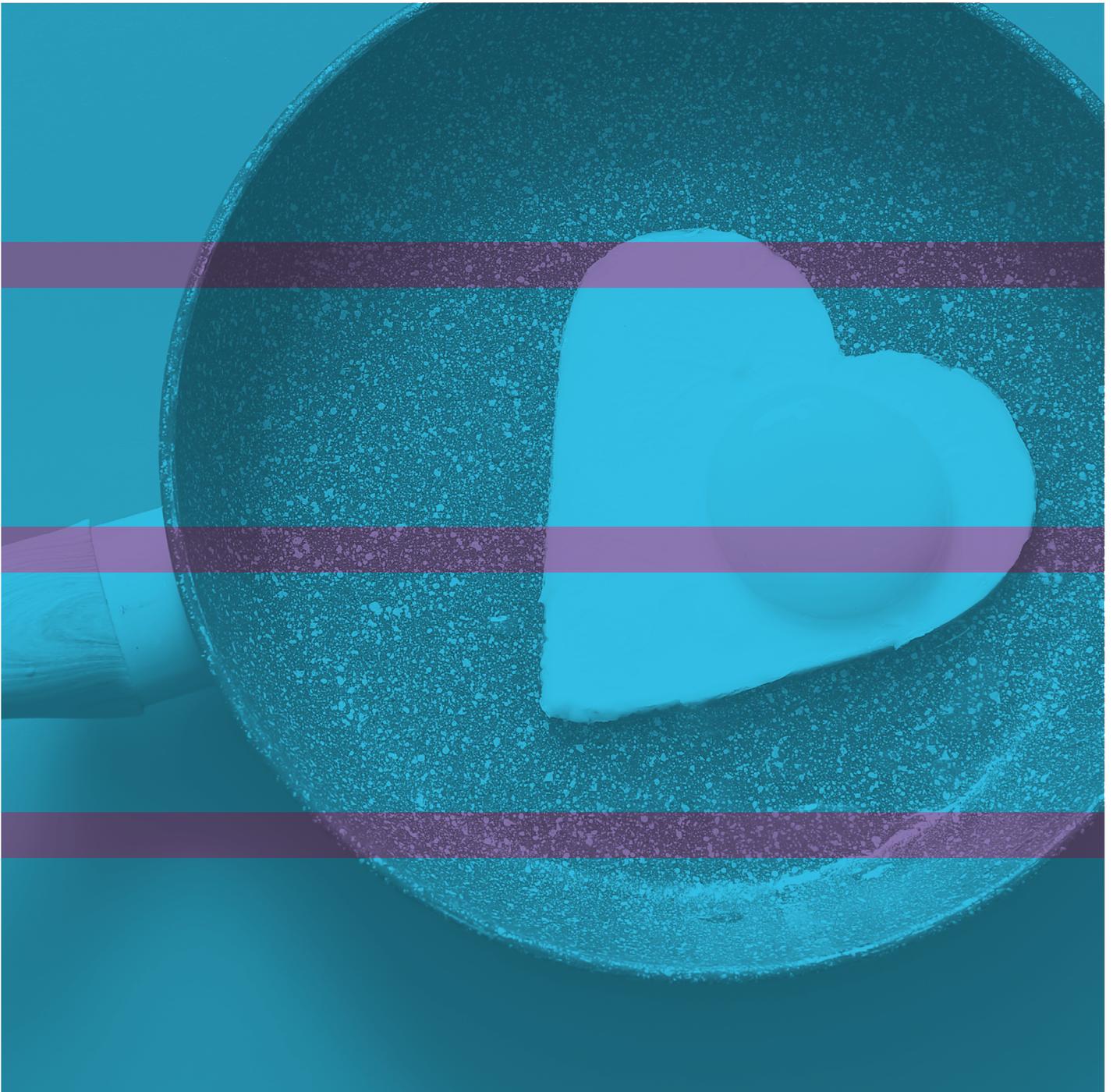


YOUR KITCHEN

Planned Investment Works



We're excited to let you know that, as part of our investment works, you'll be receiving a new kitchen.

To ensure everything goes smoothly, please take a moment to read the important information below to help you prepare for the upcoming work. If you have any questions, your Resident Liaison Officer from the appointed contractor is available to assist you throughout the process.

PREPARING FOR WORKS

Preparing your kitchen for upcoming work is key to ensuring everything goes smoothly and minimising disruption. Here are some steps you should take before the works begin:

- Empty all cupboards within your kitchen.
- Ensure all drawers are empty.
- All worktops should be clear of any personal belongings including microwaves, toasters, kettles, air fryers, and coffee machines.
- Take down any curtains or blinds.
- For help moving large appliances you are unable to move, please contact your Resident Liaison Officer.
- Please ensure valuable items are safely relocated.
- Our tradespeople will disconnect and reconnect appliances.
- Where needed, dust sheets and floor coverings will be provided.

DURING THE WORKS

- Unfortunately, you won't be able to use your kitchen during work hours.
- The first step to your new kitchen requires us to remove all old units and worktops, then install new plumbing and electrics. Once these tasks are complete, plastering, kitchen unit fitting, painting, and flooring installation can be done.

AFTER THE WORKS

Once the work is complete, the contractor will inspect the works for any issues using a process known as snagging. When they're happy with the finish, one of our Places for People Colleagues will sign off the work and request your feedback through a satisfaction survey.

TAKING CARE OF YOUR NEW KITCHEN

Once your new kitchen has been fitted, it's important to maintain its quality by following these simple steps:

- Please read the instructions on your cleaning products to ensure they are suitable.
- Do not place heavy items in drawers.
- Do not overload your shelves within the cupboards.
- Do not cut items, or place hot pans directly on worktops as this can cause damage.

If you have any problems after your work has been signed off, please do not hesitate to contact your Resident Liaison Officer.

