

Council Housing Management Service

What happens when...

My home needs a bathroom installed...

Introduction

Each year we plan and deliver a capital investment programme to ensure Council homes are maintained and comply with the Decent Homes Standard. This is a technical standard set by the government to measure the quality of social housing.

What happens next?

If your home is to be included on the bathroom programme, staff will send you a letter to confirm this and introduce you to the contractor appointed to undertake the work.

Who will undertake the work?

We will select a contractor based on ability, experience, and value for money. We will tell you who the contractor is and give you a date when the contract will begin. This does not mean we will begin work at your home on this date. We will give you at least seven working days' notice before any work starts at your home.

The appointed contractor will be in touch with you to arrange a pre-entry survey. This will be an opportunity for them to introduce themselves, talk to you about the work, any access arrangements needed to complete the work and to answer any questions you may have.

All work on site will be supervised by the contractor and staff. All operatives on site will wear ID badges and safety signs will be visible.

How long will it take?

The works to your home will take approximately one week from start to finish which includes the follow-on work of plastering/tiling etc. At times delays do occur; the site supervisor will keep you informed of any delays to the work.

Typically working hours will be between 8.30am-5.30pm, Monday to Friday with an allowance for personal breaks and removal of waste/materials by operators.

A programme of works will be developed, and you will be provided with an agreed appointment to carry out the works as well as an opportunity to inform on any individual requirements that require consideration.

The contractor will try and work around your availability and be as flexible as possible with appointments.



What does the work involve?

Work will include replacement of complete bathroom suite comprising of new bath, toilet and wash hand basin all of which will be white. Wall tiles and floor covering will also be replaced. If your home currently has a shower and this passes the safety check this will remain in situ.

During your pre-entry survey appointment, the contractor will discuss the refurbishment and provide you with an opportunity to make your wall tile and floor covering choices.

We have provided the information below which shares in more detail the work that needs to be undertaken:

Preparation—Removal of bathroom suite, wall tiles and flooring. The toilet will be re-connected before the end of each day

Electrics (1st fix)—Installation of cables

Plumbing (1st fix)—Installation of all pipework

Plastering — Produce an acceptable wall and ceiling finish prior to decoration

Plumbing (2nd fix)—Installation of bathroom suite

Wall Tiling—Install wall tiles to full height wall tiling to wall behind shower and the return wall to full length of bath and two courses above wash hand basin

Joinery—Box in pipework where required and fit architrave and skirting

Painter—Decorate kitchen with neutral colour

Floor coverings—Installation of chosen floor covering

Clean and Seal—Clean kitchen and mastic seal where required

Handover—Contractor to handover to tenant and ForHousing for inspection

Please be aware that the power will be turned off to undertake electrical and plumbing work and you will be informed about the length of time.

Will there be much inconvenience?

There will be some inconvenience during the work such as:

- **Noise during working hours**
- **Skips located on front driveways/footpaths/gardens/yards**
- **Relocation of your belongings and property both externally and internally to ensure they are not adversely damaged**
- **Turn off gas, electric and water supply to your home during the working day**
- **Dust from the removal of old bathroom suite etc and the installation of the new**

Will there be much damage?

The contractor will keep damage to a minimum, but this work is likely to cause minor damage to decorations where old bathroom suite is removed and/or any rerouting of plumbing and electrics are required.

What do I need to do before and during the work being carried out?

To help everything run smoothly and safely, please make sure all pathways to the bathroom are made clear. The bathroom will need to be cleared, and this includes the removal of all your belongings such as any toiletries, mirrors, and wall fixings. If you are unable to carry out any of this work, please inform the contractor when they meet with you to undertake the pre-entry survey.

We ask you to always supervise pets and/or children as well as take due care to ensure your own personal safety whilst around the work areas.

Warning signs advising of potential hazards where work is being carried out will be placed at various locations. We ask you do not ignore them as they are there for your safety and welfare.

What happens after the work is finished?

If you do have any problems with your new bathroom, please report as a normal repair.

To keep your bathroom in good order, we ask you to clean with suitable products and do not flush nappies, baby or toilet wipes down the toilet as these items will cause blockages. If you are installing wall fixtures use a pipe and cable detector.

Who can I contact if I have any further questions about the work?

If you would like to ask further questions about this work, please get in touch with a member of our staff.

Contact us on tel: **0300 123 7724**

Accessing Cheshire West and Chester Council information and services

Council information is also available in audio, Braille, large print or other formats. If you would like information in another format or language, including British Sign Language, please email us at: equalities@cheshirewestandchester.gov.uk

You can also telephone: **0300 123 8 123**
or textphone: **18001 0300 123 8 123**
website: www.cheshirewestandchester.gov.uk

