

Improving Your Home

Kitchens



Kitchen Improvements

This leaflet explains how we decide whether to carry out kitchen improvements now or later and, if now, how we go about it.

Step 1-Scoping survey

First our survey partner Savills will inspect your home to see if your kitchen needs replacing.

They will take account of its age, condition and layout.

If the kitchen is over 20 years old, in poor condition and with poor layout, we will include it in the current decent homes improvement programme.

Kitchens that are older than 20 years and have poor layout but are in fair condition are also likely to be included in the current improvement programme.

Kitchens that are older than 20 years and are in a poor condition but have an adequate layout are also likely to be included in the current improvement programme.

If your kitchen is less than 20 years old, in good condition and with adequate layout, we will not normally include it in the current decent homes improvements. We will consider renewing it when it is over 20 years old and is no longer in good condition.

Step 2-Kitchen design and customer choices

If we decide that the kitchen does need replacing, our home improvement partner will call to carry out a technical survey of your kitchen and to design with your help a new kitchen based around your appliances (such as washing machine, cooker, and fridge) and the shape of the kitchen.

We need to take certain things into account when designing your kitchen:

- Pantries may be removed to make room for storage cupboards, so long as there are no services, such as gas pipes or electric power points, inside them.
- Kitchen wall units need to be at least 150mm away from the cooker to reduce the risk of fire.



- We will leave a space of at least 600mm for a fridge or freezer.
- The kitchen will be plumbed to allow for a connection to an automatic washing machine. Where possible, this will be under the sink drainer rather than in another base unit.
- We will leave a space for a cooker of at least 630mm, with a gas connection point (where there is an existing gas supply) and an electric connection point.
- We will fit cooker chains to safely anchor a freestanding cooker.
- If you already have a hob and cooker, we will include them within the design of the kitchen.
- Where possible we will place hobs above cookers to make full use of the cooker space.
- We will refit existing cooker hoods if they are in a suitable condition.
- If you are supplying any electric or gas appliances, that you want us to include in the kitchen design, you must have them safety tested before they are reconnected.

Please note that it is your responsibility to ensure that

any appliances you have provided are safe and are checked at least once every 12 months.

To ensure kitchen units are sturdy, long lasting and can be operated safely and easily:

- kitchen unit walls will be at least 18mm thick
- doors will be moulded in one piece
- hinges will allow 180 degrees opening
- drawer runners will be made of steel
- handles will be long enough to allow easy opening and will be bolted through the drawer front
- worktops will be at least 40mm thick
- stainless steel sinks will be set into the worktop and sealed to it with water proof sealant.



- New wall tiles will act as a splash back above the worktop up to a height of 450mm.

- We will reuse existing pipes where possible and fit stop taps under the kitchen sink.
- We will upgrade electrical wiring in the kitchen to provide at least 4 double sockets and an electrical connector for a mechanical extractor fan.
- If you already have an extractor fan that is in a poor condition or not working, we will replace it with a new humidity-controlled extractor fan.
- We will also fit new extractor fans where there are high levels of condensation due to the way the property was built; for example. flats built of concrete without external wall insulation.

You will have a choice of at least 3 different kitchen unit styles and colours; at least 3 colours of non-slip vinyl; at least 3 colours of wall tiling and at least 3 colours of paint or wallpaper for redecorating the kitchen.

Step 3-Preparing for the work



Our home improvement partner will write to you 21 days before starting work. Seven days before starting work they will write to you again to advise you on the preparations you need.

Several days before the work begins your Resident Liaison Officer (RLO) will call to see how things are going and to ensure you know what to expect and are ready for the work teams to arrive.

Essential - make sure you keep us up to date with your latest contact details.

This is so we can keep in touch with you before, during and after improvement work.

Essential - keep appointments and give us access to your home.

Not keeping appointments or giving us access can disrupt our work schedules and may make you very unpopular with other customers who are waiting for improvements.

Step 4-Carrying out the work

If we are doing several jobs in your home we are likely to do them in the following order:

1. rewire
2. central heating

3. kitchen
4. bathroom.

We find that this method causes the least disruption.

- Before work begins we will check that we have all the right kitchen units and that they have not been damaged during transport.
- The leader of the improvement team will introduce themselves and their team to you and will lay protective coverings over carpets and furniture that cannot be moved out of the way. We will bring a waste bin for the removal of any works rubbish.
- We then make safe and protect all your property that may be affected by the work, and we turn off the gas, water and electricity.
- We remove the old kitchen units, tiles, decorations and pantry walls (where this is required). We send all waste (wood, plastic, metal) for recycling wherever possible.
- We will ensure that you still have washing and cooking facilities whilst we carry out improvements.
- We cut into your walls to install your new electrical cables and any new pipe work. We then plaster over the new cables and make good other areas of plaster that need repair.

- Our skilled kitchen fitters then assemble and install all the new kitchen units, worktops and sink. We also reconnect all the plumbing. Then we install the electrical switches and plug sockets and test the electrics.

- We fix the tiles to the walls and lay the vinyl flooring, with sealing around the base of the kitchen units. We put in door strips between the kitchen floor and the floor in the next room.

- We carry out a gas safety check (if gas is supplied to the kitchen) and give you a gas safety certificate.

- Finally we will thoroughly clean all the working areas and remove all protective coverings.

- We then inspect the works to ensure that they are complete and free from defects and that you are happy with the finished product and service.

We will leave a customer satisfaction form for you to complete and return to us at Gloucester City Homes. Every survey returned will go into a prize draw.

How to contact us

Contact us by phone, text, email, online, or in writing:

Customer Services Team
Gloucester City Homes
Railway House
Bruton Way
Gloucester
GL1 1DG

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

Customer Services Line: 0800 408 2000 or 01452 424344

Fax: 01452 833101

Text: 1778 148 2656

Minicom: 01452 396161

Email: customer.services@gloscityhomes.co.uk

www.gloscityhomes.co.uk

GCHTV on the Looking Local service on digital TV

If you would like any part of this document explained, translated, or provided in any other format such as large print, audio or Braille, please contact our Customer Services Team.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu