

Your Kitchen Improvement Works



Plus Dane Housing

www.plbltd.co.uk

PLB
PENNY LANE BUILDERS

Welcome to Your Kitchen Improvement Works

We are improving your kitchen

PLB (Penny Lane Builders) will carry out this work on behalf of **Plus Dane Housing**. This pack explains each stage of your kitchen installation and helps you prepare for a safe, smooth process. Please read it carefully and keep it somewhere safe throughout the works.

Your Appointment

Start date:

Need to rearrange? Please tell the Kitchen Team as soon as possible so we can protect your programme.

Kitchen Team: 0151 317 3858

PLBkitchens@plbltd.co.uk

Please keep this booklet somewhere safe throughout the works.

Before Work Starts

A clear kitchen and safe access route help the team start promptly and reduce disruption.

01 Empty every kitchen cupboard and remove items from walls, windowsills and worktops. Remove any tables. Clear space in another room for appliances to be stored.

02 Move valuables, curtains, blinds, ornaments and electrical items away from the work area.

03 Clear routes to the front and rear doors and any routes needed for electrical cables.

04 Do not use the washing machine or oven on the morning work begins. Appliances will be disconnected.

05 Set up a temporary drinks and food-preparation area in another room.

06 Keep children and pets away from the kitchen and all working areas.

07 Tell the team about medical equipment or anything affected by a temporary loss of power. ⚠

Gas cooker? If it wasn't previously connected, you must provide the manufacturer's installation instructions. Without them, PLB's Gas Safe registered engineer will not be able to reconnect.

During the Programme



Access and Identification

Access hours: Please provide access between 8am and 5pm, Monday to Friday, on every scheduled day. The team may not be present for the full period.

Check identification: Every PLB colleague carries photographic identification. Always ask to see it before allowing anyone into your home.

If you cannot be at home: Please arrange for a trusted adult to provide access. If an appointment is no longer convenient, contact the Kitchen Team immediately.

Visitor Safety and Bogus Callers

Always check ID: Bogus callers may use nearby maintenance work as a reason to approach homes. If you are unsure about a visitor, do not let them in.

Call the Kitchen Team on 0151 317 3858 if you have any concerns about an unexpected visitor.

Your on-site team and Tenant Liaison Officer (TLO) will answer questions and keep you informed if the work sequence changes at any point during the programme.

Your 10 Day Programme

Access hours: Please provide access between 8am and 5pm, Monday to Friday, on every scheduled day. The team may not be present for the full period. They can **arrive anytime between 8am and 5pm** depending on our schedule for that day.

01

Rip Out, First Fix Plumbing & Floor Screed - Day 1

Protection installed to protect your home; old kitchen removed; appliances disconnected. Expect noise and dust.

Prepare: Clear all cupboards, access routes and the appliance area before the team arrives.

Floor Screed & Thermal Treatment: Short-duration works. The kitchen cannot be entered while screed cures. Remove anything you may need beforehand and follow operative instructions to allow drying time.

First Fix Electrics — Day 2

02

Day 2 — First Fix Electrics: Cables routed and walls chased. Expect dust which can travel; close internal doors, protect belongings and provide access to the consumer unit and any rooms above needed for access. Your TLO will tell you which rooms need clearing beforehand. Expect disruption to electricity supply.

Your 10 Day Programme

The sequence is a guide — site conditions may change individual visits. Your team will keep you informed.

03

Plastering — Day 3

Day 3 — Plastering: Kitchen and cable-access areas made good. Stay outside the working area and protect personal belongings. Depending on extent of plastering to the kitchen area, the time on site can vary. Operatives will advise you of their anticipated time on site.

04 -
05

Kitchen Installation — Day 4 Wall Tiling - Day 5

Day 4 — Kitchen Installation: Units fitted; some stored nearby temporarily. Keep routes from front and rear doors clear at all times. Expect noise today.

