AUTUMN 2026

gateway news



NEW FINANCIAL SUPPORT FINDER

P18

Inside this autumn issue



04 Hello & Welcome

07 Big Get Together and Annual General Meeting 2026



10 Our Year in Numbers

12 Community Gateway Receives Regulatory Inspection Outcome



14 Tenant Satisfaction Measures Results

18 Money Advice - We're Here to Help

19 Sharing Your Feedback With Us







20 Our Customer Experience Strategy

21 Shape Our Repairs Service

22 Tackling Anti-Social Behaviour

26 Keeping You Safe in Your Home

28 Contents Insurance

30 Our New Kitchen Supplier

31 Building New Homes in our Communities

32 Making Our Services Work For You

33 Hear From Our Tenant Voice Group

34 20 Projects for 20 Years of CGA

38 One Pot Chilli Con Carne

39 Winter Sudoku

HELLO & WELCOME

I am pleased to introduce another packed edition, which I hope you will find both interesting and useful.

It was great to see so many of you at our Big Get Together and Annual General Meeting in September, taking part in discussions and supporting the Board's decision-making. Speaking to you at the AGM, I was pleased to hear from those who want to get more involved with CGA and help shape and improve services. There are many ways to have your say and this edition includes more information about how you can get involved.

We also launched the Community Empowerment video at the AGM, showcasing how CGA teams work at the heart of our communities. The feedback from the event has been very positive and I hope everyone who attended enjoyed it as much as I did. If you have not already done so, I encourage you to watch the video and read our Annual Report.

CGA's performance continues to improve, but we must never become complacent. We have achieved the highest possible rating from the Regulator of Social Housing for the Consumer Standards, building on the Governance and Viability gradings awarded last year.

We are committed to maintaining this progress through initiatives such as our new Customer Experience Strategy and by continuing to listen to your feedback. Your views will help us identify where we can do better, improve our services and maintain high standards.

After a very warm summer, it is great to see the autumnal colours and the cooler weather. I hope you all stay safe and well over the coming months.

I will continue to keep you updated on Board discussions and decisions through my Chair's blog, which you can read on the website.



Phil Parramore
Chair of the Board

It was really good to see and speak with so many tenants at our recent Big Get Together and AGM and even better to share with you the brilliant news that we have achieved the highest possible grading from the Regulator of Social Housing for the quality of services we deliver and the way the organisation is run.

This is a fantastic achievement and I am proud to say that we are one of only a small number of social landlords to be awarded the top grading. I am really pleased that the hard work of everyone has been recognised and we can use it as motivation to maintain the high standards we have set and continue working with you to improve further in those areas that we feel we can still do better.

As I write this, the weather outside has definitely turned - it is certainly cooler and a little wetter and windier too! Before autumn really takes hold, please take some time to have a look around the inside and outside of your home and do let us know if any maintenance is needed. With your help, I am keen we continue to proactively maintain our properties to a good standard and make sure that all our tenants have somewhere safe and comfortable to call home.

Finally, I want to say a big thank you to the Gateway Teams that over the past year have been out and about in your local communities improving how they look and feel. The teams, alongside local organisations, have carried out 20 projects to celebrate our 20th year as an organisation and the positive impact these have had on our communities is clear for all to see. Our neighbourhoods are cleaner, greener and safer and we hope that the improvements we have made will help them remain this way in the months and years ahead.

I hope you enjoy this edition of Gateway News.



Rob Wakefield
Chief Executive

Become a Member today and influence the services we deliver to tenants.



What being a Member means

Membership is free and allows you to have your voice heard and influence the services you receive, all while earning exclusive points and prizes.

How do I become a Member?

Visit **www.communitygateway.co.uk/membership** to register and receive your welcome pack.

*You must be a CGA tenant, leaseholder or shared owner over the age of 18, with your name on the tenancy



THE BIG GET TOGETHER AND ANNUAL GENERAL MEETING

In September, we welcomed tenants, Board members and partners to Harbour House for our Big Get Together and Annual General Meeting (AGM).

It was a great opportunity for tenants to come together, hear about the past year and have their say on the future of Community Gateway.

The day began with an opening address from CGA Board Chair, Phil Parramore, followed by an update from our Chief Executive, Rob Wakefield, on the past year.

Tenants also watched our 2025/26 Community Empowerment Strategy video, which showcased the impact of our community activities and the difference they make to tenants and communities.

As a tenant-led organisation, having your voice heard is really important. Tenants took part in voting on key corporate decisions and had the opportunity to ask questions directly to members of our Leadership Team during a Q&A session.

Throughout the day, tenants also chatted with colleagues from across Community Gateway, sharing their views, asking questions and giving feedback on our services.

Thank you to everyone who came along and got involved!

