

AUTUMN 2025

# gateway news





# CONTENTS

**04**

**HELLO & WELCOME**



**06**

**BIG GET TOGETHER AND AGM 2025**



**10**

**ANNUAL REPORT**

**12**

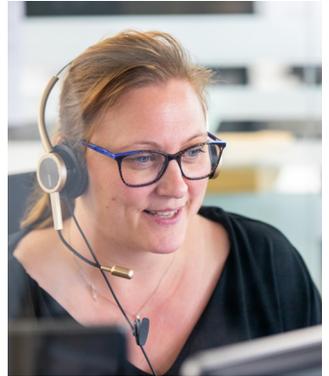
**COMMUNITY GATEWAY RECEIVES REGULATORY INSPECTION OUTCOME**

**14**

**TENANT VOICE**

**16**

**TENANT SATISFACTION MEASURES RESULTS**



**20**

**MAKING OUR SERVICES WORK FOR YOU**

**22**

**CELEBRATING 20 YEARS OF COMMUNITY GATEWAY**

**24**

**REPORTING ANTI SOCIAL BEHAVIOUR**



**32**  
**SHAPE YOUR SPACE**

**33**  
**BECOME A MEMBER  
AND EARN REWARDS**

**34**  
**TRANSFORMING OUR  
COMMUNITIES  
TOGETHER**

**35**  
**ASK TESS**

**36**  
**WE'RE HERE TO HELP**



**26**  
**AWAAB'S LAW**  
**KEEPING YOUR HOME  
SAFE**

**28**  
**KEEPING YOUR HOME  
IN GOOD CONDITION**

**30**  
**SAVICK REGENERATION  
COMPLETION**

**31**  
**CLAIRE'S KITCHEN  
OPENS AT THE  
COURTYARDS**



**37**  
**E-BIKES AND  
E-SCOOTERS SAFETY**

**38**  
**WINTER  
RECIPE**

**39**  
**WINTER  
PUZZLE**

# HELLO & WELCOME



**Phil Parramore**  
Chair of the Board

**Welcome to the Autumn edition of Gateway News. Time seems to be whizzing by and it's time for yet another jam-packed edition of Gateway News, which I hope you will find interesting and useful.**

I was delighted to see so many of you joining us for our Big Get Together and Annual General Meeting in September, getting involved, asking questions and supporting the Board's decision. It was great to speak with some of you on the day and I know many of you are keen to share your feedback and help shape and improve services. There are lots of ways you can get involved and you can find more details in this edition.

Combining the AGM with opportunities for members to speak to teams from across Gateway and for children to get involved in activities proved popular once again. Watching the Community Empowerment and Annual Report videos are always a highlight for me, they capture just how much our teams do within the heart of our communities. If you haven't had chance to watch them yet, I would encourage you to take a look.

CGA is now 20 years old - that's two decades of maintaining homes, building new ones, supporting tenants and strengthening communities. A huge congratulations to everyone at CGA and all our tenants for being part of this incredible journey. Here's to the next 20 years!

I hope you all keep safe and well over the Autumn and Winter months. Keep an eye on my Chair's Blog on the website for regular updates from the Board.





**Rob Wakefield**  
Chief Executive

**I would like to begin this edition of Gateway News by saying a big thank you to everyone who joined us at our recent Big Get Together and Annual General Meeting. It was great to see and speak to so many of you and to see you getting involved and speaking with our teams to resolve queries, share ideas and help shape our future plans.**

This engagement follows on from our Summer Roadshows, where our teams have been out and about, come rain or shine, in all our neighbourhoods talking and listening to what matters most to you.

Thank you again for coming out to meet us, the feedback we gathered will be invaluable in helping us shape our services and our investment plans so that your homes and neighbourhoods continue to remain great places to live.

One place where this is evident is in Savick, where our work to improve the area by building much needed new homes and community facilities has had a fantastic impact. The latest milestone was the opening of a further 17 new family homes on the site of the former church, bringing the total number of new homes built in the area to over 50.

