



RESPONSE TO COVID-19

(latest update 4-27-2020)

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 April 27, 2020, the State *Stay at Home* order expired and the *Safer at Home* guidelines went into effect. 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 stay in compliance with the State guidelines.

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 leverage 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 insist you stay home and reach out in a safer way. Under certain conditions we can still meet in person if absolutely necessary. In which case, we will follow “social distancing” recommendations such as maintaining a safe separation, wearing masks, 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 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. Our field staff and trade partners will 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 and Frame Walks will occur in person with everyone wearing face masks until further notice. We will honor anyone's wish to conduct these meetings virtually. Sunday visits to homes under construction remain suspended until further notice.

CUSTOMER CARE

We will begin scheduling in-house customer care appointments with those owners who feel comfortable having us in their homes. 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 and everyone will be required to wear a mask and gloves.

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.