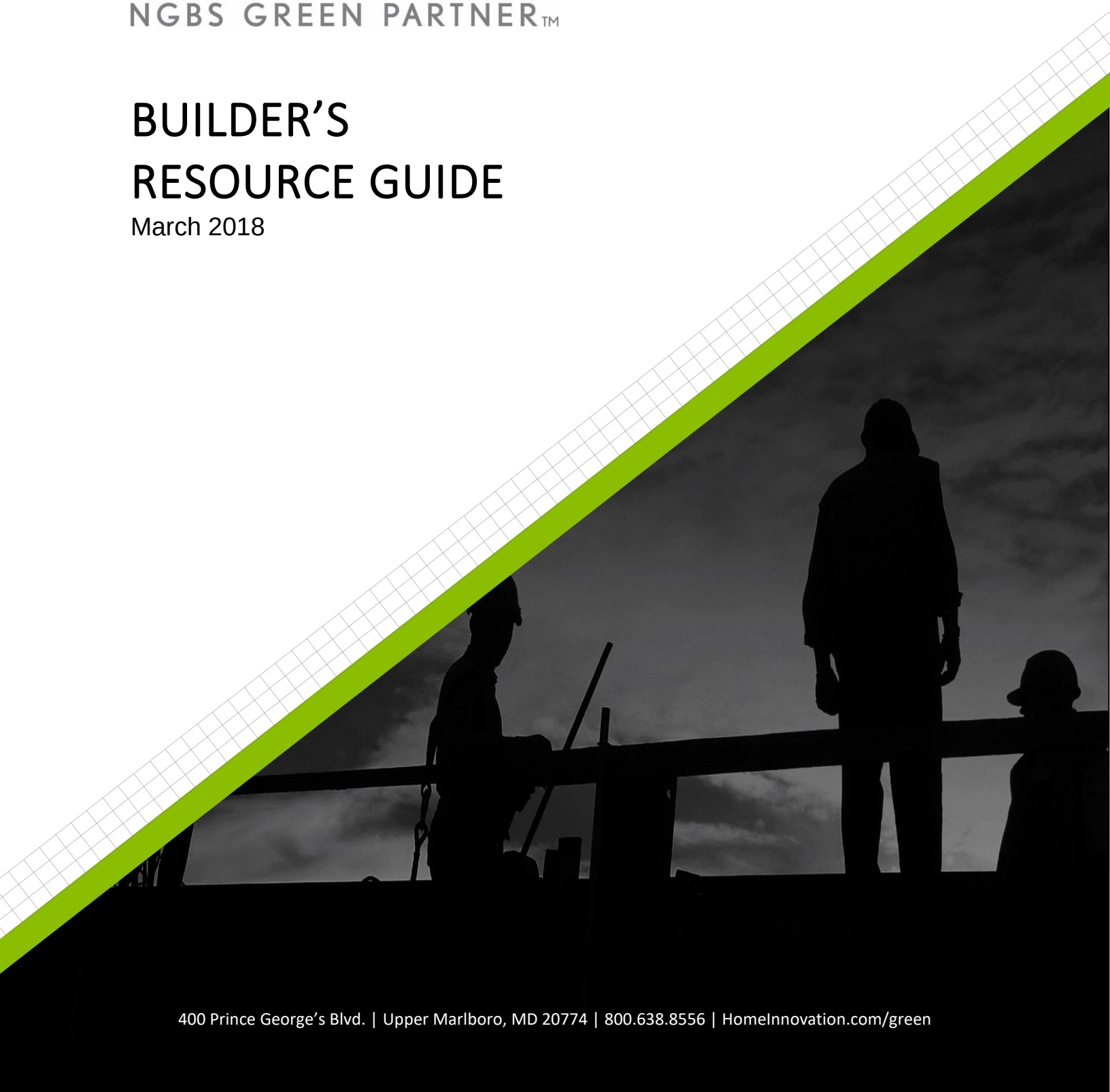
Home Innovation
NGBS GREEN PARTNER™

BUILDER'S RESOURCE GUIDE

March 2018



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March 2018

Dear NGBS Green Client

Thank you for considering the NGBS Green certification program for your projects. When we launched NGBS Green in 2009, few thought we could deliver a certification program that was credible, rigorous, and affordable. I like to think we proved our critics wrong. In eight years, we have become the preferred green certification program for residential buildings with over 130,000 NGBS Green Certified homes in the United States.

We have been laser-focused on a single objective – to deliver a green building certification program that is credible, rigorous, and affordable.

When we first conceived of NGBS Green, we knew we wouldn't get everything right. Instead of worrying about being perfect, we aimed for being nimble, responsive, and reliable. To this end, we have tweaked, considered, revised, honed, studied, analyzed, corrected, and reconsidered all aspects of the NGBS Green program. We are continually on the lookout for ways to innovate and for new, better ways to deliver rigorous green certification and boost our productivity.

In March 2017, Home Innovation celebrated our 100,000th NGBS Green Certified home. And yet, there is still lots more we can do. Every newly-registered home offers us an opportunity to improve. We continue to promote **NGBS.com**, our web portal for consumers looking to find a green certified home. We rolled out new and improved resources to complement the recently approved ICC/ASHRAE 700-2015 National Green Building Standard. And, with change being inevitable, the 2018 NGBS Consensus Committee meetings are underway.

Our promise to homebuyers and renters is that when they see the NGBS Green Certified mark, they can feel confident knowing that home meets the National Green Building Standard (NGBS).

If you select NGBS Green as the certification program for your projects, we have an equally important promise to our builder and developer clients. You can expect prompt responses to technical questions, swift resolution of building science interpretations, and quick turnaround on certification decisions. And you have a direct line to talk to me anytime. Want to see us do something better or differently? Just call me directly at 301.430.6205 or email me at mfoster@homeinnovation.com.

Thank you for considering NGBS Green – we look forward to serving your green home certification needs.

Best,

Michelle Foster
Vice President, Innovation Services
Home Innovation Research Labs

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HOME INNOVATION RESEARCH LABS

Home Innovation Research Labs (Home Innovation) was founded in 1964 as a small product testing laboratory. Over our 52-year history we have grown to become a full-service market research, consulting, product testing, and accredited third-party certification agency dedicated solely to issues related to the home building industry. Our headquarters office building in Upper Marlboro, Md., a suburb of Washington, DC, is joined on our 25-acre research campus by a state-of-the-art product testing and market research facility, as well as several outdoor evaluation areas.

As an accredited standards development organization, Home Innovation has ushered many standards through the American National Standards Institute (ANSI) consensus process. During this process we ensure that participation is open to interested stakeholders, interests are balanced, public input is sought, and appeals are heard. The ANSI process also requires ongoing maintenance for any approved standards to ensure the content continues to reflect the most current information on technology and other industry elements. Home Innovation oversees the development and maintenance of the *ICC 700 National Green Building Standard™* (NGBS) to ensure the stringent ANSI consensus process rules are followed.

Home Innovation also serves as Adopting Entity of the NGBS and provides certification services to builders, developers, and remodelers, nationwide through the NGBS Green certification program. Our core competency as an independent, third-party product testing and certification lab makes us uniquely suited to administer a green certification program for residential buildings.

ICC/ASHRAE 700 NATIONAL GREEN BUILDING STANDARD

Overview

The NGBS is the only residential green building rating system approved by ANSI as an American National Standard. The NGBS provides practices for the design, construction, and certification of all residential buildings.

The NGBS assigns points to green building practices. A home can attain one of four performance levels — Bronze, Silver, Gold, or Emerald. For a building to attain any certification level, all of the applicable mandatory provisions must be correctly implemented. In addition to the mandatory provisions, the NGBS requires the home include sufficient green building practices to meet the category minimums for each green certification level.

As an ANSI-approved green building rating system, the NGBS provides builders and consumers with a credible definition of green building. Since it provides a flexible, expansive point-based system for certification, it also offers home builders an affordable process to build green homes that are appropriate for their specific climates, and meet the needs of their particular market and homebuyers.

The NGBS applies to all residential buildings, including:

- single-family homes
- townhouses
- duplexes
- triplexes
- quads
- rescue squad housing
- multifamily buildings (no height limitation)
- residential portions of mixed-use buildings
- student housing
- seniors housing
- extended stay hotels and motels

In short, the NGBS applies if a building has accommodations for living, eating, cooking, sleeping, and sanitation. The NGBS can also be used to certify a building accessory to the residential building(s) such as a clubhouse building.

The NGBS can be used for new construction or renovation of an existing building. For existing buildings, the original and/or current use of the building is irrelevant. As long as the building is intended to be renovated to accommodate residential uses that meet the definition provided above, the NGBS can be used for the building's certification.

The NGBS also applies to residential site design and development of all sizes. It can be used to certify a residential subdivision of a few lots, a 20,000-acre new community, or anything in between.

NGBS Compliance Requirements

The six categories of green practices in the NGBS are:

- Lot & Site Development
- Resource Efficiency
- Energy Efficiency
- Water Efficiency
- Indoor Environmental Quality
- Homeowner Education

To be certified, new buildings must meet the minimum point threshold levels in every category of green building practices (see above). Requiring all new buildings to attain minimum point thresholds in every category ensures the completed building will reduce its environmental impact in all areas; not merely energy efficiency. The NGBS is also not merely a design standard. Instead, the NGBS includes green building practices for design, construction, verification, and operation. While it is important to incorporate green practices and materials in the design stage, including practices during the construction stage and the building operation phase helps to ensure that buildings ***designed*** to be sustainable and high-performing are ***built and occupied*** in a sustainable method.

The NGBS has four performance levels: Bronze, Silver, Gold, and Emerald. To move up in certification level a new building must attain more points in every category of green building practices. As a result, a Silver-level NGBS Green Certified building is higher performing than a Bronze-level building; a Gold-level building is higher performing than a Silver-level building; and an Emerald-level building is the highest performing of all.

Score the Project

Home Innovation created an easy-to-use NGBS Green Scoring Tool for architects, builders, and developers seeking certification of their projects. The tool is an Excel-based spreadsheet that includes all NGBS practices and points. Anyone can complete the scoring tool by claiming points toward certification based on the practices and materials to be incorporated into the project.

Scoring tools for new construction, whole-house/building remodeling projects, land developments, and functional area remodeling projects are available for free at www.HomeInnovation.com/GreenScoring. The scoring tools are updated frequently so we recommend downloading a new scoring spreadsheet for each new project seeking certification to ensure you have the most current version.

The scoring spreadsheet will ultimately be used by the NGBS Green Verifier you hire to inspect the project and confirm the building meets all NGBS Green certification requirements.

NGBS GREEN CERTIFICATION PROCESS

Considering getting your home NGBS Green Certified? Follow these easy steps

SCORE THE BUILDING

USING THE DOWNLOADABLE SPREADSHEET THE BUILDING CAN BE SCORED BY ARCHITECTS, BUILDERS, OR ACCREDITED VERIFIERS.

TECHNICAL ASSISTANCE AND INTERPRETATIONS ARE ALWAYS FREE. GOT A QUESTION? HOMEINNOVATION.COM/NGBSGREENCONTACT

SCORE THE HOME. The NGBS Green scoring spreadsheet provides step-by-step instructions to help you design and construct a high-performance, sustainable home.

FIND A VERIFIER

HIRE AN ACCREDITED NGBS GREEN VERIFIER WHO WILL REGISTER YOUR PROJECT AND GET THE CERTIFICATION PROCESS STARTED.

COMPLETE THE APPLICATION

SUBMITTING THE BUILDER APPLICATION GIVES YOU ACCESS TO NGBS GREEN MARKETING MATERIALS, TECHNICAL ASSISTANCE, AND OTHER PROGRAM RESOURCES.

BUYERS WON'T KNOW YOU'RE GOING THE EXTRA MILE WITH GREEN UNLESS YOU TELL THEM. BE SURE TO TAKE ADVANTAGE OF ALL NGBS GREEN MARKETING MATERIALS AND IDEAS. HOMEINNOVATION.COM/MARKETGREENCERTIFIED

SCHEDULE THE INSPECTIONS

EVERY HOME MUST BE INSPECTED TWICE BY AN ACCREDITED VERIFIER – ONCE BEFORE DRYWALL IS INSTALLED, ONCE WHEN THE HOME IS COMPLETE.

THE PRE-DRYWALL ROUGH INSPECTION ALLOWS THE VERIFIER TO INSPECT THE HOME'S BEHIND-THE-WALL GREEN PRACTICES. THE FINAL INSPECTION ALLOWS THE VERIFIER TO CONFIRM REMAINING GREEN PRACTICES AND TECHNOLOGIES AFTER THE HOME IS COMPLETE.

THOROUGH AND TIMELY. HOME INNOVATION REVIEWS EVERY ROUGH AND FINAL INSPECTION REPORT BEFORE WE ISSUE AN NGBS GREEN CERTIFICATE. BUT DON'T WORRY – OUR AVERAGE TURNAROUND TIME IS ONE-BUSINESS DAY.

NGBS GREEN CERTIFIED HOME

Build your success on ours. Get started today with NGBS Green Certification.
HomeInnovation.com/Green

Simplifying NGBS Green Certification with the Bronze Cookbook

You want to build a high-performance, green home but don't know where to start. Using the NGBS and Home Innovation's NGBS Green certification can make the process of building a green home easier and more affordable than it otherwise would be.

The NGBS was designed to be flexible so it has lots of different options. This may seem daunting, even overwhelming, if you're new to green home building. How does someone approaching the NGBS for the first time decide what practices are the most cost-effective? Or even the most relevant to prospective homebuyers and renters? In an effort to help new green builders overcome this challenge, Home Innovation created the **2012 NGBS Bronze Cookbook**.

The "cookbook" or roadmapconcept is simple – it allows you to see which practices are most commonly incorporated into NGBS Green Certified homes. Home Innovation developed the Bronze Cookbook by reviewing every NGBS Green Verification Report for homes that have attained NGBS Green Certification. Based on that review, we pre-populated an NGBS Green Scoring Tool with the most commonly used practices to achieve Bronze-level NGBS Green certification. Given the widespread use of these specific practices nationally, you can assume they represent the most cost-effective and relevant green practices for residential construction. We also included links, where appropriate, to NGBS Green Certified Product options which can further simplify the up-front selections needed for the certification process.

By identifying cost-effective green practices, the Bronze Cookbook can save you time and money by streamlining what can otherwise be a complex and extensive decision-making process. But the Bronze Cookbook is just one way to approach NGBS Green certification – we always encourage builders to strategically select the most appropriate green practices for their projects based on their individual objectives and market drivers.

To start on your path to building NGBS Green Certified homes, you can download the NGBS Bronze Cookbook by visiting www.HomeInnovation.com/BronzeCookbook, complete it, and talk with an NGBS Green Verifier.

How to Select an Accredited Verifier

Rigorous verification is a hallmark of NGBS Green certification. No other green building certification has a similarly thorough verification protocol.

Home Innovation designed NGBS Green verification to be straightforward and affordable. Our national network includes 250+ accredited NGBS Green Verifiers. Before becoming accredited, Home Innovation qualifies, trains, and tests prospective verifier candidates. Verifiers must have previous experience in residential construction and green building before being accepted into the verifier training program. Verifiers are then trained to inspect every conceivable residential project: single-family; multifamily; new construction; remodeling/renovation (whole-house/building or small projects); and land development for compliance to the NGBS. Once the training is complete, verifiers must pass a stringent test to assess their command of the NGBS, the certification process, and building science. Before bestowing our accreditation, Home Innovation must receive proof that the verifier is adequately insured. Verifier accreditation must be renewed annually and re-accreditation (training and testing) is necessary for each version of the NGBS to ensure that verifiers remain proficient as the NGBS is amended.

