



## A Message from Artisan Communities Regarding Coronavirus

March 19, 2020

To all our valued partners, clients, employees', guests' we wanted to relay that our thoughts are with you and your family as well as everyone affected by the global outbreak of coronavirus (COVID-19).

We continue to monitor the situation and listen to reports from the CDC. Being prepared is the most critical thing we can do right now, so out of an abundance of caution, here are the steps Artisan Communities is taking to ensure we prevent exposure, support health officials, and continue business operations to the best of our ability.

We are a family, behind the families and your health and safety are always our highest priorities.

### **BUSINESS OPERATIONS CHANGES TO-DATE**

Artisan Communities main office (Reno) will maintain normal office hours moving forward. However, we are moving to a "skeleton" crew in the office of essential personnel with most of our team working from home.

#### **Sales Offices/Model Homes – We are open *no handshake zones***

For our guests and visitors who wish to visit our Sales Office and Models, we graciously request the following:

Existing Homeowners, their families and guests, please communicate with us directly via phone/ email and refrain from visiting us in our Sales Office and Models.

Prospective buyers and their agents may be permitted to enter the Sales Office and models after review of the questions below:

Have you or any accompanying guest with you returned from any countries listed on the Coronavirus FAQ's within the last 14 days?

Have you had close contact with or cared for someone diagnosed with COVID-19 within the last 14 days?

Have you been in close contact with anyone who has traveled within the last 14 days to one of the countries listed on the Coronavirus FAQ's?

Have you experienced any cold, or flu like symptoms (to include fever, cough, sore throat, respiratory illness, difficulty breathing)?

If the answer is "yes" to any of the questions above, please contact us via phone or email and refrain from entering our Sales Office.



For prospective buyers who answer “yes” to any of the questions above, or for those who simply prefer to engage in a virtual process, we have many online tools that allow us to create personalized home buying tours and experiences, including “3D virtual tours,” interactive floorplans and photography. Please contact one of our New Home Advisors with your name and contact information and we will coordinate a time for a virtual appointment.

**For guests entering our Sales Office and models, we have implemented the following precautions:**

We are working hard to reduce the number of guests in our Sales Office and Models at the same time. If possible, please schedule an appointment in advance to help us minimize the number of guests in the home at one time.

We will not be greeting you with a “hand-shake”, but please know our smile acknowledges your visit and presence. We are extremely happy you are here.

Currently, guidance has been provided to maintain, if possible, a six-foot separation between individuals. We will do our best to adhere to these guidelines and appreciate your understanding.

Our sales offices, and models, are cleaned on a regular basis. Considering current events, we are increasing the frequency of these cleanings.

As supply allows, we will endeavor to have hand sanitizer dispensers available for use in our sales offices, models, and studios for our guests and employees.

**If you wish to set up a private showing, please contact the following:**

Mystic Mountain: Stephanie Skogseth 775-424-3984, 775-830-1903 Email: [sskogseth@rbhomes.com](mailto:sskogseth@rbhomes.com)

Desert Plains: Delinda Norvelle 775-223-1767, 775-223-1767 Email: [dnorvelle@rbhomes.com](mailto:dnorvelle@rbhomes.com)

Sage Ranch Estates/Southwest Meadows: Missy Fite 775-771-3223, 775-225-0361

Email: [Mfite@rbhomes.com](mailto:Mfite@rbhomes.com)

We are here to ensure your risk management needs are met, and we strive to do so with integrity, innovation, and customer-service. We will continue to make decisions in accordance with health organizations and government authorities and will keep you updated as to any changes to business operations. We are in this together!

Thank you for your understanding as we all work through these circumstances.

Sincerely,

**Douglas C. Egstrom**

President

Nevada Division | Reynen & Bardis Homes