



Havering

L O N D O N B O R O U G H

Kitchens

2019/20

Tenant Guidance Pack



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Introduction

Welcome to our guide to your new kitchen!

A bright new look for your kitchen!

Why have I received this pack?

You've been sent this pack because work on designing and fitting your new kitchen is due to take place soon, we'll be in touch to start work on yours in the next twelve months.

What's in this pack?

This pack tells you:

- How your new kitchen will look and the work we'll be carrying out;
- What you need to do to help the work run smoothly;
- Safety work we'll be doing so that your home is hazard-free

If you have any questions that this pack hasn't answered, please contact the Programme Delivery Team on 01708 434700 or email CapitalProjects@havering.gov.uk

What Does a Kitchen Refurbishment Include?

- New kitchen units
- New worktops
- 3 rows of single colour wall tiles (situated above the worktop only)
- New floor covering, including cement screed base
- Decoration of walls, ceiling and woodwork
- Installation of a new fire door to the kitchen (where required)
- A new sink and taps
- Electrical rewiring and a new fuse board
- Installation of smoke and heat detectors (a requirement to meet fire regulations)
- Plastering where required
- Installation of extractor fan (where required)
- Asbestos removal (where required)

The works take around **15 working days** to complete; our guide will detail what you can expect to happen at each stage before and during the installation.

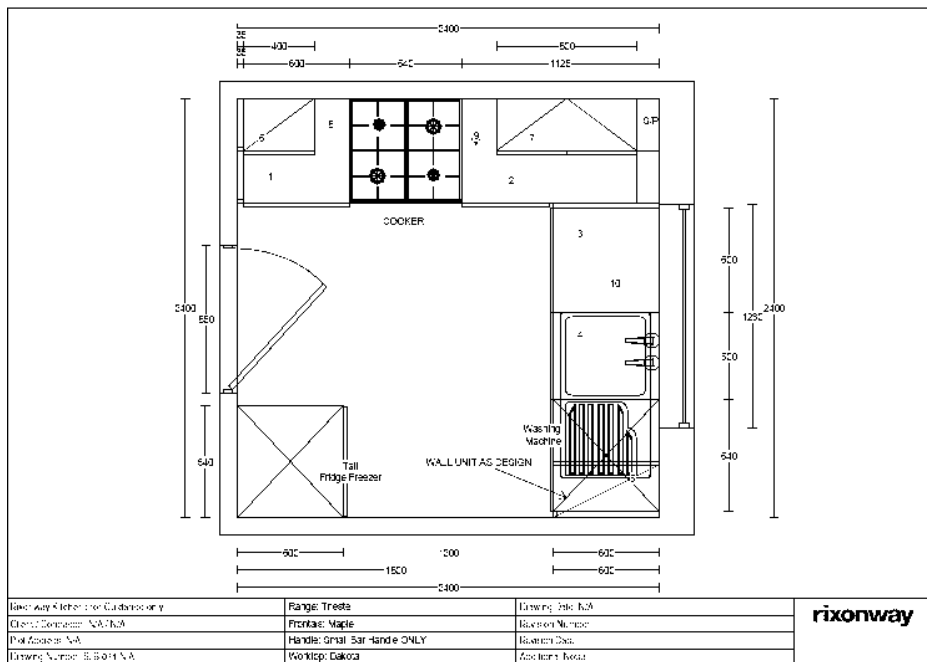
Stage One Design, Plan & Asbestos Survey

As you will have read in our Kitchen Design Guidance Pack, your new kitchen starts with a design survey. The contractor visits your home with a kitchen designer to:

- Plan your new kitchen.
- Let you choose the colours for the kitchen units, wall and floor tiles.

During this visit it's very important that you tell the designer if you are thinking of buying any new appliances as they will need to be included within the plan. This is especially important if the new appliances are a different size or shape to the ones you already have.

The designer will leave you a plan, like the one below, to show the layout of your new kitchen. Please ensure you keep this to hand in case you have any questions later on:



Our contractors will also arrange a visit, usually on the day of your design visit, to complete the following:

- An asbestos survey around your home.
- An electrical test to your home
- A survey of your current boiler (if a replacement is required)

Samples of materials may be taken and tested for asbestos. If asbestos is found in the area we are working in we will have it removed safely by an approved contractor (please see the Kitchen Design Guide for more details of this).

