



COVID-19 Warranty Update June 2020

As we begin to return to “normal” operations, it is extremely important that the CDC guidelines be adhered to by Almont Homes and our customers – especially “Social Distancing”. Therefore, prior to scheduling appointments, you will be asked to respond to the short survey below. Once the survey has been returned, we will schedule the appropriate personnel to make repairs. All Almont Homes personnel are to wear face coverings while inside your home, yet if you are not comfortable for any reason, please ask the technician to leave and reschedule the appointment.

All warranty items that are reported within 15 days after your closing date will be addressed. We will be taking care of items in the order they were reported. We may not be able to address all of your items prior to the warranty expiration date; however, we appreciate your patience and we WILL address your items.

Homeowner Survey:

(Y/N)

___ Has anyone in your home tested positive for Covid-19? If so, when? _____

___ Does anyone in your home have any symptoms (fever, cough, sore throat, shortness of breath, flu-like symptoms, loss of sense of smell or taste) of Covid-19?

___ Does everyone in your home have a mask to wear while our technicians are present?

___ Are you comfortable allowing our personnel inside your home at this time? Please keep in mind that you may postpone any warranty item and it will be addressed.

IF ANY OF THIS INFORMATION CHANGES PRIOR TO YOUR APPOINTMENT, PLEASE CONTACT ALMONT HOMES IMMEDIATELY TO RESCHEDULE. THANK YOU.

John G. Davis, III
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Homeowner

I have reviewed the following with all Almont personnel that will be entering occupied homes:

Warranty Protocol for COVID-19:

- 1 - Upon receipt of Warranty Service Request, Covid-19 survey will be sent to homeowner.
- 2 – Upon receipt of the Covid-19 survey (with acceptable replies), contact homeowner to schedule initial visit.
- 3 – Warranty technician visit. Mask **MUST** be worn while inside home! Use hand sanitizer before entering home! Social distancing (6’ minimum) is required at all times. If the technician feels unsafe at any time, let the homeowner know that the appointment will have to be rescheduled and immediately report the episode to John.
- 4 – Do **NOT** ask the homeowner to sign the completed list. Report the list complete to the office and an email will be sent to the homeowner to sign.

If the homeowner does not use a face covering – LEAVE.

If the homeowner will not stay 6’ away – LEAVE.

If there is someone in close proximity sneezing and coughing – LEAVE.

If there is anything or anyone that causes the technician to question their safety – LEAVE!

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