

Your new bathroom

What this guide is about

This guide explains what to expect when you have a new bathroom fitted.

Who is this guide for

For people living in a Progress Housing Group home who are having a new bathroom fitted by us.

Bitesize summary

- normally, your new bathroom will be completed within seven working days
- we replace bathrooms based on their age and condition
- if your home needs a new bathroom we will notify you in advance and explain what will happen and when
- our contractor will carry out an asbestos survey before the works can be done
- during the visit to measure the bathroom, you will be able to choose the colour for your walls and flooring
- we will need access to your home between 8am and 5pm on the days the works will be carried out
- we will make sure all the works are completed in a safe, tidy, and clean manner

Having a new bathroom fitted may be exciting, but it may also seem like a daunting process. In this leaflet, we explain in a few simple steps what usually happens when we put in a new bathroom.

We want to provide you with your new bathroom with as little disruption and inconvenience to you as possible.

Normally, your new bathroom will be completed within seven working days.

Timescales

We replace bathrooms based on their age and condition, identified through our home improvement surveys. We may arrange a visit to inspect your home before confirming any needed work. If your home does need work, we will notify you in advance and explain what will happen and when.

Next steps

If we need to replace your bathroom:

- a technical officer and bathroom surveyor will visit your home to measure up the bathroom
- we will give you a date for when the work will take place
- we will send you a letter with a date at least six weeks in advance. If this date does not work for you, please let us know, and we will reschedule

- our contractor will carry out an asbestos survey before the works can be done

Colour choices

During the visit to measure the bathroom we will show you colour samples for your walls and flooring. We use the same tiles for every bathroom for consistency and maintenance.

You will be able to choose from:

magnolia or white for painting the ceiling and walls

silver, blue, black or beige water-resistant lino for the floor

All bathrooms will be fitted with an over the bath shower, unless you request not to have one.

We will write your choices down in a letter and you will be asked to sign to say that you agree with them. The letter also states what work is done on which days over a period of seven days.

Choosing your own colours

We appreciate that on occasion, tenants may have a preferred alternative tile that they would like fitting. However, as part of our bathroom replacement programme and to ensure ongoing maintenance, we do ask that choices are made from the selection provided. We are currently expanding the choices available to tenants.

If you are still not happy with the choices, then please discuss this with us when we consult you on your bathroom replacement and we will discuss options available including our tenant match funding

options. More information can be found on our website about our tenant match funding scheme in the 'improving your home' section under the 'help with the cost of improvements' heading.

Before the installation starts

If you have any particular requirements as part of the bathroom works, such as lever taps, please let us know at the earliest opportunity so we can consider and discuss any reasonable adjustments with you.

Before we start work on your bathroom, please remove all your personal items, such as toiletries and towels.

We will remove anything to help. However, we take no responsibility for any damages to your personal belongings.

Due to the nature of the works, you will not have full use of a working bathroom for a few days. Using the bath or shower could cause damage before the work is fully complete (including the grouting of tiles).

We recommend you make alternative washing arrangements, such as setting up a temporary wash station in the kitchen.

We will make sure the toilet is fully fitted on the first day before we leave.

Here is an outline of the works that will be carried out:

Day 1

- remove your existing bathroom
- repair damage like cracks, holes, or missing chunks in plaster walls

- install new toilet. Removing and replacing your old toilet should only take between one and two hours. We will let you know when we intend to do this, so you have time to prepare or make other arrangements.

Day 2

- install your hand basin and bath and/or shower
- plaster and tile your new bathroom

Day 3

- any remaining tiling, grouting and plastering
- prepare the floor for new flooring

Day 4

- finish off any plumbing
- install your new flooring - this is usually water-resistant lino

Day 5

- complete bathroom work - fitting shower rails, shower curtain, etc.

Day 5 or 6

- complete any joinery work

This outline information is a guide only; these are subject to change depending on workloads and the size of the bathroom.

Decoration work

We will arrange for our contractor to paint the walls and ceiling via appointment. This is usually the week after to allow the plastering to dry.

Our promise to you

Health and safety

- we will make sure all the works are completed in a safe manner

Competency

- we will make sure all our employees and contractors are expert and competent in the work they do

Noise and dust

- we will try to keep the amount of noise and dust created whilst carrying out the work in your home to a minimum

Cleanliness and tidiness

- we will try to keep any waste and mess created whilst carrying out work in your home to a minimum

Communication

- we will tell you if there are any changes to the work we are planning in your home, including any changes to when the work will be carried out
- if you have any questions or issues before, during or after the works have been completed, please call the Customer Contact Centre on **0333 320 4555**

Access to your home

- we will need access to your home between 8am and 5pm on the days the works will be carried out

- we may need to have access to your home to carry out checks before the works will be carried out. This will be to carry out checks like an asbestos survey or other work like changes to your electrics
- we will need to access all the rooms in your home to carry out electrical safety tests and any follow up repair works

Completion of works

We would like to hear what your thoughts are about the works completed in your home. This will help us to learn what we have done well as well as what could be improved. Once the work is completed, we will send you a questionnaire. It would be helpful if you could spend a few minutes to complete this.

You may also be interested in

- your new kitchen
- improving your home
- repairs and maintenance

Get in touch

The quickest way to get in touch is online at www.progressgroup.org.uk by:

- logging into your online tenant account
- emailing us
- live chat – available Monday to Friday, 8am to 5pm

You can also:

- call us on 0333 320 4555
- visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW

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Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at www.progressgroup.org.uk

Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints, Feedback and Redress Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

Information in another format or language

This leaflet is available in the following formats:

- pictorial or Easy Read
- large print
- audio
- captioned video
- braille
- high contrast
- other languages

More information is available at www.progressgroup.org.uk/access