

MAIN SITE KITCHEN PROGRAMME - FREQUENTLY ASKED QUESTIONS v3 240621

47	
Q	I hear there is a further sink option - a brand-name sink, too
A	Yes, we have sourced a smart, Franke stainless steel sink - the Ascona, which has a large bowl area and allows a strainer basket to be fitted on the sink outlet. This is a very handy thing which helps keep you sink clean and tidy and your drains clearer. It's costing us more money to use this sink but we believe it is a worthwhile improvement. There is a picture of it in an extra page on the kitchen selection sheet
46	
Q	What is a strainer basket and how does it work?
A	Instead of a normal plug and chain in the kitchen sink, this has a special strainer-basket that forms part of the drain outlet from the sink. If you push it down the basket acts as a plug and stops water draining. If you lift it up slightly, it allows water to drain off but the basket catches most debris. The whole basket can then be lifted out and the debris tipped into the bin. The basket can also then be rinsed clean before being put back into place. No more metal chain nor a plug to have to twist round a tap to get out of the way.
45	
Q	Do the spouts on the mono-block sink taps swivel?
A	Yes, the spouts on the Miura wing lever taps and the Axiom dual flow taps both swivel. We have samples of all the taps in the kitchen exhibition which you can see when your turn comes up on the programme and you are invited in to see it.

See next page for a continuation of the FAQs....

44	
Q	I am very excited about my new kitchen and want to come in and see the kitchen display options as soon as possible?
A	Due to Covid-19 restrictions and pressures on staff, we are only booking kitchen display appointments for those in the current batch of flats to be done. You will get a chance to see the samples when it is your turn to be done.
43	
Q	How can I find out more information NOW!
A	There is information on the Lister website and this will be added to as the programme develops. This FAQ list may be extended as more questions surface.
42	
Q	I cannot print out in colour the options information from the website.
A	Just contact the Lister office by telephone or email and we can deliver round a copy of the material you wish in our next delivery run. Tell us which docs you wish.
41	
Q	Can I look at anything online on the Magnet kitchen website?
A	Certainly - visit: https://www.magnet.co.uk/contract-kitchen-solutions/ Remember only the options listed on the Lister choice sheet are available (there is a very good range of choices - 3 ranges; 13 door colours; 5 sets of handles/knobs; 8 worktops; 4 splashbacks or 6 tile choices; 3 tap choices; and finally, 5 quality vinyl flooring colour options)
40	
Q	Is there anything about the Magnet kitchen accessories on the web?
A	Yes - look at: https://www.magnet.co.uk/accessories/
39	
Q	How about an actual brochure?
A	It is here: https://ipaper.ipapercms.dk/Nobia/MAGNET/magnet-contract-kitchen-solutions-summer-2020/ Note, if you download it - it is a 11.7MB file size.
38	
Q	Can I go and see the units in a Magnet showroom?
A	Yes, the units are exactly the same as those on sale to the general public. We recommend that you take the option sheet with you so that can know what to look for. Also, let any sales representatives that approach you know you are just looking in connection with the Lister Housing Co-op kitchen install contract. Thanks.
37	
Q	I am thinking of changing some of kitchen appliances - cooker, fridge, freezer?
A	Ideally you should decide what you wish to change and to what... before your kitchen is surveyed by Magnet. Then they can include your proposals in the design.
36	
Q	Ideally, I'd like to buy something from the Magnet appliance range and pay for it to be fitted at the same time as my new Lister kitchen.
A	This is possible, but Lister will not get involved in the transaction. It is up to the Contractor (and Magnet) to agree to this. You will need to ask the Magnet Surveyor for more information, but ideally have a good idea what you want beforehand as the Surveyor is not primarily there to sort out your extras. The Contractor will give you a cost for the item and the fitting cost, and if you agree to these, you must pay the Contractor in advance in full, or else they will not supply the item.
35	

