

## Council Housing Management Service

# What happens when...

## My home needs a kitchen installed...

### Introduction

Each year we plan and deliver a capital investment programme to ensure Council homes are maintained and comply with the Decent Homes Standard. This is a technical standard set by the government to measure the quality of social housing.

### What happens next?

If your home is to be included on the kitchen programme, staff will send you a letter to confirm this and introduce you to the contractor appointed to undertake the work.

### Who will undertake the work?

We will select a contractor based on ability, experience, and value for money. We will tell you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work at your home on this date. We will give you at least seven working days' notice before any work starts at your home.

The appointed contractor will be in touch with you to arrange a pre-entry survey. This will be an opportunity for them to introduce themselves, talk to you about the work, any access arrangements

needed to complete the work and to answer any questions you may have.

All work on site will be supervised by the contractor and staff. All operatives on site will wear ID badges and safety signs will be visible.

### How long will it take?

The work to your home will take approximately two weeks from start to finish, which includes the follow-on work of plastering/tiling etc. At times delays do occur; the site supervisor will keep you informed of any delays to the work.

Typically working hours will be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operators.

A programme of work will be developed, and you will be provided with an agreed appointment to carry out the work as well as an opportunity to inform on any individual requirements that require consideration.

The contractor will try and work around your availability and be as flexible as possible with appointments.

A tabletop cooker can be provided to help with the making of meals during the kitchen installation.



## What does the work involve?

Work will include replacement wall and floor unit door finishes and handles; worktops; wall tiling and floor covering.

During your pre-entry survey appointment, the contractor will discuss the work and provide you with an opportunity to make your kitchen units, wall tiles and floor covering choices.

We have provided the information below which shares in more detail the work that needs to be undertaken:

**Preparation**—Removal of existing kitchen, wall tiles, flooring, re-locate tenant's appliances, and supply if required temporary cooking facilities

**Electrics (1st fix)**—Installation of cables, back boxes, lighting, and sockets

**Plumbing (1st fix)**—Installation of all pipework including re-position of radiator pipework

**Plastering**—Make good walls and ceiling to an acceptable finish prior to decoration

**Installation**—Install new kitchen units, worktop, and plinths

**Plumbing (2nd fix)**—Connection of sink and taps

**Wall Tiling**—Install wall tiles three courses above worktop – within the cooker spaces to floor level and to finish level with tiling above worktop

**Electrics (2nd fix)**— Install sockets, switch plates, light fittings, heat alarms, smoke detectors and CO2 monitors (if required) and test all for safety

**Joinery**—Box in pipework where required and fit architrave and skirting board

**Painter**—Decorate kitchen with neutral colour

**Floor Coverings**—Installation of a smoothing compound and a damp proof membrane on top of the subfloor. Once dried installation of chosen vinyl floor

**Clean and Seal**—Clean kitchen and mastic seal where required

**Handover** – Contractor to handover to tenant and staff for inspection

Please be aware that the power will be turned off to undertake electrical and plumbing work and you will be informed about the length of time.

## Will there be much inconvenience?

There will be some inconvenience during the work such as:

- **Noise during working hours**
- **Skips located on front driveways/footpaths/gardens/yards**
- **Relocation of your belongings and property both externally and internally to ensure they are not adversely damaged**
- **Turn off gas, electric and water supply to your home during the working day**
- **Dust from the removal of old kitchen units etc and the installation of the new**

## Will there be much damage?

The contractor will keep damage to a minimum, but this work is likely to cause minor damage to decorations where old kitchen units are removed and/or any rerouting of plumbing and electrics are required.

## What do I need to do before and during the work being carried out?

To help everything run smoothly and safely, please make sure all pathways to the kitchen are made clear. The kitchen cupboards and worktops will need to be made clear and any wall fixing removed.

Please do not disconnect gas or electric cooker or any other appliances that are permanently wired in; a qualified tradesperson will do this safely. We do suggest moving any plug-in appliances, like your fridge, freezer, or washing machine to another room if possible. If you are unable to carry out any of this work, please inform the contractor when they meet with you to undertake the pre-entry survey.

We ask you to always supervise pets and/or children as well as take due care to ensure your own personal safety whilst around the work areas.

Warning signs advising of potential hazards where work is being carried out will be placed at various locations. We ask you do not ignore them as they are there for your safety and welfare.

## What happens after the work is finished?

If you have any problems with your kitchen, please report as a normal repair. For your safety, we ask you to test smoke detectors weekly and remove any dust.

To keep your kitchen in good order, we ask you to clean with suitable products and do not use bleach, sulphuric or hydrochloric acid in your sink as this will cause corrosion. If you are installing wall fixtures use a pipe and cable detector.

## Who can I contact if I have any further questions about the work?

If you would like to ask further questions about this work, please get in touch with a member of our staff.

Contact us on tel: **0300 123 7724**

### Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)

You can also telephone: **0300 123 8 123**  
or textphone: **18001 0300 123 8 123**  
website: [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)

