



**Homebuilders  
Association  
Vancouver**

THOUGHT EXCHANGE APRIL 1 - 12, 2020  
HOW CAN HAVAN HELP YOU, AS OUR MEMBER, DURING COVID-19  
PARTICIPANTS: 111 THOUGHTS: 81 RATINGS: 1402

[VIEW COMPLETE SURVEY RESULTS](#)

### TOP TRENDING THEMES AND ACTION ITEMS

COVID-19 INFORMATION	ACTION	STATUS
Keep us updated on governmental Covid-19 policies & measures for builders and renovators. Compile, Clarify, distill how to access	<ul style="list-style-type: none"> <li>✓ COVID-19 HAVAN.ca resource pages</li> <li>✓ Covid-19 webinars member resources</li> </ul>	Created April 2, updated daily, or as required. April (4 courses)
Safety on the Job Site - Help keep our sites open!	<ul style="list-style-type: none"> <li>✓ Webinar in partnership with BCCSA</li> <li>✓ Ongoing Advocacy with CHBA, CHBA-BC and HAVAN</li> </ul>	Live April 7 <sup>th</sup> , posted to eLearn site for all to access, for free.
Provide examples particularly with regard to what other members are doing	<ul style="list-style-type: none"> <li>✓ Builders Blog revamped to COVID-19 resources. Blogs shared via e-blasts/social channels</li> </ul>	Available now
Keep us informed as to what cities are doing regarding permits.	<ul style="list-style-type: none"> <li>✓ GRU</li> </ul>	Weekly, ongoing
ADVOCACY	ACTION	STATUS
Keep the construction industry open. Continue to advocate for the industry with Gov, and other influencing parties.	<ul style="list-style-type: none"> <li>✓ Joined construction advocacy group: mandate to keep industry working.</li> </ul>	Started mid April, meeting 3x per week, ongoing
Voice our concerns to government. Will there be an opportunity to change the way permits are processed when this all ends? Or will be business as usual?	<ul style="list-style-type: none"> <li>✓ Participated in CoV Mayor's discussion group</li> </ul>	April 24
Address CEWS requirement to show 75% loss, year on year	<ul style="list-style-type: none"> <li>✓ CHBA worked directly with Federal government, successfully changing qualification to include options to benefit more companies.</li> </ul>	April 8 Qualification changed to: the revenue you earned in the corresponding month in 2019, or the average of the revenue you earned in January and February, 2020
What HAVAN's role can or should be in the New Normal	<ul style="list-style-type: none"> <li>✓ SWOT analysis of consumer events. Working to take events online inc. HAVAN Awards for Housing Excellence Gala, Parade of Homes, education classes.</li> </ul>	In progress

	✓ IDEA: Topic for semi-annual strategy planning session this November	TBC
Decision framework on continuing to operate on sites - is our civic duty more waited towards reducing virus transmission or keeping the economy going?	✓ IDEA: Ask what members want? Report back on ThoughtExchange and ask the question?	TBC
Help members and municipalities establish protocols for public engagement in the era of social distancing.	✓ Host more TownHall Meetings ✓ IDEA: Work ThoughtExchange into our brand/marketing plan	TBC  TBC
<b>CONSUMER CONNECTION</b>	<b>ACTION</b>	<b>STATUS</b>
HAVAN will provide positive information to consumers on how to proceed with new projects.	✓ IDEA: Online webinars for consumers	TBC
Push out information to consumers on how to navigate a renovation or build during these times	✓ IDEA: Reno Council COVID-19 Best Practices Guide	TBC
Help us connect with consumers digitally	✓ HAVAN Media Partner HUB (bulk buying and special rates) being explored.	In progress
Get It In Writing Campaign	✓ Revised existing brand campaign to messaging of safety and working with a contract.	complete, in progress
Promote Find-a-Professional Page	✓ Working with IT department to improve online search ✓ Working with SEO team to promote the F-A-P page. ✓ Start a HAVAN Business Spotlight Series	In progress  In progress  TBC
<b>MEMBER TO MEMBER CONNECTION</b>	<b>ACTION</b>	<b>STATUS</b>
Find ways to help members connect, meet online in smaller groups	✓ IDEA: Coffee Clutches	TBC
let all HAVAN members know who is still open for business		
Provide a forum for contractors to share tips, ideas and things that we learn	✓ Builders' Blog COVID-19 ✓ COVID-19 Webinars	Available now In progress
Share work among peers - projects, trades, staff (referrals)		
create a special offering newsletter featuring companies who are willing to add extra value to their services.	✓ Builders' Blog COVID-19	Available now
pooling so that people have somewhere to turn if their business is suffering		

EDUCATION	ACTION	STATUS
Continue to run online courses	✓ COVID-19 weekly webinars	Ongoing
learn from pandemic to design and build homes better suited for staying and working from home for extended periods		
HR	ACTION	STATUS
Find Ways to Help members alleviate their stress	<ul style="list-style-type: none"> <li>✓ Positive messaging in Newsletters, share good news stories</li> <li>✓ Re-activate HAVAN Heroes – COVID-19 related positive stories</li> </ul>	<p>Ongoing</p> <p>TBC</p>