Kitchen replacement

The kitchen in your home will soon be replaced. This leaflet contains important information about the work to be carried out and how the work could affect you. You should read this leaflet and keep it in a safe place for future reference.

What work is involved?
The existing kitchen units, sink and worktops may be removed along with any splash back tiles. If you have a walk-in cupboard or a pantry, we may want to remove it in order to improve the space and layout in your kitchen. We will discuss any proposals with you to make sure you are happy with what we suggest. We may have to re-site cooker points or sockets to another suitable location to comply with current regulations. Wall tiles will be fitted (a minimum of 3 rows) above the new work surfaces with extra rows behind the cooker. Floor tiles will be fitted if required and any gaps to units made good.

What choices do I have?
We will design the kitchen around your existing white goods, such as fridge, washing machine and cooker, where possible. We will need to consider the safety and design aspects of the kitchen so it may not always be possible to meet your exact requirements. If we cannot, we will tell you why not. We will give you a choice from our range including colour of kitchen units, worktops, floor and wall tiles - all grouts will be white. Some Tenants’ Choice options are available at additional cost, please ask for details.

When will the work be done?
We will give you a date prior to starting work. If this is not convenient a renegotiated date will be arranged. Work will be carried out between 8am and 4pm, Monday to Friday. If we need access outside of these hours we will tell you in advance. Please make sure that we can get in to do the job as delays will lengthen or may even mean cancelling the work.

What should I do before the work starts?
The following preparations are normally required:
• empty all cupboards and clear all worktops;
• store kettles, toasters, microwaves and ornaments safely;
• lift and remove floor covering (if it’s your own);
• take down any curtains or blinds.
How long will the work take?
Your kitchen replacement should normally take three to four working days.

What disruption will there be?
The main disruption will be in your kitchen. There will be some noise and operatives will need to be in and out of your home many times. You will not be able to use the kitchen during the work and you will be without water for a short time while the plumbing work is done. This may prevent you from flushing the toilet or using other taps throughout the property. If electrical sockets are to be moved or fitted this may involve cutting into walls. During the installation the electrical power may need to be turned off. These periods will be kept to a minimum. Turning off the power may affect timers, clocks, fridge and freezer.

We will treat you and your home with courtesy and respect. There will be a mess at times but we will use dustsheets. We will clean up at the end of each day and ensure that your cooker is connected and you have access to water. If you have any pets they may be disturbed by the work. It would be advisable to keep them out of the property or restricted to one room during this time. Please be aware of our dogs policy.

Health & Safety
The operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. All materials will be cleared away and removed from site or placed in a skip. All materials and waste associated with the job will be removed from the site upon completion of the work, normally within 24 hours.

Employee health
We ask you kindly not to smoke when a council employee or contractor is visiting your home. Similarly, all of our employees and contractors have been instructed not to smoke within your home to help protect your health.

The Ownership of Dogs Policy - No dogs by the front door!
Please secure your dog before you answer the door.

Security
You are advised to check the identity of any individual before allowing them in to your home. Dudley MBC employees and contractors working on our behalf carry identity cards. If in doubt, refuse entry and call our Repairs Management Centre on 0300 555 8283.

Materials will need to be brought into the property and therefore doors may be left open from time to time.

After care
We are sure that you will be very happy with your new kitchen - please ensure that you look after it and treat it with respect. Damage caused to any item may be rechargeable. To avoid this, please use kitchen cleaning products regularly, open and close doors and drawers gently and do not overload shelves and hinges.

For further information
about the work please contact the person below and quote the works order number:

Name...........................................................................................................................................................

Contact number .........................................................................................................................................

Works Order Number.................................................................................................................................