Verifiers serve as independent, third-party inspectors and, as such, they set their own competitive verification prices and negotiate their own contracts. Verifiers may also provide other services in conjunction with NGBS Green verification, such as energy modeling or code compliance inspections,

which may impact the fees charged. So long as you use an accredited NGBS Green Verifier, we have no preference for who performs the NGBS-required inspections.

One thing is for sure, an experienced verifier can help your project team get the most value out of the verification. Our suggestion is to not just endure verification; rather, embrace it! Make it work for you on whatever project you're having certified. After all, you are paying for it – be sure to maximize the value of the verification.

Here are five easy tips to maximize the value of NGBS Green verification:

1. Select a Verifier Early

The sooner the better. Verifiers understand the NGBS Green certification process, they are experts on the NGBS, and they know the documentation that must be collected. Currently accredited NGBS Verifiers are listed on our Find A Verifier webpage (www.HomeInnovation.com/FindNGBSVerifier). Interview accredited NGBS Green Verifiers as soon as you are thinking about green certification. All Home Innovation-accredited verifiers have been trained to do any of the certification types (land development, multifamily, single family, renovations), but many have specific areas of expertise so it pays to speak with a few before you make your final selection.

In general, single-family builders will want to select an accredited verifier located near the home seeking certification to minimize the Verifier's travel costs. Multifamily and land development clients may want to interview verifiers with expertise in such verifications as it may be more advantageous to hire someone who is expert in multifamily construction schedules or land development practices, rather than someone merely for their proximity to the site. Verification costs for larger projects are typically a much smaller percentage of total construction costs than verification costs for a single-family home and, as a result, can more easily absorb any necessary travel costs. Further, verifiers with multifamily experience may be more cost-effective in their verification services pricing because of experience.

We recommend clients inform prospective verifiers if they intend to seek certification for more than one project, as the verifier may offer more competitive pricing if they are establishing a long-term relationship.

2. Meet & Consult with Your Verifier

Meet with your verifier before construction starts to go through the checklist of NGBS Green practices in detail. At this meeting, review the mandatory practices that must be completed for certification. Review the rest of the green practices to hear from the verifier which practices are checked at the rough inspection and which are checked at the final inspection. Make sure you know what documentation the verifier will need to collect. Verifiers can typically suggest the most cost-effective and easy-to-implement practices, and those that make the most sense for your particular project. Confirm the project point total and points required by category so you can see what certification level (Bronze, Silver, Gold, or Emerald) you are likely to attain. Always plan to attain some extra points in each category, just in case your verifier doesn't approve all that you're seeking to reach a certain certification level.

3. Build a Documentation Library

Every builder has a number of green practices and products they rely on over and over again. For these practices, you should create Master Documentation Folders, either electronic or physical, organized by NGBS practice. For example, if you regularly use a carpet brand that complies with Practice 901.6, save a copy of the manufacturer's literature in your appropriate NGBS folder so you have it handy to reference for future projects.

4. Get the Whole Team On Board

Attaining NGBS Green certification for your projects is an exciting achievement for the whole project team. Make sure you get everyone on board early and help equip them for success in reaching this shared goal. Communicate your desire to have the project certified. Tell your staff, subs, trade partners, and contractors what will be necessary from them in clear, specific terms. For example, if you need your contractors to use low-VOC adhesives and sealants, make sure they understand the specific VOC limits they need to meet. Your window supplier should understand that last-minute substitutions of windows that do not meet the NGBS requirements could jeopardize certification. Provide training, if necessary, on specific issues such as keeping HVAC supply registers covered during the construction process. Make sure everyone understands that the project will be inspected by a verifier who will occasionally be on site.

Don't forget to include your marketing and sales team! Too often we certify high-performance buildings that provide great benefits to the residents, but the construction teams fail to coordinate with the marketing team so prospective buyers and renters never learn about the property's great green benefits.

5. Review, Improve, Repeat

Soon after you receive your first green certification, be sure to do a quick debrief with your team and verifier to figure out what worked well, what could be improved the next time, and how to streamline the process going forward. Many of our NGBS Green Partners have found that going through the NGBS Green certification process not only helps them construct better homes, but also helps them improve their business processes.

Third-party verification of NGBS compliance provides consumers with assurance that their home will truly be green as defined by a national, ANSI-approved standard. For builders, verifiers can serve as a trusted green adviser who can help streamline and add value to the NGBS Green certification process.

What to Expect from Verifier Inspections

Each home or multifamily building seeking NGBS Green certification needs to be inspected by the verifier at least twice—once before the drywall is installed; once when the building is complete. For multifamily buildings, the verifier will need to inspect every unit as well as the common space. As a result, larger multifamily buildings are likely to require the verifier to perform more than one visit to inspect each unit and confirm the green practices. If testing and other credits are pursued that require scheduling and complex timing coordination with your team, providing the verifier access to your construction schedule and anticipated timing of trades is advised.

Verifiers will need access to the entire building and project site. They are expected to follow construction site safety rules and use common sense when during their inspection.

Schedule the Verification

Builders or construction site superintendents should work with the verifier to schedule the inspections in a timely fashion. **Verifiers must notify Home Innovation at least 24 hours in advance of conducting an on-site inspection.** Further, if drywall is installed before the rough inspection resulting in the verifier to be unable to verify practices behind the wall, the project will not be able to attain certification.

The Verification Inspection

Before starting the inspection, the verifier will confirm the address of the project is correctly noted on the NGBS Green Verification Report. The verification report includes all of the NGBS Green practices for which

Does the same verifier have to perform the rough and the final inspection? No. Different Verifiers can perform the inspections and submit the inspection reports. The only requirement is that the inspections are performed by currently Accredited Verifiers. We ask that the builder/developer/remodeler client shares the scoring spreadsheet and any verification reports to each verifier directly.

the project is claiming points toward certification. The verification report details for the verifier what practices must be confirmed at the rough inspection and what can be confirmed at the final inspection. During the inspection, the verifier will walk through the building and project site with the verification report to visually inspect each green practice. At the rough inspection, the verifier is likely to ask for any documentation necessary for the verification. As a best practice, you may also wish to have your verifier review pertinent submittals, drawings, and other documents prior to the start of construction.

Verifiers are provided with very specific instructions as to how to complete an NGBS Green inspection. In general, verifiers can only award points toward a project's certification if they are confident the practice has been met. Verifiers usually must verify the practice visually during the inspection. Verifiers are instructed not to award points for an incomplete practice, even with the builder's or subcontractor's assurance that the practice will be completed in the future. A few NGBS practices are verified using documentation and the verifier can inform you in advance as to what documentation is necessary.

The verifier must take at least one photo of the building seeking certification that shows a portion of the surrounding lot, however, the verifier may take many photos as part of the verification documentation process. The verifier will note the date and time of the inspection on the report.

The verifier will need a builder's representative to sign the rough verification report at the conclusion of the inspection, unless the verifier has received prior authorization to submit a rough verification report without a signature. The builder's representative is always expected to sign the final verification report. Shortly after each inspection is complete the verifier is expected to send Home Innovation and the builder's representative a copy of the verification report.

Home Innovation will typically review each verification report within one business day of receipt. If Home Innovation staff have any questions or issues with the verification report, we will contact the verifier as soon as possible to resolve the issue/question. If the verification report is for a rough inspection and there are no issues, or if the issues are resolved satisfactorily, construction should proceed normally until it is time for the final inspection. As with the rough, Home Innovation will review the final inspection report within one business day. If it is accurate and complete, and we have a complete Client Application and current certificate of insurance on file, Home Innovation will issue the NGBS Green certificate within one business day.

In general, Home Innovation interacts directly with the verifier, not the builder/developer/remodeler, on projects seeking certification. However, builders should contact Home Innovation directly (www.HomeInnovation.com/NGBSGreenContact) if they have any questions about the NGBS Green program or process, technical questions about the NGBS, or issues with any accredited verifiers.

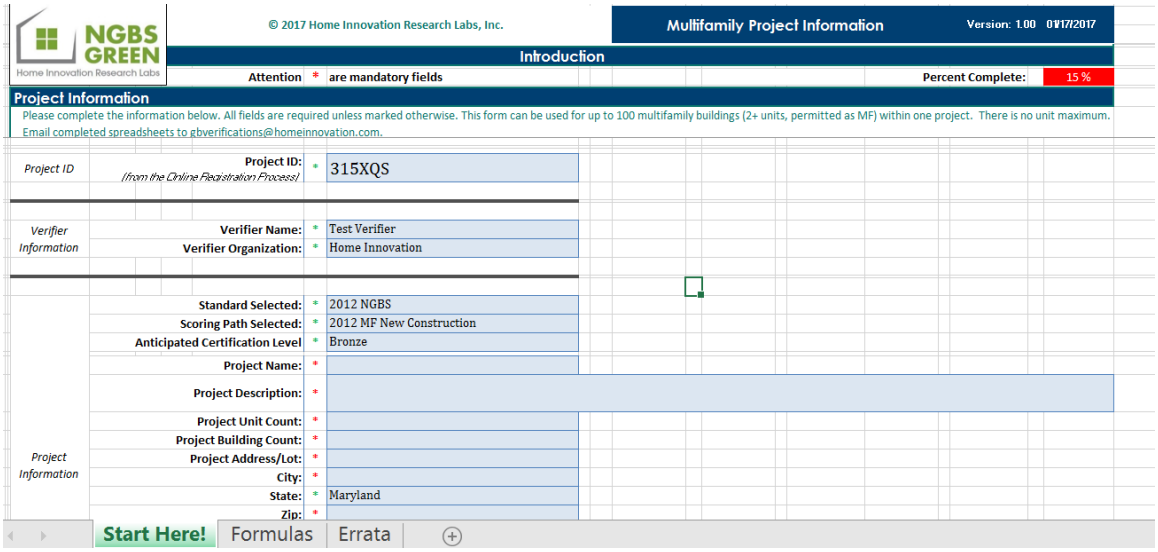
Project Registration

Registration is mandatory and free for projects seeking NGBS Green certification. NGBS Green Verifiers register a project with Home Innovation, and are encouraged to register projects as soon as they enter into a contract to provide verification services for a project.

Verifiers register projects via an online form and only need the client's name, contact information, and project address (Lot Number is ok if the project has not yet been assigned an address). As soon as the project is registered, the verifier and the client will receive a confirmation email and a Project ID number. Each single-family home, multifamily community (can be multiple multifamily buildings), and land development is assigned a unique Project ID. Please use this Project ID for any correspondence with Home Innovation during the certification process.

Registration for multifamily projects and land developments is a two-step process. After the verifier has submitted the basic information via the online form, Home Innovation will email both the verifier and the client (1) a customized link to an online Project Information Form for land developments, OR (2) an spreadsheet for multifamily projects. This form/spreadsheet collects additional information about the project including a description of the project, number and size of the buildings seeking certification, and contact information for the architect, builder, marketing staff, and sales/leasing office. It does not matter who on the project team completes the Project Information Form/Spreadsheet, but it must be completed before the verifier notifies Home Innovation of the rough inspection date. If Home Innovation does not have the completed form at that time, the verifier will not be able to submit the required rough inspection notice.

See below as an example of the spreadsheet.



NGBS GREEN
Home Innovation Research Labs

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Multifamily Project Information — Version: 1.00 01/17/2017

Introduction

Attention * are mandatory fields — Percent Complete: 15 %

Project Information

Please complete the information below. All fields are required unless marked otherwise. This form can be used for up to 100 multifamily buildings (2+ units, permitted as MF) within one project. There is no unit maximum.
Email completed spreadsheets to gbverifications@homeinnovation.com.

Project ID	Project ID: (from the Online Registration Process)	*	315XQS
Verifier Information	Verifier Name:	*	Test Verifier
	Verifier Organization:	*	Home Innovation
Project Information	Standard Selected:	*	2012 NGBS
	Scoring Path Selected:	*	2012 MF New Construction
	Anticipated Certification Level	*	Bronze
	Project Name:	*	
	Project Description:	*	
	Project Unit Count:	*	
	Project Building Count:	*	
	Project Address/Lot:	*	
	City:	*	
	State:	*	Maryland
	Zip:	*	

Start Here! | Formulas | Errata

NGBS Green Client Agreement

Home Innovation uses the Client Agreement to collect three critical data points, among other things. Completing the agreement in a timely fashion can streamline the certification process. However, delay in submitting the agreement can impede certification.

First, we need to know who should be invoiced for the certification fee. Second, we need to know the correct information to include on the NGBS Green certificate. Third, we need to identify a point-of-contact should Home Innovation need to contact someone about a project in-process for certification.

Shortly after project registration, Home Innovation will email an NGBS Green Client Application to the entity/individual/organization seeking certification. The client should complete, sign, and return the application. Home Innovation will countersign the application and return a copy. Only one application is needed, regardless of how many projects seek NGBS Green Certification, provided the business

structure of the signatory continues to take responsibility, financial and otherwise, for the projects seeking such certification. A complete application and current proof of insurance is required for any project seeking certification.

NGBS Green Certification Fees

Projects seeking NGBS Green certification incur two separate fees: verification services and the certification fee.

Accredited Verifiers set their own fees. Verifier fees vary, so clients are encouraged to contact more than one Verifier to get a bid for verification services. Clients contract directly with an Accredited Verifier and pay the verification fees directly to the Verifier or Verifier's company. Verifiers send the results of the verification inspection to Home Innovation for review and acceptance before the project earns NGBS Green certification.

Projects also have to pay a certification fee to Home Innovation. Certification fees are listed here for all project types.

Home Innovation Needs to be Additional Insured

An "Additional Insured" is a party listed on an insurance policy that has some type of liability interest in the property. The "Additional Insured" has no right or authority to make policy changes or to cancel the policy. An "Additional Insured" is ONLY afforded liability protection under the liability portion of the policy and there is no coverage for physical losses resulting from vandalism, theft, fire, wind and hail, and so on. In some cases, there is confusion between what we ask, to be an "additional insured", and an "additional named insured" (which we don't ask).

For example if a property is seller-financed, the seller holds the mortgage note and they are listed as an "Additional Insured" on the policy instead of as a mortgagee, then in the event of a physical loss (the home burned to the ground), the seller has no legal right under the policy to receive claim funds to pay off the mortgage debt and/or there is no control of managing claim funds to ensure repairs.

If there is litigation involving the property or its use and the "Additional Insured" is named in the suit for any reason, the policy provides liability protection for legal and defense costs for the "Additional Insured" and the insurance company issuing the coverage would have a 'duty to defend' any and all "Additional Insured parties" listed in the policy. The most common example of this involves commercial policies, such as general liability. Home Innovation, for instance, may be listed as an "Additional Insured" on a builder or a developer's insurance so that in the event of a liability claim caused by the builder/developer (such as faulty work, property damage, or bodily injury) where Home Innovation is also listed in the claim, Home Innovation would receive coverage for legal and defense costs from the builder's policy.

Insurance companies routinely provide this coverage. Also if your General Liability policy provides additional insured status when it is required in a written contract or agreement, such as the agreement you sign with Home Innovation, then a COI with said provision displayed would satisfy the requirements and should be submitted.

If you or your insurance company has an questions, please contact us.

