

karbon
homes

Providing a strong foundation for life.

A young man with short, dark hair, wearing a dark blue long-sleeved shirt, is shown from the chest up. He is looking off to the side with a slight smile. His hands are positioned as if he is working on a chrome faucet, which is visible on the right side of the frame. The background is a plain, light-colored wall.

Replacing your bathroom

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We've pulled together this handy guide to give you an idea of the work that's going to be carried out in your home and to explain what you can expect. This leaflet is for guidance only and depending on the type of property you live in, there may be some slight differences in the way we carry out the work.

Please note, our colleagues and contractors will always carry identification (ID) cards and we encourage you to ask for ID before letting anyone into your home.

Why is my bathroom being replaced?

Your bathroom is due to be replaced in line with what we call our Planned Maintenance Programme. We will be replacing your old bathroom fixtures and fittings with a new modern suite along with new flooring and wall finishes.



What work will be done?

- Your bath, toilet and washbasin will be replaced with a new white suite.
- Your floor covering will be replaced with our new safety flooring.
- Unless there is a problem with the existing layout, your new bath, toilet, and washbasin will normally be fitted in the same place as the old ones.
- Where possible we will install an over bath shower, alongside new wall tiling or wall boards to the shower area and a shower curtain.
- A new LED light fitting will be installed.
- Where possible, we will fit an extractor fan to help reduce condensation. This will run at a low speed all the time to provide background ventilation.
- We may need to upgrade the electric consumer unit. (If so, we will need access to your distribution board).

What choices do I have?

Our new bathroom suites are white in colour, and we offer a choice of paint for your walls and a selection of floor coverings.

We know there's a lot for you to consider when it comes to major repairs in your home, and we want to make this a positive experience for you.

What if I have particular requirements?

Please let us know if there are any adaptations or reasonable adjustments that you might need as part of these improvements.

If you have a disability or other particular needs, we can arrange for an assessment to be done so that this can be taken into account. If you have had an assessment by an Occupational Therapist recommending that you need a level access shower rather than a standard bathroom, we may be able to do this work at the same time as other improvement works. The Occupational Therapist will agree a design with you, and we will arrange for the level access shower to be fitted in line with this. You will still be able to pick your choice of paint and floor coverings.

When will the work be done?

You'll be contacted by our Customer Liaison Officer when the work is due to start.

Our Customer Liaison Officer will be your main point of contact for any general questions or concerns throughout the work.

How long will the work take?

It normally takes seven to ten working days for us to fit a new bathroom.

We'll fit your bathroom suite over three to four working days, followed by plastering, wall tiling and painting. However, if you're having a level access shower installed, this can take up to ten working days.

We'll keep you updated as the work progresses.





What do I need to do before the work starts?

Our Customer Liaison Officer will call at your home before any of the work starts to let you know what you need to do.

This may include:

- Removing all your toiletries and personal belongings from the bathroom.
- Removing toilet roll holders, mirrors, cabinets or other furnishings.

Please let us know as early as possible if you have any support needs that make it difficult for you to lift or move large items. Our contractor may be able to move furniture or flooring for you. However, they can't accept any liability for damage to your belongings and we will ask you to sign a form to say you agree to this.

If you've fitted your own shower in your current bathroom, it may be kept in, as long as it is in good condition and meets current standards.



What can I expect?

The main disruption will be in your bathroom. If you live in a house with an upstairs bathroom, access to the staircase may be restricted at times. There'll be some dust and noise and we'll need to be in and out of your home. You'll not be able to use your bathroom during the working day.

You'll be without water and possibly heating for a few hours while the plumbing work is done and there will be times when you won't have access to the toilet.

There may also be times when you'll be without power to enable us to work safely and protect you and our team. Don't worry, you'll not be left without power, water or a toilet overnight.

We'll always treat you and your home with respect. We'll protect any floorings on our way to the bathroom, clean up any mess and pack away equipment at the end of each day. When the work is complete, we'll show you how to use any new equipment and leave you with the relevant instruction manual.

All of our customer policies and key information are available on the Karbon Homes website and MyKarbon portal. These digital tools have an easy-to-use assistive tool that supports access to our information. This includes translation, audio, changes to the size of text, a ruler and screen mask. We also aim to make our information and services more accessible by using Plain English in our communications, offering sign language and language interpreters where required.

We can work together to look at the different options available and agree what adjustments would be reasonable to your own personal circumstances. If you would like to find out more, please get in touch.



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