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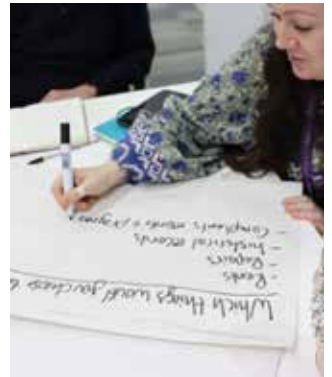
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HELLO & WELCOME



Phil Parramore
Chair of the Board

Welcome to the Spring edition of Gateway News.

As we head into the brighter Spring and Summer months, it's a great time to reflect on the progress we have made together and highlight the many ways tenants continue to shape the future of Community Gateway.

Listening to and learning from the tenant voice is central to everything we do. In this edition, we are looking for tenants to join our Tenant Voice Group. The group plays an important role in making sure tenants are not only heard but have a real influence on the decisions we make. It is a clear example of how the tenant voice reaches the Board and helps guide our work, see page 23 to find out more.

April marks the start of the third year of our Corporate Plan and it is encouraging to see the progress being made. Whether it is improving services, investing in your homes, building much needed affordable homes, or strengthening tenant involvement, these priorities all reflect the direction set out in the plan and the strong partnership between tenants, colleagues and the Board.

To help keep you informed, I also write a short blog after each Board meeting. These updates provide a simple overview of the key topics discussed at the meeting and the decisions made. If you haven't already, I'd encourage you to take a look, it is one of the ways we aim to keep you informed about the organisation's progress and

future plans. You can read my blog by visiting www.communitygateway.co.uk

Finally, a big thank you to everyone who has taken part in our Shape Your Space events. These sessions allowed tenants to share ideas about how we could improve their neighbourhoods. Your ideas are already helping to shape some fantastic projects and we are excited to see the difference they will make.

Thank you for your continued support. Community Gateway is strongest when tenants help lead the conversation and that will always remain at the heart of everything we do.



Rob Wakefield
Chief Executive

Welcome to another bumper edition of Gateway News, jam-packed with lots of articles updating you on what our teams have been up to, what's going on in your communities, and how we continue to work in partnership with you, our tenants, to deliver services to the best standards we can.

As Phil says, April marks the start of our third year of our Corporate Plan and one of our key objectives is to make sure that you live in safe, well-maintained homes. I'm pleased to say that over 90% of you feel safe in your homes, which is a great result and one that is much higher than many other housing associations.

I truly believe a big part of this is the work our teams do out and about in your communities, whether that be improving local areas to make them cleaner and greener or working with our tenants and partner agencies to address issues of anti-social behaviour to make our communities safer. You can read much more about this inside.

We are also committed to helping you get the most from the services we offer. From community initiatives to advice and support from our Money Advice Team, there's always something happening to make life in your home and neighbourhood even better.

We also welcome your feedback on our services, as it helps us improve and ensure we are meeting your needs.

Finally, a big thank you to all those tenants that get involved with us, giving us their time and feedback to help make things better for every tenant of CGA. We are keen to hear from as many tenants as possible, so please do get involved in whatever way you can.

CORPORATE PLAN: YEAR TWO HIGHLIGHTS AND YEAR

As we move into Spring, we are taking the opportunity to look back on what we achieved in year two of our Corporate Plan and share our key priorities for year three, as we continue working to improve our homes, services and communities.

The past 12 months have been an exceptionally busy and rewarding time for Community Gateway. In July, we received the outcome of our regulatory inspection and were pleased to retain the highest gradings for Governance and Financial Viability. We also achieved the second-highest grading under the new Consumer Standards.



Ensuring your homes are safe and well-maintained remains a top priority.

Over the past year, we have carried out surveys to check the condition of your homes and

completed a wide range of improvement works, including installing new kitchens, bathrooms and windows, as well as replacing roofs. We have also upgraded many homes to improve energy efficiency, helping to keep them warmer and reduce energy bills.



We completed the final phase of our Savick regeneration project this year. Delivered across three phases, the development has provided a total of 52 homes, a convenience store and community library, reflecting our commitment to quality, affordable homes and thriving communities.

Throughout the year, we have also focused on improving how we deliver our services. This included making sure we better understand the needs of our tenants, supporting us to adapt our services, do the right thing and deliver excellent customer service.

In November, we celebrated 20 years of Community Gateway and launched 'Shape Your Space', giving you the chance to have your say on the community projects you would like to see in your local area (find out more on page 22).



