

livin Works

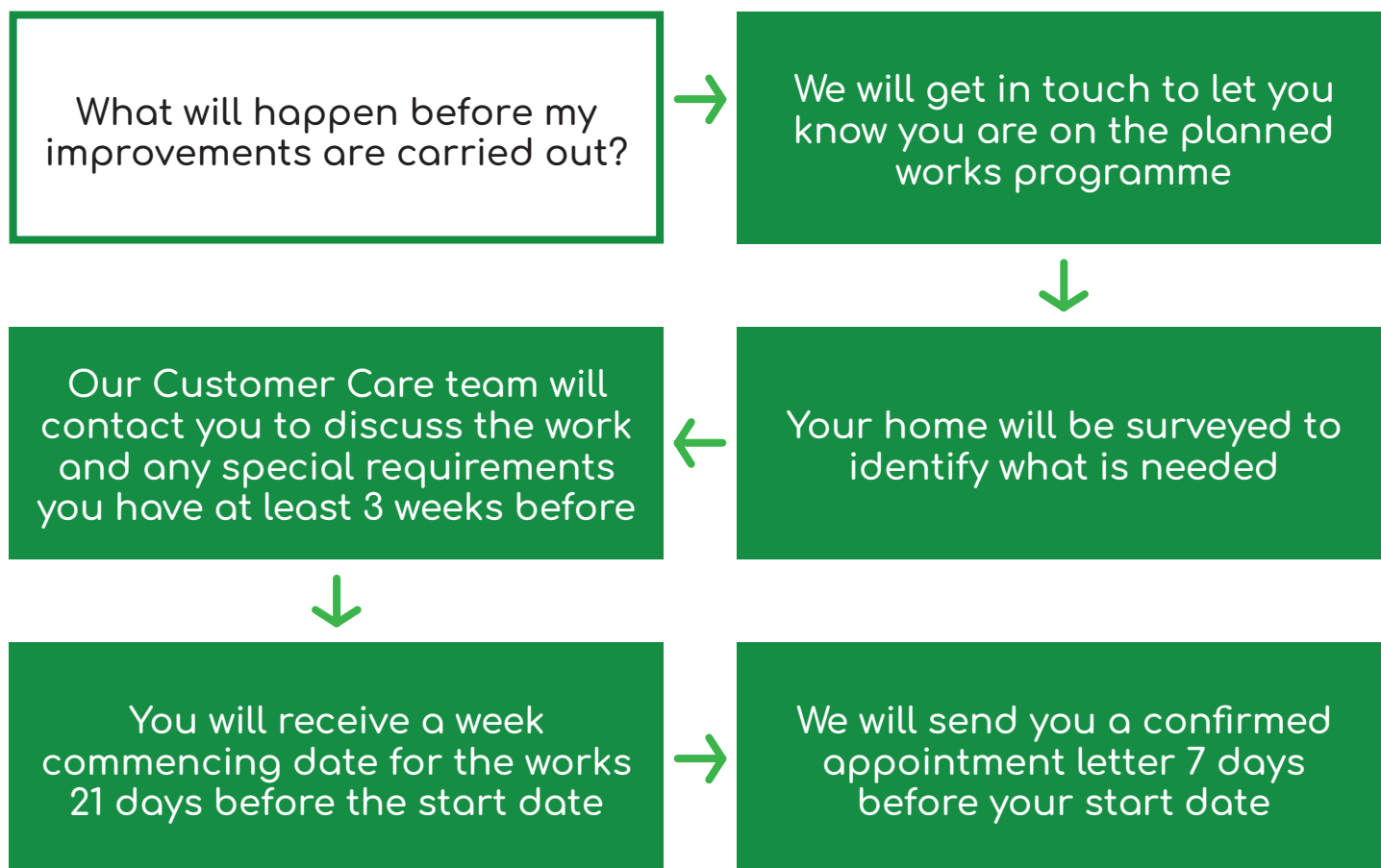
Your Kitchen Improvements



Your kitchen improvements may include works on the following:

- Units • Flooring
- Tiling • LED Light fittings
- Extractor fans • Decoration
- Smoke and Carbon monoxide alarms

We want you to live in a safe and warm home, to make sure we can do this we will carry out our home improvement schemes throughout the year.



Shortly before work starts your customer care officer will call and give you guidance on how to prepare for work to start.

Depending on your home improvements, your customer care officer may ask you to:

- ✓ Empty your kitchen cupboards and clear your worktops
- ✓ Take down any kitchen curtains or blinds
- ✓ Move any small appliances like your microwave or kettle out of the kitchen
- ✓ Move any furniture out of the room
- ✓ Remove any fittings that are your own and you want to keep
- ✓ Make sure that any animals or pets are adequately restrained to avoid accidents or injuries

Your customer care officer will also give you a diary of works. This will show you day by day who will be working on your home and what work they will be doing. This will help you to plan your time around them.

What will happen during the works?

Before your work starts we will come and put down covering to protect the area we are working in. We will also inspect your white goods, for example, washer, tumble dryer and dishwasher for damage before work starts and ask you to sign a form to confirm their condition.

Your customer care officer will visit you regularly to make sure that everything is going to plan. Your fridge/freezer will need to be moved and re-plugged in so that they can be kept running and working whilst work is in progress. They will be moved back once work is completed. Your washer, tumble dryer and dishwasher will be removed. We will disconnect these for you and reconnect on a Friday, unless you need more them often. Your cooker will be disconnected and reconnected when required and we will ensure you have cooking facilities daily.

What will happen after the works have been completed?

Once work is complete it will be inspected to make sure that it is completed to your satisfaction before it is signed off. We will also send you an email or text with a customer satisfaction survey.



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thebigword
Relay UK

Livin, Farrell House,
Arlington Way,
DurhamGate,
Spennymoor,
Co. Durham DL16 6NL