

ProHome Procedures for Walk Agents and Schedulers during the COVID-19 Pandemic

ProHome takes the health and safety of our employees, as well as home buyers and construction crews, very seriously. Because of this, we are enacting new procedures for our walk agents during these uncertain times.

SCHEDULER DIRECTIVES

The following is the script our scheduler is using to schedule walks:

Our homeowners and team members' safety are our number 1 priority during the current Covid-19 crisis. Please note that any team members who are sick or develop symptoms are not permitted to work and will not visit your home. We want to make sure that both you and our team members feel safe when we visit your home and we would like to ask a few questions before scheduling:

- 1. Is there anyone in your home who is currently sick or has been sick and/or quarantined within the last 30 days?**
- 2. Has anyone in your home been in direct contact with anyone known to have the Covid-19 Virus?**
- 3. Are there any other risks for Covid -19 at your home we should know about Covid-19 (Travel, etc.)?**

If the answer is **NO** to all of the above: Schedule the walk.

Advise the homeowner(s) that our team members will not be shaking hands with them and that everyone will need to respect each other's personal space and keep 6 feet distance at all times.

There will be a limit to the number of people allowed in the home during the walk. The walk will include the homeowner(s) and the ProHome walk through agent ONLY. The Walk Agent will have the authority to limit the number of participants.

Pre-Close Walk Through

- 1. Items needed in your walk through “tool kit” include hand sanitizer, a mask, gloves and shoe covers. We ask that you shop for these items locally and include them on your expense account as business costs. If you are unable to locate these items, please let us know.**
- 2. If you arrive at the walk early enough to walk through the house, please wear gloves as you check door knobs, plumbing fixtures (faucets, toilet handles, etc.), window locks and cranks, electrical switches, cabinet handles, range knobs and items in the mechanical room (water main, furnace filter location, hot water heater, humidifier, etc.).**
- 3. When the homeowner(s) arrives, we will follow these new procedures:**
 - We will greet the home buyer in a professional manner as we always do; however, we will not shake hands and will maintain the recommended 6 feet of distance between us and the homeowner(s).**
 - Perform the walk through as normal.**
 - Upon completion of the walk through, we will have a printed one-page acknowledgement form that the homeowner(s) will sign to complete the walk. Have them sign it and take a picture to attach to the work order. Then leave the physical copy with the homeowner(s).**
 - There will not be a need for them to sign the forms on your phone or tablet.**
 - The Walk agents will email a copy of the acknowledgement form and pre-close paperwork to the homeowner(s) and the ProHome office representative.**

Term Walk Through Process

A Term Walk Through will be completed in our usual way, with a couple of exceptions:

1. Everyone except on homeowner should be isolated in a room that we will not need to enter.
2. The homeowner should have a mask on.
3. If they do not, instruct them to follow this procedure and if they will not, you can let them know that their walk will have to be rescheduled at a time when they will follow the procedure.
4. The homeowner(s) will be the one to point out items on their claim form and show you the warranty item they are reporting. (Example: If an interior door is not closing properly or is rubbing on the door frame, the homeowner will open and close the door to show you the issue they have listed). You should not touch anything, if possible.
5. Like normal, print a second copy of your term walk report and leave one for the homeowner to sign. After they sign, take a picture of the form and attached it to the term walk work order.
6. Leave the copy signed copy with the homeowner(s).
7. Email or leave the homeowner a copy of the document that has the W or NW on it.
8. Masks are to be worn by everyone.

Scheduling Contractors

When calling to schedule contractors, ask the following questions before scheduling:

1. Is there anyone in your home who is currently sick or has been sick and/or quarantined within the last 30 days?
2. Has anyone in your home been in direct contact with anyone known to have the Covid-19 Virus?
3. Are there any other risks for Covid -19 at your home we should know about Covid-19 (Travel, etc.)?

If the answer is NO to all of the above:

Schedule the work.

1. Let the homeowner(s) know that any person(s) dealing directly with the contractor(s) should wear a mask and any additional persons in the home should be isolated in a room that the contractor(s) will not need to go into.
2. If they do not follow this process, the contractor is directed not to enter the home.
3. Contractors should call the homeowners prior to service to confirm that no one is or has been sick within the last 30 days to ensure that the responses haven't changed since scheduling.
4. Contractors should show up with the ProHome Work Order.
5. Masks are to be worn by everyone.
6. Contractors should sanitize the work area before and after the work is complete.