



Over 50 Years of Excellence

## Frequently Asked Question for Customers and Homeowners regarding Lombardo Homes Sales Offices, Design Studio, and Ongoing Construction

At Lombardo Homes, we take the safety of our team members, future homeowners, and current homeowners very seriously. For the safety of each of you, as well as our Lombardo Homes team members, business looks a little bit different these days. We hope the questions and answers below will address any of the questions or concerns you may have. If you have questions not addressed in this document, please don't hesitate to reach out to your sales manager or contact us online! We're happy to answer your questions and glad we get to see you soon!

**Q: Are the Lombardo models and sales centers open?** Our sales centers are open by appointment only. Please call your site sales manager to schedule an appointment.

**Q: How do I get an appointment to see your homes?** To schedule an appointment to tour our model homes, please call, text or email the sales center directly, chat with our online concierge or message us on our social media.

**Q: I'm a customer with a home under construction. May I also visit the model to speak to my salesperson?** You are welcome to schedule an appointment to visit the model and speak with your salesperson. However, we are encouraging many of our homeowner meetings to be phone or video conferencing, ensuring we maintain social distances and keep our homeowners and team members safe.

**Q: Are there special guidelines we need to follow when we visit the sales office/model?** Yes. Your safety and the safety of our team is our top priority. In order to ensure this, we have the following guidelines that we request be followed in our model homes, sales offices, and design studio.

- Please be prepared to answer a health screening questionnaire upon entering a model or sales center. These questions will be asked to you and are asked of our Lombardo team members (daily):
  - ***Have you been confirmed positive for COVID-19?***
  - ***Are you currently experiencing, or recently experienced, any acute respiratory symptoms including fever, cough or shortness of breath?***
  - ***Have you been in close contact with any persons who has been confirmed positive for COVID-19?***
  - ***Have you been in close contact with any persons who have recently traveled and are also exhibiting acute respiratory illness symptoms?***
- We are required to limit the number of people in our sales centers or models at a given time. We highly encourage you to not bring children to your model home visits, if possible.

- Face masks are required to be worn by anyone visiting our models or sales centers. Masks will be provided by Lombardo Homes if you do not have one. Lombardo Homes team members will also wear masks.
- Hand sanitizer and gloves are available at all sales center offices.
- Social distancing should be practiced at all times during appointments in the model and out in the community/field/homes under construction when any other person is present.
- The model home is sanitized daily and between customer visits.
- Our model homes continue to be cleaned to the CDC standards on a weekly basis

**Q: When can I visit my home under construction?** Our current “Open Door” policy that allows you to visit your home any time during business hours will be suspended until further notice. OSHA guidelines limit the number of people allowed in a home under construction to ensure social distancing can be maintained and sanitizing efforts can be guaranteed. Please contact your sales manager if a visit is required. We’ll do our best to accommodate virtual appointments and walkthroughs when possible.

**Q: When will I get my closing date?** Please allow us time to work with our trade partners and municipalities to be able to provide the most accurate information about your home under construction and your tentative closing date.

**Q: Will my construction meetings be conducted in person?** Our construction teams will continue to host pre-construction and pre-drywall meetings via video conferencing until further notice.

**Q: Is the Design Studio open for appointments and preview?** The Design Studio is open by appointment only. We encourage customers who need to visit the Design Studio for preview to call and schedule their appointment as soon as possible.

**Q: How many people will be allowed in the Design Studio at one time?** We will only allow two households at a time in the Design Studio and no more than two members per household. We highly discourage children from attending preview or Design Studio appointments until further notice.

**Q: What steps are in place to keep the employees and homeowners as safe as possible while in the Design Studio?** Your safety and the safety of our team is our top priority. In order to ensure this, we have the following guidelines that we request be followed in our model homes, sales offices, and Design Studio.

- All in-person meetings require a previously scheduled appointment.
- Please be prepared to answer a health screening questionnaire before an appointment is set, and again upon your scheduled appointment at the Design Studio. These questions will be asked to you and are asked of our Lombardo team members daily:
  - ***Do you have any of the following symptoms: fever/feverish, chills, sore throat, dry cough, difficulty breathing, or digestive symptoms such as diarrhea, vomiting or abdominal pain?***
  - ***Have you traveled internationally/outside of Michigan in the last 14 days?***
  - ***Have you been in close contact with any persons who has been confirmed positive for COVID-19?***
  - ***In-person appointments are to be limited to small groups (2 people per household or less), including realtors***

- Face masks are required to be worn by anyone attending the appointment. Masks will be provided by Lombardo Homes if you do not have one. Lombardo Homes team members will also wear masks.
- You will have your temperature taken with a touchless thermometer when entering the Design Studio.
- You will be asked to wash your hands for 20 seconds at the Studio kitchen sink or use hand sanitizer when entering the Design Studio. We will provide gloves to use when touching the samples.
- Social distancing should be practiced at all times during appointments in the Design Studio and out in the community/field/homes under construction when any other person is present.
- Please look at samples with your eyes first. If you handle a sample, we ask you leave it out on the main table in the selections area so it can be sanitized and returned to the shelf.
- The Design Studio is cleaned and sanitized nightly.

**Q: Can homeowners complete their selections appointment online, without seeing the samples in person?** Homeowner color selections can be completed online and through video conferencing. We would require homeowners to sign an addendum acknowledging that their color selections were chosen online without seeing or touching physical samples and that colors and textures may vary slightly.

**Q: In general, what is being done by Lombardo Homes to ensure my safety and well being in model homes, the Design Studio, my home under construction and when interacting with Lombardo employees?** We are requiring wellness checks for all Lombardo Homes team members. Our team members are using gloves and covering their faces with face masks. We have enhanced the frequency and cleaning of our model homes, Design Studio, sales offices, and main office, and also do a sanitized clean of any space after a customer has visited. Our team members practice social distancing procedures and frequent handwashing and sanitizing throughout their workday and after any interaction with other people. If you have additional questions or concerns, please reach out to your sales manager or contact us online! We're happy to answer any questions you may have, and look forward to welcoming you into our model homes, communities, and Design Studio.