



Equal Opportunities statement

We recognise the damage that disadvantage and discrimination can cause. We are committed to equal opportunities and will take positive steps to ensure that you will not be treated less favourably than anyone else in your dealings with us because of race, religion, gender, marital status, sexual orientation, disability, class or age.

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перевод

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- /MeresMossesHA
- @SSMMhousing

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We Are Connexus

What to expect: Kitchen Replacement Programme



What to expect – Kitchen Replacement Programme

Your kitchen is due to be surveyed for potential replacement. The survey will be carried out by Rixonway, the kitchen manufacturer, and Dawn Lewis, Tenant Liaison Officer.

We plan to replace kitchens that are more than 20 years old. If you already have a more recently fitted kitchen, the surveyor and Tenant Liaison Officer will record this and the existing kitchen will not be replaced until it is due.

If your kitchen is old but you do not want any works carried out, just let the surveyor and the Tenant Liaison Officer know when they call and they will ask you to sign a Refusal of Works form for our records.

If your kitchen is to be replaced, you will be able to choose from a range of worktops and kitchen unit finishes, handles, taps and wall tiles and vinyl flooring colours. You will also have a say in the layout of your new kitchen, The number of wall and base units you can have depends on a number a factors including the size of the kitchen, the number of appliances you have and the number of people in the house.



Dawn Lewis, Tenant Liaison Officer
Call: **0300 303 1190**

Kitchen Selection Form

If the Kitchen is required, please tick the following box.

Customers details to be completed by the vendor.

Name	
Address	
Postcode	
Business Name/Code	
Signature	
Date	

Door Frontals

Taps

Worktops

Handles

Logos

South Hampshire Housing Association

rixonway kitchens

If you have health or mobility problems that make using your existing kitchen difficult or any other special requirement that you feel we should be aware of in relation to the work that will be carried out,

e.g. height of kitchen units, please call us on **0300 303 1190** and ask to speak to Dawn Lewis, the Tenant Liaison Officer (pictured).

When your kitchen is surveyed, it will be measured, the surveyor and Tenant Liaison Officer will discuss the layout and colours with you and a 3D design will be prepared for you to keep. You will be asked to sign the plan showing the layout and agreed colour choices. It may help you to take some time to consider the design of your kitchen now so that when it is surveyed, you will have some idea of how you want the kitchen to work.

Please bear in mind the following points when considering your design:

1. Structural works will not normally be considered due to the high costs involved. In some cases non-structural walls (e.g. built-in pantry) may be removed if it would provide a better kitchen layout but only with the approval of the Association's surveyor.
2. When assessing storage requirements in the kitchen, space is allowed for a washing machine and a fridge space beneath the worktops (or space for a tall fridge/freezer). If you have more appliances it may not be possible to fit the recommended number of base units within the kitchen.
3. Please note the location of the stopcock and rising water main, water & gas meter, electricity distribution board, boiler, external gullies, etc. These cannot normally be moved, so the kitchen design will need to incorporate these in their existing locations.

4. When considering the overall layout you should bear in mind the 'work triangle' of fridge – sink – cooker; these are the most frequently used items in the kitchen and should be easily accessible to each other.
5. Cookers must have a minimum of 30cm of worktop to each side and cannot be placed under a window, next to a sink or in any other location where they could cause an increased risk of accidents, e.g. behind a door.
6. Sinks must be placed on a wall where the waste can be taken to an outside gully without crossing a doorway or other obstruction; washing machines and dishwashers must also be placed where there is access to water and drains.
7. When considering socket locations, these must be at least 60cm from the sink and placed so that leads do not need to cross the cooker or doorways in order to operate appliances.



The installation will be carried out by Total Response Ltd., our in-house contractor, and we require them to give you at least 10 working days written notice of works commencing. The enclosed leaflet 'Improvement Works: What to Expect' sets out the standard of services you should expect from Total Response Ltd., as well as detailing how you can help.

If you have any queries, please call us on 0300 303 1190 and ask to speak to Robert Bamford, Investment Delivery Manager, for the Asset Management Team.