Q	I wish to obtain appliances from another source and have them fitted by the Contractor
A	This is at the sole discretion of the Contractor. They are under a strict timetable and the design cannot be changed after it agreed, just to fit in with a late choice by you. Also, there may be issues if you acquire a second-hand item. Also, there are strict regulations for the fitting of gas and electric appliances that apply.
34	
Q	What if I want a fitted oven / worktop hob instead of a free-standing cooker?
A	This is possible and in the spirit of improvement, Lister will pay for a housing for a built-in oven, subject to it being able to be fitted into the design constraints.
33	
Q	Will Lister or the Contractor remove my old cooker or other appliances that I no longer need?
A	No sorry, that is your responsibility. Remember it is an offence to dump items. You should arrange for their removal or take them to the tip or arrange for a pick-up from the Council - see https://www.edinburgh.gov.uk/
32	
Q	I wish to buy a range cooker - i.e., one wider than the standard 600mm wide size?
A	This might be possible but only if the space and layout of your kitchen could accommodate such an appliance without other crucial items such as drains, gas pipes, etc., requiring to be re-organised completely. Please ask at the office at an earlier stage and consider how the space in your kitchen could work. If you left the tenancy in the future then Lister would require you to alter the layout so that a standard 600mm wide cooker space is restored.
31	
Q	Why are the wall units by the cooker space, in my design, not up to the 'line' of the cooker?
A	All wall units must be 150mm away from the line of the cooker space, on each side, to comply fully with the important gas safety regulations.
30	
Q	I am not so happy with the current layout of my kitchen and wish to change it.
A	Whilst this is possible in theory, the main physical constraints of your kitchen space cannot be altered, i.e., the location of the window, any walk-in cupboards, walls, ducts, pipes, gas pipes, drain connections, gas boiler. Your kitchen layout must provide a reasonable amount of storage, at least six socket outlets, a safe cooker space (i.e., no wall units within 150mm either side of the cooker space), at least 300mm open worktop space on one side of the cooker, and ideally space on both sides, not having a fridge or freezer next to a cooker. We also do not want any sinks underneath windows which would restrict access to the window. Ideally if you want to change the layout you should consider this carefully before the Magnet surveyor calls, as they do not have the time to explore various options with you at length. They also cannot agree to any design which breaches the above requirements.
29	
Q	I am in a small flat and cannot get a good choice of units, etc., fitted because of the small size of my existing kitchen. Help?
A	We understand that a small kitchen space means both the number of units and layout options may be very limited. The Surveyor will give advice to help the best to be obtained from the limited space but they cannot work miracles. Everyone needs

	a sink, a cooker space, worktop space, kitchen unit space. Hopefully the very wide range of options can at least mean your kitchen has your style and choices in it.
28	
Q	I have a large kitchen and wish Lister to fit many more units?
A	Most Lister kitchens have base/wall units along two walls if possible, with another wall containing the window. We do not have the budget to fit every kitchen to bursting with units along every spare space and wall. In addition, there needs to be circulation space and space in front of the cooker and the sink for access. Some people also wish to fit a small table or seating area if there is floor space available.
27	
Q	Can I have a breakfast bar, raised up at high-stool height?
A	Lister will not pay for such a fitting and would not allow any fittings such as this which reduce the functionality of the remaining kitchen fittings provided by Lister.
26	
Q	What permutations are possible within the kitchen unit ranges/colours.
A	For the first time, Lister has agreed that if a tenant wishes, they can have a different colour of wall units from the base units. We would agree to this provided both colours are from the same range and all base units are one colour and all wall units are another colour. For example, all base units Luna Midnight + all wall units Luna Gloss White.
25	
Q	The colours in the printed option sheet don't seem very true.
A	Yes, we agree. This is a limitation from compiling and then printing such sheets. The online webpages of Magnet may give a better representation but really only the samples at the Lister office or a Magnet showroom can show the exact colour.
24	
Q	I have been to the Lister office display and thought I had made up my mind but I now wish to change it / I wish my partner / mother / son to see the options and he/she could not come along when I came along with me originally.
A	You can revisit the display however those who have not yet been once have priority, however we will try and fit you in. We wish you to have the best choice to your own satisfaction and we are here to help if at all possible. Please note, those from different household 'bubbles' should not mingle at the Lister office.
23	
Q	The handles and knobs for the units - how do the pairings work?
A	Normally the knobs are doors on base or wall units. The handles are for the multi-drawer unit. However, if you wish all of one, just let the Surveyor know.
22	
Q	What style of base units are available?
A	Everyone can have one multi-drawer base unit (the 300mm and 500mm wide ones have 4 drawers and the 600mm wide one has 3 drawers). The other base units are 'doorline', i.e., there is one door and no drawer. This gives a modern sleek look.
21	
Q	I would like more multi-drawer base units?
A	Any option such as this can be provided by Magnet/the Contractor if they agree to it, if it can fit in with the design requirements, and you pay the cost in advance to the contractor.
20	
Q	Do I have to pay for the full cost of an extra unit - surely Lister would otherwise have to pay for a standard base unit?

