

# VIVID

## Your new kitchen



Everything you  
need to know

# Overview of the works

We'll visit your home to carry out a survey of your kitchen and agree a start date.

Your new kitchen will include:

- New floor and wall units \*
- New worktops \*
- New wall tiling \*
- New vinyl floor covering \*
- New wiring (where required to meet current regulations)
- New extractor fan
- Patching up plastering to walls (where disturbed)
- Full redecoration



You'll be  
given a choice  
of colour



# Process of the works

The works will take up to 2 weeks to complete, in the following stages:

## Stage 1



Remove current kitchen units



Patch plaster in defective areas



Start electrical and plumbing works

## Stage 2



Complete electrical and plumbing works



Fit new kitchen units



Complete wall tiling



Decorate



Lay new vinyl floor covering

# Kitchen specification

**We'll provide you with a high-quality kitchen including the following:**

## **> Kitchen units and worktops**

Maximum of 9 kitchen units. Worktops will be 40mm thick joined by joining strips. We're not able to offer mitred worktops

## **> Tiling**

Glazed wall tiling, 3 courses high above the worktops

## **> Extractor fan**

An extractor fan will be fitted / replaced where possible

## **> Doors**

Damaged or missing doors won't be replaced as part of the works

## **> Plastering**

Plastering will be limited to areas of the kitchen that have been disturbed in the process of the works being undertaken

## **> Electrical work**

All appliances will be fitted with fused spurs, and additionally we'll fit a minimum of 2 double sockets above the worktop

## **> Appliances**

All existing kitchen appliances and previously installed built-in hobs / ovens will be accommodated in the kitchen design. Range cookers and American style fridge-freezers may not be able to be accommodated. The cooker position won't be changed unless regulations require. We won't install or reinstall cooker hoods, but will provide an electrical connection point

## **> Radiators**

Radiators won't be replaced as part of the refurbishment. They will form part of a future central heating upgrade when appropriate

## **> Redecoration**

Any decorations carried out will be emulsion only. Existing wallpaper will be removed. Only kitchen areas will be refurbished. If you have a kitchen/diner, the dining space will not be included in the refurbishment

## **> Flooring**

A new vinyl floor covering will be provided

# Frequently asked questions

## What level of service can I expect from VIVID?

We aim to ensure trade staff meet our service standard which includes the following:

- Wearing full VIVID uniform and maintaining a clean, tidy and professional appearance
- Presenting their VIVID ID card on arrival, introducing themselves and explaining what work they'll be carrying out
- Considering you and your family's / visitor's health and safety by segregating the work area
- Leaving your home clean and tidy after completion of the work
- Being polite, respectful and courteous at all times

## Will having a new kitchen increase my rent?

There won't be an increase in your rent as a result of the works being carried out.

## Can I keep or provide my own wall tiles / flooring / worktops, etc?

Unfortunately, we're unable to accommodate the provision of these items into the refurbishment works.

**If you have any more questions about your kitchen refurbishment, please get in touch with us**

# Important information

## Before the works

You're required to sign your agreement to any layout and choices made. Any changes made after the agreement's been signed may not be able to be accommodated.

To enable the work to start on the planned day, we'll need your help in carrying out some preparation beforehand:

- Please ensure all kitchen cupboards, work surfaces and units are emptied of all personal, fragile and valuable items to avoid damage. Please remove any pictures and ornaments from walls, as walls may vibrate when some work is carried out
- Please ensure all white goods e.g. washing machine, tumble dryer, fridge freezer, are cleared from the area. We cannot accept liability for any loss or damage sustained to white goods
- Please ensure that access to all rooms is available, along with access to the electric meter / fuse board, loft hatches and all plug sockets
- If you need help, you may wish to get a relative, friend or neighbour to help move furniture or empty cupboards. If you're unable to organise help, please contact our customer service team
- If you're registered disabled, you'll need to contact your Occupational Therapist to discuss with us any specific needs

Please note: VIVID staff have been instructed not to remove any range cookers or American style fridge-freezers under any circumstances. If you have either of these items in your kitchen, we cannot start work until these items have been removed from our working area. If VIVID is required to remove any other white goods, this will be entirely at your own risk, as VIVID will not be held responsible for any accidental damage that may occur. We therefore strongly recommend that you have home contents insurance.

No claims from the customer will be considered for unavoidable damage to foam-backed carpets, resulting from moving these to allow works to proceed. The backing foam naturally degrades, and lifting or moving the carpet often results in unavoidable damage.

## During the works



Gas (excluding cooker), electricity and water will be **reinstated at the end of each working day**, except in emergencies or unforeseen circumstances



The **cooker will be disconnected on the first day** of the refurb and not reconnected until the new flooring goes down. We'll only reconnect the cooker we removed - newly purchased cookers will need to be arranged to be installed by the customer.



Please be advised that our trades staff are working on a rolling programme, so you **may not have workmen in your property every day**



The relocation of cookers will only be carried out **where there is a risk to your health and safety** by the cooker remaining in its current position



Please **respect any barriers or cordons** which we've set up - they're there for the safety of everyone in the property



**You're responsible for the proper control of any children and animals** for whom you have a duty of care. Building sites are dangerous places and cannot be entirely 'child proof'



If you have any appliances, either gas or electric, **which prove to be unsafe, they will not be refitted** and you will be advised accordingly

## Responsibilities after the works

Any damage to the kitchen installation is the responsibility of the customer, and may result in a recharge if deemed not "fair wear and tear"

If you undertake any alteration or replacement to the layout, it is subject to our permission through the VIVID Home Improvements Policy

The installation, repair and maintenance of kitchen appliances, dishwashers, tumble dryers and the like are the responsibility of the customer



# Helpful tips

## Before and during the works

Get as much washing done, such as bed linen, before the start of the work. Remember that your washing machine will be disconnected during the first stages of the kitchen refurbishment.

Set up a small kitchen area in another room, with small appliances.

Reduce fridge / freezer contents to a minimum, so they're easier to move.

Accustom pets that would normally use your kitchen to another room in your home.

As the start date approaches, reduce the amount of food you would normally stock in your kitchen cupboards so it's easier to clear out and store in other rooms.

Help us keep dust levels to a minimum, particularly in the first week, by keeping doors to other rooms in your home closed whenever possible.

Cover items in other rooms which may be affected by dust, particularly in the first week.

## Aftercare of your new kitchen

Wipe up spillages to prevent staining or damage to surfaces.

Avoid using harsh scouring powders or abrasive cream cleaners on surfaces to prevent scratching.

Do not cut or place hot items directly onto surfaces.

Refer to our website for advice on how to minimise the risk of condensation, damp and mould in your home.



VIVID



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