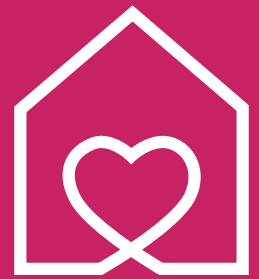


# Our Commitment to Care *for your New Home*



Dear Homeowner

Once again thank you for purchasing your new home from Mactaggart & Mickel. We hope you are settling in and enjoying your new living experience.

Customer care and satisfaction is crucial to Mactaggart & Mickel. COVID-19 presents a number of challenges and in order to keep everyone as safe as possible, and minimise the frequency of visits into your home, we will be adhering to the following guidelines.

Remedials will now be reported at 5 specific times throughout your warranty period. This will be at **7 days, 30 days, 6 months, 12 months** and **23 months** from your entry date with the exception of any emergencies. An emergency is defined as loss of power, heating or water.

The responsibility will be on the homeowner to report remedials at these specific times. Please note we will not be able to accept the reporting of remedials that fall out with these times.

**We ask that you refrain from visiting the Sales Office to report any remedial items. Please report any remedial items or concerns directly to your Sales Consultant via email.**

In order to assist reducing the number of visits to your home we ask that you provide (where possible) any supporting videos and photographs. Your sales consultant will contact you to discuss.

If required, an inspection will be arranged with your sales consultant and site personnel to determine if any work is necessary.



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*Continued over..*

# Our Commitment to Care *for your New Home*



## COVID-19 Procedure

- Mactaggart and Mickel representatives will not attend work if they or any of their household have symptoms of COVID-19 or the virus has been confirmed via a test and they are self-isolating
- It is essential that you advise our team should any member of your household develop any symptoms of COVID-19 either at the point of making the appointment or prior to any work taking place. If confirmed, work will cease and your appointment be rescheduled for a time and date that is deemed safe to do so
- Recent Government guidelines advise that Mactaggart and Mickel representative must not visit multiple households per day, therefore limiting the number of appointments we can carry out in a day
- All household visits will be strictly pre-arranged only
- We request that in advance of your appointment time you clean and open the windows where possible to ventilate the areas in which our representatives will be working
- In advance of your scheduled appointment, all Mactaggart and Mickel representatives will have taken a digital temperature ahead of commencing any works
- In advance of visiting your home all Mactaggart and Mickel representative will have washed their hands and will carry their own personal hand sanitiser. In addition disposable gloves and face coverings will be worn while carrying out work in your home
- If at any time the Mactaggart and Mickel representative or Client is not satisfied with the controls in place, work will be suspended, the location will be made safe and work rescheduled
- Our team will be in touch to arrange a mutually convenient time to gain access to your property. Please note that we require you or your representative to be present in your home whilst works are being carried out
- Our Mactaggart and Mickel representative will wipe down all surfaces where work will be undertaken using anti-bacterial wipes, prior to and on completion of work
- Social distancing must be maintained at all times (2m distance)
- Your Sales Consultant will contact you when all works are complete to ensure your satisfaction



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