

Our Response to COVID-19

INFORMATION FOR ALL HOPEWELL HOMEOWNERS

For 30 years, Hopewell has been committed to the health, safety and well-being of our home buyers, trade partners and employees. While we closely monitor the status of COVID-19, we recognize that this is a time of uncertainty for many. Despite this uncertainty, we continue to stand by our vision of creating the spaces and places where people love to live and to do our part in contributing to flattening the curve of the COVID-19 virus while maintaining an operating business.

During this time, we've been required to adjust our protocol to put the health and safety of our homeowners, trade partners and Hopewell employees first. Some of our homeowners might be slightly impacted by this change in protocol, depending on which stage of homeownership you are in - **please read the below thoroughly to understand how these changes might impact you:**

UPDATE FOR HOPEWELL HOMEOWNERS WHO HAVE NOT YET TAKEN POSSESSION

If you are a **new Hopewell home buyer** and have an upcoming walk-through, orientation or possession scheduled, please note that we are taking extra precautions to ensure your health and safety are prioritized in alignment with essential services recommendations by the Province of Alberta. **As of August 1, 2020, under the City of Calgary Bylaw 26M2020 and City of Edmonton Bylaw 19408, we require all customers to wear a face covering during all site visits.** Visit calgary.ca/covid19 and edmonton.ca/covid19 for full bylaw details.

Appointment Update: Site Visit #1 and Site Visit #2

Please note that both Site Visit #1 and Site Visit #2 are recommended but not mandatory to attend. Both site visits will now be conducted virtually through Microsoft TEAMS by your Site Supervisor and Customer Liaison. Your Customer Liaison will be in touch to guide you through the necessary steps to upload TEAMS to your at-home device (Desktop, Laptop, Cell Phone, Tablet etc.) and to set up a calendar invite for all Site Visit attendees.

Appointment Update: Orientation

Please note that orientation is mandatory to attend. Your Orientation will be conducted virtually through Microsoft TEAMS by your Site Supervisor and Customer Liaison. Your Site Supervisor will walk you through your new home and you are welcomed to ask to revisit any area or room of your new home to ensure our team answers any questions or provides more details. Any updates required to your home will be recorded during your Orientation and emailed to you following the appointment for your reference. Your Customer Liaison will be in touch to guide you through the necessary steps to upload TEAMS to your at-home device (Desktop, Laptop, Cell Phone, Tablet etc.) and to set up a calendar invite for all Site Visit attendees.

If you do wish to attend your Orientation appointment in-person, we will require you to complete a questionnaire with your Customer Liaison 24 hours prior to your appointment to ensure all health and safety protocols are being followed. If you do arrive to your in-person Orientation appointment and appear to be coughing, sneezing or any other signs of illness, your Site Supervisor will cancel the appointment immediately and request a rescheduled virtual appointment. Please let your Customer Liaison know if an in-person appointment is desired.

Appointment Update: Possession

Please note that Possession is mandatory to attend. Your Possession will be conducted in-person by your Site Supervisor and is permitted to three (3) individuals max (1 Hopewell Site Supervisor, 2 home purchasers or 1 person of the home purchasers choosing) - children are not permitted at your Possession appointment. Your Site Supervisor will walk you through any items noted during your Orientation appointment as well as demonstrate the operation and maintenance of

mechanical items such as water shut off/on, furnace and HRV filter replacement etc.

We will require you to complete a questionnaire with your Customer Liaison 24 hours prior to your appointment to ensure all health and safety protocols are being followed. If you do arrive to your in-person Possession appointment and appear to be coughing, sneezing or any other signs of illness, your site supervisor will cancel the appointment immediately and request a reschedule.

UPDATE FOR HOPEWELL HOMEOWNERS WHO HAVE ALREADY TAKEN POSSESSION

If you are a **current Hopewell homeowner** and have a service appointment scheduled for your home, please note that all non-emergency post-possession service and warranty appointments currently **scheduled between March 16 to April 30 are temporarily suspended**. We anticipate reconvening service appointments beginning in May. There will be a member of our team contacting you to provide additional times for rescheduling as the status of COVID-19 evolves and we will keep you posted with any updates as they develop.

We apologize for any inconvenience that this may cause to your schedule(s). Hopewell considers the health of our homeowners and employees a top priority and we will continue to do our part to minimize foreseeable risk.

GET IN TOUCH WITH OUR CUSTOMER CARE TEAM

Our Customer Care team and your Customer Liaison are always here to help and answer any questions you might have. For further clarification regarding any of the above information we encourage you to reach out directly to your Customer Liaison representative at 587.794.4387 (Calgary), 780.409.0684 (Edmonton) or customerexperience@hopewell.com.

While we continue to monitor the development of COVID-19, we want to ensure we are doing our part to help limit the spread by minimizing the risk of exposure to our employees, trade partners and homeowners. We know home is the most important place, especially during unprecedented times like these. We remain committed to working with you in a safe and enjoyable way.

If you have any questions about our health and safety protocols around COVID-19, please contact Rob Kirsch, General Manager, Operations at rkirsch@hopewell.com, 403.355.6163 or visit our website at HopewellResidential.com. If you would like more information on COVID-19, please refer to the Government of Alberta website at alberta.ca/coronavirus-info-for-albertans.aspx.