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# Bathroom Programme



**Clackmannanshire Council**

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

**Housing Services**

**Housing Investment & Planning Team**

*'Investing in your home'*



**Clackmannanshire Council**

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**Having consulted with tenants, the Council is installing new bathrooms in some of its Council houses. This leaflet tells you about the improvement work in your bathroom. Please read this leaflet and keep it in a safe place for future reference.**

### Why is this work being carried out?

The bathroom suite in your home needs to be replaced due to its age. The layout of your bathroom should remain the same, however it may need to be changed to adhere to current building regulations.

### What work is involved in the bathroom replacement?

The bath, toilet, washbasin and taps will be removed and replaced with new fittings. Wall boarding will be fitted around the bath/showering area and wash hand basin to protect the walls from water splashes. This will be applied up to full height over the bath/ showering area.

To reduce or prevent condensation in your bathroom a low voltage mechanical extract fan will be fitted to the wall, if possible.

Your ceiling will be painted and walls papered with blown vinyl. Vinyl flooring will be laid.

A new light fitting will be installed and a low energy bulb will be fitted into this.



All our publications can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 0845 055 7070 and ask to speak to the Investment Programmes Officer, who will arrange for translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 450 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

حتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى. نرجوا منك الاتصال على الرقم 01259450000 واطلب التكلم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاوس واسأل موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259450000與投資項目官員聯系，他們會為你安排翻譯服務。或者你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczoną, zadzwoń pod numer 01259 450 000 i popros o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w poprosić o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈੱਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 450 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈੱਟ ਕੌਂਸਲ ਆਫਿਸਿਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لیفلٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو برائے مہربانی فون نمبر 01259 450 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیٹیشن کا بندوبست کرے گا۔ یا پھر آپ اس لیفلٹ کو کونسل کے دفاتر بمقام لائیم ٹری ہاؤس پر لاسکتے ہیں اور ریسیپشن پر پوچھیں۔  
ہاؤس پر لاسے ہیں اور ریسیپشن پر پوچھیں۔

## Security

You should check the identity of any individual before allowing them into your home. Council staff and contractors working on our behalf carry identity cards. If you are in any doubt about visitors at your door, do not let them in.



As materials need to be brought in during the work the front and back door may be open for some of the time. During this period the contractor is responsible for your property.

## Complaints and queries

If you have any queries about this work or would like someone to visit you and explain it in more detail, please contact the Investment Programmes Team on 0845 055 7070.

If you have any complaints about the work or conduct of the contractor or his sub-contractors, please contact us immediately on the telephone number above or in writing to the address given at the end of this leaflet.

## Warranty

The work includes a 1 year defects warranty period from the time of installation. If anything goes wrong within that period please telephone 450000 and ask for the Housing investment and planning team. We will instruct the contractor to carry out the necessary repairs.

## We want your views

After your bathroom has been completed, we will ask you for your comments on the work and your opinion on how it was carried out through a short questionnaire. We will use this feedback to help us improve the way we work on any future contracts.

## What choices do I have?

We will offer you a range of choices so that you can choose how your bathroom will look.

There will be a choice of:

- ✳ different coloured wall boarding
- ✳ different wallpaper
- ✳ different wall paint colours
- ✳ different vinyl flooring

## What happens if I have special needs?

If you have a disability or other special clinical needs, our Occupational Therapists will be consulted to assess whether your requirements can be addressed within the bathroom replacement programme. If you have a Community Care Worker you can also contact them to discuss your situation.

## When will the work start?

Following the appointment of a contractor, our Contracts Liaison Officer will write to tell you of the intended start date for work in your area. There maybe a slight delay as the actual start date is approximate and will depend on our discussions with the contractor and the progress of any other phases. Two weeks before we start work in your home, the contractor will tell you the actual date for beginning work.

The Council's Contracts Liaison Officer will handle any queries or complaints, and will be your main point of contact within the Council for the work carried out in your home.

An asbestos survey may be carried out prior to any installation work in your bathroom.

## How long will the work take?

Generally the work should not take more than 7 working days. The contractor will keep in close contact with you during this period and will tell you if there are any delays.

If extensive plaster repairs need to be done to the bathroom walls, new plaster will need to dry out properly before new wall coverings can be applied. This might mean that the contractor is in your home longer.

### What should I do before the work starts?

The contractor's foreman will contact you approximately two weeks before the work is due to start and explain what you need to do.

You will normally need to:

- ✳ remove all toiletries and belongings from the bathroom
- ✳ lift and remove any floor coverings.
- ✳ remove toilet roll holders, mirrors, cabinets or other bathroom furnishings and accessories.
- ✳ restrict your pets to one area of your home during the bathroom replacement work.

If you or a member of your household is disabled, frail, and elderly or there is a M.E.C.S system in your home please let us know as soon as possible.

### Will there be any disruption?

The Contractor must be allowed access to your home during the work. The main disruption will occur in your bathroom, however there will be restricted access to the staircase (where applicable).

There will be some noise and workmen will need to be in and out of your home many times



You will not be able to use your bathroom during the working day and you will be without water for short periods while the plumbing work is done. This will prevent you from using the toilet. Co-operation with the contractor is expected.

During the installation you may be without power for a short period of time while an extract fan or shower unit is being fitted.

The new bathroom suite will be fitted and working within one day of removal of the old suite and will be available for use at the end of each working day.

The contractors will treat you and your home with courtesy and respect. They will use dust sheets or protective coverings; clean up any mess and pack away equipment at the end of each day.

The contractor must follow safe working practices at all times and any broken fittings, piping and debris will be removed directly from site or placed in the contractors skip for removal later.

If you have any questions about the work, the contractor's Contracts Liaison Officer will answer them when he/she visits to check the work.

### How do you know the work is done properly?

The Council will make sure the work is completed properly and that it complies with the detailed specification given to the Contractor.

### Does the Council give an allowance towards redecoration costs?

No redecoration allowance will be given, as the whole bathroom will be decorated as part of this replacement programme.

