

Kitchens

This information outlines how we will plan any work to be carried out and how this work could affect you.

Will you be installing a new kitchen in my home?

If our records show that your property might need a new kitchen, we'll be in touch to arrange an appointment to carry out an inspection.

During the inspection, we'll make sure your kitchen is working properly and meets the Decent Homes Standard. We'll look at things like how old your kitchen is, if there are any signs of damage, and if it needs any electrical work.

Please note that an inspection is not a guarantee of work taking place.

If we find that your kitchen needs to be replaced, we'll let you know right there and then. If we think it can be fixed instead, we'll talk it over with you. We'll then contact you at a later date to arrange a time to come back and make the repairs. Or, if you prefer, you can give our office a call on **01952 217313** or email us at InternalWorkCategoryDL@wrekin.com to arrange the appointment. Just so you know, if we need to order parts, the repairs team might have to come back a few times.

What happens next if a decision is made to replace my kitchen?

If we decide to replace your kitchen, our kitchen contractors will be appointed to carry out the work on our behalf. They'll contact you to arrange a time to carry out a full survey and answer any questions you have. During this visit, they'll make sure there's nothing that could slow down the work and see if there's any other work that needs to be done before they can start.

Some properties may have asbestos, which is a safety concern. So, we might need to do an asbestos survey before the kitchen installation can get started. But if we already have this information from previous work done in your home, then another survey won't be needed.

What choices do I have?

We'll need to think about the safety of the kitchen, so we might not be able to do everything you want. But if we can't, we'll explain why. We'll give you a choice from our range of units, worktops, wall and floor tiles, and wallpaper and paint colours.

What work is involved in replacing my kitchen and how long will it take?

When our contractors start installing your new kitchen, it will take about ten days to finish everything. If there's any extra work that needs to be done, it might take longer.

Work will start on a Monday. Your old kitchen will be removed and new cabinets will be installed during the first week. Unfortunately, you won't be able to use your kitchen during this time. You will be without cooking facilities and a kitchen sink. But don't worry, by Friday of that first week, you should have a working kitchen again, unless something unexpected comes up.

The rest of the time will be spent on finishing touches like decorating and making sure everything looks just right.

We'll let you know when the work will start. If the date doesn't work for you, just let us know as soon as you can so we arrange a new date.



What do I need to do before the work starts?

To help start the work as quickly as possible, we ask all customers to:

- ▶ Take everything out of the cabinets.
- ▶ Remove curtains and blinds.
- ▶ Take down any fixtures you want to keep.
- ▶ Clear out any personal items.
- ▶ Make sure the area is clean and tidy.
- ▶ Make sure workers can easily access your home, kitchen, fuse board and stop tap.

If you need any help with any of this, please let us know ahead of time.

Please don't worry about moving heavier items such as cookers and washing machines - our contractors will move these for you. But if you have a tall fridge freezer, you will need to move that yourself unless we say otherwise.

What disruption will there be?

The main disruption will be in your kitchen and hallway. There will be some noise and workers will be in and out of your home many times. They may need to plug in their tools to keep them charged up, and supervisors will also visit to make sure everything is going smoothly.

You won't be able to use your kitchen during the first week of work. And, while the plumbing work is being done, you might be without gas and water for a short time. This means you won't be able to flush the toilet, use the taps, or use your gas. You'll be given plenty of notice before this happens.

What happens after the work is finished?

After your new kitchen has been installed, our contractors will ask you to take a look at it and sign a completion form to say you're happy with it. Wrekin staff will also come back at a later date to make sure everything is good. If there's something you're not happy with, please tell our contractors and they'll try to fix it. Or you can tell us and we'll contact them on your behalf. You can call our office on **01952 217313** or email us at InternalWorkCategoryDL@wrekin.com

We'll send you a survey to fill out within a week to see how you feel about the work, unless you've opted out. It's important to be honest so we can make our service better.

Here's what you can expect from us when we come to work at your home:

- ▶ All of our staff will wear ID badges so you know who they are. They will be polite and respectful when they are in your home.
- ▶ Our work hours are from 8am to 5pm, Monday to Friday.
- ▶ The work might be a little noisy and messy, but we will try to keep it to a minimum and clean up at the end of each day. We will use floor protection when needed and make sure to clear away any waste.

Here's what we expect from you:

- ▶ Please make sure someone over the age of 18 is at home while we work.
- ▶ Be nice to our staff and clear away any obstacles in the work area.
- ▶ Let us know if the work date we give you doesn't work for you.
- ▶ Tell us right away if you have any special needs or concerns, or if there's anything important we should know before we start working.
- ▶ Keep pets and children away from the work area.
- ▶ And if you're not happy with something, please tell us.