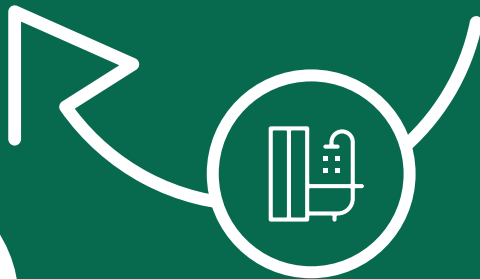


Kitchen & Bathroom Replacement



Tenants Guide



The kitchen or bathroom in your home is set to be replaced by West Lothian Council. This booklet provides you with details about upcoming work and its potential impact on you.

We recommend that you read this booklet thoroughly and store it in a safe place for future reference.

Why is this work being carried out?

Most kitchens and bathrooms have a limited lifespan, and therefore, require upgrading to maintain the standard of your home. Fortunately, your property could be eligible for a new kitchen, a new bathroom, or both. We will evaluate the age and condition of your current facilities to determine which upgrades you may receive.

What work is involved in the kitchens and bathroom replacement?

One of our surveyors will schedule a visit to your home to conduct a comprehensive design assessment of your kitchen or bathroom. During this visit, you will be able to select the type of units and worktops that you prefer, which will be discussed with the surveyor. Additionally, an installation manager may be present to determine any preparatory work that may be necessary before installation. They will also discuss the impact of the installation and answer any questions you may have. A copy of the agreed design and selections will be provided to you at the end of the process. Please note that changes may not be possible after this stage.

If, during the survey, it becomes apparent that a standard installation is not suitable for your situation, our Occupational Therapy Team will assess your property and advise on the necessary facilities for your specific needs.

We will remove the existing kitchen/ bathroom which will be disposed of accordingly and begin installing your new bathroom/kitchen.

What will I get?

The specifics of the replacement will vary based on the agreement reached during the design phase of your new kitchen or bathroom. However, a general overview is provided below:

A typical kitchen installation will consist of:

- Replacement wall and base units (tenant choice available)
- Replacement Worktops (tenant choice available)
- Replacement 1 ½ bowl stainless steel sink with mixer lever taps

The work may vary slightly from what is in this leaflet depending on the type of property you live in.

- Decorative wall boarding between the worktop and wall units
- Installation of decorative stainless-steel splash back at cooker space
- Installation of extract fan
- Upgrading of electrical sockets and replacement light fitting
- Installation/ Replacement heat detector
- Installation of vinyl floor covering (tenant choice available)
- Decoration of walls and ceiling (tenant choice available)

A typical bathroom installation will comprise of:

- Replacement sanitary goods, including, bath, shower cubicle washbasin and WC
- Replacement chrome mixer lever taps
- Installation of extract fan
- Electrical upgrading and replacement light fitting
- Over bath shower and shower curtain
- Waterproof wallboard to all walls (tenant choice available)
- Installation of decorative ceiling panels (tenant choice available)
- Installation of vinyl floor covering (tenant choice available)

When will the work start?

Following the assessment, the surveyor will contact you with suggested dates for the work to begin in your home. If engineers are needed to attend your property, the surveyor will make the necessary arrangements.

Before work can commence, an asbestos survey must be conducted, and you will be informed prior to its scheduling. The contractor responsible for asbestos removal may reach out to you directly to coordinate a suitable time for the survey.

How long will the work take?

Typically, the installation should be completed within 5-10 working days. We will maintain close communication with you throughout this time and inform you promptly of any potential delays.

Will there be any disruption?

We will make every effort to minimize the amount of dust, noise, and disturbance caused by the work, but some level of inconvenience is unavoidable.

What should I do before the work starts?

During the survey stage, the surveyor will provide guidance on necessary preparations, and approximately one week before the work commences, a council representative will call and provide further instructions.

You will need to clear out cupboards and the area under the sink in your kitchen or bathroom. Valuable items must be secured, and delicate decorations should be stored safely. To prevent dust and debris from the installation, ensure that all furniture is covered.

If any damage occurs to your property or personal belongings, please notify the Installation Supervisor as soon as possible so that the matter can be resolved promptly.

Electrical appliances and white goods may need to be disconnected temporarily to facilitate the work, but will be reconnected at the end of each day to ensure access to necessary facilities.

Before starting the work, we will conduct a thorough check of your property to identify any pre-existing damage and maintain a photographic record for future reference, including reinstatement or claims purposes.

Can I stay at home during the work?

While we carry out the removal and installation of your kitchen and/or bathroom, you may stay at home. However, please be aware that there may be some draught or coldness in the home during this time.

If you are unable to move furniture due to age, disability, or ill health, please contact the Customer Service Team on 01506 280000 for assistance.

The tradesmen will begin work each day at 7:45am and finish around 4:30pm. If there is a need to work outside these hours or during weekends, we will inform you in advance. We will ensure that the work is completed to a high standard and in compliance with the detailed specifications.

How do you know the work is done properly?

We will conduct a post-inspection to ensure that the work has been completed properly.

Health and Safety

- To ensure the safety of all involved, we require clear access to the fuse box, sockets, and switches.
- During the installation, there may be short periods where live electrical parts are exposed, which should be avoided at all times.
- Please note that the trailing leads used during the installation may present a trip hazard.
- If you have young children, pets, or disoriented adults in the household, they must be closely supervised or preferably removed from the area of risk to another property during the works.
- Tenants are advised to remain in one room for as much of the duration of the works as possible and to notify the installation teams if they have to move through an area of ongoing works or exposed wiring.
- During the installation, power tools will be in use, and floorboards may be left open. To prevent accidents, barriers will be placed around unattended open floors.
- To alert everyone to potential hazards, danger signs will be placed at the entrance and within your home.

Other Information

- To minimise disruption, please ensure that Surveyors, Installation Managers, Installation teams, and asbestos contractors have easy access to your property on the agreed dates.
- Consider informing your neighbours about the upcoming work.
- Please make and keep the appointment for this essential work, as outlined in Section 5.12 of your Tenancy Agreement which grants us access for maintenance work.
- If your gas meter is located in the sink base unit and cannot fit, it may need to be relocated outside. However, this will be discussed with you during the survey stage before any work begins, and the relevant Gas Network provider will carry out any necessary work.

Security

Before allowing anyone into your home, it is important to verify their identity. All West Lothian Council staff and subcontractors carry identity cards. If you have any doubts about the visitors at your door, do not let them in.

Please be aware that during the window and door replacement work, the front and back doors may need to be left open for some time to bring in materials. However, we will take responsibility for your property during this period.

Contact Us



If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact us by scanning the QR code, visiting westlothian.gov.uk/contactus or by calling the Customer Service Centre 01506 280000.

If your enquiry could not be answered by the Customer Service Advisor then it will be passed to the relevant service area who will endeavor to respond to your enquiry within 5 working days.

We want your views

After your windows have been installed, we will ask you for your comments on the work and your opinion on how it was carried out through a short questionnaire. We will use this feedback to help us improve the way we work on any future contracts.



Howden South Road, Livingston, EH54 6FF
01506 280000
westlothian.gov.uk