

Stylish specialist bathrooms to keep you safe and well in your home

WE Care & Repair are award-winning home improvement experts. We design and build bathrooms that help you live independently for longer.

- » **Professionalism:** dedicated architect-led design team to manage the work throughout
- » **Expertise:** optional personal assessment by an Occupational Therapist to plan your needs.
- » **Choice:** stylish range of fixtures and fittings in our showroom.
- » **Experience:** we've been improving homes for over 30 years.

0300 303 3704
www.wecr.org.uk
enterprises@wecr.org.uk



"I hated getting into my old bath. My new wet room is heaven! I feel less anxious and much more safe." Liz

Service you can trust

Our service is based on some key promises:

- ⊞ We will always make appointments when visiting and keep to the time agreed.
- ⊞ We will ensure that all staff have identification and are polite, courteous, helpful and professional.
- ⊞ We will ensure that you are listened to at every stage of the work.
- ⊞ We will agree timescales with you at the initial enquiry stage. If delays occur we will keep you informed of changes.
- ⊞ We will communicate in clear and plain language and provide information in the best format for you.
- ⊞ We will provide you with a written quotation, so you can see exactly what you are paying for.
- ⊞ We operate a code of conduct for contractors to ensure quality workmanship, courteous behaviour and punctuality.
- ⊞ We will hold your funds on deposit and not release payments to contractors until we are satisfied that the work meets your requirements.
- ⊞ All of the equipment we supply is guaranteed in accordance with the manufacturer's own guarantee and we provide a 24 months warranty for the building work we deliver.
- ⊞ We encourage your help to improve our service, and therefore we will seek your feedback on our service.