

installing new kitchens – a tenant's guide



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اگر آپ کو اس خبر نامے کا ترجمہ اردو میں درکار ہو تو برائے مہربانی اپنے کسی ایسے دوست سے ہمیں 01952 217100 پر رابطہ کرنے کو کہئے جو انگریزی بولتا ہو۔ ہم آپ کیلئے ترجمے کا انتظام کریں گے۔

ਜੇ ਤੁਸੀਂ ਇਹ ਖਬਰਨਾਮਾ ਪੰਜਾਬੀ ਵਿਚ ਲਿਖਿਆ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 01952 217100 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸ ਦਿਓ ਜਾਂ ਆਪਣੇ ਕਿਸੇ ਮਿੱਤਰ/ਸਹੇਲੀ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ ਜੋ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਗੱਲ ਕਰ ਸਕੇ।

W razie problemów z przeczytaniem tego dokumentu prosimy zadzwonić pod numer 01952 217100.

如果你不明白這份文件的內容, 請致電 01952 217100 求助。



choose your home

The Wrekin
Housing Trust

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why are we installing new kitchens?

meeting your needs

Since the kitchens in our properties were installed, customer expectations have changed. The kitchens may no longer come up to the high standards our tenants expect and may not meet current needs.

Decent Homes Standard

We want to ensure all our homes meet and continue to meet the Government's housing standard, known as the Decent Homes Standard.

will you be installing a new kitchen in my home?

Because you have received this letter it means you may need a new kitchen. We have suggested a time for our surveyor to visit to check the age and condition of your kitchen. They will also note if there's anything that could delay the work (see next section.) Please phone us on 01952 217357 if the appointment is not convenient.

If the surveyor thinks your kitchen needs to be refurbished, they will give the information from their survey to our contractor, who will arrange for someone to come and measure up and draw a detailed plan of the layout of your new kitchen. You will be asked to sign the drawings to say that you agree with the proposed layout and work. If there is anything you disagree with, please do not sign the drawings. Tell the contractor what you are concerned about and they will let us know. We will work with you to find a solution before the refurbishment begins – it's much easier to change a drawing than a built kitchen!

when will the work be done?

The contractor will write to let you know when the work will start.

what do I need to do before the work starts?

When you have been told the start date, you will need to empty the cupboards and clear your kitchen of all your personal belongings. Please make sure that the workers can easily access your home and that the room directly above the kitchen is as clear as possible in case we need to rewire. Please don't worry about moving heavier items such as cookers and washing machines because the contractors will move these for you. If you need assistance, please contact the Kitchen Team on 01952 217357.

other work we may need to do beforehand

The survey may show that other work is needed before we can install your new kitchen. If so, we may not have any control over when this work is done, so please bear with us and we will keep you as informed as possible of progress.

- structural work – a structural engineer will visit your home to check whether any structural work needs to be done and let us know. Structural work, such as moving a wall, is only done when absolutely necessary.
- moving meters – if your electric meter needs to be moved, you will need to give us your meter supply number. We will tell you where to find this. We don't need a supply number to move your gas meter. This work can take 8–12 weeks to complete.
- rewiring – the surveyor will assess how much of your wiring needs to be renewed. They will tell you whether getting the rewiring done is going to delay the work on your kitchen. It may be possible to do it at the same time.

- moving boilers – if your boiler is in your kitchen, we may need to check its age and condition before work can start.
- removing asbestos – we may need to do an asbestos survey on your property. If we find asbestos, we may need to remove it, but we'll let you know if we need to do this.

how long will the work take?

The work will begin on a Monday and will take seven to ten working days to complete (up to two weeks). If any other work needs doing, this may mean your kitchen takes longer to complete. The contractors often work at several properties at the same time, so please don't worry if they are not at your property all the time.

what happens during the work?

The contractor will cover the work areas with dustsheets to keep the mess to a minimum, although this kind of work is sure to cause some mess.

The contractors will take out your old kitchen and install your new units during the first week. You may be without cooking facilities for a few days, but by the end of the first week you should have a usable kitchen. Temporary cooking facilities are available and you should ask the contractor if you need them.

The tiling, decorating and general finishing will be done in the second week. You should be able to use your kitchen as normal outside the contractor's working hours.

what choices do I have?

You can choose the units, worktops, wall and floor tiles, wallpaper and paint colours from a selection.

If you don't like the choices on offer, you can buy your own tiles, paint and wallpaper, which we will use instead. If we use your materials, you will be

responsible for maintaining them. Please contact your local Trust shop for a landlord's permission form before buying anything.

after the work is complete

Once the work is completed, the contractor will give you a 'Planned Programme Satisfaction Survey' to fill in. This is a questionnaire that asks you what you think about the work in your home. Please be honest about your experience of the work because we use this information to improve our services.

Soon after the work has finished, the surveyor will call again to check the work for us. They will make a note of anything that doesn't meet the standard we expect for our tenants, and will pass this on to the contractors to put right.

Twelve months after your kitchen was installed, you will be sent a letter to arrange for the kitchen to be checked. This is your last chance to report any problems or defects to the contractors.

who can I talk to if I have any questions?

Phone the Kitchen Team based at our Old Park offices in Telford on 01952 217357.

