



# Kitchen Replacement

***Housing Services***

***Housing Investment & Planning Team***

*'Investing in your home'*

**Having consulted with tenants, Clackmannanshire Council is installing new kitchens in some of its Council houses. This leaflet tells you about the improvement work in your kitchen. Please read this leaflet and keep it in a safe place for future reference.**

### **Why is this work being carried out?**

The kitchen units and work surfaces in your home need to be replaced due to their age. In some homes the existing layout may be poor and there may not be enough worktop space. When we survey your kitchen we will try to improve the layout as part of the proposed work.

The surveyor will show you samples of typical units and fittings to be installed in your home.



### **What work is involved in the kitchen replacement?**

The work is quite extensive, and all existing kitchen units, including the sink unit and worktops will be removed. New base units, wall units and worktops will be installed. Walls will be papered and emulsioned. Existing woodwork will be repainted and new vinyl flooring will also be laid.

The number of units depend on the size of your house and the layout of your kitchen. The new sink will be an inset sink fitted into the worktop. Where possible we will extend worktops over washing machines and fridges. If you have a gas meter within the sink base unit and if we are having difficulty fitting in all the units, the contractor may move your gas meter outside, but generally they will work around the meter. If necessary this work will be carried out by Scotia Gas Network and will be discussed with you before work starts.

The contractor will only remove built-in larders/cupboards if they have to, to install the minimum number of units needed for your home. If a built-in larder/cupboard needs to be removed, a Council appointed structural engineer will inspect the cupboard to find out if the walls are load-bearing. If they are, the cupboard will be safely removed just before the kitchen is installed.

## Electrical

The contractor will put in washing machine connections, an electric point for an extractor fan and possibly a connection for a cooker hood. (A fan will only be installed where condensation problems are clearly evident). The Council will not fit a cooker hood, but the electrical spur point will be fitted if you decide to incorporate a cooker hood in the future. The Council will provide an electric and gas cooker point to each cooker position to allow yourselves and any future tenants to have their preferred choice of cookers. Any other essential alterations to plumbing, gas and electric services associated with the kitchen work will also be included in the programme.



Above the worktop, three double electrical sockets plus separate remote sockets for appliances in your kitchen will be fitted. The remote sockets for fridges, washing machines and so on will be operated by a neon light switch situated above the worktop but the actual plug socket will be situated below the worktop.

## Flooring

If you have laminate flooring you will be required to lift the floor covering before the contractor starts work, (please note that due to possible changes in the layout, the existing flooring may not fit your new kitchen). The contractor and the Council cannot be held liable for any damage to floor coverings left in place during the work.

## What will happen to my appliances?

From the survey, we will prepare a design layout of your new kitchen and send it to you with 3D images. Once you have made your choice of units etc, these will be marked on the drawing, which you will then be asked to sign. The Council's Housing Services will keep a copy of this to make sure everything is installed as you agreed.

If you decide to change white goods, (washing machine, fridge, freezer, tumble drier, cooker or dishwasher) it is important that you inform the contractor's appointed designer, as this could affect the layout of your new kitchen. You must do this within 10 working days of making your kitchen choices, otherwise your new appliances may not fit.

Clackmannanshire Council follows strict guidance in relation to second hand cookers (TI 185- Installation of previously used domestic gas cooking appliances). If the cooker in your home at the time of the survey needs to be disconnected so that the kitchen can be installed, the contractor will disconnect the cooker, move it and reconnect it once the job is complete. If during the kitchen installation you change your cooker or obtain a second hand cooker, the contractor will only install the cooker if you can provide the manufacturers instructions. Please note the contractor will disconnect any gas cooker; you must not do this yourself.



The regulations covering gas cookers in flats have recently changed. The new regulations require any flue-less appliances including gas cookers to be fitted with a flame supervision device (FSD).

Detached, semi-detached, terraced houses and houses with loft conversions are not included in this regulation. The regulation only applies to tenants living in flats.

If you live in a flat and buy a new gas cooker without a flame supervision device, a GAS SAFE registered engineer will not be able to fit your new cooker. Shops selling new gas appliances will not always tell you if the new cooker is fitted with FSD. If your old gas cooker is examined during the kitchen installation and labelled as not to current standards (NCS), this does not mean that the appliance is unsafe, nor does it mean that you have to buy a new cooker.



The requirement for flame supervision devices only applies to new appliances. If you require more information please call the GAS SAFE Technical Helpline on: 0800 408 5500.

While the contractor will take every care in moving your large white goods, they cannot be held responsible for any damage caused to your appliances whilst moving them.

## What choices do I have?

We will offer you a range of choices so that you choose how your kitchen will look.

There will be a choice of:

- ✱ A range of styled kitchen unit door fronts
- ✱ A range of coloured textured worktops
- ✱ A range of emulsion wall paint colours
- ✱ A range of vinyl flooring.

The contractor will design the kitchen around the existing white goods (fridge, washer, cooker) where possible. The position of appliances may change. If we cannot meet your exact requirements, we will tell you why.

