

COVID-19- Current Operating Procedures

October 27, 2020

At Florsheim Homes, our number one priority is the safety and well-being of our Customers, Trade Partners and Employees, and we are committed to maintaining a healthy environment. In light of the recent ever changing news and guidelines on the COVID-19 health pandemic, we continue to be very proactive and take the necessary precautionary measures and protocols. To date, the impact on the overall housing industry has been minimal, as housing was regarded as an “essential business”.

- ***Florsheim Homes remains open for business***, some work may be done remotely, other work may be accomplished with the use of technology. Otherwise, when in person work is needed (i.e. construction, inspections, etc.) we are sure to practice social distancing and following recommended sanitizing guidelines.
- ***All Florsheim Homes Sales Offices are still closed, we are available by appointment.*** In addition to scheduled appointments, our Sales Team is also available via phone, text, Zoom meeting, virtual 3D presentations and of course by email. We strive to provide concierge level service.
- ***Masks, Gloves and Social Distancing.*** We are upholding the latest CDC guidelines for safety, including wearing masks, gloves and providing social distancing. When you arrive for a private appointment at our model complex/Sales Offices, we maintain distance, and often meet outdoors or in the Great Room of the model. Hand sanitizers are located at the model home complex.
- ***Low Voltage and Décor appointments*** continue to be held by virtual or phone meetings. Our trade partners at Interior Logic Group (Décor) and Arvin Home Systems (Low Voltage) will be continuing to provide the exemplary service that you are used to.
- ***Home construction is continuing*** at all of our communities. Currently, there are delays with certain trades including delivery of select basic construction materials. City inspections and skilled labor still continue to perform on a daily basis. We routinely monitor and manage the entire construction process and home escrows close every day!
- Old Republic Title Company (ORTC) continues to prepare all of your closing documents, collect deposit checks and contracts, etc. When it’s time to close escrow on your home, ***ORTC or our Sales Team, will schedule a mobile signor*** to accommodate your signings at one of our sales offices or another location.
- ***Close of Escrow on your new home will continue as scheduled.*** We are working closely with our Preferred Lenders and the City or County to ensure that we keep moving forward with construction and close of escrow on your home. If in fact your loan, home completion or job situation changes, let us know as soon as possible and we will work together to come up with the best solution. Thus far, we are working smoothly with all of customers to help minimize the impacts of the current situation.
- ***Customer Service appointments will be scheduled routinely and all personnel wear masks when entering your home.*** If you prefer that we do not enter your home, we will take care of your request at a later date.

With record low mortgage rates, we continue to sell homes at a rapid pace. Buying a home is a long-term investment and is not as affected by the day-to-day changes in the economy, as we are witnessing in the stock market. Financial markets are adjusting daily to the changing scenarios and regulations. As part of the Florsheim Homes Family, please stay safe and feel free to keep in touch with any of our Florsheim Homes Sales Team. As you know, we pride ourselves on being sensitive to our Customers and the market. So, if there is anything we can help you with, please let us know.

The Florsheim Homes Team