OUR THREE PRIORITIES



Staff Training



Shape Your Space



As we move into the third year of our Corporate Plan, we will continue to deliver our seven strategic priorities through a range of initiatives, including:

- Working with you to deliver 20 community projects through Shape Your Space, helping to make our communities safer, cleaner and greener and create neighbourhoods our tenants can be proud to live in.
- Enhancing the efficiency of our repairs and maintenance service, to deliver a responsive, high-quality service that meets your needs.
- Continuing to deliver investment works to ensure homes are warm, safe and well-maintained.
- Developing more new homes to provide a wide choice of good-quality, affordable housing, including temporary homes for families as part of our homelessness prevention initiative.
- Making improvements identified by the Regulator following our inspection, with the aim of achieving the highest rating for compliance with the Consumer Standards.
- Ensuring that we continue to deliver the services that are important to you and improve access to our services through the introduction of an online tenant portal.
- Providing you with greater access to information and improving transparency.

We remain committed to listening to you and working together to deliver safe, high-quality homes, great services and thriving communities where you are proud to live.

AN OVERVIEW OF OUR KEY PERFORMANCE FIGURES

We are committed to providing high-quality services and regularly review our performance to ensure we are delivering the service that you expect from us. Here is a snapshot of our key performance figures from April to December 2025.

89.1% ↑

Overall satisfaction with our services.
Target 85%

90.8% ↑

Satisfaction that your home is safe.
Target 89%

91.7% ↑

Satisfaction that CGA treats you fairly and with respect.
Target 87.5%

87.5% ↑

Satisfaction with our repairs service.
Target 85%

99.2% ↑

Emergency repairs completed within timescale.
Target 99%

87.9% ↑

Satisfaction that CGA keeps you informed about the things that matter to you.
Target 85%

82.6% ↑

Satisfaction that CGA makes a positive contribution to the neighbourhood.
Target 80%

812

Compliments received
Our repairs operatives consistently receive the most compliments, reflecting their dedication and hard work, in fact 79% of the compliments we received were for our Repairs Team.

188

Complaints received

53.7%

Complaints upheld

99.5%

Complaints responded to in timescale

52,611

Calls received

91.6% ↑

Calls answered
Target 95%

1 minute 54 seconds ↓

average call wait time
Target 45 seconds

Did you know our call wait times are among the quickest in the sector? Across many areas, we are performing better than most other local housing associations, so you can be confident you are receiving a high level of service.

KNOWING OUR TENANTS

At Community Gateway we are committed to delivering tailored services that are inclusive, respectful and responsive to the needs of our tenants.

We recognise that some tenants may need us to tailor our services due to their individual needs. For example, a tenant with a speech difficulty may need additional time to explain information, or a tenant who has a mental health condition may require information in writing.

Recently, whilst out in our communities we noticed a garden in poor condition. We contacted the tenant to see how we could support them and they asked us to make a change in how we communicated with them, by having a family member present when works were being carried out to their home. This helped the tenant feel more comfortable when contacting us and supported our teams to carry out the necessary work to ensure the home was safe and well-maintained.

This simple change in communication has helped the tenant feel at ease when reporting any concerns and it has allowed us to respond appropriately and provide them with the right service.

If your circumstances have changed or you need to inform us of a reasonable adjustment, please contact our Tenancy Services Team on **0800 953 0213 (option 5)** or email tenancyservices@communitygateway.co.uk

HAVE YOU CHANGED YOUR EMAIL ADDRESS OR GOT A NEW NUMBER?

Make sure we have your most up-to-date contact information. To update your information please call us on **0800 953 0213 (option 5)**.





IMPORTANT INFORMATION ABOUT YOUR RENT

Every year we set our rent levels within government guidelines, which set out that rents can be increased by inflation (as measured by September Consumer Price Index) plus 1%.

In line with these guidelines the CGA Board has approved a rent increase of 4.8% which will take effect from 6th April 2026. You will have received a letter in late February/early March with details of your new rent.

We want to reassure you that **our rents remain some of the lowest in the area** and we are committed to providing safe, high-quality homes

and services. Earlier this year, we received the highest rating of G1/V1 for governance and financial viability from the Regulator of Social Housing, highlighting our commitment to maintaining your homes to the highest standard.

Based on the latest information, our rents are **on average 9% lower** than those of other social housing providers operating locally.

HOW IS YOUR MONEY SPENT?

