

## A Note from Santa Ynez Valley Construction

Your Local Family Owned Builder!

As a family owned business, there is nothing more important to us than our customers, employees and the sub-contractors who work to build our homes. Their health and safety during this unprecedented time is the most important thing to all of us!

### **Sales Office**

There is always a need to purchase a new home even during these unusual times. Although the sales office is closed, we are available for your personal appointment to give you a tour of the homes and lots that are available. As a safety measure so that buyer's feel comfortable, contracts can be sent to the buyers on their computers with a program called Doc-U-Sign. It allows a phone call with the agent to go over the contract and buyers can sign the documents without having to touch any of the paperwork. It keeps everyone feeling safe and still excited about a New Home Purchase!

### **Current Buyers in Contract**

A big part of buying a new home is watching that home being built and all the selections that are made going in to finalize the home for move in. It is important to the health and safety of our buyers, employees and trades to maintain a healthy and safe protocol during this time. Sales staff can take pictures of the progress of your home if you would like and send them to you. You can also call to schedule an appointment to see your new home on weekends or after 4:30 during the week. Your salesperson will first check to make sure with construction that it will be available to show.

### **Homeowners**

Warranty Service is as important to us as it was when you first looked to purchase your new home. When issues do arise remember to submit your request to customer service at [customerservice@syvcc.us](mailto:customerservice@syvcc.us) or call customer service at 775-782-9761 ext. 226. Customer Service will do their best to schedule an appointment as soon as possible to take care of your concerns.

This is a time for all of us to work together to continue making your New Home Purchase an exciting time whether you are watching it being built or just moved in. We want everyone to know we are here to make your experience as good as we can during the best of times and the most challenging ones!

Thank You From all of Us at Santa Ynez Construction!