

## Welcome to our kitchen choices brochure.

Your new kitchen is a big investment, so it's important that it suits you and your family. You'll want your new kitchen to be as individual as you are, so we hope that you enjoy making your choice from our range of high-quality options.

Our contractors will get in touch with you soon to arrange for you to choose your fittings and colours, and to let you know when the work will be done. They will also bring sample boards with them, so you can have a better look at what the fittings and colours look like.



### **“When will my kitchen be fitted?”**

As your kitchen is made up to your exact specification, the whole process takes about three months from start to finish. Once you've given the contractors your final choice, it usually takes about 6 weeks to manufacture your kitchen. Our contractors will give you at least 7 days' notice of when they're coming to fit it.

### **“How long will it take to fit the kitchen?”**

It usually takes around 5 working days to fit a kitchen.

### **“Do I have to be in the whole time when it's being fitted?”**

It's completely up to you. All we ask is that you must make sure that the contractors can get in to fit your kitchen at the time that you have agreed with them. If you work, you don't have to take time off - they are happy to sign for a spare set of keys and let themselves in. Or you can get a friend to house-sit for you.

### **“What happens if it's not convenient on the day?”**

If you know that you've got something coming up (like family visiting or a holiday), please let our contractors know when you make your final choices. You can write on the back of the form. They will be flexible and fit around a time that suits you. However, when you have arranged a date for your kitchen to be fitted, you must make sure that they can get in and start work. If you don't, you will miss your turn and they will put you to the back of the queue.

**Important information about gas cookers.** Our contractors have to disconnect your gas cooker before they fit your new kitchen, and they must do a safety check before they reconnect it. If it is faulty or does not meet the latest gas safety regulations, they cannot reconnect it for you. You will have to get a new one. If you live in a flat, you will have to get an electric cooker, or a brand new gas one that is suitable for flats.

**If you have any questions please ask our contractors when they call, or contact us at Unity. We will be happy to help.**

# A: Doors & drawers

## Our kitchen standards

We will try to give you at least as much cupboard and worktop space as you had before. However, sometimes we have to give you less space because kitchen regulations have changed. If we have to do this, we will explain why.

We will talk to you about the design of your kitchen and be as flexible as we can, so that you get the kitchen that suits you and your family's needs.

We will leave a space for a fridge freezer and washing machine. We will also leave a space for a dishwasher if you ask us to.

We will box in any exposed pipe work.

We will fit new fans, strip lights and socket fronts, so that everything looks brand new.

We will inspect your kitchen after it has been fitted, to make sure that it's been done properly.

Tick your choice



A1: Cherry Oak



A2: Cullen Maple



A3: Melbury

**Warning:** colours in this brochure may not be an exact match.

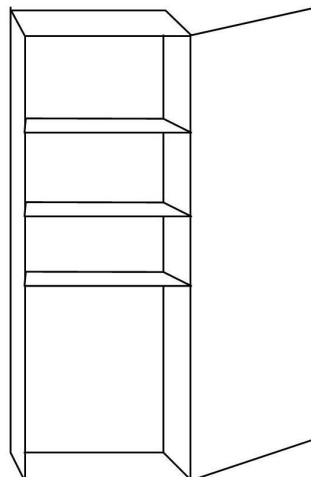
Our contractors will bring round a sample board for you to look at. We advise you not to make your final choice until you see the true colours on the sample board.

# B: Units

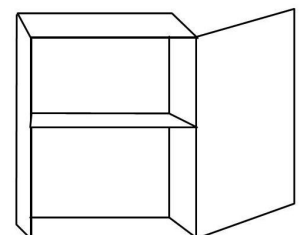
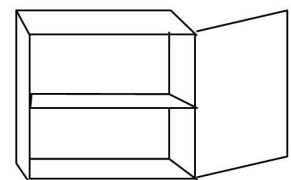
## Our standards for units

Where there is enough space in your kitchen, we will give you the choice between a tall larder unit, or all floor & wall units. If you choose a larder unit but we can't fit one, we will explain why.

**Warning: do not overload larder unit shelves.** Because they are tall units, if they are overloaded, the sides buckle outwards and shelves may collapse. Maximum recommended weight per shelf: 5 kg (e.g. 11 x 450g tins of beans).



B1: larder unit



B2: all floor and wall units

Tick your choice



C1: bow



C2: dreamgate



C3: bar



C4: Shaker

Tick your choice



D1: pillar taps



D2: lever taps



D3: mixer tap,  
normal handles

As D3, but with  
lever tap handles

D4: mixer tap,  
lever handles

## C: Handles

### Our standards for handles

Our contractors will show you a sample board with handles on, so that you can check that they are easy for you to use.

If you have big hands, we do not recommend the Shaker handle, as it has a smaller gap than the others.

## D: Taps

### Our standards for taps

These pictures show you the type of tap that you can choose.

Manufacturers change their tap ranges often, so your taps may not match the picture exactly, but they will be the same type.

Lever taps are more expensive than normal pillar tops, but Unity will pay the extra cost. We recommend them if you have arthritis in your hands, or are worried that you might be starting to develop it.

# E: worktops

## Our standards for worktops

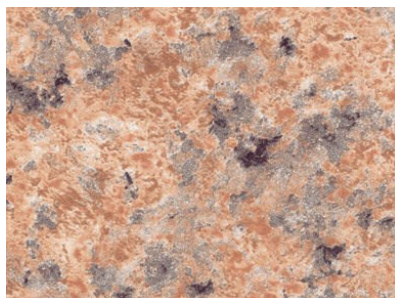
If you don't like our colour choices for worktops, you are welcome to buy your own, as long as it meets our quality standards. We will fit it for you.

