



Monday, 4 October 2021

## Urban Homes Update – Caring for you through COVID-19

I trust you and your families are safe and well.

The latest Government announcement sees Raglan, Te Kauwhata, Ngaruawahia, Hamilton City and Huntly joining Auckland in **Alert Level 3**.

As a valued client, I just wanted to touch base with you to let you know keeping our teams and you safe during this time is key, as is keeping your project moving.

We are all still here for you with our teams fully prepared and committed to minimising the impact on your project but, delays may happen as we navigate the split levels across Waikato and Auckland.

The summary below outlines our daily operations at this stage.

- Our office team are fully operational and continue to work remotely.
- You can continue to contact us through normal channels – email, phone, mobile and we are set up for video conference meetings should you want to talk through anything in a virtual face to face.
- Your project will continue to progress through the selections, design, estimating and consenting process as normal. Our team continue to be here for you should you need them.
- Your Project Manager will contact you within the next 48 hours to discuss your project in more detail and what the change in alert levels means for you specifically as well as a reminder on our **Covid-19 Health and Safety Control Plan** which outlines specific measures we must take to ensure a safe worksite is maintained. We have attached a copy for you.
- Site visits are restricted to essential meetings only. Your Project Manager will talk you through these meetings and when they are likely to occur.
- Handovers can take place during Alert level 3. Strict physical distancing requirements based on the government regulations apply. Your Project Manager will guide and support you through this.
- We can arrange for essential face-to-face meetings by appointment only. Again, strict physical distancing requirements based on government regulations apply.

If you have any questions or concerns, please speak to your Urban Homes Project Manager or Sales Consultant who are available to answer your questions and alleviate any worries.

Thank you for your continued support and for your understanding.

Andrew South

GM, Urban Homes

***If you are sick (with any cold, flu, coughing or sneezing-type symptoms) or may have been in contact with someone who has COVID-19, please advise your Project Manager or Sales Consultant, and do not accept any meeting invitations. Immediately notify the NZ Healthline and follow their advice.***