Resident Information Booklet

Planned Kitchen Improvements

If you need this booklet in an alternative format such as larger print or an alternative language, please let your Resident Liaison Officer know

KELLY GILMORE - 07715063838

Working in your home

Soon we will be fitting a new kitchen in your home. We would like you to be happy with your new kitchen and the service that we provide.

Please be aware that although we will do our upmost to complete the work with the minimum of disruption, there will be an element of inconvenience during this process. Due to the materials we use to complete these works there are different curing/drying times for these materials. There will be times when no trades will be in your property due to this.

Dust will be created during the refurbishment works, which is unavoidable. We will take steps to minimise dust and disruption throughout the works.

IMPORTANT – If you or any member in your household has any health issues, mobility problems or other special requirements, please let us know as soon as possible by contacting our Resident Liaison Officer.

This booklet should:

- Help you understand what happens when we fit a new kitchen or bathroom.
- Give you details of the team and how to contact them.
- What to expect before, during and after the work.

<u>You may need this booklet in the future, so please keep it safe</u>

Meet the Team

Templer HomeBuild is working together with Teign Housing to improve your home.

During the course of the works you will meet different members of our team.

Contract supervisor:

Andy Semmens - 07715 063862

Andy will be your first point of contact throughout the works.

Contracts Manager:

Mark Salmon – 07912 476798

Resident Liaison Officer:

Kelly Gilmore – 07715 063838

For all out of hour emergencies FREEPHONE number: 0800 197 9790

Who to contact?

Your first point of contact will be **Andy Semmens**. Please call if you have any general questions about the work, or if you have any issues you would like to discuss.

For technical questions concerning the work, or if you have an urgent query and are not able to contact Andy, then please call our office on 0800 197 9790.

Getting back to you

We often work in parts of the county with little or no mobile signal, and you may have to leave a message. If you leave us a message, we will endeavour to get back to you within one working day.

Other useful contact numbers

Out of hours Emergency	Tel: 0800 197 9790
If you smell gas, fumes or your carbon monoxide alarm sounds call the National Emergency Gas Service	Tel: 0800 111 999
Emergency Services – fire brigade, ambulance, police or coastguard	Tel: 999

We will complete a home visit and make sure we:

- Explain what work will be carried out and how this will affect you and your family.
- Make confidential notes on any special requirements you or your family may have.
- Respond quickly and efficiently to any questions, concerns or problems you may have.
- Provide you with safety advice to make sure you, your family and any pets are safe whilst the work is being carried out.
- Advise you on how you can minimise disruption to you and your family.

Our working hours

- When we are working in your home we will need daily access between the hours of 8.00am and 5.00pm, Monday – Thursday and 8.00am to 4.30pm on Friday.
- We are not always able to arrive at your home at 8.00am each day as we may need to collect materials or wait for the correct trade to access the property. Depending on the stage of the works, we will communicate this on a day to day basis.
- We do not work at the weekend. Should there be exceptional circumstances where weekend working is required we will make these arrangements directly with you.

Kitchen Upgrade

We will endeavour to complete a new kitchen installation in approximately 10 working days depending on the scope of works, access and design.

*Important! Please tell your Resident Liaison Officer **BEFORE** we start if you or any members of your household have any mobility, health or medical conditions which might be affected by or influence the works.*

Before the work starts

The first step is for the kitchen designer to visit you to find out what works are required. The kitchen will be designed to suit your requirements and will comply with current safety regulations.

The kitchen designer will go through the design with you to explain how the kitchen will look once it is fitted.

There are a range of options to choose from – kitchen units, worktop, flooring, tiling and paint colours. We will discuss these options with you. Once you have made your selections and agreed your kitchen design you have 5 working days to change your choices if you wish.

Once you have made your colour choices you will have 5 working days "cooling off time". During this time if you change your mind you will need to contact our office. After this period, you cannot change them.

How should I prepare for the work?

You will receive a letter informing you of the start date. On occasions, we may have to change the start date due to supply issues or sickness and we will contact you by phone to agree an alternative date.

We will go through what you need to do before the work starts.

If you need help moving large items or appliances, please let us know before the work starts. We can arrange this to allow the work to start on time.

Please tell us about any health or mobility issues you or your household have as soon as possible so we can make sure we provide you with a service that meets your needs and requirements.

You must remove everything from your kitchen including any shelving, pictures or anything fixed to the walls that you would like to keep, before the work starts.

Please contact us immediately if the start date is not convenient for you.

