



A Guide for Residents

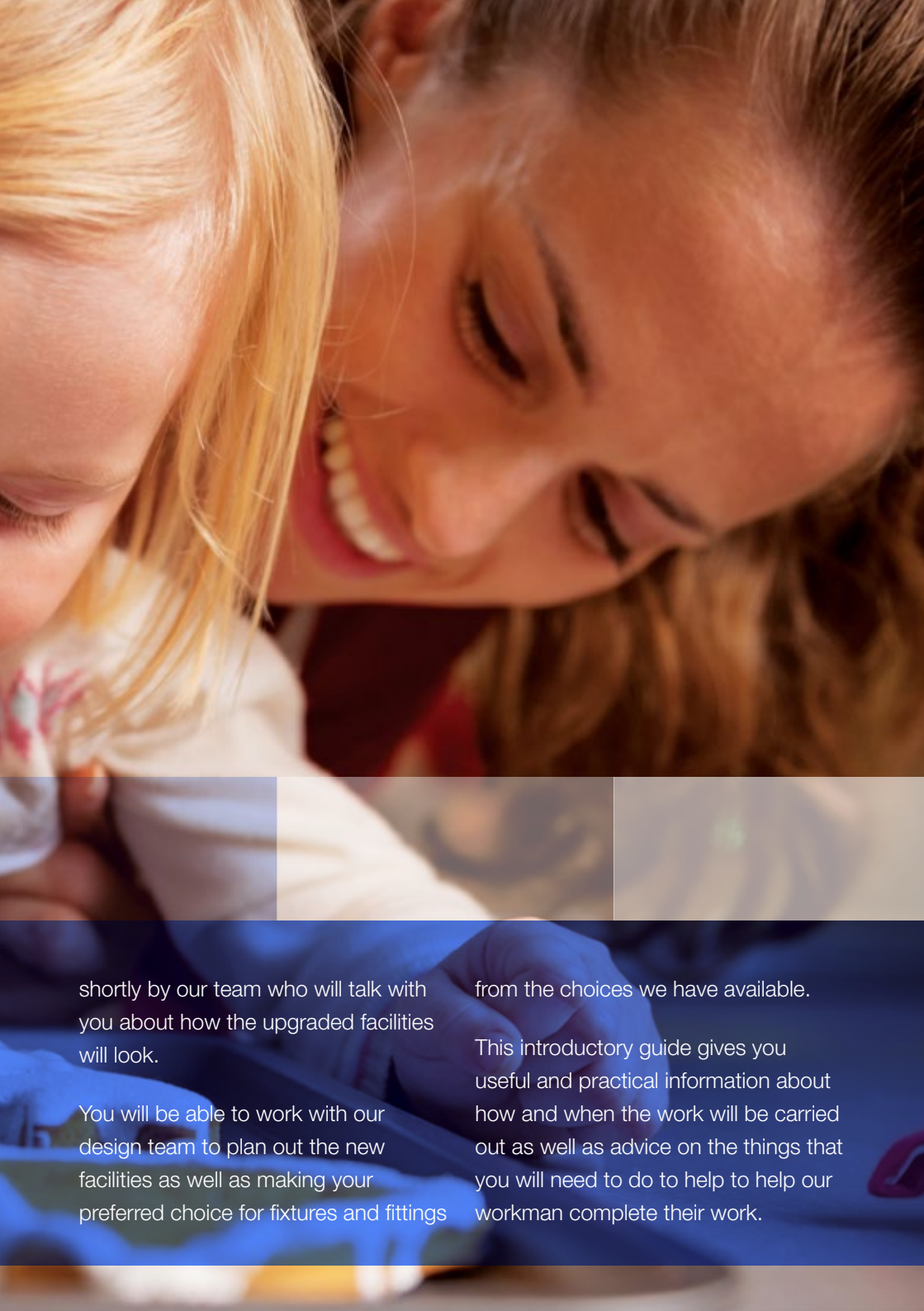
KITCHEN AND BATHROOM UPGRADES



Introduction

We are committed to improving the condition of our housing stock and to achieve our ambition we are investing around £30m a year for the next four years to make sure that we offer high quality homes to our residents.

