



In response to the Coronavirus (COVID-19) outbreak, we are taking specific precautions to protect the health and safety of our customers and our team.

While onsite, our inspectors will take the following precautions to help maintain the sanitary environments of the homes we are inspecting:

- Wash hands multiple times during the inspection, especially after inspecting the bathroom and kitchen areas.
- Bring paper towels and soap for hand washing.
- We will use disinfectant to clean areas we touch during the inspection: doorknobs, faucet hardware, kitchen appliances, HVAC and so on.
- We will greet without making any customary physical contact, such as handshakes.
- We will avoid touching our faces.
- We will be cautious not to contaminate any home we are inspecting.

To further protect the home and its occupants from contamination and in breaking with our traditional practice, we ask that customers **not** attend the inspection. Inspectors will make themselves available to review completed reports via telephone after the inspection. If there are any particular concerns you have prior to the inspection, please let us know when scheduling and we will be sure to notify your Inspector.

As result of school closings and children now left at home, our policy always has been we will not enter a home where minor children are left unattended. Home sellers, please arrange for adult supervision for children left at home during the inspection.

We are fully operational and we are open with the added precautions of having all staff, with the exception of our General Manager Rick Simon, work from home and having suspended routine face to face contact in person for our Sales and Marketing Director Elyse Harvey until further monitoring of our local, state and federal governments, CDC and WHO advise.

The safety and health of our employees and customers is of utmost importance. We are continuing to monitor the guidelines of the Center of Disease Control (CDC), World Health Organization (WHO), and our local governments. We will update our policies as the need arises.

We remain committed to working together as a team while we travel this new territory together safely. We will update you as the situation continues to change.

Thank you. Be safe.