Who is the "Client" in the NGBS Green Certification Process?

For single-family homes, the builder or builder's representative is typically who decides to seek NGBS Green certification and hires the verifier. In that circumstance, Home Innovation considers the builder to be our "client." Home Innovation requires the builder to complete the NGBS Green Client Application and submit proof of insurance.

For multifamily projects, the client may be the architect, the owner, the developer, or the builder. In general, the entity that decides to seek certification and hires the verifier is the "client." Home Innovation needs an NGBS Green Client Application to be completed by one of these entities. In addition, Home Innovation needs proof of insurance from one of the entities; it does not need to be the same entity that completes and signs the application. However, if the signatory of the client agreement is different than the entity that holds the required insurance, Home Innovation must have a written declaration of the relationship between the signatory and the insured.

Only one application is needed from any client, regardless of the number of projects submitted for certification. The only exception to this is if a client is operating as a separate limited liability partnership or limited liability company for each construction project; clients in those types of situations may choose to sign a new agreement for each discrete business entity.

Reconciling Differences: Local Code vs. NGBS Requirements

NGBS Green is designed to be a voluntary, above-code green building certification and is not intended to abridge safety, health, or environmental requirements contained in other applicable laws, codes, or ordinances – see NGBS 101.3 Intent. Occasionally, local code officials may determine that one of the mandatory NGBS practices is prohibited by local code, or that full implementation of a practice would violate local code. In such a circumstance, the building may still attain certification but the NGBS Green Verifier must document in the verification report which specific practice is not permitted by local code and the reason for the conflict with the NGBS practice.

In these cases, Home Innovation will not offer alternative compliance methods, either for the code or for the NGBS practice. However, if the project team (architect, builder, verifier) would like Home Innovation to consider an alternative compliance path for the specific practice, we will offer our opinion as to whether the proposed method would meet NGBS requirements. Any Home Innovation opinion provided should not be construed as guidance on whether the alternative compliance would be acceptable to the local code official or local building department. We encourage builders and verifiers to check first with the code official regarding any alternative compliance before seeking Home Innovation's opinion on meeting NGBS requirements. As mentioned previously, a building may still attain certification if a required practice is not permitted by local code so long as the verification report notes and explains the conflict.

GET THE MAXIMUM VALUE OUT OF NGBS GREEN CERTIFICATION

Builders seek NGBS Green certification for their projects for one of two reasons – either they want to because they believe it is a good business decision (sell more homes, lease your apartments faster, win a higher property valuation, demonstrate corporate stewardship); or they have to because of a mandate. Regardless of which camp you're in, below are some suggestions to help you maximize the value of the certification.

The strategy to get the most value for your certification is simple – make sure everyone knows the home will be NGBS Green Certified. First, make sure your prospective consumers, either homebuyers or renters, know the home will be NGBS Green Certified. Second, make sure that your sales team and/or local real estate professionals know the home is in process for NGBS Green certification. Last, make sure that your appraiser knows the home is seeking NGBS Green certification.

NGBS Green Marketing Resources

Home Innovation has a series of free, off-the-shelf marketing materials you can use to market your home(s) as NGBS Green Certified or seeking NGBS Green certification (i.e. NGBS Green Registered). Marketing materials are available at HomeInnovation.com/MarketGreenCertified. Most of the materials are available to download directly from the website, however, the certification marks are for example only – those who are eligible to use the marks receive them directly from Home Innovation Labs. If you believe you are eligible to use a particular mark and have not received it, please contact us (HomeInnovation.com/NGBSGreenContact).

Builders are encouraged to market their projects as seeking NGBS Green certification as soon as the project is registered with Home innovation. Even registered projects can be listed on NGBS.com – see more details below.

Home Innovation periodically offers free webinars on marketing green homes to NGBS Green program participants. Please check the website or contact us for more information.

FTC Green Guidelines Information

Builders marketing their homes as green need to be careful not to run afoul of the Federal Trade Commission (FTC). The FTC protects consumers by stopping unfair, deceptive, or fraudulent practices in the marketplace, and over the past few years has looked askance at the proliferation of green marketing claims, or "greenwashing," by product manufacturers.

The FTC's Green Guides (Federal Trade Commission, 16 CFR Part 260 Guides for the Use of Environmental Marketing Claims; Final Rule) provide guidance to help marketers avoid making misleading environmental claims. The 2012 Green Guides include new guidance on use of product certifications and seals of approval.

Specifically, the Green Guides state that certifications and seals constitute endorsements covered by the FTC's Endorsement Guides. The FTC ruled that certifications must meet the criteria set for endorsements. Further, the FTC states that it is "deceptive to misrepresent, directly or by implication, that a product, package or service has been endorsed or certified by an independent third-party." The FTC makes explicit distinctions between first-, second-, and third-party certifications. First-party certifications are self-certifications, for example, when a builder asserts that the homes he constructs are "green." Builders must disclose self-certifications. Second-party certifications are those conferred by a trade association or membership organization. If a certification is issued by a membership organization, such as a local home builders association, the builder must disclose the connection with

the association (i.e., that he is a dues-paying member). If the marketer does not, the FTC has ruled that is deceptive. Independent, third-party certifications are the only type where disclosure is unnecessary.

Home Innovation, an independent, third-party according to the FTC definition, and its NGBS Green certification provides a marketing safe harbor for builders, developers, and remodelers who want to convey the green, sustainable features of the homes they construct or remodel without being deceptive to consumers regarding the green certification.

The NGBS Green certification mark was designed specifically to help builders comply with the FTC Green Guides. The mark incorporates the "Home Innovation" name as the certification agent and "NGBS" to specify the ANSI-approved standard to which the home was certified. Further, we recommend that our clients prominently accompany the certification mark with the following statement: "NGBS Green Certified homes/residences/communities [*user selects what is relevant*] comply with the National Green Building Standard ICC-700 and are designed to be more comfortable, use less water and energy, and reduce environmental impacts, during construction and occupancy." Builders can customize the precise language, but we recommend they be specific in their claims in order to be FTC-compliant.

In addition, we recommend that builders reference our website. If they choose they can use the following sentence: "For details on which attributes were evaluated, visit www.NGBS.com."

5 Tips to Help Market Your Green Homes

The following blog was authored by Michelle Desiderio and published in November 2014.

Some builders are dogged in their conviction that homebuyers don't care about green. They rationalize this conclusion because homebuyers don't typically ask for green features explicitly. However, market research consistently confirms that a majority of mainstream Americans do care about sustainable choices. A national consumer insights study completed by Walden Hyde estimates that 60 percent of Americans, roughly 185 million people, are interested in green and healthy living.

So where's the disconnect? The problem isn't that consumers don't care about green. The problem is that consumers don't necessarily care about green in the ways that builders think they should. Most home builders are not considering consumers' values and motivations with regard to sustainability. Instead they are projecting (either intentionally or unintentionally) their values about green onto consumers. Consider how many builders insist the only valuable green home attribute is that it delivers energy savings – see my "Are You Willing to Bet it All on Energy Efficiency" post that discusses the error in this way of thinking.

Effective green marketing is no different than effective marketing in general. Marketing messages always need to resonate with customers' interests and concerns. With that in mind, below are what I believe are the five most important rules for marketing green homes:

Green Marketing Rule #1: Lead with Quality

Two irrefutable facts: (1) Performance is king; and (2) green homes are better-built homes.

I am confounded by how few builders promote the quality aspect of green construction. Consumers want products that perform well. Innumerable studies conclude that a product's performance trumps eco-attributes. But if a consumer can get superior performance AND sustainable features, that will govern their product selection. Just don't ask them to sacrifice performance because a product is green. A number of successful brands are capitalizing on superior performance with a coincidental benefit of sustainability. Consider the Tesla Motor ads: "It's not about energy, it's about POWER." "Enough speed to leave anything behind, starting with FOSSIL FUEL." Tesla is selling its sporty roadster as fast as they can make them, and their clients comprised mostly of wealthy alpha males are certainly not looking for lower gas bills. Tesla's electric engine serves up sustainability on top of highly-ranked performance. Mythic Paint, the fastest growing paint company in the world, is another excellent example from consumer marketing. The Mythic tagline is "Legendary Performance" and it floats atop their logo with "Non-toxic paint" below. Here is a product that offers not merely low toxicity, but zero toxicity, and still their emphasis is on performance.

So performance is paramount to consumers. But how can a builder demonstrate that the home they build performs better than other homes? Builders can demonstrate superior performance by using the National Green Building Standard (NGBS) to design and construct their homes and seeking third-party certification to prove their home is NGBS-compliant. The NGBS is a rigorous, national, above-code green building system.

How does the NGBS improve a home's quality? First, the NGBS mandates certain green building practices considered essential to a home's performance. Second, it offers builders a menu of green building practices all aimed at boosting the overall quality of construction. Third, homes

that attain NGBS Green Certification have been inspected at least twice by an independent, third-party verifier to ensure that the home meets the NGBS's stringent requirements.

Green Marketing Rule #2: Set Yourself Apart from the Competition with Green Attributes

A rigorous national standard and third-party certification attests to an NGBS Green Certified home's quality. Consequently, builders who construct NGBS Green Certified homes have a distinct advantage over their code-minimum competitors. Once you've established your quality bonafides, flaunt your home's environmental attributes. NGBS Green Certified homes are more comfortable, have a healthier indoor environment, and are more durable. Say it loud and say it proud! NGBS Green homes have more, do more, and save more than the other homes a buyer may be considering.

Straight talk can be very effective. But I've found builders are typically unwilling to play hardball with their marketing. Why not ask, "Would you rather live in a home intentionally designed to manage moisture or not?" or "Do you want to live in a home with ventilated combustion equipment or risk carbon monoxide poisoning?"

One of the most effective green marketing techniques you can use is a comparison checklist. Equip prospective buyers with a checklist of the green features (and their benefits) in your homes that they can use when comparison shopping. Help buyers understand the intrinsic value of those green features (i.e., the benefits) by explaining the intent of NGBS green building practices and technologies. The value of some green building practices can be elusive to the mainstream consumer, however, it is a mistake to think that they don't care about the issues. Helping homebuyers understand issues of indoor air quality, moisture management, and ventilation can help cement the value proposition of both quality construction and the home's environmental attributes.

Green Marketing Rule #3: Promote the Benefits of Green for the Individual and Family

Forget what economists tell you. As consumers we are not always rational. Individuals are emotional beings motivated to satisfy their own needs and their family's needs. What could be a more emotional experience than shopping for a home? Builders need to make sure homebuyers understand the benefits of their green homes. Connect-the-dots so they don't have to, and make the message compelling, not confusing.

You know what I see all too often in green home marketing materials? A litany of incomprehensible features. R-38 Attic, R-19 Overhangs, and R-13 Exterior Walls! … Vinyl Double-Pane Thermal Insulated Low-E Glazed Single-Hung Windows! … Central HVAC-13 SEER! … MERV 8 Air Filter!

HUH?!

Most buyers have no idea what an R-19 overhang is, let alone why they might want one. I understand builders are excited about the green building practices, technologies, and features they use in their homes. But they need to provide context for the green features and reasons why they are important – see Rule #2 above.

Keep the green message simple and relevant. For example, if you want to highlight optimum value engineering, why not explain: Advanced house framing uses less lumber so it saves trees, saves on labor costs, and reduces construction waste. Less can really be more – less lumber means more room for insulation and greater comfort.

Green Marketing Rule #4: Women Lean Green

Women are consistently identified in surveys as more interested in green products than men. Why? Women traditionally serve as the family caretaker and are concerned about their children's wellbeing and their family's health. Studies confirm that women are primarily interested in green products because of concern for personal health, a healthier home, or the health of a child. Marketing related to health, home, and children are most likely to connect with female consumers. When you factor in the fact that women influence over 80% of household purchasing decisions, women become a powerful influencer regarding green choices.

Make sure your marketing messages are relevant to your prospective female buyers. Even better, target your green marketing messages to women. In making purchasing decisions, women tend to like visual aids and tactile displays so use tactics like that wherever possible – e.g., a cut-away wall to show insulation and/or a low-E window demonstration in your model.

Green Marketing Rule #5: Be Trustworthy and Authentic

Green can be tricky to market. Some consumers are wary of eco-branding as a result of products that are unjustifiably labeled green. Have you seen the Hummer ad where it claims to be thirsty for adventure not fuel? Others are weary because green is overused. Builders who make green claims they can stand behind can win consumers and build brand loyalty. Builders who merely give a patina of sustainability to their new homes risk reputation and sales.

Green cleaning products exemplify the importance of authenticity. Recently, SC Johnson's Nature Source and Clorox's Green Works – both green cleaning products – lost considerable market share, while at the same time the smaller and premium-priced Method and Seventh Generation brands experienced double-digit growth and market share gains. Let's repeat that: consumers are selecting the higher-priced, lesser-known green products even during the recession thus securing enviable brand loyalty. Why? Some analysts attribute their success to their parent company's overall corporate sustainability commitment across all product lines, in contrast to Clorox, which offers one green product in a sea of conventional, less-green products.

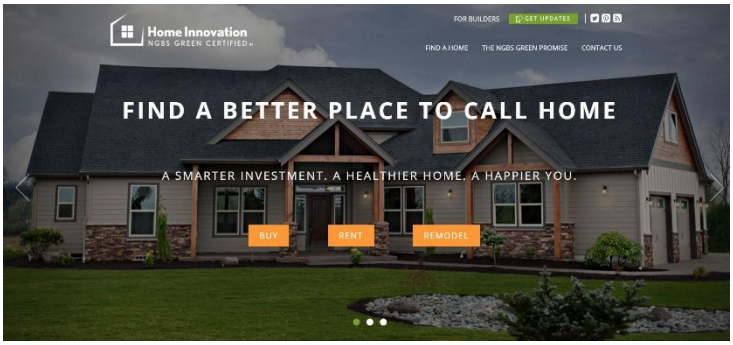
Consumers are wise to greenwashing and don't look favorably on companies who are guilty of it. On the other hand, consumers do look favorably on companies authentically committed to being a better environmental steward and will even reward them by paying a moderate premium on truly green products.

Putting it All Together

Are you looking to sell green homes? The "secret sauces" is simple: Lead with quality because an NGBS Green Certified home is simply better built than a code-minimum home. Set yourself apart with the benefits your green homes offer to the individual and the family. Target authentic green marketing messages to women who (more than men) aspire to a more sustainable lifestyle.

What's your recipe for green marketing success? Do you use these techniques I've highlighted? If not, do you see where they could fit into your marketing scheme? I'd love to hear what has worked best for you in your market.

NGBS.com



Builders increasingly select NGBS Green as their preferred green certification program for residential projects and NGBS Green recognition has increased significantly among regulators, investors, and appraisers. The 2016 launch of **www.NGBS.com** now puts NGBS Green Certified projects directly in front of prospective buyers, renters, and those looking to remodel their homes.

The primary objective of NGBS.com is to provide reliable information for consumers about the benefits of an NGBS Green Certified home, and importantly, allow buyers to connect with NGBS Green builder partners; allow renters to find NGBS Green apartment communities; and allow existing homeowners to find remodelers with NGBS renovation experience. Consumers can search for their next home by viewing photos of certified and in-process projects, and then send an email directly to our builder or remodeler partners, or to an apartment community. There are a couple ways you can help us ensure this site is as valuable as possible to consumers and our program partners.