Part of that unprecedented amount of money is being used to upgrade the kitchen and bathroom facilities in many of our properties. You'll be pleased to know that your property will benefit from this programme to upgrade our properties and you will be visited



shortly by our team who will talk with you about how the upgraded facilities will look.

You will be able to work with our design team to plan out the new facilities as well as making your preferred choice for fixtures and fittings

from the choices we have available.

This introductory guide gives you useful and practical information about how and when the work will be carried out as well as advice on the things that you will need to do to help our workman complete their work.

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Your property
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properties

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Section 1

Kitchen refurbishment /upgrade



Section 1: Kitchen refurbishment

DESIGN STAGE

If you are having a new kitchen, the designer will plan the layout with you, allowing for your appliances and current health and safety regulations. The designer will make sure you understand what is on offer and give you choices wherever possible.

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You will be shown samples to choose from:

- Worktops
- Door fronts
- Wall paint
- Vinyl floor tiles
- Tiles (kitchen only)

Your choice will be recorded and we will produce a plan and a 3D picture of your kitchen. You will be given copies of these so that you can see

what it will look like.

If you are happy with the layout we can then order your kitchen.

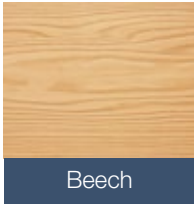
We understand that sometimes resident may change their minds and wish to change their choice.

We will therefore allow 48 hours “cooling off period” from our initial visit to notify us of any changes, after this point it will not be possible to change as the order will have been placed for the kitchen.

Section 1: Kitchen refurbishment

Colour options*

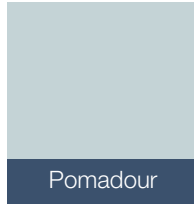
Kitchen Door &
Drawer Front Colours
options range



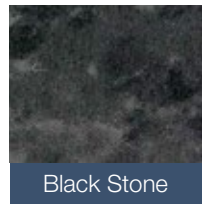
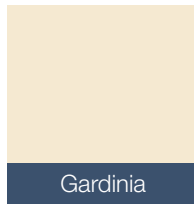
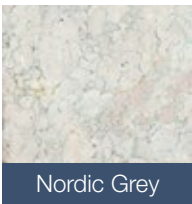
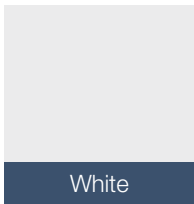
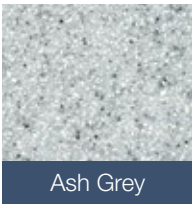
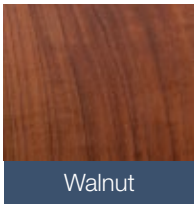
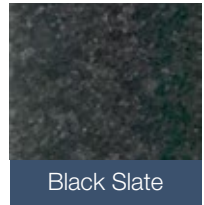
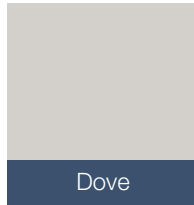
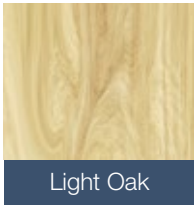
Vinyl flooring colours
(Polysafe Standard)



Wall paint colours
Dulux Trade



Worktop Finish



*Please note that colour options shown here are for illustration guide only and are not an exact representation of the finished product.

Handle



Tiles choices will be shown at the kitchen design visit.

Section 1: Kitchen refurbishment

Getting ready for the works

Before the works start you will need to:-

- Completely clear cupboards and kitchen of belongings. We will provide boxes upon request.
- Relocate appliances (help will be provided where needed)
- Keep essential, everyday items to hand
- You may wish to set up your kettle and microwave in your living room so that you are able to make cups of tea and lunch whilst the works are taking place (ensuring child safety at all times)

Please do not fill up your new cupboards until the work is complete.

At the end of each working day, you will have water for cooking and washing, your electricity will be reconnected if we have had to switch it off and you will have access to toilet facilities





Section 1: Kitchen refurbishment

Sequence of works

We aim to complete your kitchen refurbishment works in 15 working days...

