



Home Improvement

Bathroom Installation



A guide to having a new bathroom
installed in your home



Ensuring your home is properly maintained is a major priority for North Devon Homes. Every year we invest money carrying out planned maintenance on your home updating and replacing areas such as kitchens, bathrooms and front doors.

New Bathroom

Here is a brief indication of the process we will follow when fitting a new bathroom in your home:

- You will receive notification in the form of a letter or phone call informing of the works to be completed during the next 12 months.
- A pre work survey will be required. This will be completed by your patch Surveyor, the contractor and our Customer Liaison Officer (this may take up to an hour and will be booked for a time convenient to you).
- A letter will be sent by the contractor detailing when your new bathroom will be fitted.

On average a new bathroom will take 5 days to fit; however, this will depend on the size and layout of your bathroom. During the installation you will be without the use of your bathroom for the majority of the time although we will ensure that you have toilet facilities at the end of each day.

An approximate schedule of works is detailed below:

Day One: Old bathroom removed. New toilet and bath installed.

Day Two: Walls prepared. Tiles fitted around bath and sink.

Day Three: Tiling & grouting complete. Bath panel fitted.
Extractor fan completed. Shower fitted (if required).

Day Four: Fit shower rail and curtain. Complete electrical works.

Day Five: Clear up. Lay floor (floor will not be accessible whilst the latex is drying, this may take up to 6 hours).

Frequently asked questions:

Will I be able to use the bathroom, whilst the work is being done?

We will ensure you have toilet facilities during the works as much as possible and washing facilities at the end of each day.

Will you fit a shower?

Yes, we will fit a thermostatic mixer tap shower over the bath where suitable. If required we will also fit a shower rail and curtain.

I have an electric shower, can I keep it instead of the mixer tap shower?

Yes, providing it is in good working order and has been approved by North Devon Homes.

Do I get a choice of bathroom?

We install a white suite and white tiles, you can chose a colour border tile and the vinyl floor colour.

Will there be any changes to my rent?

No, there will be no change to your rent.

Why do I need an asbestos survey?

Before works are started we need a specialist contractor to gain additional information about any asbestos present in your home to inform our contractors and staff.

All members of NDH staff and our contractors carry and present identification when they call at your home. Should you have any concerns or doubts about anyone calling at your home **do not let them in and call us on 01271 312500.**



Members of the Customer Forum have formed a new support service to help other tenants.



If you feel it would be helpful to have an informal chat to another tenant no matter how small, large or silly you think your query is, please call them on **07740 410 970** or **07811 273671** from 9am to 9pm 7 days a week.

Our Contractors Code of Conduct

In order to ensure that our service to you is consistent, we have introduced a Contractors Code of Conduct for all our contractors to comply with. This includes items such as;

Communication

- Make convenient appointments to carry out work.
- Introduce themselves and produce an identity card.
- Advise of any delay or postponement of a visit/appointment.

Courtesy

- Maintain a professional and respectful manner at all times.
- Contractors should not use offensive language, use radios or use customers facilities.
- Reconnect and test services such as electricity, gas and water at the end of each day. Where this is not possible customers should be notified.

Cleanliness/Tidiness

- Clear away any rubbish from works at the end of each day.
- Always use dust sheets or other protective measures.

Security

- Ensure customers homes are secure at all times.
- Keep safe all materials and equipment.
- Repair any damage to internal decorations caused by work.
- Always carry a photo Identity card.
- Comply with Health & Safety legislation and relevant codes of practice at all times.

Health & Safety

Whilst work is being carried out in your home there will be some disruption, however we will try to minimise this wherever possible. It is also inevitable that there will be some hazards associated with the work and we ask that you take note of these;

Children and Pets

We would ask that children and pets are kept away from the work area at all times.

Hazards

Although toolboxes, power leads and tools will be restricted to the work area, please be vigilant at all times.

Dust

Some dust is inevitable whilst the work is carried out, however the contractor will try to ensure this is minimised. Should a member of your household suffer from any illness that could be aggravated by dust please make the Customer Liaison Officer aware of this.

Smoking

We kindly request that you do not smoke in your home for one hour prior to any visit by NDH staff or contractors and for the duration of the time that they are in your home.



If you have any questions or need any further information,
please contact the Planned Maintenance Team on 01271 312500.



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