Check Your Contact Info

Look through the "Find a Home" sections of the site to ensure your company contact information is correct - if not, let us know (via www.HomeInnovation.com/NGBSGreenContact) and we will update our database. If you are not listed in the directory and would like to be, let us know that too - you may have inadvertently opted out of being listed but we can easily change that status.

Send Us Your Photos!

All NGBS Green Certified and in-process homes, apartment communities, and remodeling projects are eligible to be featured on NGBS.com, provided we have high-quality photos of those homes. The photo gallery for each builder, remodeler, or apartment community can feature as many photos of NGBS Green Certified homes as you'd like - the more the better! If you would like your certified home(s) featured on NGBS.com, email the following information to **NGBSPhotos@HomeInnovation.com**:

- A high-res photo of your NGBS Green Certified project (300 dpi, JPG format, close ups preferred)
- Builder name, city, state, and website
- Certified home city and state
- Certification level of the project
- Certificate number
- Text (no more than 300 characters) describing the company and/or key green practices/features of the project

Incentives & Mandates

State and local jurisdictions are increasingly looking for ways increase the energy efficiency of new and existing buildings, including homes and apartments, and reduce potential environmental impacts of the

built environment. In some jurisdictions, providing incentives is the preferred method to encourage high performance sustainable development. Incentives come in myriad forms and can include, but are not limited to, tax credits, rebates, density bonuses, and expedited permitting. In most cases, builders can weigh the cost of compliance with the benefit of the incentive to determine if they want to participate in the incentive program. In a few circumstances, a green building incentive may be conveyed as voluntary but, due to specific market conditions, may in effect act as a mandate.

Other jurisdictions may mandate green building requirements but allow some flexibility in determining compliance. For example, some jurisdictions have mandated the ICC's International Green Construction Code (IgCC), but allow the builder to demonstrate compliance via the traditional building code inspection process or an independent, third-party certification such as NGBS Green.

Home Innovation has a list of the incentives and mandates that recognize the NGBS – HomeInnovation.com/NGBSIncentives. The list is updated regularly but may not include every local program. Please contact us if our list is missing any incentives or mandates, or if we can help you advocate for an incentive in your jurisdiction.

Multifamily buildings seeking NGBS Green certification are eligible for preferred financing from Fannie Mae, Freddie Mac, and HUD HFA. See Appendix F for more information.

Get a Qualified Appraiser

Many appraisers are unfamiliar with above-code green practices, products, and technologies and, therefore, do not know how to appropriately value them within the context of that particular market. Further, even if the appraiser appreciates the additional value of above-code green practices, products, and technologies, he or she may not be able to confirm many of those practices, products, and technologies because they are hidden behind the drywall by the time the appraiser is called to value the home.

There are two solutions to green home valuation issues.

1. Ensure the appraiser has experience and/or training in valuing high-performance green homes.

Builders can work with their lender partners to ensure that appraisers hired to value their homes are qualified. One builder partner in Vancouver, Wash., worked with the three primary lenders in the region to get every appraiser trained in green home valuation. Alternatively, builders can add a clause in their sales contracts to require an experienced appraiser. One NGBS Green Partner provided the following example:

> *This Home is being built/renovated/updated to nationally recognized standards above prevailing code. It is designed and constructed with unique features and materials and with high efficient equipment and in accordance with high efficiency standards. The Lender shall choose an Appraiser educated and knowledgeable in this type of valuation of these specialized Homes, preferably an appraiser who holds a professional appraisal designation that requires advanced education on such issues as the valuation of sustainable buildings (e.g. MAI or SRA designations from the Appraisal Institute). The appraiser shall provide verification of green valuation education of 14 hours or more from a qualified educational provider and knowledge to be permitted to conduct the appraisal for this project.*

2. **Help your experienced appraiser appropriately value the home by completing the Green Addendum.**

Most are considered "non-complex." Green, high-performance buildings however, are atypical properties because of their green features. The Appraisal Institute developed the Green and Energy Efficient Addendum for residential buildings and commercial (multifamily) buildings to signal that a building is not typical and help appraisers appropriately value green, high-performance homes. The Addendum inventories the green practices, products, and technologies in the building and even recognizes NGBS Green certification specifically for the valuation process.

One significant benefit of using the Addendum and a trained appraiser is that it will allow the appraiser to go further afield for comparable homes. An NGBS Green Certified building is not "comparable" to the code-minimum home down the street, why should that home be used as a comparable in the valuation process? Instead, the Appraisal Addendum can help identify the home as unique and look for homes that are more similar. Builders can go even one step further and maintain a list of any nearby comparable green homes and looking for any NGBS Green Certified homes in your region is on NGBS.com.

Take Advantage of New Appraisal Tool for Green Homes

The following blog was authored by Sandy Adomatis and published in December 2014.

Imagine a buyer expecting the builder to provide a proposal for a new home without knowing what they plan to build. What a ridiculous and impossible request! Well imagine an appraiser being required to value a house without knowing the details of the construction and, most importantly, the high-performance features. That is not too far off from what often happens in high-performance appraisal requests.

If you had a tool in your toolbox that saved you time and money, would you use it? That's exactly what the Appraisal Institute's Residential Green and Energy Efficient Addendum is – a valuable new tool in your green home marketing toolbox. The Addendum is a high-performance communication tool that standardizes terms for lenders, appraisers, real estate agents, and homeowners. This makes it easier for all parties to understand the benefits and value of the high-performance homes you build.

To do their jobs effectively, appraisers must choose comparable sales of houses that compete for the same buyer. The informed buyer of a high-performance house would only consider other high-performance houses as substitute properties. If the appraiser cannot find a higher performance sale in the area, they need sufficient detail to identify how a given high performance house differs from a code-built house that might be the only comparable they can use. An Addendum completed with emphasis on how a property compares to the code-built house will assist appraisers in analyzing appropriate adjustments for energy, quality, and/or green features. It also assists real estate agents or sales teams in explaining the benefits of high performance to potential buyers.

But, just like any tool, if you do not use the Addendum appropriately, it will not produce good results. Ideally, NGBS Green Verifiers and builders of NGBS Green Certified homes are the most qualified to complete the Addendum, because they have the most significant details about performance and knowledge of how it differs from code. The following tips will enhance your use of the Appraisal Addendum providing optimal results for the appraiser using it or resale agent marketing it.

Green Features Section

Complete this section whether or not a third-party verifier/certifier has rated the property. NGBS Green Certification and LEED are the two green building rating systems recognized on the Addendum. If the home is seeking or has already been certified to the NGBS, indicate that and mark the certification level. You may also attach a copy of the certificate and a worksheet outlining the points awarded.

Energy Section

We all know that HERS in the home building industry stands for Home Energy Rating System, but for the purpose of the Addendum, use the acronym to remind you to ***Hammer Energy Real Strong***. The Energy Section is where the hammer must come down. This is an extremely important section because energy is measurable, allowing appraisers and buyers a great benchmark for establishing savings. However, they must understand how your house compares to the local building code or competition on the market. Here is where the manner in which the form is completed will be tied to value. If the buyer, real estate agent, appraiser, and lender understand the energy efficiency of the structure and its monthly cost savings, you have applied a direct hit of the hammer to the head of the nail!

Solar Section

If solar does not apply to your property, simply leave this section blank. If photovoltaic or solar thermal panels are installed, however, completing this page will provide useful information for the reader to quickly and more accurately value the income stream of energy produced.

Location-Site Section

This section provides space to elaborate about the home's water-saving features. Describing water-efficient landscaping is important for understanding the associated reduction in maintenance costs. With most homes, the largest portion of the water used on site is for landscaping. Clearly identify the landscape type and explain the water efficiency features and what that means to water cost savings.

Use a Qualified Real Estate Agent

For all the same reasons that you want an appraiser experienced in green home valuation, a builder should also seek out real estate agents trained in the benefits and value of green home features. Many green, high-performance features and practices can be unnerving and difficult for the untrained sales agent to discuss with prospective home buyers. As a result, they may avoid promoting these features for fear of getting a question that they can't answer.

Builders large enough to maintain an in-house sales and marketing staff should ensure that they sales team understand the green practices that are installed in the home and the value to the buyer. Too often our staff hears that while the construction team fully understands and appreciates the value of the green features in a NGBS Green certified home, the sales team has never been brought into the discussion. As a result, many builders report that they sales team reports that buyers "never ask about green." This leads builders to mistakenly conclude that "buyers don't care about green, only the 'sexy' features like granite and cabinets. And yet when we talk to the construction team who accompany

buyers on the pre-drywall walk-through, they inevitably state that the buyers ALWAYS ask about the insulation installation. And what could be less sexy than insulation? The bottom-line is that buyers DO care about the benefits of green features – but they have to have someone talk to them about these features to even know that a builder is using them.

There are two national credentialing programs for real estate professionals: The National Association of Realtor's (NAR) Green Designation and EcoBroker's Designation. Both programs provide real estate professionals with the training and tools they need to understand and effectively communicate to home buyers the value of green homes.

Green Features in the MLS

While builders have made great progress in designing and constructing green, high-performance homes, these green features are often overlooked by consumers because until recently green features were not searchable within Multiple Listing Service (MLS) features.

Fortunately, green features are rising in prominence in the real estate transaction process. In 2010, only 125 MLSs offered fields for green or high-performance homes. Now, the National Association of REALTORS® (NAR) claim that 79 percent of the 100 most populous metropolitan areas have access to an MLS with green fields. All members of the real estate industry, from appraisers, lenders, agents, builders, contractors and remodelers, gain when the MLS offers a way to locate, market, and appraise properties with green features or certifications.

When the MLS offers a way for consumers to find information about green features, statistics compiled from those MLSs makes a compelling case for the tangible value certified green homes offer. In Portland, for instance, 14 percent of homes on the market between mid-2007 to mid- 2008 were green. By mid-2010, that figure grew to 23 percent. And between mid-2008 and mid-2009, Portland's green properties sold 18 days faster than their non-green competitors. Likewise, in Atlanta, certified green homes sold 15 days faster than traditionally built new homes during 2010. In 2009, that number was 31 days. Certified green homes in Atlanta have also seen a year-to-year increase in market share of total homes sold. Last, in Seattle, the MLS statistics show a clear sale price premium for certified green homes versus non-certified homes.

One way to ensure that the industry is prepared for this greater demand is by making it simpler to find, promote, and evaluate green homes. A green MLS does just that. Read more about the importance of a Green MLS at The Green MLS Toolkit.

Elevate Energy and NAR's Green REsource Council developed the Green MLS Implementation Guide to speed up and ensure consistency in how green features are represented in the MLSs. If you are one of the lucky builders that constructs NGBS Green homes within the territory of an MLS that has long offered fields for green, high-performance homes, Home Innovation encourages you to work with your local MLS to transition to the standardized green fields found in the **Green MLS Guide**. Or if you are building within an MLS that does not yet offer green fields, the **Green MLS Guide** offers a streamlined roadmap for including searchable green features.

As a builder of NGBS Green homes make sure that you maximize the value of your green certification by listing your home's green features in the MLS listing if you are using the MLS to market your for-sale properties.

APPENDIX A:
HOME INNOVATION STAFF

The NGBS Green Team is here to assist you however we can through the certification process. Please do not hesitate to reach out for assistance, however, we prefer that you use the Contact Us form so that we can be sure you get a timely response.

Michelle Foster, Green Team Lead

Tom Kenney, Green Quality Manager
Certification oversight, QA/QC

Lynn Nacewicz, Green Programs Manager
Customer Care, Green Certified Products oversight, Verification Report Reviewer, program advocacy, technical assistance, program liaison

Lynda Mosteller, Green Certifications Administrator
Verifier accreditation, certification administration (which includes client agreements, certificate issuance), database management

Lance Barta, Green Certification Engineer
Technical assistance, interpretations, Verification oversight and QA/QC

Nay Shah, Verification Report Reviewer, training narrator

Pam Barksdale, Verification Report Reviewer, training narrator

Patti Gunderson, Verification Report Reviewer

Anne Holtz Schmick, Green Communications
Marketing materials, logos, news releases, media coordination, NGBS.com coordination/management, events calendar manager

Kelly Jerald, Green Billing Administration and Support
Payment notices, billing issues

Bill Watkins, Green IT Manager
Database administration, scoring spreadsheet assistance, Verifier administration support (registration, inspection notification), automation, program software engineering

NGBS Green Appeals Board:
Michael Luzier (President & CEO), Bill Ingley (CFO), Tom Kenney (VP, Engineering & Research)

APPENDIX B:
NGBS GREEN CERTIFICATION RESOURCES

Below are resources for those who design, build, remodel, develop, verify, and advocate for NGBS Green certification of single-family homes, multifamily buildings, and land developments. There are also resources for consumers interested in living in an NGBS Green Certified home. Contact us if you have any questions about NGBS Green Certification.

Design & Build a Green Home

- Review the Builder's Resource Guide
- Find an Architect
- Find NGBS Green Certified Products
- Compare NGBS to Other Green Rating Systems
- Multifamily Financing Incentives

Get Your Green Home NGBS Certified

- Review the Builder's Resource Guide
- Score Your NGBS Project
- New to Green? Use the NGBS Bronze Cookbook
- Find a Verifier
- Find a Multifamily Verifier
- NGBS Certification Fees
- Find Available Incentives

Market & Sell NGBS Green

- Market Your NGBS Project
- Green the Real Estate Transaction Process
- Residential (SF homes and townhouses) Appraisal Institute Green & Energy Efficient Appraisal Addendum
- Commercial (Multifamily) Appraisal Institute Green & Energy Efficient Appraisal Addendum
- Compare NGBS to Other Green Rating Systems
- Get Your Products Green Certified
- Feature Green Homes via Porch.com
- Review the Builder's Resource Guide
- Summary of Green Consumer Studies

Live NGBS Green

- Green Living
- Find Your Green Home
- NGBS Green Home Gallery

NGBS Green Program Info

- Learn About the NGBS
- Track NGBS Certification Activity
- Review the Builder's Resource Guide
- Become an NGBS Green Verifier
- Sign Up for NGBS Green Insider Update
- Follow NGBS Green on Twitter
- Join the NGBS Conversation on LinkedIn
- Find NGBS Green Certified Products
- Find Available Incentives

Stand Up for NGBS as a Choice in Your Market

- NGBS Advocacy – LEED Equivalency, IgCC Alternate Compliance Path, Annual Report
- Use NGBS to Comply with IgCC
- Find Available Incentives

APPENDIX C:
NGBS GREEN CERTIFICATION PROGRAM POLICIES

1. NGBS GREEN CERTIFICATION POLICIES

1.1 **Applicable Buildings** (Effective April 2013)

The NGBS specifically addresses single-family homes, multi-unit buildings, the residential portions of mixed-used buildings, land developments, and remodeling projects, but the definition of dwelling unit allows for broader use beyond these types of residential construction. There are no restrictions based on end-use, height, or construction type.

The NGBS covers ALL residential construction with units that meet the definition of a dwelling unit—i.e., "a single unit providing complete, independent living facilities for one or more persons, including permanent provisions for living sleeping, cooking, and sanitation."

Home Innovation has established the following rules regarding applicable buildings. NGBS Green Verifiers should be aware of these requirements and communicate requirements to all builder/developer clients.

Multi-Unit & Mixed-Use Buildings

There is no height limit for multi-unit buildings seeking NGBS Green certification. All units within the building must comply with the NGBS, as the certification is issued for the entire building, not individual apartments. Common space, such as lobbies, game rooms, and gyms for resident use, must also comply with the NGBS requirements.

