



Hills Homes' current operations (as of 31 March 2020)

The Hills Group's priority is to keep our employees, customers and community safe whilst ensuring that we continue, where possible, to deliver products and services with minimal disruption, and comply with the latest Government advice on the Coronavirus (COVID-19) pandemic. We are closely monitoring the impact of the situation and our Group board is meeting daily to ensure our resilient business continuity plan reflects the unfolding situation. In line with Government guidance, we have made arrangements to allow certain employees to work remotely, and have put in place social distancing measures and other precautions where needed for essential site attendance.

With the safety and well-being of our employees, contractors, consultants, customers and communities at the forefront of all our decisions, we have taken the decision to temporarily close all our development sites under construction. Employees will be going on-site in the short term for the essential work of making the sites safe and secure and facilitating unavoidable completion handovers during this closure. These site closures will inevitably impact build schedules, although at this time we cannot confirm the full extent of that delay. We will update our customers and others affected by this unavoidable action as soon as possible.

Following Government advice our sales offices and view homes are closed to visitors. However we do offer a range of virtual walkthroughs of our house types which can be viewed from the comfort of your home, please visit: www.hills-homes.co.uk/3d-walkthrough/

The selling agents and conveyancing teams for Hills' current housing developments are working remotely for the time being and are happy to help you by telephone or digital contact as applicable. The details of all our selling agents can be found on our website: www.hills-homes.co.uk

We want to reassure you that Hills Homes remains open for business during these unprecedented times, albeit with a much reduced team working remotely. Our sales and emergency only aftersales care team are on hand to support and assist you.

To submit a new sales enquiry or an aftersales query, visit our website: www.hills-homes.co.uk/contact-us/ or email customercare@hills-group.co.uk

We must stress that only emergency aftersales enquiries will be dealt with and we will aim to respond as quickly as the situation permits. We kindly request customers to bear with us.

We wish all our customers, colleagues and wider partners all the best during this difficult period. Thank you once again for your support and understanding.

Nick King
Group director - Homes