

HOME INFORMATION FILE AMENDMENTS

As we continue to follow the Government's guidance regarding the current COVID-19 pandemic, we would like to assure all our customers that we remain committed to providing the necessary health and safety policies and procedures focussed on protecting our customers, colleagues and subcontractors.

We have taken a number of measures to ensure the safety and wellbeing of anyone visiting our developments during this time. We have implemented some temporary amendments to our usual processes detailed within your Home Information File (HIF) which we would like to draw your attention to:

VISITING US

Any visits that form part of your customer journey with Story Homes, such as your Home Demonstration and Handover, will need to be booked in as a dedicated appointment.

Please ensure you refer to our website at www.storyhomes.co.uk/covid-19-measures/ for current guidance on the key things that you will need to know before attending any appointments with us. If you are unable to access our website, please call your Sales Executive in advance of your visit who will be happy to talk you through our current guidance.

HOME DEMONSTRATIONS - PAGE 17

In order to maintain 'Social Distancing' measures, your Sales Executive will not be in attendance at your Home Demonstration. The Home Demonstration will be conducted by one of our experienced Site Managers who will guide you through a comprehensive induction process, highlighting important features about your new home and how to maintain it.

HANDOVER - PAGE 18

Again, to maintain 'Social Distancing' measures, your Site Manager will not attend your handover appointment; this will be managed by your Sales Executive who will formally handover the keys to your new home.

COURTESY CALLS - PAGE 40

There may be amendments to how we conduct our Courtesy Calls during this time. Please speak to your Sales Executive who will be able to advise you of any temporary changes to our processes.

AFTERCARE - PAGE 28

To ensure that we are working as safely as possible and in a controlled way, our Aftercare team are currently carrying out a phased approach to completing any remedial works in properties.

As we continue to follow the Government's guidance regarding COVID-19, please be assured that we remain committed to providing the necessary health and safety procedures to protect our customers and colleagues during any Aftercare visits. Should we need to enter your home, we will seek your agreement to comply with these stringent health and safety procedures before attending.

Whilst Story Homes continues to monitor the ongoing situation surrounding COVID-19, we'd like to assure you that we are working extremely hard to maintain our operations and ensure your customer journey with us runs smoothly. Should anything change that may affect you, we will update you as soon as possible.

If you have any queries with regards to the guidance in this leaflet, please speak with your Sales Executive who will be happy to help.

On behalf of the team at Story Homes we would like to thank you for your understanding and patience during this time.