Existing multi-unit buildings can also attain one of the four levels of certification when all units are remodeled according to the requirements of the NGBS.

The residential portions of mixed-use buildings can be awarded NGBS Green certification. The retail and commercial units of the building are outside the NGBS scope and need not comply with the NGBS requirements.

Townhouses

Home Innovation defines multi-unit residential buildings as those where several units share common areas, as well as common foundation and roof. Townhouses, rowhouses, and quads must be scored and certified as single-family units, unless they are permitted locally as multifamily. Home Innovation requires that all buildings consisting of eight units or less submit a copy of the local building permit.

When townhouses are certified as multi-unit, one certificate is provided and it contains a group of addresses (e.g., 100, 102, 104, 106 Main Street). Additional copies of this certificate may be obtained for an additional $50 per copy.

Townhouses permitted as multi-units can be certified as single family if desired by the builder and each unit will get a certificate.

Hotels

The NGBS can be used for hotels, provided that all units meet the NGBS definition of dwelling unit. In general, the NGBS is not applicable to traditional hotels where the rooms are equipped with only a bed(s) and bathroom.

The NGBS is applicable to hotels that offer amenities that make it function more like a residence than merely a sleeping room. Each unit should have at a minimum a refrigerator; a microwave or, range, or cooktop; a bed(s), bathroom; and a separate living area.

Hotel projects are to be certified following the verification and certification rules for multi-unit buildings.

Multi-Unit Building certification fees apply.

Other Buildings *(Effective January 2014)*
Other buildings with a residential end-use may be applicable for NGBS Green certification, including: dorms, military housing, shelters, rescue squad facilities, etc. These facilities should adhere to the guidelines established for hotel certification.

If the units do not have a separate kitchen area but has shared kitchen facilities accessible for the occupants of all of the units without an additional fee, the building should be verified as if it were a single-family home.

Accessory Structures *(Effective October 2015)*
An accessory structure that is located on the same lot or site as a residential building is eligible for certification, provided that the structure meets the eligibility requirements below and guidance outlined in Appendix E of the NGBS. One or more buildings on the lot/site must also be certified or in-process for NGBS Green certification.

Eligibility
The function of the accessory structure must provide benefit to residents of the NGBS Green Certified buildings on the lot/site or support property maintenance. Common accessory structures may include: music studios; pool houses; gyms; and community centers.

For the purposes of NGBS Green certification, accessory structures are not limited to the size requirements of the IRC. There are no minimum or maximum structure sizes. The structure must be conditioned and have operable heating and cooling systems. A deck, gazebo, or shed for example, would not qualify.

Builders and verifiers are encouraged to contact Home Innovation early on for advice on whether or not their project will qualify for certification.

Requirements
Points for Lot Design (Chapter 5) should reflect the characteristics of the lot on which the accessory structure was built. In some scenarios, the points will be nearly identical to those awarded for the linked single-family home or multifamily building. Points should not reflect the community characteristics generally.

The structure must achieve the Bronze-level point threshold in Chapter 7.

If plumbing is installed with potable water, the structure must achieve the Bronze-level point threshold in Chapter 8.

The structure is required to achieve the minimum point thresholds in Chapter 6, 9, and 10.

All mandatory practices must be met, if applicable.

Points earned only for the accessory structure shall not be used for certification of the residential building.

Process

An accessory structure is registered in conjunction with the single-family or multifamily building with which it shares an address. At registration, an NGBS Green Verifier identify that an accessory structure is associated with the property and provide a short description.

Accessory structure will be assigned a ProjectID that reflects the single-family or multifamily building with which it is associated and the fact that it is an accessory structure. For example, a single-family home may be registered as "123ABC." The ProjectID for the accompanying accessory structure would be "123ABC-A."

Accessory structures are to be verified with a separate verification report than the accompanying home or building.

Inspection notification is required for an accessory structure associated with a multifamily community. Notification is not required for accessory structures associated with single-family homes when the accessory structure is reviewed during the certification of the single-family home. If the accessory structure is verified after the single family home has been certified, notification is required.

When an accessory structure is associated with one particular single-family home that is built on the same lot, the verification report should be submitted in conjunction with the accompanying home.

When an accessory structure is a clubhouse or similar resource that serves a single-family or multifamily community, the verification report will be submitted independently. However, certification will be held until at least one building is certified within the community.

Pricing

For a list of the current Certification fee structure visit www.homeinnovation.com/NGBSGreenFees.

Certification

There are no certification tiers for accessory structures; accessory structures meeting the requirements of Appendix E and this document are identified as "Conforming."

For accessory structures associated with a single-family home, there is no separate NGBS Green certificate. A note will be included on the single-family home certificate to indicate that there is an accessory structure located on the lot and the building type.

For accessory structures associated with single-family or multifamily communities, separate NGBS Green conforming certificate is issued.

1.2 Team Verification

NGBS Green Verifiers may verify projects as a team. Home Innovation allows multiple accredited verifiers to perform rough and final inspections and documentation collection for a single building. Only fully-accredited verifiers are permitted to perform verification inspections for any project seeking NGBS Green Certification. Home Innovation will only recognize one "Verifier of Record" per building, and that is the verifier who signs the final verification report and the one Home Innovation holds responsible for the accuracy of the report.

NGBS Green Verifiers or the verifier's company may choose to establish a sub-contract agreement with accredited NGBS Green Verifier(s) to provide verification services. Home Innovation will only recognize one "Verifier of Record" per building, and that is the verifier who signs the final verification report and the one Home Innovation holds responsible for the accuracy of the report.

1.3 **Field Inspections Dates** (Updated November 2014)

The date on the verification report (either rough or final) should reflect the date of the site visit, not the date when the report was submitted, even if the final report submission is delayed by documentation collection or payment. For Multi-unit buildings, the date should be the date of the last inspection for that stage (rough or final) of the building. NGBS Green Verifiers are expected to keep their own records regarding inspection dates when multiple visits are required for large multi-unit projects. If there is a delay in submitting the final report due to waiting for documentation, a note explaining the time difference between the rough and final inspection dates should be included on the final signature page. Submission of the rough report should not be delayed because of pending documentation. The NGBS Green Verifier should not award the points but include a note that points will be awarded at final pending documentation.

1.4 **Document Retention** (Effective October 2009)

NGBS Green Verifiers must maintain inspection documents for a minimum of three years after final inspection. Verifiers are required to keep a copy of the scoring spreadsheet with final verification, digital photos, a copy of the energy analysis if the Performance Path is used, and any information related to uncertain items noted.

Documents can be kept electronically, but must be appropriately backed-up and easily retrievable should Home Innovation need to obtain copies during the three-year post-certification period.

1.5 **"Verified by City Inspector" Not Acceptable** (Effective September 2010)

The NGBS Green Verifier who signs a verification report is responsible for ensuring that the home or every building unit meets the awarded NGBS practices. Verifiers must not assume that any NGBS practice is met simply because the local building code aligns with the NGBS practice(s).

For example, points are awarded for insulation installation according to the "grade" given during inspection. Building inspectors do not grade insulation according to the NGBS requirements. An NGBS Green Verifier cannot claim that a city inspector performed the third-party insulation grading unless the inspector provides a written statement that includes the grade. Also, the typical jurisdictional plan review by the local Building Department does not qualify to meet the intent of 701.3. Points should be awarded based on first-hand visual inspection when the VRG instructs that the practice be verified by inspection.

1.6 **Missing a Mandatory Practice at Rough Inspection** (Effective September 2010)

If a verifier misses an NGBS practice during the rough inspection, it is typically acceptable for he/she to approve the practice at final inspection, provided that he/she can properly inspect the practice during the final inspection.

Missing a mandatory practice that can only be verified at rough will cause the home/building to be ineligible for certification unless the builder is willing to remove drywall and/or siding for inspection. Photos by the builder and other evidence are not acceptable for after-the-fact verification, unless expressly stated in the Verifier's Resource Guide.

1.7 **Transition to Updated Versions of the NGBS** (Effective July 2013)

To date, the NGBS has been updated on an approximately three-year cycle to parallel the building code development cycle. ANSI requires that the NGBS be updated at least every five years. When a new version of the NGBS is approved by ANSI, Home Innovation may announce the transition period for

projects seeking certification. Typically, builders and developers who wish to transition quickly to the new NGBS version may do so shortly after ANSI approval and as soon as Home Innovation releases the updated NGBS Green Scoring Tools and verification resources.

Whenever the NGBS is updated, Home Innovation will schedule numerous webinars to help architects, builders, developers, and verifiers make the transition and understand the new practices and requirements. All NGBS Green Verifiers will be required to earn accreditation to the new NGBS version prior to conducting any inspections to the new version.

Deadlines for NGBS transitions are regularly published in the Verifier and Insider Updates. All certification participants should receive the Insider Update. In addition, important deadlines are also published to the "News and Events" section of the Home Innovation website. NGBS Green Partners (NGBS Green Verifiers, builders, developers, architects, etc.) should read program updates from Home Innovation to be kept informed of any important upcoming transition deadlines.

1.8 Complaints & Appeals

Home Innovation provides the opportunity for NGBS Green Partners and verifiers to submit complaints or appeals via the "contact us" link on our corporate website (or going directly to HomeInnovation.com/NGBSGreenContact). Home Innovation will also receive written complaints and appeals via email, U.S. mail, or other document delivery. If staff receives a phone call or verbal complaint, the complainant is asked to submit it in writing.

Formal complaints and appeals will be recorded and responded to promptly. When a complaint or appeal is submitted, the NGBS Green Certification Manager should inform the following Home Innovation staff: Vice-President for Innovation Services, NGBS Green Quality Director, and the President/CEO. The NGBS Green Certification Manager is responsible for investigating the cause of the complaint, initiating any needed corrective action, and responding to the client. Any Home Innovation employee receiving a complaint is expected to document it appropriately and notify their division director; and when the complaint is regarding the NGBS Green certification program, the NGBS Green Certification Manager must also be notified.

In general, the difference between a complaint and an appeal is the scope of the issue. Complaints are typically specific to an individual project or possibly an individual verifier or builder. Appeals may be specific to a project or they can be a request for a new interpretation, policy, or procedure that would apply more broadly. Complaints are typically kept confidential. Appeals on the other hand are typically shared with program participants because they have a potentially broader application.

PROCESS

The following process is used to address complaints or appeals.

1) The NGBS Green Certification Manager will review each document and assess its validity relative to the work and responsibility of Home Innovation. All documents should be forwarded to the President, Vice-President for Innovation Services, and NGBS Green Quality Director regardless of their validity.
2) An appeal or complaint is considered "valid" so long as it is within the scope of the NGBS Green certification program and/or that Home Innovation has responsibility over the subject issue.

3) Invalid submissions will be followed up by a reply to the submitter with an explanation of why their concern is not within the scope or responsibility of Home Innovation.

4) Valid submissions will receive an acknowledgement that it has been received and is being investigated. The NGBS Green Certification Manager will investigate the cause, the impact, and appropriate corrective actions. The results of the investigation will be reviewed with the President, Vice-President for Innovation Services, and Quality Director and they will initiate appropriate corrective actions to resolve the issue. The submitter will receive progress reports every 30 days until the situation has been resolved or the final appeal has been completed.

5) Submissions related to appeal or disputes related to certification activities shall be communicated to the Certification Impartiality & Oversight Committee for their review.

6) If an appeal is successful regarding an interpretation; program policy; or certification requirement, the decision and any resulting new policies shall be communicated to the relevant NGBS Green program participants and included in revisions to the **NGBS Green Program Policy Handbook** and/or **Verifier Resource Guide**.

1.9 Responding to Homeowner Issues (Effective November 2014)

Home Innovation does not have a direct relationship with owners/renters of NGBS Green Certified homes. If a homeowner or renter contacts Home Innovation regarding a specific project or client (builder, developer, or verifier), Home Innovation will try to understand the specific issue(s). Our policy is to take action only if the dispute is directly related to the NGBS Green certification. If the issue is outside the scope of the certification, we will encourage the owner/renter to work with the builder to resolve the issue at hand.

Home Innovation's process for responding to homeowner/renter issues is as follows:

1) Gain understanding of the homeowner/renter's issues:
   a. Obtain building address and builder's name to confirm it is an in-process or certified building.
   b. Ask the buyer/renter for details about their issues, particularly how it relates to NGBS requirements.
   c. Ask the buyer/renter if they have discussed the problem with the builder and how the builder is addressing the issue.
   d. If the issue relates to the NGBS Green certification, tell the buyer/renter that we will look into the situation and get back to them. If the issue is completely unrelated to the NGBS Green certification, we will encourage the buyer/renter to work directly with the builder to address the situation.
2) Document the complaint in an internal email to alert management of the issue.
3) Contact the builder/developer client and NGBS Green Verifier:
   a. If the complaint is specific to an NGBS practice, review the verification report to see if the verifier awarded points for that practice (or indicated that a mandatory practice was applicable and met).
   b. If it appears that the verifier missed something during the inspection process, Home Innovation will contact the verifier to discuss the issue.

c. If the issue appears to be the responsibility of the builder/developer client, Home Innovation will contact the builder and ask about the situation.

4) Follow-up:

a. If the issue is outside of the scope of the NGBS Green certification, Home Innovation will contact the homeowner/renter in writing to explain why the issue is outside the scope of certification. The individual will be encouraged to work with the builder to resolve the issue, if possible.

b. If the issue is related to the NGBS Green certification, an internal meeting with the Executive Management Team and the Green Team staff will be arranged to determine the appropriate response. Once a decision is made, but prior to contacting the owner/renter, Home Innovation will inform the verifier and the builder of how we intend to resolve the issue. We will subsequently contact the owner/renter with our decision.

Home Innovation considers the verification report a document that contains the builder's proprietary information and does not share the report to any outside party without the builder's permission. Verifiers should follow the same policy. The builder can provide the information to anyone at their discretion.

Home Innovation typically does not provide the verifier name and contact information directly to the homeowner/renter except when we are unable to reach anyone at the builder company, required by a court, or permission has been expressly granted by the verifier.

2. NGBS GREEN PROGRAM – PROCESS-RELATED GUIDANCE

The following NGBS Green certification processes are largely carried forward from the *Verifier's Resource Guide*, and are here for builder reference. While builders are not responsible for most of these practices directly, it is helpful to understand them as they may affect the nature and pricing of interactions with your NGBS Green Verifier. Any process-related questions can be submitted online via www.homeinnovation.com/NGBSGreenContact.

2.1 Mandatory, Free Registration (Effective November 2012)

The NGBS Green certification program has a mandatory online registration process for all scoring paths and all project types. There is no fee for registration.

Only accredited NGBS Green Verifiers can register projects for certification. Projects are registered at www.HomeInnovation.com/VerifierCentral.

A project, for purposes of registration, is defined as one of the following: a single-family home; a stand-alone multi-unit building; one phase of a residential land development; development/community of multiple multi-unit buildings; a development/community of mixed multi-unit and single-family, or a small remodeling project. Single-family homes must all be registered separately, even if all homes within a community will seek certification.

A verifier can register a project any time after he/she has a formal commitment from a builder/developer/architect for verification services.

Registration provides each project with a unique Project ID. The Project ID is required at: (1) rough inspection notification; (2) rough verification report submission; (3) final inspection notification; and (4) final verification report submission.

