

Kitchen Standard

Overview of works

How were the works identified?

The works to your property are identified via our Asset Management system. This identifies when the kitchen is due for replacement.

Who will visit me?

A Supervisor from either our Planned Works Team or our contractors will visit your property to assess what is required and will carry out a survey.

How will the Supervisor or contractor feed into the planning of the kitchen?

They will create a specification of works to be undertaken, which will be priced and therefore enable us to place an order for the works.

What choices will I have?

There will be a number of elements that you choose for your kitchen. These will be based on the colour scheme and design of your units. You will be able to choose the colour of the kitchen units and the type of handles, as well as worktop, flooring, wall tiles and decoration colours.

Do I have to have the works completed?

You can choose not to have the works completed, apart from some works which are deemed necessary for health and safety reasons. If you do refuse the works, we may ask you to sign a disclaimer via a refusal letter.

What is in the kitchen specification?

The kitchen specification is prepared in line with the kitchen plan which will be provided by the kitchen supplier. The design will be based on like-for-like replacements unless a re-design is required or considered more suitable.

Will you replace any of my white goods?

No, all existing appliances whether built in or separate will remain after the works are completed. We will refit these as per the agreed design.

Can I keep my flooring and tiles?

This can be discussed at the design stage, but it may restrict design options in your new kitchen. It may also be the case that replacing flooring and tiles is unavoidable as they may be damaged when existing units are removed.

PREPARING FOR THE VISIT

What will I need to pack away before the works start?

You will need to clear your cupboards prior to us attending as the first task will be to remove the old kitchen units. We suggest you pack away as much as possible so as to leave a free workspace. We will always try to leave you with a water and electrical supply to your kitchen at the end of the day so you are able to make a hot drink or to heat or warm food. Any disruption should only last for a maximum of 48 hours in most cases.

Do I need to stay in my home while the works take place and how long will this take?

The tenant or an appropriate adult will need to give access and be in the property during the installation. As stated, we will try and make sure you have basic facilities at the end of each working day.

How will the works affect me?

We will do our best to prevent the work impacting you, however these works can be noisy and create a lot of dust. We will provide dustsheets over the main walkways and reconnect appliances before we leave each day. You may be without cooking facilities during the day.



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