If you have not already, you can read our Annual Report and watch our Community Empowerment video by visiting ***www.communitygateway.co.uk/agm-2026***

SCAN ME




MAKE YOUR VOICE COUNT BY JOINING OUR TENANT VOICE GROUP
and more...
PS5



OUR YEAR IN NUMBERS

88.4%
Overall satisfaction with our services

87.3%
Of tenants satisfied that their home is well maintained

89.9%
Of tenants satisfied that their home is safe

98.8%
Of repairs appointments went ahead as planned

91%
Of repairs were successfully completed on the first visit

£11M
Invested in repairing and maintaining our homes, helping keep homes safe and in good condition for tenants

£6M
Invested in major planned improvements of our homes, including 165 new kitchens, 61 full property window replacements, 32 roof replacements and 18 new bathrooms

83%
Of our homes have an energy efficiency rating of EPC 'C' or above, helping tenants reduce energy use and lower household bills

100%
Of our homes had valid gas and electrical certificates and 100% of required fire safety checks were completed

1,324
Views gathered across 36 consultation activities

20
Community projects completed, improving neighbourhoods, making them cleaner, greener and safer places to live

28,000
Repairs were completed across our homes

1,383
Compliments received recognising positive tenant experiences and excellent customer service from our colleagues

£20,000
Awarded through our Community Fund to support local community projects that enhance communal spaces while engaging and upskilling tenants

78.9%
Of tenants satisfied that CGA listens to their views and acts on them

17
New-build homes built and designed to be energy efficient and cheaper to heat, reducing costs and providing high-quality homes

87.3%
Of tenants were satisfied with our repairs service

£4.5M+
Additional welfare benefits secured for tenants

1,000
Tenants supported by our Money Advice Team

221
Homes received energy improvement measures to improve energy efficiency

£1.1M
Secured in Warm Homes funding, allowing us to carry out energy efficiency improvements

1,200
Doors knocked on, allowing us to engage with 656 tenants

552
Families were rehoused and 29 home swaps were completed. Helping tenants move into homes that meet their needs

91.8%
Satisfaction that we treat tenants fairly and with respect

1,031
Tenants engaged with us across a wide range of engagement activities



COMMUNITY GATEWAY ACHIEVES C1 GRADING ALONGSIDE G1 AND V1 RATINGS

Community Gateway has been awarded a C1 grading for Consumer Standards by the Regulator of Social Housing (RSH). This sits alongside the G1 (Governance) and V1 (Viability) gradings awarded in July 2025, giving Community Gateway the highest possible ratings across all three areas.

Following an inspection completed in July 2025, we engaged with the Regulator to review our delivery against the Consumer Standards. Based on the evidence provided and the assurance gained through this process, the regulator has concluded that CGA is delivering the outcomes required by the Consumer Standards.

As part of its assessment, the regulator recognised the strength of our repairs, maintenance and planned improvements service, alongside improvements to Board assurance, communication and our understanding of tenants' diverse needs.

Rob Wakefield, Chief Executive of Community Gateway, said:

"We are delighted to achieve a C1 grading from the regulator, an outcome that reflects the hard work, commitment and professionalism of colleagues across the organisation. This C1 grading, alongside our G1 and V1 gradings issued last year, confirms that we have robust governance arrangements, are financially resilient and are continuing to deliver positive outcomes for our tenants."



We are very pleased that the Regulator has recognised the continued progress we have made across the organisation and would like to thank everyone who has contributed to this result. Achieving a C1 grading, alongside our G1 and V1 gradings, is a significant achievement for Community Gateway and represents an important milestone in our journey. It is independent recognition of the hard work and commitment shown across the organisation to deliver safe, quality homes and services, strengthen outcomes and ensure tenants remain at the heart of everything we do.

This result reflects what can be achieved when colleagues, tenants and Board members work together with a shared commitment to continuous improvement and excellent customer service.

To read the full judgement, please visit the Regulator of Social Housing's website by scanning the QR code below.



OVERALL SATISFACTION
88.4% -25-26
86.2% 24-25

TENANT SATISFACTION MEASURES RESULTS 25-26

The Tenant Satisfaction Measures (TSMs) were introduced by the Regulator of Social Housing to help show how well housing providers are performing and to make sure tenants receive safe, good-quality homes and services.

The measures help us understand what matters most to our tenants and how well we are meeting their needs. They cover areas such as:

- Overall satisfaction with our services
- Keeping homes in good repair
- Making sure buildings are safe
- Treating tenants with respect and providing helpful support
- Handling complaints fairly and effectively
- Looking after neighbourhoods and local communities

To gather feedback from our tenants on their satisfaction with our services, we sent out the TSMs survey between 15th May 2025 and 27th February 2026. In line with the approach agreed with our tenants, the survey was carried out on a rolling monthly basis using both postal and telephone surveys. A sample of tenants were selected at random to take part.

The survey was sent by post to 3,415 households and follow up telephone calls were made to 2,992 households, with a total of 888 responses received. We worked with an external organisation called TPTracker, to make sure the survey was delivered independently and that the responses received were representative of our tenant population.

Our results for this year and a comparison to last year can be found on the next few pages.