Registration of multi-unit buildings and land developments is a two-step process. After the initial registration process, the online Multifamily Information Form must be completed. This form can be completed by the verifier, builder/developer, or architect. The inspection notice for the project cannot be submitted until this form has been completed.

2.2 Rough/Final Verification Reports (Effective August 2008)

There are two verification inspections for most projects: rough and final. The same spreadsheet is used by the verifier for recording both the rough and final inspections. The verification report includes a cell to indicate if the submission is for a rough or final inspection. Please accurately note the inspection phase being conducted. The rough/final report type controls which items are mandatory based on the verification phase. Mandatory items for a final inspection will not be highlighted if the report still says "rough". The verifier cannot change any entry in the rough column when preparing the final. If something was incorrectly recorded or missed, the verifier must correct it in the final column and add a note of explanation.

2.3 Alternatives for Builder Signature (Effective October 2011)

NGBS Green Verifiers may experience challenges with obtaining timely builder signatures on verification reports. To streamline the process, Home Innovation will accept two alternative forms of signatures.

1) Acknowledgement Form signed by the builder that authorizes the NGBS Green Verifier to submit reports without an actual builder signature. Verifiers can request this form by contacting the Certification Programs Coordinator.
2) Email between builder and verifier where the builder asserts that the specific home has been built in accordance with the practices for which points have been awarded. A separate email sign-off must be submitted for each project.

To be eligible to use either of these alternative sign-offs, the builder must formally apply to Home Innovation and must have previously earned at least three NGBS Green certifications. If a verifier is interested in using one of these alternatives, he/she must contact Home Innovation at least three weeks in advance of the rough inspection to allow ample time for the builder to complete the application for alternative signature. Verifiers may not use the alternative signature approach until Home Innovation has approved the request. This approval is builder-specific and must be done for each builder who seeks to use one of these alternatives; once a builder has been approved, the alternative approach may be used for all future projects.

2.4 Project Address Changes (Effective June 2013)

If a project is mistakenly registered with an incorrect address, the NGBS Green Verifier should send an email with the Project ID that was issued and the correct address. Home Innovation will update the address in the database using the Project ID that was originally issued. Do not create another registration for the same house with a different address.

Home Innovation does not need to be notified of an address change if the home was registered with a lot number (assuming that the lot number was correct) when the final report has a postal address.

The address on both the verification report and the signature page must match the address for the home that was inspected. The final report must contain the physical address of the project. The NGBS Green certificate cannot be issued with a lot number or P.O. Box.

2.5 **Certificate Reissuance** (Updated April 2016)

A $50 administrative fee is charged for any reprint/reissuance of a certificate that is not the result of a Home Innovation error. This includes instances where the builder company name in our database is different than how the builder wants to be listed on the NGBS Green certificate, as ample opportunity is provided for the builder to confirm the correct company name prior to the certificate being sent. NGBS Green Verifiers are responsible for informing clients of this administrative fee. This fee is also charged for duplicate certificate requests.

2.6 **Overnight Delivery** (Updated November 2014)

Some builders may seek additional expediency for their NGBS Green certificate, because they require the certificate in time for closing. Home Innovation offers overnight delivery to meet the needs of these clients. The builder should be sure that the option for overnight delivery is checked on the verification report, and the correct address is identified for shipping. The builder company will be invoiced for a $50 flat fee for overnight shipping.

2.7 **NGBS Version Transition**

A $50 review fee is charged when a single-family home seeks to transition from an earlier version of the NGBS to a newer version after the completion deadline is passed, if the rough inspection has already been completed and verification report submitted. No fee is assessed for version transition of a single-family home registration pre-drywall.

For specifics on the transition from 2008 to 2012 NGBS, verifiers should reference the Special Verifier Update dated August 4, 2014.

2.8 **Tablet Computer Compatibility** (From July 2013)

NGBS Green Verifiers are exploring options to streamline their verification business through increased use of technology. Completing a verification report on-site and obtaining builder signatures electronically can save time and reduce the likelihood of missing points/practices when transferring information from a paper field inspection report and the verification spreadsheet.

At the 2013 NGBS Green Verifier Retreat, verifiers shared their tips and current products with the group, and the discussion is summarized at verifiertraining.homeinnovation.com.

2.9 **Verifier Role: Problem-Solving** (From October 2013)

NGBS Green Verifiers serve as the field agents of Home Innovation. Home Innovation expects the highest levels of professionalism, integrity, accountability, reliability, expertise, and understanding of the certification program and criteria from our verifiers.

Verifiers may sometimes find themselves working with a builder who either does not understand the NGBS Green certification process or does not respond in a timely manner. Often, it is these builders who end up in last-minute crises toward the end of the certification process. Home Innovation will try to work with NGBS Green Verifiers and builders who have difficulty with the process. However, the standard certification protocol must be employed for every certification. Home Innovation must always have completed verification reports, signature pages, verifier agreements, and current insurance information. We expect our accredited NGBS Green Verifiers to follow the protocol outlined in the Verifier's Resource Guide. Verifiers are expected to be proactive to avoid problems when possible by

clearly explaining the process and expectations to your clients at the beginning, and repeating as necessary as the project progresses.

Verifiers who face challenges with completing verification reports should inform Home Innovation as soon as possible for assistance. If a builder client is slow to provide documentation or otherwise unresponsive, causing significant delays or problems in the verification process, we suggest documenting the situation in an email to both the builder and Home Innovation.

2.10 Common Process Issues (Updated February 2014)

i. Mandatory Items

Information must be provided about all mandatory items. NGBS Green Verifiers should select either "OK" or "N/A," or other applicable description from the drop down menu.

ii. Award Points for Completed Practices

Points should only be awarded for practices that are completed and verified per the verification protocol outlined in the Verifier's Resource Guide. Verifiers may not award points based on what the builder intends to do. Additional re-inspections may be required after the final inspection to verify items that were not fully installed at the time of final inspection. For example, landscaping must be fully installed for NGBS 2012 503.5.

If a certificate needs to be issued prior to all needed practices being verified (such as in the case of weather or other extenuating circumstances that may prevent the landscaping to be fully installed for several weeks or months), the verifier should provide an explanation and the date the certificate is needed on the Final Signature Page of the verification report. Home Innovation can create a preliminary certificate, and a final certificate can be issued once the practices have been properly verified. An administrative fee of $50 will be assessed for the issuance of the final certificate.

iii. Update Notes Section

An NGBS Green Verifier's failure to update the "Notes" section of a verification report may result in process delays. Verifiers are encouraged to include reminder notes to themselves on the report during the verification process. All reminder notes should be removed prior to submitting the final report. Comments like "builder to provide documentation at final" that are left on the final submission will require Home Innovation to confirm the builder did provide the documentation and that the practice was met. This requires extra effort from both the verifier and Home Innovation and will delay the certification.

iv. No Red or Yellow Cells

The NGBS Green Scoring Tool includes logic, which highlights cells red or yellow to alert the verifier of items requiring attention. Yellow cells indicate a mandatory response. A red cell indicates an issue with incompatible or inappropriate practices. Verifiers should look for red text in the practice for an indication of the likely cause of the red cell.

NGBS Green Verifiers should review verification reports carefully for red or yellow cells before submitting the report. If an incomplete report is submitted, the Home Innovation reviewer must contact the verifier, which will delay the process.

v. Include Notes about Unusual Features

NGBS Green Verifiers should include notes about any features that are unusual on the home/building and explain why points were awarded (or not) when it would not be obvious to Home Innovation.

For example, if a practice is not verifiable at rough but has points awarded at final instead, the verifier should make a note as to why/how the practice was verified that way. Similarly, if there are practices that should be visible in the home's photo but are not (e.g., points awarded for tree pruning and none is visible from the front), a note should be included.

When there are questions in these circumstances and no clear notes to justify or explain the issue, Home Innovation must contact the verifier, which delays the process.

vi. Procedure for Follow-Up Verification Questions

When Home Innovation asks a question about a verification report, the verifier should respond to the reviewer's questions by email in a timely manner. Do not send a new/revised report, signature page, or photo, unless specifically directed to do so.

3. NGBS GREEN VERIFIER ACCREDITATION POLICIES

[Removed from Builder's Resource Guide; relevant only to NGBS Green Accredited Verifiers]

4. NGBS GREEN BUILDER POLICIES

4.1 Anti-Trust Statement for Verifiers (Effective November 2014)

Home Innovation's policy is to comply fully with all laws, including federal and state antitrust laws. Compliance with the letter and spirit of the antitrust laws is an important goal of Home Innovation Labs, and is essential to maintaining our corporate reputation for the highest standards of ethical conduct. NGBS Green Verifiers must fully support this antitrust mandate, as it is critical to Home Innovation's continued success not only for the NGBS Green certification program but for all our lines of business.

NGBS Green Verifiers who are found to be working in cooperation to allocate or divide service markets or otherwise discourage competition will be terminated. NGBS Green Verifiers terminated for this reason may not reapply for a period of one year. Upon re-application, acceptance is at the discretion of Home Innovation.

4.2 Architects as NGBS Green Verifiers (Effective April 11, 2014)

Home Innovation recognizes that architects may see value in obtaining NGBS Green Verifier accreditation and guiding existing clients through the certification process. Architects are encouraged to do so.

To ensure that verifiers serve as independent, third-party inspectors for NGBS compliance, verifiers cannot be directly involved in the project's construction phase. While AIA Document A201™-2007 General Conditions of the Contract for Construction indicates that architects do not have the "authority to act on behalf of the Owner" nor "have control over, charge of, or responsibility for the construction means, methods, techniques, sequences or procedures," Home Innovation Research Labs recognizes that architects involved in construction phase services have a greater professional and financial stake in the project's construction to the NGBS and may not provide a fair, independent assessment of the home/building features.

Architects who are retained to provide design services but do not provide construction phase services are permitted to serve as verifiers on projects they design. Conducting the rough and final inspections of a project as the architect is not considered construction oversight; however, a higher level of involvement in the construction process beyond verification of the NGBS practices would constitute oversight and a conflict of interest. Architects who provide both design and construction phase services

are not permitted to verify those projects. Similarly, architects who are employed by a design-build firm are ineligible to verify projects that are built by the firm.

A verifier employed by an architectural firm may verify a project for which another employee in the firm is involved with the construction oversight, provided the verifier does not report to the person managing the construction process.

Verifiers must disclose all services, including design services, provided by his/her company for a project on the Home Innovation verification report. Verifiers must provide thorough and accurate information for every project. In a situation where the verifier's company is also providing construction oversight, the details of this arrangement need to be clearly disclosed. Failure to properly disclose services provided to a client may result in a suspension of verifier accreditation.

4.3 Cooperating with Competing Programs (From October 15, 2013)

All of Home Innovation's tools and materials developed for NGBS Green certification are copyright protected for the sole use of those seeking certification through Home Innovation Research Labs. NGBS Green Verifiers are prohibited from using these materials for any other purpose. Verifiers are also prohibited from providing verification or certification services to clients using the NGBS if the project is not seeking Home Innovation certification. Verifiers are expected to notify Home Innovation of any instance were Home Innovation materials are being used improperly.

Services that violate the NGBS Green Verifier agreement include, but are not limited to:

- Providing verification services to a builder to comply with the NGBS for local code compliance, when that project is not seeking Home Innovation NGBS Green certification
- Submitting Home Innovation NGBS Green materials of any kind to a government agency for a project that will not be certified by Home Innovation
- Serving as a verifier for another NGBS-based green building certification program
- Sharing Home Innovation verification materials (e.g., Verifier's Resource Guide, agreement forms, study materials, etc.) with anyone

NGBS Green Verifiers in violation of their agreements with Home Innovation Research Labs will be terminated immediately.

4.4 Builder Insurance (Updated February 2013)

NGBS Green participating builders are required to maintain minimum insurance coverage (below) for their accreditation. Verifiers are required to submit evidence of their insurance coverage to Home Innovation on an annual basis. Failure to demonstrate insurance coverage will result in termination.

"Home Innovation Research Labs" must be listed as the additionally insured.

Minimum required coverage is as follows:

General Liability	**$1,000,000**

4.5 Builder Use of Materials (Updated September 2013)

i. Copyright Protection of NGBS Green Scoring Documents

The Builder's Resource Guide and the NGBS Green Scoring Tool are protected by United States copyright law. Home Innovation authorizes the use of these materials only to individuals participating in Home Innovation's NGBS Green certification program. No part of these materials may be reproduced in any form or used without Home Innovation's prior written consent.

The Excel-based NGBS Green Scoring Tool spreadsheet has been locked/protected to prevent changes that would affect the logic of the tool. Builders should not attempt to alter the format or logic of the spreadsheet. The NGBS Green Scoring Tool is a copyrighted work, and the embedded code is proprietary property of Home Innovation.

ii. Proper Program References (Updated February 2013)

Builders should read and adhere to NGBS Green Partner Brand & Marketing Style Guide, downloadable from www.homeinnovation.com/marketgreencertified.

Referring to the NGBS Green certification program as "NAHB Green" or similar is inaccurate and misrepresents the program, as the certification program is managed by Home Innovation Research Labs, not the National Association of Home Builders (NAHB).

"Home Innovation Labs" and "Home Innovation" are acceptable alternative references for Home Innovation Research Labs. The company is not identified by an acronym.

APPENDIX D:
2012 NGBS MANDATORY PRACTICES

To be Inspected Pre-Drywall Installation by Accredited NGBS Green Verifier

Overview

The *ICC 700 National Green Building Standard™* (NGBS) is a green building rating system that provides four certification levels. To attain NGBS Green certification, buildings must successfully incorporate the NGBS's relevant mandatory practices. There is no exception to this requirement.

To demonstrate compliance with the mandatory requirements, an accredited NGBS Green Verifier must visually inspect the building to confirm these practices have been fulfilled. A hallmark of NGBS Green certification is its rigorous verification protocol, requiring practices to be visually inspected when possible. The pre-drywall inspection is critical. If a verifier is unable to inspect a building before drywall is installed and, as a result, the verifier cannot confirm compliance with one or more NGBS mandatory practices, the building may not be able to attain NGBS Green certification at any level.

In cases where a rough inspection has been missed, the project must follow the Appeals Process to determine if certification is possible. Please refer to Home Innovation's *Complaints and Appeals Policy* for guidance on how to proceed. Each appeal is considered individually and the necessary compliance documentation will vary depending on the project's specific circumstances.

Below are the mandatory NGBS practices with the instructions provided to verifiers in Home Innovation's ***Verifier's Resource Guide*** (VRG). This list is intended to help builders understand the importance of the pre-drywall inspection and the certification implications if an inspection is missed.

If photos are allowed as part of the acceptable documentation noted, be sure they have a time and date stamp. Photos should also be accompanied by a signed affidavit by the builder or the relevant trade contractor that they pertain to the subject property. Photos with GIS coordinates are preferred as evidence of compliance.

Energy Efficiency Compliance Requirements

The NGBS offers three compliance paths to demonstrate energy efficiency.

1. **Alternative Bronze Compliance:** Buildings that attain ENERGY STAR® certification or can demonstrate compliance with the 2012 IECC via accepted code compliance modeling software are eligible to be NGBS Green Certified at the Bronze level using this path. Buildings seeking Alternative Bronze Compliance do not need to demonstrate compliance with the Chapter 7 practices noted in this Appendix.

2. **Prescriptive Path:** Buildings must demonstrate compliance with the Chapter 7 mandatory practices below, and attain sufficient points toward certification from Sections 701 and 703.

