

This information is about improvements to council homes in Newcastle. If you need this information in your language your 'Liaison Officer', at your local site office, can arrange for you to speak to an interpreter. Or you can phone **0191 278 8633** to ask for a written translation. Phone **0191 278 8633** for Braille, audio and large print versions.

هذه المعلومات تخص التحسينات على المنازل البلدية (كاونسل هومز) في نيوكاسل. إذا كنت ترغب في الحصول على هذه المعلومات بلغتك، سيعمل "موظف الربط" في مكتبك المحلي على ترتيب تحدثك إلى مترجم. أو بإمكانك الإتصال على الرقم 0191 2788633 لطلب ترجمة كتابية.

এসব তথ্যাদি হলো নিউকাসল কাউন্সিলের বাড়ীগুলোর উন্নয়নের ব্যাপারে। আপনি এসব তথ্য যদি আপনার নিজের ভাষায় পেতে চান, তবে আপনি যাতে একজন দোভাষীর সাথে কথা বলতে পারেন, আপনার স্থানীয় এলাকার অফিসের 'লিয়াইজ' অফিসার' তার আয়োজন করবেন। অথবা আপনি 0191 2788633 নাম্বারে টেলিফোন করে একটি লিখিত অনুরোধের জন্য অনুরোধ করতে পারেন।

本快讯介绍有关纽卡斯尔政府公房的各项改善工作。如果您需要以您熟悉的语言了解其内容，驻您当地办事处的“联络员”可为您安排口译服务。再者，您也可拨打电话0191 2788633索取本快讯的翻译版。

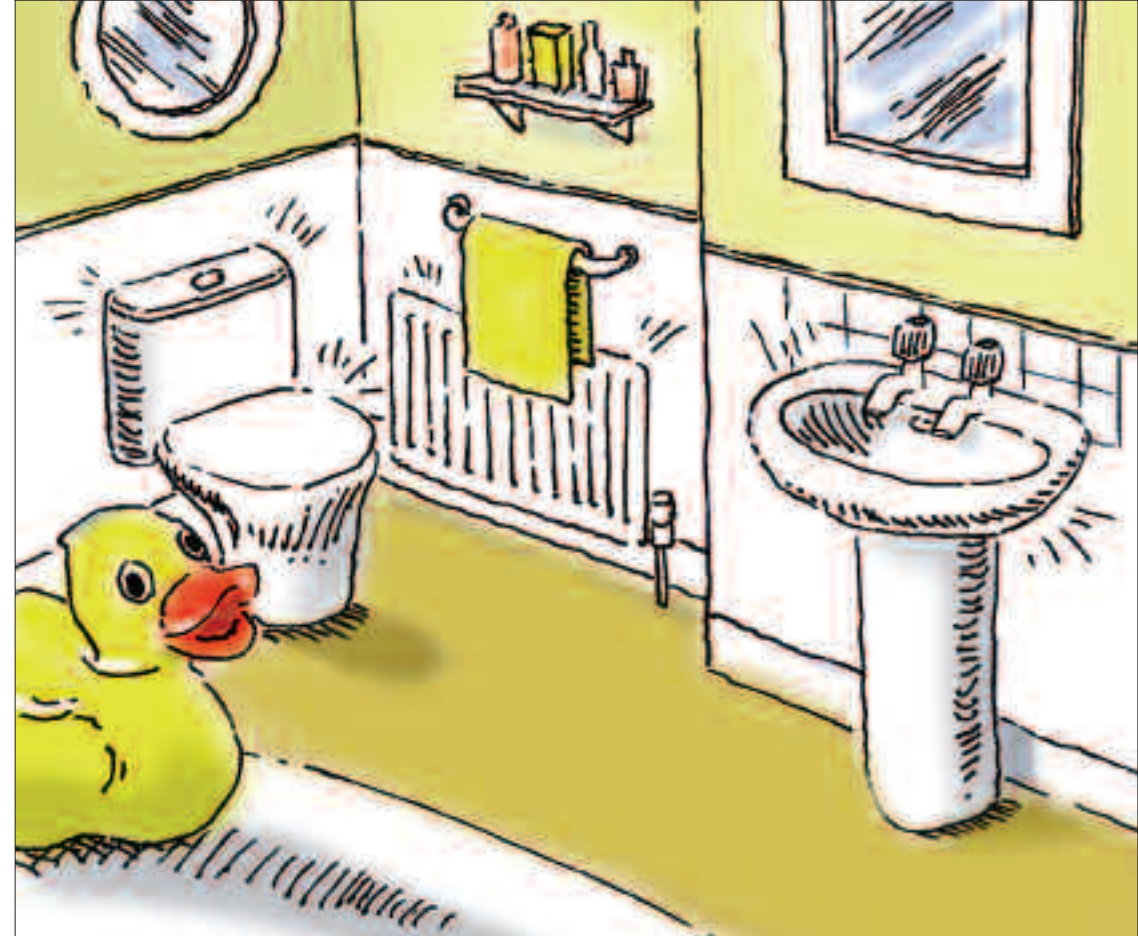
این معلومات برای یهودی خانه های کنسل در نیوکسل میباشد. اگر این معلومات را به زبان خود میخواهید "مامور اترتیاتی" تان در دفتر محلی برایتان مترجم را ترتیب نموده تا با وی صحبت کنید. یا اینکه به شماره 01912788633 زنگ بزنید و تقاضای یک ترجمه تحریری را کنید.