RESPECTFUL AND HELPFUL ENGAGEMENT

Satisfaction that CGA listens to tenant views and acts upon them increased from **76.3% in 2024-25 to 78.9% in 2025-26.**

Satisfaction that CGA keeps tenants informed about things that matter to them increased from **86.7% in 2024-25 to 87.4% in 2025-26.**

Satisfaction that CGA treats tenants fairly and with respect increased from **87.6% in 2024-25 to 91.8% in 2025-26.**

KEEPING PROPERTIES IN GOOD REPAIR

Satisfaction with repairs service increased from **84.3% in 2024-25 to 87.3% in 2025-26.**

Satisfaction with time taken to complete the most recent repair increased from **79.0% in 2024-25 to 85.2% in 2025-26.**

Satisfaction that home is well maintained increased from **84.3% in 2024-25 to 87.3% in 2025-26.**

Homes that do not meet the Decent Homes Standard remained at **0% in 2024-25 and 0% in 2025-26.**

Emergency repairs completed within target timescales increased from **98.9% in 2024-25 to 99.1% in 2025-26.**

Non-emergency repairs completed within target timescale increased from **79.5% in 2024-25 to 85.0% in 2025-26.**

MAINTAINING BUILDING SAFETY

Satisfaction that homes are safe increased from **88.5% in 2024-25 to 89.9% in 2025-26.**

Gas safety checks were maintained at **100% in 2024-25 and 100% in 2025-26.**

Fire safety checks were maintained at **100% in 2024-25 and 100% in 2025-26.**

Asbestos safety checks were maintained at **100% in 2024-25 and 100% in 2025-26.**

Water safety checks were maintained at **100% in 2024-25 and 100% in 2025-26.**

Lift safety checks were maintained at **100% in 2024-25 and 100% in 2025-26.**

EFFECTIVE HANDLING OF COMPLAINTS

Satisfaction with our approach to handling complaints decreased from **50.0% in 2024-25 to 46.6% in 2025-26.**

Stage 1 Complaints per 1,000 homes increased from **24.0 in 2024-25 to 24.9 in 2025-26.**

Stage 2 Complaints per 1,000 homes increased from **4.5 in 2024-25 to 6.4 in 2025-26.**

Stage 1 Complaints responded to within Housing Ombudsman timescales increased from **98.2% in 2024-25 to 99.4% in 2025-26.**

Stage 2 Complaints responded to within Housing Ombudsman timescales was maintained at **100% in 2024-25 and 100% in 2025-26.**

RESPONSIBLE NEIGHBOURHOOD MANAGEMENT

Satisfaction that communal areas are kept clean and well maintained increased from **84.2% in 2024-25 to 85.9% in 2025-26.**

Satisfaction that CGA makes a positive contribution to neighbourhoods increased from **80.1% in 2024-25 to 81.6% in 2025-26.**

Satisfaction with approach to handling anti-social behaviour increased from **62.3% in 2024-25 to 64.1% in 2025-26.**

Anti-social behaviour cases opened per 1,000 homes decreased from **32.4 in 2024-25 to 21.6 in 2025-26.**

Anti-social behaviour cases (involving hate incidents) per 1,000 homes decreased from **1.4 in 2024-25 to 0.6 in 2025-26.**

THIS YEAR'S SURVEY

We have started to collect your feedback for this year's survey. The survey is being carried out independently on our behalf by Service Insights Ltd, working in partnership with Housemark.

Tenants will be selected at random and contacted by phone or post. If you receive a survey, please take the opportunity to share your views, as your feedback helps us understand what matters most to you.

We will continue to use your feedback to improve our services and will keep you updated on our progress via the website.

DIDN'T RECEIVE A SURVEY? YOUR FEEDBACK STILL MATTERS

If you are not selected for this survey, your views are still very important to us. You can share your feedback at any time by:

CALLING US ON
0800 953 0213
(option 6)
Ask for the Service Improvement Team

VISITING OUR WEBSITE
www.communitygateway.co.uk/feedback-form

MAKING INFORMATION EASIER TO ACCESS

We are committed to being open, transparent and accountable to our tenants. That is why we have recently launched our STAIRs Publication Scheme on our website.

STAIRs (Social Tenant Access to Information Requirements) is a national requirement designed to make it easier for social housing tenants to access information about how their landlord manages homes and services.

Our new webpage brings published information together in one place, organised into clear categories to help you find what you need. This includes information about our services, performance and decision-making.

From 1st April 2027, you will also be able to make written requests for certain information we hold about the management of our social housing. We will share more details about how this will work and what information you can request over the coming months.

You can explore the STAIRs Publication Scheme on our website by visiting **www.communitygateway.co.uk/social-tenants-access-to-information-requirement-scheme** or scanning the QR Code.



MONEY SUPPORT WHEN YOU NEED IT

Worried about money, struggling with bills or not sure what support you could be entitled to? Our Money Advice Team is here to help.

Our team can provide free, confidential advice and support to help you understand your finances and make sure you are getting all the help you are entitled to. Whether you need support with managing your money, benefits, household bills or finding ways to reduce your costs, we are here to help.

NEW FINANCIAL SUPPORT FINDER

We have signed up to Lightning Reach, a **free and independent Financial Support Finder** that can help you find grants, support schemes and other financial assistance you may be eligible for.

