

# A guide to your new kitchen



# Arranging the work

We replace kitchens based on their condition, which we assess using stock condition surveys.

## Step 1

Once we've planned in your kitchen replacement, we'll be in touch to have a more detailed kitchen survey completed. This will be done by a representative from our kitchen supplier.



## Step 2

Once step 1 is complete and we've received the planned layout, we'll contact you to schedule the work. Your kitchen will be designed as a replacement of your existing layout so you'll generally have the same amount of units.

If your existing layout does not comply with regulations on worktops and space either side of your cooker, we'll make changes.

We offer our customers a choice of kitchen door, worktop and flooring styles. We'll also check your kitchen to identify any damp issues, which if found we'll rectify during your kitchen installation.

**Before we start work, we'll check our current asbestos records for your home. If we don't have enough information on this, we'll have an asbestos survey completed before work on your kitchen begins.**





## The installation process



### Clear the space

Before we start work please empty your cupboards and clear your worktops. If you don't do this, it will delay your kitchen replacement. You could also be charged for the delay and extra work time needed.

### Starting the work

Our team will arrive at around 8am to start the work. As with all NCHA employees they'll wear their ID badge so you know who they are.

### Keeping you safe

We'll do our best to keep out of your way, but there will be some disturbances. Our priority is to keep you, your family and our employees safe so please remove any restrictions from the area. Please also keep children and pets away from the kitchen area.

### Disruptions

We'll ensure that you're left with running water and power at the end of each day. The power and water supply will need to be turned off at certain stages, but we'll let you know beforehand.

### Length of the work

We hope to complete the installation within five working days, however if any issues are identified this may take longer.

## Wall tiles



Your new wall tiles will be plain white, but if you wish you can purchase your own tiles.

If you do purchase your own tiles these will be fitted by us. The tiles will need to be available to our kitchen fitters at the time of the installation to avoid any delays.

If you're planning on buying your own tiles, please let us know within five days of your kitchen survey. We'll need to send you a copy of our Tenants Improvements procedure to confirm the change. You'll need to sign this and send it back to us.

Keep a few extra tiles for any future repairs. If we need to replace any tiles during other jobs, we'll only use our standard tiles if you do not have any spare.



## Appliances



We know that some appliances can be tricky to disconnect or move.

If we need to, we'll move and reposition your appliances. We'll do our best to protect them, but we will not take responsibility for damage caused if they need to be moved. We'll ask you to complete and sign a disclaimer before anything is moved.

If needed we'll reconnect your appliances without charging you. We won't accept any responsibility for faulty or damaged appliances when we reconnect them. It's your responsibility to ensure they're turned on and connected correctly, especially with your fridge and freezer. This does not include cookers as they'll be reconnected and checked for you.



## Making sure you're happy with the work

We always aim to improve the services we deliver.

We'll monitor the work to make sure disturbances are kept to a minimum.

On the final day, a manager will visit you to check that you're happy with the work and the service provided.



## Declining the work



We hope you'll agree to the work as it will make your home more comfortable and reduce future repairs.

We understand that in some circumstances you might be unsure about this. We can discuss this with you and take into consideration any personal circumstances.

If the work is needed for health and safety reasons, declining it would be a breach of your tenancy agreement.





## Looking after your new kitchen



### General cleaning

Regular cleaning will keep your kitchen looking new for many years.

An all-purpose kitchen cleaner or soap, water and a microfibre cloth will be fine for general cleaning. Wiping up spills or greasy stains reduces the chance of water seeping into wooden cabinets or worktops. This will help to prevent swelling, cracking or mould in these areas.

Avoid using tough scrubbing brushes on tiled surfaces or kitchen cabinets as this may damage them. After cleaning, always leave the kitchen door open and keep the area well ventilated until it's completely dry.



# Blockages



Blocked sinks can be unpleasant and cause a lot of disruption to your household.

To prevent this follow our tips below:

- Use a sink strainer to prevent waste from flowing down your drain when washing up.
- Do not pour cooking oil or grease down your sink. These things will sit in your drain and cause a major blockage.

**It's your responsibility to fix blocked sinks.**



# Worktops



All worktops will get damaged if they're not looked after properly.

Follow these key tips:

- Always use a chopping board rather than cutting directly on the worktop.
- Never place hot pots and pans on the worktop, use a pan stand instead.



## Floor care



To keep your kitchen floor clean it's best to sweep and mop it at least once a week. Warm water and a mild floor cleaning fluid will be fine for this.

Always make sure you're careful of excess water around the bottom panels of your kitchen units. This can lead to water damage if they become too wet.

## Condensation



Cooking makes kitchens very humid, which causes condensation. Sometimes this leads to damp and mould forming on walls, ceilings and the inside of kitchen cupboards. This can also cause damage on the finish of your kitchen doors.

To reduce condensation in your kitchen try these tips:

- Open the window and allow the hot moist air to escape.
- Turn on your extractor fan to remove moist air.
- Keep the kitchen door closed when cooking as this helps to prevent damp in the rest of your home.



# Contacting us

If you've still got a query after reading this booklet, feel free to get in touch with us.

You can contact us using the details below:



**0800 013 8555**



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