Day 5 - Wall Tiling: There will be noise. No access to the kitchen today whilst operatives are completing this workstream.

06

Second Fix Electrics — Day 6

Day 06 — Second fix electrics: A short visit between 8am and 4.30pm. There will be some disruption to power. Operatives will need access to rooms other than the kitchen.

Your 10 Day Programme

Access hours: Please provide access between 8am and 5pm, Monday to Friday, on every scheduled day. The team may not be present for the full period. They can **arrive anytime between 8am and 5pm** depending on our schedule for that day.

07

Decoration — Day 7

Day 07 — Decoration: Expect wet paint and light preparation dust. Move anything you need from the kitchen and use another room if smells may affect a medical condition.

08-10

Flooring - Day 8

Snagging - Day 9

Handover - Day 10

Day 08 — Flooring: An AM or PM installation, with the appointment falling between 8am and 4.30pm.

Day 09 — Snagging, appliances re-fit. Final items completed; worktops and floors cleaned and sealed; appliances repositioned and connected.

Day 10 — Handover: A Site Supervisor or TLO completes the final inspection, takes photographs and invites your feedback through the customer satisfaction survey.

Respecting Your Home

Kitchen replacement involves noise, dust and several trades. We will manage the work carefully and leave the area safe & tidy at the end of each day.

- PLB provides floor protection and dust sheets in working areas. You may add protection elsewhere if you wish.
- Airborne dust can settle after the team leaves. Keep doors to other rooms closed where possible.
- Tools, adhesives and wet materials create temporary hazards. Do not enter the kitchen unless the team confirms it is safe.
- The team cleans the working area and access routes at the end of each day and removes waste in line with the programme.

Safe Working

Please follow instructions from the site team at all times.

- 01 Keep access to the working area to a minimum.
- 02 Keep children and pets away from tools, cables, materials and waste.
- 03 Do not touch silicone, latex, plaster, cement, screed or other products while they set.
- 04 If a product contacts skin, wash the area immediately with soap and water and seek medical advice if needed.
- 05 Do not ignore barriers, signs or safety advice given by operatives.
- 06 Tell the team about medical needs or equipment that may be affected by dust, smells or power interruptions.

Keeping Essentials Available

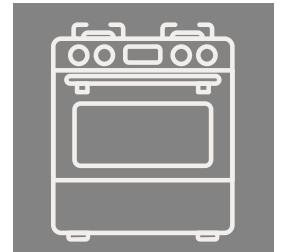


Water & Cooking

You will not be left without running water overnight in the property, but there will be a number of days without a kitchen sink. Please check the water before the team leaves and report any problem straight away. Cooking: PLB can offer a portable cooker during the works. It will be collected at handover.

Moving Appliances

Appliances must be disconnected and moved outside the kitchen before installation begins. PLB cannot move range cookers and American fridge freezers.



If PLB is asked to help move smaller white goods items, we cannot accept responsibility for pre-existing faults or damage caused by defective connections, such as leaking pipes or failed fridge lights.

Temporary Interruptions



Electricity, gas or water may need to be switched off for short periods during the works.

Keep fridge and freezer doors closed to reduce the risk of defrosting. Plan around medical equipment, heating, pets and essential electrical items.

The team will give you advance notice wherever possible.

Your Experience

Feedback & Complaints — Ways to Reach Us

Customer satisfaction survey

At handover, your Site Supervisor or TLO will complete a final inspection and invite you to fill in a customer satisfaction survey. Your comments help us recognise good service and improve where needed.

Please tell us early

If something is not right, raise it with your TLO or the Kitchen Team as soon as possible; ideally within two working days of the issue — so we can investigate promptly.

How to contact us

- 01 Email: PLBkitchens@plbltd.co.uk
- 02 Call: 0151 317 3858
- 03 Speak to the Kitchen Site Manager on site
- 04 Write to: Customer Service Team, Unit 7, The Matchworks, 140 Speke Road, L19 2RF

If your concern remains unresolved, ask for a copy of PLB's Complaints, Compliments and Comments Policy, which sets out the formal process and your options at each stage.

