

This covers the work we do such as replacing kitchens, bathrooms & electric upgrades to your home. Our aim is to provide a high quality service that causes the minimum amount of disruption while we improve your home.

- Before we do any work we'll carry out a detailed survey of your home to establish what work is required.
- We'll inform you in writing when the survey is due to be carried out
- You will be given a detailed guide to show you what will happen before, during and after the work.
- Before we start we'll consult you about any work we plan to do.
- You will be given a direct contact telephone number to use during the works.
- Before the works commence our contractor will visit you to identify any special needs or requirements you may have.
- If you're having a new kitchen, a designer will discuss the layout with you and help you choose from the options for colour and finishes.
- You'll be asked to sign for the design, colours and finishes you've chosen
- The start date for the works will be agreed with you.
- The contractor will protect your flooring and furniture during the work.
- The contractor will keep your home secure and protect your property from damage.
- At the end of each working day the contractor will leave the property clean and tidy and ensure you have power, running water and cooking facilities.
- We'll carry out inspections during the work and will arrange a final inspection with you when it's finished.
- You'll be asked whether the work has been completed to your satisfaction.

*If you would like this document produced in your own language, in Braille, large print or audio, please let us know.*