I'm pleased to say that the feedback from both the tenants moving in and those living in the surrounding area has been overwhelmingly positive.

Finally, I would like to let everyone know that Community Gateway celebrates its 20th birthday on 28th November. I know many of our tenants were with us back in 2005 and put their trust in us by voting 'Yes' to transfer their homes to us from the council. I hope we have repaid that trust and we will keep working hard to retain it.

I hope you enjoy reading Gateway News, please share your feedback on this issue by scanning the QR code on the back cover.

# THE BIG GET TOGETHER AND ANNUAL GENERAL MEETING

In September, we welcomed over 100 tenants, Board members and partners to Harbour House for our Big Get Together and Annual General Meeting.

The event was a fantastic chance for tenants to connect with us, reflect on the past year and help shape the future of Community Gateway.

Tenants also voted on key corporate decisions, reinforcing our commitment to being a tenant-led organisation and reviewed updates from across the business in our Annual Report and Community Empowerment videos.

This was followed by a question and answer session, where tenants had the opportunity to ask our Leadership Team questions.

You can read a selection of the questions and answers on the next page. Thanks again to everyone who joined us. If you have not already, you can watch our Annual Report and Community Empowerment video by visiting: [www.communitygateway.co.uk/agm-2025](http://www.communitygateway.co.uk/agm-2025)

**"IT'S THE FIRST TIME I HAVE BEEN TO AN EVENT AT GATEWAY, BUT IT WON'T BE THE LAST. IT WAS REALLY INFORMATIVE, FRIENDLY AND THE STAFF WERE GREAT, AS WERE THE FISH AND CHIPS".**

- TENANT





## AGM Q&A

**Q. Why can't tenants who have been with Community Gateway for over 20 years move into a new home?**

**A:** There is no reason a long-term tenant cannot be considered for a new property. Most of our new homes are part funded through grants from the Government and as such, we have to advertise and allocate the homes to people nominated by the local authority through the Select Move system. Eligibility for a move is based on the Select Move Policy, which outlines who can register and how properties are prioritised.

If you would like to find out more or need help understanding your eligibility, please contact our Allocations Team on 0800 953 0213 (Option 2).

**Q. What is the eligibility and process for Right to Acquire and Right to Buy?**

**A:** There are two options for buying your home. One is Right to Buy and the other is Right to Acquire. Which option is available to you will depend on the type of tenancy agreement you have, if you are a secure tenant, you have the Right to Buy, most other tenants have the Right to Acquire.

To find out more, please contact a member of our Finance Team on 0800 953 0213 (option 6) and they will be able to check your eligibility and provide more guidance.

**Q. Can your services be made more accessible for working people?**

**A:** We offer a range of appointments between 8am and 6pm, Monday to Friday.

If you need an appointment outside these times, we will always do our best to accommodate, whether that is a later slot or a weekend visit, depending on availability.

If you have been given an appointment automatically and it does not suit you, just give our Repairs Team a call on 0800 953 0213 (Option 1) and we will rearrange the appointment for a time that suits you.

**FOR THE FULL SET OF QUESTIONS AND ANSWERS FROM OUR ANNUAL GENERAL MEETING, VISIT OUR WEBSITE.**





# ANNUAL REPORT

These are our annual figures from April 2024 to March 2025, giving you a snapshot of how we have been performing and where we have made a difference.

Completed our 1,000th home at Tulketh Brow and opened our second extra-care scheme, The Atrium



**32,022**

Repairs completed

**100%**

Fire safety checks completed for all communal areas

**100%**

Gas safety checks completed

## 410 COMPLIMENTS

Our operatives received the most compliments

"Stephen came to do my gas service the day after I lost my mum. He took the time to talk with me and it really helped me during such a hard time. He was amazing and is a real credit to the company."

"I was feeling really low and overwhelmed, but Sharon took the time to listen to me and she genuinely cared. By the end of the call, I felt like I could breathe again."

"The operative that attended for my repair was lovely, he talked me through the job and did it perfectly."