If you, a family member or friend is unable to do this, operatives will be able to assist you. Please contact your Resident Liaison Officer as soon as possible. Our operatives cannot be held responsible for any damage caused by moving any items. We will ask you to sign a disclaimer form before we move any items. We will complete a "condition survey" and take photos of your items before we start work.

You will be able to use the kitchen area during the evenings and at weekends, as we will try to ensure that you have mains water, cooking facilities, gas and electricity supplies at the end of each working day. However, there will be limited workspace during the first three days whilst we rip out the old kitchen and start fitting the new units.

Please ensure all items below are completed before commencement of works:

- ☐ Clear all furniture and loose items from your kitchen
- ☐ Clear the kitchen cupboards, drawers, shelves and surfaces of all items
- ☐ Allow access to wiring in your loft, if required
- ☐ Pack away any ornaments or valuables, including any items of sentimental value, to a safe location to avoid any accidents or breakages
- ☐ Allow access to all sockets and switches

The operatives will usually need access to your home every day whilst the work is taking place. Occasionally there may be a day or two when access isn't required e.g. whilst plaster is drying, or between certain trades. We will update you when operatives need access and when there are free days.

Typical Kitchen Programme

Stage A Preparation

Kitchen Removal | Electrical Rewire | Plastering / Patch

Stage B Fitting

Kitchen Fitting

Stage C Decoration and Finishing

Tiling | Decoration | Floor Laying

Stage D Final checks and Completion

Final Checks and Handover

Looking after your new kitchen

Doors and Drawer Fronts:

- It is important that you treat all door and drawer fronts with care in order to maintain their appearance and performance. Never use abrasive cleaners or strong chemicals. Clean melamine and laminates with a damp cloth (not scouring pads, used for cleaning pots and pans), warm water and a mild detergent.

- Try and eliminate the risk of contact with sharp or heavy objects to avoid marking and scratching.

- Do not force doors open past the normal hinge range as this will permanently damage the door.

Sink:

- Clean your sink with warm water and a mild detergent using a damp cloth. Once clean wipe down with a clean, dry cloth. Avoid the use of abrasive cleaners or strong chemicals, such as bleach.

- It is best to rinse sinks thoroughly after each use. Thorough rinsing can be done by running the water for a few minutes and rubbing the cleaned area with a sponge.

- Do not use a steel wool pad or abrasive pad to clean your sink as this will damage the finish.

Flooring:

After installation is complete, the floor should be left for 24 hours before any cleaning is carried out. The floor should then be:

- Swept or vacuumed
- Mopped using a mild detergent in clean hot water; rinsed with clean cold water, then allowed to dry.

This process should be done on a regular basis to ensure your floor stays clean and in good condition.

How can I help the work run smoothly?

Remember to keep our contact details to hand in case you need them in future.

- Please make sure you have prepared as requested in this booklet.

- Please make sure children are supervised whilst work is being carried out. We are unable to work in a property where a minor (aged under 18) is alone without an adult being present.

- Please make sure pets are controlled and moved to other areas, if requested.

- Please follow any advice or safety notices put up by our team during the work. These are for your safety as well as the workforce.

- Let us have access to your home every day (unless we tell you differently) until the work is complete. This will help us finish the work on time.

Code of Conduct

A copy of our code of conduct is available on request – please contact us

- If you are unable to let us in, then please can you arrange for an adult you trust to open the door and be present at all times whilst the works are carried out.

- Please speak to our Resident Liaison Officer to discuss any access issues you may have.

- If you are unable to keep an appointment or will not be in during the work, please tell us immediately so we can make other arrangements.

- Our operatives may at times need to leave your home for short periods during the day. Please make sure they can get back into your property if they have not finished their work. They will let you know if they need to come back on the same day.

- If you need to leave your property, please tell our operatives what time you will be back. We will always leave your home secure.

- To protect our staff from passive smoking, please do not smoke in a room or rooms where our staff are carrying out work or are visiting.

- You will be visited regularly whilst the work is taking place and Andy Semmens will be your first point of contact if you have any problems or questions.

Important – Staying safe

- It is essential that all work in and around your home is carried out in a safe way.

- The team will wear identification badges with photographs on them and branded work wear. All operatives will introduce themselves to you and produce their identification when entering the property for the first time, so that you know who they are.

- Always ask for identification before letting anyone into your home.

- We will keep all tools and equipment strictly under control. However, please prevent children or pets from wandering into the work area.

