

# A guide to replacing your kitchen

What to expect when we're replacing your kitchen as part of our planned improvements.



## At Staffs Housing, you and your home matter to us and we want you to love your new kitchen.

That's why we'll come out to see you and talk about any special requirements you have for your kitchen, as well as showing you the different worktops, doors, wall tiles and floor coverings you can choose from.

### Before we start work

Before we can get started on your new kitchen, you'll need to make sure your cupboards are empty, there's nothing hung on the walls and anything valuable or fragile is put away.

The contractor will lend you some storage boxes for your things.

### What happens during the work?

Before we start, we'll protect your home with dust sheets and strip out your existing kitchen. After that, we will:

1. Do any electrical wiring and position your sockets
2. Install your new kitchen units and sink
3. Fit the wall tiles
4. Fix the plug sockets and switches
5. Lay your flooring
6. Clean up so your new kitchen is ready to use

At times you wouldn't be able to use your kitchen, but we will keep these periods as short as we can.

At the end of each day we leave your home in the best condition we can and will reconnect your appliances and clear away any rubbish.

If you have any questions or concerns during the works, speak to the contractor.

### After the work

We'll explain what work we have done and make sure you're happy with it.

You will also get a survey to do, which is your chance to let us know what you think and any feedback to help us deliver high quality work.

### Your safety and security

Your safety and security is important to us.

That's why everyone we send to your home will be carrying identification cards, so you can check who you are letting into your home.



**Q. How much will my replacement kitchen cost me?**

A. Nothing.

**Q. Will you redecorate my kitchen afterwards?**

A. No, but we'll give you a decorating voucher.

**Q. How do I make a compliment or complaint?**

You can contact the contractor directly or email us on [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)

**Q. Will I be able to use my kitchen during the day?**

A. At times, you won't be able to use your kitchen. Let us, or the contractor know if this will cause you any problems.

**Q. Do I need to be at home while the work is taking place?**

A. When we first visit you, we can chat about how we can get into your home to do the work if you're not in.

We're open from 8.30 - 5.30 Monday to Friday.

Email: [hello@staffshousing.org.uk](mailto:hello@staffshousing.org.uk)

Call: 01782 744533

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