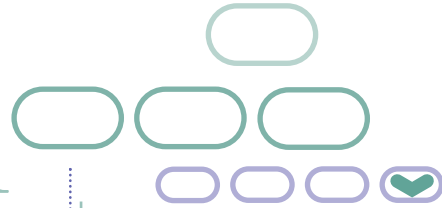
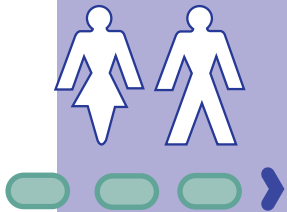


*your new*

# Bathroom



A practical guide  
to getting your  
new bathroom fitted



*Having a new bathroom installed is a major improvement to your home. But there is no doubt that it involves a lot of work and can be quite an upheaval.*

You should read this leaflet before you fill in the form asking for details about you and your existing bathroom. Please keep the leaflet until your bathroom is done - you may want to refer to it again.

## What kind of bathroom will I get?

We will install a bathroom suite made by a leading manufacturer and new taps will be fitted with the bath and wash hand basin. You will also get a matching acrylic bath panel. The new suite will normally be fitted in the same position as the old one.

Ceramic wall tiles will be fitted around the bath and as a 'splashback' at the wash hand basin. Depending on the size of tile (*and the space available*), there will be either two or three rows fitted.

The new suite will probably not be exactly the same size as the old one, so you will be given new flooring. This is a slip resistant vinyl, which is safer than standard flooring, particularly when wet. Both the wall tiles and flooring will become the tenant's responsibility once fitted.

Before the new suite is fitted we will, where possible, install an extractor fan (*if you do not already have one*). These only cost around £10 per year to run and must be fitted as they help to reduce problems of condensation and dampness.

# your new bathroom



## Do I get to pick my bathroom?

You will be able to choose from a range of colours for the new suite, the wall tiles and the floor covering. The contractor cannot fit different materials purchased by the tenant.

Please make sure you are happy with the choices you make. Once these are passed to the company fitting the bathroom, changes cannot be made.

## What is involved?

Many different trades are needed - plumbers, joiners, tilers, electricians, plasterers, and decorators. Once the new suite is fitted, the workmen may only need to work in your bathroom for short periods rather than a whole day. You will have the use of your toilet at the end of each day, but you may not be able to use the bath for the first couple of days. If you are having a level access shower installed (discussed more fully later), it will take slightly longer before you have use of the shower.

The contractor should keep you informed of when tradesmen will be working in your home, but it can sometimes be difficult to be specific, because they are working in several houses at once.

It may be necessary for work to be carried out in other rooms of your house, depending on plumbing and electrical work required.

## How long will it take?

The bathroom should be completed within 5 working days, although it may not be 5 days in a row. If the decoration is being done for you, this will follow on once the bathroom is completed.

Work is usually carried out between 8am and 4pm on weekdays, but sometimes work outwith these hours is agreed with the tenant. Tenants cannot be allowed in the bathroom while work is being carried out.





## What do I need to do to **prepare** for the work?

You will need to clear the bathroom and remove any fixed items such as towel and toilet roll holders, mirrors, shelving, cabinets etc. and replace them when the work is finished. If you are elderly or have a disability and require help, arrangements can be made for someone to assist with this.

The electrician may need access to the fusebox, so you will need to make sure the area around this is clear.

## I want to **keep** the existing tiles and wood panelling?

You can, as long as you remember you might be left with gaps once the new suite is fitted .

Every effort will be made to install the new bathroom without damaging tiling, but this is sometimes not possible and the workmen cannot be held responsible for any damage.

The contractor may be able to patch tiling if you have some spares, but this needs to be discussed with them beforehand. Let us know about this on the form.

If you have wood panelling which you want to keep, you must remove it before work starts. You will have to refit this yourself after the work is complete.

prepare >>>  
for the work



what is involved?



## Will my **electric shower** be left?

If you have your own electric shower, this will be checked by an electrician before work starts. If a fault is found, it will **not** be re-connected - it is your responsibility to have it repaired or replaced. We will refit **existing** showers if they are working properly and tiling around the bath will be extended up to the ceiling.

