

Kitchen – frequently asked questions



What is included?

There will be a choice of up to 6 colours and styles for kitchens, worktops and wall and floor coverings. Kitchens will include new base units, wall units, doors, worktops, stainless sink and drainer, taps, wall tiles, extractor fan, floor covering, rewiring where required and be decorated. There will be space for a cooker and where possible for a washing machine and fridge. Consideration will be taken for other white goods such as tumble driers and dishwashers in the design where possible.

How long will it take?

We estimate works will take between 7 and 10 working days, although there may be unforeseen delays, if these occur we will endeavour to keep you informed as soon as we can. We would need access to your property during normal working hours.

Will I have to be home for the installation?

No, but there will need to be a responsible person you trust present for the duration of the works. We will work with your around any access issues you may have, but we cannot offer compensation for loss of earnings.

What will it look like?

A kitchen designer will come to your home and plan the kitchen with you, the choices will be discussed and the process explained to you. You will be given a picture as a visual guide to what the kitchen will look like, please be aware this is a guide only and may vary. If there is anything you are not happy with please do not sign the drawing.

Can I choose not to have the works done?

You have the right to refuse works if you wish, as long as there are no health and safety risks present. As a landlord we have an obligation to ensure your home is well maintained and safe. However if improvement works have been identified due to the number of repairs required, the condition will only get worse and eventually the work will need to be carried out anyway.

If you do not want the works undertaken please call us to discuss on Tel: 01228 633678. If you refuse and the change your mind we cannot guarantee to carry out the works in the programme cycle.

Can I have just part of the works done?

No, we cannot just do part works.

What is going to happen next?

We will write to you to confirm that you are in the programme. Following this you will be contacted by our appointed kitchen designer who will arrange to call round to discuss the design and offer you kitchen options, floor and wall covering colour choices. Our appointed contractor will then contact you to discuss the works and arrange a provisional start date. We would require the room and cupboards to be cleared to allow access prior to the works being carried out.

Will I have cooking facilities during the works?

There will be some unavoidable disruption, but this will be kept to minimum. We would recommend you plan meals in advance for the duration of these works.

Will you refit my existing cooker?

Where possible we will try to accommodate any reasonable request to re-fit existing built-in appliances, while all existing white goods will be re-connected, where practicable, during and upon completion of the works.

Will you fit a cooker hood?

No, as a general rule we do not supply and fit cooker hoods.

Are there limits to the kitchen design?

As no structural works are to be carried out there will be limits set by the kitchen size, there are also restrictions in relation to health and safety requirements. The gas entry points will remain in their current position and water services will also influence the position of sinks, washing machines etc.

Why do I need an asbestos survey?

We have a legal duty to ensure that any asbestos containing materials are identified before improvement works start. Without a completed asbestos survey in place we will not be able to carry out the works. There is no guarantee we would be able to add this to a future programme.

Can I pay extra to get a different kitchen?

No, if you want to install your own kitchen you can ask for permission in writing and will consider your request.