

Fitting your new bathroom

What you need to know

We're really looking forward to coming to your home and fitting your new bathroom. We will make every effort to make sure the whole process runs as smooth as possible and that you're left totally satisfied with the work that is done.

This fact sheet provides you with all the information you will need regarding the fitting of your bathroom – what we require from you and what we will do to try and make the whole process a stress free experience.

Your Customer Liaison Officer

Having a new bathroom fitted is a big job. And although we hope you find the final result worth it, we know that having somebody to support you through this can be worth its weight in gold. You will have already had contact with your Customer Liaison Officer. They will guide you through the whole process and help with any special requirements you might have.

Haven't got their contact details?

Call the Secure Warm Modern team on **0300 333 8100**.

How long will it take?

From start to finish the process of fitting your bathroom should take around 15 working days.

Preparation

When we arrive to start work, we will need for you to have done the following, so we can get on with the work straight away:

- Make sure you're up and ready for when the workers arrive
- Clear all personal belongings from the bathroom including:
 - o Removing bathroom cabinets, towel rails, toilet roll holders, mirrors, blinds, mats and floor coverings that you want to keep
 - o Removing any curtains or blinds you may have up in the bathroom (including any fixtures and fittings).



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Need a Helping Hand?

The Helping Hands scheme is our promise to give extra support to vulnerable, elderly and disabled tenants while we work in your home. We will work with you to pull together a work plan. If you have specific needs, we will make sure the work plan takes these into account.

During the work

The first stages of the work will be removing your old bathroom suite, fitting your new suite and extractor fan. These are messy stages, and will create a lot of dust and dirt. Our workers will use dustsheets and plastic floor protection to protect your home. Keeping other doors shut will also help keep dust from your other rooms.

Once this is complete, the next stage includes:

- Plastering
- Tiling
- Painting (if required)
- Floor covering

At the end of each working day you will be left with a water supply, toilet and bathing facilities. However, you will have limited access to the bathroom and toilet while work is being carried out, and your water supply will be switched off for short periods during the works.

If you think this may cause you a problem, please discuss this with your liaison officer before works start.

Almost done!

When everything is fitted, we'll come and do the final touches to your bathroom. We call this 'snagging'.

We will:

- fill in any holes that have been missed
- tidy up the grouting
- clean any plaster residue
- seal around your bath
- give everything a final check and polish so that you're 100% satisfied with the work.

You've got your new bathroom – what now?

Once fitted, your bathroom will need time to 'settle'. Any new plaster work contains quite a lot of water. You may not be able to see or feel it and it won't do you any harm – but it does need to evaporate. We call this 'drying out'.



Looking after your bathroom

Clean your new suite with a soft, non-abrasive cloth and suitable bathroom cleaner. Remember to keep the room vented to avoid a build up of condensation.

Looking after your floor

- To remove all loose dirt, sweep or vacuum the flooring
- Use a damp mop to remove any spillages or marks
- Soak up any pools of water or spillages with a mop and diluted detergent

Be careful!

Vinyl flooring is slippery when it's wet. Put down a mat where you get out from the bath and take care to remove all spillages as soon as possible!

Need to know more?

Call your Customer Liaison Officer on the number you will have been given, or call a member of the Secure Warm Modern Team on **0300 333 8100** or e-mail swm@nottinghamcityhomes.org.uk

