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## RESPONSE TO COVID-19

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**Campbell Homes** has always taken seriously the health, safety and well-being of our employees, customers, trade partners and their families, which is why we have been closely monitoring the corona virus/COVID-19 situation. On March 22, 2020, Governor Polis declared construction one of Colorado's Critical Businesses which means that we will not be required to shut down as many other Colorado businesses have been forced to do. Since Campbell Homes intends to continue operations as safely as possible, we would like you to know about some changes we will be implementing to help combat the spread of the virus.

### **SOCIAL INTERACTIONS**

You will still be able to rely on Campbell Homes to provide the superior customer service you have come to expect, but it will look different. We will be leveraging our use of technology to minimize personal contact. If anyone is exhibiting flu like symptoms or has been in contact with a person who has been diagnosed with COVID-19, we will insist you stay home and reach out in a safer way. Under certain conditions we can still meet in person if absolutely necessary. In all cases, we will follow "social distancing" recommendations such as maintaining a safe separation, minimizing the number of persons in a meeting, avoiding handshakes and hugs.

### **SALES OFFICES**

Our sales staff will continue to provide you with the support you need, however our Community Sales offices are closed to the general public until further notice. Please call the sales office to arrange for private meetings and showings by appointment only.

### **CONSTRUCTION**

So far, we have not experienced any material shortages or construction delays due to the virus, but that doesn't mean we won't in the future. The vast majority of our field staff and trade partners work in small groups which meet the social distancing requirements. At this point we don't anticipate any material shortages or a disruption in our construction schedules. If we do encounter these problems, we will let you know as soon as possible and let you know the options available to you.

Pre-Construction meetings will occur virtually. Sunday visits to homes under construction will be suspended until further notice. Frame Walks will be limited to those persons listed on the contract as Purchasers.

### **CUSTOMER CARE**

We have suspended all customer care appointments until further notice. All of our Customer Care Specialists will continue to monitor their phones and email to answer your questions or lend advice.

If you are experiencing an emergency, please follow the directions in the Warranty Procedure document given to you at the New Home Orientation which can also be found on our website under [Customer Care](#). Customer Care will then determine the best course of action after considering everybody's health and well-being in mind.

New Home Orientations will be limited to those persons listed on the contract as Purchasers.

### **CLOSINGS**

All closings will occur at Empire Title instead of Campbell Homes' corporate office until further notice. Any document which doesn't require a notary's certification will be sent out electronically for signature prior to closing. Empire Title will send out instructions on how notarized documents will be handled.

We will continue to monitor the situation and implement prudent procedures as the situation dictates. We thank you in advance for your understanding, cooperation and support in these challenging times.