Ces informations concernent les projets de modernisation des logements sociaux de Newcastle. Si vous souhaitez les obtenir dans votre langue, l'agent de liaison de votre bureau local peut vous faire rencontrer un interprète. Sinon, vous pouvez également téléphoner au 0191 2788633 et demander une traduction écrite.

यह सूचना निउकासल में काउंसिल के मकानों में सुधारों के बारे में है। यदि आपको इस सूचना की आपकी अपनी भाषा में जरूरत है तो आपका "लीएजान ऑफिसर" आपके लोकल साइट दफ्तर में, एक दूभाषीय से आपकी बात करवाने का प्रबन्ध कर सकता है। या आप 0191 2788633 पर फोन करके लिखित अनुरोध के लिये पूछ सकते हैं।

ਇਹ ਜਾਣਕਾਰੀ ਨਿਊਕਾਸਲ ਵਿਖੇ ਕਾਊਂਸਲ ਦੇ ਮਕਾਨਾਂ ਵਿੱਚ ਸੁਧਾਰਾਂ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤੁਹਾਡਾ "ਲੀਏਜ਼ਨ ਅਫ਼ਸਰ", ਤੁਹਾਡੇ ਲੋਕਲ ਸਾਇਟ ਦਫ਼ਤਰ ਵਿਖੇ, ਤੁਹਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇਕ ਦੁਭਾਸ਼ੀਏ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦਾ ਹੈ। ਜਾਂ ਤੁਸੀ 0191 2788633 'ਤੇ ਫੋਨ ਕਰਕੇ ਲਿਖਤੀ ਅਨੁਵਾਦ ਲਈ ਪੁਛ ਸਕਦੇ ਹੋ।

یہ معلومات نیوکسل میں کاونسل کے گھروں میں بہتری سے متعلق ہیں۔ اگر آپ کو یہ معلومات اپنی زبان میں درکار ہوں تو آپ کے "لی ایجن آفسر" آپ کے مقامی ماسٹ آفس میں، آپ کے لیے ترجمان کا انتظام کر سکتے ہیں۔ یا آپ تحریری ترجمہ کے لیے فون نمبر 0191 2788633 پر رابطہ کر سکتے ہیں۔



## **Your home is soon to have a new bathroom suite fitted**

This leaflet gives important information about the work and how it could affect you. Please read the leaflet and discuss any of your concerns with the constructor's Liaison Officer during your home visit.

