



# Havering

LONDON BOROUGH

## Bathrooms

### 2019/20

#### Tenant Guidance Pack



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## Introduction

**Welcome to our guide to your new bathroom!**

### **Why have I received this pack?**

You've been sent this pack because work on fitting your new bathroom is due to take place soon. We'll be in touch to start work on yours in the next twelve months.

### **What's in this pack?**

This pack tells you:

- How your new bathroom will look and what work we'll be carrying out;
- What you need to do to help the work run smoothly;
- Safety work we'll be doing to remove hazards in your home

If you have any questions that this pack hasn't answered, please contact the Programme Delivery Team on 01708 434700 or email [CapitalProjects@havering.gov.uk](mailto:CapitalProjects@havering.gov.uk)

## What Does a Bathroom Refurbishment Include?

A standard refurbishment will usually include:

- A new bath, with lever taps
- A new toilet pan and cistern
- A new wash basin, with lever taps
- An electric shower (not a power shower) installed over the bath (this may include some electrical trunking)
- Full tiling around the bath up to the ceiling
- A 'splashback' tile course above the wash basin
- New anti-slip floor covering
- Decoration of walls, ceiling, woodwork, door and frame
- Plastering where required
- Installation of extractor fan (where required)
- Asbestos removal (where required)
- A new bathroom light

If you have an additional WC area (e.g. a ground floor toilet) it will usually be included as part of the refurbishment if its age and condition require it.

The works take around **10 working days** to complete. Our guide will detail what you can expect to happen at each stage before and during the installation.

***Important note: A standard refurbishment does not include adaptations or specialist bathing equipment (e.g. walk in showers). If you feel that you may need this type of equipment to meet a medical need please let us know as soon as possible and we will arrange a needs-based assessment with our Occupational Therapy team.***

## Stage One

### Pre-Works Planning & Asbestos Survey

In order to ensure we identify all works required, our selected contractor will visit your home to view the layout and measure the area and ask you to choose the colour (from the selection provided) of your new flooring, wall tiles and paint.

If you have any special requests, such as alternative tiles or paint, please discuss this with the contractor during the pre-start visit. We will try to accommodate reasonable requests but these are not guaranteed. Any special requests made once the works have started will not be agreed.

Please note:

- We will not install wall tiles over 150x150mm or mosaic/brick pattern tiles.
- If you choose to keep your own flooring or wall tiles, damage or disturbance will be at your own risk.

A qualified person will carry out an asbestos survey which may involve taking some samples. We will identify if any asbestos materials are present in the area and arrange for them to be removed safely at the start of the works by a qualified contractor. Testing and removals are carried out in accordance with current regulations.

If you have any concerns regarding asbestos, please contact us as soon as possible on 01708 434700 or email [CapitalProjects@havering.gov.uk](mailto:CapitalProjects@havering.gov.uk)

### Pre-start – What Happens?

Below is a checklist of what we need before we can start installing your new bathroom:

- Your pre-visit completed by the contractor
- Colour choices made for your new flooring, wall tiles and paint; these must be signed for by a registered tenant.
- The asbestos survey completed

Once the technical surveys and tests have been completed, a Resident Liaison Officer (RLO) or a representative of the contractor will discuss the works process with you to ensure that you're aware of the type of works involved and length of time it can take to complete. If you have any questions about the project, now is the best time to ask them.

## Resident Profile Questionnaire

We'll also carry out a short questionnaire (called a Resident Profile Questionnaire) before any works take place. This allows us to identify, and cater for, any special requirements you or your family may have during the works.

Please ensure you let us know of any health issues that you feel could be affected during the works so we can make any necessary changes to our processes.

**Any information regarding your personal circumstances or health will remain confidential.**

It's important that you provide us with the following details:

- Up-to-date contact details e.g. telephone number/email address
- Health or mobility requirements
- Details of children who will be living/staying at the property during the works (please note that children under the age of 16 can't be left alone while contractors are working in the property)
- Communications or translation needs
- Any planned absences during the works (access arrangements will be discussed with your RLO)

***Now we have everything we need, you can look forward to a start date for the installation of your new bathroom!\****

*\*The contractor may be able to arrange an estimated start date with you during the pre-start visit however this does depend on availability.*

***Hint: it's a good idea to let your neighbours know that you will be having some work carried out as the bathroom installation can be noisy at times!***

The following sections will guide you through the installation process. Please note these timescales are estimated as the project timescale can depend on the size of the bathroom and level of works required.

