



Dear friends,

For over [NUMBER] years, [CONTRACTOR NAME] has been a proud part of the communities we serve. As the day-to-day landscape of our homes and routines change in response to COVID-19, we're reaching out to you, our neighbors, with assurance and thoughtfulness.

Know that we are actively monitoring the situation and taking guidance from the Centers for Disease Control and Prevention (CDC) and other public health experts. Our core value to "Always do the right thing" means that today – and every day – we will do all we can to be there for you when you need us.

This is as true for our teams as it is for our homeowners. We are immensely proud of the talented professionals in our offices, call centers, and those working diligently in homes. They are the heart of our success and the champions of initiatives that support the health and safety of our customers.

From our expert comfort consultants to our highly trained technicians, every team member visiting homes will build on our current cleanliness best-practices, including wearing booties and using drop cloths. Every truck in our fleet carries waterless soap, hand sanitizer, and disinfectant surface wipes for frequent cleaning of hands, tools, and surfaces.

Most importantly, we are working closely with our suppliers and team leads to ensure our continued support of families in the community with 24/7 availability and the right products for their home comfort.

Times of challenge are opportunities for growth and understanding. Thank you for allowing us to be your home's partner in health and comfort. Our [CONTRACTOR] family is here to help you now and in the days and months to come.