3. **Performance Path:** Buildings must demonstrate compliance by exceeding the baseline minimum performance required by the 2009 ICC IECC by 15%, and must include a minimum of two practices from Section 704.

NGBS Mandatory Practices

602.1.3.1 *Where required by the ICC IRC or IBC for habitable and usable spaces below grade, exterior drain tile is installed.*

> **VRG**– Verifiers must verify by inspection. If visual inspection is not possible, the alternate verification is to review building plans, review photos if available, and ask the site superintendent to confirm the drain tile was installed in accordance with the plans. The practice for exterior drain tile is mandatory regardless of local code. The only exceptions are for foundations in well-drained soils per the IRC, or if a professional engineer (PE) provides a letter stating the foundation drainage system provided for the building will provide protection equivalent to or better than the 602.1.3.1 practice. If not applicable, the verifier must put a note of explanation in the comment area of the verification report. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

602.1.4.1(2) *Vapor retarder in unconditioned vented crawlspace is in accordance with the following, as applicable. Joints of vapor retarder overlap a minimum of 6 inches (152 mm) and are taped. (2) Walls. Dampproof walls are provided below finished grade.*

> **VRG** – Verifiers must verify by inspection. If visual inspection is not possible, the alternate verification is to review plans and/or specifications that confirm dampproofing was installed. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

602.1.4.2(2) *Crawlspace that is built as a conditioned area is sealed to prevent outside air infiltration and provided with conditioned air at a rate not less than 0.02 cfm (.009 L/s) per square foot of horizontal area and one of the following is implemented:*

(2) 6 mil polyethylene sheeting, lapped a minimum of 6 inches (152 mm), and taped at the seams.

> **VRG** – Verifier must verify by inspection. There is no alternate verification protocol.

602.1.7.1(2) *Moisture control measures are in accordance with the following: Insulation in cavities is dry in accordance with manufacturer's instructions when enclosed (e.g., with drywall).*

> **VRG** – Verifier must verify the insulation is dry by inspection. When dry insulation is installed, verify that it was protected from weather. When wet-applied insulation is installed, verify that it dried to the manufacturer's recommended level of dryness, not just time period, before drywall installation. This practice is not applicable for wall systems such as SIPS and ICFs.

602.1.8 *Water-resistive barrier. Where required by the ICC, IRC, or IBC, a water-resistive barrier and/or drainage plane system is installed behind exterior veneer and/or siding.*

> **VRG** – Verifier must verify by inspection. If visual inspection is not possible, the alternate verification is to review the plans and ask the site superintendent to confirm the water-resistive barrier was installed in accordance with the plans. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

602.1.11 *Tile backing materials. Tile backing materials installed under tiled surfaces in wet areas are in accordance with ASTM C1178, C1278, C1288, or C1325*.

> **VRG** – Verifier must verify by inspection. If visual inspection is not possible, the alternate verification is review of product literature or an ESR report for code-compliant membrane

materials. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

602.1.13 *Ice barrier. In areas where there has been a history of ice forming along the eaves causing a backup of water, an ice barrier is installed in accordance with the ICC IRC or IBC at roof eaves of pitched roofs and extends a minimum of 24 inches (610 mm) inside the exterior wall line of the building.*

VRG – Verifier must verify by inspection. If visual inspection is not possible, the alternate verificationis to review the plans and ask the site superintendent to confirm the ice barrier was installed in accordance with the plans and extends at least 24 inches inside the wall line. Photos can be used only to confirm the plan, specs, and the superintendent's statement. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

701.4.2.2 *Supply ducts. Building cavities are not used as supply ducts.*

VRG – Verifier must verify by inspection that no building cavities have been used as supply ducts.

701.4.3.1 Building Thermal Envelope. *The building thermal envelope is durably sealed to limit infiltration. The sealing methods between dissimilar materials allow for differential expansion and contraction. The following are caulked, gasketed, weather-stripped or otherwise sealed with an air barrier material, suitable film, or solid material:*

(a) All joints, seams and penetrations.
(b) Site-built windows, doors, and skylights.
(c) Openings between window and door assemblies and their respective jambs and framing.
(d) Utility penetrations.
(e) Dropped ceilings or chases adjacent to the thermal envelope.
(f) Knee walls.
(g) Walls and ceilings separating a garage from conditioned spaces.
(h) Behind tubs and showers on exterior walls.
(i) Common walls between dwelling units.
(j) Attic access openings.
(k) Rim joist junction.
(l) Other sources of infiltration.

VRG – Verifier must verify by inspection. If visual inspection is not possible the alternate verification is to verify by documentation review and ask the site superintendent to confirm the thermal envelope was sealed in accordance with the plans and/or specs. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

701.4.3.2 *Air sealing and insulation. Grade 3 insulation installation is not permitted. The compliance of the building envelope air tightness and insulation installation is demonstrated in accordance with Section 701.4.3.2(1) or 701.4.3.2(2).*

(1) ***Testing option.*** *Building envelope tightness and insulation installation is considered acceptable when air leakage is less than seven air changes per hour (ACH) when tested with a blower door at a pressure of 33.5 psf (50 Pa). Testing is conducted after rough-in and after installation of penetrations of the building envelope, including penetrations for utilities, plumbing, electrical, ventilation, and combustion appliances. Testing is conducted under the following conditions:*

(a) Exterior windows and doors, fireplace and stove doors are closed, but not sealed;
(b) Dampers are closed, but not sealed, including exhaust, intake, makeup air, backdraft and flue dampers;
(c) Interior doors are open;
(d) Exterior openings for continuous ventilation systems and heat recovery ventilators are closed and sealed;
(e) Heating and cooling systems are turned off;
(f) HVAC duct terminations are not sealed; and
(g) Supply and return registers are not sealed.

VRG – Verifier must review blower door test report and confirm proper test conditions and ACH50 is less than or equal to 7. Verifier does not have to grade the insulaton, but must verify by inspection that insulation installation is better than Grade 3.

(2) ***Visual inspection option.*** *Building envelope tightness and insulation installation are acceptable when the items listed in Table 701.4.3.2(2) applicable to the method of construction are field verified.*

Table 701.4.3.2(2)
Air Barrier and Insulation Inspection Component Criteria

COMPONENT	CRITERIA
Air barrier and thermal barrier	• Exterior thermal envelope insulation for framed walls is installed in substantial contact and continuous alignment with building envelope air barrier. • Breaks or joints in the air barrier are filled or repaired. • Air-permeable insulation is not used as a sealing material. • Air-permeable insulation is installed with an air barrier.
Ceiling/attic	• Air barrier in dropped ceiling/soffit is substantially aligned with insulation and any gaps are sealed. • Attic access (except unvented attic), knee wall door, or drop-down stair is sealed.
Exterior walls	• Corners and headers are insulated. • Junction of foundation and sill plate is sealed.
Windows and doors	• Space between window/door jambs and framing is sealed.
Rim joists	• Rim joists are insulated and include an air barrier.
Floors (including above-garage and cantilevered floors)	• Insulation is installed to maintain permanent contact with underside of subfloor decking. • Air barrier is installed at any exposed edge of insulation.
Crawlspace walls	• Where installed, insulation is permanently attached to walls. • Exposed earth in unvented crawlspaces is covered with Class I vapor retarder with overlapping joints taped.
Shafts, penetrations	• Duct shafts, flue shafts, and utility penetrations opening to the exterior or an unconditioned space are sealed.
Narrow cavities	• Batts in narrow cavities are cut to fit, or narrow cavities are filled by sprayed/blown insulation.
Garage separation	• Air sealing is provided between the garage and conditioned spaces.
Recessed lighting	• Recessed light fixtures not installed in the conditioned space are air tight, IC rated, and sealed to drywall.
Plumbing and wiring	• Insulation is placed between the outside and pipes. Batt insulation is cut to fit around wiring and plumbing, or sprayed/blown insulation extends behind piping and wiring.
Shower/tub adjacent to exterior wall	• Showers and tubs adjacent to exterior walls have insulation and an air barrier separation from the exterior.
Electrical/phone box in exterior walls	• Air barrier extends behind boxes or air sealed-type boxes are installed.
Common wall	• Air barrier is installed in common walls between dwelling units.
HVAC register boots	• HVAC register boots that penetrate building envelope are sealed to subfloor or drywall.
Fireplace	• Fireplace walls include an air barrier.

VRG – When a multifamily building is built above a garage on a concrete slab podium that has a plenum between the garage ceiling and the podium slab and the plenum contains piping that interferes with the ability for the insulation to be "installed to maintain permanent contact with the underside of the subfloor decking, …" as stated in the mandatory requirement 701.4.3.2(1)(a), the intent of the NGBS is met if the following conditions are met:

- The podium/plenum is insulated in compliance with the 2009 IECC
- The plenum is air sealed

An analysis is done to show that the residential units adjoining the podium achieve the same number of points for section 702 or 703 (as applicable). When the prescriptive path is used the analysis must show that the percentage above is proportional to the points awarded. For example, a building earning 45 points in 703 would need to be analyzed to show that the worst case unit sitting on the podium must be at least 22.5% better than the 2009 IECC.

701.4.5 *Boiler supply piping. Boiler supply piping in unconditioned space is insulated.*

VRG – Verifier must verify by inspection. There is no alternate verification protocol.

901.4(1) *Wood materials. A minimum of 85 percent of material within a product group (i.e., wood structural panels, countertops, composite trim/doors, custom woodwork, and/or component closet shelving) is manufactured in accordance with the following:*

(1) Structural plywood used for floor, wall, and/or roof sheathing is compliant with DOC PS 1 and/or DOC PS 2. OSB used for floor, wall, and/or roof sheathing is compliant with DOC PS 2. The panels are made with moisture-resistant adhesives. The trademark indicates these adhesives as follows: Exposure 1 or Exterior for plywood, and Exposure 1 for OSB.

VRG – Verifier must verify by inspection that the grade stamp shows PS1 or PS2 and Exposure 1 or Exterior.

902.6 *Living space contaminants. The living space is sealed in accordance with Section 701.4.3.1 to prevent unwanted contaminants.*

VRG – Verifier must verify by inspection. If visual inspection is not possible, the alternate verification is to verify by documentation review (e.g., the contractor's work order and sign-off to confirm it was done, P.O. specifications, and/or MSDS) and ask the site superintendent to confirm the living space is sealed in accordance with the plans. Verifier must verify all items listed in 701.4.3.1. Verifier must include a note on the verification report indicating the use of any alternate verification procedure and why it was used.

APPENDIX E:
NGBS GREEN MULTIFAMILY PROJECT INFORMATION FORM

NGBS Green Multifamily Project Information Form

(Off-line Planning Document)

Registration for multifamily projects (and land developments) is a two-step process. After an NGBS Green Verifier has submitted the basic information via the online registration form, Home Innovation will email both the verifier and the client a Project Information Spreadsheet. This information requested on the spreadsheet is provided below in case a project team members wishes to collect the information off-line prior to entering it in the spreadsheet. It does not matter who on the project team completes the online Project Information Spreadsheet, but it **must be completed before the verifier notifies Home Innovation of the rough inspection date**. If only partial information is available initially, the spreadsheet can be updated at any time.

BASIC PROJECT INFORMATION

Project ID: _____

Project Name: _____

Project Description (200 characters or less)
*[this should be a consumer-oriented marketing description as it will be used on NGBS.com]***:**

_____

_____

_____

City: _____ **State:** _____ **ZIP Code:** _____

Website: _____ **Estimated Completion Date:** _____

BUILDING(S) INFORMATION

# of Buildings: _____
Building Info:

- Building #1 Address: _____
- Building # 1 Unit Count:_____
- Building #1 Story Count:_____

[collect information for as many buildings as there are in the project]

BUILDER/GENERAL CONTRACTOR INFORMATION

Builder Name: _____

Contact First Name: _____ **Last Name:** _____

Email: _____ **Phone:** _____

DEVELOPER INFORMATION

Developer Name: _____

Address: _____

City: _____ **State:** _____ **ZIP Code:** _____

Website: _____

Contact First Name: _____ **Last Name:** _____

Email: _____ **Phone:** _____

OWNER INFORMATION

Owner Name: _____

Address: _____

City: _____ **State:** _____ **ZIP Code:** _____

Website: _____

Contact First Name: _____ **Last Name:** _____

Email: _____ **Phone:** _____

ARCHITECT INFORMATION

Architect Name: _____

Address: _____

City: _____ **State:** _____ **ZIP Code:** _____

Website: _____

Contact First Name: _____ **Last Name:** _____

Email: _____ **Phone:** _____

MARKETING INFORMATION

Contact First Name: _____ **Last Name:** _____

Email: _____ **Phone:** _____

SALES/LEASING INFORMATION

Sales/Leasing Email: _____ **Phone:** _____

Website: _____

BILLING INFORMATION

Entity Responsible for payment: _____

Contact First Name: _____ **Last Name:** _____

Email: _____ **Phone:** _____

VERIFIER INFORMATION

Verifier Name: _____

APPENDIX F:
NGBS GREEN CERTIFICATION AGREEMENT FOR MULTIFAMILY CLIENTS (SAMPLE)

NGBS GREEN CERTIFICATION:
APPLICATION FOR MULTIFAMILY CLIENTS

Congratulations! You've decided to have your multifamily projects NGBS Green Certified by Home Innovation Research Labs. Information on the NGBS Green certification process is available at www.HomeInnovation.com/Green. You may also want to review our Builder's Resource Guide (www.HomeInnovation.com/BRG).

To ensure Home Innovation can issue certificates and promote your participation in NGBS Green Certification, we must receive the items listed below. All items should be returned to:

> **Lynda Marchman Mosteller | Green Certifications Administrator**
> Home Innovation Research Labs | 400 Prince George's Boulevard | Upper Marlboro, MD 20774
> **Phone**: 301.430.6237 | **Fax**: 301.430.6184 | lmosteller@homeinnovation.com

1. **Multifamily Builder/Client Agreement.** Complete, sign, and return the Agreement. The Agreement can be signed by the owner of the project seeking NGBS Green Certification ("Owner"); the corporate entity developing the project seeking certification, if different ("Developer"); or the entity responsible for construction of the project ("Builder"). However, if the signatory of the Agreement is different than the entity that holds the required insurance, Home Innovation must have a written declaration of the relationship between the signatory and the insured.

   Home Innovation will countersign the Agreement and return a copy to you. If you need an original, please send two original signed copies. Only one Agreement is needed, regardless of how many projects seek NGBS Green Certification, provided the business structure of the signatory continues to take responsibility, financial and otherwise, for the projects seeking such certification.

2. **Proof of Insurance**. See Page 3 of the application, and item #28 in the Agreement, for details on our insurance requirements.

   ☐ Check here if proof of insurance will be sent directly from the insurance company.

3. **Multifamily Project Information Form.** This form is emailed to you once a project is registered by an NGBS Green Verifier. Anyone directly connected to the project – builder, architect, verifier, etc. – may complete the form. Each project seeking certification must have a complete Project Information Form.

4. **Contact information.** The information requested below is necessary to ensure the appropriate contacts are in the Home Innovation database for various types of program communications.

If you have questions during the process, or in your marketing efforts, contact us at (www.HomeInnovation.com/NGBSGreenContact) or 800.638.8556.

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COMPANY AND CONTACT INFORMATION

I. COMPANY NAME: _____

Mailing Address (Regular USPS Mail)

Address 1
Address 2
City, State, Zip

Shipping/Physical Address (Fedex/UPS/etc.)

