them, and are available for a nominal fee. These include contracts for new homes, remodeling work, subcontractors, specification sheets, change orders and more.

In addition to starting your project with an HBAGGR contract, a great way to maintain excellent communication with clients is through the use of the NAHB Residential Construction Performance Guidelines.

These standards have been officially adopted by the HBAGGR, and all members are held to them.

Keep a copy in your office and give a copy to each customer - as items for correction arise, both parties can refer to this objective, easy to read guide. Copies of the NAHB Residential Construction Performance Guidelines are available through NAHB at [NAHB.com/Bookstore](http://NAHB.com/Bookstore) or by calling the HBAGGR office at (616) 281.2021.

There are many legal options available, but the HBAGGR endorses Mediation and Arbitration. This brochure is simply an aid to assist in the resolution of complaints.

Communication between the parties is always encouraged and is a first step toward resolution. If you have any questions on the methods listed in this brochure please contact the Home Builders Association of Greater Grand Rapids at:

## POSITIVE STEPS TO CONFLICT RESOLUTION



**HOME BUILDERS ASSOCIATION  
OF GREATER GRAND RAPIDS**

3959 Clay Ave SW, Wyoming, MI 49548

Phone (616) 281-2021

Fax (616) 281-6002

[homes@hbaggr.com](mailto:homes@hbaggr.com) | [www.mygrhome.com](http://www.mygrhome.com)





## CONFLICT RESOLUTION

The Complaint Procedure of the HBAGGR is a service available to our members, their customers and suppliers. It is designed to aid in communications and to reasonably resolve conflicts without the time and expense of legal action.

## COMMUNICATION

The HBAGGR must receive a written complaint from the customer about a member company if we are to become involved. We are happy to talk with you but before we can proceed we must have the complaint in writing.

Once the written complaint is received, a copy is sent to the member urging him/her to contact the complainant to help resolve the issue.

Often, matters are resolved at this time because the conflict has been put in writing and the details noted can be handled more easily than verbal complaints.

The HBAGGR only serves as an impartial conduit for communications. We suggest the matter be resolved within twenty-eight (28) days.

If this is not possible, or is not satisfactory to both sides, there are two other ways to resolve issues: Mediation and Arbitration.

It is mandatory for members to participate in one of these two resolution methods.

## MEDIATION

This is a low cost and fast method that allows people to find a solution that meets their needs.

The HBAGGR endorses the Dispute Resolution Center of West Michigan (DRCWM) as a good way to resolve conflicts quickly.

The DRCWM is a non-profit organization that works closely with the court system. It has been providing free or low cost, professional mediation to the businesses and residents of West Michigan since 1986.

If both parties agree to mediation, the DRCWM will schedule an appointment and the parties will meet. They will be assisted by a trained mediator in a neutral setting and will work together to reach an agreement.

### Dispute Resolution Center of West Michigan

678 Front Street NW, Suite 250  
Grand Rapids, MI 49504-5368  
(616) 774-0121 Fax: (616) 774-0323  
E-mail: [info@drcwm.org](mailto:info@drcwm.org)

James Vlasicak has developed an expertise in construction dispute resolution. He has mediated over 400 construction disputes, written articles on construction disputes and presents to construction groups on a regular basis. James will mediate or arbitrate any construction related dispute, following Michigan statutes and The Residential Construction Performance Guideline Standards.

### Mediation, Arbitration

James A. Vlasicak  
8342 W. Main Street Kalamazoo, MI 49009  
Phone: 269.217.4056  
Email: [jim@themediator.biz](mailto:jim@themediator.biz)  
[www.themediator.biz](http://www.themediator.biz)



## ARBITRATION

Arbitration is a legal process in which both parties agree to permit a third person to make a final decision in a dispute. Arbitration decisions are binding and upheld in most courts of law.

The Better Business Bureau is an organization available to HBAGGR members. Any of the HBAGGR attorney members may also be consulted.



### Better Business Bureau of Western Michigan

Terry Glenn - Better Business Bureau  
2627 E. Beltline Ave SE, Ste 320  
Grand Rapids, MI 49546  
(616) 774-0157  
E-mail: [bbbinfo@iserv.net](mailto:bbbinfo@iserv.net)  
[www.grandrapids.bbb.org](http://www.grandrapids.bbb.org)

The BBB of Western Michigan will provide trained arbitrators for a nominal fee from each party. Standards used for arbitration are the NAHB Residential Construction Performance Guidelines for Builders & Remodelers, which is available for purchase at [NAHB.com](http://NAHB.com).

A Request for Arbitration Form will be sent to anyone who makes a written request to the HBAGGR. Both sides must agree to arbitration. If only one side agrees to arbitration, their fee will be returned and the process will stop.

You may begin this process by writing to:  
HBA of Greater Grand Rapids at:  
3959 Clay Ave SW, Wyoming, MI, 49458