

Your Bathroom Improvement Works

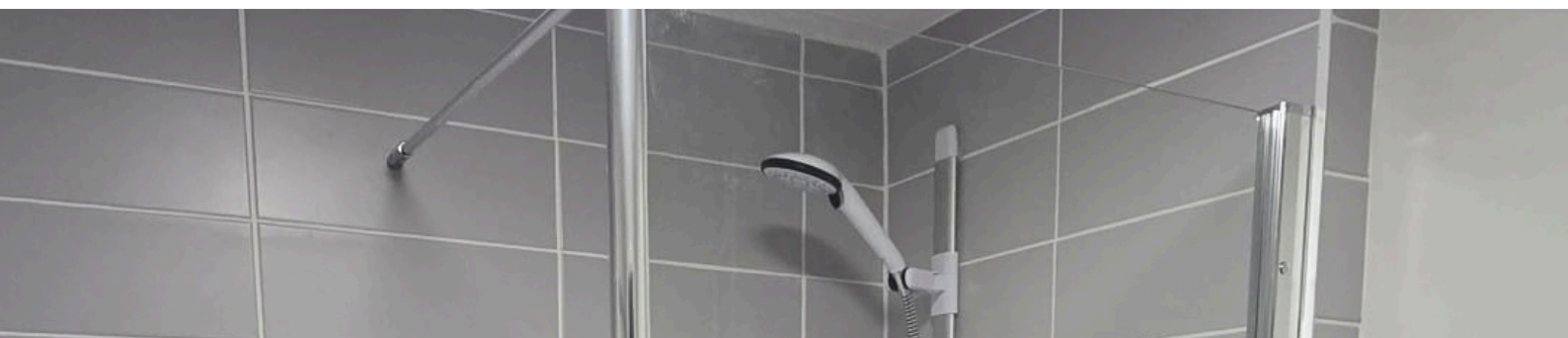


Plus Dane Housing

www.plbltd.co.uk

PLB
PENNY LANE BUILDERS

Welcome to Your Bathroom Improvement Works



Improving your bathroom

PLB (Penny Lane Builders) will carry out this work on behalf of Plus Dane Housing. This pack explains each stage of your bathroom improvement and helps you prepare for a safe, smooth process. Please read it carefully and keep it somewhere safe throughout the works.

Your Appointment

Start date:

Need to rearrange? Please tell the Bathroom Team as soon as possible so we can protect your programme.

Bathroom Team: 0151 317 3858

PLBbathrooms@plbltd.co.uk

Please keep this booklet somewhere safe throughout the works.

Before Work Starts

A clear bathroom and safe access route help the team start promptly and reduce disruption.

01 Clear the bathroom of personal belongings, toiletries, towels and bath mats.

02 Move ornaments, pictures and valuables away from the bathroom and adjacent rooms.

03 Clear a route from the front door to the bathroom, and any routes needed for electrical cables. Your TLO will discuss this with you in advance.

04 Flooring and furniture in adjacent rooms may need to be lifted or moved for cable routes. We will discuss this at your survey.

05 PLB will provide dust sheets and protection for carpets and furniture in working areas. You can add your own protection to belongings if you prefer. Keep doors to other rooms shut.

06 Keep children and pets away from the bathroom and all working areas.

07 Tell us if anyone at home is vulnerable, has a medical condition or relies on equipment affected by a loss of power or water. We can provide a temporary portable toilet if needed. ⚠️

House alarm? Alarms remain your responsibility. PLB cannot be held accountable for alarm faults during or after electrical works unless PLB installed the alarm.

During the Programme



Access and Identification

Access hours: Please provide access between 8am and 5pm, Monday to Friday, on every scheduled day. The team may not be present for the full period.

Check identification: Every PLB colleague carries photographic identification. Always ask to see it before allowing anyone into your home.

If you cannot be at home: Please arrange for a trusted adult to provide access. If an appointment is no longer convenient, contact the Bathroom Team immediately.

Visitor Safety and Bogus Callers

Always check ID: Bogus callers may use nearby maintenance work as a reason to approach homes. If you are unsure about a visitor, do not let them in.

Call the Bathroom Team on 0151 317 3858 if you have any concerns about an unexpected visitor.

Your on-site team and Tenant Liaison Officer (TLO) will answer questions and keep you informed if the work sequence changes at any point during the programme.

Your 8 Day Programme

Access hours: Please provide access between 8am and 5pm, Monday to Friday, on every scheduled day. The team may not be present for the full period. They can **arrive anytime between 8am and 5pm** depending on our schedule for that day.

01

Strip Out & Ply Floor - Day 1

Floor protection laid. Wall and floor coverings stripped out and the old suite removed, except for the toilet, which stays in use. Expect noise and dust. Waste is collected from outside your home by the end of the day.

Prepare: Clear the bathroom of all belongings and toiletries, and clear access routes before the team arrives.