Simply create a free profile, answer a few questions about your circumstances and **Lightning Reach** will show you support you may be eligible for. You can then apply and keep track of your applications in one place.

Find out what support you could be eligible for by scanning the QR code.

Contact our Money Advice Team if you would like support creating your profile or completing applications

CALL
0800 953 0213 (option 4)

EMAIL
moneyadviceteam@communitygateway.co.uk

Lightning Reach

WE WANT TO HEAR FROM YOU

We are committed to providing excellent services and ensuring that your views and experiences help shape and improve what we do. If you have received great customer service, or if something has not gone as expected, we want to hear from you. Your feedback is important to us. There are different ways to share your feedback.

Compliment
If you are happy with a service you have received.

Complaint
If you are dissatisfied with a service you have received from us.

Feedback
If you have an idea or suggestion about how we could improve our services, let us know.

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



USING ARTIFICIAL INTELLIGENCE (AI) WHEN CONTACTING US

AI tools can be helpful when writing a complaint or enquiry and can support people who may find it difficult to communicate their concerns. You are welcome to use AI to help you communicate with us.

However, it is important that we understand **your concerns in your own words** and know what outcome you are looking for. If AI-generated content makes it difficult for us to understand your concerns, we may ask you to explain these in your own words or arrange a telephone conversation with you.

This helps us understand what has happened, investigate the right issues and provide a meaningful response.

If AI-generated content includes legislation, issues or other information that does not clearly relate to your concerns, we will ask you to explain how this relates to your enquiry before we respond.

YOUR FEEDBACK IS SHAPING OUR CUSTOMER EXPERIENCE STRATEGY

We continue to listen, learn and act on what you tell us.

Over the summer, we asked you to share your experiences of our services, what is working well and where we could do better.

Your survey responses, alongside learning from complaints, satisfaction results and other customer insight, are helping us understand what matters to you and where we need to make improvements.

You told us that clear, helpful information, professional service and being able to access the right support are important to you.

While we received positive feedback about our colleagues, you also highlighted that information can sometimes be unclear or inconsistent depending on who you speak to.

Your feedback is now helping to shape our new Customer Experience Strategy and the actions we will take to improve our services.

A key focus is to be clear about what you can expect from us as your landlord and to communicate this clearly. Where we can help, we want to provide a reliable, helpful and professional service that takes your circumstances into account. Where something falls outside our role as a landlord, we want to explain this clearly and signpost you to other organisations or services that may be able to help.

We want you to know what we can do, how to access our services and what to expect when you contact us. This approach will guide how we deliver all our services, helping us provide a more consistent experience while recognising that every tenant's needs are different.

KEEP SHARING YOUR FEEDBACK

We welcome your feedback on what is working well and what could be improved. Your experiences help us learn and make changes to our services.

CALL US ON
0800 953 0213 (option 6)

VISIT OUR WEBSITE
www.communitygateway.co.uk/feedback-form

EMAIL
feedback@communitygateway.co.uk



JOIN US FOR A CONVERSATION ABOUT OUR REPAIRS SERVICE

We want to hear your views on our repairs service and understand what matters most to you. Thank you to everyone who took part in our online survey and shared their feedback.

We are now inviting you to take part in the next stage of the conversation. Our community engagement sessions are an opportunity to discuss your views in more detail, find out more about our repairs service and share your thoughts on proposed changes to how we deliver repairs.

Come along and tell us what is working well, what you value most about the service and where you think improvements could be made. Members of our Repairs Team will be there to answer your questions and your feedback will help inform future decisions.

JOIN US AT ONE OF OUR FOUR SESSIONS THROUGHOUT NOVEMBER

10th November 2026 5-7pm
St Christopher's Lea, 851 Blackpool Road, PR2 1QS

11th November 2026 5-7pm
Rothwell Hall, 11 Farringdon Lane, PR2 6LX

17th November 2026 5-7pm
Catherine Beckett Community Centre, 112 Deepdale Road, PR1 5AR

18th November 2026 5-7pm
Church of the Ascension, 450 Watling Street Road, PR2 6UA

We would love to hear from you. Come along and help us shape the future of our repairs service.

Book your place: Scan the QR code
Call: 0800 953 0213 (option 6)
Email: get.involved@communitygateway.co.uk



RESPECT ORDERS ARE NOW IN PLACE

YOUR REPORTS CAN HELP US TACKLE ANTI-SOCIAL BEHAVIOUR

We are committed to tackling anti-social behaviour (ASB) and helping to make our communities safe places to live. Your reports and information are an important part of this. They help us understand what is happening, the impact it is having and what action may be needed.

