

## **Customer Update 5th January - Our Sales Offices and Showhomes remain open**

Davidsons Homes' Sales Offices remain open for business in line with Government guidance – and the range of safety measures we implemented remain in place.

### **Open by appointment only:**

You can book an appointment by using our quick and easy online system or online chat facility. It is essential that you book an appointment before visiting the development as capacity in our sales offices is limited in order to adhere to social distancing.

We want to ensure our staff and customers are kept safe, therefore please don't visit a Davidsons development if you or any family members have shown any signs of having the Coronavirus or if you've been asked to self-isolate by Track and Trace.

Click [here](#) to book an appointment.

### **What to expect when you visit:**

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Our car parks have been configured to ensure social distancing. Once you arrive for your appointment we request that you telephone the Sales Manager to let them know you are here, and they will then invite you to the door. If you arrive early for your appointment, please remain in the car until you have spoken to the Sales Manager and they have confirmed it is safe to go to the Sales Office.

Please wear a face covering to your appointment. These are mandatory for all visitors and you will be refused entry to our Sales Office if you do not wear one for your appointment.

You will notice our signage, which reminds you to keep a two metre distance at all times while visiting us.

We also have a hand sanitiser station by the door as you enter and you will be provided with gloves prior to accessing our showhome.

Once our Sales Manager has run you through the safety guidelines, you can sit in our COVID 19 friendly seating area for your one to one appointment. We have screened partitions as a precaution on the desks.

If you choose to reserve a Davidsons home, this will be completed digitally, and any paperwork you would usually take away with you will be provided via email.

### **Limited facilities:**

As an extra safety precaution, please note we will not be able to provide refreshments or toilet facilities during your visits. Please feel free to bring a bottle of water to your appointment with you.

### **Unaccompanied showhome and home tours:**

We ask that you take your showhome tour unaccompanied and discuss any questions you have with our Sales Manager back in the sales office once you have finished looking around.

You will also be asked to wear disposable gloves which will be provided when touring the showhome.

The viewing of available homes are at the Sales and Site Managers' discretion dependent upon the home being vacant of workers at the time of your appointment and it being safe to do so. If the home is deemed clear, you will be allowed to tour it unaccompanied and also asked wear a pair of disposable gloves which we will provide for you.

You can book an appointment to take a showhome tour [here](#).

### **Guidance:**

We understand that this is a lot of information to take on board, so once your appointment with a Sales Manager is confirmed, you will be provided with guidelines with all of these details included for you to agree prior to your appointment.

We would like to thank everyone for their continued support and assure you that we are here to answer any questions you have and help you find your Davidsons home in the most convenient way for you in the current circumstances.

Please also take advantage of our virtual contact tools including our live web chat on each of our development pages, which is live daily from 9.30am until 9.30pm Monday to Sunday.

We also have a wide range of video tours of our homes available, please click [here](#).

### **Construction:**

In line with the Government guidance issued on 4<sup>th</sup> January 2021, construction can continue and therefore work on our developments will continue as usual. Health and Safety remains our priority and we continually review our practices to ensure the safety of everyone onsite.

### **Frequently Asked Question**

Can't find a question? Please don't hesitate to get in contact with us.

### **I'm interested in reserving a home**

#### **Q. I would like to reserve a home, am I still able to do this?**

*A. Yes, please get in touch with our Sales Manager via, phone, email, web chat or video link on our website. Reservations can be done remotely. You can also now request a face to face appointment with a sales manager at your respective site.*

*Q. I would rather have a virtual appointment, is this possible?*

*A. Yes, we offer a video call appointment service if you require, please specify this at the time of booking.*

*Q. Can members of my family or support bubble attend my appointment?*

*A. Yes they can, however we ask that no more than 6 people from your household or support bubble attend.*

### **Moving in the next 6 months**

**Q. I need to make some choices on my home, can I come to site to do this?**

*A. Our Sales Managers will be in touch. Our new Options and Extras website allows you to make all of the choices from the comfort of your home – although you are welcome to make an appointment with your sales manager to look at samples of all of our ranges.*

**Q. My mortgage offer will run out & I haven't exchanged contracts yet, can I get an extension on the deadline?**

*A. Please speak with your Bank or Financial Advisor who will be able to advise further.*

**Q. If my circumstances have changed can I cancel my reservation?**

*A. Please speak to your Sales Manager about your changes. It may be that we need to refer you to your Solicitor or Financial Advisor.*

### **Moving within the next 3 months**

**Q. If I'm due to move into my home in the next 12 weeks will I be able to?**

*A. Of course. House-moves remain possible, and since the start of the first lockdown hundreds of new house-buyers have moved into their new Davidsons home. We have a number of additional safety procedures in place including extra cleaning and contact-less handover.*

**Q. Will my Home Demonstration Tour still go ahead? If so how?**

*A. Our contact-less and Covid safe home tours with a site manager can still go ahead where it is safe to do so. However, there may be exceptions where there are high levels of viewing demand on site, so please do arrange viewings in advance to ensure the appropriate safety measures can be taken ahead of your visit to avoid disappointment. Face coverings will be required to be worn during these tours. Our site manager can also record the tour for you and send it via Whatsapp if you are isolating or would prefer to view from the comfort of your home during the lockdown.*

**Q. What do I do on moving day? How will Social Distancing be enforced?**

*A. We have completed touchpoint cleaning to ensure your home has been cleaned to the highest standards. We will have minimal contact with you on completion date and as such meter readings and other form filling will not take place straight away.*

**Q. What if I have a problem in my home once I've moved in? Who do I contact?**

*A. Please contact our customer service department via our [online form](#).*