

Fitting your new kitchen

What you need to know

Fitting your new kitchen – what you need to know

We're really looking forward to coming to your home and fitting your new kitchen. We will make every effort to make sure the whole process runs as smooth as possible and that you're left totally satisfied with the work that is done.

When designing your new kitchen it might be necessary, due to health and safety reasons, to move items, such as your cooker, into a different part of your kitchen. We'll talk to you about this, so you know the reason why.

This fact sheet provides you with all the information you will need regarding the fitting of your kitchen – what we require from you and what we will do to try and make the whole process a stress free experience.

Your Customer Liaison Officer

Having a new kitchen fitted is a big job. Although we hope you find the final result worth it, we know that having somebody to support you through this can be worth its weight in gold. You will have or will soon be contacted by your Customer Liaison Officer.

They will guide you through the whole process and help with any special requirements you might have.

Haven't got their contact details? Call the Secure Warm Modern Team on **0300 333 8100**.

How long will it take?

From start to finish the process of fitting your kitchen should take around 15 working days.



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Preparation

When we arrive to start work, we need you to have done the following:

- Make sure you're up and ready for when the workers arrive (usually around 8am)
- Clear all personal belongings from your kitchen including:
 - o Emptying your kitchen cupboards and store areas
 - o Removing any curtains or blinds you may have up in the kitchen (including fixtures and fittings)
 - o Removing or covering up your electrical appliances, including white goods (fridge, freezers, washing machines) TVs, DVDs, computers etc.

Need a Helping Hand?

The Helping Hands scheme is our promise to give extra support to vulnerable, elderly and disabled tenants while we work in your home. We will work with you to pull together a work plan. If you have specific needs, we will make sure the work plan takes these into account.

During the works

The first stages of the work will be removing your old kitchen units, installation of new plumbing and upgrading the electrics. These are messy stages, and will create a lot of dust and dirt. Our workers will use dustsheets and plastic floor protection to protect your home. Keeping other doors shut will also help keep dust from your other rooms.

Once this is complete, the next stage includes:

- Plastering
- Fitting the new kitchen units
- Tiling
- Painting (where required)
- Floor covering.

At the end of each working day you will be left with water and an electricity supply in your kitchen. Sometimes we will need to provide you with temporary cooking equipment – your Customer Liaison Officer will give you more details if this is the case.

At the start of the work you will see a lot of workers. Towards the end you may only see workers for a short-time each day.



Almost done!

When everything is fitted, we'll come and do the final touches to your kitchen. We call this 'snagging'.

We will:

- fill in any holes that have been missed
- tidy up the grouting
- clean out any plaster residue from cupboards
- seal any worktops
- give everything a final check and polish so that you're 100% satisfied with the work.

You've got your new kitchen – what now?

Once fitted, your kitchen will need time to settle. Any new plaster work contains quite a lot of water. You may not be able to see or feel it and it won't do you any harm – but it does need to evaporate. We call this 'drying out'.

All of your kitchen unit doors are fitted with adjustable hinges. During the 'drying out' period it is possible that some of your unit doors might drop out of line. If this happens, contact your Tenant Liaison Officer, who will arrange for the maintenance team to visit.

To keep your unit doors in good condition, wipe regularly with a clean cloth and hot soapy water.

Units and fascias

Your new kitchen will withstand spills from most household chemicals – including alcohol and cosmetics. If spillages occur follow these instructions:

- Clean thoroughly using a damp cloth, warm water and a mild detergent
- Do not allow water or liquids to lie on your work top surfaces or on your doors as this forms watermarks that are difficult to remove.

Worktops

Your new worktops will stand up to most day-to-day use. By following these care instructions, you will help avoid any unwanted stains or scratches:

- To avoid scratches on your work surfaces, do not use scouring pads, powders or abrasive cream cleaners when cleaning and avoid sliding rough based or sharp objects on your new surface
- If there is a spillage, wipe away from cut outs and joints with a damp soapy cloth, using only water and mild detergent or washing up liquid immediately
- Avoid placing hot objects like pans or baking trays on your new worktop
- When chopping food always use a chopping board



Stainless steel sinks and taps – cleaning

- Clean with warm water and a damp soapy cloth after use
- To avoid the build up of lime scale in hard water areas an application of cleaning fluid should be used

Stainless steel sinks and taps – how to deal with scratches It is normal for scratches from general day-to-day use of your sink to appear. Using a stainless steel cleaner can appear to reduce scratches, although scratches do become less noticeable with age.

Stainless steel sinks and taps – heat

Use of excessive flames or heat will turn stainless steel blue or gold permanently. This should be avoided.

Stainless steel sinks and taps – rust marks and brown spots

Stainless steel does not rust, however steel wool pads can hold rust particles, and this may give the appearance that the sink has rusted.

Using a stainless steel cleaner and rinsing and drying with a soft cloth can remove the particles.

Left to stand for any length of time rust particles may permanently stain your sink.

Looking after your floor

- To remove all loose dirt, sweep or vacuum the flooring
- Use a damp mop to remove any spillages or marks
- Soak up any pools of water or spillages with a mop and diluted detergent

Be careful!

Vinyl flooring is slippery when it's wet. If you have a spillage, clean it up as soon as possible to avoid any accidents.

Need to know more?

Call your Customer Liaison Officer on the number you will have been given, or call a member of the Secure Warm Modern Team on **0300 333 8100** or e-mail swm@nottinghamcityhomes.org.uk

