



NEW WORLD HOUSING ASSOCIATION



Kitchen Refurbishment Guide for Tenants

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The purpose of this guide is to explain how your new kitchen will be designed, the choices you can make so that it has the look and practicality to suit you, the scope of the work to be carried out, and the installation process from start to finish.

Our aim is to work with you so that at the end of the refurbishment, you have a modern, safe and practical kitchen that not only meets the legal requirements that New World has to fulfil in terms of fire, gas and electrical safety, but also meets your own expectations. We will try and ensure the installation of the new kitchen is a clear and simple process with the minimum of inconvenience to you.

The following pages explain what New World and our contractor will do, and how you can help so the work run as smoothly as possible.



How do we decide if your kitchen will be replaced?

New World's planned maintenance programme is based on data provided by independent surveyors who periodically inspect all of our properties and give us unbiased 'ratings' of the condition of the key elements of your home such as the kitchen, bathroom and heating system. Along with a rating, the year in which each of these elements will most likely need replacing is given as a guide to allow us to budget for such works and begin to plan what needs to be done in each given year. This is known as a 'Stock Condition Survey'. Alternatively, in certain cases we may decide after a routine visit that the condition of your kitchen warrants a replacement.

What does a kitchen refurbishment include?

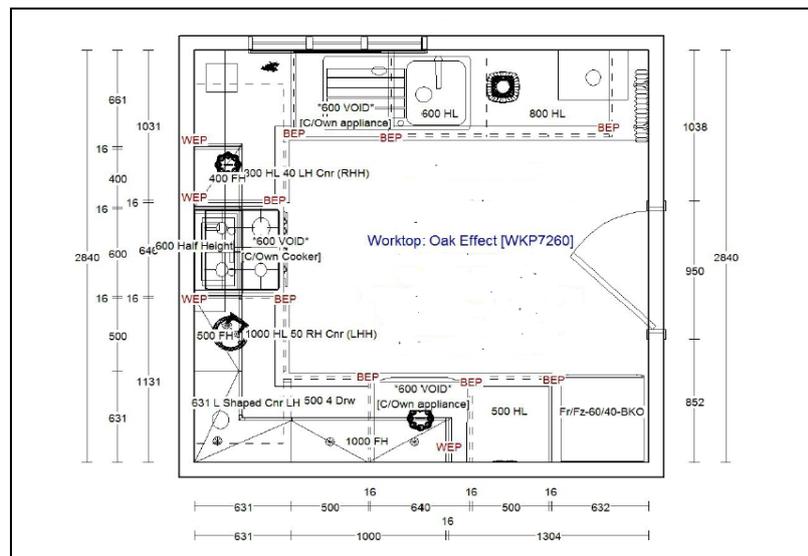
First of all we will inspect the kitchen to decide on the scope of the works but typically, we will undertake the following:

- **Replace all kitchen units and worktops**
- **Fit new tiles above the worktops and behind the cooker**
- **Lay new anti-slip vinyl flooring**
- **Decorate the walls, ceilings and woodwork in the kitchen only**
- **Fit a new light and replace all the switches and electrical socket faces**
- **Fit a heat detector in the kitchen**
- **Fit either an extractor fan or cooker hood, or both depending on the ventilation requirements of the room**
- **Install a new consumer unit (fuse board) if required**



Designing your kitchen

We will ask that the kitchen provider, usually Howdens or Benchmarx, create plans such as those below so that you can visualise how the new kitchen will look.



When designing a kitchen, there are a number of things that need to be considered and these are explained on the next page.



Kitchen design – things to consider

Usually, the new kitchen will be the same or of a similar layout as before. Some of the reasons for this are:

The location of plumbing services for the sink and washing machine

The availability of electrical sockets and fused connection units for under the counter appliances



Regulations regarding gas boilers, e.g. minimum gaps between the boiler casing and adjacent units to allow servicing, or the requirements for the boiler flue termination

To reduce the risk of fire, wall units will not be sited above the cooker and there must be a minimum gap between the oven door and adjacent units that are at right angles.



However tenant involvement in this process is vital and if you do wish to make changes to the layout that doesn't compromise safety, we will do our best to help.



Appliances

Washing machines and dishwashers: Wherever possible, a 620mm space is provided for a washing machine and this is usually adjacent to the sink for access to the kitchen plumbing. If you also have a dishwasher or intend to purchase one, we will leave a space with electrical and plumbing connections available. The location will again be determined by access to the plumbing and a base unit will be lost so that a space is made available.

Fridges/Fridge Freezers: we can either leave a space under the worktop or a space without a worktop, usually at the end of a row of units, for a tall fridge/freezer. In both cases, these appliances will be located away from the cooker.

Tumble Dryers: Space can be provided for a tumble dryer but a base unit will be lost to allow for a gap and you must inform us before we start so that an under the counter socket is provided. Please note that we do not fit fixed outlet hoses to external walls for unvented tumble dryers so we recommend that the appliance is a condenser or heat pump condenser type.

Cookers: we will provide both a gas and electrical connection for a cooker (as long as there is already a gas supply inside the property). We will disconnect your cooker when we start the new kitchen work, and reconnect and test once completed. Please note that if the engineer reconnects the cooker and finds a fault, they are legally not permitted to reconnect it and it will be your responsibility to replace and reconnect a new cooker.

