



# WHY HAVE I BEEN SENT THIS GUIDE?

## Our records show that your kitchen may be due for replacement

This takes place if your kitchen is more than 20 years old and is either in poor condition or does not comply with the 'Housing Health & Safety Rating System' (HHSRS) requirements, i.e. cooker in dangerous position. We cannot replace all kitchens eligible at the same time so our aim is to replace a number each financial year within our budget allowance. This is referred to as Planned Works and commences on the 1st April each year and continues through to 31st March the following year.

## HOW LONG WILL THE WORK TAKE?

The current target is to complete the works within 8 working days from start to finish.

During this time you will not be left overnight without the use of your cooker or a water supply/sink unit.

## WILL I HAVE TO MOVE OUT?

No. However for vulnerable/elderly customers who feel they may not cope with the upheaval we can offer by pre-arrangement two or three nights overnight stay in the guest room at one of our Sheltered Housing complexes. Please speak to the Project Surveyor on the day the survey is carried out if you wish this to be arranged. NOTE - There is no charge for taking up this service.

## THE CONTRACTOR AND THE WORK

Coastline Housing has appointed a contractor to carry out the kitchen refurbishment in your home. The following information has been prepared to let you know what to expect when the work starts. The exact nature of the work will be subject to a survey.

## SURVEYS

Coastline Housing has appointed Moores Kitchens to manufacture and supply our kitchens which are made to measure at their factory. By pre-arrangement carried out by Coastline Housing, Moores Kitchens will carry out a survey at your home prior to the contractor starting work. The kitchen will be designed in your presence on a laptop computer after which two copies of the plan layout will be printed out for you to sign, agreeing to the layout offered and colour choices made. One copy will be retained by the kitchen supplier/designer for their records and the other left with you the customer. The appointed contractor will also be in attendance together with a representative from Coastline Housing, usually the Project Surveyor.

## NOTICE

The contractor will contact you in writing, at least 10 calendar days before work is due to start, to make arrangements for access. It will be up to you to agree a convenient time for the work to be carried out.

## INSTALLATION

The kitchen refurbishment will include removal of your existing worktops, kitchen units and kitchen sink. A new kitchen will be fitted, including kitchen units, wall cupboards, work tops, sink, wall tiles and sheet floor covering, upgrade of electrics and redecoration.

Where practicable, the new kitchen may be redesigned to accommodate a more suitable layout whilst ensuring, storage capacity and work surfaces comply with our kitchen design specification.

Where possible, we will allow space for a cooker, fridge freezer and washing machine in the design. If you have other kitchen appliances, we will try to accommodate them in the design but it may mean compromising on your available storage space.

## CUSTOMER CHOICE

Prior to starting work, Moores Kitchens at the survey/design stage will ask you to choose between an approved selection of colours for your kitchen units and worktops. The contractor will also request your choice of wall tiles and floor covering and decoration colours from the approved range. Please note that you will not be able to change your chosen colours at a later date.

## ASSOCIATED WORKS

During the kitchen refurbishments, other associated works may be carried out such as plumbing alterations, relocating gas cooker points and the electrical cooker control panel, repositioning and addition of electrical power points and installation of a mechanical extractor fan or overhaul of existing.

## DISTURBANCE

You will appreciate that jobs such as chasing walls and drilling holes generate a certain amount of dust and therefore disturbance. The contractor will provide dust sheets to protect carpets and furniture, and clean to a reasonable standard at the end of each working day. Unfortunately some dust will settle on surfaces not protected by dust sheets, and your co-operation and tolerance is sought in this respect.

## DECORATIONS

Redecoration of the kitchen walls, ceiling and woodwork will be carried out to complete the works. A choice of colours is available for the walls and ceiling, whilst the woodwork finish is white.

## GUARANTEE

The installation is guaranteed for 12 months from the date of completion. Should any fault arise within this period, please report the defect to us in the usual way and the contractor will be instructed to rectify it. Any faults after this 12 month period will be dealt with under Coastline Housing's Responsive Repairs Contract.