Your Homes Newcastle staff and the constructor's staff will all carry identity cards. You should check the identity of any individual before allowing them into your home.

The work may vary slightly from what is stated in the leaflet depending on the type of property you live in.

**Please note that we will do a survey of your home to decide if this work needs to be done.**

### **Why is this work being done?**

The bathroom fittings in your home are old and they need to be replaced.

### **What work is involved?**

The bath, toilet and wash-basin will be removed, and replaced with a new white suite.

If you have a second toilet in your home, this will not normally be replaced as part of this work. But it will be inspected and if it is in poor condition it will be replaced. The new bath, toilet and wash-basin will normally be fitted in the same location as the old ones.

Two rows of white tiles will be fitted around the bath and one row above the wash-basin to protect the walls from water splashes.

To reduce or prevent condensation in your bathroom, a ventilation unit will be fitted. Your ceiling and walls will be repainted.

### **What choices will I have?**

The new bathroom suite will be white and we will offer you the choice of:

- A choice of emulsion wall-paint colours
- A choice of flooring colours

If you have a disability or other needs, our Occupational Therapist will be involved to incorporate any special requirements into your design.

### **When will the work be done?**

You will be informed in writing of the start date for the work in your area. Seven working days beforehand, the constructor's Liaison Officer will tell you the actual date for starting in your home.

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

The bathroom will normally be installed in seven working days subject to survey. The bathroom suite will be fitted in one day, but plastering, wall-tiling and painting will follow this work. The constructor and our independent Contract Surveyor will need access to your home for up to

a further three days to carry out a final inspection and complete any remedial work.

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

The constructor's Liaison Officer will call about a week before the work is due to start and explain what you will need to do. The following preparations are normally required:

- Remove all your toiletries and belongings from the bathroom
- Lift and remove your floor covering
- Remove toilet roll holders, mirrors, cabinets or other bathroom furnishings and accessories

### **What disruption will there be?**

You will still be able to get access to your home. The main disruption will occur in your bathroom but there will be restricted access to the staircase. 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 a few hours while the plumbing work is done. This may prevent you from using the toilet. During the installation you may be without power whilst an extractor fan is fitted. If your existing shower is condemned by the constructor, they will

fit a new shower (provided by yourself) if it is available on the day the bathroom work starts. You will not be left without power or water overnight.

The constructor will treat you and your home with courtesy and respect. They will use dust-sheets, clean up any mess and pack away equipment at the end of each day. The constructor must follow safe working practices at all times. Any broken fittings, piping and debris will be cleared away. Old materials will be removed directly from site or placed in the constructor's skip for removal later.

If you have any questions about the work, the constructor's foreman will answer them when he or she visits to check the work is completed.

### **Will my decoration(s) be damaged?**

Any damage to your wall decoration will be put right when new wall-tiles are fitted and emulsion paintwork done. If you have fitted your own tiles and you want to keep them, we will try and save them or fit any spares you may have as part of the work. If we can't save them, we will discuss it with you. Your bathroom ceiling will be repainted as part of the work.

## **Will I receive an allowance towards re-decoration costs?**

No decoration allowance will be given as your walls will have been partially re-tiled and painted and the ceiling repainted.

## **How do I know the work is done properly?**

We employ independent Contract Surveyors who will make sure the work is completed properly and meets the standards required. The constructor's Surveyor will carry out inspections during the work and after it has been completed.

## **Security**

Because materials need to be brought in during the work, the front and back doors may be open for some of the time, but the constructor is responsible for your property during the work.



## **Complaints and queries**

If you have any queries or complaints about the work, please contact us on the following freephone numbers.

**0800 091 1255 (East area)**

**0800 091 1256 (Inner west)**

**0800 091 1257 (Outer west & north)**

## **We want your views**

After the work has been completed we will ask you for your views on the work and how it was done. We will use the feedback to help us find ways of improving the way we work in future.