### LAUNCHED

#### 2024-2030 CORPORATE PLAN MOVING FORWARD TOGETHER

The plan was shaped by listening to our tenants, ensuring it reflects what matters most to them

#### CUSTOMER SERVICE COMMITMENTS

Setting out the level of service our tenants can expect to receive



**£4.6m** Secured in additional benefits and energy and fuel grants for hundreds of tenants

**SPENT OVER £17M ON INVESTMENT WORKS**

**Delivered 197 homes towards our target of 560 new homes by 2028.**

**LAUNCHED A MEDIATION SERVICE TO RESOLVE NEIGHBOUR DISPUTES**



**REPLACED 66 ROOFS**



**FITTED 240 FRONT DOORS**



**FITTED 44 NEW BATHROOMS**



**142 FULL PROPERTY WINDOW REPLACEMENTS**



**FITTED 97 NEW KITCHENS**



**INSTALLED 112 HEATING SYSTEMS**

**IN THE LAST YEAR, 1,204 TENANTS ENGAGED WITH US, HELPING US TO HEAR THE TENANT VOICE THROUGHOUT THE ORGANISATION**

**WE COMPLETED 56 CONSULTATIONS, GATHERING 1,926 VIEWS IN TOTAL**

**AS A RESULT OF CONSULTATION FEEDBACK WE HAVE:**

- Developed a pre-tenancy training programme
- Launched a new Community Empowerment Strategy and Engagement Framework
- Introduced a Good Neighbour Agreement
- Developed a 'Knowledge Bot' for our website, providing instant assistance online

## COMMUNITY GATEWAY RECEIVES REGULATORY INSPECTION OUTCOME

We are pleased to announce that following our recent inspection by the Regulator of Social Housing (RSH), we have retained the highest possible gradings of G1 for Governance (how well we are run) and V1 for Viability (how financially strong we are) and received the second highest grading of C2 for the new Consumer Standards, which focus on quality of services, safety and tenant involvement.

This is the first time Community Gateway has been formally assessed under the new Consumer Standards, introduced in 2024 to make sure that social landlords are more accountable to tenants.

The inspection took place in April this year, during which the RSH carried out an on-site visit, where they met with our Board, tenant committee Gateway Central and Leadership Team and looked closely at how we work. While C2 shows that we are meeting many of the expectations, it also means there are some areas where we need to do better.

We welcome this feedback and are already working on improvements to strengthen our services and ensure we continue to put tenants at the heart of all we do.

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### **“COMMITMENT TO DELIVERING SAFE, HIGH-QUALITY HOMES AND SERVICES FOR OUR TENANTS.”**

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*Phil Parramore, Chair of the Community Gateway Board, said:*

“The Board welcomes this judgement from the Regulator, which not only reflects the hard work and dedication of colleagues across Community Gateway, but also our shared commitment to delivering safe, high-quality homes and services for our tenants.

“These gradings recognise our ongoing focus on continuous improvement, strong governance and financial planning and making sure tenants are involved in shaping the services they receive.

“While we are pleased to be broadly compliant with the standards, we recognise there is more to do to achieve and maintain the high standards of customer service our tenants expect. We are already acting on the feedback received from the Regulator and we are fully committed to delivering improvements and working hard towards achieving a C1 grading.”

*Rob Wakefield, Chief Executive of Community Gateway Association, added:*

“We welcome the Regulator’s findings and feedback and are pleased to retain our G1 and V1 ratings, which are important to our continued growth and our ability to deliver excellent services to our tenants.

“It is encouraging to see our strengths acknowledged and we will continue with our planned improvements which will address the key areas of feedback from the regulatory inspection.

“We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes and communities.

“We are tenant-led, community-focused and pride ourselves on delivering high-quality services and this commitment remains.

