



Kitchen improvements

The facts and what you need to know

SLH is committed to ensuring that all our homes are maintained to a high standard. We do this by carrying out minor repairs when something breaks or replacing the whole kitchen on a planned programme when the kitchen has reached its usable life. This factsheet gives you information about our kitchen replacement programme and when you can expect an assessment.

When will I get a new kitchen?

Kitchens are a focal point for any home, that's why we install high-quality units and worktops which stand the test of time. On average a kitchen will last around 20 years so we programme an assessment after this time to see if it needs a replacement. So if you had a new kitchen installed 12 years ago, it will be eight years before we assess it again.

Why is my neighbour getting a new kitchen but I'm not?

Kitchens are not replaced on a street by street basis; they are assessed on the length of time you have had your kitchen. It is likely that your neighbour will have had their kitchen installed at a different time than yours, so their renewal date will differ.

Will you maintain my kitchen once it's installed?

As with all aspects of your home, we will maintain your kitchen through our responsive repairs service. This service will carry out minor repairs when things break or stop working as they should. Repairs and maintenance of kitchens will be carried out with value for money in mind and any decision to repair elements of a kitchen will be made on an individual basis.

Although most tenants do look after their home, unfortunately, there are a small number who neglect it and we feel it would be unfair to spend money on replacements when this is the case.

A kitchen will not automatically be replaced if it is in a bad condition. Through our approach to Chargeable Repairs, we will charge tenants the cost of the repair to the kitchen when it has been deliberately damaged or mistreated.

Will you replace my kitchen before the end of its 20-year life cycle?

It is only in very extreme circumstances that we will replace a kitchen before the end of its life cycle; generally, this is due to severe wear and tear and therefore replacing the kitchen offers better value than repairing it.

What kind of repairs will you carry out to my kitchen?

Some examples of repairs to kitchens which we will carry out are:

- Hinge repairs to doors if they are faulty
- Replacement of 'best match' unit door handles if they are faulty
- Repairing of coatings to unit doors and worktops if they are not adequate

If I need a replacement drawer or door, will it be exactly the same colour as my current kitchen?

We can't guarantee that it will be exactly the same, this will depend on the type of kitchen you have and whether the supplier has this in stock. If we can't supply the exact match, we will ensure it is the closest colour and style possible.

How can I find out when my new kitchen is getting done?

In spring, we will send a letter out to all tenants whose kitchen is at the end of its 20-year life cycle and is due an assessment that year. After the assessment has been carried out you will be advised that your property has been added to the annual programme for a kitchen replacement. The programme will run from April to March and you will receive four weeks' notice that the work will be due to commence. A tenant liaison officer will make contact to discuss the layout and colour choices available.

How can I look after my kitchen?

We expect your kitchen to last for 20 years, so please treat them with care and respect. Here are a few tips to keep your kitchen in good condition:

- Use a microfibre anti-scratch cloth when cleaning doors and drawers
- Cooking splashes should be wiped up immediately using a damp cloth
- Don't put kettles, toasters and steamers directly under wall units as exposure to steam can cause the cabinets and doors to swell
- Always use a chopping board, never cut directly onto a work surface
- Place hot pans or casserole dishes on protective mats or trivets
- Keep pans covered or open a window to allow natural ventilation and prevent condensation

