

# Our Response to COVID-19

INFORMATION FOR ALL HOPEWELL DESIGNSENSE SELECTIONS APPOINTMENTS

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For 30 years, Hopewell has been committed to the health, safety and well-being of our home buyers, 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.

**We have closed our sales centres, show homes and DesignSense Studios until further notice, in alignment with essential services recommendations by the Province of Alberta.** We are operating by **virtual appointment only** to serve you as safely and conveniently as possible. If you are a new home buyer who is awaiting your DesignSense selections appointment, our DesignSense team is taking extra precautions to ensure your health and safety are prioritized by offering a number of virtual appointment options.

## **CURRENT VIRTUAL APPOINTMENT OPTIONS WITH OUR DESIGNSENSE TEAM DURING REGULAR BUSINESS HOURS (MONDAY-FRIDAY 8 AM TO 4 PM START TIME) INCLUDE:**

- Video Meetings (Microsoft Teams, Skype, FaceTime and Zoom);
- Instant Messenger & Screen Sharing (Microsoft Teams, Skype and Zoom);
- Phone Calls;
- Email Communication;
- Document Sign-Off (DocuSign).

Reach out to our DesignSense team at [DesignSchedule@hopewell.com](mailto:DesignSchedule@hopewell.com) if you need to reschedule your appointment time or have any questions. We are happy to work with you in accommodating your schedule. We are looking forward to your DesignSense selections appointment.

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 to help you design the home of your dreams.

If you have any questions about our health and safety protocols around COVID-19, please contact us at [questions@hopewell.com](mailto:questions@hopewell.com), 587.794.4387 (Calgary), 780.409.0684 (Edmonton) or visit our website at [www.HopewellResidential.com](http://www.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>.