



Emerald Hills Sales & Information Centre

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How we are managing Covid 19

A Message from Macarthur Developments

Dear resident, supplier, contractor, consultant, interested buyer and all who do business with us.

We have, as you have, been monitoring the Government and expert response to the COVID 19 situation. For our business we have adopted a "Preparedness Management Plan" to enable us to continue to operate as effectively as possible. For you this means the following:

1. For the time being our Administration, Project Management and Sales functions remain open for business at our Sales Office at 1150 Camden Valley Way Leppington;
2. We have adopted safe work practices in accordance with Commonwealth and NSW State Health Department guidelines which include attention to personal hygiene, social distancing and regular cleaning and sanitisation;
3. Our office remains open for walk-in visits. However, subject to advice, we may close the office for public access at short notice. We will publicise this as best we can in the circumstances and will provide other means for you to communicate with us (e.g. tele-conference, phone, internet etc.);
4. We also have a contingency plan in place that will allow our staff to continue to work effectively - remotely if/when required;
5. In the meantime, if you have any concerns you may wish to make a private meeting appointment with us at a mutually convenient time and place. We encourage you to contact our Sales Team (via phone or email) who will work with you to arrange a suitable opportunity that you are comfortable with; and
6. To our customers who are currently awaiting completion of construction of their lot, or who are in the process of completing the purchase of their lot, please be assured that we are working closely with our civil contractors and solicitors to safeguard continuity of both of these activities in accordance with their adopted timetables.

These are extraordinary times. However they are temporary and they will pass. I conclude by reassuring you that we are taking all the necessary steps to ensure continuity of our business relationship with you. We are open, working on our projects for you as usual, and our commitment to our customer service remains unchanged.

Yours faithfully,

Stephen McMahon
General Manager
20 March 2020