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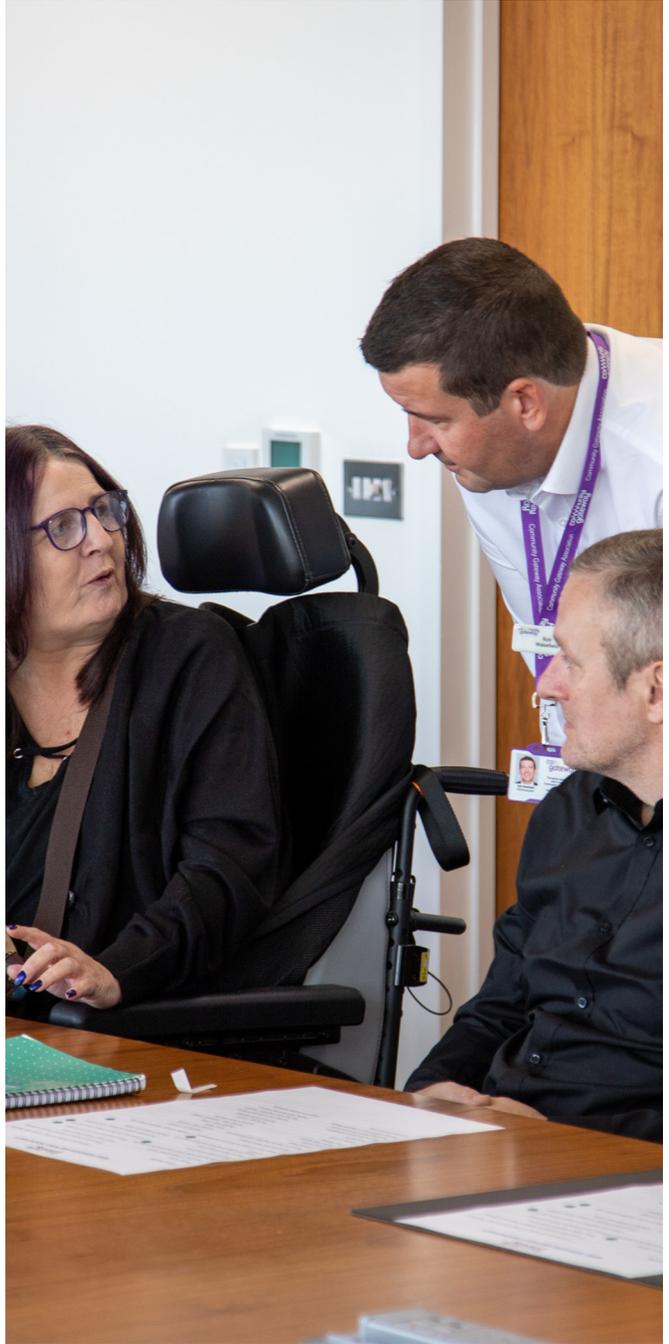
**“I LOOK FORWARD TO WORKING WITH THE REGULATOR, OUR BOARD, OUR TENANTS COMMITTEES AND COLLEAGUES ACROSS THE ORGANISATION TO DELIVER THESE IMPROVEMENTS.”**

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**TO READ THE FULL JUDGEMENT, PLEASE SCAN THE QR CODE.**



SCAN TO READ



# TENANT VOICE

We are committed to delivering the best possible services to you. We regularly review our performance, learn from your feedback and make changes where necessary.

Here is a snapshot of some of our figures from April 2025 – September 2025:



94.5% Calls answered

65 seconds average call wait time

506 Compliments received

111 Complaints received

54% Complaints upheld

100% Complaints responded to within timescale



YOU SAID	WE DID
Following your feedback through our complaints process, you told us you want repairs and any follow-on works to be booked in quickly, without unnecessary delays.	We introduced a new repairs system which allows us to book follow on repairs during the initial home visit, supporting us to manage our business to the highest standards.
Following consultation on our allocation service you told us that between viewing your new home and signing up, you often had to chase us to check the progress of when your home will be ready.	We updated our ways of working so we now contact tenants more regularly, keeping them informed and reassured about the progress.
Following your feedback at a community event, you said you wanted more opportunities for young people to get involved.	We worked with our partners to deliver two boxing programmes and launched a Young Person Digital Mentoring Fund through our Community Fund.
Through speaking to you, you said you wanted to see us out and about in your communities more.	We held a summer roadshow programme and deliver two community pop-ups every week, giving you more chances to speak to us directly. Find out what we have coming up in your area in the coming months on page 33!
Through the Tenant Satisfaction Measures survey, you said that our approach to handling anti-social behaviour needed improving.	We are carrying out further consultation to help us understand your feedback better, to make sure your voice helps drive service improvements.

