

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 system ...





About your **new** gas central heating system

- We promise that we will treat you and your home with respect at all times
- We will visit your home to discuss with you the location of your new boiler and your new radiators. We will normally install the boiler and radiators in the same locations as your existing system
- Replacing your central heating system can be quite disruptive; 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 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 upgrade your existing system to ensure that you have a radiator in every room in your home that needs one
- If you have a gas fire attached to a back boiler and we are installing a new combination boiler system, we will not replace the gas fire but will ensure that the radiator in that room provides sufficient heat
- We will agree a programme of works with you so you can choose a mutually convenient start date
- 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
- We will fit reflective panels behind your radiators to help to reflect heat back into the room
- 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 areas 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 system will normally take between two and three 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 system 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
- Offer you an heated towel radiator in your bathroom.



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.

Circle Anglia Standard says that:

- Existing gas central heating systems will be replaced about every 30 years
- To help keep your fuel bills down, we will fit energy efficient boilers, thermostatically controlled radiator valves and reflective panels behind your new radiators
- We will ensure that you have a radiator in every room that needs one.



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 ইস্টার্নস্টারের 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-સ્ટાર્ટરની સેવાઓ પૂરતી હોય તો, કૃપા કરી અમારો સંપર્ક રાહો.

Gujarati

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ, ਜਾਂ ਜੇ ਤੁਸੀਂ ਈਸਟਰਨ ਸਟਾਰਟਰ ਦੀ ਸੇਵਾ ਵਿੱਚ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਪੁਰਾਣੀ ਸਾਹੁ ਚੁੱਸੋ।

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 کئی زبان 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

Circle Anglia
1-3 Highbury Station Road,
Islington, London, N1 1SE
www.CircleAnglia.org



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