

after the work is completed

Once the work is completed the contractor will give you a 'Planned Programme Satisfaction Survey' to fill in. This is a questionnaire that asks you what you think about the work. Please be honest about your experience of the work as we use this information to improve our services.

Soon after the work has finished, the surveyor will call again to check the work for us. They will make a note of anything that doesn't meet the standard we expect for our tenants, and will pass

this to the contractors to put right. Twelve months after your bathroom was installed we will write to you to ask if there have been any problems with your new bathroom and, if necessary, do a follow-up survey to make sure there are no problems. Our contractor will put right any problems, but this doesn't cover everyday wear and tear.

who can I talk to if I have any questions?

Phone our bathroom team at our Old Park offices in Telford on (01952) 217110.

refurbishing your bathroom – a tenant's guide



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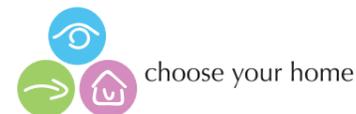


اگر آپ کو اس خبر نامے کا ترجمہ اردو میں درکار ہو تو برائے مہربانی اپنے کسی ایسے دوست سے ہمیں 01952 217100 پر رابطہ کرنے کو کہئے جو انگریزی بولیں۔ ہم آپ کیلئے ترجمے کا انتظام کریں گے۔

ਜੇ ਤੁਸੀਂ ਇਹ ਖਬਰਨਾਮਾ ਪੰਜਾਬੀ ਵਿਚ ਲਿਖਿਆ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ 01952 217100 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸ ਦਿਓ ਜਾਂ ਆਪਣੇ ਕਿਸੇ ਮਿੱਤਰ/ਸਹੇਲੀ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਫੋਨ ਕਰਨ ਲਈ ਕਹੋ ਜੋ ਅੰਗ੍ਰੇਜ਼ੀ ਵਿਚ ਗੱਲ ਕਰ ਸਕੇ।

W razie problemów z przeczytaniem tego dokumentu prosimy zadzwonić pod numer 01952 217100.

如果你不明白這份文件的內容, 請致電 01952 217100 求助。



The Wrekin
Housing Trust

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why are we refurbishing our bathrooms?

meeting your needs

Since the bathrooms in our properties were originally installed, our customers' expectations have changed and the bathrooms may not meet current needs or layout requirements.

Decent Homes Standard

We want to ensure all our homes meet and continue to meet the Government's Housing Standard, known as the Decent Homes Standard.

will my bathroom be refurbished?

Your bathroom may need to be refurbished, but a surveyor will need to check your bathroom first.

The surveyor will visit your home at an arranged time to check the age and condition of your bathroom. They will also note if there's anything that could delay the work (see 'other work we may need to do beforehand').

If the surveyor thinks your bathroom needs to be refurbished, they will give the information from their survey to our contractor, who will arrange for the work to start. The contractor may need to visit you before the work starts, but this isn't always necessary.

when will the work be done?

When the contractor has set a date for the work to start, they will contact you to let you know. This may be by telephone or in writing.

what work will be done?

Where necessary your bathroom will be fitted with:

- a new, modern white china wash-hand basin and toilet
- a new bath made of white, enamelled pressed steel, with grab handles.

We will strip the walls and paint them. If the walls are in poor condition, we may wallpaper them, which we can then paint if you wish. We will re-tile the walls where necessary. A greater amount of tiling will be required where a shower is being installed. We will also fit floor tiles to solid floors, however timber floors will be made good to receive your own floor covering.



can I choose the paint and tiles?

You can choose from a selection of wall and floor tiles, as well as paint colours for the walls. If you haven't already chosen, please see the attached leaflet showing the choices available. The surveyor will discuss these with you during their visit.

If you don't like the choices on offer, you can buy your own wall tiles and paint, which we will use instead to refurbish your bathroom. If we use your materials, you will be responsible for maintaining them. If you do decide to do this, please discuss this with the surveyor and contractor.

what do I need to do before the work starts?

When you have been told the start date, you will need to clear your bathroom of all your personal belongings and empty any cabinets. Please make sure that the workers can access your bathroom easily.

other work we may need to do beforehand

The survey may show that other work is needed before we can install your new bathroom. This may cause some delays, but please bear with us and we will keep you informed of progress. This other work may include:

- asbestos removal – we may need to do an asbestos survey on your home. If we find asbestos, we may need to remove it, but we'll let you know if we do
- adaptation for disability – we usually only do standard bathroom replacements. However, if an occupational therapist has already recommended that you should have an over-

bath or level-access shower, we will try to install this at the same time. If you have not asked for an adaptation but are finding it hard to use the bath, or think you may benefit from an adaptation, please discuss this with our surveyor when they visit you.

We will only recommend level-access showers for suitable properties, such as bungalows or ground-floor flats.

fitting a shower in your bathroom

We offer you the option of having a shower fitted over your bath as part of the work. If you would like this, please discuss this with our surveyor when they visit you.

how long will the work take?

The contractors are given seven to ten working days to complete the work (up to two weeks). Most work will be completed within five working days. Contractors often work at several properties at the same time, so please don't worry if they are not at your property all the time.

will I be able to use my bathroom during the work?

We try to make sure that you are not left without washing or toilet facilities overnight, however on rare occasions this is unavoidable. In such cases, temporary facilities will be provided. Usually we can replace the bathroom fittings on the same day but there will be some inconvenience. You may wish to arrange with a neighbour or relative to use their facilities for the short period when the fittings are swapped, just in case.