

# Kitchen replacement programme

This leaflet includes important information about your kitchen replacement. Please read before works begin.



## The team



### Customer liaison officer

Our customer liaison officers are your main points of contact. They will help you choose the finishing touches to your kitchen and keep you informed of progress. If you have any questions whilst the work is being carried out then please contact them on the numbers above.

### Planned administrator

The planned administrator will be ordering your kitchen, dealing with suppliers and organising trades. They will also be at the end of the phone to help you should the customer liaison officers not be available.

### Planned supervisor

Our planned supervisor will coordinate the installation of your kitchen. They will be available to answer any questions you may have whilst the team are working in your home and will ensure that the work is carried out to a high standard and in a safe manner.

### Contracts manager

The contracts manager has overall responsibility for the delivery of planned programmes. As well as kitchens, this includes bathrooms and energy upgrades.



## Your new kitchen

Your kitchen refurbishment will involve a wide range of works with different trades entering your property. The list below includes what can be expected:

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- ✓ Replacing kitchen wall and floor units
  - ✓ Replacing your worktops
  - ✓ Providing a new sink and taps
  - ✓ Replacing your flooring with vinyl tiles
  - ✓ Replacing your wall tiles
  - ✓ Installing or replacing your extractor fan
  - ✓ Replacing current and fitting additional electrical sockets where necessary
  - ✓ Renewing your light fitting in the kitchen side only
  - ✓ Repainting your kitchen once we've finished



## **Before work starts**

### **Stage 1 - customer survey**

We will visit you in your home to let you know how we are going to carry out the works and what you can expect when the works begin. We will also ask you to make your kitchen choices from this information pack.

You will then have a week to think about your choices and let us know if you want to make any changes.

When we visit you to talk about the design and layout of your new kitchen, we'll also measure up so that we know what we'll need when we carry out the works.

We will also assess any additional works we may need to carry out such as plumbing, electrics, plastering, and gas etc.

### **Stage 2 - order is placed**


Your choices will be confirmed and we will order the kitchen. Once the order has been placed we won't be able to accept any changes.

### **Stage 3 - start date is confirmed**

We will agree on a date with you when we are going to start the works. If you have any dates that may work better for you please discuss these with us during your customer survey as we will accommodate any of your requests where we can.

### **Stage 4 - reminder is sent**

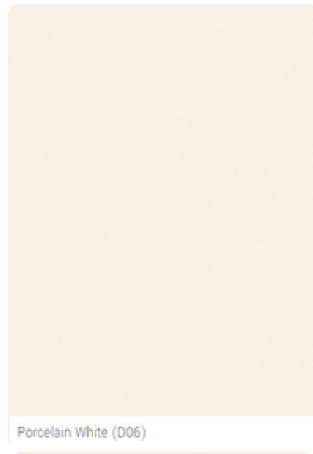
We will call you 2 or 3 days before the start of the works as a reminder that we're on our way.





## Kitchen units

We will bring samples of these options to your home to help you decide.



Porcelain  
White (D06)



Light Grey  
(D06)



Dust Grey  
(D06)



Driftwood  
(D14)

***All pictures shown are for illustration purpose only - actual product may vary due to product enhancement.***

## Work tops

We will bring samples of these options to your home to help you decide.



Sonoma oak



Carrera marble



Black brazil

## Lights



LED tube  
light

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## Handles

We will bring samples of these options to your home to help you decide.



132 stainless  
steel



401 brushed  
nickel



510 brushed  
nickel

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## Paint colours



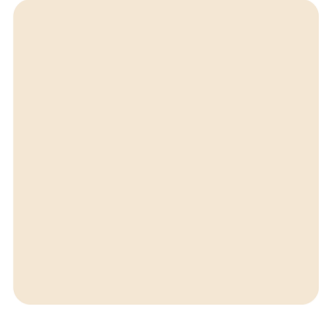
We will bring samples of these options to your home to help you decide.



