



# A guide to Bathroom Refurbishment

What you need to know...



**ASHFORD**  
BOROUGH COUNCIL

The information contained in this booklet is designed to help you to understand Ashford Borough Council's Bathroom Refurbishment Scheme.



## Introduction

Ashford Borough Council currently spends around £700,000 per annum refurbishing and modernising approximately 240 bathrooms a year.

Ashford Borough Council has achieved the Decent Homes Standard in 100 per cent of its properties, well ahead of the Government's 2010 deadline, and is one of very few landlords nationally to have achieved this.

Ashford Borough Council's bathroom refurbishment scheme includes a consultation service. Our surveyor will visit you at home to discuss your requirements and the options available to you.

## What's included in a bathroom refurbishment?

Generally, the refurbishment will include replacing the bath, wash hand basin and toilet. The council will also provide new glazed wall tiling, new flooring and decorations to the bathroom. The ceiling will be refinished if necessary with a coat of plaster and plaster coving will be fitted. Ceilings and woodwork will be painted white. A new light fitting will be installed and an extractor fan will be fitted if there isn't one already.

Any design changes to the bathroom layout will be considered if feasible.

The council offers a classic white bathroom suite with a sturdy enamelled metal bath, china basin with pedestal and close coupled WC pan/toilet. You will be asked to select your choices from a range of glazed wall tiles, vinyl sheet flooring and wall finishes. We will refit any existing shower that is already installed in the bathroom if it is in good, safe working order. The council can not fit or refit a power shower unless you have a water meter fitted. In sheltered units and bungalows a flush floor shower or shower cubicle will be fitted instead of a bath. The council will install and maintain an electric shower in these properties.

If you have any special needs we will try to accommodate these. The council will fit or refit any minor aids such as grab rails as required.





## What happens and when ?

### Before the works start;

- An appointment will be made with you to have a survey carried out of the bathroom.
- During this visit our surveyor will ask you to make your selection from the given options.
- You will be asked to sign a form confirming the choices you have made.
- Once we have appointed a contractor we will write to you giving you details and contact numbers for the contractor.
- The contractor will call on you in due course to introduce themselves and will agree a start date with you, usually giving at least seven days' notice.

### Please Note:

The council is not obliged to undertake refurbishment works in any property. If there are any Antisocial Behaviour Orders registered at a particular property or the council has a serious issue with the tenancy at a particular property, then it may remove that property from the schedule.

### During the Works;

- The contractor will liaise with you directly to arrange access times to carry out the various phases of the work. Because work will be carried out to a number of properties all at the same time there will be times when no work is carried out to your home. It is anticipated that the entire job will take no longer than two weeks to complete.
- The council surveyor will call on you regularly to check the progress of the work, and to deal with any queries you may have.

- When the works are complete, the Contractor will ask you to sign a Satisfaction Note to confirm that you are happy with the works and that your home has been left in a satisfactory condition.
- Once all the work is complete the council's surveyor will carry out a final check of the work, and pass any defects to the contractor to rectify.
- A satisfaction survey will be sent to you by the council asking for feedback. The results of these surveys are very helpful to us as it helps us to improve the service.

### **After the works have finished;**

- The contractor guarantees the work for 12 months from the date they are completed, so any defects that arise during this period will be passed to them to resolve. If you happen to experience any problems after this period, these should be reported as a normal repair to our Repairs Team on 0300 003 0711.
- At the end of the guarantee period, the council's surveyor may visit you to inspect the bathroom one last time. This will be to ensure that any defects reported to the contractor have been rectified and to identify any that you may have missed or not noticed.

Please appreciate that these works can sometimes be disruptive and your co-operation, especially during the works, is essential.





## **Frequently Asked Questions; Do I have to have the work done?**

No, it is your choice. The council is offering to refurbish the bathroom, but if you are happy with what you currently have, or do not want the disruption you do not have to have the work done. The council will not undertake partial refurbishment works, i.e. just decorating or just flooring etc.

## **Will my rent go up if I have this work carried out?**

No, there is no additional charge to your rent for having this work carried out.



## **What will I get a choice of?**

You will be able to choose from a selection of;

- Wall tiles
- Vinyl Sheet flooring
- Patterns of embossed wall paper
- Colour of emulsion to paint walls.



You will also be able to input into the design and layout of the new bathroom, if any changes are feasible.

## **Can I have something different if I supply it?**

The council will allow you to supply your own;

- Wall tiles so long as they are no smaller than 148x148mm (6"x6"). The council will supply the adhesive and white grout.

- Light fitting so long as it is suitable for a bathroom (Zone 2 / IPX4 rated). The council will only fit one single point light fitting surface mounted, i.e. no recessed lights.
- Floor covering so long as it is suitable for a bathroom. The council will not fit laminate flooring.



In any case, the council may ask you to pay any additional costs the council will incur as a result of installing or fixing your own goods.

### **How long will the work take to complete?**

Generally, we ask you to allow two weeks to complete the works. If there are major structural alterations, lots of defective plastering or damp proofing to remedy etc., then it may take a bit longer.

### **Will I still be able to use my toilet, wash hand basin and bath whilst the work is being carried out?**

The contractor will organise the work to ensure that these facilities can be used at the end of each and every day. Obviously whilst works are in progress there will be times during the day when these facilities and some of the services (water/electricity) are unavailable or disconnected. If temporary unavailability or services disconnection during the day is likely to cause problems, this can be discussed with the council's surveyor to seek a solution.

### **I live in a bungalow – what happens if I don't want to have a flush floor shower or shower cubicle fitted?**

You are not obliged to have the refurbishment but the council's policy is to make sure that properties designated for the elderly are adapted to provide a better overall solution.



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