

Bathroom improvements



Information about
improvements to
your bathroom

Over the next five years, we are carrying out a programme of bathroom improvements. We will fit a shower (if you need one) over your bath and replace your:

- flooring;
- bath panel;
- toilet seat;
- shower curtain;
- shower rail; and
- wall tiles.

One of our surveyors will come to visit you to talk about the work we need to do and what you should expect. They will also check to see if you need any other repairs to your bathroom.

Can I choose how my bathroom will look?

Before we start work, we will invite you to a meeting where you can choose the colour ➤



scheme that you would like. You will be able to choose from a range of tiles, bath panels, toilet seats, paint and floor tiles.

At this meeting you will be able to see and choose the colours you want.

What if I don't think a shower over my bath is suitable for me?

If you think that you or any member of your family will find it difficult to use an over-bath shower, please call us on 01249 466 092 for advice.

What do I need to do before you start work?

We will tell you when we will start work. Before we come to your home, in your bathroom, you should:

- empty any cupboards;
- take any blinds or curtains down;
- take up any carpets or flooring which belong to you and that you want to keep; and
- remove anything else that belongs to you and that you want to keep, such as mirrors, light shades, door locks, hooks, and toilet-roll holders.

If you need any help or advice, please phone the planned maintenance surveyor on 01249 466092. We can also talk to you about any specific needs that you have.



How long will the work take?

We aim to finish the work in five working days. Our contractors work from 8am to 4.30pm Monday to Friday. They will need to get into your home at different times of the day to complete the work, and will not be there all the time for the five days.

We will make an appointment with you, and talk about all the arrangements before we start work.

Can I still use my bathroom?

You may not be able to use your bathroom for short times during the day, but we will make sure that you can use it when we leave in the evening. We will also have to turn off the water and electricity supply to your home for short times, but we will tell you before we do this.



What will happen?

There are four stages to the work, and different contractors will need to work at different times.

Stage one

We will:

- prepare the bathroom (for example, if we need to change the layout of the room, perhaps by moving a wall); and
- start any electrical work.

Stage two

We will:

- carry out any plastering work;
- carry out any wiring work;
- fit your new shower; and
- fit new bathroom furniture that you need.

Stage three

We will:

- finish all the electrical work;
- tile the walls;
- put down the flooring;
- fit the shower curtain and rail; and
- fit the bath panel and toilet seat.

Stage four

We will:

- paint the walls;
- finish any other work;
- clean the bathroom; and
- check the work to make sure everything is finished.



This is a guide to what will happen, but the way we do the work will depend on when our contractors are available. We will tell you if anything is going to be different.

What about the noise and mess?

We use dust sheets to protect your carpets and belongings, and we will clean up at the end of each day and after we have finished the work. We will try to make as little noise as possible.

When we finish the work, we will send you a form for you to apply for a one-off payment to compensate you for the inconvenience we have caused. We call this payment 'disturbance allowance'.

Will it be safe?

Before we start work, we will explain the work that has to be done and how it will ➤



affect you. This will include talking to you about your safety.

Some things to remember are:

- take care when you walk on dust sheets or near building materials, so you do not slip or trip (although we will try to leave you a clear path through your home);
- do not touch any machinery or equipment, as this could hurt you or cause an accident;
- do not go into the bathroom if there are barriers across the door – talk to the person who is doing the work first if you need to get into the bathroom;
- keep children and pets away from the working area; and
- tell everyone in your household and any visitors to your home what's happening.

If you have any questions about safety, please ask the person who is doing the work

or phone us on 01249 466092. If we have to do any work we did not plan while we are in your home, we will tell you about any safety issues that you need to know about.

How can I keep my new bathroom looking good?

You should:

- descale the shower head every month (if you don't know how to do this, please phone us) – you can also shake the shower head after you use it to get rid of any drips and to stop scale building up;
- wipe the wall tiles with a cloth after you use the shower to remove any water and stop mould growing;
- open windows, vents and extractor fans (if you have them) to prevent condensation – but remember to close them if you are going out;
- clear any waste from the plughole to ➤



stop it getting blocked;

- make sure the shower curtain hangs inside the bath so it doesn't drip on the floor;
- wipe the shower curtain down regularly to stop mould from growing; and
- always keep the bathroom floor dry to keep the floor covering in good condition and so that no-one slips over.

Enjoy using your new bathroom!







If you would like to have any part of this explained or translated, or in a different format such as in larger print, or on audio tape, please contact us on 01249 465465 to discuss your needs.

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