



herefordshire housing

>People >Homes >Communities

Bathroom

Improvement



Creating quality choices for communities

Herefordshire Housing aims to provide properties that meet the Decent Homes Standard and fulfills both tenants' expectations and aspirations. This leaflet explains how we aim to carry this out.

Prior to any work starting

The Survey

The process of improving your bathroom will start with a detailed survey carried out by either a Surveyor from Herefordshire Housing or by an appointed contractor. Each property will be surveyed individually to ensure it receives the work that is necessary to bring it up to the Decent Homes Standard. However, not every home will need the same work carried out, because each property is different. This

means that your property may not receive the same work as that of your neighbour.

During the survey, our Surveyor will assess your existing bathroom and decide on the level of improvements necessary. Our Surveyor will then inform you of the proposed works needed and offer you any choices that are available.

We have our own Customer Liason Team who will support you through the improvement works. You can contact them if you have any questions or concerns.

Please make sure that you request and check the Surveyor's ID badge. Do not allow any one into your home if they do not have any identification.

Bathroom Replacement

Depending on the results of the survey, we will either offer you a full bathroom suite replacement, or where only one or two of the bathroom fixtures require renewal, we will replace these. This ensures that we provide the best value for money from our Improvement budget.

If you are to receive a full bathroom replacement, we will:

- Install a complete modern bathroom suite in white
- Offer you large bumpy white wall tiles with three coloured mosaic inserts. These will be fitted into two rows of tiles around the bath, we also fit tiles up to the ceiling to the end of the bath for a shower to be fitted and one row of tiles as a splash-back to the wash basin
- Give you a choice of five types of coloured mosaic inserts
- Give you a choice of three types of coloured vinyl floor coverings
- Give you a choice of the full range of wall paints offered by our chosen paint supplier

If we do not need to replace your full bathroom suite, we will replace any fixtures that do need renewal, such as wash basin, etc.

Disability Aids and Adaptations

During the survey it would be really useful to know if you need any minor disabled adaptations to your property, such as grab rails or lever taps or if you require a major adaptation such as a walk in shower, or if you have requested a visit from the Occupational Therapist through your Doctor to assess your needs, please inform our Surveyor as we will try and undertake these adaptations at the time of the improvement is completed.

Some major adaptations between £1,000 and £2,000 and works referred to the Local Authority for a Disabled Facilities Grant will normally only be given permission if the property is a ground floor flat or bungalow. There are exceptions to this depending on your family needs and you can discuss this with our Surveyor.





Carrying out the work to your home

During the Works - We will ensure that:

- You are given a start date and a completion date for carrying out the work
- Your home is left in a clean and tidy condition at the end of each working day
- You are given dust sheets to protect your furnishings and flooring.
- You are left with basic working essential services overnight
- We will respect your home at all times
- You have contact telephone numbers for both day time and out-of-hours emergencies
- We supply cardboard boxes (where required) which can be used to store possessions while the work is completed.

On completion of the Works

We will carry out a detailed inspection of the improvement to ensure that it is of a high quality and is complete. You may also be asked to complete a questionnaire which will give you the opportunity to tell us your opinion of the work carried out and to find out if you are satisfied with the finished standard, the improvement will be confirmed as finished.

If you experience any faults following the improvement work, please contact us and we will arrange for an inspector to visit you.

Your obligations

While we carry out this work, we would be grateful if you could:

- Allow us full access during working hours to complete the works
- Pack away any valuable items
- Keep children out of harms way
- Keep any animals locked away
- Inform us immediately if you have any concerns

Timescale

The time taken to complete a bathroom improvement from start to finish should be a maximum of 8 working days. This standard has been agreed by our Tenants' Service Review Group members and is monitored by us to ensure that the contractors keep to the agreed timescale.

General Information

If you wish to discuss our Improvement Programme or if you have any concerns during the work, please

**If you require this information leaflet in Braille,
large print or audio format please call**

0300 777 4321

Minicom users please call: (01432) 378 487

contact our Assets and Investment Team on 0300 777 4321. Alternatively, you can email us at info@hhl.org.uk.

Our office opening hours are:

Monday to Friday: 8.30am to 5pm
Phones: 8am to 8pm

Our address is:

Asset and Investments,
Herefordshire Housing Ltd,
Legion Way, Hereford, HR1 1LN.

Versions in other languages

Polish

Informacje na temat zasad wprowadzania ulepszeń w wynajmowanych nieruchomościach. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

Russian

Это - информация об улучшениях жилого фонда. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

Portuguese

Estas são informações sobre melhorias às propriedades. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

Lithuanian

Tai informacija apie pastatų patobulinimus. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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Head Office

> Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
> Telephone 0300 777 4321 > Fax 01432 384198
> Email info@hhl.org.uk > Website www.hhl.org.uk