- Whilst we are working in your home, there will be a certain amount of materials stored around the work area. Please do not touch these items.

- We will use floor protection where we can, but please help to protect your furniture and valuable items by removing them or covering them with dust sheets.

- Please keep doors closed to prevent dust from spreading to other rooms.

- We will protect your appliances. We will take photographs of all appliances so that any alleged damage can be accounted for once the work is completed.

- We will remove all rubbish from your home as the work progresses.

- We will not leave tools in your home overnight.

- You should tell any visitors to your home about the work being carried out and prevent them from wandering into the work area.

Moving Possessions Disclaimer

- It is your responsibility to move furniture and give clear access to all work areas in your kitchen. Please make sure all cupboards, drawers, shelves and worktops are completely cleared.

- In order to avoid accidents, please pack all valuables away, including breakables and items of sentimental value that may be within the access route to the kitchen.

- In the unlikely event of a possible insurance claim, do not dispose of any items that are subject to a claim, as you will need to provide them as evidence.

- We are happy to help you move any of your possessions. However, we are not responsible for any loss or damage caused during this process. Should you have an item of any great value in monetary or sentimental terms, we would recommend that you or your family pack this independently.

After the work is finished

We will inspect your new kitchen to make sure it meets the agreed specification and has been completed to a good standard. A Teign Housing Surveyor will visit to inspect the works.

- Any outstanding work (called snagging) will be done within 5 working days before we sign off the kitchen as complete.

- Your new kitchen is guaranteed for 12 months. Please report any problems to Templer HomeBuild.

We value your opinion, so at the end of the work we will ask you to complete a satisfaction survey. This will tell us if we need to change the way we do things in order to improve our service.

Frequently asked questions

Q – Do I have to have the work done?
A – Teign Housing want to improve as many homes as possible to ensure they meet the current letting standard, so we would encourage all tenants to have this work carried out. If there is anything unsafe with your current kitchen, we will insist on carrying out this work.

Q – Will I have to pay for the improvements?
A – No.

Q – Will I have to move out?
A – We will carry out the work while you are still in your home. You will be able to use the kitchen area during the evenings and at weekends, as we will try to ensure that you have mains water, cooking facilities, gas and electricity supplies at the end of each working day. However, there will be limited workspace during the first three days whilst we rip out the old kitchen and start fitting the new units. We will need to store materials in the kitchen area overnight and ask you not to touch these. If we are unable to put your heating back on, we will leave you with portable heaters.

Disclaimers – Please Read and Sign

Moving Possessions Disclaimer - We are happy to give full assistance in moving any of your possessions, should this be required. However, we cannot be held responsible for any loss or damage caused during this process and **we recommend you ensure your Contents Insurance is valid and up to date. Should you have an item of any great value in monetary or sentimental terms we would recommend that you or your family pack this independently.**

Kitchen Appliances Disclaimer - It is your sole responsibility to ensure that all belongings - including appliances - are removed from the kitchen before work commences. In the event that you are unable to move an appliance, Templer HomeBuild will assist in this, but will not be held responsible for any damage that may occur from moving the appliance. It is your responsibility to maintain any built-in ovens, hobs or cooker hoods. Resident understand that if any of my gas appliances fail a soundness test, Resident will be informed and the appliance will be disconnected. Resident will be responsible for any repair needed to the appliance or obtaining a replacement.

Electrical/Heating Disclaimer - In order to complete the electrical heating works to your property we will need to lift floor boards and access you attic areas we will also need to use water and electricity in some instances to power tools and to flush through new and existing heating systems. Laminate must be lifted and loft areas cleared prior to work starting. Please be aware that do not relay laminate we are also not able to repair or replace any decorative disruption during these works. We will make good only any areas that we disturb. We do not redecorate. Resident understand that any new electrical installation may highlight unsafe electrical appliances or fixtures, which could cause the consumer unit to 'trip', Resident will be informed and advised to rectify or replace the defective appliance.

General Disclaimers

I/We the Resident(s), specifically understands that Templer HomeBuild cannot be held responsible for any damage or loss that helping to move any possessions inc. white goods may cause. this includes leaving white goods in existing positions whilst work takes place. By signing this document Resident agree that Templer HomeBuild cannot be held liable for any damage caused to these items	☐
I/We the Resident(s), Give full permission for Templer HomeBuild to use where necessary water and electricity in some instances to power hand held tools and to flush through new and existing heating systems whilst work takes place	☐
Resident Signature: **Date:**	