When reporting ASB, please provide as much detail as possible, including:

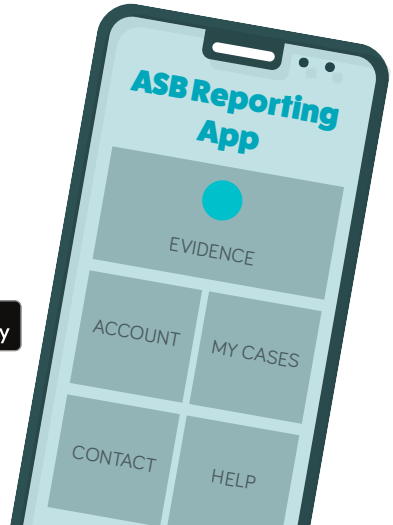
- The date, time and location of the incident
- What happened and who was involved, if known
- The impact it has had on you or your household
- Whether you reported the incident to the Police or another agency and any reference or incident numbers you have been given

If it is safe to do so, photographs, videos or other evidence can also help. Please never put yourself at risk or confront anyone involved to collect evidence.

Search for 'The ASB App' on your app store

Download on the App Store | GET IT ON Google Play

You can use our ASB app to report incidents, upload photographs and videos and keep a record of ongoing issues. For serious or ongoing cases, we may also ask you to provide a witness statement. Our team will explain the process and support you if this is needed.



NEW POWERS TO TACKLE ANTI-SOCIAL BEHAVIOUR

Respect Orders are now in place, giving social landlords, councils and the Police another tool to tackle persistent anti-social behaviour.

The orders can place restrictions on individuals whose behaviour causes, or is likely to cause, harassment, alarm or distress. Breaching a Respect Order is a criminal offence.

We have been reviewing our policies and providing training for colleagues so we can make effective use of these new powers where appropriate. We will continue to work with you, the Police and other partners to tackle serious and persistent anti-social behaviour and protect our communities.

Please continue to report incidents, even if you think someone else has already done so. Keeping a record and sharing information with us can make an important difference when we are considering enforcement or legal action.

- **Call** 0800 953 0213 (option 5)
- **Email** tenancyservices@communitygateway.co.uk
- **Visit** www.communitygateway.co.uk/anti-social-behaviour



RECOGNISING THE SIGNS OF CUCKOOING

Cuckooing is when someone takes advantage of another person by gaining access to their home and then using it for their own purposes, often involving crime or drug-related activity. Anyone can be affected, but people who are older, vulnerable or isolated may be particularly at risk.

It can start with someone appearing friendly, offering help or gradually building a friendship. Over time, they may ask for favours, borrow money or persuade someone to let them stay. They may then refuse to leave, bring others into the property or use threats to take control of the home.

SIGNS OF POSSIBLE CUCKOOING INCLUDE:

- A sudden increase in visitors or vehicles at a property
- A resident appearing withdrawn, anxious or always accompanied by someone
- Damage to the property, such as broken windows or doors
- A resident seeming frightened or unable to ask visitors to leave

HOW TO GET HELP

If you are worried about someone or think this may be happening to you, contact our Tenancy Services Team.

Descriptions of visitors, photographs or vehicle registration numbers may help, but never put yourself at risk to gather information. Your concerns could help protect someone from exploitation and keep our communities safe.

CONTACT OUR TENANCY SERVICES TEAM

CALL
0800 953 0213
(option 5)

EMAIL
tenancyservices@communitygateway.co.uk

WEB
www.communitygateway.co.uk

VISIT
Harbour House,
Port Way,
PR2 2DW

TENANCY FRAUD

We are seeing an increase in tenancy fraud, particularly where tenants are subletting their homes without permission. This is a breach of tenancy and we will take action where this is identified.

Tenancy fraud can take several forms, including subletting all or part of your home, providing false information when applying for a home, or leaving a property empty while keeping the tenancy.

We are committed to preventing tenancy fraud to make sure our homes are available to people who need them.

If you suspect someone may be committing tenancy fraud, please report it to us. All reports are taken seriously and treated confidentially.

HELPING RESOLVE NEIGHBOUR DISPUTES

We know that disagreements with neighbours can be stressful and can affect your day-to-day life. Our mediation service can help you and your neighbour work through disputes and find a way forward.

Mediation is a free, confidential and voluntary service provided by us. Our trained mediator provides a safe and neutral space where everyone can explain their concerns, listen to each other and explore practical solutions.

Mediation can help with issues such as noise, parking and access, differences in lifestyle or culture, pet and animal nuisance and other low-level anti-social behaviour.

It can take place by video call or in person. If you would prefer not to meet your neighbour directly, shuttle mediation allows each person to speak separately with the mediator.

If a neighbour dispute is causing you concern, please get in touch and find out more about how mediation could help.

KEEPING YOU SAFE IN YOUR HOME

AWAAB'S LAW

Everyone deserves a safe and healthy home. From 30th November 2026, Awaab's Law is changing to cover more significant hazards in your home.

WHAT DOES THIS MEAN FOR YOU?

Awaab's Law currently covers significant damp and mould hazards and emergency hazards. From 30th November 2026, it will also cover more significant hazards, including dangerously hot or cold homes, unsafe stairs and floors, structural problems, fire and electrical risks and serious hygiene hazards.

WHAT CAN YOU EXPECT FROM US?

