



UPDATED: MARCH 20, 2020

At Charter, the safety and well-being of our neighbors is always our number one priority. With that in mind, and as a response to the ever evolving COVID-19 situation, we wanted to give you an update on the precautionary steps we're taking to ensure your home and neighborhood remain a place of safety and comfort for you and your loved ones during these times of uncertainty.

We continue to encourage our sales team, business owners and homeowners to act in accordance with The Center for Disease Control and Prevention's (CDC) recommendations to assist in minimizing the spread of the virus.

To further assist with minimizing COVID-19's transmission in our community, we will be taking the following pro-active measures:

- **Neighborhood Gathering Places:** In accordance with CDC's social distancing recommendations, all community spaces, including fitness facilities, clubhouses and pools will be closed until further notice. Please continue to enjoy your neighborhood walks, parks, trails and green spaces at a safe distance from others.
- **Homes Sales:** Our Neighborhood Sales Team is available for remote sales appointment 7 days a week. To set up your phone or virtual appointment, email Jenna, our Online Sales Manager at jhawley@charterhomes.com or call 1-800-325-3030.
- **Homes Under Construction:** Our Builders and Trade Partners are continuing to build homes. If your home is under construction, your HomeTeam will continue to be available to you by phone and email. In order to limit contact, we would ask that you keep visits with your HomeTeam to only those scheduled.
- **Charter HomeCare Requests:** In order to limit contact with others in your home, all non-emergency HomeCare appointments will be postponed until further notice. Our team will still be available to assist you in emergency situations as outlined in your Homeowner Manual. If you have any questions regarding Homecare you can email homecare@charterhomes.com.
- **Crossroads Businesses:** Many of the small businesses in Crossroads will need to close their doors or modify their business for the next several weeks. Please do what you can to help us support them during this difficult time. THEA at Arcona and Sophia's and Home Slice at Walden will be offering takeout and delivery options within the neighborhood so you can take advantage of fresh local food without ever having to step outside of your home or car.

We will continue to monitor this rapidly evolving situation as we optimistically look forward to healthier days ahead. We are always here to answer any questions you may have via email at c19info@charterhomes.com.