



Golden Lane Housing



Choose your new

Kitchen

co-designed by tenants for tenants

In partnership with



HOWDENS

Contents

Meet the team	3
The plan for your new kitchen	4
What to expect	5
Kitchens	
Option 1 and Option 2	6
Option 3 and Option 4	8
Option 5 and Option 6	10
Handles, taps and sinks	12
Flooring	13
My choices	15
How to contact Golden Lane Housing	16

Meet the team

Hello from Oakley Strike, Golden Lane Housing Tenant Repairs Rep

“Hi, my name is Oakley. I am a Golden Lane Housing tenant and a member of the tenant group, More Voices, More Choices. I am also the Tenant Repairs Rep at Golden Lane Housing. This means that I work with Golden Lane Housing staff in the repairs team to give tenants’ feedback on the services they provide to make sure that tenants are happy.

“I have worked with the team to help create this brochure. We wanted to make sure that there is more information to help tenants to understand the choices they can make about their new kitchen, and what will happen when the works are being done.

“We have included a QR code to this brochure which is on the Golden Lane Housing website. This means that you can use the ReciteMe toolbar to help you understand the brochure. For example, you can have it read out to you, you can make the words bigger and lots more!

“I hope that this brochure helps you to understand the options you have.”



Oakley

Hello from the Property Surveyors at Golden Lane Housing

“Hello, we are the Property Surveyors at Golden Lane Housing. We are responsible for your kitchen designs and works. We also make sure that the works go as smoothly as possible.

Once your kitchen works have been completed, we will come and visit your home to make sure everything has been done to a high standard and that you’re happy with you new kitchen.”



Chris



Phil



Ryan




Vanessa


The plan for your new kitchen




1 Golden Lane Housing will check if your kitchen needs replacing every 15 years. This will mean that a Property Surveyor will visit your home and complete a validation survey, which is where they come and look at your kitchen to check it is ready to be replaced.




2 Golden Lane Housing will contact you to make an appointment for a Surveyor from Golden Lane Housing to come and visit your property to decide if it needs replacing, and to check that the information Golden Lane Housing has about your kitchen is correct.




3 If the Surveyor decides that your kitchen need replacing, they will work out how much it will cost.



4 Golden Lane Housing will then set up a meeting with you and your support, and with the Surveyor and the kitchen designer. Sometimes, the people who are going to be doing the works will also be invited. This meeting is the fun part – you will be able to make your choices as you work with us to design your new kitchen.



5 The kitchen designer will create a 3D design of your new kitchen.



6 Golden Lane Housing will then order your new kitchen, and contact you to plan when the works will start.

What to expect while the works are being done



We know that it can make you feel stressed or worried about having people you don't know in your house. There may also be noise and mess in your home while the works are being done which might make you feel uncomfortable.



We will work with you and your support to find the best dates to complete the works at your home. We want to make sure your daily routine is kept as much as possible.



While your kitchen works are being done, you will need to think about how you might cook your meals during this time, for at least one week. Golden Lane Housing will keep you updated on how long the works will take to finish.



We promise to do our best to make it as comfortable as possible for you while the works are being done.



Golden Lane Housing will keep you updated throughout the process and you can ask us questions or tell us about anything you are unsure about.

We will always listen to you and try to make things as easy as possible for you.



A big thank you for your understanding and for working with us.

We hope you love your new kitchen.