When you report a potential significant hazard, we must investigate it within 10 working days. If a significant hazard is identified, we must normally make your home safe within five working days of completing the investigation. We will also provide you with a written summary of our findings.

If we become aware of a potential emergency hazard, we must investigate it and, if confirmed, make it safe within 24 hours.

HELP US UNDERSTAND YOUR CIRCUMSTANCES

Please let us know if anyone in your household, such as a young child, an older person or someone with a health condition, could be more affected by a problem. This helps us assess the risks and respond appropriately.

REPORT PROBLEMS EARLY

You do not need to know whether a problem comes under Awaab's Law before reporting it. If you are worried about your home, please get in touch. Do not wait for a problem to get worse before telling us.

DAMP AND MOULD SEE IT, REPORT IT!

If you notice damp or mould in your home, report it to our Repairs Team:

CALL
0800 953 0213 (option 1)

EMAIL
repairs@communitygateway.co.uk

WEB
www.communitygateway.co.uk/repairs

VISIT
Harbour House, Port Way, PR2 2DW

For emergencies outside normal working hours, call 0800 953 0213

LEGIONELLA

Legionnaires' disease is a type of pneumonia caused by breathing in tiny droplets of water containing Legionella bacteria. These can come from sources such as showers and spray taps.

Here are some simple steps you can take to help reduce the risk in your home:

- Clean your shower head regularly to prevent a build-up of dirt and limescale.
- Flush your taps after being away. If you have been away for several days, run your hot and cold taps for a couple of minutes when you return.
- Flush infrequently used taps regularly, including garden taps.
- Look after your garden equipment. Empty garden hoses after use, particularly those with sprinkler attachments and keep water butts clean.
- If your hot water is not heating properly, or you notice any problems with your water system, please contact us on **0800 953 0213 (option 1).**

These simple steps can help keep your water system in good condition and reduce the risk of Legionella bacteria growing in your home.

ELECTRICAL SAFETY THIS CHRISTMAS

As we get ready for Christmas, it is worth taking a few moments to check your electrical decorations and appliances are safe to use. A few simple checks can help keep you and your home safe over the festive season.

- Avoid plugging too many appliances into one socket or extension lead. Never plug one extension lead into another.
- Before use, check your Christmas lights for damaged wires, broken bulbs or loose connections. Replace faulty lights rather than trying to repair them.
- Turn off and unplug Christmas lights before going to bed or leaving home.
- Only use lights and extension leads designed for outdoor use when using them outside.
- Check plugs and sockets for any burn marks, a burning smell, buzzing sounds or a socket that feels unusually hot. If you notice any of these, stop using it and seek advice from a qualified electrician.

A few simple precautions can help you enjoy a safer Christmas and New Year.



TENANT SCRUTINY GROUP

TENANT SCRUTINY LOOKS AT CONTENTS INSURANCE

Written by the Tenant Scrutiny Group

We recently asked our Tenant Scrutiny Group to look at how we communicate with you about contents insurance. Here, the group explains why protecting your belongings is so important.

WHY CONTENTS INSURANCE MATTERS

As the Tenant Scrutiny Group, we believe contents insurance is something every tenant should consider. While Community Gateway insures the structure of your home, this does not cover your furniture, personal belongings or decorations.

Think about everything you have in your home that you rely on every day or that holds special meaning to you. Your clothes, television, phone, kitchen appliances, furniture and family keepsakes all have value. If these were damaged or lost because of a fire, water leak or theft, replacing them could cost hundreds or even thousands of pounds.

Without contents insurance, you would have to cover the cost of replacing your belongings yourself. This could put you under considerable financial pressure at an already difficult time.

Contents insurance can help protect you from these unexpected costs and give you peace of mind. We know that choosing insurance can feel confusing, especially if you are unsure how much cover you need or how much your belongings are worth. However, taking time to explore your options now could make a real difference if something goes wrong.

You can arrange contents insurance through Community Gateway's provider or choose another provider. The important thing is to understand your options and consider how you would manage the cost of replacing your belongings if the unexpected happened.

We hope the improvements we have suggested through the scrutiny review will help you understand your options and make the decision that is right for you.

Contents insurance protects personal belongings in your home, covering you for the unexpected



It's more than furniture. It's your home.
Your landlord's building insurance doesn't cover your belongings. Contents insurance can help with the cost of replacing them after events such as fire, theft or flooding.

We recommend that everyone has contents insurance
Visit www.communitygateway.co.uk/contents-insurance to find out more.

*Cover, exclusions and excesses vary between policies.

TENANTS HELP CHOOSE OUR NEW KITCHEN SUPPLIER

Putting tenants at the heart of all we do means making sure your views are heard when decisions are made about the services and improvements that affect you.

As part of the process to choose a new supplier for our kitchen replacement programme starting in April 2027, a group of tenants joined colleagues from our Investment Team to review and assess the shortlisted suppliers.

Three kitchen suppliers were shortlisted and invited to present their proposals. Tenants listened to the presentations and considered what was important when choosing a supplier.

