

A guide to your new bathroom



Arranging the work

We replace bathrooms based on the condition of them, which we assess using stock condition surveys.

Once we've planned in your replacement, we'll be in touch to have a closer look at your bathroom. Once this is complete, we'll contact you again to arrange a date to start the work.

Before we start work, we'll check our current asbestos records for your home. If we don't have enough information on this, we'll have an asbestos survey completed before work on your bathroom begins. If asbestos is found, it will be removed by our licensed removal company.



What's included in your bathroom



Depending on your physical needs and the condition of your bathroom it will include:

- A steel or acrylic bath with anti-slip tread taps and bath panels
- Wall tiles around the bath
- A toilet with standard toilet seat
- A pedestal sink
- Tiles behind the sink
- Vinyl flooring
- A ceiling light
- An extractor fan
- Walls and ceiling painted in white matt emulsion and woodwork in white gloss
- Heating (either a fan heater, electric towel rail or a convertor radiator).





The installation process



Clear the space

Before we start work please clear your bathroom. If you don't do this, it will delay your bathroom replacement. You could also be charged for the delay and extra work time needed.

Starting the work

Our team will arrive at around 8am to start the work. As with all NCHA employees they'll wear their ID badge so you know who they are.

Keeping you safe

We'll do our best to keep out of your way, but there will be some disturbances. Our priority is to keep you, your family and our employees safe, so please remove any restrictions from the area. Please also keep children and pets away from the bathroom area.

Disruptions

We'll ensure that you're left with running water and power at the end of each day. The power and water supply will need to be turned off at certain stages, but we'll let you know beforehand.

Length of the work

We hope to complete everything within five working days. If any issues are identified during the work this may take longer.

Making sure you're happy with the work

We always aim to improve the services we deliver.

We'll monitor the work to make sure disturbances are kept to a minimum.

On the final day, a manager will visit you to check that you're happy with the work and the service provided.



Declining the work



We hope you'll agree to the work as it will make your home more comfortable and reduce future repairs.

We understand that in some circumstances you might be unsure about this. We can discuss this with you and take into consideration any personal circumstances.

If the work is needed for health and safety reasons, declining it would be a breach of your tenancy agreement.





Looking after your new bathroom



Condensation

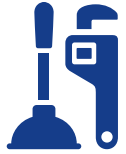
Bathrooms produce a lot of moisture, which causes condensation. Good ventilation will help to stop this and prevent mould from growing on your walls and ceiling.

To reduce condensation in your bathroom try our tips:

- Open the window to get rid of moist air during or after you use your bathroom.
- Turn on your extractor fan to remove moist air.
- Keep the bathroom door closed when having a shower or bath. This will help to prevent damp forming in the rest of your home.



Blocked drains



Blocked drains can be unpleasant and cause a lot of disruption to your household.

To prevent this follow our tips below:

- Use a sink strainer to prevent hair going down the drain.
- Clean your drains often to prevent soap scum from building up. Pour a few tablespoons of white vinegar and bicarbonate of soda down your drain each week. Leave this for a few minutes then rinse it away with boiling water.

It's your responsibility to fix blocked drains.



Toilet repairs



Toilets often get blocked due to the wrong items being flushed down them.

You should not flush these items down the toilet:

- Sanitary products
- Cotton balls and buds
- Hair
- Nappies
- Any type of wipes (e.g. baby wipes or face wipes)
- Cigarettes
- Dental floss
- Kitchen towel.

It's your responsibility to fix broken toilet seats.



Contacting us

If you've still got a query after reading this booklet, feel free to get in touch with us.

You can contact us using the details below:



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www.ncha.org.uk

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