Kitchens

Option 1



Unit
Clerkenwell gloss sandstone



Worktop
Grey marble effect

Kitchens

Option 2



Unit
Clerkenwell Reed Green



Worktop
Authentic Grey oak

Kitchens

Option 3



Unit
Chelford Dusk blue



Worktop
Grey Oak Effect

Kitchens

Option 4



Unit
Clerkenwell Gloss White



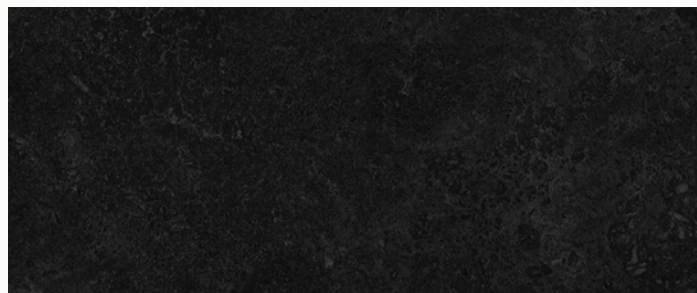
Worktop
Grey Concrete

Kitchens

Option 5



Unit
Chelford Dove Grey



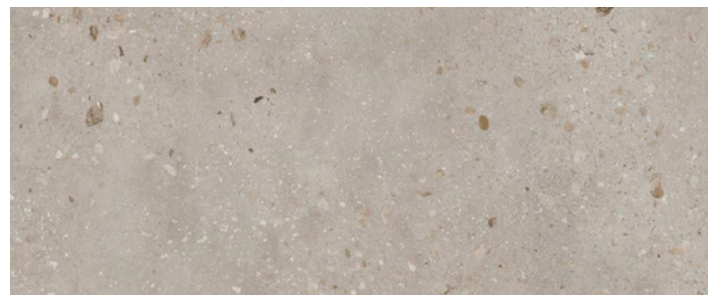
Worktop
Onyx Blackstone

Kitchens

Option 6



Unit
Chelford pebble



Worktop
Speckled Stone

Handles, taps and sinks

Handles



Classic Handle



Chunky D

Taps



Swan Neck Mixer



Polished Chrome Taps

Sinks



Single Bowl



Single Bowl and Half

Flooring



Oiled Oak 3374



Sun Bleached Oak 3372



Silver Oak 3357



Roasted Limited Ash 3375



Tropical Pine 3376



American Oak 3387



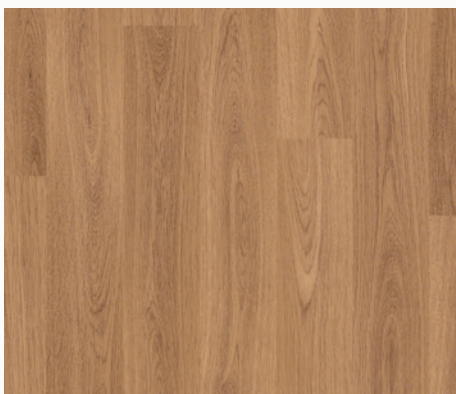
Warm Beech 3297



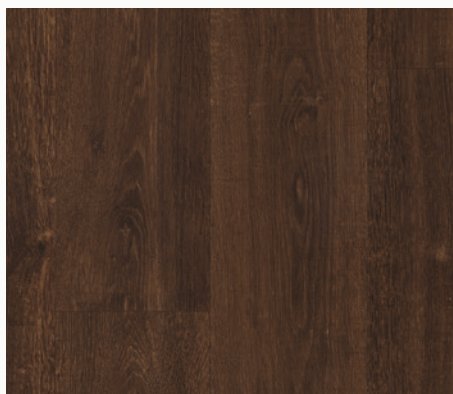
Rustic Oak 3337



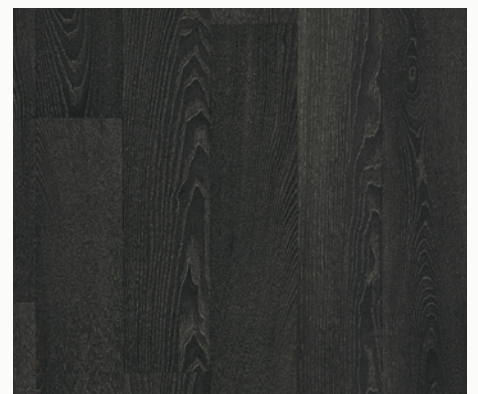
Classic Oak 3107



European Oak 3347



Aged Oak 3373



Nero Oak 3371



Design your new kitchen



My choices

Tenant name

Address

Please tick the choices you have made below:

Kitchen

Option 1		Option 3		Option 5	
Option 2		Option 4		Option 6	

Handles

Classic		Chunky	
---------	--	--------	--

Taps

Swan Neck Mixer		Polished Chrome Taps	
-----------------	--	----------------------	--

Sinks

Single Bowl		Single Bowl and Half	
-------------	--	----------------------	--

Flooring

Oiled Oak		Sun Bleached Oak		Silver Oak	
Roasted Limited Ash		Tropical Pine		American Oak	
Warm Beech		Rustic Oak		Classic Oak	
European Oak		Aged Oak		Nero Oak	

Please tell us if you need any special requirements or anything else you'd like us to know about your kitchen or bathroom.



Golden Lane Housing

How to contact Golden Lane Housing

If you would like to speak to a member of Golden Lane Housing staff about an issue in your property or for any enquiries, please call **0300 003 7007**. You can then choose between 2 phone options:

Option 1 - Repairs

Option 2 - Everything else

When you press this option the new Tenant Experience Team will help answer your questions about everything that is not a repair.



You can also email your enquiries to **enquiries@glh.org.uk**.



You can find lots of information on our website:
www.glh.org.uk

You can use the ReciteMe toolbar on our website to make it easier to find the information you need.

You can choose to have text read aloud or change the colour of the page to make it easier to read.

You can find us on social media.



www.facebook.com/goldenlanehouse



www.twitter.com/GoldenLaneHouse

In partnership with



HOWDENS

www.glh.org.uk