## MAIN SITE KITCHEN PROGRAMME - FLOW CHART v2 09.07.22 MAIN PATH Tenant activities Lister publishes general information on its website 1 about the programme / tells tenants in newsletter. Look at info on website. Do not contact office at this stage Lister contacts tenants to arrange a new fuse-box; 2 electric check: smoke detector upgrade. Tenants to liaise with electrical contractor to arrange access for this work. Any queries contact the Lister office. Lister writes to Tenants in 'batches' to begin their 3 kitchen process. Work out when you can come in to see the Kitchen display Those Tenants ring office to book an appointment 4 to come into office to see Kitchen display. Those Tenants housebound or who cannot come in, arrange for a visit from staff with display Surveyor from Magnet Kitchens (supplier) 5 telephones to arrange a survey appointment. Tenant makes choices from options. Tenant decides if wishes to buy/change appliances, etc. Magnet surveyor visits and obtains dimensions. 6 layout. Discussions any additions/extras. Tenant signs Surveyor's choice sheet. Lister's Contract Managers and Lister review plans from Magnet. Confirm/amend after liaison. Tenant is sent copy of agreed plans including 3D view Contractor (N Watt & Son) contacts Tenant to agree 8 start date once kitchen unit availability known. Any changes affecting start date - Tenant notify contractor asap A few days before agreed Start date, Contractor 9 arranges to visit Tenant to advise on preparations Kitchen starts on site. Tenant to report any problems or 10 Work completes. defects as soon as possible. Work inspected at end by Contract Managers Provide access for checks/work.

11 Satisfaction survey sent to Tenant → returned

Organisations involved: Magnet kitchens - Surveyors of kitchen / layout design

N. Watt & Son - Contractor fitting kitchen.

F3 Surveyors - Contract Managers for Lister including inspections during and at end of work.