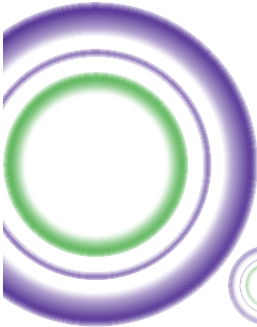
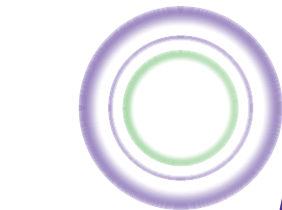


Your guide to the bathroom replacement scheme





The bathroom replacement scheme

This booklet gives you important information about our bathroom replacement scheme, what it involves, and how it could affect you.

When will the work be done?

Each year Homes for Northumberland carries out a programme of bathroom replacements to a number of the County Council's properties. These properties have been identified as having old bathroom fittings that are due for replacement.

If your home is in our programme, we will let you know in plenty of time when we expect the work to start. Then, at least one week beforehand, one of our surveyors will visit you and confirm the exact date we will start work on your home.

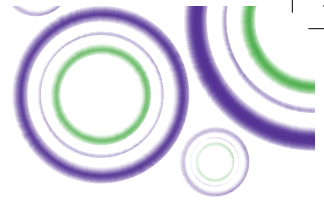
If you have a disability, you may feel that your existing bathroom layout and fittings are not suitable for your needs. Our occupational therapist can assess your needs so that we can design your new bathroom to make it more suitable for you.

How long will the work take?

Your bathroom replacement will normally be completed within 2 to 3 weeks. During this time the workforce will install your new bathroom fittings, while doing other repairs and improvements to several other homes in your street.

There may be times when you feel there is little progress on your home. This is usually when the tiling and painting is being done to several houses at the same time. Our surveyor will tell you when the workmen will need access to your home to complete their work.

The workforce and one of our project officers will need access to your home for up to 3 days afterwards to complete any additional work and make a final inspection.



What should I do before the work starts?

When our surveyor visits you about a week before the work is due to start he/she will explain what you will need to do.

Normally you need to:

- » Empty bathroom cupboards.
- » Store away anything you think might get damaged during the work, such as mirrors, ornaments and other personal belongings.
- » Lift floor coverings and move furniture, as directed, to allow reasonable access for the workforce. Any concerns you have regarding this should be raised with the surveyor at the time of his/her visit.
- » Restrict pets to a room away from the work if this is possible, as the work may disturb them.

You can help us get the work done quickly by keeping any appointments we make with you, supervising children and pets while the work is underway, following any advice or warning notices and allowing the workforce to get on with the work with minimum interruption.





Will I be able to choose what bathroom fittings I have?

Yes. Before the work starts in your area, we will invite you to a public exhibition where you can see samples of typical fittings, including the range of choices you have.

We will offer you a wide range of choices to help you give a personal touch to your bathroom.

The following choices will be available:

- » 2 styles of taps.
- » A range of styles and colours of wall tiles.
- » A range of wooden or plastic bath panels and matching toilet seats.
- » A range of emulsion wall-paint colours.
- » A range of coloured vinyl floor tiles (only if your bathroom has a solid concrete floor).

If you wish to have a new over-bath electric shower fitted, we will do the work free of charge, including extended wall tiling around the bath, but you will need to purchase the unit yourself from an approved range. Our surveyor will give you more information and advice on approved shower units during your home visit.

If you have a disability, our occupational therapist will also be involved, to make sure the design takes into account any special requirements you have.

What work is involved in replacing my bathroom?

We will remove the bath, toilet and washbasin.

If you have a separate bathroom and toilet next to each other, it may be possible to knock the two rooms into one, if you wish. This will mean some extra decorating outside the bathroom that you will be responsible for.

If you have a second toilet, we will inspect it and if it is in poor condition we will replace it.

We will normally fit the new bath, toilet and washbasin in the same places as the old ones.

We will fit new tiles around the bath, toilet and the washbasin to protect the walls from water splashes. We will normally fit tiles up to 600mm above the bath level.

If your bathroom has a solid concrete floor, we fit a new floor covering as part of the works.

If you have bought an approved electric shower unit, we will fit this at the same time as the bath.

We will fit a ventilation unit to reduce or prevent condensation in your bathroom. We will repaint your ceiling, walls and woodwork.





What disruption will there be?

At times the work may be noisy and dusty. The workforce will provide dustsheets. You may not be able to use some of your rooms during the work, but there will always be somewhere for you and your family to stay in comfort.

It may be difficult for you to use your bathroom during the working day. You will also be without water for a short time while the plumbing work is done, so you may not be able to use your toilet.

The new bathroom suite will normally be fitted and working in one day.

The workforce has to follow safe working practices at all times and will take away your old materials and dispose of them properly.

Will the work damage my decoration?

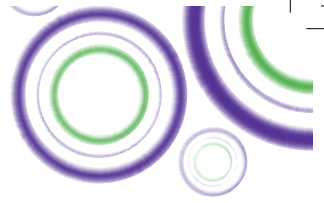
As we cannot guarantee that the new bathroom fittings will be the same size as the ones we remove, you may find that when you re-lay your existing floor coverings, they do not fit exactly as before.

Any damage to your wall decoration will normally be put right when the new wall tiles are fitted and emulsion paintwork is done.

If you have asked us to combine a separate bathroom and toilet into one room, there will be some extra decoration needed outside the bathroom that you will be responsible for.

How will I know the work has been done properly?

Our project officer will make sure the work is completed properly and meets the standards required. He/she will make regular inspections during the work and will call again once it is finished.



Will I receive an allowance towards re-decoration costs?

No, because we will re-tile and paint your walls and will redecorate the ceiling and woodwork.

Security

You should always check the identity of any callers before letting them into your home. Our officers and workforce carry identity cards. If you are in any doubt about anyone visiting your home, do not let them in.

Because materials may need to be brought into your house, the front and back door may be open for some of the time. The workforce is responsible for keeping your property secure during the work.

For more information, call 01670 542424, email info@hfn.uk.com or visit www.hfn.uk.com



Please contact our Customer Services Centre if you would like to receive this information in another language or format, for example Braille or audio.

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| URDU | اگر آپ یہ معلومات کسی دوسری زبان یا فارمیٹ، مثال کے طور پر بریل یا آڈیو، میں چاہتے ہیں تو برائے مہربانی ہمارے کسٹمر سروسز سینٹر سے رابطہ کریں۔ |
| BENGALI | আপনি যদি এই তথ্যাবলী অন্য ভাষাতে বা অন্য রূপে যেমন ব্রেইলে বা অডিওতে পেতে চান, অনুগ্রহ করে, আমাদের কাস্টোমার সার্ভিসেস সেন্টারে যোগাযোগ করুন। |
| CANTONESE | 如果您想要本資訊的另一種語言版本或其他格式（如：盲文或音訊），請與我們的客戶服務中心聯絡。 |
| MANDARIN | 如果您需要本信息的其它語言版本或其它格式（例如：盲文或音頻文件），請联系我們的客服中心。 |
| POLISH | Prosimy o kontakt z naszym Centrum Obsługi Klienta (Customer Services Centre), jeśli chcieliby Państwo otrzymać niniejszy dokument w innej wersji językowej lub w innym formacie, na przykład w alfabecie Braille'a lub w formie nagrania dźwiękowego. |
| PUNJABI | ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਬ੍ਰੇਲ ਜਾਂ ਆਡੀਓ ਦੇ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਗਾਹਕ ਸੇਵਾ ਕੇਂਦਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। |



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