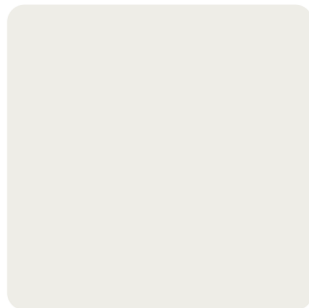
Chic shadow



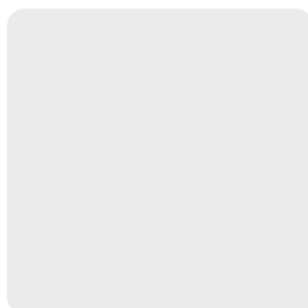
Egyptian  
cotton



Magnolia



Pure brilliant  
white



Rock salt

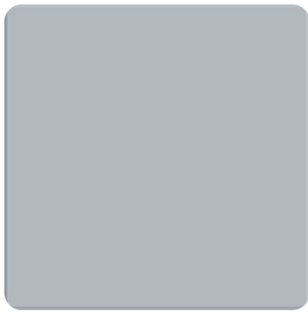
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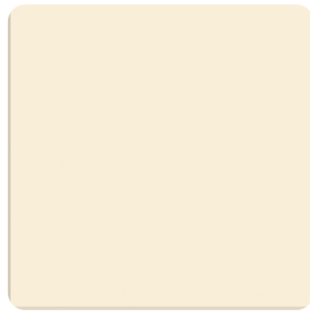


## Wall tiles

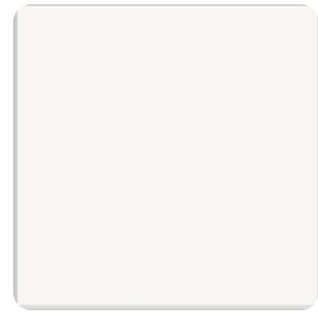
We will bring samples of these options to your home to help you decide.



Storm grey



Victorian  
cream



White

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## Vinyl flooring

We will bring samples of these options to your home to help you decide.



Fjord black



Madras  
anthracite



Natural  
timber



Norma blanc

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## What you can expect - fittings and decor



You will be consulted on the layout and design of your kitchen but we do have to follow certain regulations which can prevent us from placing the cooker or units in certain places on the plan.

- The number of units to be fitted will be discussed at survey – where possible we attempt to keep this like for like but due to certain specification changes we may not be able to do this
- Where appropriate there will be UPVC profile to windows sills and tiling into window reveals
- Tiled from the worktop to the underside of the wall units (approx 450mm or 3 rows)
- Ceilings will be decorated with white vinyl matt emulsion
- All timberwork will be decorated white
- There will be a stainless steel sink with a left/right hand drainer and two lever-action taps
- In most instances, we will be able to fit free standing box in the pipes below your boiler but not above
- Renew or re-site the radiator including pipework only if required
- Fit all pipework with isolating valves (sinks, etc) where appropriate
- Alter/adapt the gas supply to a proposed cooker point if required. All gas pipework will be carried out in accordance with current 'Gas Safe' regulations, paperwork supplied & retained

## What you can expect - electrical

- Full NICEIC electrical test (condition report) upon completion of works - where required, we will also carry out a full electrical test and upgrade on the rest of the property
- Install a new extractor fan or replace existing one if required
- A cooker socket and outlet plate
- Fused spurs to all electrical appliances housed under worktops with above worktop switches
- All spaces and their location will be agreed with you. If you are planning on changing appliances in the near future this should be discussed during the design



## Frequently asked questions



### **Do you re-plaster the whole room?**

No. We'll only re-plaster areas that need to be re-plastered. All other walls will simply be prepared for painting and then painted. The amount of plastering will be decided at the survey.



### **I work during the week, so appointments are difficult – what can you do?**

We try to be as flexible as we can. However, we do survey on fixed days so if the date we have given you doesn't suit, please give us a ring and we'll see what available appointments we have.



### **Who do I contact if there is a problem whilst the work is being carried out?**

Our Customer liaison officers. They will be out visiting during and after the works. However please feel free to call, text or email us if you have any issues you would like to discuss before the works begin.

## Frequently asked questions



**? I work and will be out when the operatives finish, how will they keep me updated?**

You can either call, text or email the customer liaison officers, or we can request that the operatives leave written notes at the property each evening.

**? Do I need to be at home or have somebody at my house whilst the kitchen is being installed or can I leave a key?**

No you don't need to be at home or have someone in the house. Just let us know where to collect the key and we'll let ourselves in every morning and lock up once we've finished in the evening. If you want us to keep the key during the works, that's fine and we'll do that. If you'd rather we gave the key back each evening, again that's fine and we'll do that too! Just let us know.

**? What do I do if I want to amend my plan or choices?**

Again, give us a call. However please note we do state that you have a week from survey to make any amendments.

**? Any other questions or concerns, give us a call!**



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