



KINDRED HOMES

An HCP Company

March 25, 2020

To Our Kindred Family:

We are experiencing unprecedented times in our country as we deal with the Coronavirus (COVID-19). These are uncertain times, and things are changing daily. But we want you to know that Kindred Homes is here for you. We will be extending your warranty period by six weeks, from March 25, 2020, in light of the shelter-in-place orders and the growing concern of the spread.

As you may be aware residential construction has been deemed an essential business, as of today. While we are still actively building, Kindred Homes will suspend warranty work inside occupied homes until May 6, 2020*. However, if you have a warranty issue that impacts your daily living, we will assess and determine if we can repair the home without exposing you to unnecessary risk. Items that will be considered for immediate repair consist of the following, but not limited to: water penetration, inoperable entry or exit of a door, HVAC malfunction, electrical or water malfunction, and ventilation issues. For these items, you will submit a request through the warranty portal. We are still monitoring submittals daily. If you need immediate assistance, please call our toll free number listed below.

For all other warranty requests, please submit as usual through our warranty portal, we will prioritize by submittal date and begin to work through your requests after May 6th*.

If you have any questions, please feel free to reach out to us. You may submit a form on our website, www.kindredhomes.com, or call (877) 301-9255.

We appreciate your patience as we all work through new processes. Stay healthy and safe.

Sincerely,

Trent Horton
Managing Partner

**Dates and extensions may be changed if needed per the direction of government agencies.*