

# 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.

## About the electrical testing and enhancement service...





## About the electrical testing and **enhancement** service

- We promise that we will treat you and your home with respect at all times
- We carry out an electrical test to your home about once every ten years
- We will carry out a full rewire to your home every thirty years
- We will contact you in writing to make an appointment for this inspection giving you at least two weeks notice
- After the initial test and inspection, the electrical system will either be passed with no further works needed or we will have identified that further work is needed
- If a full rewire of your home is needed we will agree a programme of work with you so you can choose a mutually convenient start date
- When we rewire your home, we will fit extra sockets where needed to ensure that you have three double sockets in your kitchen and living room and two double sockets in each bedroom
- If you do not already have one, we will fit a mains operated smoke alarm
- Professional operatives who take pride in their work and will respect you and your home will carry out this work
- All of our contractors carry photo ID. Please ask to see this before you allow anyone into your home
- We will carry out minor making-good works to the areas affected by the testing and enhancement work
- We will ensure that your electricity supply is connected and working when we leave your home each evening
- If a full rewire of your home is needed we will agree a programme of work with you so you can choose a mutually convenient start date
- Full rewiring works can be quite disruptive but we will always do our best to minimise the effects of the dust and noise associated with this type of work. 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 a 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 you will receive:

- A free pack of four low energy light bulbs  
Low energy bulbs use far less electricity than regular lamps and will save you money on your electricity bill



## 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](http://www.communities.gov.uk)



### Decent Homes Standard says that:

- Your electrical installation should be in a reasonable state of repair
- Your home should be rewired every 30 years.

### **Circle Anglia Standard says that:**

- We will carry out an inspection of and repairs to your electrical systems at least every 10 years
- We will rewire your home every 30 years
- When rewiring your home we will provide additional electrical sockets in your home to ensure you have three double sockets in your kitchen and living room and two double sockets in each bedroom.



# 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 ইস্টারনেটোরের 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 બીજી ભાષા અથવા રચનામાં પૂરતો હોય, અથવા જો તમને ઈ-સ્ટારનેટની સેવાઓ પૂરતી હોય તો, કૃપા કરી અમારો સંપર્ક સારો.

Gujarati

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਹਾਲ ਹੀ ਵਿੱਚ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਵਿਦਰਸ਼ਿਕਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਹੁਸ਼ੀ ਸਾਨੂੰ ਚੰਗੇ।

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 کیجئے۔

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

The Circle Anglia Standard  
**delivering**  
So  
**much**  
more

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