The rent rise will help us to continue to deliver important services, including repairs,

maintenance and improvements to your home. It also means we can support our teams to tackle anti-social behaviour, help with benefit claims and money concerns, keep our communities clean and green as well as building much needed new homes.

HELP & SUPPORT

Our friendly Money Advice Team are here to help if you need any advice on benefits, budgeting or have any other financial concerns. Give them a call on **0800 953 0213 (option 4)** or email tenancysupport@communitygateway.co.uk

WE'RE HERE TO HELP



At Community Gateway, we know that feeling secure in your home goes beyond just having a roof over your head. That is why our Money Advice Team are here to provide advice, ensuring you can manage your tenancy with confidence and offer support when you need it most.

HERE ARE SOME OF THE WAYS THE TEAM CAN SUPPORT YOU

BENEFIT SUPPORT: We can help you understand what benefits you may be entitled to and support you to complete benefit applications. The team will ensure you are receiving the maximum support available to you.

FINANCIAL ASSISTANCE: Our team can help you access various forms of financial support, including grant applications for household items and help with energy costs.

FOOD PARCELS: If you require support with food we can refer you to our local partners.

Our team will work closely with you to understand your individual needs and tailor our services accordingly, to provide the right support for you.

“From the day I contacted Gateway for help with my mum, we received nothing but support, from sorting out her rent to advice about sheltered accommodation and a care needs assessment. Thank you very much for making such a stressful time that bit easier.”

“Thank you. I don’t think things would have gone so well without your help, I really appreciated everything your team have done.”

“I have just been awarded Enhanced Mobility and Enhanced Care for three years, with backdated payments to April. Thank you for all your support.”



LEARNING FROM THE TENANT VOICE

We are committed to providing excellent services and ensuring the tenant voice shapes what we do.

Whether you want to tell us about the great customer service you received or something that did not go as planned, we want to hear from you. Here are the ways you can share your feedback with us:

COMPLIMENT

Let us know if you are happy with a service you have received from us.

COMPLAINT

Let us know if you are dissatisfied with a service you have received from us.

FEEDBACK

Share your suggestions on how we can improve our services.

- Visit our website www.communitygateway.co.uk/complaints-and-compliments
- Email complaints@communitygateway.co.uk
- Call the Service Improvement Team on **0800 953 0213 (option 6)**

Your feedback really helps us improve our services and make a difference. Here are a few examples of the compliments we have recently received:

“Thank you to the gas operatives who came to do my gas repair, they were punctual, respectful and tidy. They explained the work clearly and were very polite, 10/10 service.”

“Thanks for encouraging me to declutter and tidy my home. The person from Gateway worked closely with my family and made a big difference. I cannot praise her enough, she is a credit to Community Gateway.”

“The quality of work and pride in the job was excellent. The team member was personable, hardworking and friendly. I just wanted to share what a lovely and hardworking person you have in your team.”

“The team who visited were fabulous. They were polite, thoughtful and even helped with cleaning. The work was done quickly and to a high standard. They are a real credit to Gateway.”



SERVICE IMPROVEMENTS

Your feedback helps us understand what is working well and where we need to do better.

We have recently launched a new complaints system to help us to improve your experience when you raise a complaint and ensure you receive a clear and consistent service.

The system supports us to effectively investigate your concerns, track progress and resolve your complaint as efficiently as possible. Most importantly, it helps us learn from your feedback so we can make improvements to our services and deliver great customer service to you.

Here are some examples of changes we have already made as a result of your feedback:



Multi-Purpose Cameras

We have invested in cameras that can inspect hard-to-reach areas like behind kitchen units or inside walls. They are waterproof with built-in lights and reduce the need for contractors, helping us to investigate your concerns more effectively.



Calling Cards

Our Tenant Scrutiny Group reviewed a range of letters, emails, texts and calling cards we send to you. The calling cards have been updated with tick boxes and less writing, so they are clearer and easier for you to understand.



Repairs Inspections

We have improved our repairs system so that when a surveyor visits your home to carry out a damp and mould or disrepair inspection, they can list all the work needed while you are present. You can sign the repair agreement during the visit, so you know exactly what work will be done.

Your feedback makes a difference and we are always looking for ways to improve the services we deliver to you.





TACKLING ANTI-SOCIAL BEHAVIOUR

We want all tenants to feel safe in their homes and neighbourhoods. As your landlord, we take reports of anti-social behaviour (ASB) seriously and play a role in supporting and investigating concerns.

However, we are not always the lead agency and rely on partners such as the police or local authority to use their legal powers to take action. We work closely with these agencies to support investigations and take appropriate action where we can, so you can feel safe and secure where you live.

