



aspire
housing

A quick 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
- 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)



Your selections

A design fit for you and your family

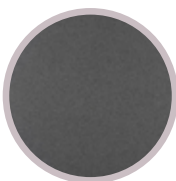
You can choose from a range of options for your kitchen cupboards, worktops, handles and flooring. We want you to feel like your new kitchen is styled the way you want it.

Kitchen Suite

Worktop Options



Black



Charcoal



Grey Oak



Light Stone



Natural Oak

Unit Options



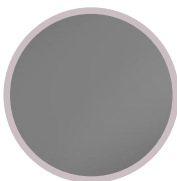
Dove Grey



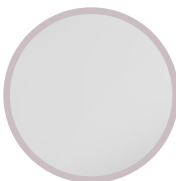
Light Grey Oak



Natural Oak



Slate Grey



White

*Please note that the choices displayed in our pictures may be different to the options currently available.
**Samples can be seen when the survey is completed.

Quality design

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

Handles



T Bar



Curved D



Classic Bar

Flooring



Empire Grey



Opera Medium



Verone Grey



Verone Light Grey



What to expect

Your new kitchen installation shouldn't take longer than 5 days* to install.

During this time you will expect the removal of your old kitchen with new electrics installed where needed.

You will also expect the delivery of your new kitchen followed by the installation, new flooring, walls and ceiling painted and your white goods will be installed.

Following the installation of your kitchen, you will receive a customer satisfaction survey via text.

Home survey

Before your kitchen installation

Aspire Housing will complete the initial kitchen survey.

You will receive a phone call 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. Be sure not to move your cooker as this will need to be disconnected by Aspire Housing. Access to your fuse board will be required during installation. Please ensure this is not obstructed.

*On rare occasions, installations may take longer than 5 days.



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 five 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.

Cookers must be disconnected by an Aspire Housing Operative.

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

Only if the design and building regulations allow for this, otherwise we cannot accommodate this. If we can, 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.

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 at the end of 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.

Who is responsible for my new kitchen?

It is your responsibility to look after your kitchen after the install, however, any maintenance will be done by Aspire.

Can I change my mind?

You have 7 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

- 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

**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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