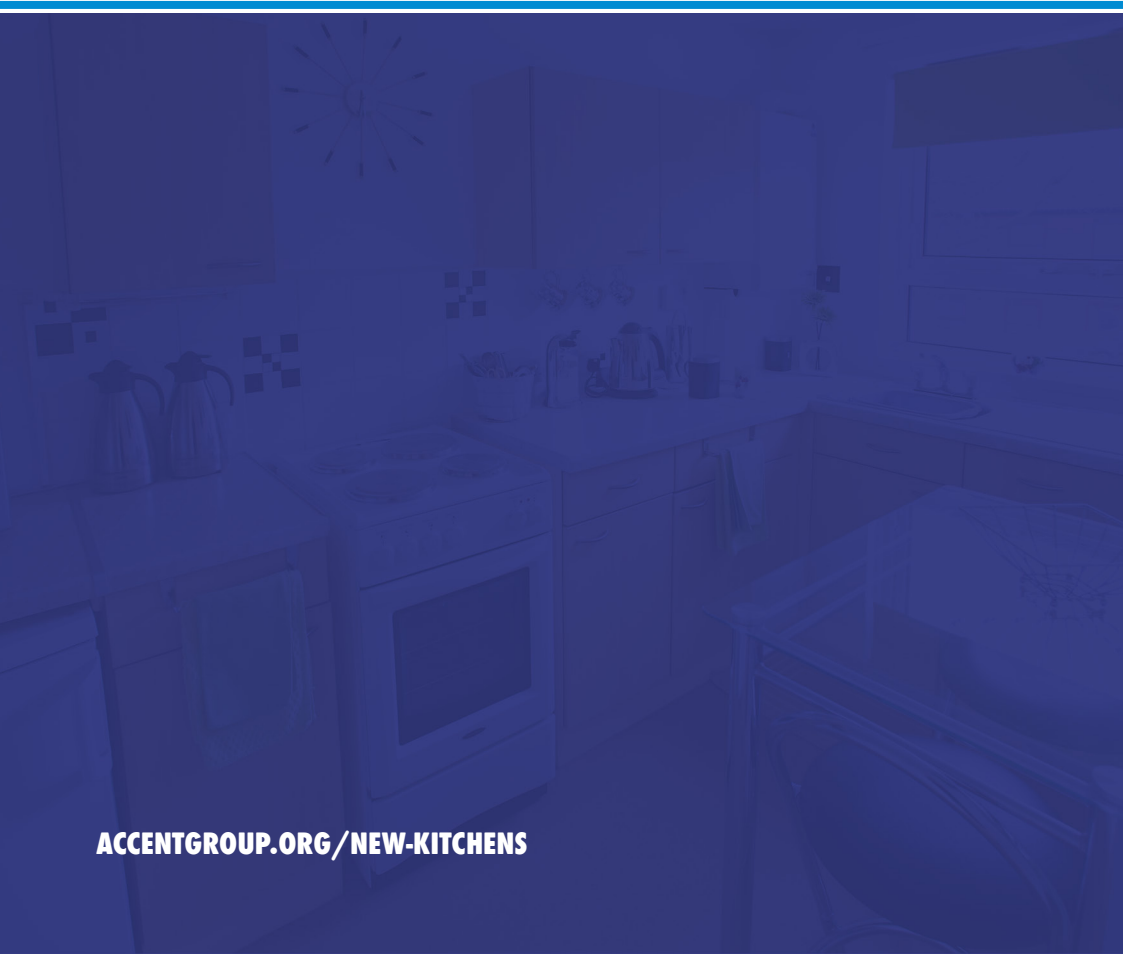




Your home is soon to have a...

NEW KITCHEN FITTED



[ACCENTGROUP.ORG/NEW-KITCHENS](https://www.accentgroup.org/new-kitchens)

This leaflet tells you about the work that is going to be done in your home, and how it will affect you. The leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way the work is carried out.

Our staff and contractors always carry identification (ID) cards. You should always ask for ID before letting anyone into your home.

Why is the work being done?

The kitchen in your home is due to be replaced in line with our Planned Maintenance Programme.

What work will be done?

The old kitchen units, sink, worktops, tiling and floor covering will be removed.

- New units will be fitted along with new worktops, sink and lever taps.
- We will also fit a 450mm high splash back where possible, above the new work surfaces.
- Floor covering or floor tiles will be removed and we will fit new flooring.
- If you have fitted your own flooring and want to keep it, we will tell you if we can re-use it without damaging it
- Your kitchen will be painted when the work is finished.

- Where possible, we will fit an extractor fan to help reduce condensation. This will run at a low speed all the time to provide background ventilation.
- We may upgrade the electric consumer unit if required.

What choices will I have?

We will give you a range of choices for your new kitchen, including:

- Kitchen unit fronts
- Worktop
- Wall tiles
- Flooring
- Wall paint

We will design the kitchen around your 'white goods' (fridge, washer and cooker) where possible. We will try to take your views into account during this process, but we need to consider the safety aspects of the kitchen.

If you are planning to replace any of your white goods, you should make us aware of this before the kitchen is designed, so we can ensure that your new appliances fit properly.

Please note once your kitchen has been designed you will be asked to sign to confirm that you fully agree with the layout. We are unable to make any amendments to this once the design has been accepted and the kitchen will be manufactured accordingly. Should you subsequently change your mind or refuse the kitchen you would be charged for the cost of manufacture.

When will the work be done?

You will be contacted by our Contractor when the work is due to start.

Our Contractor will employ a Liaison Officer who will be your main point of contact for any general 'on site' queries.

How long will the work take?

It will normally take seven to ten working days to fit a kitchen.

When the work is finished, our Contractor and Contract Surveyor will need access to your home to inspect the work.

What do I need to do before the work starts?

The Liaison Officer will call at your home before the work starts to tell you what you need to do.

This may include:

- Emptying your kitchen cupboards and clearing all your worktops.
- Storing safely any electrical items such as your kettle, toaster and microwave oven, as well as ornaments to prevent any damage.
- If your home has not been rewired recently and a new consumer unit (fuse-board) is to be fitted you will need to clear the area around your consumer unit.
- The contractor will disconnect your gas or electric cooker to make sure the work is carried out safely.
- We will tell you if any floor coverings, furniture or white goods, need to be moved to prevent damage during the work.

If you have any special needs which make it difficult for you to lift or move large items, our contractor may agree to move white goods, furniture or flooring for you. They will not be able to accept any liability for damage to your belongings and may ask you to sign a form to say you agree to this.

Any fridges or freezers that need to be moved will be temporarily connected to another socket. It is, however, the resident's responsibility to ensure that it remains plugged in for the duration of the works.

How will this work affect me?

The main disruption will be in your kitchen and access will be restricted during the work. There will be some noise and contractors will need to be in and out of your home.

You will not be able to use your kitchen during the working day. You will be without water for a short time while the plumbing work is done.

Additionally, there will be times when you will be without power whilst this work is being done.

As most heating systems rely on electrical controls you may also be without heating for a short time.

You will not be left without power and water overnight and if requested we will also reconnect your cooker at the end of each day. You may have limited access to your kitchen.

Our contractor will treat you and your home with respect. They will clean up any mess and pack away equipment at the end of each day.

When the work is completed you will be shown how to use any new equipment and left with the relevant instruction manuals.

GET IN TOUCH...

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