



# A guide to Kitchen Refurbishment

What you need to know...



Ashford Borough Council has appointed a contractor to begin a programme of kitchen replacements in homes across the borough.

If you have any specific needs, please let us know by completing the attached form and we will do our best to accommodate them.

What's included in a kitchen refurbishment?

The works will include:

- Replacement of kitchen units and worktops
- Installation of glazed wall tiles
- New floor covering
- Redecoration, including the ceiling and installation of coving
- Alterations to plumbing and gas pipework, where needed
- Upgrading and repositioning of electrical sockets and switches, where needed
- Installation of new lighting and an extractor fan, where needed

The layout of your new kitchen will be discussed with you, and we will do our best to accommodate your requests where reasonably practical.

The new design will include space for a cooker, washing machine and a tall fridge/freezer. If you do not already have these appliances, a standard space of 640mm will still need to be allowed for within the new kitchen layout.

We shall install good-quality kitchen units with laminated worktops.

The units are available in a range of sizes, allowing the kitchen designer to make the best use of the available space. You will be invited to choose from a selection of units, worktops, glazed wall tiles, flooring and wall finishes.

## What happens and when?

### Before the works:

Before works can begin, an asbestos survey must be carried out. As well as inspecting the kitchen, the surveyor may also need to look at other rooms in your home.

An appointment will then be arranged for a kitchen designer to visit you. During this visit, they will discuss the layout of your existing kitchen and any improvements that may be possible.

The designer will also measure the kitchen and ask you to confirm which appliances you would like included.

You will have the opportunity to discuss any special requests you may have for the layout or design. The designer will show you samples and ask you to make your selections from the available options.

Once your choices are confirmed, you will be asked to sign a form to approve them. A drawing showing coloured 3D elevations of the proposed kitchen layout will then be sent to you to give an impression of how the new kitchen will look.

This will be your final opportunity to make changes to the design or your selections before the kitchen goes into production.

After this, one of our kitchen contractors will contact you to introduce themselves and arrange a visit. Their surveyor and tenant liaison officer will attend to discuss the installation and agree a start date with you, usually giving at least seven days' notice.

The tenant liaison officer will also explain how they will keep in touch with you, support good communication, and minimise disruption while the works are carried out.

## During the Works::

Please be aware that this is a full kitchen refurbishment and some disruption is unavoidable. Your cooperation is therefore essential during the works.

While work is being carried out, the kitchen will be treated as a working area, and you will not be able to access it when operatives are on site.

The contractor will contact you directly to agree access times for each stage of the work. As work will be carried out across several properties at the same time, there may be periods when no work is taking place in your home. The programme of works is expected to take no more than three working weeks to complete.

Before work starts, all items will need to be packed away and moved out of the kitchen to allow the works to be carried out safely.



The table sets what will happen during the works and when. The timescales shown are a guide and will depend on the size of the kitchen and the amount of work needed.

Where more work is needed, timings may vary. The contractor handles coordinating all aspects of the works directly with you.

<b>Week 1</b>
<b>Removal of existing kitchen (dustiest day)</b> White goods to be removed except oven. Existing sink unit left in until day three
<b>Electrics (noisiest day) - Electrical first fix</b> Power will be turned off for approx: two to three hours
<b>Plumbing and units</b> Installation of new sink and base unit Water will be turned off for approx: two to three hours
<b>Making good</b> Boxing in of pipes, make good to electrical chases, wall preparation
<b>Ceiling preparation</b> Re-plastering ceiling and fitting of coving
<b>Week 2</b>
<b>Ceiling</b> Completion of ceiling works
<b>Installation of kitchen</b> Fitting of base and wall units, all worktops, and any skirting or architraves that require renewal
<b>Week 3</b>
<b>Decoration</b> Fitting of glazed wall tiles and decoration works, fitting and installation of floor tiles and plinths. Electrical second fix, including fitting of extractor fan and lighting

We will check the progress of your kitchen installation and will be available to respond to any queries or concerns you may have during the works.

Once the installation is complete, the contractor will ask you to sign a satisfaction note to confirm that you are happy with the work and that your home has been left in a satisfactory condition.

After works are finished, we will carry out a final inspection. Any defects found will be reported to the contractor so they can be rectified.

### After the works have finished:

The contractor will guarantee the work for 12 months from the date it is completed. Any defects that arise during this period will be referred to them to resolve.

At the end of the guarantee period, we may visit your home to carry out a final inspection. This is to check that any defects previously reported have been rectified and to find any issues that may not have been noticed.



## Frequently asked questions:

### Why do I need an asbestos survey?

If your property was built after 2000, an asbestos survey may not be needed. In all other cases, we must provide the contractor with a recent, detailed asbestos survey for health and safety reasons.

While the surveyor is at your home, they may also carry out a visual inspection of other rooms. This helps us update our records and can be done at little added cost while access is available.

### Do I have to have work done?

If you have a valid reason for not going ahead, you will not be forced to do so. We may agree to defer the refurbishment for a suitable period.

Please note we are unable to carry out partial refurbishment works, such as decorating only or replacing flooring only.

### Will my rent go up if I have this work carried out?

No, there is no added charge to your rent for having this work carried out.

### What will I be able to choose?

You will be able to choose from a range of options, including:

- Kitchen unit doors and drawer fronts
- Worktops
- Wall tiles
- Floor tiles
- Wall paint (emulsion colour)
- Input into the overall design and layout of your kitchen

### Can I have something different if I supply it?

You may choose to supply your own:

- **Wall tiles**, provided they are either 148 × 148 mm or 200 × 100 mm. We will supply the adhesive and white grout.
- **Light fitting**, provided it is suitable for use in a kitchen. We will install one surface mounted single point light fitting only (recessed lighting cannot be fitted).

## If I want to buy new appliances, will you incorporate them into the new design?

Yes. If you tell us at the design stage, we may include added items where possible (this does not include inset hobs or built in ovens).

There are minimum standards for storage and worktop space and we follow the agreed design brief. Including too many appliances will reduce usable space and may therefore be unacceptable.

We avoid creating designs that are too bespoke, as kitchens must meet the needs of future tenants and allow us to avoid the cost of significant alterations later.

## Is there a limit on the number of units that I can have?

We will supply and install the number of kitchen units needed to meet the design brief, based on the size of your home. There is also a budget limit for kitchen units that the designer must work within.

Within these constraints, we and the kitchen designer will aim to fully fit out your kitchen. However, if you would like added units beyond those we provide, you may buy these separately through the contractor, who can install them at the same time as the main works.

If you wish to take up this choice, you must let us know no later than one week after receiving your kitchen plans.

Please note that payment for any added units must be made in full in advance. Any units installed in this way will form part of the fitted kitchen and must be left in place if you move out of the property.

*If you choose to supply your own items or buy added units, we will review your rent account before deciding whether approval can be given*

## How long will the work take to complete?

In most cases, the works will take around three weeks to complete. However, if significant added work is needed, such as repairs to plasterwork or damp proofing, the programme may take slightly longer.

## Will I still be able to use my cooker and sink whilst the work is being carried out?

The contractor will organise the works so that the kitchen sink can be used at the end of each day. If the cooker needs to be moved, there may be a short period of a day or two before the new cooker circuit is reconnected. We expect tenants to accommodate minor disruptions of this kind.

Temporary cooking facilities will not be provided, and we are unable to reimburse the cost of takeaway meals.

While works are ongoing, there will be times during the day when access to the kitchen and some services, such as water or electricity, may be temporarily unavailable.

If daytime disconnection of services is likely to cause difficulties, this can be discussed with the council surveyor to see whether a suitable solution can be found.





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