A	If, say, the second multi-drawer base unit you wish is in the main run of units that Lister would provide and this choice complies with our design requirements, then you would only need to pay the extra-over cost of a drawer-base unit (and any extra fitting cost). If it is an 'extra' extra unit then you would pay the full extra cost.
19	
Q	Is there a constraint on where the multi-drawer base can go?
A	If there is a drain pipe that runs along the wall where a multi-drawer base is being considered, then it may not be possible to fit it as one cannot cut out the backs of drawers to enable the unit to fit back to the wall. We are sorry but this may mean you could not have a multi-drawer unit at all in the worst possible case. However, the surveyor will try their best to facilitate a good design and option choices.
18	
Q	I have a tall housing unit in my existing kitchen and I wish there to be one in my new kitchen / I wish a tall housing unit?
A	We wish to maximise the worktop space in a kitchen, especially as people often have appliances, e.g., kettle, microwave, etc., that need room on the worktop. So, we will not automatically provide a tall housing unit. We will not allow any housing units in the middle of a worktop run. If you wish a tall housing unit, then, if it is instead of a Lister base and wall unit, you would need to pay the extra cost to supply and fit one, above the cost of the individual units. If it is an 'extra' extra housing, i.e., above and beyond the Lister agreed allocation, then you would need to pay the full extra cost of the housing and fitting.
17	
Q	I want my sink turned round - i.e., the drainer on the other side?
A	There are two sink choices. They are both similar but one has a hole for a mono-tap and the other has two holes for the Pair of taps. Both sinks can be specified with a drainer on either side. HOWEVER, there may be constraints dictated by the location of the drain or the location of the washing machine which mean your existing sink 'hand' cannot be reversed. The Surveyor will check this if you ask them.
16	
Q	I am undecided whether to have splashbacks or tiles?
A	It is your choice, however there are some points to bear in mind. Splashbacks are a modern sleek option which are very easy to keep clean and fill the space between the worktop and the wall units. Tiles have got more depth and character however the grout could take more effort to keep clean, especially over time. Also, if the wall behind your worktop is very uneven, the splashbacks may hide this better and give a smoother looking finish. However, it is up to you.
15	
Q	Should the splashback match the worktop?
A	That is entirely your choice. Four of the eight worktops have matching splashbacks, but whether you have a matching one or a different one is up to you. When you are invited to the Kitchen display, have a look at the samples and hold them next to each other to help you make up your mind.
14	
Q	I have just bought new flooring - can that be re-laid?
A	The physical footprint of the units may differ from your existing layout so your flooring may not fit. You could ask the Contractor but it is more than likely it will not fit exactly. If you still wish it refitted, you can ask the Contractor and see if they could do this. There may be reasons why they cannot.