If you have any concerns regarding asbestos, please contact us as soon as possible on 01708 434700 or email CapitalProjects@havering.gov.uk

Pre-start – What Happens?

Below is a checklist of what we need before we can start installing your new kitchen:

- Your design survey completed, agreed and signed by you or your representative
- Colour choices made for your new kitchen
- The asbestos survey completed
- The electrical test (PIR test) carried out

Once the technical surveys and tests have been completed, a Resident Liaison Officer (RLO) or a representative of the contractor will discuss the works process with you to ensure that you're aware of the type of works involved and length of time it can take to complete. If you have any questions about the project, now is the best time to ask them.

Resident Profile Questionnaire

We'll also carry out a short questionnaire (called a Resident Profile Questionnaire) before any works take place. This allows us to identify, and cater for, any special requirements you or your family may have during the works.

Please ensure you let us know of any health issues that you feel could be affected during the works so we can make any necessary changes to our processes.

Any information regarding your personal circumstances or health will remain confidential.

It's important that you provide us with the following details:

- Up-to-date contact details e.g. telephone number/email address
- Health or mobility requirements
- Details of children who will be living/staying at the property during the works (please note that children under the age of 16 can't be left alone while contractors are working in the property)
- Telecommunications or translation needs
- Any planned absences during the works (access arrangements will be discussed with your RLO)

Now we have everything we need, you can look forward to a start date for the installation of your new kitchen!*

**The contractor may be able to arrange an estimated start date with you during the pre-start visit however this does depend on availability.*

Hint: it's a good idea to let your neighbours know that you will be having some work carried out as the kitchen installation can be noisy at times!

The following sections will guide you through the installation process, please note these timescales are estimated as the project timescale can depend on the size of the kitchen and level of works required.

Stage Two

During the Installation – On-site Preparation

Once your kitchen has been manufactured the contractor will arrive on your arranged start date. They will start the on-site preparation as follows:

Day 1 and 2

1. If the survey conducted before work starts finds asbestos, it will be removed by an approved contractor within controlled conditions. Asbestos will be contained and removed safely from the property straight away
2. Your existing kitchen units will be removed
3. The contractor will leave you with a working sink unit and cooking facilities each day
4. First stage of electrical rewiring will be started
5. If you're receiving a new boiler, the installation is likely to start on day 2, *please note that this will extend the time spent installing your kitchen by around 2 days as the gas and kitchen contractors will not be working at the same time*
6. If there is no asbestos identified and you aren't having a boiler replacement, the contractors may not be working in your home on day 2

Important note: This is a messy and noisy part of the process so please ensure that all residents, especially small children, and pets, stay out of the working area and keep doors closed where possible.

Stage Three

During the Installation – On-site Prep/Installation

The contractor will continue works on Days 3, 4 and 5, works will include:

Days 3, 4 and 5:

1. Electrical rewiring
2. Plumbing works
3. Plastering where required, this could include ceiling and walls

The plaster will take around two days to dry, if the weather is good please leave a window open, or the contractor may use a de-humidifier in the winter months to help the area dry.

Stage Four

During the Installation – Installation Continues

The contractor will continue works on Days 6, 7, 8, 9 and 10, works will include:

Day 6, 7, 8, 9 and 10:

1. Installation of new kitchen units
2. Installation of smoke detectors (hall and landing) and heat detectors in the kitchen
3. Wall tiling

Stage Five

During the Installation – Finishes

The contractor will continue works on Days 11, 12, 13 and 14, works will include:

Day 11-14:

1. Finish off wall tiling
2. Floor screeding (the cement base under the floor tiles)
3. Decoration of walls and ceiling
4. Boxing in of exposed pipework (not boilers)
5. Floor finishes

Stage Six

Kitchen Completion – Handover & Customer Satisfaction Checks

Day 15:

1. Cleaning and inspections for snagging

Your new kitchen is now complete!

