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## RESPONSE TO COVID-19

*(latest update 03.08.21)*

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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 February 6, 2021, the Colorado Department of Public Health and Environment (CDPHE) and the State of Colorado lowered guidelines for El Paso County, moving the county's COVID-19 dial from Orange/High Risk to Yellow/Concern.

Since Campbell Homes intends to continue operations as safely as possible, we would like you to know about some operational policies 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. That said, 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 that cover both the nose and mouth, 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. Please call the sales office to arrange for private showings by appointment only. Please use hand sanitizer and wear a facial covering to reduce the risk of exposure and spreading of the virus.

### **CONSTRUCTION**

We have experienced some material shortages and construction delays due to the virus. 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 significant material shortages or disruptions 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 limited to the purchasers on the contract and their real estate agent (no friends or family please). Everyone must wear a face covering 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 are 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 their real estate agent. Everyone will be required to wear a mask. No additional friends and family may attend.

### **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.