## MOVING FURNITURE, CARPETS, APPLIANCES AND HOUSEHOLD ITEMS

The contractor will be responsible for moving and protecting any furniture, carpets and appliances. However, he will only move them with your permission and will not be held responsible for any damage that may result. You will be responsible for the removal and safe keeping of items stored within kitchen units and on worktops, including ornaments, pictures and valuable objects.

However, vulnerable/elderly customers will be offered help in placing their items in cardboard boxes for storage away from the kitchen area where the works are to take place and refilling of cupboards upon completion of the work. The contractor will carry out this service and supply the boxes at no charge to you, the customer.

## INSURANCE

The structure of the building is insured already by Coastline Housing. In the unlikely event of damage being caused to the structure of your home during the contract, the contractor is legally required to have public liability insurance cover which will normally cover any loss or damage caused to your personal effects or contents during the course of the works. Therefore, if any damaged is caused, a claim will need to be made against the contractor's Insurance policy. Coastline Housing is unable to accept responsibility for any damage to your house contents and possessions.



## MEETINGS

The Project Surveyor and the contractor will meet on a monthly basis to discuss the general running of the contract. If you have a local residents' association, a representative will be invited to attend. If you have any queries, your association representative will be able to put them forward at these meetings. If your area does not have a residents' association, please contact the Project Surveyor, who will deal with any problems that you may have.

## QUALITY

We will take the following steps to ensure that the work is carried out to everyone's satisfaction:

- (i) The contractor's management and work force will be required to make sure that the work runs smoothly.
- (ii) The contractor will insist that his work force operates safely, in terms of power tool use, working practices etc.
- (iii) Only when all work on your home is finished to a good standard will we pay the contractor.
- (iv) When the work is complete, we will ask you if you are satisfied.

## IDENTITY CARDS

Coastline Housing will issue identity cards to the surveyors and the contractor's operatives. These will include a photograph, the name and position of that person, the company's name and validation date.

You should not allow any person without his identity card to carry out work on your home. If anyone tries, you should immediately contact a Customer Service Advisor on 08082 027728 who will be able to advise and assist you.

## COMPLAINTS

Naturally, the Project Surveyor and the contractor will do their best to ensure that you have no cause for complaint. If a problem does arise, you should take the matter up initially with the Contract Supervisor and if you do not get satisfaction from him, please contact the Project Manager. If you are still not satisfied with the way the problem has been dealt with, you can report this to our Complaints Officer who will forward you a Complaints Form or alternatively note your complaint for investigation. You will receive a written acknowledgement of this.

Copies of this information sheet are available in large print, Braille and audio format, or translated into other languages. Please contact Coastline's Contact Centre on 08082 027728 if you would like one.

If you would like to know more about Coastline and its work, or have an idea about how we could improve our services, please contact us:

**Coastline Housing Limited**, Coastline House, 4 Barncoose Gateway Park,  
Pool, Redruth, Cornwall TR15 3RQ  
Telephone: 0808 202 7728 or 01209 200200  
email: [customer.service@coastlinehousing.co.uk](mailto:customer.service@coastlinehousing.co.uk)  
[www.coastlinehousing.co.uk](http://www.coastlinehousing.co.uk)

## Do you need information in a different format?



Arabic الرجاء ارسال لي هذه الوثيقة باللغة العربية

Polish Na specjalne życzenie, niniejszy dokument może być dostępny w języku Polskim.

Thai เอกสารนี้มาให้ในภาษาไทย ถ้าคุณต้องการ

Other language required: \_\_\_\_\_

Name: \_\_\_\_\_

 Address: \_\_\_\_\_

Postcode: \_\_\_\_\_



Telephone: \_\_\_\_\_



Send to:  
Coastline Housing Ltd  
4, Barncoose Gateway Park  
Pool, Redruth  
Cornwall TR15 3RQ



08082 027728

If you tell us which language you speak, we will be able to get a translator on the phone.

  
Coastline  
housing