

# Cornerstone

Keeping you up to date with all the latest neighbourhood news



## *Here to help our customers*

**Welcome to our summer 2020 Cornerstone newsletter for Mayfield Gardens**, bringing you up to date with all the latest news from our developments across the region. We know it's been a difficult few months, and we've been committed to ensuring our developments are safe and our communities are supported during the COVID-19 crisis. Read on to find out more about how we are making things safe, helping customers and supporting the local area.

We were the first UK homebuilder to stop construction on sites and close sales centres in the wake of the COVID-19 pandemic and the lockdown restrictions. Construction has since restarted, with staff and subcontractors operating under a strict set of health and safety practices, and following Government guidance we started a phased approach to reopening our sales office and show homes across the region from Friday 22nd May.

Our developments across Devon and Cornwall are now open once more. We have introduced new working guidelines for all sales offices and showhomes, designed to protect the health and safety of our customers and employees. These include the installation of Perspex screens and marker guides for social distancing. Show home viewings will be unaccompanied and only one family at a time will be able to view each home.

Our sales and customer service teams have been helping customers remotely through the lockdown period, and we are encouraging all of our customers to maintain contact digitally where possible. Those wishing to visit developments should first call the sales team to book an appointment. You can find out more about our response to the COVID-19 crisis by visiting <https://www.taylorwimpey.co.uk/why-choose-us/staying-safe-during-covid-19>.

Melissa Langton, Sales and Marketing Director, said: "Reopening our sales offices and show homes is a significant step for both staff and customers. We're not prepared to compromise on health and safety, which is why we are operating our sales offices on a strict appointment-only basis.

"The revised health and safety protocols and guidelines mean that we can operate safely, both on site and in our sales offices and show homes. Our teams have really got behind the new safety measures and keep telling me how happy they are to be able to welcome customers to our developments once again. They are doing an amazing job and it's lovely to see some of the positive feedback that we have had from customers over the past few months."

# Welcoming our first residents to Monkerton

**It's been great to see a new community form at Mayfield Gardens,** with many of our residents now settled into their homes and construction back underway.

Mayfield Gardens includes a mix of two, three and four-bedroom homes with a range of great options for first time buyers, downsizers and growing families. Our first residents began to move in November 2019 and are already making the most of life on a new-build development.

Sales Manager Jackie Ireland said: "We've had some brilliant feedback from

Mayfield Gardens residents so far. Plenty are enjoying the location, with great connections around Devon and facilities such as Aldi and Lidl, Pinhoe railway station and the Pinhoe Hoard within walking distance.

"Our residents are excited to be amongst the first to experience this brand new development, and many were blown away by our showhomes. We are also really pleased to have had so much positive feedback about the ease of the purchase process and the quality of our service."



## Providing vital support to care homes across the region

**As part of our work to support communities across the region during the COVID-19 crisis,** we recently sent care packages and donations of personal protective equipment (PPE) to two care providers in Devon.

Our team procured a range of resources, including face masks and gloves, along with care packages of toiletries, games and food for Palm Court Nursing Home in Dawlish and Quay Court Care Centre in Kingsbridge.

Jo Broderick at Palm Court Nursing Home said: "We're so grateful to Taylor Wimpey Exeter for this kind donation and for their support in the current climate. Our staff work incredibly hard every day to ensure that our residents are healthy, happy and safe, so this donation of vital equipment along with the care package is a huge boost to us in such a difficult time."

Emma Hughes at Quay Court Care Centre said: "A donation such as Taylor Wimpey's really goes a long way, especially when we're faced with a crisis such as COVID-19. The team are working round the clock to make sure that our residents are in a safe environment and the added help from businesses such as Taylor Wimpey helps ensure that this can continue."

We also asked our local communities to let us know of any organisations working to support vulnerable people through the pandemic that could do with a helping hand. Several people got in touch to nominate Exmouth Friends In Need, which exists to prevent or relieve poverty in Exmouth and the surrounding areas. In recent months the group has been helping an increased number of people with food, bills, medication and special diets, as well as supporting local organisations such as Millwater School. We donated £250 to help the group with their efforts.

