



# Home Improvement

Wet Room / Level Access Shower  
Installation



**A guide to having a new  
wet room / level access shower  
installed in your home**



Ensuring your home is suitably adapted to your needs is a major priority for North Devon Homes. We are working closely with North Devon Council to deliver these adaptations.

## New Wet Room / Level Access Shower

Here is a brief indication of the process we will follow when fitting a wet room or level access shower in your home:

- We will book in a pre work survey and possibly a bathroom design. This will be completed by North Devon Homes (this may take up to an hour and will be booked for a time convenient to you).
- We will confirm when your new wet room / level access shower will be fitted.

On average a wet room or level access shower will take 10 working 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.



Such adaptations are a major piece of work and can be very disruptive, but we hope you will be pleased with the end result.

## 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.

### **Can I change the layout of the bathroom or fittings?**

The bathroom is designed to meet your needs as established by an Occupational Therapist. Any changes must be agreed by them.

### **What do I get a choice of?**

You can choose your vinyl floor colour. Everything else, including wall tiling, the type of shower, etc, is standard white.

### **Can I use my old curtain on the curtain rail?**

Yes, if it has the standard shower curtain fixings if a curtain is requested. In addition, it must comply with the new bathroom specification and be floor length to work with the carer screen to prevent splashing outside.

### **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 may need a specialist contractor to gain information about any asbestos present in your home, to inform our contractors and staff, to ensure the work is carried out safely.

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 North Devon Homes 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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