Section 1: Kitchen refurbishment

The sequence of works will be as follows:

1. **Prepare** – Lay protective floor covering to protect your existing flooring on route to the kitchen and relocate appliances.
2. **Strip out** – Remove the old kitchen and bathroom. A new bathroom suite will be installed the same day. A temporary sink will be installed in the kitchen and you will not be left without cooking facilities overnight.
3. **Electrical works** – Sockets will be located near your appliances as set out in your new kitchen design plan.
4. **Make good** – Carry out any plastering where required. This can be very messy and we will need to allow 1-2 days for plaster to dry before decorating can begin.
5. **Install new kitchen and sink**– Installing your new kitchen and allowing for any other carpentry takes about one to two days.
6. **Tiling** – We will carry out tiling to the kitchen. We will tile three courses high around the work-surfaces and behind your oven to the skirting board.
7. **Decorating** – we will paint walls, ceiling and woodwork. This may take three days to allow for paint to dry.
8. **Lay Flooring** – This is done in two stages. First a latex levelling compound is laid. This takes four hours to dry so you will not be able to access the room during this time. The second stage is laying the chosen vinyl flooring.
9. **Finishing** – Finishing touches such as silicone will be done at this stage.
10. **Checking** – The works will be checked over, this is called “snagging” if any additional works are not to standard, we will come back to put it right.
11. **Approval and handover** – We inspect your home and if you are happy it meets the agreed specification, we will sign the works off.
12. **After the works have finished** – Throughout the twelve months after works have been finished your home is in a “defects” period. During this time, if something goes wrong with any of the works carried by we please call us and we will come and carry out necessary repairs.



Section 2

Bathroom refurbishment

If you are having a new bathroom, all sanitary wear will be replaced with a white suite, including bath, wash hand basin and a toilet. The same day we take out your bathroom we will install your new suite. If your hot water has to be turned off, it will be back on at the end of the day.

Section 1: Kitchen refurbishment

Colour options

You will be given the following three options for your bathroom walls and vinyl flooring:-

Paint Colours



Flooring



Section 2: Bathroom refurbishment

Getting ready for the works

Before the works start you will need to:-

- Completely empty the bathroom of all your belongings.
- Notify the workman of any fittings (such as bathroom cabinets or towel rails) that you wish to retain so they are kept and put back when the works are completed.
- Pack a toiletry bag with essential items for the duration of the works.

If you have applied or need to apply for your bathroom to be adapted, for reasons of health or disability please tell your Tenants Participation Officer as soon as possible so that we can arrange for an Occupational Health Survey to be carried out.



Section 2: Bathroom refurbishment

Sequence of works





Section 2: Bathroom refurbishment

The sequence of works will be as follows:

1. **Prepare** – We will protect all your existing flooring en route to the bathroom.
2. **Strip out existing bathroom and install a new suite** – We will install a new bathroom suite and toilet the same day that we strip out the old suite. You will not be left without toilet facilities overnight.
3. **Re-wire electrics** – We may need access to your fuse board and other parts of your property.
4. **Plastering** – Once any plastering works are carried out we may need to allow one to two days for it to dry before we can decorate.
5. **Tiling** – We will tile around your bath and sink
6. **Decorating** – Once decorating works are carried out we need to allow three days for this to dry.
7. **Lay flooring** - This is done in two stages. First a latex levelling compound is laid. This takes four hours to dry so you will not be able to access the room at this time. The second stage is laying your chosen vinyl flooring.

Completely empty the
bathroom of all your
belongings.



Section 3

Appliances

We are happy to assist you in moving any appliances and while we will take every care LBBD can be held responsible for accidental damaged during or due to moving your possessions.

It is the tenant's responsibility to make sure that their fridge/freezer is plugged in if moved;

Section 4

How long will it take?

We aim to complete the improvement works in your property within the 15 working day. However, this may increase slightly depending on the time it takes for plaster and paint to dry.

Daily access must be provided and failure to provide access during work will cause delay in the completion.

Section 5

Who do I contact if I have a problem?

If you have any concerns/queries while we are carrying out improvement works to your home. Then please contact your Tenants Participation Officer who will be happy to help you. They will attend your property at the initial design visit to introduce themselves and give you necessary contact numbers.

Section 6

Our promise

- **We will:** Make sure our staff carry an identification badge. Please ask to see this before allowing anyone in to your home. If they are unable to produce this then do not let them in.
- Make sure work areas will be left safe at the end of each day
- Respect you and your home
- Keep you informed of progress and any delays.

