

Your new kitchen

What this guide is about

This guide explains what to expect when you have a new kitchen fitted.

Who is this guide for

For people living in a Progress Housing Group home who are having a new kitchen fitted by us.

Bitesize summary

- normally, your new kitchen will be completed within seven working days
- we replace kitchens based on their age and condition
- if your home needs a new kitchen, we will notify you in advance and explain what will happen and when
- our contractor will carry out an asbestos survey before the works can be done
- during the visit to measure the kitchen, you will be able to choose the colour for your new tiles and flooring
- we will need access to your home and all the rooms between 8am and 5pm on the days of the works will be carried out
- we will make sure all the works are completed in a safe, tidy, and clean manner

Having a new kitchen fitted may be exciting, but it may also seem like a daunting process. In this leaflet, we explain in a few simple steps what usually happens when we put in a new kitchen.

We want to provide you with your new kitchen with as little disruption and inconvenience to you as possible. Normally, your new kitchen will be completed within seven working days.

Timescales

We replace kitchens based on their age and condition, which are monitored through our home improvement surveys. We aim to carry out these surveys every five years. Typically, we would expect to replace a kitchen every 20 years, in line with our Asset Management Strategy. If we identify that your home needs a new kitchen, we may arrange a visit to inspect your home before confirming any needed work. If your home does need work, we will notify you in advance and explain what will happen and when.

Next steps

If we need to replace your kitchen:

- a technical officer and kitchen surveyor will visit your home to measure up the kitchen

- we will give you a date for when the work will take place
- if the kitchen programme is fully booked up to six weeks in advance, we will send you a letter with a date which can be changed if that date is not good for you
- our contractor will carry out an asbestos survey before the works can be done

Colour choices

During the visit to measure the kitchen, you will be able to choose the colour for your new tiles and flooring from the following:

Tiles: white, cream, or grey. These are 150mm x 150mm tiles.

Lino flooring: autumn beige, silver birch, ash grey or elmwood.

Kitchen units: haze grey, warm grey, country oak or cool white.

Worktop colours: tippo grey, planked oak, tarrazzo white or tippo white.

We will write your choices down in a letter and you will sign it in agreement. The letter also states what work is done on which days over a period of seven days.

Choosing your own colours

We appreciate that on occasion, tenants may have a preferred alternative tile that they would like fitting. However, as part of our kitchen replacement programme and to ensure ongoing maintenance, we do ask that choices are made from the selection provided. We are currently expanding the choices available to tenants.

If you are still not happy with the choices, then please discuss this with us when we consult you on your kitchen replacement and we will discuss options available including our tenant match funding options. More information can be found on our website about our tenant match funding scheme in the 'improving your home' section under the 'help with the cost of improvements' heading.

Before the installation starts

If you have any particular requirements as part of the kitchen works, such as lever taps, please let us know at the earliest opportunity so we can consider and discuss any reasonable adjustments with you.

Before we start work on your kitchen, please empty all your kitchen units and clear all your worktops.

We also ask that you move your large kitchen appliances where possible. We suggest you temporarily move your fridge and freezer to another room where you can plug them in.

We can help with clearing your kitchen. However, we take no responsibility for any damages to your personal belongings.

We will disconnect your washing machine and cooker. You will need to store these somewhere else in the property while we complete our works. Once all the works are completed, we will connect the washing machine and cooker again.

Here is an outline of the works that will be carried out:

Day 1

- remove your existing kitchen cupboards
- check the electric installation in your kitchen and upgrade it if required
- repair damage like cracks, holes, or missing chunks in plaster walls

Please note, the kitchen will have no working taps or plug sockets on this day. But you will still be able to use taps in the bathroom and plug sockets in other rooms.

Day 2

- install your new kitchen cupboards, worktops and sink unit

Day 3

- plaster and tile your new kitchen

Day 4

- paint the walls and ceiling in the kitchen
- install electrical sockets

Day 5

- finish any painting work from day four

Day 6

- prepare the floor for new flooring
- reinstate your large appliances

Day 7

- install your flooring - this is usually water-resistant lino

This outline information is a guide only; these are subject to change depending on workloads and the size of the kitchen.

Our promise to you

Health and safety

- we will make sure all the works are completed in a safe manner

Competency

- we will make sure all our employees and contractors are expert and competent in the work they do

Noise and dust

- we will try to keep the amount of noise and dust created whilst carrying out the work in your home to a minimum

Cleanliness and tidiness

- we will try to keep any waste and mess created whilst carrying out work in your home to a minimum

Communication

- we will tell you if there are any changes to the work we are planning in your home, including any changes to when the work will be carried out
- if you have any questions or issues before, during or after the works have been completed, please call the Customer Contact Centre on **0333 320 4555**

Access to your home

- we will need access to your home between 8am and 5pm on the days of the works will be carried out
- we may need to have access to your home to carry out checks before the works will be carried out. This will be to carry out checks like an asbestos survey or other work like changes to your electrics or wallpaper stripping
- we will need to access all the rooms in your home to carry out electrical safety tests and any follow up repair works

Completion of works

We would like to hear what your thoughts are about the works completed in your home. This will help us to learn what we have done well as well as what could be improved. Once the work is completed, we will send you a questionnaire. It would be helpful if you could spend a few minutes to do this.

You may also be interested in

- your new bathroom
- improving your home
- repairs and maintenance

Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- logging into your online tenant account
- emailing us
- live chat – available Monday to Friday, 8am to 5pm

You can also:

- call us on 0333 320 4555
- visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW

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Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- pictorial or Easy Read
- large print
- audio
- captioned video
- braille
- high contrast
- other languages

More information is available at www.progressgroup.org.uk/access