02 -
03

Install & Electrics — Day 2 Plaster & Screed — Day 3

Day 2 — Install & first fix electrics: Your new suite, including the toilet, is fitted. You will only be without a toilet for a short time; if anyone at home is vulnerable or has a medical condition, ask us for a temporary portable toilet. Cables run from the consumer unit to the bathroom; small holes are made good before completion, or plastic trunking is used. A new light and fan are fitted (core drilling is noisy).

Day 3 — Plastering & screed: Time on site depends on how much plastering is needed; operatives will tell you how long they expect to be there. Please stay out of the working area.

The sequence is a guide: we aim to finish in 8 working days, but it may take up to 10. Your team will keep you informed.

04

Wall Tiling — Day 4

Day 4 — Wall tiling: A noisy AM or PM installation. Do not use the sink or bath before tiling, so the new plaster stays dry.

**05-
06**

Joinery - Day 5

Decoration & Shower - Day 6

Day 5 — Joinery: A visit between 8am and 4.30pm to fit the bath panel, boxing-in and shower curtain rail.

Day 6 — Decoration & second fix shower: Expect wet paint during and after decoration, and light dust from surface preparation. If smells may affect a medical condition, sit in a room away from the working area.

07-08

Flooring & Clean - Day 7

Handover - Day 8

Day 7 — Flooring, clean & seal: An AM or PM appointment between 8am and 4.30pm. Final snagging is completed and the bath, basin and flooring are cleaned and sealed. Please keep surfaces and the floor clear, and tell us about anything you would like inspected or put right.

Day 8 — Handover: Your Site Supervisor or TLO visits, takes photographs and invites your feedback through the customer satisfaction survey. All feedback is welcome.

Respecting Your Home

Bathroom improvement involves noise, dust and several trades. We will manage the work carefully and leave the area safe & tidy at the end of each day.

- PLB provides floor protection and dust sheets in working areas. You may add protection elsewhere if you wish.
- Airborne dust can settle after the team leaves. Keep doors to other rooms closed where possible.
- Tools, adhesives and wet materials create temporary hazards. Do not enter the bathroom unless the team confirms it is safe.
- The team cleans the working area and access routes at the end of each day and removes waste in line with the programme.

Safe Working

Please follow instructions from the site team at all times. Their advice is based on the activity taking place that day.

- 01 Keep access to the working area to a minimum.
- 02 Keep children and pets away from tools, cables, materials and waste.
- 03 Do not touch silicone, latex, plaster, cement, screed or other products while they set.
- 04 If a product contacts skin, wash the area immediately with soap and water and seek medical advice if needed.
- 05 Do not ignore barriers, signs or safety advice given by operatives.

⚠ Report any safety concern to the Bathroom Team or Ops Support on 0151 317 3858.

Keeping Essentials Available

Water & Toilet



Water: You won't be left without water, except for a short time while the bathroom suite is removed.

Toilet: Your old toilet stays in use until the new one is fitted on Day 2, so you will only be without one briefly. A temporary portable toilet is available for vulnerable residents or those with acute medical needs.

Electrical Work

If your bathroom works include electrical upgrades, the arrangements will be discussed during the survey of your home. We aim to hide new wiring in walls and floors; where we can't, cables run in plastic trunking. Details are discussed at your survey. We will protect working areas and make every effort to minimise damage to decorations. We cannot accept responsibility for decoration elsewhere affected by essential electrical safety work.



Temporary Interruptions



Electricity, gas or water may need to be switched off for short periods during the works.

Keep fridge and freezer doors closed to reduce the risk of defrosting.

Plan around medical equipment, heating, pets and essential electrical items.

The team will give you advance notice wherever possible.

Need Help?

Talk to the Bathroom Team before work starts if you have mobility, health or practical concerns that affect preparation.

Bathroom Team

0151 317 3858

PLBbathrooms@plbltd.co.uk

Your Experience

Feedback & Complaints — Ways to Reach Us

Customer satisfaction survey

At handover, your Site Supervisor or TLO will complete a final inspection and invite you to fill in a customer satisfaction survey. Your comments help us recognise good service and improve where needed.

Please tell us early

If something is not right, raise it with your TLO or the Bathroom Team as soon as possible; ideally within two working days of the issue — so we can investigate promptly.

How to contact us

- 01 Email: PLBBathrooms@plbltd.co.uk
- 02 Call: 0151 317 3858
- 03 Speak to the Bathroom Site Manager on site
- 04 Write to: Customer Service Team, Unit 7, The Matchworks, 140 Speke Road, L19 2RF

If your concern remains unresolved, ask for a copy of PLB's Complaints, Compliments and Comments Policy, which sets out the formal process and your options at each stage.

Keep This Page Handy

Team — Your First Point of Contact

☎ 0151 317 3858

✉ PLBBathrooms@plbltd.co.uk

✉ Please include Your full address & postcode & a short description of the issue

For questions about your design, appointments, work sequence or any activity in your home, contact the Bathroom Team directly.

A Site Supervisor or TLO will keep you updated throughout.



Out of Hours Support

Outside normal working hours, call:

0151 448 5040

Follow the instructions for urgent support.

⚠ Immediate danger to life? Call 999 immediately.

Before you call, have ready:

- Your full address
- A short description of the issue

Frequently Asked Questions

How long will the work take?

