



CABINET AND COUNTERTOP REPLACEMENT PROGRAM

A how-to guide for CHF BC member co-ops

- 1. Complete a KBCC Program Account Set-up** (If your co-op hasn't already done so)
This form outlines the obligations of both your co-op and CHF BC with respect to the cabinet and countertop replacement program and must be completed and sent to CHF BC prior to using the program. Your co-op will need to submit a new form, only if an authorized signatory or designated contact changes.
- 2. Contact KBCC to discuss products or to get a quote**
CHF BC's cabinet and countertop supplier is KBCC. Contact a Vic Manolache at KBCC 604.765.5975 or vicamanolache@yahoo.ca, to discuss product options and recommendations based on your co-op's needs. KBCC can take measurements and provide you with a detailed quote of product and installation costs.
- 3. Review your quotes carefully**
Check unit numbers, products and colours chosen for each unit, installation services to be included and prices. If there are any discrepancies or if you have any questions, contact Grete Oliver or Julie Hunter at CHF BC at 604.879.5111 or goliver@chf.bc.ca or jhunter@chf.bc.ca.
- 4. Sign Work Order/Invoice**
Once you have approved KBCC's quote and arranged installation date/s, CHF BC will forward a **Work Order/Invoice** form that must be signed by the authorized cabinet and countertop person/s within your co-op (as listed on your KBCC Program Account Set-up). The Work Order/Invoice must be received by CHF BC (via email, mail or fax to 604.879.4611) before work can begin.
- 5. Notify members and prep for installation**
It is your co-op's responsibility to arrange installation schedules with your members. Please ensure that members are advised of installation dates and times and that they have their units ready. If necessary, arrange for key pick-up or for someone to let the installation crew in.

Give each member the **Prepare Your Unit** and **Quality Control** forms. All forms are available on CHF BC's website, www.chf.bc.ca or by calling CHF BC at 604.879.5111 ext.138.
- 6. Inspect completed work**
Inspect the work upon completion and complete and return the Quality Control form for each unit. If there are any problems, advise CHF BC. We will arrange a suitable time for the installers to return to correct them.
- 7. Pay invoice**
Forward full payment to: CHF BC, 200-5550 Fraser Street, Vancouver, BC V5W 2Z4.
- 8. Contact CHF BC promptly if not completely satisfied**
To ensure your complete satisfaction, CHF BC withholds 10% of payment to the supplier for 30 days following installation. If there are any problems with products and/or installation, please notify Julie Hunter as soon as possible at 604.879.5111 (extension 138) or jhunter@chf.bc.ca.