WHAT IS NOT CONSIDERED ANTI-SOCIAL BEHAVIOUR

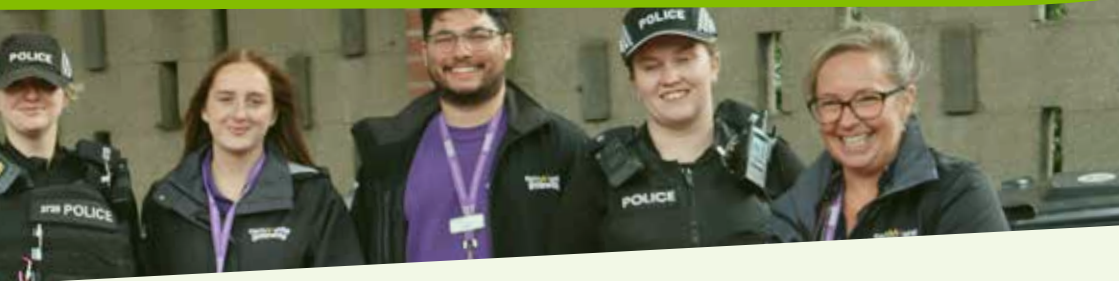
Not all noise or lifestyle differences are classed as ASB. Examples include:

- Closing/banging doors or everyday household noise (unless it is persistent or disruptive)
- Children playing or babies crying
- People staring
- Loud talking
- Noise from washing machines or vacuum cleaners (unless it is persistent or disruptive)

- One-off parties or events such as Bonfire Night or New Year's Eve
- DIY at reasonable hours
- Cooking smells
- Different working patterns (where residents are trying to minimise disturbance)
- Clash of lifestyles including cultural differences

Areas where we can provide support or take tenancy action:

- Untidy gardens
- Problems caused by pets or animals
- Poor property conditions
- Unauthorised alterations to properties
- Tenancy fraud
- Refusal of access for inspections or essential works
- Misuse of a property, including meter tampering or illegal activity



TYPES OF INCIDENTS WE DEAL WITH:

Unreasonable Noise We work in partnership with the local authority's Environmental Health Team, where the person responsible lives in a CGA property. In cases of serious one-off disturbances, the police may attend with public order incidents.

Physical Assaults, Violent Behaviour, Harassment and Threats of Violence This should be reported to the police in the first instance, as it may constitute criminal behaviour. Violence or threatening behaviour by anyone living in or visiting a CGA property is treated as a serious breach of tenancy and may result in formal enforcement action following a criminal conviction.

Criminal Damage This is a criminal offence and must be reported to the police first. If a CGA tenant is involved, we will work with the police to support their investigation and will take tenancy action where appropriate.

Hate Incidents and Hate Crimes As a third-party hate crime reporting centre, we will investigate all reports and provide appropriate support.

Domestic Abuse We can offer advice and support to tenants experiencing domestic abuse and can refer you to specialist services.

Drug Dealing Drug dealing should be reported to the police immediately as it is a criminal offence. We will support the police investigation and carry out our own enquiries. Where a tenant is convicted of drug dealing from a CGA property, we will begin legal action to end the tenancy.

Drug Use We work with the local authority's Environmental Health Team where drug use is occurring within a CGA property. Any criminal activity should also be reported to the police.

Fly Tipping When fly-tipping happens on our land or impacts one of our communities, we work closely with the local authority's Environmental Health Team to address it. If we are able to identify who is responsible, we will take appropriate action using the full range of enforcement options available to us, regardless of whether the person is a CGA tenant.



Tackling anti-social behaviour (ASB) remains a key priority in keeping our communities safe. The figures below provide an overview of the cases that have been reported to us and investigated between April - December 2025.

ANTI-SOCIAL BEHAVIOUR CASES

119

Total anti-social behaviour cases

10

Animal nuisance

25

Drug misuse (smells/paraphernalia)

30

Noise nuisance

1

Vehicle related anti-social behaviour

9

Physical violence

39

Verbal abuse/threatening behaviour

5

Youth nuisance

27

Crime reports (police-led cases such as drug dealing and fraud)

421

Breach of tenancy reports

COURT AND LEGAL ACTION

We always try to resolve tenancy issues without going to court and support tenants to manage their tenancies and provide help and guidance to meet tenancy responsibilities.

In cases where tenancy breaches continue by tenants or their visitors, we will take the necessary legal action. We do not end tenancies without a thorough investigation and are required to provide legal evidence in court.

