

# Our Response to COVID-19

INFORMATION FOR OUR TRADE PARTNERS

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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, as we 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.

We apologize for any inconvenience that this may cause to your schedule(s). Hopewell considers the health of our homeowners, trades partners and employees a top priority and we will continue to do our part to minimize foreseeable risk. **Please read the below thoroughly to understand how these changes might impact you as one of our trades partners:**

## HOW THESE CHANGES IMPACT YOU

- At this time, **we do not anticipate any delays to our Single or Multi-family construction or possession schedules.** Trades construction work on any of our current projects will continue until further notice. As the status of COVID-19 evolves, we will ensure to keep you posted as updates develop;
- If you are a trades partner who works with Hopewell, 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 and we will continue to keep you updated as the status of COVID-19 evolves;
- We request that you update Hopewell of any changes to your delivery of emergency services to our homeowners at this time. Homeowners who choose to contact you directly with non-essential warranty work requests will not be honoured by Hopewell without written authorization from Hopewell's service and Warranty team.

## GET IN TOUCH WITH OUR CONSTRUCTION OR SERVICE AND WARRANTY TEAMS

Our Construction, Service and Warranty teams are always here to help and answer any questions you might have.

For further clarification regarding any of the above **information in relation to construction**, we encourage you to reach out directly to Rob Kirsch, General Manager, Operations at 403.681.6164 or [rkirsch@hopewell.com](mailto:rkirsch@hopewell.com).

For further clarification regarding any of the above **information in relation to delayed service appointments**, we encourage you to reach out directly to Linda Dougall, Senior Manager, Customer Care at 403.999.6340 or [ldougall@hopewell.com](mailto:ldougall@hopewell.com) or to [warranty@hopewell.com](mailto:warranty@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 turbulent 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 us at [rkirsch@hopewell.com](mailto:rkirsch@hopewell.com) or 403.681.6164. If you would like more information on COVID-19, please refer to the Government of Alberta website at <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>.