



Kitchen and bathroom programme



Our kitchen and bathroom programme

We are working with Pilon and Magnet to deliver our kitchen and bathroom (K&B) programme.

PILON

Pilon is our main K&B contractor and the team will carry out and oversee the improvement work to your home.

Magnet

Magnet 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 were 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 Pilon as the contractor, and confirm your home is due for improvement work.

Stage 2:

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

Stage 3:

Pilon and Magnet 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 Pilon 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 personalised 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)
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. 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

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