

Your guide
to the kitchen
replacement scheme





The kitchen replacement scheme

This booklet gives you important information about our kitchen replacement scheme, what it involves, and how it could affect you.

When will the work be done?

Each year Homes for Northumberland carries out a programme of kitchen replacements to a number of the County Council's properties. These properties have been identified as having old kitchen units, work surfaces and fittings that are due for replacement.

If your home is in our programme, we will let you know in plenty of time when we expect the work to start. Then, at least one week beforehand, one of our surveyors will visit you and confirm the exact date we will start work on your home.

In some homes the layout of the kitchen may be poor and there may not be enough space. We will try and improve this if we can as part of the work.

If you have a disability, you may feel that your existing kitchen layout and fittings are not suitable for your needs. Our occupational therapist can assess your needs so that we can design your new kitchen to make it more suitable for you.



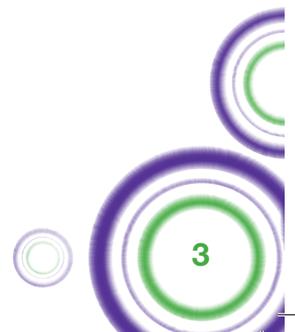


How long will the work take?

Your kitchen replacement will normally be completed within 3 to 4 weeks. During this time the workforce will install your new kitchen units, while doing other repairs and improvements to several other homes in your street.

There may be times when you may feel there is little progress on your home. This is usually when the tiling and painting is being done to several houses at the same time. Our surveyor will tell you when the workforce will need access to your home to complete their work.

The workforce and one of our project officers will need access to your home for up to 3 days afterwards to complete any additional work and make a final inspection.





What do I need to do?

When our surveyor visits you about a week before the work is due to start he/she will explain what you will need to do.

Normally you need to:

- » Empty your kitchen cupboards and clear all your worktops.
- » Store away anything you think might get damaged during the work, such as electrical items, crockery, mirrors, ornaments and other personal belongings.
- » Remove all your kitchen white goods such as fridge, washing machine or dryer, to prevent damage during the work.
- » Clear the area around your fuse-board, if a new fuse-board is going to be fitted.
- » Lift floor coverings and move furniture, as directed, to allow reasonable access for the workforce. Any concerns you have regarding this should be raised with the surveyor at the time of his/her visit.
- » Restrict pets to a room away from the work if this is possible, as the work may disturb them.

The workforce will disconnect your gas or electric cooker to ensure the work is done safely.

You can help us get the work done quickly by keeping any appointments we make with you, supervising children and pets while the work is underway, following any advice or warning notices and allowing the workforce to get on with the work with minimum interruption.

Will I be able to choose what kitchen fittings I have?

Yes. Before the work starts in your area, we will invite you to a public exhibition where you can see samples of typical fittings, including the range of choices you have.

We will offer you a wide range of choices to help you give a personal touch to your kitchen.

The following choices will be available:

- » At least 6 types of kitchen unit fronts.
- » 2 types of kitchen sink.
- » 2 styles of taps.
- » A range of coloured worktops.
- » A range of styles and colours of wall tiles.
- » A range of coloured vinyl floor tiles.
- » A range of emulsion wall-paint colours.

We will design the kitchen around your existing white goods (fridge, washer, cooker) where possible. We will try to consider your views during the design process. However, we need to consider the safety and design aspects of the kitchen, so we may not always be able to do everything you would like, such as putting your cooker where you want it. If we cannot, we will tell you why.

If you have a disability, our occupational therapist will also be involved to make sure the design takes into account any special requirements you have.

What work is involved?

The existing kitchen units, sink and worktops will be removed.

If you have any walk-in cupboards or a pantry, you may prefer to have them removed to improve the space and layout in your kitchen. We will discuss things like this with you to make sure you are happy with what we suggest.



If your home has not been re-wired recently, we may need to install a new consumer unit (fuse-board) and electric circuit in the kitchen to cope with the increased number of electrical appliances that people now have in modern kitchens. We will also fit a ventilation unit to help reduce condensation in your kitchen.

We will fit a new kitchen floor, wall units, worktops, sink and taps. We will also fit wall tiles above the new work surfaces.

If you have fitted your own wall tiles and you want to keep them, we will try to save them and fit any spares you may have as part of the work. If we cannot, we will tell you and discuss a solution with you.

We will lift any floor covering or floor tiles and will fit a new floor covering of coloured vinyl tiles, but it will become your responsibility to replace the floor covering in the future.

Please note: you will be responsible for lifting your own laminate flooring or carpet.

We will repaint your ceiling, walls and woodwork.

What disruption will there be?

At times the work may be noisy and dusty. The workforce will provide dustsheets. You may not be able to use some of your rooms during the work, but there will always be somewhere for you and your family to stay in comfort.

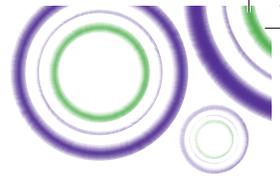
It may be difficult for you to use your kitchen during the working day. You will also be without water for a short time while the plumbing work is done, so you may not be able to use your toilet.

If we are installing a new electric circuit, this will involve cutting into your walls to make space for the new wiring and sockets. During the installation you will only be without electricity for a short time. As most heating systems rely on electrical controls, there will also be minor interruption to your heating and hot water supply.

We will reconnect your cooker at the end of each day so you will be able to use it that evening. We will also provide temporary work surfaces for you to use in the evenings.



The workforce has to follow safe working practices at all times and will take away your old materials and dispose of them properly.



Will the work damage my decoration?

We cannot guarantee that the new kitchen fittings will be exactly the same size as the ones we remove. This may result in gaps in your floor coverings. We will provide a new vinyl floor covering in your kitchen.

Any damage to your wall decoration will normally be put right when the new wall tiles are fitted and emulsion paintwork done.

If you ask us to build up a doorway or a serving hatch as part of the work, you will need to arrange to decorate the outside of the built-up opening yourself.

How will I know the work has been done properly?

Our project officer will make sure the work is completed properly and meets the standards required. He/she will make regular inspections during the work and will call again once it is finished.

Will I receive an allowance towards re-decoration costs?

No, because we will re-tile and paint your walls and will redecorate the ceiling and woodwork.

If you have asked us to remove a separate pantry or walk-in cupboard to improve your kitchen layout, we will decorate the remaining walls as part of the new kitchen decoration.

Security

You should always check the identity of any callers before letting them into your home. Our officers and workforce carry identity cards. If you are in any doubt about anyone visiting your home, do not let them in.

Because materials may need to be brought into your house, the front and back door may be open for some of the time. The workforce is responsible for keeping your property secure during the work.

For more information, call 01670 542424, email info@hfn.uk.com or visit www.hfn.uk.com





Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

URDU	اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔
BENGALI	আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন।
CANTONESE	如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。
MANDARIN	如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。
POLISH	Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego.
PUNJABI	ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।



Follow us on Facebook

If you have a Facebook account, you can stay up to date with news from us.

Simply search for Homes for Northumberland and click to like our page.



In partnership with Northumberland County Council