Buying new appliances: if you are planning on buying new appliances, please inform us when we are designing your kitchen. Once we have agreed a layout with you, we won't be able to accommodate a larger fridge or cooker for example in the space we have allowed for it.



Kitchen Finish and Flooring choices

We will offer you a choice from a range of colours for the kitchen units, worktops and flooring so that you can coordinate the finishes to suit your preferences. Some examples of previous selections that our tenants have chosen are below



Wall Tiling

We will remove the existing tiling in the kitchen and replace with new 150mm square white ceramic tiles between the worktops and the units, and from the skirting where the cooker is located.

Please note that if you have tiling in other areas in the kitchen, these tiles will be removed, the walls re-plastered if necessary and then painted. We will not re-tile these areas.

Should you wish to supply your own tiles, the following will apply:

- Only one colour of tile can be used
- You will be responsible for the cost of the tiles
- Tiles must be 150mm x 150mm or as near as possible
- Any pattern must be uniform and not require coordinated tiling
- You will need to purchase and supply coloured grout if desired
- Extra tiles should be kept in a safe place in case replacements are needed whilst the works are carried out and for repairs in the future

Should you wish to supply your own tiles, please make this known as soon as possible with details of sizes and finish. New World reserves the right to refuse the choice of tiles if it does not meet the criteria we have agreed with our contractor or if we are not informed at the design stage. We strongly recommend that you keep spare tiles in the home; if a repair necessitates some of your tiling to be replaced and spares are not available, we will use standard white 150mm square tiles instead.

Decoration

We offer a choice of three paint colours for the walls, white, magnolia or Egyptian Cotton. Ceilings and woodwork will be decorated in white. Should you wish to purchase your own colour of paint for the walls, you must inform us at the design stage.



Flooring

The existing floor covering will be removed and disposed, and the kitchen floor prepared and levelled with an appropriate compound. You will have a choice of over 10 different colours for the new sheet vinyl flooring that will be laid. This type of flooring is used as it designed for area that may get wet from spillages, is anti-slip and very durable.

Please note we do not lay ceramic floor tiles, laminate flooring or carpets.

Electrical

If our electrician decides it is necessary we will install a new consumer unit or fuse board as you may know it.

In the kitchen we will fit a new light and replace all the switches and electrical socket faces. If more sockets are needed or have to be relocated to suit a change to the layout, the cabling will be sunk into the wall.

We will fit a heat detector on the kitchen ceiling and replace the smoke detectors elsewhere in the home if required so that all the alarms are interlinked; if the kitchen heat detector is triggered, the other alarms in the property will also sound. This is for your increased protection and a legal requirement. New wiring to any of the detectors will be run in on the ceilings in surface mounted trunking.

We will also fit either an extractor fan or chimney style cooker hood, or both depending on the ventilation requirements of the room. Please note we do not fit large commercial style extractor hoods and we will remove any that are already in place as they are not designed for a domestic environment.



Please note that electrical upgrades are essential in maintaining safety in the home and this may mean that work is required in other rooms in the property as well as the kitchen.

Fire Doors

For flats and maisonettes, and in certain circumstance in houses, a fire door should be fitted to the kitchen. This door is required to have a closer and remain closed at all times to prevent the spread of fire and smoke. Never remove a door closer from a fire door.



Are you ready for our contractors?

On the morning that our contractor arrives to replace your kitchen, their first task will be to remove all the units and worktop ready for disposal. It is therefore essential that all cupboards and drawers are completely empty, worktops are clear and the kitchen is empty of all personal possessions. Please be aware though that our contractor will only remove and dispose of the old kitchen, not any unwanted household items or appliances. These are your responsibility to take to your nearest waste recycling centre or to arrange a collection by your local authority.

Removing and disconnecting appliances

Our GasSafe contractor will disconnect electric or gas cookers for you, and we will also disconnect washing machines and dishwashers. These appliances as well as fridges and freezers will need to be stored elsewhere in the property whilst the refurbishment is in progress. Should you require our contractors to move any appliances on your behalf during the course of the refurbishment, please be aware that New World or our appointed contractor will not accept responsibility for any claims for expenses, liability, loss, claim, or proceedings whatsoever and howsoever arising out of or in the course of moving any appliance or personal items. We will ask you to sign a waiver to this effect.

Signing off your new kitchen

We will arrange an inspection of the kitchen once complete so that if there are any aspects of the new kitchen or the workmanship that you are unhappy with, we can address any issues straight away. We will also ask for your feedback on various aspects of the refurbishment to ensure you are satisfied with your kitchen and if there are any lessons to be learnt when we fit new kitchens in the future.



And finally...

Replacing a kitchen does involve a lot of work and some disruption however we do try to keep inconvenience to a minimum. We aim to complete every aspect of the refurbishment within two weeks so that once our contractor leaves, you will be left to enjoy your new kitchen with no further interruptions. However this does mean that access to your kitchen will be severely limited and you won't have the use of your appliances at various stages so we recommend that you consider what arrangements you might need to put in place for this period.

We are confident however that once our contractors leave, you will have a modern attractive kitchen that will be fit for purpose for years to come.

