

# VIVID

## Your new bathroom



Everything you  
need to know

# Overview of the works

**We'll visit your home to carry out a survey of your bathroom and agree a start date.**

Your new bathroom will include:

- New bathroom suite – toilet, bath and basin
- New wall tiling
- New wiring (where required to meet current regulations)
- New extractor fan
- Patching up plastering to walls (where disturbed)
- New vinyl floor covering
- Full redecoration



# Process of the works

The works will take up to 2 weeks to complete, in the following stages:

## Stage 1



Remove current bathroom suite



Patch plaster in defective areas



Start electrical and plumbing works



Fit bathroom suite

## Stage 2



Complete electrical and plumbing works



Complete wall tiling



Decorate



Lay new vinyl floor covering

# Bathroom specification

**We'll provide you with a high-quality bathroom including the following:**

## **> Bathroom suite**

Including bath, toilet and basin. The bathroom suite will be renewed in white and to the existing layout

## **> Shower**

Where water pressure is adequate, we'll fit an over bath mixer shower. We won't fit new electric showers. If there's an existing working electric shower, we'll reinstate this when works are complete. We won't fit shower cubicles, trays or level access showers unless one is existing or we have a recommendation from an Occupational Therapist

## **> Tiling**

Glazed wall tiling will be fitted 2 courses high around the bath. Where there's a shower, tiles will be fitted full height to the shower end of the bath

## **> Extractor fan**

An extractor fan will be fitted / replaced where possible

## **> Flooring**

A new vinyl floor covering will be provided

## **> Plastering**

Plastering will be limited to areas of the bathroom that have been disturbed in the process of the works being undertaken

## **> Electrical work**

We'll install a new light / pull cord

## **> Pipework**

All new pipework will be accessible

## **> Radiators**

Radiators won't be replaced as part of the refurbishment. They will form part of a future central heating upgrade when appropriate

## **> Redecoration**

Any decorations carried out will be emulsion only, with a choice of white or magnolia

## **> Doors**

Damaged or missing doors won't be replaced as part of the refurbishment

# Frequently asked questions

## What level of service can I expect from VIVID?

We aim to ensure trade staff meet our service standard which includes the following:

- Wearing full VIVID uniform and maintaining a clean, tidy and professional appearance
- Presenting their VIVID ID card on arrival, introducing themselves and explaining what work they'll be carrying out
- Considering you and your family's / visitor's health and safety by segregating the work area
- Leaving your home clean and tidy after completion of the work
- Being polite, respectful and courteous at all times

## Will having a new bathroom increase my rent?

There won't be an increase in your rent as a result of the works being carried out.

## Can I keep or provide my own wall tiles / flooring, etc?

Unfortunately, we're unable to accommodate the provision of these items into the refurbishment works.

## I struggle getting in and out of the bath - can you fit a level access shower?

If you have specific physical requirements and need adaptations to your bathroom, please contact your Occupational Therapist.

**If you have any more questions about your bathroom refurbishment, please get in touch with us**

# Important information

## Before the works

You're required to sign your agreement to any layout and choices made. Any changes made after the agreement's been signed may not be able to be accommodated.

To enable the work to start on the planned day, we'll need your help in carrying out some preparation beforehand:

- Please ensure all personal items are removed from the bathroom to avoid any damage. Please remove any pictures and ornaments from walls, as walls may vibrate when some work is carried out
- Please ensure that access to all rooms is available, along with access to the electric meter / fuse board, loft hatches and all plug sockets
- If you need help, you may wish to get a relative, friend or neighbour to help move furniture or empty cupboards. If you're unable to organise help, please contact our customer service team
- If you're registered disabled, you'll need to contact your Occupational Therapist to discuss with us any specific needs

Please note: VIVID will not be held responsible for any accidental damage that may occur. We therefore strongly recommend that you have home contents insurance.

No claims from the customer will be considered for unavoidable damage to foam-backed carpets, resulting from moving these to allow works to proceed. The backing foam naturally degrades, and lifting or moving the carpet often results in unavoidable damage.

## During the works



A toilet and sink will be **temporarily reconnected** at the end of each working day



Please be advised that our trades staff are working on a rolling programme, so you **may not have workmen in your property every day**



Please **respect any barriers or cordons** which we've set up – they're there for the safety of everyone in the property



**You're responsible for the proper control of any children and animals** for whom you have a duty of care. Building sites are dangerous places and cannot be entirely 'child proof'

## Responsibilities after the works

Any damage to the bathroom installation is the responsibility of the customer, and may result in a recharge if deemed not "fair wear and tear"

Where a shower or over bath mixer is fitted, you'll be expected to supply and fit a shower curtain to protect the room when showering

# Helpful tips

## Before and during the works

Help us keep dust levels to a minimum, particularly in the first week, by keeping doors to other rooms in your home closed whenever possible.

Cover items in other rooms which may be affected by dust, particularly in the first week.

## Aftercare of your new bathroom

Wipe up spillages to prevent staining or damage to surfaces.

Avoid using harsh scouring powders or abrasive cream cleaners on surfaces to prevent scratching.

Refer to our website for advice on how to minimise the risk of condensation, damp and mould in your home.

VIVID



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