



June 10, 2020

**RE: Warranty Service Resuming with Caution**

Dear Homeowner:

Thank you for your patience with our recent suspension of non-emergency warranty service. We continue to monitor COVID-19 details as new information becomes available, updating our practices accordingly. Our intention is to err on the side of safety for everyone.

We are now offering to resume routine warranty activities under specific conditions:

- The first of these is your comfort level and willingness to have warranty or trade personnel visit your home, whether for inspection or repair appointments.
- Prior to all appointments, whether for inspection or repairs, we will initiate a COVID-19 symptoms/exposure screening process of our employees, trade partners, and homeowners. A signature that this screening process took place will be required by all before inspections or work begins.
- All appointments, whether for inspection or repairs, will include any warranty representative wearing a mask, as well as sanitizing their hands prior to entering your home. This will apply to exterior as well as interior items. Our trade partners have been informed of these requirements as well.
- To comply with OSHA safety requirements and CDC guidelines, we ask that all individuals at your home during a warranty appointment also wear masks or face coverings. If you are unable to wear a mask due to a health condition, we ask that you quarantine yourself in a separate, closed room during any inspection or work appointments. We are happy to place any work orders on temporary hold if you prefer not to participate in this manner.
- Warranty representatives conducting inspections or trade partners performing repairs will ask that you maintain "social distance" of six feet or more throughout each appointment.

During the suspension, we accumulated a backlog of warranty requests. We will be addressing all warranty requests in the order they were received. For work that was submitted or postponed due to COVID-19, we will be proactively scheduling appointments with homeowners beginning June 8, 2020. Newly submitted requests will be delayed as we work through this backlog, and we thank you for your patience as we catch up.

Your comfort and safety, as well as that of our employees and trade partner personnel is of primary importance. If you have any questions or concerns, please fill out the form on our website at [www.livebouldercreek.com/contact-us/warranty-services](http://www.livebouldercreek.com/contact-us/warranty-services).

Sincerely yours,

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