



Performance Guidelines Frequently Asked Questions

Question? Do we have to give our customers a copy of BAM's Performance Guidelines?

Answer. No, but you do need to give your homeowners a written contract, a copy of 327a the Home Warranty Law, and a copy of some version of written performance guidelines.

The written performance guidelines can be a version created by your company, NAHB's version, BAM's version or any other version. We do recommend that you use a signature page, which acknowledges your customer received both the written copy of 327a and written performance guidelines.

Question? I am only doing a small remodeling project. Do I need to handout the entire BAM Performance Guidelines document?

Answer. Yes, if you use the *BAM Performance Guidelines* the entire document must be given to your homeowner. You can limit the scope of your project and the *Guidelines* on the Addendum page. As a shorter option you can also create a shorter, projectr specific set of guidelines for your customer. There is no requirement for how long or detailed your written performance guidelines have to be.

Question? How much do BAM's Performance Guidelines cost for non-members?

Answer. The cost is the annual membership dues to one of BAM's 12 local builders associations.

The *Guidelines* are a member-only benefit that we will never sell to non-members.

Have a question not answered here?
Send an email to info@bamn.org