## What if someone in the house has **difficulty** using the bathroom?

We will ask an occupational therapist to visit you to discuss your needs. Special equipment, such as bath aids or grabrails to help someone get in and out of the bath, can be installed. We can also fit longer lever taps which are easier to grip.

In some cases, people need to have a 'level access' shower fitted rather than a bath. The occupational therapist will explain what is involved, but there will be extra work so the bathroom will take longer to finish - up to 10 working days. An officer will also need to come out to survey the bathroom beforehand.

If a level access shower has already been fitted, you can still have a new toilet, wash hand basin and new flooring (*if these were not replaced when the shower was put in*).

special  
equipment



## » » » What about decoration?

The bathroom will be left ready for you to decorate - wallpaper will be stripped and any existing artex which has been damaged in the installation either patched or plastered over (issues over asbestos in older artex are covered in a separate sheet).

A decoration allowance of up to £60 may be paid - this will be available for you at your local office, once the finished bathroom has been inspected by the Clerk of Works. Any allowance will be credited to your rent account if you have arrears outstanding. Check with the local office once work is complete.

## What about decoration? *(continued)*

If you are of pensionable age, or in receipt of a disability benefit (*the letter sent separately gives more details of qualifying benefits*), you can have the decoration done for you. The contractor will offer you a selection of wallpapers to choose from, but cannot hang different wallpaper purchased by tenants.

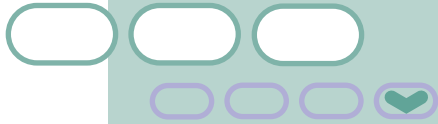
## A word about flooring

Many tenants have fitted laminate flooring and ceramic floor tiles in their homes which can cause problems when a new bathroom is put in. Remember that the new suite will not be exactly the same size as the old one, and it is unlikely that we will be able to fit the bathroom without damaging these floors. We can sometimes try to work around existing flooring, but the workmen cannot take responsibility for any damage caused. The workmen will not lift laminate flooring.

Floor coverings can cause problems in other rooms too, because access is sometimes needed under floorboards for plumbing or electrical work. Please let us know on your form if you have ceramic tiles or laminate flooring.

The workmen will be careful when lifting and replacing carpets but can have particular problems with foam backed carpets. They cannot take responsibility for problems caused by crumbling foam.





## What if I prefer to **keep** my existing bathroom?

That is not a problem, just let us know right away.

## When will the work start?

We will try to give you an idea of when the work is likely to be carried out, but this can only be a guideline. Usually, contracts are put together for groups of bathrooms to be replaced. You will get a letter once we know when your **contract** is to start, but the contractor will give you 5 working days notice of when they intend to begin work in **your** house. It is important that the workmen have access to your home when required.

If you have holidays planned when the work is due to take place, please let us know and we can re-arrange the work.

## Who will carry out the work?

The work will be carried out by a contractor approved by the Council. Each employee will carry an official identity card. If you are unsure of anyone's identity DO NOT let them into your home. Contact the Contracts Helpline on 01786 432027 to check identification.



contracts helpline  
01786 432027

## What **standard** of **customer care** can I expect?

We have agreed service standards with the contractor. These show the type and level of service you can expect and are part of our guarantee to you, our customer. If the contractor fails in any of these standards we want you to tell us about it.

### The contractor's employees will:

- act courteously
- dress appropriately
- carry identification
- explain what work is being done and why
- give their supervisor's name, if requested, and how to contact them
- give the Council supervisor's name, if requested, and how to contact them
- move furniture to allow work to be carried out and replace it when work is completed
- leave your house in a wind and watertight condition at the end of each working day
- remove all debris from your house and surrounding area at the end of each working day
- vacuum clean when work is completed
- ensure you have washing and toilet facilities at the end of each working day
- use clean dust sheets to protect soft furnishings and fittings

# our standards



## What if I have a **problem** with the new bathroom?

We hope you won't - most tenants are very happy with the work. However, if you do have a problem or complaint, contact the **Contracts Helpline** on **01786 432027** or the **Housing Projects team** on **01786 442456**.

If an **urgent problem** occurs out of office hours, contact the Council's **emergency** number on **01786 472757**.