During April – December 2025 we attended court on 35 occasions to take action on a range of cases.



THE COURT GRANTED US:

Possession of homes for serious ASB, including drug dealing, persistent noise nuisance, excessive visitors and violent or aggressive behaviour.

Immediate injunctions when tenants/non-tenants are aggressive or verbally abusive.

Injunctions requiring tenants to bring their homes back to an acceptable condition (both gardens and internal property).

Injunctions to give access where tenants had refused for gas or electrical safety inspections.

Possession of homes where tenants were not occupying properties as their principal home.

Possession of homes following electrical meter tampering.

Possession of homes where there was no right to succeed a tenancy.

HOW LONG LEGAL ACTION CAN TAKE

If we need to take possession action, the full process can take four to six months and sometimes much longer.

Some cases can take over a year to reach a final outcome.

Even after a court grants possession, it can still take another four to six weeks to arrange an eviction if a tenant does not leave.

Injunction cases can take several months before reaching court, as we always try to resolve issues first.

In serious emergency situations involving violence, we would look to get a court order on the same day.

We will continue to take action and work with you to keep our communities safe and welcoming for everyone.



WORKING TOGETHER THROUGH THE PROSPER PARTNERSHIP

We continue to work closely with partners across Preston as part of the Prosper Partnership, which has been launched in Lancashire under the Clear, Hold, Build strategy.

Residents in Fishwick, Callon, St Matthews and Farringdon may have noticed an increased presence of both Community Gateway staff and the police who are tackling ongoing anti-social behaviour in these areas.

SO FAR, THESE JOINT EFFORTS HAVE ACHIEVED:

- Two tenancies permanently ended
- Notice Seeking Possession served on six properties
- Notices of intent to take possession issued for 12 addresses if anti-social behaviour continues

- Community Protection Warnings issued by the police to non-tenants repeatedly visiting the area and causing nuisance

Alongside the police, we are also working to help rebuild these communities. This includes improving community spaces, tackling fly-tipping and dog fouling and much more to help make your neighbourhoods better places to live.

It is important to remember that these actions are only possible because of reports from you. We know completing diary sheets and noise recordings takes time, but this evidence is vital in showing how anti-social behaviour is affecting the community. Your contribution makes a real difference.



THE PROSPER
Partnership



MARQUEE
HOMES

High-quality
homes in a
sought after
location



The Orchards - Shared Ownership Homes in Higher Bartle, Preston

Looking to take your first step onto the property ladder? The Orchards is our newest shared ownership development, offering a stylish collection of 6 two-bedroom and 18 three-bedroom homes on Lightfoot Lane in Higher Bartle, Preston.

Shared ownership gives you the chance to buy a share of your home using a combination of savings and a mortgage.

Each home offers:

- Spacious, well-designed living areas
- Modern kitchens and bathrooms
- Energy-efficient air source heat pumps
- Off-street parking
- Turfed gardens with front and rear lighting
- Electric vehicle charging point

Interested in finding out more?

Email sales@marqueehomes.co.uk to register your interest.



CUSTOMER SERVICE COMMITMENTS

Our Customer Service Commitments, shaped by tenants feedback, clearly set out the service standards you can expect from us. These commitments reinforce our dedication to clear, timely communication and delivering a service which is tailored to your individual needs.

WHAT WE WILL DO



When visiting your home, we will show you identification so you know it is us.



When you call us, we'll ask you to verify your identity to protect your information.



We will aim to acknowledge your enquiry within two working days.



We will set clear timescales and keep you updated throughout your enquiry.



We will provide you with information that is clear, easy to understand and accessible.



We will be friendly, approachable and treat you fairly and with respect.



We will listen to what you tell us and ensure you feel heard.



We will treat you as an individual, tailoring our services to meet your needs.

Community Gateway

COMMITMENTS



We will ask for your views on any changes to services, ensuring the tenant voice is considered in any decisions we make.





We will acknowledge when we have got something wrong and aim to put it right.




HOW YOU CAN HELP US


 Ask us to explain anything you are unsure about.

 Give us your feedback so we can improve.

 Give us notice if you can't make an appointment.

 Treat our staff with respect.

 Provide us with access for essential checks and works, so we can maintain a safe home for you.

 Let us know when your information changes so we can provide a service that meets your needs.



Scan the QR code to provide us feedback on how we are performing against these commitments.



