

Bathroom – frequently asked questions



What is included?

New bath, new wash hand basin, new WC suite, all including new fittings, electric or thermostatic shower over bath and shower screen, wall tiles or shower board to sink and shower area only, remaining walls will be made good and be decorated following works, new vinyl flooring, new extractor fan. (colour choice to be agreed).

How long will it take?

We estimate works will take between 5 and 7 days, although there may be unforeseen delays. We would need access to your property during normal working hours, usually 8 to 5.30

Will I be given any colour choices?

The bathroom suite will be white but there will be a choice of colours and finishes for the wall and floor coverings.

Will I have to be home for the installation?

No, but there will need to be a responsible person you trust present for the duration of the works. We will work with your around any access issues you may have, but we cannot offer compensation for loss of earnings.

Can I have aids and adaptations fitted?

Yes, we will assess your needs when planning the installation. Major adaptations must be applied for through an Occupational Therapists request.

Can I choose not to have the works done?

You have the right to refuse works if you wish, as long as there are no health and safety risks present. As a landlord we have an obligation to ensure your home is well maintained and safe. However if improvement works have been identified due to the number of repairs required, the condition will only get worse and eventually the work will need to be carried out anyway.

If you do not want the works undertaken please call us to discuss on Tel: 01228 633678. If you refuse and the change your mind we cannot guarantee to carry out the works in the programme cycle.

Can I have just part of the works done?

No, we cannot just do part works.

Why do I need an asbestos survey carried out before the works can start?

We have a legal duty to ensure that any asbestos containing materials are identified before improvement works start. Without a completed asbestos survey in place we will not be able to carry out the works. There is no guarantee we would be able to add this to a future programme.

What is going to happen next?

We will write to you to confirm that you are in the programme. Following this you will be contacted by our appointed contractor who will arrange to call round to discuss the design and offer you floor and wall covering colour choices. A start date will be provisionally arranged at this stage. We would require the room to be cleared to allow access prior to the works being carried out.

Will I have a useable bathroom during the works?

There will be a period where your toilet and bathing facilities will be unavailable but this will be kept to a minimum. Running water will be available for as long as it can be during the process but at certain times the water will have to be turned off in order to carry out the works, please bear this in mind when using washing machines etc. There will be some disruption but this will be kept to minimum.

At the end of each day you will be left with a working toilet and running water.