

(Updated 07/20/20)

To our Hamlet Homebuyers,

Our customers are always top of mind for us here at Hamlet Homes. With Coronavirus (COVID-19) still impacting our world, 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 in some areas, including here in Utah, cases are increasing, we are cautious, and we remain open for business. We wanted to provide you an update since our May letter.

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.

Some of you may be worried about the impact of an economic slowdown on home values. As a homebuilding company, that is very important to us also, and we closely monitor housing market conditions and industry expert forecasts. There was a slowdown in sales from mid-March to mid-April. The good news is that over 90% of homebuilders did not lower base pricing during that time (and neither did we) and traffic and sales improved significantly by late April and have continued to increase and remain that way ever since. This is good news for the value of your home, that it will remain strong. As we predicted, many who deferred home purchases in March and April did purchase a brand new home in May and June. Hamlet Homes will still deliver brand new homes to about 150 happy homeowners this year.

We have adapted operations and are using best practice procedures to continue to serve you as well as provide a safe environment for you, our employees, and our other customers. We have installed appropriate signage at all our communities to help our partners and subcontractors determine the working conditions and how to stay safe and healthy while working on our customers' homes. And, with the State of Utah's 'Utah Leads Together Colored Phase System' moving from Red to Orange and now Yellow, this allowed many businesses to re-open with specific safety procedures in place. Our Model Homes are open and, as per the State and County restrictions, we are requiring that our customer and our team members wear face masks. We are cleaning our model homes often and disinfecting after each customer. We are still accommodating virtual tours in our homes for those that prefer. 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, our great Hamlet Homes Warranty & Service Team is accommodating all current homeowner service requests. While we are still working on backlog tickets from the temporary closure, we are getting close to being caught up. However, we are still relying on some of our partners and subcontractors who need to fix or repair items who may still be in backlog or delayed, so we ask for patience while we work our way forward. We are 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. Following all guidelines, we ask that if you or someone in your home is or has been sick recently, that you reschedule for a later date.

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/CEO/Owner, Hamlet Homes IV Corporation