



We're Listening

Procurement of kitchen and bathroom installers

Who did we talk to?

We're in the process of finding contractors to install new kitchens and bathrooms in our homes as part of a future investment programme. Before starting with the process, we wanted to understand what really matters to customers when contractors are working in their home. We were also keen to explore customer preferences around tiling and flooring options.

In December 2025, we asked customers who are expected to get a new kitchen or bathroom within the next 18 months to attend a focus group at the Maggie O'Neil Centre in Huyton. The session gave an opportunity for customers to share their experiences, expectations and preferences directly with us. In all, 13 customers joined us at the meeting.

What did you tell us and what we are going to do

Expectations before work begins

What did you tell us	What are we going to do
That customers expect to be given 2- 6 weeks' notice before starting with the work. This would give them time to empty their kitchen and to store contents.	Customers will be given a minimum of two weeks' notice before starting with the work.
That alternative cooking facilities should be made available if customers are left without them during the work.	Customers who don't have alternative cooking facilities will be provided with them.
Customers would like us to make sure that any electrical work is considered before kitchen work starts – this would prevent any unnecessary delays.	We'll make sure that any electrical checks are done before the work begins.

Expectations of initial contact

What did you tell us	What are we going to do
Customers expect to get an initial letter from us, followed by one from the contractor, confirming the date of appointment.	We'll be sending out an initial letter before the contractor contacts the customer.

Choosing design of kitchen and bathroom

What did you tell us	What are we going to do
Customers want to be able to see samples of the materials in their home.	We'll be showing customers material samples to help them make their choices.
Customers would find it beneficial to see a brochure of completed kitchens with the different designs. Customers would like a few days to decide on their preferred choices.	We'll be creating a brochure with pictures of completed kitchens, so customers can make more informed decisions. The brochure will be provided before asking for choices, so customers will have time to choose the design that is perfect for their home!

Expectations of the contractor working in your home

What did you tell us	What are we going to do
That the contractor will be polite and respectful, treating their home as they'd treat their own. That the contractors will wear branded work clothing and wear ID lanyards when working in customer's homes.	As part of the procurement process, we'll be setting out our expectations of contractors working in our customers' homes. We'll also make sure that they wear branded clothing and ID badges when working in homes.
Customers would like to speak to one of our liaison officers if something goes wrong during the installation process.	Customers will be given the contact information of one of our liaison officers, who they can contact if they have any issues or concerns.
Customers expect to be given 2-3 days' notice if an appointment time needs to change.	We'll make sure that customers are given at least 2-3 days' notice if any changes need to be made to appointment dates.

Customers with additional needs

What did you tell us	What are we going to do
Customers expect contractors to adapt their services to meet individual needs. This may include helping to empty the kitchen, avoiding school run times, or providing appropriate support for customers with mental health needs.	We'll speak to customers about any additional needs during the pre-work survey to help make the process easier for the customer and their family.

Giving feedback after the work

What did you tell us	What are we going to do
Customers would prefer to give feedback directly to us, rather than to the contractor.	We're reviewing our approach for collecting feedback following the work. It's important that we hear your feedback – so we want to get it right.

Flooring and tiling choices

What did you tell us	What are we going to do
During the meeting, customers were also asked to feedback on a range of tiles and flooring that will be fitted in kitchens and bathrooms in the future.	The customers made some excellent choices, and we'll be using their selected options in future home installations.

Thank you

We'd like to thank all the customers who took the time to come to the focus group and contribute to the conversation.

Your Voice Matters!

