

To Our Valued Covington Customers, Homeowners, and Partners

OUR “COVINGTON COMMUNITY”

Construction and Housing is as a “**Critical Business/ Industry**” in the state of Colorado. Public Health Order 20-24 has clearly spelled this out, and our Construction Industry is taking this order **VERY seriously** and continues to rise to the challenges that are being presented to us daily.

At Covington Homes, our priority continues to be the health and safety of our employees, customers, homeowners, Trade partners- AND their families. As you have all read on our Website and past correspondences, Covington Homes Continues to do its part to help **Mitigate the spread and Keep forcing that curve down.**

As of June 9th, we will be **UPDATING OUR PROTOCOLS while MAINTAINING ALL required preventive measures that we have put in place as well as the measures recommended** by the Centers for Disease Control at our places of operation, NAHB Best Practices AND Industry best practices. The reason we choose to go Above and Beyond in these measures is simple- **To Keep EVERYONE Safe.** NEW PROTOCOLS are in **Bold GREEN.**

We continue to monitor the situation daily, and will continue to communicate to you as developments arise. Please know that we still have no confirmed cases among our employees, which is why we are taking the extra pre-cautions outlined below. These measures will help ensure that our employees, trade partners, and agents stay healthy.

HEALTH AND SAFETY MEASURES FOR NEW HOME SHOPPERS

Our Model Homes, Sales Centers, and Design Center are **Open to the Public for NO MORE than 25 people at one time, as long as Social Distancing can be achieved through June 30th. If you answer YES to any of our screening questions, we will unfortunately be asking you to come back at another time to make an appointment when you are able to answer NO to our screening questions. If you visit our Sales Centers and Design Center we ask that you wear a face mask/ covering and follow ALL Safety and COVID protocols. Virtual appointments and Private Showings/ appointments are available and recommended however.** If a private appointment is scheduled we ask that you complete a waiver acknowledging our safety protocols prior to the appointment. Please contact us at 719-205-5248 or our Sales Centers through <http://www.covingtonhomesco.com/contact-us.html> to schedule your **PRIVATE or VIRTUAL New Home appointment.**

During this temporary change in operations we are also encouraging our **prospective** and **current** Covington Buyers to visit our website to explore our MANY model homes, check out our **YouTube channel** for model home tours, request a Virtual Tour, or have a FaceTime chat with one of our Community Sales Managers.

CLEANLINESS AND SAFETY AND HEALTH

Covington Homes always has and always will practice safety and cleanliness in all aspects of our business and throughout our community. Our model homes, sales offices, job sites and corporate offices continue to have **regular deep cleaning and sanitizing performed.** Our sales offices, model homes and facilities continue to be fully stocked with hand sanitizers, soaps, hand soap, and sanitizing wipes. And our teams will continue to sanitize all areas of use AFTER each use. **All of our Teams have the appropriate gloves and face coverings/ masks** (that are to be sanitized on a regular basis prior to removing them) and **keep sanitizing wipes and hand sanitizers** in their vehicles and at their work areas. Additionally, our team will wear **safety glasses, masks and gloves** on all job sites as additional person protection.

As of June 1st, Covington Homes’ corporate office team is back in the office, and at all times less than 10 people will be at the office at distances more than 10 to 15 feet apart. As of July 1st, that number will increase to NO MORE than 25 people at one time, as long as Social Distancing can be achieved.

Covington Homes’ **corporate office is open to the public, BUT we maintain our focus** on having meetings with trade partners will be held via Zoom/ FaceTime/ Skype/ phone or other alternate method. **If you visit our office we ask that you wear a face mask/ covering and follow our Safety and COVID protocols.**

As of June 1st, Construction loan closings will begin to be in person once again and all COVID-19 protocols are to be followed during the closing. Documents can be delivered to title curbside or an appointment scheduled for in-person delivery for recording, and sent via courier to the applicable entities.

