

Home Improvement Kitchen Installation



A guide to having a new kitchen
installed in your home



Your New Kitchen – what to expect

Stage 1 - Kitchen survey

Our customer liaison officer will contact you to schedule a visit from the kitchen designer and Home2Home Chargehand. The visit aims to design a compliant kitchen that maximises space.

- We can accommodate standard-size appliances but not those larger than 60cm wide.
- You will be offered 5 kitchen colour options to choose from, we are unable to mix and match colours/designs.
- After the survey, you will sign the design to confirm your selection and layout.
- A letter will follow, summarising the survey appointment, work details, and any actions needed before work starts.

Stage 2 - Scheduling works and preparation

We will call you to book the works and send a confirmation letter outlining requirements before work begins.

- Please clear out your kitchen cupboards and clean them inside and out, clean down the walls (if needed), and work surfaces ready for the work to start.
- Kitchen appliances need to be moved out of the kitchen, approved gas or electrical contractors will attend to disconnect/reconnect cookers, we need you to move any other appliances.
- We can help move your appliances, but you will be asked to sign a disclaimer in case of accidental damage.
- We will confirm the operative's working hours and you should ensure someone is at home to let them in. Request a key safe if needed.

Stage 3 - Kitchen works

We aim to have the same kitchen fitter throughout, but changes may occur due to sickness or emergencies. The operative will work from 8am to 4:30pm. A chargehand will visit to ensure progress and address any issues. If you have any concerns, speak to the chargehand or call the office.

Work phases:

Day 1	Kitchen removal (noisy day)
Days 1-3	Electrical and/or plumbing/gas contractors perform 1st Fix (rewiring, gas/electric disconnections, radiator removal). This can be noisy and dusty.
Days 2-9	Operative installs the new kitchen and decorates.
Day 8 or 9	Contractors perform 2nd Fix (commissioning/testing electrics, reconnecting cooker, refixing radiators).

Stage 4 - Post-inspection visit

The chargehand will visit to complete a post-works inspection, this will allow you time to get used to the kitchen and take note of any problems you have identified (snagging). We welcome this feedback as we want to make sure you are happy with our work. If there are any snagging works, we will arrange for our kitchen fitter to return to complete them.

Customer satisfaction survey

Once the works are completed you will receive a satisfaction survey either via email or SMS, we would really appreciate your honest feedback on your experience and if there are any areas where you feel we could improve. You can also find the form on our website www.ndh-ltd.co.uk/contact-us/home-improvements-works-survey.

Health & Safety

Children and pets

As part of our safeguarding policy, staff cannot work in a property with people aged under 18 without a parent or guardian present. Dogs must be supervised and children and pets must be kept away from the work area at all times.

Trip hazards

Although toolboxes, power leads and tools will be restricted to the work area, please be keep an eye out for them on the floor.

Dust

Some dust is inevitable whilst the work is carried out, but the contractor will try to ensure this is kept to a minimum. If anyone in your household suffers from an illness that could be aggravated by dust, please make the Customer Liaison officer aware before work starts.

Appliances

We will test your cooker before removal and re-fit after work is complete. If there are safety issues with your cooker and we are not able to re-fit, we will let you know. If you have appliances in an outbuilding or outside the kitchen, you need permission to keep them there if we are not able to fit into the kitchen design. To apply for permission please visit our website or speak to our customer care team on 01271 312500.

Smoking and vaping

We kindly request that you do not smoke in your home prior to any visit by NDH staff or contractors and for the duration of the time that they are in your home.

What you can expect from us

Communication

- We will discuss dates and appointments with you and give you notice of work
- We will introduce ourselves on arrival with an ID card
- Advise of any delays, changes to work or start dates where possible

Courtesy

- We will maintain a professional and respectful manner at all times

Cleanliness/tidiness

- We will clear away rubbish as we go wherever possible
- We will use dust sheets and other protective measures

Security

- We will ensure your home is secure while we are working
- Keep safe all materials and equipment
- Comply with health and safety regulations
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What we expect from you

Communication

- Respond to communications
- Advise of any appointments you are not available for
- Let us know of any illness in the household

Courtesy

- Be polite and courteous to our staff
- Do not smoke or vape indoors while our staff are working in your home
- If you have any issues, please speak to our customer liaison officer

Cleanliness/Tidiness

- Clean and clear the kitchen ready for work on the agreed dates
- Clear areas as requested for access
- Wait until the kitchen is complete and signed off before putting your belongings back into the kitchen.
- If you borrow the Baby Belling oven please ensure you return it in the same condition you had it in for the next customer.

Security

- Be aware of the work area and keep children and pets out of the work area
- Arrange suitable access if you are not home
- Children and dogs must be supervised while we are in your home. Work will not continue if this condition is not met.

Kitchen Aftercare Advice

We hope that you enjoy your new kitchen and find it easy to clean and maintain. Keeping a kitchen clean is essential for maintaining hygiene and ensuring a pleasant cooking environment. Supermarkets are a good source of cleaning products for difficult areas.

We recommend that you use a soft cloth when cleaning your sink. Wire scourers or washing up sponges with an abrasive side can cause scratches.

Please follow the manufacturer's instructions with regards to cleaning the sink and flooring and always test on an inconspicuous area first.



We have dedicated customer volunteers who offer a support service to help other customers. If you would like to have an informal chat to another customer, no matter the size of your query, please get in touch by phone or by emailing customer.experiencemailbox@ndh-ltd.co.uk and we will put you in contact with one of our volunteer customers.



**Need
help?**

Phone us: 01271 312500

Email us: homeimprovement2@ndh-ltd.co.uk

Complete our on-line forms via our website:
www.ndh-ltd.co.uk

Follow us on Facebook or Instagram

Emergency out of hours service:
Freephone: 0800 917 0619



north devon homes



customer
approved

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