QR CODE



FIND OUT WHAT IS HAPPENING IN YOUR COMMUNITY



OUR PLANS FOR YOUR COMMUNITY

Shape your Space

Over the last few months, many of you have shared your views at our Shape Your Space events and online. All the feedback you have given us, alongside everyday conversations with tenants and what we see when we are out in your communities is being used to create community plans for each neighbourhood.

These plans set out how we will work with you to improve your community and use your feedback to shape the changes we make. Each community

plan reflects local priorities. This could include tackling anti-social behaviour, dealing with fly-tipping, improving shared green spaces and more.

We want you to live in well-kept, safe neighbourhoods and to feel involved in making your community a better place to live. Through our Community Investment Strategy, we will work with you in your local area to address issues that matter to you and create cleaner, greener and safer communities. This reflects the Gateway Model and our commitment to listening to you about how we support, maintain and develop the places you live.

We will keep reviewing the plans to make sure they still reflect what is happening where you live. That includes listening to feedback from surveys, complaints, repairs visits and everyday conversations.

GET INVOLVED AND MAKE A DIFFERENCE

If you would like to get involved in any community improvement projects and help make your community an even better place to live, please visit www.communitygateway.co.uk/shape-your-space-project or call the Engagement Team on **0800 953 0213 (option 6)**.



JOIN OUR NEW TENANT VOICE GROUP AND HELP SHAPE OUR SERVICES

We have recently launched our new Tenant Voice Group and are inviting tenants to join. We are keen to hear from tenants across all our neighbourhoods so the group reflects the diversity of the communities we serve. The group helps make sure tenant views are listened to, taken seriously and acted upon. It is an opportunity to help influence decisions and make a difference in your community.

AS A MEMBER YOU WILL GET TO:

- Help shape how services are delivered so they meet tenants' needs
- Make sure we are listening to tenant feedback and taking action
- Influence how we support and invest in our communities
- Review our performance in the areas that matter the most to you
- Suggest areas for review and hold us to account on Scrutiny activities
- Attend national conferences and training to build your skills
- Receive 'thank you' vouchers in recognition of your time and contribution

AS A MEMBER YOU WILL BE REQUIRED TO:

- Attend at least four meetings a year (around eight hours in total)
- Spend up to one hour before each meeting preparing or reading papers (in your own time)
- Take part in training sessions, which will be arranged at times that suit all member
- Get involved in other engagement activities when you can
- Share your views, experiences and ideas in discussions

INTERESTED IN JOINING?

To find out more or express your interest, contact the Engagement and Communications Team.
Call **0800 953 0213 (option 6)**
Email get.involved@communitygateway.co.uk



QR CODE

WHAT'S NEW IN YOUR COMMUNITY

Here is a snapshot of some of the improvements we have been making in your communities, making them even better places to live.



Dog Foul Bin on Gillet Street, Deepdale - A dog foul bin has been installed following reports of excessive dog fouling.

Tree Planting on Farrington Park, Fishwick - The Youth Club identified areas for tree planting and decorated the new trees with labels, adding a personal touch to the community.



Railings on Hawthorn Road South Ribbleson - Motorbike railings have been installed significantly reduce motorbike nuisance in the area.



Clearing Overgrown Trees on Bleasdale Street East, Deepdale - Overgrown trees were making the area dark and causing tenants to feel unsafe. We cut down the trees, and plans are underway for further maintenance.

Clearing Green Space on Burholme Close, Moor Nook - A communal space overrun by marestail was transformed and cleared, with future plans to make it useable for tenants to enjoy.



Transforming Moor Nook Allotments - Development work at Moor Nook Allotments has made it more inviting and accessible, improving it as a valued community space, for everyone to enjoy.





Fence Painting and Planting on Wilbraham Street, St Matts - We brightened up the area with a litter pick, painted fences and planted shrubs.



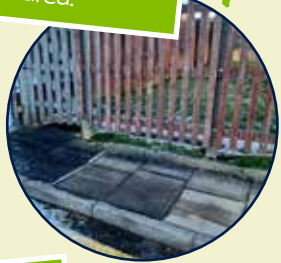
City Court External Improvements, City Centre - We installed fencing, a secure gate, and planted shrubs to improve safety and enhance the area.

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ke
to
bike

Fence Panels at Elliott Close, City Centre - Broken communal fence panels were replaced to make them safe and stop dogs fouling on the communal area.



Action Day at Dawson and Aughton Walk, City Centre - We held a community Action Day with tenants and partners to tackle fly-tipping in the area.



Fencing and Gates at Newark Place, Ashton - We installed a fence and gates to the communal area behind homes to give tenants more privacy and security.

