

Resident Questions for Housing Area Panel

Department	Housing
Date question raised	28-03-2022
Date of Area Panel	18-03-2022
Area in city	North
Star rating applied by residents	3
Deadline for officer response	22-04-2022, 12pm
Name of officer responding	Grant Ritchie
Department / team	Head of Repairs and Maintenance

Title of question: Kitchen Replacements

Issue raised by residents:

Replacement of kitchen units fitted during Mears' contract.

Background:

A lot of the replacement kitchens fitted during the Mears contract were of very poor quality. The vinyl covering to the doors comes loose at the seals and peels off. Residents reported that this is happening when the kitchens are only 5 years old. They are concerned that if they report it, only the faulty doors will be replaced and these will not match the other unit doors in their kitchen. It was also noted that the kitchens now being fitted are of much better quality.

Action requested by residents:

It was agreed to raise this at the Area Panel to request the following information:

- How long are replacement kitchens expected to last?
- If the vinyl cover comes off some, but not all, of a tenant's kitchen unit doors, would they be provided with doors that are an exact match to their existing doors?

Officer Response:

Thank you for your question. Currently the time scale set by the Council is that a kitchen will be replaced after 30yrs unless it becomes defective in that time when it may be either replaced or repaired depending on the nature of the failure.

It is not always possible to provide an exact match as products change over time however, we always try to achieve this.

Officer contact details:

*Grant Ritchie, Head of Repairs and Maintenance,
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Specific Action:

No Specific Action.

Timeline:

Start date:

End date: