Kitchen Improvements

Kitchen improvements

Connexus aims to provide properties that meet the Decent Homes Standard and fulfils both tenants' expectations and aspirations. This page explains how we aim to carry this out.

Before the work starts, the Survey

The process of improving your kitchen will start with a detailed survey carried out by either a Surveyor from Connexus or by an appointed contractor. Each property will be surveyed individually to ensure it receives the work that is necessary to bring it up to the Decent Homes Standard.

However, not every home will need the same work carried out, because each property is different. This means that your property may not receive the same work as that of your neighbour.

During the survey, our Surveyor will assess your existing kitchen and decide on the level of improvements necessary. Our Surveyor will then inform you of the proposed works needed and offer you any choices that are available.

We have our own Customer Liaison Team who will support you through the improvement works. You can contact them if you have any questions or concerns, using the details **here**.

Always check the Surveyor's ID badge! Don't allow anyone into your home without the correct identification.

Kitchen replacement

The survey includes a discussion with you to agree the layout of your new kitchen. We will produce a plan which will show the position and number of kitchen units, lengths of worktop and where your own appliances, such as fridge, freezer, etc., will be fitted within the kitchen. (If after the survey you decide to purchase new or additional appliances, for example, a new oven, please contact us so that we can ensure it fits within the design). We'll leave you a copy of the plan.

Disability aids and adaptations

During the survey it would be really useful to know if you need any disabled adaptations to your property, such as grab rails or lever taps. If you have requested a visit from the Occupational Therapist through your Doctor to assess your needs, please inform our Surveyor as we will try and undertake these adaptations at the time the improvement is completed.

For more information, see our page on **Adaptions**.

Carrying out the work to your home

During the Works

We will always:

- Give you a start date and completion date for carrying out the work
- Leave your home in a clean and tidy condition at the end of each working day
- Provide dust sheets to protect your furnishings and flooring
- Respect your home at all times
- Supply cardboard boxes (where required) which can be used to store possessions while the work is completed

- Finish the job and leave you with working essential services

On completion of the works

We will carry out a detailed inspection of the improvement to ensure that it is of a high quality and is complete. You may also be asked to complete a questionnaire which will give you the opportunity to tell us your opinion of the work carried out and to find out if you are satisfied with finished standard. Once both you and we are happy with the finished standard, the improvement will be confirmed as finished.

If you experience any faults following the improvement work, please contact us and we will arrange for a member of our team to visit you.