



1500 Willow Pass Court • Concord, CA 94520

Fax: 925-685-0660 or

service@denovahomes.com

Community: _____

| Request Number: | |
|-----------------|---------------|
| ____ 30 DAY | ____ 11 MONTH |

The safety of our homeowners and our staff is of the utmost importance to us. Consequently, for any Customer Service request that is timely made during your warranty period but which you do not wish to have completed immediately due to COVID-19 concerns, we will schedule the work at a later date when you feel comfortable having the work done.

If you decide that you wish to proceed with Customer Service and Warranty work during these unprecedented times, you understand that we will be adhering to the applicable local and state Health Orders that govern construction within an occupied residential unit. To that end, the following procedures will be in place:

- When construction work occurs within an occupied residential unit, separate work areas must be sealed off from the remainder of the unit with physical barriers such as plastic sheeting or closed doors that are sealed with tape, to the extent feasible.
- Workers and homeowner will wear masks. Workers will also wear gloves, and booties at all times.
- If possible, workers will access the work area from an alternative entry/exit door to the entry/exit door used by residents.
- Available windows and exhaust fans must be used to ventilate the work area.
- If residents will have access to the work area between workdays, the work area will be cleaned and sanitized before and after the workday.
- Every effort will be made to minimize contact between workers and residents, including maintaining a minimum 6 feet of social distancing at all times.

If a homeowner is not willing to abide by the procedures outlined herein, in the interest of health and safety, we will not allow our employees or subcontractors to continue working.

By allowing the work to proceed, you are releasing DeNova Homes and its affiliates, contractors, subcontractors, material suppliers, and its officers, agents and employees from and against any claim or damage that you allege results from having warranty work completed during this COVID-19 crisis.

Thank you for your understanding during these unusual times.



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Request Number:

___ 30 DAY

___ 11 MONTH

Date: _____

Homeowner: _____

Address: _____ Lot No. _____

Home Phone: _____ Work Phone: _____

E: Mail Address(s): _____

In order to serve you as efficiently as possible with the least amount of interruption to your schedule please follow these procedures:

- As items arise during your warranty period, please maintain a list and, unless an emergency, submit just two requests; one approximately 30 days after closing and another approximately 11 months after closing.
- Sending emails each time an item arises vs. compiling lists may delay our ability to efficiently process your request and become more of an inconvenience to you. Please be as detailed as possible in the description of any warranted items.

We look forward to serving you and appreciate your patience.

| | | Subcontractor |
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Homeowner Signature _____