We aim to finish in 8 working days, but it may take up to 10. After the first few days, there may be a day or two when no operatives visit.

Will I have water in my kitchen?

Yes. You won't be left without running water to your kitchen, except for a short time while the bathroom suite is removed.

How do I prepare?

Clear the bathroom, pack away ornaments and keep access and cable routes clear.

What will be tiled?

Tiling is provided around the bath & shower area, with a splashback over the wash hand basin.

Will there be mess?

Some dust and noise are unavoidable. PLB protects and cleans the work area each day. You may use extra protection in adjoining rooms.

Will I have a toilet?

Yes. You will only be without one briefly on Day 2 while the new toilet is fitted. If anyone at home is vulnerable or has medical needs, ask us for a temporary portable toilet.

What if something goes wrong or I have a concern?

Raise it with your TLO or the Bathroom Team as soon as possible — ideally within two working days. Call 0151 317 3858 or email PLBbathrooms@plbltd.co.uk

Your New Bathroom

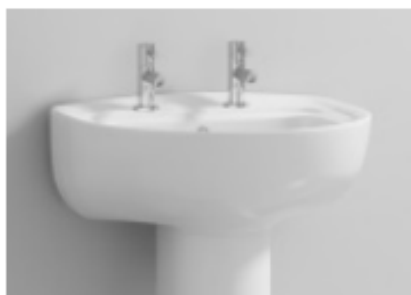
Keep your care information The following pages cover the fittings shown in this booklet. Follow the instructions for the products installed in your home and keep any manufacturer guidance provided at handover.

The fittings for your home will be discussed at survey. The photographs show examples of the programme fittings.



Standard bath

Low tub depth, chrome handles, enamel finish, anti-slip surface, two tap holes and a sound-insulating set.



Wash hand basin

450mm, 510mm or 550mm options; one or two tap holes; full or semi pedestal.



Close-coupled or low-level WC

Raised push button, pre-fitted cistern fittings and standard or raised-height options.



Mira Advance Flex shower

Thermostatic temperature control, separate temperature and flow controls, push-button operation and an adjustable temperature limit.

Aftercare

LOOKING AFTER YOUR BATHROOM

Bath basin taps and toilet

Gentle cleaning

Use a mild washing-up detergent or soap solution. Rinse and wipe dry with a soft cloth.



Ceramic and plumbing fittings

Do not use strong chemicals such as hydrochloric acid. These can react with and corrode the materials in basins, toilets and plumbing fixtures.

Toilet and cistern

Do not add cleaning chemicals, deodorants or additives such as blue fluid cleaners to the water in the cistern. Where a soft-close seat is fitted, allow it to lower gently.

Chrome taps

Clean with warm soapy water, rinse and dry with a soft cloth. Avoid abrasive or aggressive household cleaners on chrome or plastic fittings.

Aftercare

LOOKING AFTER YOUR SHOWER

Shower and curtain care



Electric shower

Clean after use. Many household cleaners contain abrasive or chemical substances and should not be used on chrome or plastic fittings.

Regular cleaning of the shower head helps maintain performance. Use a soft cloth to wipe the nozzles and front plate to reduce limescale build-up.

Do not remove the shower cover

Follow the instructions provided for your installed shower. Contact the Bathroom Team if you need help.

Shower curtain

For the curtain described in this booklet, wash periodically at 40°C. Do not tumble dry, iron or bleach. After use, rinse away residues and leave the curtain spread out to dry. Follow the care label on your fitted curtain.

Your Design

Plus Dane Housing

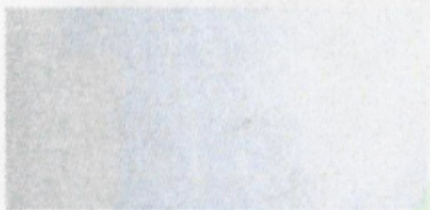
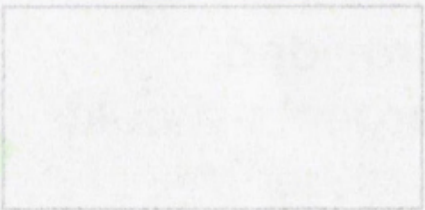
01

Flooring

			
☐ Apunara Oak Dark Grey	☐ Apunara Oak White	☐ Skane Herringbone	☐ Pietra Sacra

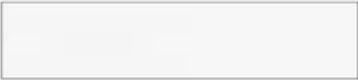
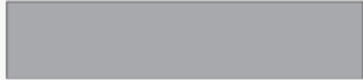
02

Wall Tiles

	
☐ Johnson Tones Light Grey	☐ White Satin

03

Paint

		
☐ White	☐ Magnolia	☐ Grey

I understand I am unable to make any changes to my choices following this appointment.

Signed Date

Customer Full Name



Plus Dane Housing

**HERE WHEN
YOU NEED US**

Bathroom Team

0151 317 3858

Email

PLBbathrooms@plbltd.co.uk

Address

Unit 7, The Matchworks, 140 Speke Road, Garston,
Liverpool L19 2RF