

Dear Valued Client,

With the increasing news and concern regarding the COVID-19 coronavirus, ZAC Homes wants to ensure our clients that we are monitoring the developing situation and have resources in place to provide you continued service in any type of contingency situation.

To ensure ZAC Homes can continue to serve our clients, we have enacted new policies which provide updates and clarification regarding our internal processes relating to our clients. These updates are as follow;

- If you have recently **travelled overseas** or have been in contact with somebody who has, **please notify our staff** of this before any face to face consultations take place and please follow new legislation by self isolating for 14 days.
- To help contain the spread of the virus, ZAC Homes has become a **handshake free zone**.
- Please ensure to use the hand sanitizer provided before entering or exiting any of our display homes or head office facility.
- All face to face **Colour Selection Appointments** will be postponed until further notice. We have been informed by Austral Bricks that External Colour Selections are still being conducted, so we encourage our clients to take this opportunity. Austral Bricks will then forward all selections to our office, which we can use to finalise External Colours and allow us to submit to Developer/Council/Certifier as required, eliminating any delays in the approvals process. We are still contactable through email and phone and encourage our clients to contact us with any queries.
- As **Internal Colour Selection Appointments** are more involved, we will reschedule all appointments until further notice.
- All correspondence in relation to existing Colour Selection enquiries will be attended to via phone and email as normal.
- **All face to face appointments** with the **Pre-Construction team** will be postponed until further notice, including, but not limited to contract signing appointments. We are in the process of finalising a solution in which we can provide you with a contactless method which will enable you to sign and return contracts, and/or variations. All other communication will be attended to via phone and email as normal

We appreciate your understanding and cooperation during these trying times, please ensure you acknowledge and follow all outlined steps above for both your own safety and the safety of our staff. We hope you and your loved ones remain safe and healthy.

The ZAC Homes Team



**ABN 47 060 679 576**

Builders' License Number: 47259C

Unit 6 / 119 Coreen Ave, Penrith NSW 2750