

Your guide to your

**new kitchen**

# Your new kitchen

## Great news - it's time to replace your kitchen!

We want to supply you with a high quality kitchen that will meet all of yours and your family's needs.

### Your new kitchen improvements will include:

- Removal of existing and installation of new kitchen (units, worktop, sink/ taps & plumbing)
- Slow-closing drawers and doors
- Space for your appliances (white goods)
- Stainless steel sink
- Redecoration of your kitchen
- New wall tiles/ VP board
- Electrical re-wiring to the kitchen (as necessary)
- Installation of extractor fan, lighting and electrical accessories
- Plastering should it be required
- Painting and decorating of the kitchen
- Replacement floor covering

We have a selection of fixtures and fittings that you can choose from at no cost (see page 4)



We will ask you to sign a white goods disclaimer before we start your kitchen.



# Your selections

## A design fit for you and your family

You can choose from a range of options for your kitchen cupboards, worktops, handles and flooring. We want you to feel like your new kitchen is styled the way you want it.

### Kitchen Suite

#### Worktop Options



Everest Black



Walnut

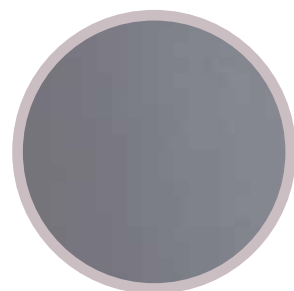


Soft White

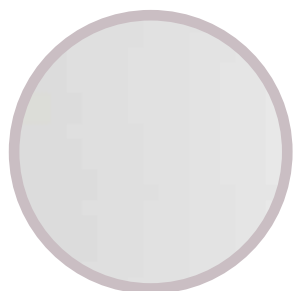


Quebec Oak Surf

#### Unit Options



Dust Grey



Light Grey



Light Oak



Driftwood

\*Please note that the choices displayed in our pictures may be different to the options currently available.



In association with  
**Magnet**

## Quality design

Our kitchen suite's feature a choice of stylish curved or square handles.

### Handles



Stainless Steel Bar  
(Handle)

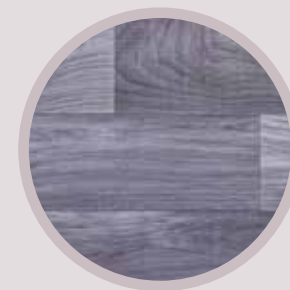


Contemporary Curved D  
(Handle)



Stainless Steel Square D  
(Handle)

### Flooring



Noblesse



Granero



Evora



# What to expect

Upgrading a new kitchen is major work and can be noisy and dirty. We will try to keep disruption to a minimum and try to make sure that your services will be reconnected at the end of the day. However, in some cases this may not be possible and alternative arrangements will be made.

**Please speak to your installer or look at our FAQs on how to prepare for the installation.**



## Home survey

### 6 weeks before kitchen taking place

Magnet and Aspire Housing will visit your home to complete the initial kitchen survey.

### Before kitchen

Final visit to confirm layout and selections and to confirm the installation date.



## The day before

Make sure you have moved all items from the kitchen – maybe set up a temporary kitchen in your living area. Please be aware of fire safety.



## Day 1

Removal of the old kitchen, and electrics installed where needed.



## Day 2

New flooring installed and your new kitchen will be delivered, and installation will start.



## Day 3

Kitchen installation to continue and walls painted.



## Day 4

Final work to be completed and your new kitchen will be ready to use. White goods will be installed.



## 1 week later

We'll visit to see how you're getting on and ask you to complete a satisfaction survey that we will send by text message.



## Health & Safety

All pets and children to be kept at a safe distance from the work taking place.





# FAQs

## How long will my kitchen improvement take?

Normally four days, but sometimes things don't always go to plan if the installation hits a problem. We will keep you informed on what this means for your installation.

## What am I expected to clear out of my kitchen?

All your personal belongings (pots and pans, plates, bowls, knives, forks) will be expected to be cleared out. We will also require somewhere to store your white goods (washer, fridge freezer and any other appliance you have in your kitchen) for the length of the improvement.

## Can I have space in my kitchen for another appliance (dishwasher, tumble dryer)?

Yes this is something we can allow for, but this will mean a kitchen unit will have to be removed from your kitchen to allow for the appliance.

## What are the working hours when the work is being completed?

The operative's working hours are 8am – 4.30pm Monday – Thursday and 8am – 3.30pm Friday. There will be times when the operatives will stay late/leave early if they are at a natural start for the following day or waiting on drying times.

## Can any of the existing fixtures and fittings be left in the new kitchen?

You can leave some items in place but we will ask you to sign a disclaimer confirming your acceptance for their on-going maintenance and replacement.

## Is the kitchen safe while you are working?

We carry out all the works in line with the current Health and Safety regulation. We will keep all tools, material and equipment secure at all times.

## Who removes my old kitchen?

We will remove waste from your home as we carry out the installation. We will keep disruption to a minimum. We ask you to clear the area before work starts.

Any issues that are important to you please speak to your installer beforehand. This may be regarding any health problems you or your family may have. Take care during the installation. Do not touch any tools or equipment.

## Who is responsible for my new kitchen?

Aspire is responsible for the installation and any further maintenance. A care and maintenance document will be left once your new kitchen has been completed to give you tips on how to best look after the kitchen and avoid any recharge from damage caused.

## Can I change my mind?

You have 14 days to change your mind after the design and choices have been made. After this time, you will not be able to change any part of the improvement.

## When will you not replace my kitchen?

**Unfortunately, we will not replace a kitchen if any of the following apply to your property:**

- An asbestos refurbishment survey has not been completed
- You have not allowed access to the property for a gas safety check
- Improvements or non-essential repairs to customers' properties will only be carried out if their rent account is clear or the repayment arrangement has been kept for 3 months or more, except where there are more serious health and safety issues in relation to the condition of the property
- You are subject to a Notice of Seeking Possession
- You have a live anti-social behaviour order against you
- You have a current or outstanding Right to Buy or Right to Acquire application in place

## Badge Identity

Our staff members will always have photo ID to hand. For your own safety and peace of mind. If you have any questions over badge identity ring our team on **01782 635200**.



# Handover & aftercare

## After installation

Following completion of our work we will carry out a final inspection to check that it has been completed properly and to your satisfaction.

## Care of your new kitchen units, wall tiles & worktop

- Clean with warm water and a mild detergent. Cream cleaners or similar non-abrasive cleaners will remove more stubborn marks.
- Do not use abrasive cleaners, as they will scratch.
- Eliminate the risk of contact with sharp or heavy objects to avoid marking and scratching.

Whilst modern materials and finishes provide good heat and stain resistance, excessive heat should not be allowed to come into direct contact with any surface.

Spillages of any kind should be removed immediately from any product using a soft damp cloth to avoid the possibility of staining and distortion.

## Flooring

- The new flooring can be cleaned with a mild detergent.
- Eliminate the risk of contact with sharp or heavy objects to avoid marking or scratching.

For further information please refer to the aftercare booklet given upon completion of your kitchen.

# Meet the team



**Alan Stocking**

Planned Delivery Manager



**Rebecca Potts**

Planned Delivery Assistant

## Your happiness is our priority

We want you to be happy from start to finish when you have your new kitchen installed. If you have any questions or would like to speak to our team please call **01782 635200**.



## Follow us



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