Keep This Page Handy

Kitchen Team — Your First Point of Contact

 0151 317 3858

 PLBkitchens@plbltd.co.uk

 Please include Your full address & postcode & a short description of the issue

For questions about your design, appointments, work sequence or any activity in your home, contact the Kitchen Team directly.

A Site Supervisor or TLO will keep you updated throughout.



Out of Hours Support

Outside normal working hours, call:

0151 448 5040

Follow the instructions for urgent support.

⚠ Immediate danger to life? Call 999 immediately.

Before you call, have ready:

- Your full address
- A short description of the issue

Frequently Asked Questions

<i>How long will the work take?</i> The planned programme is 10 working days. Unexpected conditions can extend this, but the team will explain any change.	<i>Will I have water?</i> Yes. Water may be off briefly while the sink is removed, but you will not be left without running water in your property overnight. There will be a number of days without a sink in the kitchen, however.
<i>Can I make tea and coffee?</i> Set up a kettle, toaster or microwave in another room before work begins. You, children and pets MUST NOT enter the kitchen while work is in progress.	<i>Can I use my cooker and washing machine?</i> Both will be disconnected during the works and reconnected as soon as possible – this may be up to 10 working days. A portable cooker may be available on request.
<i>Will there be mess?</i> Some dust and noise are unavoidable. PLB protects and cleans the work area each day. You may use extra protection in adjoining rooms.	<i>Can I stay at home during the works?</i> Yes. Please ensure access between 8am and 5pm, Monday to Friday. If you cannot be present, arrange for a trusted adult to provide access.
<i>What if something goes wrong or I have a concern?</i> Raise it with your TLO or the Kitchen Team as soon as possible – ideally within two working days. Call 0151 317 3858 or email PLBkitchens@plbltd.co.uk	<i>Why is the fan so noisy?</i> This is because of the moisture in the air from the plaster drying. This will settle within a few days and the fan will run much more quietly.

Your Design

Plus Dane Housing

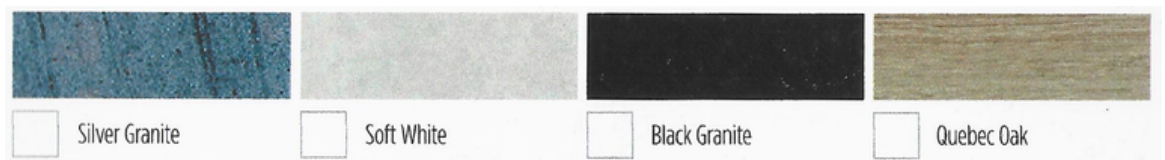
01

Kitchen Style



02

Worktop



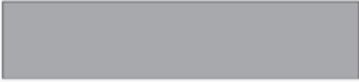
03

Handle Choices



04

Paint

☐	☐	☐
		
☐ White	☐ Magnolia	☐ Grey

05

Flooring

☐	☐	☐	☐
			
☐ Apunara Oak Dark Grey	☐ Apunara Oak White	☐ Skane Herringbone	☐ Pietra Sacra

06

Tile Choice

*We have a wide choice on our customer board,
ask your TLO about your tile options.*

07

Sink—LN95



I understand I am unable to make any changes to my choices following this appointment.

Signed Date

Customer Full Name

Kitchen Team: 0151 317 3858 |
PLBkitchens@plbltd.co.uk



Plus Dane Housing

**HERE WHEN
YOU NEED US**

Kitchen Team

0151 317 3858

Email

PLBkitchens@plbltd.co.uk

Address

Unit 7, The Matchworks, 140 Speke Road, Garston,
Liverpool L19 2RF

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Information



COMPLETED KITCHENS

PLB; Trusted,
Proven, Reliable

Expertly delivered.