- Our contractor will tell you the minimum standards for the worktop and how much you need to buy.
- If you do not buy enough, or do not buy it in time, we will fit the nearest colour match from our choices range.
- In future, if we need to replace a section of worktop, we will fit the best colour match that we can from our choices range. If you want a better match, you can buy another section of worktop yourself and we will fit it for you.

Tick your choice



E1: amber slate



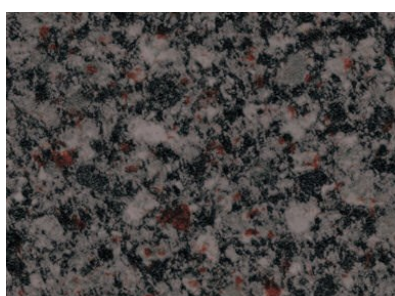
E2: Utopia pink granite



E3: black granite



E4: sand grain



E5: brown-black granite

## Your choice

You buy and pay for it,  
we fit it (see 'our  
standards for worktops')



E6: own choice

Tick your choice



F1: Equador



F2: Monte Carlo



F3: Bretagne



F4: Burgos

**Your choice**  
You buy it, pay for it and fit it (see 'our standards for flooring')

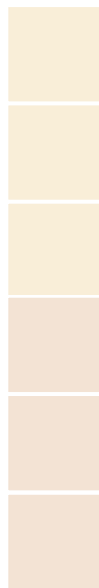
F5: own choice

Tick your choice



G1: white

G3: glacier blue



G2: Victorian cream

G4: peach sorbet

**Your choice**  
You buy and pay for them. We fit them (see 'our standards for tiles')

G5: own choice

## F: Flooring

### Our standards for flooring

Some of our tenants found our previous non-slip linos too difficult to clean, so we are using a new product that combines safety with an easy-clean surface.

If you want to fit your own flooring, you are welcome to do so.

- We will make sure that we leave your kitchen floor with a smooth finish, so it is ready for you to fit your own flooring.
- **Laminate flooring:** please be aware that this is easily damaged if our contractors have to get to any pipework or cables under your kitchen floor. We're sorry, but we are not liable for any damage caused during a repair, and will not refit it for you.

## G: Tiles

### Our standards for tiles

We will tile from your worktop up to your wall cupboards, to make your kitchen easier to clean and to redecorate.

If you don't like our colour choices for tiles, you are welcome to buy your own. We will fit them for you.

- You need to buy standard 6" (15cm) wall tiles, which we will fit horizontally.
- Our contractors will tell you how many to buy. You must buy enough to leave at least 10 tiles over, so that we can replace them with matching ones if they break. If you run out of matching tiles in future, we will replace any broken tiles with white ones.

# H: extras

## Our standards for extras

Sometimes our tenants want to buy something extra for their kitchen (e.g. a cooker hood or a corner cupboard carousel).

Please ask us for a quote if you would like our contractors to fit it for you when they install your kitchen. You can then either choose to accept our quote and pay for it up front, or to use your own contractors.

If our contractors fit something for you that you have bought yourself, you are responsible for maintaining and repairing it in future.

## Optional extras

If you want to buy something and have it fitted by our contractors when they put your new kitchen in, please ask us for a quote.

# I: decorating

## Our standards for decorating

If you want us to recommend a local decorating contractor to you, please ask. They may not offer you the cheapest price, but we think that they will do a good job. You can then contact them yourself.

If you choose to use a decorator that we have recommended, this is between you and them. We will not get involved in any problems or disputes. However, if you do have any problems, please let us know as we don't want to recommend companies who don't give our tenants a good service.

## Decorating

We are sorry but we do not offer a redecoration service. We expect tenants to redecorate themselves once their new kitchen has been fitted.

Consultation with tenants has shown that they would rather we fit more kitchens with no redecoration, rather than pay redecoration costs and fit less kitchens.

We publicise our five-year planned maintenance programme regularly so that our tenants know when they are getting their new kitchen and can arrange to redecorate when it's fitted.

## Need a reliable contractor but don't know where to find one? Try CASAC Check Point for contractors

If you need to get some work done, but don't know a reliable contractor, call CASAC on **0845 838 8851**. They have a register of local, reliable, honest contractors.

**Please show what options you have chosen by ticking your choices - one per section. Then sign and date it and give it to our contractors when they call.**

# Your choices

There is space on the back of this sheet for you to write any questions or anything that we need to know.

## A: Doors & drawers

- A1: Cherry Oak       A2: Cullen Maple       A3: Melbury

## B: Unit type

- B1: larder unit       B2: all wall and floor units

## C: Handles

- C1: bow       C2: dreamgate       C3: bar       C4: Shaker

## D: Taps

- D1: pillar taps       D2: lever taps       D3: mixer tap       D4: lever mixer tap

## E: Worktop

- E1: amber slate       E2: Utopia pink granite       E3: black granite       E4: sand grain  
 E5: black/brown granite       E6: your choice (see 'our standards for worktops' for conditions)

## F: Flooring

- F1: Equador       F2: Monte Carlo       F3: Bretagne       F4: Burgos  
 F5: your choice (see 'our standards for flooring' for conditions)

## G: Tiles

- G1: white       G2: Victorian cream       G3: glacier blue       G4: peach sorbet  
 G5: your choice (see 'our standards for tiles' for conditions)

## H: Extras

If you want a quote for installing something that you have bought, please use the other side of this sheet to let us know.

**These are my choices for my kitchen. If I have chosen to buy any of my own items, I confirm that I have read Unity's standards and agree to keep to them.**

Signature:..... Date:.....

Name (please print):..... Phone:.....

Address:.....

**This space is for you to write down any questions, or to tell us anything that we need to know.**