## **Stage Two**

### **During the Installation**

Once your survey is complete, the contractor will arrive on your arranged start date. They will start the on-site preparation as follows. Please note: these are guidelines and the sequence may be varied.

#### **Day 1**

- If asbestos is present, it will be removed by an approved contractor within controlled conditions. Asbestos will be contained and removed safely from your home straight away
- Your existing bathroom facilities will be disconnected and removed
- Wall tiles and flooring are removed and preparation work is carried out
- The contractor will leave you with a working toilet and basin at the end of each day

#### **Days 2 & 3**

- First stage of electrical work is carried out; this includes lighting and an extractor fan (if required) plus wiring for the new shower.
- Bath, wash basin and new WC are installed

#### **Days 4 & 5**

- The contractor will be carrying out work to the walls and ceilings, including plastering where required

#### **Day 6**

- There will be preparation works to the flooring, wall tiling and some decorating

#### **Day 7**

- Phase 2 of electrical work happens today, this includes the installation of the shower and extractor fan (if required)

#### **Day 8**

- Final painting and grouting to tiles is carried out. Any accessories are refitted (e.g. refitting tenant's own towel rail)

#### **Day 9**

- The new flooring is laid, this must be left to dry so it is important to stay out of the bathroom as much as possible during this evening.

#### **Day 10**

- Finishing touches are completed, the area is cleaned up.

Your new bathroom is now complete!

***Important note: This will be a messy and noisy process so please ensure that all residents, especially small children, and pets, stay out of the working area and keep doors closed where possible.***

### **Stage Three**

#### **Bathroom Completion – Handover & Customer Satisfaction Checks**

- The Site Manager or similar person will visit to check the work. If any minor corrections are identified they should be completed within five working days; convenient access arrangements will be arranged with you.
- The Site Manager or Resident Liaison Officer will be in touch with you to ensure that everything has been completed satisfactorily. You will be asked to complete a satisfaction survey giving your opinion on the refurbishment. Please be honest, we use this information to monitor performance and help improve our services.

### **Stage Four**

#### **After the Works**

- Once the works are fully completed, a Project Manager or Clerk of Works from the Programme Delivery Team may visit to carry out a final inspection. Please note, we currently check a percentage of works and may not inspect all properties due to the size of our current programme.
- Your new bathroom has a defects period (or guarantee) of one year. If you experience any problems with your bathroom within this time please contact us on 01708 434700 or email [CapitalProjects@haverling.gov.uk](mailto:CapitalProjects@haverling.gov.uk)
- Any problems identified after one year should be reported via our Customer Contact Centre on 01708 434000 or online at [www.haverling.gov.uk](http://www.haverling.gov.uk) for repairs to be arranged.
- Follow our Bathroom Care Tips at the back of this guide to keep your bathroom looking smart and in top condition!

