

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** gas central heating boiler ...





About your **new** gas central heating boiler

- We promise that we will treat you and your home with respect at all times
- We will visit your home to consult with you on the location of your new boiler. We will normally install the new gas central heating boiler in the same location as your existing boiler
- We will discuss with you exactly 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
- We will agree a programme of works with you so you can choose a mutually convenient start date
- We will need to gain access to every room in your home that has a radiator
- Wherever possible, we will install the latest in energy efficient condensing boilers to help keep your fuel bills down
- We will supply and fit new thermostatically controlled radiator valves on each of the radiators in your home
- 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 carry out minor making-good works to the area affected by the installation
- We will ensure that all services (Gas, Electricity and Water) are connected and working when we leave your home each evening
- Your new gas central heating boiler installation will normally take between one and two 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 demonstrate the correct operation of your new boiler and will leave you with an easy-to-understand manual
- We will provide a 24 hour aftercare service.

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 the pipe work and carry out minor decoration or give you £50 of DIY vouchers so you can do this work yourself
- Offer you a digital, programmable timer instead of a standard mechanical time clock.



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 home must have efficient heating and effective insulation
- Your gas central heating boiler should not be more than 15 years old.

Circle Anglia Standard says that:

- Existing gas central boilers will be replaced every 10 -15 years
- To help keep your fuel bills down, we will fit energy efficient boilers and thermostatically controlled radiator valves.



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 ইস্টারপ্রটোরের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

本文件可以翻譯為另一語言版本，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 ખોઈતો હોય, અથવા જો તમને ઈ-ટૅબલેટની સેવાઓ ખોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Gujarati

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਹੁਸ਼ੀਆਰ ਹੋ।

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

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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