## HOW TO GIVE US FEEDBACK

Your feedback is important to us. You can submit a compliment, complaint or comment via any of the methods below:

- **Online:** Complete the form at [www.communitygateway.co.uk/complaints-and-compliments](http://www.communitygateway.co.uk/complaints-and-compliments)
- **Phone:** 0800 953 0213 (option 6) ask for the Complaints Team
- **Email:** [feedback@communitygateway.co.uk](mailto:feedback@communitygateway.co.uk)



# TENANT SATISFACTION MEASURES RESULTS 24-25

The Tenant Satisfaction Measures (TSM) were introduced by the Regulator of Social Housing in England to help them see how well housing providers are delivering services and making sure we are providing good quality homes. They also show our tenants how well we are performing as their landlord in the following areas:

- *Keeping properties in good repair*
- *Maintaining building safety*
- *Respectful and helpful engagement*

- *Effective handling of complaints*
- *Responsible neighbourhood management*
- *Overall satisfaction with services*

To gather feedback from our tenants on their satisfaction with our services, we sent out the TSMs survey on a monthly rolling basis, between 1st October 2024 and 28th February 2025. The survey was initially sent by post and was followed up by a phone call.

The survey was sent to 2,855 tenants and 700 responses were received. We worked with an external organisation called TP Tracker, to make sure the survey was delivered independently and that the responses we received were representative of all our tenants.

Compared to 2023-24, we have seen an improvement across all satisfaction measures. Our results for this year and a comparison to last year can be found on the next few pages.

The 2024-25 survey was completed by post and telephone. The 2023-24 survey was completed by email, text, post and telephone.

# Keeping properties in good repair



**84.3%**

Of tenants satisfied with our repairs service



**79.0%**

Of tenants were satisfied with the time taken to complete the most recent repair



**84.3%**

Satisfaction that the home is well maintained

**↑4.3%**

**↑1.6%**

**↑7.7%**



**0.0%**

Of CGA homes that do not meet the Decent Homes Standard



**98.9%**

Of emergency repairs completed within target timescale (24 hours)



**79.5%**

Of non-emergency repairs completed within target timescale (20 days)

**NO CHANGE**

**↑0.2%**

**↑3.9%**

# Maintaining building safety



**88.5%**

Satisfaction that the home is safe

**↑9.7%**



**100%**

Gas safety checks completed

**↑0.3%**



**100%**

Fire safety checks completed

**NO CHANGE**



**100%**

Asbestos safety checks completed

**NO CHANGE**



**100%**

Water safety checks completed

**NO CHANGE**



**100%**

Lift safety checks completed

**NO CHANGE**

## Effective handling of complaints



**50.0%**

Satisfaction with the landlord's approach to handling complaints

↑ 6.1%



**24.0**

Stage 1 Complaints relative to the size of the landlord (per 1000 homes)

↑ 1.7%



**98.2%**

Stage 1 Complaints responded to within the Complaints Handling Code timescales

↑ 0.5%



**4.5**

Stage 2 Complaints relative to the size of the landlord (per 1000 homes)

↓ 1



**100%**

Stage 2 Complaints responded to within Complaint Handling Code timescales

NO CHANGE

## Respectful and helpful engagement



**76.3%**

Satisfaction that the landlord listens to tenant views and acts upon them

↑ 9.2%



**86.7%**

Satisfaction that the landlord keeps tenants informed about things that matter to them