Stage Seven

After the Works

1. If any minor corrections are identified, the contractor is given five working days to complete them.
2. Once the works are fully completed, a Project Manager or Clerk of Works from the Programme Delivery Team may visit to carry out a final inspection. Please note, we currently check a percentage of works and will not inspect all properties due to the size of our current programme.
3. A satisfaction survey will be sent to you to complete, to gather feedback on your new kitchen.
4. Your new kitchen has a defects period (or guarantee) of one year, if you experience any problems with your kitchen within this time please contact us on 01708 434700 or email CapitalProjects@haverling.gov.uk
5. Any problems identified after one year should be reported via our Customer Contact Centre on 01708 434000 or online at www.haverling.gov.uk/askhousing for repairs to be arranged.
6. Follow our Kitchen Care Tips at the back of this guide to keep your kitchen looking smart and in top condition!

Frequently Asked Questions

- **How long does the kitchen refurbishment take?**

The refurbishment works should take around 15 working days to complete, however this can vary depending on the size of the kitchen and level of works involved.

- **Who can I expect to be working in my property during the works?**

The chosen contractor will have a team of different tradesmen working on kitchens throughout the borough. You should expect to see a kitchen fitter, plasterer, plumber and electrician during the process, though this will depend on the level of works required.

- **Who else could visit me while works are taking place?**

The Programme Delivery Team and Health and Safety Team carry out random checks on works taking place so we may visit you while the contractor is on site, you should also receive regular visits or phone calls from the contractor's Resident Liaison Officer who will be your main contact during the project.

- **Will there be somebody working in my home at all times?**

It's unlikely there will be an operative working all day every day, for example, they could be waiting for flooring and plastering to dry, as well as the number of different trades involved.

- **Will I be left with water and cooking facilities during the works?**

Yes, temporary cooking facilities are provided if we're unable to temporarily re-install your cooking appliance while works are taking place. If for any reason you feel that you may need temporary cooking facilities please contact us as soon as possible. Hot and cold water will be available to you at all times.

- **I have a physical impairment or other special requirement, how will the works affect me?**

If you inform us early on in the process of any special requirements you may have we will take this into consideration when planning the kitchen process for you. We work on each request on a case by case basis to ensure that the process is suitable for you and your needs.

- **I can't be at home everyday or I need to go out, how can we work around this?**

1. Ask a friend or relative (over the age of 16) to be in attendance while you are out
2. Arrange to leave a key with the contractor's RLO, this is at your discretion (a key safe policy is in operation with all of our contractors where keys are stored safely each night)
3. Arrange for the contractor to avoid short periods in the day for example school runs (please inform us of any necessary access arrangements before works begin)

- **What happens to my kitchen appliances during the works?**

1. The contractor carries out a pre-condition survey, including photographs. This will note the current condition of your appliances before works start.
2. Your appliances are your responsibility, however if you would like the contractor to move them out of the kitchen area they will do so; you will be required to sign a damage waiver.
3. The appliances will be stored in an area agreed with you, away from the kitchen, inside the property.
4. Your cooking appliance will be reconnected (if possible) each night; if this isn't possible then temporary cooking facilities will be provided to you.
5. On completion, your appliances will be reconnected as per your kitchen plan.

- **I've purchased a new cooker; will you install this for me?**

As long as we're notified at design stage that the appliance is being purchased, we will arrange for its installation. Please note the appliance must be on site before the kitchen is completed.

We can install a cooker that has been correctly tested and is up to current British standards (cookers that meet safety regulations will display a CE mark, but if your cooker is used, you must also be able to demonstrate that the cooker was tested by a competent person within the last 12 months) If it's identified that your cooker does not meet these standards then we will not install it.

- **I have a cooker hob and oven housing unit, will this be accommodated as part of the design?**

If you're considering purchasing this combination of cooking facilities please let us know at the design stage and we'll incorporate this into your new layout. If you already have this on site, it will be incorporated into the design by the kitchen planner.

- **I would like some additional units, how do I go about this?**

The contractor RLO can provide you with the contact details for the kitchen supplier. Additional charges may apply for extra units and add-ons for example wine racks, Havering Council **will not** cover this cost.

- **Who do I contact if I have any queries or problems during the works?**

You will be provided with the contact details of your allocated contractor, alternatively you can contact the Programme Delivery Team on 01708 434700 or email CapitalProjects@havering.gov.uk.

Phone lines for our Contact Centre are open between 8am-6pm Monday to Friday.

If you experience any urgent issues outside of working hours please contact our Out of Hours Service on 01708 756699.