HEALTH AND SAFETY MEASURES FOR OUR JOB SITES AND SALES CENTERS

As a Company Covington Homes continues to enforce 'social distancing' and a rule of no more than 10 people gathered in a group at **6 FOOT Distances apart**- as per the Administration's guidelines. This applies to all of our model homes, sales centers, corporate office, and job sites. No more than 10 people will be allowed on any Covington Homes construction job site and **MUST** be a minimum of 6 feet apart. Furthermore, all Trade partners and workers are required to wear a protecting **face covering / mask**, and **follow the Industry COVID-19 rules** posted on our job boards. Covington Homes is **strictly enforcing** these rules with our Trade Partners. Any person(s) determined to be too close to one another will be asked to leave the job site. **NOTE** that this could cause delays, as we lessen the number of people on a job site so please bear with us. **We have these policies on ALL Job Boards at ALL homes under construction.**

Effective through **June 15th**, no outside contractors and/ or inspectors will be allowed on any Covington job site **UNLESS ALL required paperwork is submitted and Approved by CHC ownership AND the required COVID-19 waiver is signed and submitted and approved by CHC ownership. Furthermore, NO outside contractor or inspector will be allowed on a Covington Homes jobsite without an appointment and proper Protective gear and face mask. Said Contractor/ Inspector must check in with the appropriate Sales Associate prior to entering the property, and will not be granted entry if there are more than 10 people on the jobsite. If an inspector or contractor is not an approved and fully contracted Subcontractor/ Supplier with Covington Homes they will not be permitted**

HEALTH AND SAFETY MEASURES FOR BUILDING INSPECTIONS AND APPRAISERS

During Building and/ or Appraisal inspections Covington Homes is asking our on-site Trade Partners to stay **MORE** than 6' away from the inspector/ appraiser. If the building inspector or appraiser requests that no one is present at the job site for inspection- Covington Homes will grant this request. Covington Homes also requests that all Inspectors and appraisers follow **ALL** of our strict guidelines and regulations at it pertains to **Social Distancing**, 6 Foot rule, Health and Sanitation.

HEALTH AND SAFETY MEASURES FOR OUR BUYER MEETINGS AND SITE VISITS

Because we care about our future Covington Homeowners our Sales and Construction **we will continue to conduct the Following Homeowner Meetings by FaceTime/ Skype until further notice: Pre-construction meetings and Frame Walks. For Frame Walks, if our buyers wish to have a 'preview' of the home being built for them prior to the virtual frame walk, please contact your applicable Community Sales Manager to set your appointment and for our COVID protocol and policy for this.** Homeowner appointments will **continue to be** conducted per our current COVID-19 protocols and Health/ safety protocols and upon signing our COVID waiver of acknowledgement: **Final Homeowner Orientations AND Closing Day Sneak Peeks.** In this way we will be able to continue the amazing journey of a newly built home with all of our valued customers at a safe distance. **This will continue until further notice, as the CDPHE's COVID policies continue to change.**

We will continue our weekly phone calls to keep you updated as to the progress on the beautiful homes we are building for all of you. Job site visits have been **temporarily suspended** as a result of the Governor's 'Safe at Home' order. **We will re-evaluate these visits on June 30th, we are now on the Safe at Home and Great Outdoors Phase of re-opening Colorado, and will communicate out new protocols** as we have more information.

If you wish to FaceTime or Skype your Community Sales Manager to **get a quick update or glimpse** at the job site, then please contact them to set this up. We can send you pictures as we are able (given the limitations we are currently facing), and will definitely be able to communicate to you what is going on with your New Build.

UPDATED: HEALTH AND SAFETY MEASURES FOR CLOSINGS

For our valued Future Homeowners, we have modified the format of our closings to accommodate the social distancing necessary. **For the month of June, ALL New Home Closings will be held by CHOICE of 1) Curbside ONLY, or 2) In-Office Closing with ONLY Essential people attending. For more information about these options please contact your Community Sales Manager.** We will have all documents signed and recorded and completed on our end prior to you arriving for the closing.

We will call all of our Brand-New Covington Homeowners after closing to congratulate you on your New Home, review the closing packet, and answer questions that you may have about items in your virtual folder.

HEALTH AND SAFETY MEASURES FOR WARRANTY APPOINTMENTS

As of May 15th we are Currently scheduling ALL warranty appointments for BOTH "Inside" the home and "Outside" the home. The appointments are being conducted per our current COVID-19 protocols, Health/ safety protocols and upon signing our COVID waiver of acknowledgement. **These appointments will continue to be restricted and kept within the parameters of the current public health order.** Given that there exists a backlog of regular warranty appointments at that time. In cases of emergency Covington Homes will evaluate the situation with the appropriate thought and carefulness required in situations such as these and proceed in the best interests of all involved.