13	
Q	This kitchen programme sounds like it includes more than in the past?
A	<p>You are right - and this is thanks to Lister being a tenant co-operative where tenants are in the driving seat in terms of deciding specifications and options. The enhancements compared to past programmes include:</p> <ul style="list-style-type: none"> - Better quality Unit ranges being chosen. - Décor panels for all exposed ends of wall and base units. - Wider range of colours, handles and taps. - Splashbacks (and Stainless-Steel cooker-space splashback) being available as an alternative to tiles. - Being able to have different coloured wall and base units. - Sheeting the floors with plywood and supplying and fitting good quality flooring. - Fitting a new LED main ceiling light. - Fitting under-wall-unit LED lights to light the work area and give a better look. - A drip mat in the sink unit base and a cutlery insert in the drawer unit. - Soft-close drawers and wide-angled door hinges. - New switch & socket face-plates, one with a USB charger point. - Enhanced survey 3D designs provided once the design is agreed.
12	
Q	What happens in time when the kitchen flooring starts to wear out?
A	<p>The flooring is of good quality and specification however it will not last for ever and could get damaged. Lister only provides this flooring once... on this programme. The flooring that is fitted, immediately becomes your responsibility to maintain and replace should anything happen thereafter. Lister only provides unfurnished tenancies - sorry.</p>
11	
Q	I would like to fit a dishwasher?
A	<p>This is permissible if there is space in your kitchen for this to be accommodated as well as the basic Lister requirements. You would need to identify this prior to the Surveyor calling, and pay for its purchase and fitting.</p>
10	
Q	What decorating is being done?
A	<p>Lister will organise the painting of the walls and ceiling in your kitchen. This will be 'kitchen and bathroom' paint to help it be more wipeable from splashes and steam.</p>
9	
Q	What do I need to do to prepare for the work starting?
A	<p>You must clear all your items from the kitchen especially from the units, worktop area, etc. The Contractor will visit approx. 2-3 days beforehand to give you general advice and can also leave you some storage boxes to assist the packing. There must be clear space for the Contractor to get down the hall with bulky materials to the kitchen, so ideally clear a good path too. The kitchen during the day will be a work area: people, children and pets will not be allowed in, for safety and well as Covid reasons.</p>
8	
Q	I have a pet - help!
A	<p>Yes, you need to take care of your pet. There will be disruption, comings and goings, noise and banging, so think carefully of the needs of your pet and how you can minimise adverse impacts on it. The Contractor cannot have a pet coming in and out of their work area nor in their access route. The flat door will be opened a lot as they bring items in and out. The Contractor cannot keep shutting it to contain a pet, nor can they look after the pet while you nip out. Sorry.</p>

7	
Q	Which flats are being done first and where thereafter?
A	We are following the same sequence as the previous Main Site kitchen programme, namely Heriot Place (high to low number), Keir Street (low to high numbers) and then Lauriston Place (high to low numbers). There may be a reason why a flat has to be done out of sequence, e.g., if it comes empty.
6	
Q	How long will the work take in my flat?
A	The Contractor aims to complete a flat in 4-5 days, with ideally each kitchen starting in the early part of the week and finishing before the weekend. However, we will know more once the programme starts. We do not want to pressurise the Contractor to go faster than works best for them, us and you, the Tenant. We also want to make sure that when the Contractor finishes, or almost finishes each flat, that it is inspected by our Contract Managers (F3 Surveyors) so they can check the work and enable the speedy resolution of any issues.
5	
Q	How can I cook a meal during the week my kitchen is being improved?
A	The Contractor can reconnect a cooker at the end of each working day, upon request. Just discuss with the Contractor when they start.
4	
Q	What happens if I find something wrong with my kitchen once the work is finished?
A	The work is under warranty, though clearly if you block the sink drain with grease 9 months after the kitchen is finished, then that is not something that can be blamed on the contractor. Please report any issues with your new kitchen asap.
3	
Q	How can I look after my new kitchen to keep it in tip-top condition?
A	We will produce an info-sheet with general advice about looking after your new kitchen
2	
Q	There is a repair issue in my kitchen which is not going to be tackled by a new kitchen. Can I get it sorted before the kitchen installation starts?
A	Contact the Lister office to describe the problem asap and get some advice.
1	
Q	I have a question which is not listed in this FAQ.
A	Just ask us. If it is of general interest then we can add it to the FAQ list when it is next updated. Thanks for helping us help you.