

## Bathrooms

### When will my bathroom be renewed?

When reporting a repair for your bathroom, both the following factors will be taken into consideration:

- Whether it has been identified that your bathroom is more than 30 years old, and
- Whether a tradesperson has reported that your current bathroom is uneconomical to repair.

### Will you be installing a new bathroom in my home?

If your bathroom has been identified as needing to be refurbished, your information will be passed onto our Commercial Services team, who will arrange for the work to start. A member of the team may need to visit you before the work starts, but this isn't always necessary.

### How do I know that I'm giving access to the right people?

Whenever a tradesperson comes to your home, please ask them to produce their **identity card**.

### Accessing your property

If you are out when a member of our in-house team calls round, they will leave a card with a phone number for you to call to arrange another appointment.

### When will the work be done?

When our In-house team 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.
- A new shower – either thermostatic mixer shower or electric shower depending on the type of boiler you have.

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 tile the bath and shower area, and the splash back above the wash hand basin. We will also fit floor tiles to solid floors, but if you have a timber floor it will be improved so you can have 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. The surveyor will discuss the choices with you during their visit.

## 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 identified that you have a need for specialist requirements we will look to do this as part of the work. 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.

## How long will the work take?

We aim to complete the work in five working days. This isn't always possible but if there are any delays we will let you know straight away and keep you informed at all times.

## 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 very 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.

## After the work is completed

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

## Who can I talk to if I have any questions?

Please call the contact number on your letter or ask for the **Bathroom Team** on **01952 217100**.

## Who do I contact to give a compliment or make a complaint?

Please call the contact number on your letter or ask for the **Asset Management Team** on **01952 217100**.

## My new bathroom

### How do I look after my new bathroom?

Your bathroom has been designed around your individual choices and been fitted with good quality fittings. You can ensure your bathroom lasts longer and continues to look great by taking care of it.

### Wash hand basin, WC pans and cistern

Ceramic products like this should be cleaned regularly with warm soapy water. They can be rinsed, dried off and polished with a soft cloth. This will prevent dirt building up and clinging to ceramic surfaces.

Please do not leave strong cleaners or bleach on ceramics for any length of time. It is fine to use disinfectants or household cleaners but just remember to follow the instructions on the bottle and always remember to keep cleaning products out of the reach of children.

### Chrome taps and fittings

Wipe over with a damp cloth and warm soapy water from time to time. It is fine to use disinfectants but please do not use a scouring pad or powder. Some household cleaners contain bleach or are abrasive and you need to be careful that you do not damage chrome with substances that can cause black spots, pitting or streaks. If you do use chemical cleaners, rinse off after use.

### Toilet seat and bath panels

Wipe over with a damp cloth and warm soapy water from time to time. It is fine to use disinfectants but please do not use a scouring pad or powder, but again, always remember to follow the instructions on the packaging.