



To Current & Future Homeowners,

As we follow the impact of the coronavirus (COVID-19), the health and safety of homeowners and employees remains our top priority. As your trusted homebuilder, we want to assure you that Smithbilt Homes continues to be dedicated to build all homes currently under contract, and new homes for future buyers, but we cannot ignore the reality of the current situation and must implement some precautions to keep the East Tennessee community safe. With that said, the following precautions are being immediately implemented:

Agents & Future Buyers (not under contact)

Open House: Open house will be by appointment only in all communities. Please contact the listing agent to schedule an appointment. For the names and contact information for each listing agent, visit smithbilthomes.com/realtors

Showings: Agents, if you show a model/completed home, please avoid excessive touching and use sanitizer prior to entering the home. Please remember to schedule all showing and site visits with the listing agent

Current Buyers (currently under contract)

Walk Throughs: Please do not visit the home under construction until ready for a Pre-Closing walk through. Once your Pre-Closing Walk Through appointment is scheduled through the listing agent, please limit the number of people present at the walk through to Buyers ONLY.

Design Center: Design meetings are continuing as scheduled and will continue to be scheduled, but are limited to BUYERS only. SUNDAY OPEN HOUSE at the DESIGN CENTER is cancelled for the foreseeable future.

Closings: Unless notified directly by the title company, your closing will happen as scheduled. Southland Title has taken additional precautions inside the office to protect the buyers, sellers, lenders and agents. If you have additional needs or concerns, please contact Southland Title directly at 865-689-2406. Furthermore, because of the volatility of the market, please take a minute to contact your lender to get a current update on your specific home loan and alleviate any unforeseen issues prior to closing.

Existing Homeowners (already closed)

Warranty Home Visits: For both the safety of you and your family, as well as Smithbilt employees, we are limiting Smithbilt employees and sub-contractors entering your home to only address ITEMS NEEDING IMMEDIATE ATTENTION (i.e. plumbing leaks, HVAC issues, Electrical issues, etc.). Please continue to use the MY HOME portal to submit your 90 Day or Year End List, but we ask you be patient in our response time to address each item on the list. If you do have an ITEM NEEDING IMMEDIATE ATTENTION, please submit via MY HOME portal under the Warranty Section.

We will continue to communicate with you, and will keep you abreast of any additional updates or changes in any company policies. We are thankful to be your homebuilder and appreciate the cooperation on these matters, AS WE ARE ALL IN THIS TOGETHER.