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 will 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 before work starts to make sure you are happy with what we suggest.

Wall tiles will be fitted as follows: 2 rows above the wash hand basin; and 6m² around bath (2 ends and one side). Please see What choices do I have? below.

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;
• wall tiles from bathroom tile choice.

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 8am and 4pm, 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 and mirrors;
• take up carpets or other floor covering, such as laminate flooring, if possible.
**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 and 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. This will be kept to a minimum.

If you only have one toilet you may be supplied with a portable toilet.

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 so it would be advisable to keep them out of the property or restricted to one room during this time. Please be aware of our dogs policy.

**Health & Safety**
The operatives must follow safe working practices at all times and tenants are requested not to visit the place of work. All materials 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.

**Employee health**
We ask you kindly not to smoke when a council employee or contractor is visiting your home. Similarly, all of our employees and contractors have been instructed not to smoke within your home to help protect your health.

**The Ownership of Dogs Policy - No dogs by the front door!**
Please secure your dog before you answer the door.

**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 0300 555 8283.

Materials will need to be brought into the property and therefore 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.

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**For further information**

**about the work please contact the person below and quote the works order number:**

Name...........................................................................................................................................................

Contact number ...........................................................................................................................................

Works Order Number ..................................................................................................................................