## Additional Changes

You may wish to buy extra units to those we provide. The Council will not pay for any additional extras you wish to be installed. You are solely responsible for the cost of both buying and the installing any additional items.

The supplier can provide a price list for additional units and appliances together with installation costs. You should pay the supplier directly before installation. If you do not, these items will not be fitted. However, you must obtain safety certificates for any electrical or gas items installed (this includes lighting, cookers, washing machines etc.).

## Special Needs

If you have a disability or other special clinical needs, we will consult our Occupational Therapists to assess whether we can make your kitchen more suitable for your needs.

## When will the work start?

Following the appointment of a contractor, our Contracts Liaison Officer will write to tell you of the intended start date for work in your area.

There may be a slight delay as the actual start date is approximate and will depend on our discussions with the contractor and the progress of any other phases. One week before we to start work in your home, the contractor will tell you the actual date for beginning work.



The Council's Contracts Liaison Officer will handle any queries or complaints, they will be your main point of contact within the Housing Service for this work in your home.

## How long will the work take?

Generally the work should not take more than 9 working days. The contractor will keep in close contact with you during this period and will tell you if there are any delays.

Where a built-in larder or wall is to be removed, or a lot of plaster reinstatement is needed, the timescale may be longer.



## What should I do before the work starts?

The contractor's foreman will contact you approximately one week before the work is due to start and explain what you need to do.

You will normally need to:

- ✳ Empty your kitchen cupboards and clear all worktops to allow easy access for the workmen.
- ✳ Store safely all electrical items such as kettles, toasters and microwave ovens as well as ornaments. This will prevent any accidental damage.
- ✳ If your home has not been rewired recently, a new fuse-board will be fitted. The area around your present fuse-board will need to be cleared.
- ✳ Where applicable laminate flooring should be lifted and furniture removed as directed.
- ✳ Any pets you have may be disturbed by the work. It is advisable to keep pets out of the house during the works, or restrict them to one room if this is not possible.



If you or a member of your household is disabled, frail, elderly or has a MECS system in your home, please let the Investment Programmes Team know as soon as possible on: 01259 450000.

## Will there be any disruption?

You will still be able to get access to your home. The main disruption will occur in your kitchen, although the contractor may need access to other rooms in your home. There will be some noise, and workmen will need to be in and out of your home many times.

You will not be able to use your kitchen during the working day and you will be without water for a short time while the plumbing work is carried out.

If a new electric circuit is to be installed in the kitchen, this will involve cutting into your walls to make space for the new wiring and socket outlets.

During the installation you will only be without power for a short time. As most heating systems rely on electrical controls, there will also be minor interruptions to your heating.



The supplier will reconnect your cooker at the end of each day or provide you with temporary cooking facilities, so you will be able to use it that evening. Temporary work surfaces and a sink will also be provided during the work for use in the evening

The contractors will treat you and your home with courtesy and respect. They will use dustsheets; clean up any mess and pack away equipment at the end of each day.





The contractor must follow safe working practices at all times and any broken fittings, piping and debris will be removed directly from site or placed in the contractor's skip for removal later.

### **How do you know the work is done properly?**

The Council will check to ensure the work is completed properly and complies with the detailed specification given to the contractor.

### **Does Clackmannanshire Council give an allowance towards redecoration costs?**

No redecoration allowance will be given, as the whole kitchen will be decorated as part of the replacement programme.

### **Security**

You should check the identity of any individual before allowing them into your home. Council staff and contractors working on our behalf carry identity cards. If you are in any doubt about visitors at your door, do not let them in.



## **Complaints and queries**

If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact the Investment Programmes Team on 01259 450000.

If you have any complaints about the work or conduct of the contractor or his sub-contractors, please contact us immediately on the telephone number above or in writing to the address given at the end of this leaflet.

## **Warranty**

The work includes a one year defects warranty period from time of installation. If anything goes wrong after that period please contact the Investment Programmes Team on telephone number 01259 450000, and we will instruct the contractor to carry out the necessary repairs.

## **We want your views**

After the work has been completed, we will ask you for your comments on the work and your opinion on how it was carried out through a short questionnaire. We will use this feedback to help us improve the way we work on any future contracts.

All our publication can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 01259 450000 and ask to speak to the Investment Programmes Officer, who will arrange for a translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 450 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

تحتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى، نرجوا منك الاتصال على الرقم 01259450000 واطلب التكم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاوس واسال موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259450000與投資項目官員聯系，他們會為你安排翻譯服務。或者 你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczona, zadzwoń pod numer 01259 450 000 i popros o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w poprosić o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈੱਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 450 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈੱਟ ਕੌਂਸਲ ਆਫਿਸਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لٹلیٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو برائے مہربانی فون نمبر 01259 450 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیٹن کا بندوبست کرے گا۔ یا پھر آپ اس لٹلیٹ کو کونسل کے دفاتر بہ مقام الاٹھم ٹری ہاؤس پر لائے جاسکتے ہیں اور ریسپشن پر پوچھیں۔  
ہاؤس پر لائے جاسکتے ہیں اور ریسپشن پر پوچھیں۔

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Comhairle Siorrachd  
Chlach Mhanann