Tenants considered areas including the quality of the kitchens, specifications, price, presentation and social value. They also shared their views on what matters when having a new kitchen installed. This included the importance of good workmanship, keeping your belongings safe and making sure there is good communication before and during the replacement work. Tenants also discussed kitchen layouts, storage, colours, finishes and the choices that could be offered.

Their views have helped inform who the new supplier should be. This will now be presented to our Homes and Services Committee for approval. We will share more information about the preferred supplier once this has been considered and approved.

This is a great example of how your involvement can help shape decisions that affect your home and the services you receive from us.













BUILDING NEW HOMES IN OUR COMMUNITIES

We are continuing to invest in new homes across our communities, creating more opportunities for local people to access good-quality, affordable homes that meet their needs.

BLESSED SACRAMENT

In July, we completed our development on the former Blessed Sacrament church site, providing six new two-bedroom homes for affordable rent.

The new homes have been designed with energy efficiency in mind and include features such as air source heat pumps, underfloor heating and solar panels, helping to reduce energy use and lower household bills for tenants.

THE SUMNERS

This development has transformed a former community site into new, high-quality homes, growing our range of affordable homes across Preston.

Our development on the former Sumners pub site will provide **85 new apartments**, including **51 one and two-bedroom apartments for older people** and **34 one and two-bedroom apartments for general needs housing.**

The development will provide two new schemes, set within attractive surroundings and green space, with modern, high-quality homes designed to meet the needs of our tenants.

Following consultation with tenants and colleagues, the older persons scheme has been named **The Poppies**, while the general needs scheme has been named **Barracks View.** The names help give the new development its own identity while reflecting its connection to the local area.

We are pleased to see the development taking shape and look forward to welcoming tenants to their new homes when the development is completed in **2028.**



KNOWING OUR TENANTS

We want to make sure our services work for all our tenants. To help us do this, it is important that we have the right information about you and your household.

If your circumstances change, please let us know. This could include changes to your contact details, who lives in your home or any support needs that may affect the way we provide our services.

Knowing more about you helps us to:

- **Understand where you may need additional support**
- **Identify any difficulties you have accessing our services**
- **Adapt how we communicate with you**
- **Make changes to the way we work where needed, to help you access our services**

Have your circumstances changed?

If you think we might not have your up-to-date information, please get in touch and let us know. Keeping your information up to date helps us provide the best possible service and make sure you can access the support you need.

To update your information please call the Tenancy Services Team on **0800 953 0213 (option 5).**

HOW YOU CAN HELP SHAPE THE SERVICES YOU RECEIVE

Written by the Tenant Voice Group

The Tenant Voice Group brings together tenants who want to help improve the services Community Gateway provides. We share ideas, give feedback and use our experiences of living in CGA homes to help shape the services we receive.

As part of the group, we look at CGA's policies, services and projects and share our views on how they affect tenants. Our feedback is shared with Heads of Service and can then go to the Homes and Services Committee and the Board, helping ensure tenants' views are heard and considered at every level of the organisation.

Alongside this, we review CGA's policies and strategies to help make sure they reflect tenants' needs and experiences. Recently, we reviewed the Adaptations Policy and Customer Experience Strategy. Our feedback will help shape these before they are considered by the Homes and Services Committee.

As part of my role, I also volunteered to take part in a recent Scrutiny Review, where we carried out a review of contents insurance, looking at how clearly CGA explains your responsibilities, how easy the information is to understand and what might prevent tenants from taking out cover. Our work will help improve the information available and support tenants to make informed choices (see page 28).

I also recently took part in the selection process for CGA's new kitchen supplier (see page 30). We viewed products, listened to presentations and asked questions. Our feedback will now help inform the decision and it felt good to know we could influence something that will affect so many homes.

Why get involved?

Being part of the Tenant Voice Group is a great way to meet tenants from different areas and backgrounds. We learn from each other, share experiences and different perspectives. The more varied our group is, the more effectively we can represent the views and experiences of people living in CGA homes.

Would you like to get involved?

We would love to hear from you. You do not need any previous experience, just an interest in helping improve services and making a difference in your community. If you are interested in joining us, email **get.involved@communitygateway.co.uk**

20 PROJECTS FOR OUR 20TH BIRTHDAY

To celebrate our 20th birthday, we have been carrying out 20 projects to improve our communities and make them better places to live.

From tackling litter and fly-tipping to improving green spaces, each project has helped address local concerns and make a difference to the areas where you live. We have also taken the opportunity to speak with you during our visits and hear your views on how your neighbourhood could be improved.



COMMUNITY CLEAN UP - PLUNGINGTON, CITY CENTRE

We partnered with Preston City Council to clear litter and fly-tipping from the area.



FENCE PAINTING AND PLANTING - THE FILBERTS, INGOL

We repainted fences and benches and planted flowers in the communal outdoor areas of our Independent Living Scheme, creating a welcoming space for tenants to enjoy.



TACKLING ANTI-SOCIAL BEHAVIOUR - DODGSON PLACE, DEEPDALE

Through the Prosper Partnership, we worked with the police to tackle ASB, increasing our presence in the area. Green Space Transformations also cleared overgrown green spaces making them cleaner and safer.

