

# Kitchen replacement programme

This leaflet includes important information about your kitchen replacement. Please read before works begin.




# Introduction



## Welcome

It's time to prepare for your new kitchen.

Please read this leaflet for information on how you can help us and our commitment to you.





## **How you can help us**

### **Move contents of your kitchen**

Clear out all your kitchen cupboards and ensure all contents is moved to another room.

Take down any curtain or blinds, pictures or any other item that's in the kitchen that could get damaged by our work.

Clear everything from your worktops, such as your kettle, toaster, microwave and also any furniture that you've got in the kitchen so we have a completely clear and empty room for when we start the works.

### **If you need help moving larger items**

If you signed the disclaimer during your survey, we will move your fridge, fridge/freezer, cooker, washing machine and any other appliances before starting work.

Please note any assistance given by Selwood, its contractors and assigns will be provided and accepted on the basis that no liability or cost claims whatsoever for such items or damage caused by or to them in removal, storage and repositioning is incurred





## **Keep the work area clear**

Keep children away from the area(s) where we are working. We'll always leave these areas as safe as we can at the end of the working day, but it would be a great help if you could keep them clear as much as possible and make sure any pets are kept out of the way.

Work with us to keep things neat and tidy while the works are on-going. We appreciate that it can be tricky when we're working in your home, but hopefully together we can keep things to a minimum.

## **A safe working environment**

We'll make sure we don't smoke while we're in your home and it would be really helpful if you could not smoke in the areas where we're carrying out the work.

We'll always be polite and respectful to you when we're working in your home and we'd asked the same of you while we're carrying out the work.

**Please do not disconnect any gas, water or electrical supplies to appliances before we arrive. Once works are completed we will also move back and reconnect your appliances.**





## What to expect

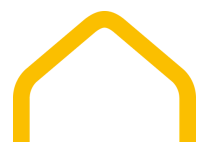
### Your cooker

If requested at survey point we will provide you with a temporary table top plug in cooker to use during the course of the works.

Please note if, when we disconnect your cooker, we find that it is faulty, we will not be able to reconnect it - We'll let you know this straight away.

### Your sink

You will be without a sink in the kitchen for at least a few days. If we ever have to leave you over the weekend and your new sink isn't up and running we will be able fix up a temporary one to keep you going.



## The work schedule

We expect a typical kitchen to take up to 10 working days to complete, some may take a little less and others may take a little longer, but on a typical kitchen we would expect the following to happen:

- ✓ We'll put protection down, such as dust sheets
- ✓ We'll move out any appliances you might have in the kitchen (if you have signed a disclaimer to say you are happy for us to do this)
- ✓ We'll then remove all your old kitchen units and your old floor covering and start fitting your new plumbing and electrics
- ✓ Then we'll start to fit your new kitchen units and worktops
- ✓ We'll finish off the plumbing work and get your new sink fitted and start to get the tiling done
- ✓ We're nearly there! We will fit handles to your new units, finishing off the tiling, preparing the floor and finishing off the decorating



- ✓ We'll lay your new flooring, finish off the electrics and carry out all those final finishes to make sure your new kitchen is just right.
- ✓ We'll move your appliances back in, check with you to make sure you're happy with your new kitchen and then we'll carry out a final look round to pick up any snags or bits that still need to be sorted and then we'll be gone!
- ✓ Our CLO will visit a few days after your kitchen has been completed to carry out a sign off

**We will always keep you updated on any new information.**





# Our commitment to you

## Code of conduct

We have a code of conduct and whilst the work is being carried out in your home the following information will give you an idea of what you can expect from us whilst we work in your home, what we will do and what we won't do:

## Health & safety

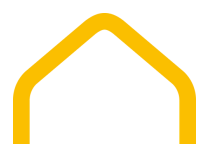
- Carry out our work in a safe manner at all times
- Make sure that our teams work in a safe way and keep you and your home safe by not leaving tools, equipment or materials lying around

## Communication

- Always introduce ourselves before starting any work
- Let you know what's happening and keep you up to date on the progress with the works in your home
- Always explain what we're going to do, how long it's likely to take and what sort of disruption there will be
- Ask you what you thought of the works when we've finished

## Cleanliness & tidiness

- Keep our work area, and your home, as clean and as tidy as we can throughout the works
- Always clean and tidy up at the end of the day so your home isn't left in a mess
- Always use dust sheets or floor protection to protect your home







## **Noise & dust**

- Keep these to a minimum at all times (although sometimes there might be a bit of one or the other, or both, as we do the works, but we'll always let you know about them beforehand)

## **Security**

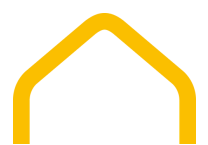
- Keep your home safe and secure throughout the works and not expose you or your home to any unnecessary risks
- Always ask you whether we can use your gas, electric, water or toilet before doing so
- Make sure you always know who is working for us because they'll be wearing a suitable and appropriate uniform

## **Language & behaviour**

- Make sure our teams don't use foul or abusive language and that you're treated with respect and courtesy at all times
- Take care and show respect for your home
- Make sure that no one smokes in your home and there'll be no loud music either
- Drive and park with care outside your home

## **Privacy**

- Respect your confidentiality at all times and maintain your levels of privacy





## **Identification**

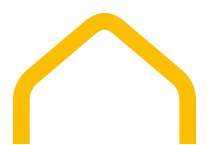
- Make sure that all our teams have identification and that they show it to you before they come into your home
- Make sure you always know who is working for us because they'll be wearing a suitable and appropriate uniform

## **Competent**

- Make sure all of our teams are suitably skilled and competent to carry out the works, and that they have the right tools, the right training and the right approach
- Make sure that our teams are polite, helpful and friendly

## **Responsive & flexible**

- Respond to your comments or queries promptly and appropriately
- Should we get things wrong, we'll aim to put them right as quickly as possible
- Work diligently to get everything done in your home as quickly as possible
- Work in a flexible way to take into account any specific requirements you may have
- Offer to help move large items or heavy belongings that are in the way of our work, although we can't take responsibility for any damage. We also won't move anything without your permission





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