



COVID-19 SUPPORT PLAN

We are an essential business. Housing, construction and the businesses that support us are deemed an essential business. Effective April 2020 many of our processes have been modified. We are practicing social distancing and requiring our employees to adhere to CDC guidelines. In addition, we have provided employees with masks to be worn in community/customer interactions, as well as masks for our customers that come in without their own. This protects our customers and trades, and it protects our team.

In addition, our team will be asking EACH individual attending meetings the CDC recommended questions regarding recent travel, general health and wellbeing, and recent potential exposure to COVID-19. Only clients listed on contracts will be allowed at any in-person meetings.

Sales Appointments- We are still selling homes. We are just doing it a little differently right now. We can set up an appointment for you to meet with a sales manager, either in-person, (we are happy to supply the masks) or a virtual meeting- the choice is yours. We can also set-up a virtual tour of our models and/or Quick Move in Homes, or schedule an appointment for a sales manager to walk your through. The choice is up to you.

Design Preview- In-person preview in the Design Studio is available by appointment only. Preview appointments are limited to two hours sessions. For individuals unable to meet the criteria for in-person previews, we have created an online catalog of options to select from.

Pre-Start Appointments- Must occur within 14 days of contract. These two hour appointments are conducted via phone with our design studio personnel. During this process you will select and finalize your electrical, rough plumbing locations, HVAC, front door selection, impact glass, stair options (if applicable) and exterior color scheme (including roof and window frame finishes). The selection of these items will allow your home to move into the permitting process. Once selected, these options may not be modified.

Design Appointments- Must be completed within 10 days of Pre-Start appointment. In-person two-hour appointments are available to individuals successfully meeting the CDC guidelines and VBI questionnaire regarding recent travel, general health and wellbeing, and recent potential exposure to COVID-19. These two hour appointments will cover interior finish selections such as cabinets, countertops, etc.

Remote Design Appointments-For individuals unable to attend the in-person design meetings, we have created an online design selection process which will allow you to work closely with a designer over the phone to finalize your selections. This process will incorporate our design catalog, as well as numerous photos and videos curated for remote selections. Changes to selections that utilized our remote method will be allowed on a case-by-case basis and approval will be based on the stage of the home.

All other In-Person Meetings- **Pre-Construction, Pre-Drywall, Countertop, New Home Orientation, Final Walk and Closing Meetings**- Are subject to the same CDC guidelines and you will be required to answer questions regarding recent travel, general health wellbeing, and recent potential exposure to COVID-19. We are prepared on a case-by-case basis to make accomodations for each of these meetings to be remote. At the time these meetings are scheduled the applicable process will be explained.

COVID-19: Screening Checklist

In light of the current COVID-19 Pandemic, we have an obligation to provide safe and healthful working conditions for our employees and visitors. Accordingly, all visitors entering our facilities (guests, vendors, buyers) must answer the following questions.

1. **Have you returned from any travel out of the country or been on a cruise within the last 14 days?**
 - a. Yes
 - b. No
2. **Have you had close contact with or cared for someone diagnosed with COVID-19 within the past 14 days?**
 - a. Yes
 - b. No
3. **Have you experienced any cold or flu-like symptoms or tested positive for COVID-19 in the past 14 days (including fever, cough, sore throat, respiratory illness or difficulty breathing)?**
 - a. Yes
 - b. No
4. **Have you recently been tested for COVID-19 and are awaiting test results?**
 - a. Yes
 - b. No