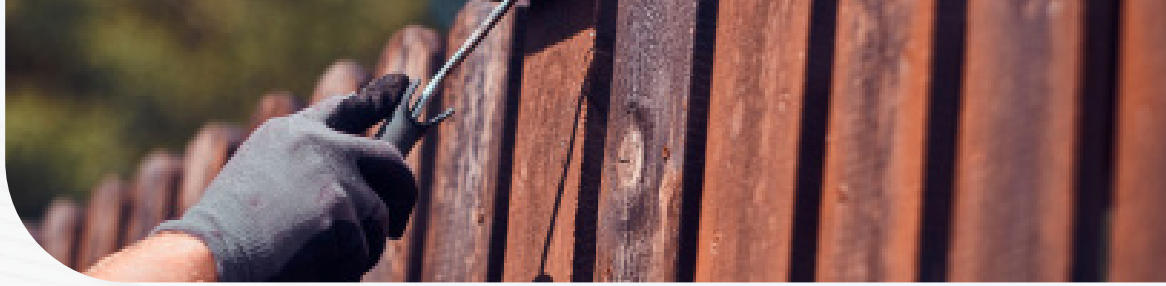
YOUR GUIDE TO
Our Fencing Policy



What you can expect from us

We recognise fencing is an important issue to tenants and can make a positive difference to the look and feel of neighbourhoods as well as improving home safety. We have consulted with tenants and agreed what Community Gateway's responsibilities are for fencing repairs and replacement. We cannot repair and replace all fencing, so here are some guidelines so you know what to expect from us.

Fencing repairs

If you have an existing fence and it requires minor repairs, we will complete this within **20 days** of it being reported to us.

Replacement fencing

We will not routinely replace fencing unless:

- The fencing cannot be repaired and there is a significant health and safety or anti-social behaviour risk.
- Regular minor repairs are required and it would be more cost effective to replace the fence.

We will not routinely replace divisional fencing, however we will:

- Remove and dispose of existing divisional fencing where it cannot be repaired and there is a significant health and safety risk.
- Consider replacement of divisional fencing where there is a long standing anti-social behaviour issue and fencing has been recommended as part of the solution.

Installing new fencing

We are not responsible for providing new fencing where there has been none previously. We will only consider installing new fencing where:

- There is a long standing anti-social behaviour issue and fencing has been recommended as part of the solution.
- The house borders a main road (such as a dual carriageway) and a young child lives at the property.

Where we agree to install new fencing, it will be planned into a programme of works and timescales will be communicated to tenants.

All new fencing will be pre-treated and will not need to be stained or painted. Tenants may stain their fences if they wish.

The height of new fencing is normally one metre to the front of the property and 1.8 metres to the rear, although we will ensure it fits with the surrounding area.

What to expect as a new tenant

We will check all fencing before a new tenant moves into a property to ensure it is secure and free from any health and safety hazards.

Contact us

To report any fencing issues, you can contact us using any of the following options:

- Call: **0800 953 0213 option 1**
- Email: **repairs@communitygateway.co.uk**
- Visit us - **Harbour House, Port Way, Preston, PR2 2DW** (Monday - Friday 10am - 4pm)

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: **www.communitygateway.co.uk/complaints-and-compliments**
- Email: **complaints@communitygateway.co.uk**
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

Request this guide in a different format

If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6).**

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