

# 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 Riverside Walk**, 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 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."



## Supporting care workers with a discount on new homes

**A registered nurse and his family are looking forward to moving into their perfect home having been able to make use of our Care Worker Discount.**

Humberto de Matos, 36, is buying a new home at Riverside Walk with his wife Joana, 32, a dentist, and their six-month-old son. Having moved from Porto, Portugal, to a rental property in London, the couple were looking for a more permanent base close to the coast.

Humberto said: "We wanted a house we could simply move into, without doing renovations or worrying about problems that could arise with the house in the near future. Buying new means we have a warranty in place that acts as a peace of mind. The fact that new homes are more energy-efficient is also very important for us."

Taylor Wimpey's strong reputation and build quality score - the highest of any large house builder as measured by the NHBC - gave Humberto and Joana peace of mind that they were in good hands. As Humberto is a registered nurse, they were able to use Taylor Wimpey's Care Worker Discount, which gives a 5% discount on any new home and also includes free carpets and vinyl throughout the house.

Humberto said: "The 5% Care Worker Discount really means a lot as a gesture of recognition for the work I and other nurses and healthcare professionals do every day and night of the year. To have a building company that appreciates our role

in society by offering such a discount is a real testament to the company's values."

The couple chose Riverside Walk after spending time in the sought-after Topsham area of Exeter. They picked the three-bedroom Byford housetype as the perfect space for a family to grow.

Humberto said: "Riverside Walk is as close as you could be from Topsham and just on the margin of the River Exe estuary, which just meant it was perfect for us. The first impression we got was very positive as aesthetically the development just blends into the existing housing. The area is very quiet, with just the river to one side and some parks nearby to take our six-month-old.

"We chose the Byford for two reasons. First was the fact that it has an en-suite in the master bedroom, but second and most important is the fact that the kitchen and living room are linked by a corridor which gives a sense of flow throughout the ground floor. We plan to open that corridor in the future by removing part of the wall separating the kitchen and living room, making it almost like a big open space. We envisioned it as soon as we saw the model home."

Buying a new home during a pandemic presents a number of challenges for customers and Taylor Wimpey staff, but Humberto and Joana have nothing but praise for the Riverside Walk sales team. They are now looking forward to moving in when their home is ready this autumn.

Humberto said: "The whole process was extremely easy and straightforward.

The sales executives Karen and Yvonne made it a pressure-free experience. It's refreshing to deal with people that are actually there to help the customer by making the experience of buying a house uncomplicated. They were flexible and helped us to work through any problems that arose during the process.

"We were limited in terms of the options that we could choose as we bought the house in an advanced stage of the building process, but thanks to the sales team we managed to change some features that were already pre-determined and use some of our Care Worker Discount savings to upgrade the house flooring to Amtico. It's this flexibility and willingness to support the customer that we appreciated, and something that I believe is not easily encountered in other building companies."

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>.

## 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 Taylor Wimpey's 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."



## 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.

## *We pledge £650,000 to the Exeter community*

**As part of our commitment to supporting local communities,** we will put over £650,000 into improving the area around Riverside Walk.

Through contributions agreed as part of the planning permission for the development, we will put over £600,000 towards Exeter City's Community Interest Levy. This can be spent by Exeter City Council on a variety of resources and infrastructure around the city, including education, culture, sports and sustainability projects across the City.

We will also give over £50,000 towards the provision of transport improvements, including a new bus shelter on Wear Barton Road and an extension to the Exe Estuary Cycle Trail through the development. We will improve sports and leisure facilities through the creation of two new turf football pitches and changing rooms and we are also ensuring 35% of our new homes at Riverside Walk are affordable housing, either through shared ownership schemes or as social rent.

Alongside the planning contributions we have supported several community initiatives in and around Exeter, such as a £500 donation to local charities such as St. Petrock's and voucher donations to local schools for World Book Day.

Richard Harrison, Land and Planning Director for Taylor Wimpey Exeter, said: "We're so proud of the contributions we make towards local communities, and our Riverside Walk development continues this great work. With the new sports facilities, an extension to the Exe Estuary Cycle Train and through financial payments, we are committed not only to providing quality homes, but also to ensuring that we are giving back to the local communities in which we build. It's a real privilege to be involved in projects and initiatives such as Riverside Walk."



## *Water polo team wins promotion with our sponsorship*

**We played a small part in helping the ladies' team at Exeter Water Polo Club gain promotion in their debut season in the national league.**

The club, based at Pyramids Swimming and Leisure Centre was founded in 1896. Their men's, ladies' and youth teams compete locally, regionally and nationally, but the ladies' team made their debut on the national stage in August last year. In order to help with league fees and expenses we donated £500, which helped the team gain confidence as they represented Exeter on a wider platform.

The team excelled during their debut season, finishing top of Division 3 and securing promotion to Division 2.

Jenny Herring, captain of the ladies' team at Exeter Water Polo Club, said: "This is the first time in the history of the club that the ladies have made it to a national platform. We have a strong team of determined players, which has allowed us to now be first place in the league. We are so grateful to Taylor Wimpey for their generous sponsorship; many of us are students and so we simply couldn't afford the cost of the fees and other expenses without their help."

## *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](mailto:caroline.wengradt@taylorwimpey.com).**

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