

# PAYTAS HOMES

**PAYTASHOMES.COM**

I would like to let all of our Homeowners and Future Homeowners know that we are making the safety of our employees and customers a top priority. We are in a current state that none of us have been in and are taking all necessary precautions and following guidelines to keep everyone's safety a priority. While we are recognized as an Essential Business and continue to operate as normal, we are considered a low contact industry in which we can limit person to person interaction and continuing to follow newly implemented guidelines to make sure we remain compliant. I would like to share with you some of our steps taken to continue the safety of all.

## **Health and Safety Measures:**

- We have screened all employees to make sure that they are not experiencing any symptoms, confirmed that they have not traveled outside of the United States within the last 14 days, they have not been in contact with anyone experiencing symptoms and to make sure they have not been asked by anyone to self-quarantine.
- I have implemented a controlled environment at our offices and models to assure anyone that enters has not been infected, enforcing of washing hands upon entry and sanitizing areas regularly. We will also be discontinuing any group meetings or gatherings that would normally occur with our employees and implementing virtual meetings. Some employees will begin to work from home to ensure the continuity of business-as-normal and to be available to assist our customers with any questions during the continuing building process.
- Contacting and encouraging our suppliers and subcontractors to ensure they continue to operate under the guidelines and restrictions in regards to preventative measures taken.
- We continue to communicate with our employees to make sure there are no changes in their health or the people they are in contact with.

## **Business Continuity Measures:**

- Our customers are very important to us at Paytas Homes and we will continue to be available for any questions/assistance you may need. You may contact us at 386.756.0439 or at [customerservice@paytashomes.com](mailto:customerservice@paytashomes.com)
- We will continue to update our website with any imperative information that may concern our homeowners.
- Customer Service will continue to work, however at this time we will not be scheduling in-home visits until further notice. You may continue to send your Repair Requests to us and we will keep them until we feel it is safe for our homeowners and employees to schedule.
- We are working with all local municipalities to get new permits out as efficiently and expeditiously as possible.
- We are in constant contact with our suppliers to ensure the continuity of business and all new construction within Paytas Homes moving forward.

I remain confident that we will move through this soon and we will continue to work within our company to ensure that we are taking all measures to keep our Homeowners, Future Homeowners and Paytas Homes Employees safe. This is a time that we all need to look after each other and our Paytas Homes Family would like to ask everyone to do what is necessary to keep everyone safe and healthy.

Please do not hesitate to contact us with any questions or concerns you may have.

Thank you,

Jim Paytas,

CEO/Owner of Paytas Homes