



August 25th, 2021

RE: Warranty Service Operating with Caution

Dear Homeowner:

We continue to monitor COVID-19 details as new information becomes available, updating our practices accordingly. Our intention is to always err on the side of safety for everyone. We are currently offering routine warranty services **under the following 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.
- At this time, all Boulder Creek Warranty Staff have been fully vaccinated. However, we understand that individual homeowners' vaccination status may vary. For that reason, whether for warranty inspection or repair appointments, your Boulder Creek Representative will always carry masks and hand sanitizer for use upon request. They will also comply with any physical distancing requests you may have. This applies to exterior as well as interior items. Our trade partners have been informed of these protocols and are expected to comply as well.
- For the safety of our employees and trade partners, we respectfully request that all unvaccinated individuals at your home during a warranty appointment 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.

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/homeowner-resources.

Sincerely yours,

Louie Griggs

Director of Warranty

Boulder Creek Neighborhoods

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