

livin Works

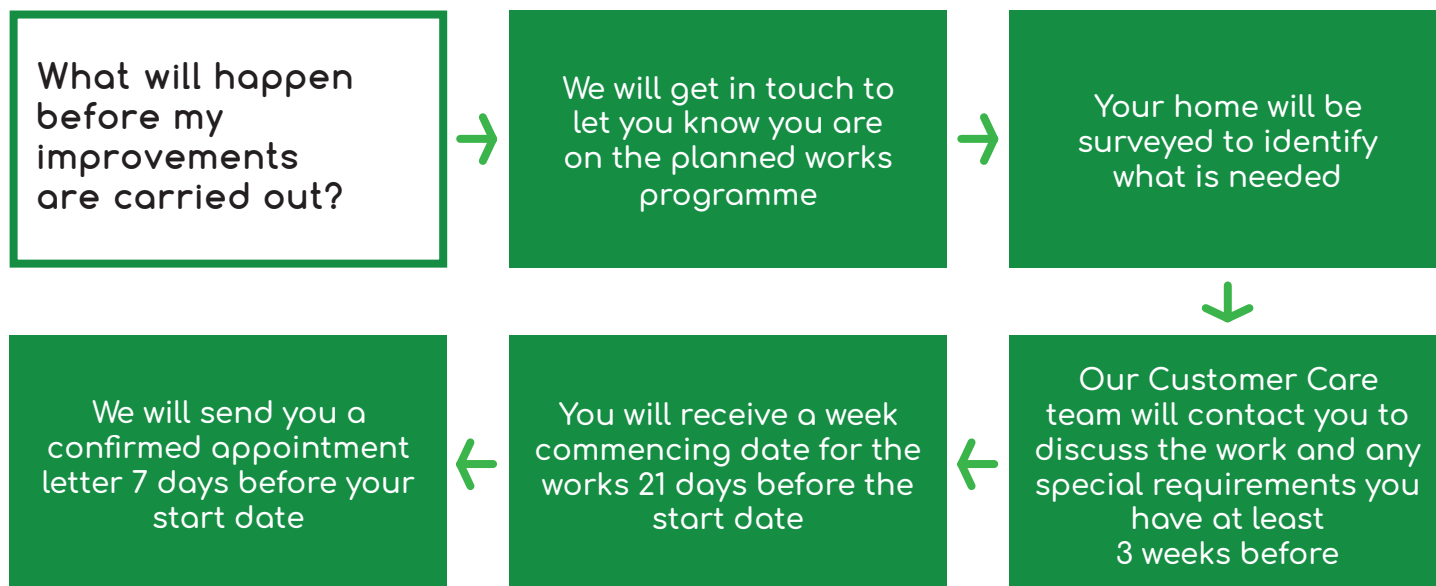
Your Bathroom Improvements



Your bathroom improvements may include works on the following:

- Bathroom suite
- Flooring
- Decoration
- Electrical work
- Shower
- Tiling
- Extractor fan
- LED light fittings

We want you to live in a safe and warm home, to make sure we can do this we will carry out our home improvement schemes throughout the year.



Shortly before work starts your customer care officer will call and give you guidance on how to prepare for work to start.

Depending on your home improvements, your customer care officer may ask you to:

- ✓ Take up carpets or flooring you may want to keep
- ✓ Take down bathroom cupboards if possible
- ✓ Take down any bathroom curtains or blinds
- ✓ Remove any fittings you want to keep: cabinets, toilet roll holders and mirrors
- ✓ Clear the areas that we will be working in of pictures, ornaments or furniture
- ✓ Make sure that any animals or pets are adequately restrained to avoid accidents or injuries

Your customer care officer will also give you a diary of works. This will show you day by day who will be working on your home and what work they will be doing. This will help you to plan your time around them.

What will happen during the works

Before your work starts we will come and put down covering to protect the area we are working in. Your customer care officer will visit you regularly to make sure that everything is going to plan.

What will happen after the works have been completed

Once work is complete it will be inspected to make sure that it is completed to your satisfaction before it is signed off. We will also send you an email or text with a customer satisfaction survey.



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