



Kitchen and bathroom programme



Our kitchen and bathroom programme

We are working with external contractors and Premiere Kitchens to deliver our kitchen and bathroom (K&B) programme.

Our contractors will carry out and oversee the improvement work to your home.

Premiere is our kitchen supplier. If you are having a new kitchen, the team will design it with you and make the worktops and units.

Tenants are involved at every stage of the selection process to appoint our contractors. This included interviews, scoring contractors against expected standards and asking questions about quality and service delivery.

A panel of tenants decided upon the final range of kitchen units, handles, worktops and tiles you will be able to choose from.



If you go to our website - www.tworivershousing.org.uk - and register for 'My account', you will find specific information relating to your home.

For more general information about our improvement programmes, please visit the 'Your home' section of our website.

You will also find a useful booklet called 'Investing in your home' in our website 'Library'.

Before the work starts

Stage 1:

You will receive a 'notification of works' letter. This will introduce the contractor, and confirm your home is due for improvement work.

Stage 2:

The contractor will contact you to arrange a convenient appointment to carry out your kitchen and/or bathroom design survey.

Stage 3:

The contractor and Premiere will visit to design your kitchen and/or bathroom with you, discuss any special requirements and explain the nature of the works.

Stage 4:

Your Tenant Liaison Officer from the contractor will call to discuss a convenient date for the work to start and confirm this in writing.

Stage 5:

You will receive a reminder shortly before the work is due to start.

This will be by email, post or telephone.

During the work

The work will be carried out to a set timetable, dependent on what needs to be done to your home. Your Tenant Liaison Officer will provide you with a timetable of work before it begins.

The programme can include some, or all, of the elements in the table below. Please note, this will vary between properties and will be dependent upon whether you are having a new kitchen or bathroom, or both.

| Kitchen | Bathroom |
|-------------------------------------|---|
| Wall and base units | Suite |
| Worktop | Installation of shower (if purchased by a customer) |
| Flooring | Repairs to walls, floor and ceiling |
| Repairs to walls, floor and ceiling | Tiles |
| Removal of larders* | |
| Removal of partitions* | |
| Tiles (three tiles high) | |
| Electrical upgrade | |
| Full or part rewire | Smoke detectors |
| External light | Ventilation fans |
| Shaver or toothbrush socket | Carbon monoxide detector |

* Please note, larders are only removed if there is no other way for us to meet the minimum storage space requirements to meet the Decent Homes Standard. Larders are not removed on request.

CONTACT US

Telephone: 0800 316 0897

If you would like this leaflet in large print or audio CD, please call us.

Website: www.tworivershousing.org.uk

Email: customerservices@2rh.org.uk

 TwoRiversHousing  TRHousing

