

# 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 **cyclical** decoration and repair programme...





## About the **cyclical** decoration and repair programme

This is a programme of repairs and decorations that we carry out about every six years to the outside and any communal areas of your home.

- We promise that we will treat you and your home with respect at all times
- We will write to you to let you know that your home is going to be covered by this programme this year and give you an idea of when we expect work to commence
- Professional operatives who take pride in what they are doing will carry out this work for you
- We will repair windows, doors, brickwork, drains and gutters
- We will paint your windows, doors and any other painted surfaces
- We will replace windows that are beyond further repair
- We will check that all fire doors are operating effectively
- We will carry out any other work that our technical staff identifies as being needed to keep your home in a good state of repair
- Where required, we will fit draught proofing strips to external doors and windows
- If you have access to a garden we will offer to supply and fit a free rainwater storage butt that you can use to water your garden and save on your mains water usage. (subject to survey)
- Painting and repairs to communal areas, halls and corridors
- Any carpets in communal areas will be given a deep clean. If they are in poor condition we may replace these
- Where necessary we will supply and fit loft insulation to reduce needless loss of heat through the roof space and to help save you money on your fuel bills
- We aim to have all of the work finished in under three weeks, however because most of the work we do is to the outside of your home, this will very much depend upon the weather
- We will give you a choice of paint colour for your doors and for any communal areas whenever we can. Please remember that any colour choices have to be agreed by

all of the residents. If no agreement can be reached we will redecorate in the existing colour scheme or the closest match possible

- We may need to put up scaffolding to ensure your safety and the safety of our contractors. We know that this often causes inconvenience to you and we will always do our best to minimise any disruption. Scaffolding may also cause some television interference if you have an external TV aerial or satellite dish.
- You should contact your household contents insurer if we put up scaffolding as it may affect your cover
- This type of work 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 explain what steps we both need to take to ensure a safe living and working environment for you, your family and our operatives.



## 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 home must be in a reasonable state of repair. For example: walls roofs, windows, doors etc should all be in good condition and have not exceeded their life expectancy.

#### Circle Anglia Standard says that:

- We will survey your home and carry out external decorations and repairs to your home about every six years
- We will fit additional loft insulation and draught proofing as necessary
- We will give you a choice of colours for all painted surfaces. (walls, window frames, doors, etc).



# 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:

- Fit five lever mortice locks, spy holes and security chains to your flat or house door.



## 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 ইস্টারপ্লেটারের 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 ખોટું લાગે, અથવા જો તમને ઈ-ટરમિટરની સેવાઓ ખોટું લાગે તો, કૃપા કરી અમારો સંપર્ક સાધો.

Gujarati

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਇੰਟਰਪ੍ਰੀਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਈਮੇਲ

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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Circle  
Anglia