

## CAROLINA COLOURS SALES PROTOCOL DURING PANDEMIC

The Carolina Colours sales organization, like all other businesses, is trying to balance the safety of our sales agents and staff, our responsiveness to governmental mandates and recommendations and the needs and desires of our clients. The situation is evolving rapidly and, hopefully, will soon move into a more favorable working and living environment. Until that time and subject to change as circumstances dictate, the protocols set out herein will be observed.

1. All sales events and open houses are postponed indefinitely.
2. All clients are urged to fully utilize our web-site to learn about our community and community home listings. Our company home listings all have virtual tour and photos that allow good viewing of those homes without entering them.
3. We will not maintain full sales staff office hours but encourage any serious prospect to call, discuss properties and/or make an appointment. A sales agent will then meet with the client in our office maintaining a safe distance between client and agent.
4. We will not put any clients in a car with a sales agent for touring purposes. Whether or not we will be able to make any listed property available for the prospect to tour will be a function of permission by the owner and any owner allowing visitation may impose restrictions. IN NO EVENT SHOULD ANY CLIENT TOUCH ANYTHING IN ANY OCCUPIED HOME other than doorknobs if necessary to gain entrance. We will not ask homeowners to make their homes available for showing if the client is previewing property and has no intent to purchase in the short term. However, we may be able to arrange for such clients to see builder owned speculative homes by appointment.
5. We will provide maps and materials to all requesting them and will meet home site prospects at any homesite if requested to do so and if an appointment is made to do so.
6. If a prospect comes to the office without an appointment and the office is staffed, we will greet the customer (from a safe distance), provide that customer any materials that may be useful and schedule follow-up appointments as needed and appropriate. If the office is not staffed at the time there will be a note on the door giving a phone number to call to talk with a sales associate.
7. If a prospect wants to make an offer on property, either home or home-site, we will handle all the necessary paperwork as normal but will circulate documents for signature electronically.
8. For those clients currently under contract, we will provide services as we normally do but suggest that closing occur by mail.
9. We will promptly respond to all emails and phone calls.

We regret the need to take these precautions but we need to act responsibly. Commerce continues despite all of the challenges and the challenges make for opportunities. We all know that this crisis, while real, will be relatively short-term and may actually present some attractive buying opportunities, so we encourage all to look beyond the next few months and continue your preparation for your anticipated future.

THE CAROLINA COLOURS TEAM