Egan Street Fencing, City Centre - New fencing was installed to help reduce drug-related anti-social behaviour.



Replaced broken fences on Bowland Road, Moor Nook - creating a safer environments for tenants.



GET INVOLVED AND HAVE YOUR SAY

There are many ways you can share your views and help shape our services, whether that is completing an online survey, attending a focus group or coming along to one of our events.

Your feedback makes a difference and helps us improve the homes and services we provide.

Take a look at the engagement opportunities coming up over the next few months by scanning the QR code.



BECOME A COMMUNITY GATEWAY MEMBER AND START EARNING REWARDS

Did you know you can become a Community Gateway Member and enjoy a whole range of benefits?

As a Member, you will not only have your say in shaping the future of Community Gateway and your area, but you will also be part of our Membership loyalty scheme, giving you the chance to earn points and rewards along the way.

WHAT'S IN IT FOR YOU?

- Earn points for every activity you take part in
- Be entered into our annual prize draw for vouchers
- Get early access to consultations and feedback sessions
- Help shape the decisions that affect your home and community
- Receive regular newsletters and updates
- Join exclusive Member-only activities and workshops

Sign up today and start enjoying the benefits of being a Community Gateway Member! Visit: www.communitygateway.co.uk/membership

Call the Engagement Team on **0800 953 0213 (option 6)**.



LIFELINE IS NOW FULLY DIGITAL!

We have got some great news for tenants using our Lifeline service. Over the past year, our Independent Living Team has been busy making sure all our Telecare equipment is ready for the UK's move to fully digital phone lines.

This change means traditional landline services will eventually be switched off and analogue Lifeline units will not work on the new digital lines. To make sure you were not left without support, we have been replacing all analogue units with new

digital versions. The team worked closely with phone providers and visited homes on the same day as line upgrades to make sure everything continued to work seamlessly.

We also made sure to prioritise the most urgent cases and older units first, while testing the new equipment with some of our tenants to make sure it meets your needs. Our team were fully trained to install the digital units safely and to keep your landline connected during the swap.

THANKS TO THIS WORK, ALL TENANTS USING LIFELINE SERVICES ARE NOW FULLY DIGITAL READY, WELL AHEAD OF THE JANUARY 2027 DEADLINE. YOUR LIFELINE SERVICE CONTINUES TO WORK AS USUAL, NOW ON MODERN, FUTURE-PROOF TECHNOLOGY.

If you or a family member could benefit from the Lifeline service, please call the Independent Living Team on 0800 953 0213 (option 6).

GASSAFETY

Faulty or poorly maintained gas appliances can put you and your family at risk from carbon monoxide poisoning, gas leaks, fires and explosions. Carbon monoxide is an odourless, colourless gas that can be deadly or cause serious long-term health problems.

That is why it is so important that you arrange to let us in your home to do the yearly gas safety check. We will write to you at least two weeks before your appointment to confirm a date and time. If the appointment is not convenient, you

can call us on **0800 953 0213 (option 1)** or visit www.communitygateway.co.uk/amend-repairs-appointment to arrange a different date and time. If you repeatedly avoid or refuse access to your property for your annual gas safety check, we will take legal action and you could be charged with the costs.

There are a few things you can do to make sure your gas appliances are safe to use. Follow these gas safety tips.

- ✓ Allow us access to your home to carry out maintenance or safety checks.
- ✓ Never try DIY with gas appliances, leave it to the professionals.
- ✓ Keep air vents and flue terminals clear, do not block them.
- ✓ Never use a gas appliance if you do not think it is working properly.
- ✓ Be careful when buying second-hand gas appliances.
- ✓ Know where your gas meter is located and how to turn it off in an emergency.

ASBESTOS

Some CGA homes have materials that contain asbestos in their construction. However, these materials have been surveyed as being low risk and in good condition, so they are not a risk to tenants.

Tenants with asbestos containing materials in their homes will have been provided with a report confirming where it is located and the condition.

We will re-inspect any asbestos-containing materials within your home every five years, to make sure they are still in good condition and pose no risk to your health. Asbestos containing materials identified as particularly low risk will be re-inspected every 10 years.

If you have any questions or concerns about asbestos in your home, please contact our Repairs Team on **0800 953 0213 (option 1)**.



