



YOUR
BATHROOM
IS DUE TO BE
RENEWED



This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the Resident Liaison Officer.

Thames Valley Housing and all other staff connected with the works, will carry identity cards. You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.





Why is this work being done?

The bathroom fixtures and fittings in your home are old and need to be replaced.

What work is involved?

The bath, toilet and wash-basin will be removed, and replaced with a new white suite. These will normally be fitted in the same location as the existing ones.

We will also provide a new mains-fed over-bath electric shower, mirror, towel rail, glass shelf and toilet roll holder.

If you have a second toilet in your home, this will also be replaced as part of this work.

The refurbishment includes a new floor covering and re-decoration of your bathroom. Existing tiles will be removed and replaced and further tiles will be added up to the full height of the ceiling if not already done.



What choices will I have?

The new bathroom suite will be white and we will offer you a choice of:

- Emulsion wall-paint colours
- Flooring sheet colours

During the consultation, you will be shown samples and can choose which colour you would prefer.

What will happen first?

Approximately 1 month before the work is due to start on your estate, our Property and Asset Management Department will arrange a consultation session in your estate or area.

At the session you will be able to:

- See a mock-up of a typical bathroom
- Choose your paint colour and flooring sheet colour
- Meet the contractor and their Resident Liaison Officer
- Book a provisional time slot for the work to be done

The contractor will also give you a leaflet which provides all the relevant contact details, including their Resident Liaison Officer who will be your main point of contact while they are working in your home.

2 weeks before the work is due to start.

You will be contacted 2 weeks before the work is due to begin, by the Resident Liaison Officer, to make sure the previously agreed date is still suitable.

How long will the work take?

The bathroom will normally be installed in five to eight working days.

When the work is complete our surveyor will need access to your home a maximum of two times to ensure it is done properly.

What should I do before the work starts?

At consultation you will be advised exactly what you will need to do, however you will need to remove all your toiletries and belongings from the bathroom.

What disruption will there be:

As the work will require dealing with your plumbing, electrics and fixtures and fitting, the level of disruption may be quite high.

- **The main disruption will occur in your bathroom**
- **There may be restricted access to the stairs, if you have any**
- **You will not be able to use your bathroom during the working day**
- **You may be without water for a few hours while plumbing work is carried out**
- **You may be without power while an extractor fan is fitted**
- **There may be some noise**
- **Workmen will need access to your home many times during the day within the period of the work**

However, you will not be left without power, water or access to the toilet in your home overnight.

The contractor will treat you and your home with courtesy and respect. They will use dust-sheets, clean up any mess and pack away equipment at the end of each day.

The contractor must follow safe working practices at all times. Any broken fittings, piping and debris will be cleared away. Old materials will be removed directly from site or placed in the contractor's skip for removal later.

If you have any questions about the work, the Resident Liaison Officer and the Thames Valley Housing appointed surveyor will answer them when they visit to check the work is completed.

Will my decorations(s) be damaged?

Any damage to the wall decorations in your bathroom will be put right when new wall-tiles are fitted and emulsion paintwork to all walls carried out. Your bathroom ceiling will also be repainted as part of the work.

Security

Because materials need to be brought in to your home during the work, the front and back doors, may be open for some of the time, however the contractor is responsible for the safety of your property during the works.

How You Can Help:

- Please let the Resident Liaison Officer know as soon as possible if you need to change an appointment
- Please make reasonable arrangements regarding pets
- Please co-operate with any advise regarding safety given to you by anyone working on or surveying the site
- Please appoint a key holder if you cannot arrange access to the property yourself, and give the Resident Liaison Officer the key holder's contact number along with your own if possible



How will I know the work has been done properly?

Our surveyors will make sure the work is completed properly and meets the standards required. The surveyor will carry out inspections during the work and after it has been completed.

Complaints

If you have any complaints about the work, please contact the Resident Liaison Officer during the works, or one of the project surveyors at Thames Valley Housing.

If you have any complaints once the work is completed, and the inspections are finished, you should contact the Property and Asset Management Department, or go to www.tvha.co.uk, then go to 'Residents Services' and 'Complaints'.

We want your views

We use your views to help us find ways of improving the way we work in the future.



Thames Valley Housing

Premier House, 52 London Road, Twickenham, TW1 3RP

For enquires about these works

- Property and Asset Management: 020 8607 0633
Opening hours 9am - 5pm Mon-Fri

For all other enquires

- Customer Service Centre: 0800 358 7767
Opening hours 8am - 6pm Mon-Fri
- Fax: 020 8607 9923
- Email: info@tvha.co.uk
- Web: www.tvha.co.uk

Translations & Interpretation

If you need to contact us about anything, and need an interpreter, call 0800 358 7767 and tell us your language.

We can also provide a large print version of this document.

Haddii aad arrin noo soo wacaysid, una baahan tahay turjumaan, wac 0800 358 7767 kadibna noo sheeg luqaddaada.

Si vous avez besoin de nous contacter pour quelque chose et vous désirez un interprète, appelez le 0800 358 7767 et indiquez pour quelle langue.

اذا رغبت الاتصال بنا لاي سبب، وتحتاج لمترجم، اتصل 0800 358 7767 واخبرنا ما هي لغتك.

اگر شما نیاز دارید که با ما درباره هر موردی تماس بگیرید، و نیاز به مترجم دارید، با تلفن 0800 358 7767 تماس بگیرید و زبانتان را به ما بگوئید.

જો તમને અમારો સંપર્ક કોઈ પણ વસ્તુ વિષે કરવાની જરૂર પડે, અને ઇન્ટરપ્રિટરની જરૂર જણાય તો, 0800 358 7767 ઉપર ફોન કરી, અને અમને તમારી ભાષા જણાવો.

जेबर तुगाहुं बेसी ही गॉल पुँह्ण्टु सी लेंड है, पंजाघी ह्चि गॉल बरन लही दुबाणीये सी लेंड है, उं ह्चिपा बरवे माहुं ह्चिम नेघर 'उे ह्चेन बरवे: 0800 358 7767

اگر آپ کسی چیز کے متعلق جاننے کیلئے ہم سے رابطہ کرنا چاہیں اور آپ کو انٹرنیٹ (ترجمان زبان) کی ضرورت ہو، اس نمبر 0800 358 7767 پر فون کر کے ہمیں بتادیں کہ آپ کوئی زبان بولتے ہیں۔