

Tenant Guide Kitchen Upgrade Works



August 2025

If you have any questions about the following information, please call Maintenance on 0141 342 1810 or email hello@key.org.uk.



Design Stage



Your Maintenance Officer will visit, measure, and plan the kitchen layout and will provide samples from an approved selection for you to pick your new kitchen. This will include your choice of:

- Worktop, Door, and Drawer fronts. The number of units you are given will depend on the size of your home and the space available.
- Flooring style and colour. (Slip resistant vinyl flooring).
- Choice of paint colour for the walls. (Ceiling and woodwork will be decorated white)



Please note the following:

Should you require space for any extra appliances, such as a dishwasher, you can discuss this with the Maintenance Officer during the visit. It may not always be possible to have spaces for additional appliances, you will be advised once we have the layout prepared.

If you plan on replacing your cooker, require more space for a wider cooker, or wish to have a built-in oven and hob, please tell the Maintenance Officer so that the new layout can be designed accordingly.

Preparing for works

- We will advise you in good time of your kitchen installation date. Before works begin, you will need to:
- Clear out all the existing kitchen wall and base units leaving them completely empty, remove any personal items from the walls, windowsills, and any shelves.
- Remove any small appliances such as toasters, kettles etc from the worktops leaving them completely clear.



- Remove smaller items from the existing kitchen to avoid damage and empty the cupboards. The contractor will assist with moving any white goods you have (i.e., washing machine, fridge freezer)
- Move any furniture or stored items as advised by the contractor.
- The contractor will also tell you if the electrical cupboard containing the main consumer unit (fuse board), needs to be cleared by you to allow them access to work.
- You may wish to set up a kettle and microwave in your living room or bedroom, so you are able to make cups of tea and warm food for lunch whilst the works are taking place.
- You should have a container of drinking water available, as the water may be switched off occasionally.
- If you receive support, your support worker may be able to help you with this.

What to expect during the works.

- The contractor will require access from 8am to 5pm during installation period – estimated at approximately 7 working days from start to completion.
- Some noise and dust can be expected, but the contractor will try to keep this to a minimum and will lay dust sheets or other floor protection.
- The contractor may request that you don't enter the kitchen at certain times, and you may be without water and electricity for short periods during the day, especially during the first and second days.
- The contractor will make sure that cooking facilities and a drinking water supply are available at the end of each working day. These may not always be within the kitchen area and the cooking facilities are likely to be temporary in nature.



Sequence of works - In general, they will be as follows.

- Prepare: Lay protective floor covering to protect your existing flooring on route to the kitchen.
- Strip out: Remove the old kitchen and flooring.
- Electrical work: Sockets will be located near your appliances as set out in your new kitchen design plan.
- Making Good: Carry out any plastering where required.
- Install the new kitchen units, worktop, and sink.
- Reinstall large appliances such as the cooker, fridge freezer and washing machine: These may need to be removed again to allow fitting of the vinyl flooring and may not be installed at all until the flooring is laid.
- Decorating: We will paint the walls, ceiling, and woodwork. This may take a couple of days to allow for the coats of paint to dry.
- Lay flooring: Where required plywood will be installed to provide a smooth surface prior to the vinyl being laid.
- Finishing: finishing touches such as silicone sealant will be done at this stage.
- Checking: The works will be checked over by contractor, this is called “snagging”. If any works are not to standard, the contractor will come back and resolve any outstanding issues.
- Approval and handover: The Maintenance Officer will inspect the completed work. If it meets their approval the work will be signed off.

Excess rubbish should be removed from your property daily, and contractor should remove ALL waste before completing works.



Caring for your new kitchen

Gloss, Matt, and Timber Finishes – door and drawer fronts and kickplates

Recommended: Clean with a slightly damp, non-abrasive cloth. Wipe dry with a soft, non-abrasive cloth. For stubborn stains, use a solution of water and a mild household detergent.

Avoid: Wax furniture polish, abrasive cleaners, scouring pads, and solvents.

Stainless Steel

Recommended: Use mild cleaning agents to remove rust marks if present, e.g., Stainless Steel Cleaner. Take care when using plastic washing up bowls as particles of grit or glass can become embedded in the base of the bowl and scratch the sink. Always rinse your sink with water after cleaning or preparing food. Dry your sink after use. For tough stains, use a stain remover.

Avoid: Leaving debris underneath your plastic basin as it can stain the sink over time.

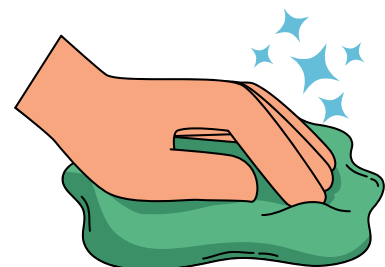
- Don't leave wet cloths, pads, or containers on the sink.
- Avoid using abrasive cloths and cleaning products.

Tap

Recommended: Clean regularly with hot, soapy water and a soft or microfibre cloth. For brushed finish taps, always clean your tap along the grain of the scratch pattern, soaked cotton wool, a nylon scratch pad or toothbrush can be used on difficult areas. Dry the tap after every use to prevent future build-up of limescale. To remove limescale deposits, use a 50% mix of water and white vinegar and rinse thoroughly afterwards.

Avoid: Harsh household chemicals such as oven cleaners, drain cleaners, rust removers, paint strippers etc.

- Abrasive cloths and cleaners
- Solvents, chlorinated solvents, ketones, acetones, scouring cleaners and acidic cleaners
- Leaving white vinegar in contact with the surface.



Laminate worktops

Recommended: Use a damp, non-abrasive cloth, and a mild detergent or non-abrasive cleaner diluted in warm water. Use heat resistant mats or trivets on the surface of the worktop. Use chopping boards for preparing food. Immediately wipe spilt liquids away from joints, cut-outs, and the front edge.

Avoid: Abrasive scouring powders, creams and polishes, potentially persistent stains should be removed immediately.

- Avoid placing objects taken directly from the oven or hob directly onto the laminate surface as this may lead to blistering.
- Never cut anything directly on the worktop surface.

Vinyl Flooring

Recommended: Use a vacuum cleaner or broom for daily cleaning. Light stains can be removed with a dust-attracting mop and clean water. On tough stains, use warm water and a mild detergent. Use felt pads on the feet of furniture to protect the floor from excessive scratching. Use a dust-attracting mop to keep floors clean and dust-free

Avoid: Leaving standing water or other liquids on the flooring.

- Abrasive cleaning products.
- Using rubber-backed entrance door mats or rugs.