## Mayfield Gardens site manager recognised with top industry award

**Our site manager Luke Cox has been awarded a National House-Building Council (NHBC) Pride in the Job Quality Award.**

The awards recognise dedication to building high-quality homes and are presented following a judging process by industry inspectors. This includes assessing the developments throughout the year, giving you the assurance that our developments provide top-quality homes and excellent customer service.

Luke will go on to the regional stage in Autumn 2020, with the Supreme Awards gala final being held in early 2021.

He said: "I'm over the moon to have won and I'm delighted for the team at Mayfield Gardens. We have worked extremely hard on the development and continue to do so, and it's great to see that work recognised with the NHBC award."

"From our first day on site we've focused on ensuring that our homes are of the highest quality, and it's great to see that customers appreciate our efforts when they move into their new homes."

Rob Baker, Production Director at Taylor Wimpey Exeter, said: "We're delighted that Luke is a Quality Award winner this year. It's a fantastic honour for him, but also speaks volumes of the work that our site teams do across our developments. They all work incredibly hard and take great pride in ensuring that the homes we build are completed to the highest possible standards."

"We are committed to maintaining the highest levels of quality and customer service, and this recognition has ensured that we continue to be an NHBC award-winning housebuilder year after year. Luke's Quality Award is thoroughly deserved and we'll all be supporting him as he progresses through to the regional stage and hopefully to the grand final later this year."





## *Launching our sites safely and virtually*

In June we were proud to host pre-launch events for two highly-anticipated developments, Buckingham Heights in Exmouth and Riverside Walk in Countess Wear, Exeter. In line with social distancing measures, these pre-launches were held virtually and our team worked remotely to help customers get a feel for the site from the comfort of their own homes, ahead of the on-site launches planned to take place during July.

The virtual pre-launches were hugely successful, with a number of reservations and plenty of interest from customers. Those who have not already registered their interest online can visit the development website and email the team to learn more.

Lena Wilding, Sales Manager for Buckingham Heights, said: "Being able to use the latest technology to showcase Buckingham Heights and Riverside Walk was a huge step in continuing to help our customers following the lockdown. Although people won't yet be able to visit the developments, our brilliant sales executives have a range of tools they can use to help show off what will make both sites such a lovely place to call home.

"Interest has been incredibly high since we started on site and we have seen a number of reservations since the launch. To make sure that you don't miss out on your dream home, I'd urge you to visit our website and email the teams to let us know how we can help. We're looking forward to meeting you."

## *Supporting care workers with a discount on new homes*

**As a thank you for their efforts during the COVID-19 pandemic**, we are offering a special 5% discount off the purchase price of a home to NHS and other care support workers\*.

On top of the 5% discount, and to help personalise the new homes, we'll also include fitted carpets for living areas and fitted vinyl flooring for all kitchens, bathrooms, cloakrooms and en-suites.

Our Care Worker Discount Offer is available to all current NHS staff, doctors, nurses, midwives, paramedics, prison officers, social workers, care workers, front line care home worker and other frontline health and social care staff; emergency services employees including those working in 999 call centres for ambulance, police and the fire service; the support and specialist staff required to maintain the UK's health and social care sector; teachers working in nursery, primary and secondary education and childcare workers; and armed forces personnel.

For more information, please visit <https://www.taylorwimpey.co.uk/ways-to-buy/care-worker-discount>.

## *We want to hear from you!*

Over the past few months, the world has changed drastically and we've all had to adapt our lifestyles to keep each other safe during these difficult times.

Whilst everyone has had to make changes, we're sure that people will have found ways to keep their spirits up;

whether it's video calls with family and friends, forming virtual community groups at their new developments, or simply baking some good old-fashioned banana bread. Whatever it is that has helped pass the time whilst staying at home, we want to hear from you!

We'd love to hear your stories and share them with our customers across the region. To get in touch please email [caroline.wengrad@taylorwimpey.com](mailto:caroline.wengrad@taylorwimpey.com).

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