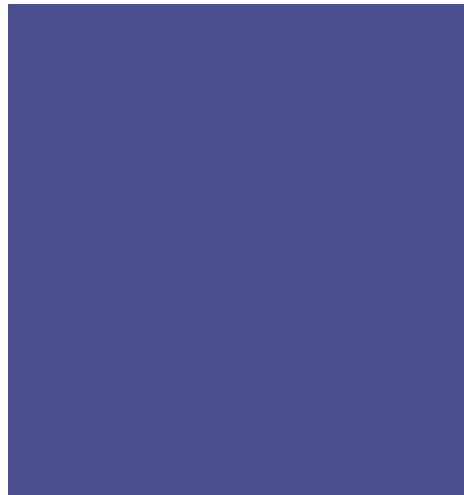


A guide to replacing your bathroom

What to expect when we're replacing your bathroom as part of our planned improvements.



At Staffs Housing, we know your bathroom is your important to you.

That's why we'll come out to see you and talk about any special requirements you have, whether you want a bath with a shower over or a shower cubicle, and showing you the different wall tiles and floor coverings you can choose from.

Before we start work

Before we can get started on your new bathroom, you'll need to make sure there's nothing hung on the walls and anything valuable or fragile is put away.

The contractor will lend you some storage boxes for your things.

What happens during the work?

Before we start, we'll protect your home with dust sheets and strip out your existing bathroom. After that, we will:

1. Install your new bathroom units
2. Plumb in your new sink and fit your taps
3. Fit and grout the wall tiles
4. Lay your new flooring
5. Clean up and leave your bathroom ready for you to use

At times you won't be able to use your bathroom, but we will keep these periods as short as we can.

At the end of each day we leave your home in the best condition we can and will reconnect your appliances and clear away any rubbish.

If you have any questions or concerns during the works, speak to the contractor.

After the work

We'll explain what work we have done and make sure you're happy with it.

You will also get a survey to do, which is your chance to let us know what you think and any feedback to help us deliver high quality work.

Your safety and security

Your safety and security is important to us.

That's why everyone we send to your home will be carrying identification cards, so you can check who you are letting into your home.



Q. What will my replacement bathroom cost me?

A. Nothing.

Q. Will you redecorate my bathroom afterwards?

A. No, but we'll give you a decorating voucher.

Q. How do I make a compliment or complaint?

A. You can contact the contractor directly or email us on hello@staffshousing.org.uk

Q. Will I be able to use my bathroom during the day?

A. At times, you won't be able to use your bathroom. Let us, or the contractor know if this will cause you any problems.

Q. Do I need to be at home while the work is taking place?

A. When we first visit you, we can chat about how we can get into your home to do the work if you're not in.

We're open from 8.30 - 5.30 Monday to Friday.

Email: hello@staffshousing.org.uk

Call: 01782 744533

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Staffs Housing is part of the Honeycomb Group



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