

## COVID-19- Current Operating Procedures

August 1, 2021

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. Due to ever changing CDC guidelines, we are flexible in updating our procedures as the situation changes.

- ***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 open and we are available by appointment.*** In addition to scheduled appointments, our Sales Team is also available via phone, text, Zoom, 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 and providing social distancing. When you arrive for a private appointment at our model complex/Sales Offices, we maintain distance, and sometimes meet outdoors or in the Great Room of the model. Hand sanitizers are located at the model home complex.
- ***Low Voltage and Décor appointments*** may be held in person, virtually or by phone. 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***

The most difficult portion of the homebuilding business is the true uncertainty in predicting when a home will be ready. Due to delays in construction materials, manufacturing and shipping globally, we are experiencing unprecedented changes to our schedules. This can impact delivery of carpet, windows, tile, cabinets and many other items throughout your home. The delays can be many weeks long or even several months; unfortunately, some items are not in stock even by your walk-thru orientation. We have chosen to keep our promise and continue to build the same quality homes even during these unforeseen circumstances. Please bear with us during these times as home delivery dates may adjust. And, let our Sales Team know if there is anything we can do to help in the process. We are always here to advise and answer questions.

### ***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 will coordinate a convenient time and place for this to occur, oftentimes this meeting is at the models or your current residence.



CA DRE #526755  
NV BRE #1000591

### ***Close of Escrow***

***Close of Escrow on your new home is monitored weekly.*** 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 or job situation changes, let us know as soon as possible and we will work together to come up with the best solution. If your home is delayed for construction reasons, we will always communicate updates as soon as we know them.

### ***Customer Service***

***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.

We appreciate all of your patience and loyalty over the years, and will continue to do our best to keep you, our employees and trade contractors informed. Let us know if there is anything that we can do to assist in making the possibility of homeownership true for you and yours.