FIRE SAFETY



Your safety is our priority, and we work hard to maintain the highest levels of safety in all our tenants' homes. Here are a few tips to reduce the risk of fires starting in your home:

- Never leave food cooking unattended and avoid using chip pans as these are a big fire risk.
- Only use appliances with a British or European safety symbol.
- Never charge e-bike or e-scooter batteries overnight or while unattended, as they can overheat and catch fire.
- Avoid overloading sockets and extensions with plugs.
- It's safer to smoke outside. Always make sure cigarettes are stubbed right out and disposed of safely in an ashtray.
- Put candles in a holder and keep them away from things that may burn – never leave them burning when you're not in the room.
- Many fires start at night – carry out some checks before you go to bed and make sure you shut doors to stop a fire spreading quickly. Avoid using or charging electrical appliances whilst you are sleeping and unplug all devices overnight (where possible).

DID YOU KNOW

Around half of all UK house fires are down to electrical faults.

Appliances such as tumble driers and washing machines can catch fire, particularly when overworked or overheated, so don't start a cycle overnight or before leaving the house.

Find out more about fire safety by visiting our website www.communitygateway.co.uk/fire-safety

REMINDER! TEST YOUR ALARM

We will test all alarms in your home when we complete your gas service. However, we recommend that you test all carbon monoxide detectors and smoke alarms in your home at least once a month. If you discover a fault with your alarm, please contact us on **0800 953 0213 (option 1)**.



Spring Recipe



Prep: 15 mins



Cook: 15 mins



Serves 2

Chicken Kebab Wrap

Shopping List

For the chicken marination

- 200g chicken breasts (1 large or 2 small)
- 1 tbsp oil of your choice
- 3 tbsp yoghurt
- 1 tbsp tomato puree
- 1 tsp paprika
- 1 garlic clove, grated
- Juice of 1 lemon
- Salt and black pepper to taste
- 1/2 chicken stock cube, dissolved in hot water

For the salad

- Handful of mixed salad leaves
- 1 tomato, sliced
- 1 carrot, grated

To serve

- 2 large flatbreads or tortilla wraps
- 4 tbsp hummus (optional)
- Sauce of your choice

Method

- Marinate the chicken in the ingredients listed (except for the chicken stock) and leave for 10 minutes.
- In a separate bowl, combine the salad leaves, tomato and carrot.
- Heat a frying pan until hot. Cook the chicken for three minutes on each side.
- Add the stock, reduce the heat slightly and cook for a further five minutes, until the chicken is fully cooked. Set aside and slice into strips.
- Warm the flatbreads/tortilla wraps in the pan for about a minute on each side.
- Spread hummus onto each flatbread, add the sliced chicken and top with the salad and sauce of your choice.
- Roll up, serve and enjoy!

Top tip: Swap the chicken for roasted vegetables or halloumi for a vegetarian option.

Spring Word Scramble

Unscramble the Spring themed words below.

1. UARBMELL
2. UESFBTRTEIL.....
3. RLSOFWE.....
4. UNSYN.....
5. IPLSTU.....
6. EISNSNUH.....
7. OLOSSBM.....
8. OIAWNRB.....
9. CICNIP.....
10. NGEARD.....

PHONE MENU OPTIONS

Our Repairs Team is available Monday, Tuesday, Wednesday and Friday 8am-5pm and Thursday 8am-2pm. All other teams are available Monday to Friday 9am to 5pm.

To make sure you get the team you need as quickly as possible, call us on 0800 953 0213 and select from the following options:

OPTION 1 - For new or existing repairs, gas services, grass cutting, adaptations or home improvements.	OPTION 2 - For Select Move, housing applications or property offers.
OPTION 3 - For queries regarding your rent account or to make a payment.	OPTION 4 - For support with welfare benefits, grants or if you are struggling financially.
OPTION 5 - For anything related to your tenancy, terminating your tenancy or to report anti-social behaviour.	OPTION 6 - For all other CGA services including, Engagement, Complaints and Finance.

To report an emergency repair outside of office hours call us on 0800 953 0213.

This newsletter is also available at communitygateway.co.uk/gatewaynews where you can use 'Recite Me' to translate it into another language or read it out loud.

If you have a story to share and/or events and activities in the coming year, let us know all about it...

-  Harbour House, Port Way, Preston PR2 2DW
-  communications@communitygateway.co.uk
-  www.communitygateway.co.uk
-  0800 953 0213

Join us on social media to keep up to date with what's going on at Gateway.

-  @CGAPreston
- Tenant only Facebook Group**
-  [/groups/CGAEngagement](https://www.facebook.com/groups/CGAEngagement)



GIVE US FEEDBACK

