

Dear Valued Client/Customer

Our company is following the very fluid situation regarding the COVID-19. Like you, we are adapting to the challenges and the safety concerns while working to continue supporting you on your new home search and journey.

Our thoughts are with you and your families during these uncertain times.

At Brock Built, we take your personal health and safety very seriously, especially when you visit our sales center and/or our model homes. You may have concerns about the novel coronavirus (COVID-19), and we wanted to put your mind at ease with some steps we are taking at Brock to keep you safe.

What we are doing:

- We have advised employees to wash their hands often and will have our sale centers well supplied with soap and paper towels in each restroom for your use.
- Foregoing handshakes and implementing social distancing when meeting with prospective homebuyers.
- Surfaces sanitized throughout the day and after every guest visits in high traffic areas including doorknobs, tables, displays, etc.
- All sale centers and model homes already undergo scheduled cleaning and sanitization. However, we have added additional cleaning protocols at our sale centers. This includes asking our professional cleaning crews to be extra thorough in their cleaning efforts.
- Any employee experiencing symptoms will stay home and report back if their condition improves or if they test positive for the virus. We recommend our employees and our customers to follow the CDC guidelines as posted on the www.cdc.gov website.

Sales Centers & Model Homes

At this point in time, we will be **OPEN BY APPOINTMENT ONLY**. We still want to see you and are taking strong preventative measures to maintain clean and safe home shopping environment. By going to appointment only we can have ample time to prepare for your visit and between visitors, by wiping all hard surfaces down and to sanitize any places where a guest might have frequent.

To make an appointment, please click on <https://www.brockbuilt.com/contact/>. A sales associate will be contacting you ASAP. If you feel more comfortable we can offer an appointment via FaceTime or by phone. We are also happy to send you virtual tours of our communities.

Please check this page frequently regarding any changes that occur as the COVID-19 situation continues to evolve. We are closely monitoring updates from the [Centers for Disease Control](#) and the [World Health Organization](#) regarding COVID-19. We will continue to seek guidance from these agencies and public health officials, and we will update you as new information becomes available concerning the operation of Brock Built Sale Centers and model homes in our community.

We are committed to making our sale centers and model homes a welcoming safe environment as you embark on the homebuying process.

Thank you so much and be well!