## Frequently Asked Questions

- **How long does the bathroom refurbishment take?**  
The refurbishment works should take around 10 working days to complete, however this can vary depending on the size of the bathroom and level of works involved.
- **Who can I expect to be working in my property during the works?**  
The chosen contractor will have a team of different tradesmen working on bathrooms throughout the borough. You should expect to see a plumber, plasterer, decorator and electrician during the process, though this will depend on the level of works required.
- **Who else could visit me while works are taking place?**  
The Capital Projects Team, Health & Safety Team and Gas Advisory Services carry out random checks on works taking place so we may visit you while the contractor is on site, you should also receive regular visits or phone calls from the contractor's Resident Liaison Officer who will be your main contact during the project.
- **Will there be somebody working in my home at all times?**  
It's unlikely there will be an operative working all day every day, for example, they could be waiting for flooring and plastering to dry. The workmen may not always start in the morning. If you have any queries regarding appointment times please contact your RLO.
- **Will I be left with my bathroom facilities during the works?**  
Toilet and basin facilities will be made available at the end of each working day but will not be available at all times. This is because the water may need to be switched off during plumbing works. There may be times when the bath is not available during the evening, during times of tiling, plastering and drying out.
- **I have a physical impairment or other special requirement, how will the works affect me?**  
If you inform us early on in the process of any special requirements you may have we will take this into consideration when planning the bathroom process for you. We work on each request on a case by case basis to ensure that the process is suitable for you and your needs.
- **I can't be at home everyday or I need to go out, how can we work around this?**
  1. Ask a friend or relative (over the age of 16) to be in attendance while you are out
  2. Arrange to leave a key with the contractor's RLO, this is at your discretion (a key safe policy is in operation with all of our contractors where keys are stored safely each night)
  3. Arrange for the contractor to avoid short periods in the day for example school runs (please inform us of any necessary access arrangements before works begin)
- **Who do I contact if I have any queries or problems during the works?**  
You will be provided with the contact details of your allocated contractor; your Resident Liaison Officer (RLO) is your first point of contact. Alternatively you can contact the Programme Delivery Team on 01708 434700 or email [CapitalProjects@havering.gov.uk](mailto:CapitalProjects@havering.gov.uk).

Phone lines for our Contact Centre are open between 9am-5pm Monday to Friday. If you experience any urgent issues outside of working hours please contact our Out of Hours Service on 01708 756699.



## Useful Hints & Tips

Please read through our useful hints and tips for you to help us make the installation run as smoothly as possible:

- Ensure the bathroom is cleared as much as possible before your start date and remove any breakables from the hallway. The contractors will need to bring materials in and out of your home so walkways must be kept clear.
- If you need to pop out or make alternative access arrangements with the contractor, please let them know in good time. This will help avoid missed appointments or access problems which could delay the installation of your new bathroom.
- Keep all children and pets away from the work area, there will be tools in the bathroom and disruptive works taking place, your family's safety is our top priority!
- Keep internal doors closed in the immediate area, the works will be dusty at times. We will try to keep the area as clean as possible but would request that doors are closed to prevent dust from blowing around.
- If you feel that you may need toilet or bathing facilities available more often than we have indicated, please speak to your RLO before the works take place. We can then make suitable arrangements to ensure we are meeting your needs.
- Ensure that you check with your RLO in advance for appointment times. The workmen will not always attend in the morning and there are a number of different trades involved so you will not always see the same people. This will ensure everybody is clear on the works schedule and prevent any wasted time.
- If you have any questions regarding the bathroom project please contact us as soon as possible. We would like to resolve any queries before the works are taking place.

## Aftercare Tips – How to Look After Your New Bathroom

These helpful hints will assist you to keep your bathroom looking smart and in top condition.

### Cleaning Products

Regular cleaning with the right detergent keeps your bathroom hygienic and great-looking as well as extending its life. All our bathing facilities should be cleaned with a mild detergent and a soft cloth to avoid damaging the surfaces.

Do not use scourers or other abrasives, glass cleaners, polish or waxes to clean your bathroom as these are likely to cause damage to the surfaces and edgings. When choosing cleaning materials check the labels to make sure they don't contain:

- Thinners
- Acetone
- Turpentine
- Ammonia

### Flooring

Allow at least 5 days from completion of the installation before carrying out any wet cleaning of the floor.

Clean the floor area with a soft broom.

Mop clean with a diluted non-acidic cleaning product; try to use products with a pH of 7 or above, the labels of your cleaning product should offer information on its pH level.

### Taps

Taps are really easy to care for, simply wipe them over with washing up liquid on a cloth or sponge, rinse well and dry off with a soft clean cloth. (If the cloth has previously been used with bleach ensure you rinse it well before wiping the taps)

Don't use any cream cleaners or solutions with a bleach content as they affect the finish of the taps and will not be covered by the guarantee. Also, avoid using abrasive cloths or wire cleaners to avoid scratching the tap surface.

### Tiles

It's important to clean tiles regularly as these can build up with mould and mildew. Tiles can be washed with an all-purpose bathroom cleaner. Please check the label for any specific instructions.