Bathroom Replacement

The Bathroom in your home will soon be replaced. This leaflet contains important information about the work to be carried out and how the work could affect you. You should read this leaflet and keep it in a safe place for future reference.

**What work is involved?**
The existing bath, toilet, and wash hand basin may need to be removed along with any splash back tiles (2 rows).

If you have an airing cupboard, we may want to remove it in order to improve the space and layout in your bathroom. We will discuss any proposals with you to make sure you are happy with what we suggest.

Wall tiles may be fitted (2 rows) above the bath and wash hand basin. Some Tenants choice options are available at additional cost, please ask for details. Floor covering may also be fitted if required.

**What choices do I have?**
We will need to consider the safety and design aspects of the bathroom so it may not always be possible to meet your exact requirements. If we can’t we will tell you why not.

We will give you a choice from our range including:
- Bathroom suite white or coloured
- Wall tiles white or coloured
Charges apply for some tenants choice options.

**When will the work be done?**
We will give you a date prior to starting work. If this is not convenient a renegotiated date will be arranged. Work will be carried out between 8.00am and 4.00pm, Monday to Friday. If we need access outside of these hours we will tell you in advance. Please make sure that we can get in to do the job as delays will lengthen or may even mean cancelling the work.

**What should I do before the work starts?**
The following preparations are normally required
- Take down bathroom cabinets, if possible
- Take down curtain/blind
- Remove any fittings you want to keep, like towel rails or mirrors
- Take up carpets or floor covering i.e. laminate flooring
**How long will the work take?**
Your Bathroom replacement should normally take three to four working days.

**What disruption will there be?**
The main disruption will be in your bathroom/landing/hallway. There will be some noise and operatives will need to be in and out of your home many times. You will not be able to use the bathroom during the work and you will be without water for a short time while the plumbing work is done. This may prevent you from flushing the toilet or using other taps throughout the property. During the installation of a shower the electrical power may need to be turned off for a short while which may affect any timer clocks/fridge/freezer. This will be kept to a minimum.

We will treat you and your home with courtesy and respect. There will be a mess at times but we will use dustsheets. We will clean up at the end of each day, and ensure that you have access to the toilet and that water is available. If you have any pets they may be disturbed by the work, it would be advisable to keep them out of the property or restricted to one room during this time.

**Health & Safety**
The Operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. Any broken fittings, old pipe work, materials etc will be cleared away and removed from site or placed in a skip. All materials and waste associated with the job will be removed from the site upon completion of the work normally, within 24 hours. To help protect your health, our Code of Conduct ensures our employees and contractors do not smoke in your home, in return, we would appreciate you consider our team’s good health and not smoke in the area they are working.

**Security**
You are advised to check the identity of any individual before allowing them in to your home. Dudley MBC employees and contractors working on our behalf carry identity cards. If in doubt refuse entry and call our Repairs Management Centre on 01384 818283. Materials need to be brought into the property; doors may be left open from time to time.

**After Care**
We are sure that you will be very happy with your new bathroom please ensure that you look after it and treat it with respect. Damage caused to any item may be rechargeable. To avoid this use bathroom cleaning products regularly. These items are fragile and often easily crack if struck by a hard object.

**Queries**
If you have any queries about the work please contact the person below

Name……………………………   Works Order No………………….

Works Required…………………………………………………………………

Contact number……………….