And **remember** that we have many NEW Blog posts and updates on our website for How To's, Maintenance Tips, and FAQ's pertaining to warranty and homeowner care. We are also available via phone and email to answer any of your warranty questions, and we will do our best to facilitate a speedy turnaround time for appointments when we are able to reschedule them.

Covington Homes Safety Measures and CDC best practices as recommended by the CDC. These are REQUIRED to be followed by all employees, agents, and trade partners:

- Wear **protective Face Covering/ mask while on the jobsite and outside.**
- Wear **protective gear** such as safety glasses, rubber gloves, and sanitizing gloves.
- **NO Sharing Tools**
- **Washing hands** often with soap and water for at least 20 seconds.
- Proper hand **sanitation- frequent hand-washing and hand sanitizer**
- Immediate washing of hands upon any touching of eyes, nose and mouth
- **Stay home when you are sick**
- **Cover your cough or sneeze** with a tissue, throw the tissue in the trash and properly wash your hands
- Provide **sanitary wipes** and **sanitizing gel** where possible for anyone to use
- Take **extra steps** to disinfect and properly sanitize common areas and bathroom facilities
- **Utilize resources** to ensure all proper protocols are followed
- **Stay informed** and follow the recommendations of the CDC
- Continually **wiping and sanitizing** surfaces that our customers & employees come into contact with on a regular basis with **sanitizing wipes.**
- **Continued monitoring** of the situation to determine the **addition and/or modification** of other temporary measures to help ensure safety and protection.

As a company we are also following the CDC's recommendation of refraining from handshakes, so please do not be offended if one our team does not reach out to accept your hand. And believe us when we say that we are all looking forward to the day that is coming soon when we are able to shake hands and give hugs again!

Covington Homes also asks that our valued Customers and Homeowners help us with Safety Measures and Protection best practices as recommended by the CDC. Covington Homes asks from each of you respectfully:

- Upon arrival to our places of business, ensure hands have been properly **washed with soap and water**
- Wear protective Face Covering/ mask and keep the 6' distance
- Please ensure you are using **Proper hand sanitation**
- **Cover your cough or sneeze** with a tissue, throw the tissue in the trash and properly wash your hands
- **Stay home when you are sick**
- **Stay informed** and **follow** the recommendations of the CDC
- Follow our rules regarding Safety and cleanliness when entering our sales centers.

PRODUCT SHORTAGES AND CONSTRUCTION SCHEDULES:

At Covington Homes we are honest and transparent with our Covington Community. While we have not encountered any major supply chain disruptions we are seeing some upcoming potential delays as manufacturing plants shut down for deep cleaning, certification of safe and clean worksite, and implementation of staggered shifts (to maintain social distancing). These plants and facilities will open up within a week of begin inspected and certified, and production will begin again. **We are currently able to meet our set closing dates but there may be delays on some homes earlier in the build process.** We will continue to update you and let you know if we do begin to start seeing shortages or lack of supplies and suppliers.

At this time all supplier and trade partners are operating business as usual within the 'New Normal' parameters as set out by the CDC and local authorities. We are in constant communication with our supply chain and trade partners and will update our Covington Community if we foresee anything changing or receive notice of any shortages. If we do receive notice of a product discontinuation or lack of access to a product we will notify our buyers and execute a re-selection.

MOST IMPORTANTLY:

Remember that as **Americans** we are a **nation and a people of COURAGE** and **NOT Fear**. We ask that you continue to be **prudent, wise and use sound judgment**, but **do not be controlled by Fear**. Fear is a liar.

Remember that as Americans we are a nation and a people who are STRONG, RESILIENT, and CAPABLE.

As a team, our ENTIRE Covington Community will need to come together to share love and hope with each-other and with our community. Let's ALL come together to get through this temporary challenge and we will all come out of this stronger and more resilient than ever!

We thank you for your continued support and for your help to keep our community and employees safe.

We are NOW seeing the LIGHT at the end of the tunnel!!

Sincerely,

Grace & Ron Covington AND The Entire Covington Homes Team