

The Circle Anglia Standard delivering So much more

The **Circle Anglia Standard** is the minimum standard to which we carry out repairs and improvements to your home.

The **Circle Anglia Standard** will exceed the **Decent Homes Standard**, delivering **So Much More** to all of our residents.

See inside for more information on how the two standards compare.

Your **new** bathroom ...



About your **new** bathroom



- We promise that we will treat you and your home with respect at all times
- We will visit your home at a mutually convenient time to consult you over the design and layout of your new bathroom. We will normally install the new bathroom suite in the same location as your existing suite
- We will agree a programme of work with you so you can choose a mutually convenient start date
- We will install a new bathroom suite consisting of a WC, bath and hand-washing basin
- In some cases we are able to offer the installation of a shower instead of a bath. (subject to the suitability of the available space)
- As a further water saving measure we are also able to offer you a reduced capacity bath
- We will install a double flush WC to help you save on unnecessary water use
- We can arrange for your local water company to carry out an assessment of your water usage to see if a water meter may save you money
- We will also install a new extractor fan to remove excess moisture from the air to reduce the occurrence of condensation problems
- We will lay the new vinyl floor covering you select from our range of four colour choices
- We will fit a tiled splash back to the area around the bath/shower
- Professional operatives who take pride in their work and will respect you and your home will carry out the installation works
- All of our contractors carry photo ID. Please ask to see this before you allow anyone into your home
- We will ensure that all services (Gas, Electricity and Water) are connected and working when we leave your home each evening
- Your new bathroom will normally take between five and seven working days to complete. (If the work is likely to take longer we will discuss this with you as soon as we know) We will also discuss with you what the works will involve and explain what steps we will both need to take to ensure a safe living and working environment for you, your family and our operatives.

Additional **benefits** available!

The HomePlus Service - If we have **not** served you with a Notice of Seeking Possession in the last 12 months you qualify for our HomePlus service. Residents who qualify for this service are eligible to receive a range of additional benefits from the Group across many of our services.

If you qualify for the HomePlus service we will:

- Paint your bathroom walls and ceilings or give you £50 of DIY vouchers so you can do this work yourself
- Enable you to select from an increased range of wall tiles and floor coverings
- We will give you a choice of tap styles.



What is the Decent Homes Standard?

How does the **Circle Anglia Standard** compare with the Decent Homes Standard?

The Decent Homes Standard is the minimum quality standard for housing set by Central Government. The Government has stated that all rented homes should meet this standard by the year 2010. Further information on the standard is available at www.communities.gov.uk



Decent Homes Standard says that:

- Your bathroom should be less than 30 years old and be of an adequate size and layout.



Circle Anglia Standard says that:

- Circle Anglia will replace your bathroom at least every 30 Years
- You will be given a choice of bathroom styles and designs
- We will offer a shower instead of a bath if you prefer
- We will help you save water by installing a double flush WC
- We will install an extractor fan in your bathroom to help provide improved ventilation and reduce the occurrence of condensation.

Tell us what you think

After the work in your home has been finished we will call you to ask a couple of questions to make sure that you are happy with the work we have done. We appreciate your views and we do make changes to our service based on the feedback you give us.



যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইস্টারনেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

Cantonese

Εάν θέλετε αυτό το έγγραφο σε άλλη γλώσσα ή σε άλλη μορφή, ή εάν χρειάζεστε διερμηνεία, επικοινωνήστε μαζί μας

Greek

જો તમને આ દસ્તાવેજ બીજા ભાષા અથવા રચનામાં પૂરતો હોય, અથવા જો તમને ઇ-ટરમિનલની સેવાઓ પૂરતી હોય તો, કૃપા કરી અમારો સંપર્ક રાહો.

Gujarati

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਕੋਈ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਵਿਦਵਾਨ ਦੀ ਸਹਾਇਤਾ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

Punjabi

Bu belgenin Türkçe'sini edinmek ya da Türkçe bilen birisinin size yardımcı olmasını istiyorsanız, bize başvurabilirsiniz.

Turkish

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو براہ کرم ہم سے رابطہ کریں۔

Urdu

Nếu quý vị muốn có tài liệu này ấn hành bằng ngôn ngữ hoặc khuôn khổ khác, hoặc nếu quý vị cần một thông dịch viên giúp đỡ, xin liên lạc với chúng tôi.

Vietnamese

This leaflet is available in a variety of formats including larger font, Braille and audio tape by contacting the address opposite

The Circle Anglia Standard
delivering
So
much
more

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