Useful Hints & Tips

Please read through our useful hints and tips for you to help us make the installation run as smoothly as possible:

- Ensure the kitchen is cleared as much as possible before your start date and remove any breakables from the kitchen and hallway. The contractors will need to bring materials in and out of your home so walkways must be kept clear.
- If you need to pop out or make alternative access arrangements with the contractor, please let them know in good time. This will help avoid missed appointments or access problems which could delay the installation of your new kitchen.
- Keep all children and pets away from the work area, there will be tools in the kitchen and disruptive works taking place, your family's safety is our top priority!
- Keep internal doors closed downstairs, the works will be dusty at times. We will try to keep the area as clean as possible but would request that doors are closed to prevent dust from blowing around.
- If you have any questions regarding the kitchen design or the project itself please contact us as soon as possible. We would like to resolve any queries before the works are taking place.

Aftercare Tips – How to Look After Your New Kitchen

These helpful hints will assist you to keep your kitchen looking smart and in top condition.

All worktops, doors and laminated surfaces

Streaks

Streaky marks sometimes show on dark colours after cleaning.

Try using a micro-fibre or lens cleaner cloth to reduce streaky marks.

Grease

Warm, soapy water is the best way to deal with greasy marks. Dab, wait and wipe away.

Spills

Surfaces will resist staining from most household chemicals. However, ensure you wipe the following liquids away quickly to avoid staining and dull patches:

- Grape juice, wines and other berry juices
- Antiseptic solutions and other first aid preparations
- Concentrated bleach
- Oven cleaners
- Dishwasher detergents
- Artificial dyes including food and hair colouring

Scratches

Laminated surfaces will withstand normal wear and tear, but can be damaged by scratching or cutting with utensils such as knives. Darker colours will show scratches more readily than lighter colours. This is an inherent feature of the product, not a fault. Use a chopping board when preparing food to avoid scratching worktops.

Moisture

Water won't harm the surfaces, but it may affect the adhesive and core materials underneath if it is excessive. Therefore, remove any excess moisture to stop it seeping into joints or running down cupboard doors.

Hot Objects, Steam and Condensation

Don't place hot pots, pans or dishes directly on to the worktop, use a chopping board or trivet instead.

If you have a dishwasher or oven underneath the worktop try to ensure it has cooled before opening the doors. The steam can settle as moisture underneath the work surface and this can cause damage to the kitchen over time. If steam escapes then wipe any moisture on the worktop immediately with a cloth.

Cleaning Products:

Do not use scourers or other abrasives, glass cleaners, polish or waxes to clean your kitchen as these are likely to cause damage to the worktops and edgings. When choosing cleaning materials check the labels to make sure they don't contain:

- Thinners
- Acetone
- Bleach
- Turpentine
- Ammonia

Check with the manufacturer of cleaning agents before using on any surfaces.

Wall and base units

The cleaning and care of these items is the same as for all surfaces, see above. Additional care needs to be taken to ensure that water or condensation, if present, is not allowed to stand. This will result in damage to the panels, which would not be covered under your guarantee.

Don't operate electrical appliances such as a kettle or toaster underneath wall cupboards. Move the appliance forward to allow the steam to escape.

Unit Door & Drawer Fronts

Coffee and tea stains if allowed to dry will slightly discolour the laminate. Make sure you wipe it immediately.

Don't use pressure washers or thermal cleaning equipment on your furniture fronts. Excessive heat will adversely affect the surface structure of the furniture fronts.

Don't use wood care products or polishes on your kitchen surfaces. These products may cause bulging within the surface or delamination (detachment of the edges).

Kitchen Flooring

We recommend that barrier mats are installed at door entry points to your home. This will limit the amount of wet and dry soiling and make the floor easier to clean and maintain.

Allow at least 5 days from completion of the installation before carrying out any wet cleaning of the floor.

Clean the floor area with a soft broom.

Mop clean with a diluted non-acidic cleaning product; try to use products with a pH of 7 or above, the labels of your cleaning product should offer information on its pH level.

Taps

Sink taps are really easy to care for, simply wipe them over with washing up liquid on a cloth or sponge, rinse well and dry off with a soft clean cloth. (If the cloth has previously been used with bleach ensure you rinse it well before wiping the taps)

Don't use any cream cleaners or solutions with a bleach content as they affect the finish of the taps and will not be covered by the guarantee. Also, avoid using abrasive cloths or wire cleaners to avoid scratching the tap surface.