

**5 November 2020**

## **Hills Homes' Coronavirus Business Continuity Statement**

This update follows the Prime Minister's announcement of new national restrictions to combat the spread of the COVID-19 pandemic, effective from 5 November and expected to end on 2 December 2020.

The Ministry of Housing, Communities and Local Government has confirmed that the housing market is to remain open and Hills Homes' construction activities and house sales will continue during this period. Hills Homes will also facilitate legal completion on properties as normal, subject to Government guidance.

We continue to follow Government guidance to ensure that our sites and workplaces remain COVID-19 secure, including the five steps to safer working together. Our priority remains to keep our employees, customers and the community in which we work safe, and we have made arrangements for employees to work from home where their role permits.

Our sales office and show homes at High Penn Park, Calne are open for viewings from 10.00 until 16.00 Monday to Friday for pre-booked appointments only. Please contact Atwell Martin estate agency on 01249 813813 or email [hpp@atwellmartin.co.uk](mailto:hpp@atwellmartin.co.uk) to arrange an appointment. We have information on our website [www.hills-homes.co.uk](http://www.hills-homes.co.uk) about all of our current developments, as well as virtual tours of our house types for easy viewing and the estate agencies' contact details for each Hills Homes development.

Additionally, we would like to offer reassurance, and a reminder, to our new home owners that we will continue to provide a full after sales service in line with the Consumer Code for Home Builders. However, due to the restrictions presented by the Coronavirus pandemic, we will only prioritise emergency issues that arise and do our best to respond to these as soon as possible. Other routine or minor matters cannot be dealt with as a priority during this time but they will be logged and attended to as soon as the situation for access to occupied dwellings and COVID-19 precautions make it practical and safe to do so.

We continue to monitor the impact of the COVID-19 pandemic on our operations and our Group board meets regularly to ensure our resilient business continuity plan reflects the ongoing situation.

We thank all our new home owners for their support and understanding.

**Nick King**  
**Group director – Hills Homes**

### **The five steps to safer working together confirm that:**

- We have carried out a COVID-19 risk assessment and shared the results with the people who work here
- We have cleaning, handwashing and hygiene procedures in line with guidance
- We have taken all reasonable steps to help people work safely from a COVID-19 secure workplace or work from home
- We have taken all reasonable steps to maintain a 2m distance in the workplace
- Where people cannot keep 2m apart we have ensured at least a 1m distance and taken

all the mitigating actions possible to manage transmission risk.