

(Updated 03/30/20)

To our Hamlet Homebuyers and Partners,

Our customers are always top of mind for us here at Hamlet Homes. With the recent news around Coronavirus (COVID-19), we are taking steps to ensure that we continue to provide you with high-quality service from our great people and our great partners, both throughout your homebuying experience and new home warranty care. While there are cases around the world, Utah remains relatively low and while schools and businesses are closing temporarily, or going virtual, we remain open for business.

Hamlet Homes was created with a promise in mind, to create thriving communities within Utah. 25 years later, that promise still stands, as a financially sound, vibrant and thriving Utah Homebuilder.

Hamlet Homes is still on track for its best year in over a decade and we will continue to make sure that we are building high quality homes, delivering a great experience and building up Utah's Communities one home at a time. We are committed to keeping our current and future homebuyers up to date with any changes, possible delays or updated information as we move forward.

We also want you to know that we are adapting operations and using best practice procedures to continue to serve you as well as provide a safe environment for you, our employees, and our other customers. Effective immediately, all Hamlet Homes Model Homes will be temporarily accessible by appointment only. We will accommodate you and your family however you feel most comfortable. Model Home and Quick Move-In Home Tours will be available for personal tours in small groups or virtual tours. We know it is important to you that we are practicing safe handling in your homes as they are built, and in our offices and model homes.

In addition, Hamlet Homes is committed to making sure our homeowners continue to receive the great customer experience they have come to expect from us, including during your home warranty period and beyond. As we continue to monitor the CDC (Center of Disease Control) updates, follow the directions of our state and local government, and for the safety of our team members and our customers, we are temporarily stopping all warranty and service visits, unless they are critical emergencies.

We ask that all Hamlet Homeowners please continue to submit warranty service requests through our online portal. All new requests will be documented and scheduled, once it is deemed appropriate, in the order requests were made. Our great warranty and service team remains available to answer any service-related questions. We can use video communications to troubleshoot issues, as well. For critical emergencies, we will assess the situation and determine the appropriate action steps.

We are closely monitoring updates from our Governor, City Officials and CDC to ensure we are prepared and taking necessary precautions to address this evolving situation as the health and safety of our employees, subcontractors and homeowners is our top priority.

We recognize these are uncertain times. At Hamlet Homes one thing we know is that for people and communities around the globe, home is where the heart is. It's a safe haven. It's where people are going to be spending a lot of time right now and it's the place where your family and loved ones are gathering. Whenever you decide that you are in need of a new home, a new space or a place to create new memories, please know that we are ready to serve you.



Barry Gittleman
President/COO – Owner, Hamlet Homes