Address 1
Address 2
City, State, Zip

Project Type:

☐ Multifamily

☐ Land Development

II. CONTACT INFORMATION

Primary Contact

Name: _____
Title: _____
Phone: _____ Cell: _____ Fax: _____
Website: _____ E-Mail: _____

Secondary Contact

Name: _____
Title: _____
Phone: _____ Cell: _____
Fax: _____ E-Mail: _____

Person Responsible for Payment Contact

Name: _____
Title: _____
Phone: _____ Cell: _____
Fax: _____ E-Mail: _____

Should this person be contacted for payment on future NGBS Green Projects? ☐ YES ☐ NO

Marketing Contact

Name: _____
Title: _____
Phone: _____ Cell: _____
Fax: _____ E-Mail: _____

Website Contact

Name: _____
Title: _____
Phone: _____ Cell: _____
Fax: _____ E-Mail: _____

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NGBS GREEN CERTIFICATION
BUILDER INSURANCE REQUIREMENTS

The terms of your Agreement require you to maintain insurance coverage meeting the contractual requirements while doing business with Home Innovation Research Labs.

Obtaining the needed certificate of insurance is typically a routine matter for your insurance agent/broker. Please provide him/her the following information.

MINIMUM required coverage per occurrence:

GENERAL LIABILITY	$1,000,000

Your insurance certificate must list, as the certificate holder and as an additional insured, Home Innovation Research Labs, 400 Prince George's Boulevard, Upper Marlboro, MD 20774-8731. The verbiage below must be shown on the certificate of insurance:

> Home Innovation Research Labs and its officers, directors, agents, affiliates, and employees as additional insureds for liability with respect to or arising out of the work of the Builder/Client.

Alternatively, if your General Liability policy provides additional insured status when it is required in a written contract or agreement, such as this, then a COI with said provision displayed would satisfy the requirements and should be submitted.

Please have your insurance agent send a Certificate of Insurance showing the required coverages for the current policy period to:

Lynda Marchman Mosteller
Green Certifications Administrator
Home Innovation Research Labs
400 Prince George's Boulevard
Upper Marlboro, MD 20774-8731
Phone: 301.430.6237 | **Fax**: 301.430.6184
lmosteller@homeinnovation.com

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NGBS GREEN CERTIFICATION
MULTIFAMILY CLIENT AGREEMENT

This Agreement ("Agreement") is made and entered into by and between Home Innovation Research Labs, Inc. ("the Company"), a Maryland corporation with an office at 400 Prince George's Boulevard, Upper Marlboro, MD 20774, and

_____

("Client") having its principal place of business at:

_____

_____

_____

regarding Client's participation in NGBS Green Certification Program ("NGBS Green").

WHERAS, the Company is authorized to certify compliance with the *National Green Building Standard*™ ("NGBS").

NOW THEREFORE, the parties agree:

1. Client's projects will be certified as meeting the applicable criteria of NGBS Green, available at www.HomeInnovation.com/green, in the sole discretion of the Company, in accordance with the terms of this Agreement. Client acknowledges and agrees that certification applies to projects and not to Client's business or employees.

2. Client will use NGBS Green scoring tools available at www.HomeInnovation.com/GreenScoring to specify the NGBS Green features Client plans to incorporate into each project seeking NGBS Green certification.

3. Any Client project seeking NGBS Green certification will be built or developed using the processes and incorporating the features for which certification points are claimed on NGBS Green scoring tool for that project.

4. The Company will issue a certificate for each project certified as meeting NGBS Green criteria. The form and content of the certificate may be modified at the Company's discretion.

5. Client will arrange for the services of an NGBS Green Verifier ("Verifier") accredited by the Company to inspect each project seeking NGBS Green certification and to verify the project has incorporated the NGBS Green features and processes claimed toward certification. Verifier must be accredited by the Company at the time of each inspection. Accredited Verifiers are listed at www.HomeInnovation.com/FindNGBSVerifier. Client acknowledges and agrees that fees for verification services are not paid to or by the Company and are not set by the Company or NGBS Green but rather are determined between Client and Verifier. Client warrants that the fees paid for verification services do not exceed a reasonable fee for such services in Client's locality. Client also warrants that payment or amount of the fee is not dependent on the results of Verifier's inspection.

6. Client will ensure scheduling with Verifier the necessary inspections for each project seeking NGBS Green certification. Client agrees to provide access to each project, to provide Verifier with the relevant scoring information for project, and to make available to Verifier the necessary documentation that supports the certification.

7. Client will maintain records and supporting documentation for a period of three (3) years.

8. Verification inspections and document review will be conducted according to the protocol established by NGBS Green. Verifier will prepare a verification report in a format made available by the Company.

9. A responsible representative of Client, or representative approved by Client, will sign the verification report, attesting to the fact that the verified NGBS Green features and/or processes were incorporated into each project seeking certification.

10. Client will pay certification fees to the Company (independent of verification fees paid to Verifier) per the NGBS Green fee schedule that is current at the time of the project registration.

11. Client's project will not achieve NGBS Green certification until and unless the Company reviews the verification report and makes a final certification determination.

12. The Company will promptly issue an NGBS Green certificate upon receipt and review of the verification report documenting compliance with NGBS Green criteria and upon the Company's determination, in its sole discretion, that the NGBS Green certification requirements have been met; provided Client is in compliance with this Agreement, and the appropriate fees have been paid.

13. Client's participation in NGBS Green and the location of certified projects will be made public. The Company shall list the project on www.ngbs.com and may make public basic project information including the address and certification level. Client shall not misrepresent the certification status of projects.

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14. Client shall occasionally provide to the Company, upon request, timely access to the project(s) and supporting documentation regarding the certification process for quality control for the verification process. Quality control activities involve periodic spot checks of the verification inspection and documentation review process to ensure accuracy and consistency.

15. Should any project be found not to have originally (as built) met the criteria for NGBS Green certification, the certification will be revoked or revised, as appropriate, and the new certification status will be communicated to Client by the Company.

16. The Company, in its sole discretion, shall make the final determination regarding any dispute over the level of certification pursuant to NGBS Green, or the points awarded or not awarded toward certification.

17. The Company shall incur no liability with respect to nonperformance or delay in performing any act required of it under this Agreement, if such nonperformance or delay is caused by act of God or the public enemy, strikes, the requirements of any law or governmental regulations or orders, or any other circumstances beyond the control of the Company.

18. Client shall indemnify, hold harmless, and defend (and pay any and all other expenses and attorney's fees in connection therewith) the Company and its officers, directors, agents, affiliates, and employees from and against any and all actions, liability, loss, claims and demands whatsoever arising out of any actual or alleged acts or omissions of Client in connection with NGBS Green, except to the extent that any such injury or damage is found to be due to the gross negligence or willful misconduct of the Company. The obligations of Client under this paragraph shall survive any suspension, revocation, termination, or cancellation of this Agreement.

19. The Agreement shall commence on the date of execution, and unless modified by mutual agreement of the parties or terminated earlier pursuant to the terms of the Agreement, shall continue for four (4) years. The Agreement may be extended or renewed by mutual agreement.

20. Except as otherwise provided herein, this Agreement may be terminated with cause by either party upon sixty (60) days prior written notice to the other. Notice shall be directed to the signatory at the address noted within this Agreement, or to such other person and address as the party may designate in writing.

21. This Agreement may be suspended and/or terminated by the Company upon written notice for failure by Client to comply with any term of this Agreement.

22. Client shall display logos or marks of the Company or NGBS Green only as expressly permitted by this Agreement, unless written exception is granted by the Company.

(a) Client acknowledges and agrees that Home Innovation Research Labs has the sole and exclusive right and authority to license others to use the "Home Innovation NGBS Green Certified" mark ("NGBS Green Certified Mark"), the "Home Innovation NGBS Green Registered" mark ("NGBS Green Registered Mark"), the "Home Innovation NGBS Green Partner" mark ("NGBS Green Partner Mark"), and the NGBS Green Home Innovation Research Labs mark ("NGBS Green Program Mark"), each of which is set forth below (collectively "the Marks"). Client further acknowledges and agrees that the Company may change the design, format, or text of the Marks at any time in its sole discretion.

Home Innovation NGBS GREEN CERTIFIED™ | Home Innovation NGBS GREEN REGISTERED™

Home Innovation NGBS GREEN PARTNER™ | NGBS GREEN Home Innovation Research Labs

(b) The Company hereby grants to Client, while Client is in compliance with Client's obligations under this Agreement, the non-exclusive right to use the NGBS Green Partner Mark. The NGBS Green Certified Mark may only be used in connection with specific projects certified to the NGBS pursuant to this Agreement. The NGBS Green Registered Mark may only be used in connection with specific projects for which Client is actively seeking certification pursuant to this Agreement. Client shall comply with all other terms of use in any style manual or other guidelines that may be provided to Client by the Company concerning use of all the Marks.

(c) The NGBS Green Certified Mark may only be used together with a statement that the project is in substantial conformance with the applicable level (Emerald, Gold, Silver, or Bronze for buildings; One Star, Two Stars, Three Stars, or Four Stars for land development) of the *National Green Building Standard™* ("NGBS"), as applicable, and together with such other additional statement that identifies the features/practices of the project that have been certified as being in conformance with the NGBS, as applicable, or that refers the reader to a source from which such information may be obtained.

(d) Notwithstanding any other provisions in this Agreement, Client shall be solely responsible for assuring its use of the Marks complies with all applicable governmental laws, rules, regulations, and guides, including but not limited to any applicable "Guides for the Use of Environmental Marketing Claims" of the Federal Trade Commission.

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(e) All use of the Marks by Client shall inure to the sole and exclusive benefit of the Company. Client shall not contest the Company's rights in the Marks. This obligation shall survive any termination of this Agreement.

(f) Client shall not use the Marks in any way that is misleading or otherwise misrepresents the certification status of any project pursuant to this Agreement. The NGBS Green Certified Mark represents only that the project is in substantial conformance with the applicable level (Emerald, Gold, Silver, or Bronze for buildings; One Star, Two Stars, Three Stars, or Four Stars for land development) of the NGBS, as applicable, and Client agrees not to use the NGBS Green Certified Mark in such a way to represent any broader claim. Client will not state or suggest, directly or indirectly, that the Company is guaranteeing, endorsing, recommending, warranting, or certifying code compliance of the project that may be certified pursuant to this Agreement. None of the Marks is a representation, warranty, guarantee of project performance, or certification of code compliance.

(g) No other right or license is granted by the Company to Client, either express or implied, with respect to any other trademark, trade name, service mark, or other intellectual property right owned, possessed, or licensed by or to the Company.

(h) Upon the expiration of this Agreement or any earlier termination thereof: (i) all rights granted to Client hereunder shall automatically revert to the Company; and (ii) Client shall discontinue use of any advertising, marketing, promotional or other material bearing the NGBS Green Partner and/or NGBS Green Registered Marks (the NGBS Green Certified Mark may continue to be used in perpetuity to market any/all projects that were NGBS Green Certified prior to expiration or termination of this Agreement; certifications never expire).

23. This Agreement has been finally executed in the State of Maryland. This Agreement shall be governed by and construed in accordance with the substantive law of the State of Maryland, without regard to the conflicts of law rules thereof.

24. In the event any one or more of the provisions contained in this Agreement shall for any reason be held invalid, illegal or unenforceable in any respect, such invalidity, illegality or unenforceability shall not affect any of the other provisions of this Agreement.

25. This Agreement may not be modified orally or in any manner other than by an agreement in writing, signed by the parties hereto.

26. This Agreement supersedes all proposals, oral or written, and all other communications or previous agreements between the parties relating to the subject matter of this Agreement.

27. This Agreement confers rights and obligations only on the parties hereto and is not intended, and shall not be construed, to confer any rights on any person or organization not a party hereto.

28. Client shall carry and maintain, at its expense, a standard commercial general liability insurance policy affording protection with respect to bodily injury, death, property damage, advertising injury, and personal injury of not less than one million dollars ($1,000,000) per occurrence. The insurance company providing such insurance, as well as the form of such insurance, shall be subject to the approval of the Company; such approval will not be unreasonably denied or delayed. The insurance policy shall add Home Innovation Research Labs and its officers, directors, agents, affiliates, and employees, as additional insureds for liability with respect to or arising out of the work of Client. Such insurance shall be primary and non-contributory and shall contain a provision by which the insurer agrees that such policy shall not be cancelled, materially changed, or not renewed without at least thirty (30) days notice to the Company. Each such policy, or a certificate thereof, shall be given to the Company promptly upon execution of this Agreement.

29. Each party waives all rights and claims against the other party, and its respective agents, affiliates, and employees, and against any of their subcontractors and their agents and employees, for all damages, losses, fines, expenses, costs, and fees, but only to the extent of the party's actual recovery of insurance proceeds therefor.

30. Before any party may commence an action or amend a complaint to add a claim arising out of or in connection with this Agreement, the claim must be submitted to mediation, unless mediation is waived in writing by each party to this Agreement. The complaining party shall send a written demand for mediation to the other party. If the parties fail to agree on a mediator within fifteen (15) days of the demand, the complaining party may petition the American Arbitration Association or other recognized mediation service for the appointment of a mediator. The mediator shall commence the mediation within thirty (30) days after being selected. The mediation shall be completed no later than fifteen (15) days after being commenced. The costs of the mediation shall be shared equally between the parties. The costs of the mediation are recoverable by the party that prevails in any subsequent litigation of the claim.

31. BY THE EXECUTION AND ACCEPTANCE OF THIS AGREEMENT, EACH PARTY KNOWINGLY, VOLUNTARILY AND INTENTIONALLY WAIVES ANY RIGHT EACH PARTY MAY HAVE TO A TRIAL BY JURY IN RESPECT OF ANY LITIGATION ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT OR ANY CONDUCT, OMISSION, OR STATEMENTS (WHETHER VERBAL OR WRITTEN) OF ANY PARTY WITH RESPECT THERETO. THIS PROVISION HAS BEEN NEGOTIATED BY THE PARTIES AND IS A MATERIAL INDUCEMENT TO THE PARTIES TO ACCEPT THIS AGREEMENT. THIS WAIVER IS KNOWINGLY, WILLINGLY AND VOLUNTARILY MADE BY EACH PARTY, AND EACH

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PARTY REPRESENTS THAT NO REPRESENTATIONS OF FACT OR OPINION HAVE BEEN MADE BY ANY INDIVIDUAL TO INDUCE THIS WAIVER OF TRIAL BY JURY OR IN ANY WAY TO MODIFY OR NULLIFY ITS EFFECT. EACH PARTY FURTHER REPRESENTS THAT IT HAS BEEN REPRESENTED IN THE SIGNING OF THIS AGREEMENT AND IN THE MAKING OF THIS WAIVER BY INDEPENDENT LEGAL COUNSEL, SELECTED OF ITS OWN FREE WILL, AND THAT IT HAS HAD THE OPPORTUNITY TO DISCUSS THIS WAIVER WITH COUNSEL.

IN WITNESS WHEREOF, the parties have executed this Agreement by a duly authorized officer of each party on the indicated dates, to be effective as of the day and year when fully executed.

HOME INNOVATION RESEARCH LABS, INC.

_____
Signature
Date _____

Name William M. Ingley
(Printed or Typed)

Title Vice President and CFO
(Printed or Typed)

CLIENT

_____
Signature
Date

Name
(Printed or Typed)

Title
(Printed or Typed)

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