DAY OF ACTION - DAWSON AND AUGHTON WALK, CITY CENTRE

Alongside tenants and local partners, we removed litter and fly-tipping and spoke with local people about anti-social behaviour.





TACKLING FLY-TIPPING- BIRKDALE DRIVE, ASHTON

Our partners Green Space Transformations cleared overgrown areas and removed several large fly-tipped items. We also collected around 20 bags of litter from communal areas.



ACTION DAY - EDMUND STREET, CITY CENTRE

Working with local partners, we removed fly-tipping and installed new recycling bins to encourage responsible waste disposal.

COMMUNITY AWARENESS DAY- CITY CENTRE, BLACKPOOL

We joined local partners to speak with tenants about fly-tipping and anti-social behaviour and share advice on how to report concerns.

INSTALLING FLOWERBEDS - BROOKFIELD AND ST MATTHEWS

We partnered with Preston Vocational Centre to install raised flowerbeds for tenants to maintain, helping to brighten the neighbourhood and encourage community pride.



CLEARING LITTER AND FLY-TIPPING - POPLAR GROVE, NORTH RIBBLETON

We joined our partners to clear fly-tipping and overgrowth from alleyways and communal areas.



CLEARING OVERGROWN GREEN SPACE - ANDREW COURT, DEEPDALE

Our partners Green Space Transformations cleared footpaths and communal areas and we planted wildflower seeds and collected litter to brighten the space and help discourage anti-social gatherings.





DOG FOUL BIN - BARRY AVENUE, INGOL

We installed a dog foul bin following reports of dog fouling in the area and spoke with local pet owners about responsible pet ownership.

ACTION DAY - GARSDALE ROAD, BROOKFIELD

We joined local partners to speak with tenants about anti-social behaviour, share advice and signpost support services.



TRANSFORMING GREEN SPACES - MAPLE GROVE, NORTH RIBBLETON

Our partners Green Space Transformations tidied green spaces and installed locked gates to help prevent misuse and create a community space for tenants to enjoy.



IMPROVING THE AREA AROUND PORTER STREET, DEEPDALE

We installed signs to discourage fly-tipping and dog fouling, collected litter, planted flowers and cleared planters for tenants to maintain.





TACKLING LITTER - SAVICK, ASHTON

We worked with a local primary school to display posters designed by pupils, encouraging people to dispose of waste responsibly.

SECURING THE COMMUNAL AREA - NEWARK PLACE, ASHTON

We installed fencing and gates around the communal green space behind homes to improve safety and privacy.





NEW FENCING - HAWKSHEAD ROAD, BROOKFIELD

We installed new fencing to help prevent fly-tipping, dog fouling and anti-social behaviour on the green space outside tenants' homes.



PLANTING AND LITTER PICKING - WILBRAHIM STREET, ST MATTHEWS

We added plants to brighten the area and carried out litter picking to improve communal spaces.

DOG FOUL BIN - GILLET STREET, DEEPDALE

We installed a dog foul bin following reports of dog fouling in the area.



CLEARING LITTER AND FLY-TIPPING - GRANGE AVENUE, NORTH RIBBLETON

We joined our partners to clear fly-tipping and cut back overgrowth from communal areas.



These projects are part of our wider plans to improve your neighbourhoods. Find out more about our community plans for your area on our website www.communitygateway.co.uk/community-plans

One Pot

Chilli Con Carne



Prep: 30 mins

Cook: 30mins - 1hour

Serves 4

Ingredients

- 1 large onion
- 1 garlic clove
- 2 tbsp olive oil
- 500g minced beef
- 30g packet chilli seasoning mix
- 500ml beef stock
- 1 tbsp tomato puree
- 400g tin chopped tomatoes
- 2 tbsp tomato ketchup
- 400g tin kidney beans, drained and rinsed
- salt and pepper
- 350g brown or white rice

Instructions

- Peel and chop the onion then peel and finely grate the garlic. Heat the oil in a heavy-based casserole dish over a medium heat, add the onions and garlic and fry for five minutes until soft.
- Add the beef to the pan and fry for five minutes until browned. Add the chilli seasoning mix and a little of the stock, fry for one minute, then add the tomato purée and fry for a further minute. Add the chopped tomatoes and stock and stir to combine, then add the ketchup. Simmer gently uncovered for 30 minutes, stirring occasionally.
- Meanwhile bring a large pan of salted water to the boil, add the rice and cook for 25 minutes or according to the packet instructions.
- Add the kidney beans to the chilli and cook for a further two minutes until heated through. Season with salt and pepper and serve with rice.

Enjoy!

WINTER SUDOKU

Complete the sudoku puzzle using the numbers 1-9. Each number must appear only once in each row, column and block.

1		4		5			8	9
		8	9					1
5	9		8	1	2		4	7
		9	5			8		
8		2	3		9	7	6	
	4	5		8	1			3
		3	1		6		9	2
2	6		4	9		1		
9	5					4		6

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 or know of any 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

GIVE US FEEDBACK

community gateway