

Getting ready for your new kitchen installation

You have now chosen your new kitchen and we will contact you again around 3 - 6 weeks before installation to agree dates with you. We always plan to keep any disruption to you and your home to a minimum and communicate with you throughout the installation.

Please read the important information below so that you are aware of what to expect when your kitchen is fitted and please follow the guidance to help ensure everything goes as smoothly as possible.

What we need you to do before your kitchen is fitted

- On the day before the installation date, please empty the kitchen of all personal effects, mirrors, shelves etc and ensure all cupboards are empty and all worktops are cleared (this is because we remove the whole kitchen, including flooring, during the installation).
- All appliances, fridges etc will need to be moved to another room during the installation week(s). We can move these for you, but before installation starts, please ensure you have a space ready away from the kitchen area. We will disconnect and reconnect all cookers.

During installation week(s)

Most kitchens installations are usually completed within 5 working days. This may take longer if building work is needed. All Cottsway operatives will carry ID badges, so please do not be afraid to ask to see these.

During installation:

- Your kitchen will be out of use because we renew plumbing and electrics as well as the units and worktops, so please be prepared for this.
- Electricity and water to other areas of the house will only be affected for a very short period.
- On occasion, we may need to alter the kitchen design to accommodate any design errors or compliance issues. We will always speak to you about this during the installation, if needed.

And finally...

Decoration of your home, including your new kitchen, is your responsibility. We may be able to help with decorating if you have a disability or are over the age of 70 **and** you receive housing or disability benefit. Please note, there are some restrictions and places on this scheme are limited. For more details and how to apply, see: www.cottsway.co.uk/assistance

In case you are wondering, please do feel free to offer a tea or coffee to our tradespeople – they will appreciate it a lot!

We hope you are pleased with and enjoy your new kitchen. If you have any feedback about your kitchen installation, please contact our Planned Works Manager, via our website: www.cottsway.co.uk/contact