

Our Response to COVID-19

INFORMATION FOR ALL HOPEWELL HOMEOWNERS

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 and to 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. Some of our homeowners might be slightly impacted by this change in protocol, depending on which stage of homeownership you are in - **please read the below thoroughly to understand how these changes might impact you:**

UPDATE FOR HOPEWELL HOMEOWNERS WHO HAVE NOT YET TAKEN POSSESSION

If you are a **new Hopewell home buyer** and have an upcoming walk-through, orientation or possession scheduled, please note that we are taking extra precautions to ensure your health and safety are prioritized in alignment with essential services recommendations by the Province of Alberta.

To serve you safely, we are working toward offering you options to attend these appointments virtually. A member of our Customer Care team will be in touch to update you on these virtual appointment options and our new health and safety protocol as you near your appointment date.

UPDATE FOR HOPEWELL HOMEOWNERS WHO HAVE ALREADY TAKEN POSSESSION

If you are a **current Hopewell homeowner** and have a service appointment scheduled for your home, 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. There will be a member of our team contacting you to provide additional times for rescheduling as the status of COVID-19 evolves and we will keep you posted with any updates as they develop.

We apologize for any inconvenience that this may cause to your schedule(s). Hopewell considers the health of our homeowners and employees a top priority and we will continue to do our part to minimize foreseeable risk.

GET IN TOUCH WITH OUR CUSTOMER CARE TEAM

Our Customer Care team and your Customer Liaison are always here to help and answer any questions you might have. For further clarification regarding any of the above information we encourage you to reach out directly to your Customer Liaison representative at 587.794.4387 (Calgary), 780.409.0684 (Edmonton) or questions@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 unprecedented 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 questions@hopewell.com, 587.794.4387 (Calgary), 780.409.0684 (Edmonton) or visit our website at HopewellResidential.com. 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>.