

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 Buckingham Heights, 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 for Taylor Wimpey Exeter, 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 showhomes. 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."



Working to support the Exmouth community

One of our key priorities is supporting the communities in which we build. We do this through planning contributions, work with local charities and organisations, and engagement with residents who live around our developments. Read on to find out what we have been doing around Buckingham Heights and our neighbouring Exmouth development, Plumb Park.

of 30 homes at Buckingham Heights will qualify as affordable housing managed by Teign Housing, either through shared ownership schemes or as affordable rent.

Alongside these contributions, we have supported several community initiatives in and around Exmouth, such as Exmouth in Bloom and Exmouth Sea Cadets. Last autumn we gave out reflective snap bands to help pupils at Marpool Primary School walk to school safely as the days get darker, and we donated £100 of book vouchers to Littleham Primary School for World Book Day in March this year.

This ongoing community support comes on top of contributions to infrastructure and facilities around Exmouth agreed as part of the planning consent for Plumb Park. Over £2.1m has been pledged to East Devon District Council, which the authority is able to spend on a range of resources including schools, health centres, libraries and community and youth facilities.

We will put £78,000 towards the provision of additional bus journeys along Douglas Avenue on weekdays, and a further £170,000 will be paid to South West Water to help fund upgrades to the local drainage network.

On site we have already provided a number of new walking routes around Donkey Hill. We are also creating 40 new allotment pitches and a communal building for work and storage on site. Our technical team is currently drawing up a planning application specifically for these allotments, and we hope to submit this to East Devon District Council in the coming weeks.

Planning contributions and new facilities on site

We will be putting over £800,000 into improving the area around Buckingham Heights, bringing our total commitment to Exmouth to almost £3m.

Through contributions agreed as part of the planning permission for the development, we will put over £730,000 towards East Devon District Council's Community Interest Levy. This can be spent by the council on a variety of resources and infrastructure around the town, including education, culture, sports and sustainability projects.

We have set aside over £24,000 to mitigate any possible environmental impacts to the Exe Estuary, East Devon Pebblebed and other local areas of conservation, and we will also put over £44,000 towards the improvement of local leisure facilities, including money for new play equipment on site. A total



Listening to local residents

We know that it can be tough for people who live near our development sites whilst construction is ongoing.

Housebuilding creates noise and heavy good vehicle traffic, which can be disruptive.

We are in regular contact with residents and local councillors, and we take a proactive approach to dealing with any concerns. In recent weeks we have received complaints about site traffic for Plumb Park and, following discussions with county and district councillors, we have written to our contractors and delivery hauliers to ask that they ensure their vehicles are covered to prevent materials falling onto the highway and causing damage. We have also asked that their drivers continue to consider local residents, and use approved routes when planning their journeys and waiting for the site to open.

Site deliveries are governed by the construction management plan, which takes into account approved vehicle routes and times of working and was amended following feedback from local residents in August 2018 to ensure that all deliveries use Douglas Avenue, as it is the most suitable route and prevents heavy vehicles from using narrower side roads or Littleham Cross.

The plan states that deliveries cannot enter the site until 8am, and this is strictly managed by our on-site team. If drivers arrive before this time they are asked to wait away from Buckingham Close or roads directly adjacent, in order to minimise disruption to local residents.

We will continue to listen to local residents and work with local councillors to ensure that we keep disruption to a minimum.



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.



Launching our sites safely and virtually

In July we were proud to launch two highly-anticipated developments, Buckingham Heights in Exmouth and Riverside Walk in Countess Wear, Exeter.

Buckingham Heights will comprise a mix of two, three and four-bedroom homes, and is our second active development in Exmouth following the neighbouring Plumb Park. Riverside Walk is the second Taylor Wimpey development in the city in recent years and follows the success of Mayfield Gardens, in the suburb of Monkerton.

In line with social distancing measures, we held virtual pre-launch events in June, when our team worked remotely to help customers get a feel for the site from the comfort of their own homes. The virtual pre-launches were hugely successful, with a number of reservations and plenty of interest from customers. We then welcomed customers on an appointment-only basis when we launched on site during July.

Lena Wilding, Sales Manager for Buckingham Heights, said: "It was a real pleasure to welcome people to both Buckingham Heights and Riverside Walk this summer. Prior to lockdown we had plenty of interest in both developments and our sales teams worked really hard to keep customers up to date as the situation developed through April and May.

"Being able to use the latest technology to showcase the developments during the virtual pre-launch events was a huge step in continuing to help our customers following the lockdown, and we have since seen a number of reservations across both sites. 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 workers 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.wengradt@taylorwimpey.com.**

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