↑ 12.1%



**87.6%**

Satisfaction that the landlord treats tenants fairly and with respect

↑ 7.3%

# Responsible neighbourhood management



**84.2%**

Satisfaction that the landlord keeps communal areas clean and well maintained

↑15.2%



**80.1%**

Satisfaction that the landlord makes a positive contribution to neighbourhoods

↑14.1%



**62.3%**

Satisfaction with the landlord's approach to handling anti-social behaviour

↑7.6%



**32.4**

Number of anti-social behaviour cases opened (per 1000 homes)

↑35



**1.4**

Number of anti-social behaviour cases that involve hate incidents (per 1000 homes)

↑1.1

## CURRENT SURVEY (2025-26)

We have started to collect your feedback through this year's survey, which is being sent out on a monthly basis on our behalf by an independent organisation, TPTracker.

Tenants will be selected at random and those chosen will receive a paper survey by post, which will take no longer than five minutes to complete. We kindly ask you to complete and return the survey using the prepaid envelope provided, within two weeks of receipt. If we do not receive your response, TPTracker may follow up with a phone call from the number 01772 288245.

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



# MAKING OUR SERVICE

**At Community Gateway, we recognise that some tenants may have vulnerabilities, additional needs, or disabilities that requires a change to how we deliver our services.**

Thanks to your feedback, we have been working to make sure our services are more inclusive, respectful and responsive to everyone in our communities by delivering organisational wide training to our colleagues.

The training focused on our Vulnerability and Reasonable Adjustments Policy. This is about recognising when someone might need extra support and adapting our services to meet their needs, helping us to do the right thing and deliver excellent customer service.



**To support us in doing this, we will ask you some additional questions when we speak to you:**

1. Do you consider yourself to have a disability or long-term health condition which is expected to last 12 months or more?
2. Are there any conditions you would like to make us aware of (for example, visual impairment, mental health condition, or mobility condition) and what adjustments we can make to support you?



# ES WORK FOR YOU

## Examples of reasonable adjustments are:

- A tenant with a visual impairment may need letters sent in large font/print or braille.
- Someone with a mobility condition may require additional time to answer the door when we visit.
- A tenant with neurodiversity (e.g. autism or ADHD) may require information in writing or additional time to explain information.

## Updates to Our Privacy Notice

As a result, we have updated our Privacy Notice. This information will only ever be used to make sure you get the right support from us. It also helps us to meet our responsibilities as your landlord and make sure everyone is able to access our services. It will never be used for marketing and will always be kept safe and secure. You can read the updated Privacy Notice on our website or request a copy by calling the Business Assurance Team on **0800 953 0213 (option 6)**.

## How we contact you

Our standard communication methods are telephone, email, text and letters. If one of these communication methods is not suitable due to your personal circumstances, or you would like us to speak to a representative on your behalf (e.g. support worker or carer) please contact us on **0800 953 0213 (option 5)**.

# CELEBRATING 20 YEARS OF COMMUNITY GATEWAY

This November, Community Gateway turns 20! Back in 2005 tenants across Preston voted to create something brand new, a housing association led by local people for local people. That was the beginning of Community Gateway, and ever since, tenants have been at the heart of everything we do.

Over the last two decades, we have invested in neighbourhoods across the city, supported countless community projects and have built new homes for local families. We have also welcomed Preston Vocational Centre into the Gateway family, developed Extra Care and Independent Living schemes and

worked side by side with tenants to make sure your voices continue to shape our services.

As part of our celebrations, we will be sharing our journey on our website and social media channels over the next few months, from our very first home to our 1,000th and everything in between. If you live in one of our Extra Care or Independent Living schemes, look out for some fun activities taking place where you live.

Thank you for being part of our story so far, here's to the next 20 years of Community Gateway!







## OUR APPROACH TO HANDLING ANTI-SOCIAL BEHAVIOUR

Our Tenancy Management Team play a vital role in tackling anti-social behaviour (ASB) and supporting tenants, working closely with the Police and other partner agencies. The team not only respond to ASB issues but also promote our 'Good Neighbourhood Agreement', helping to create communities

where people feel proud to live. We also offer a mediation service to help resolve disputes and maintain positive relationships between neighbours.

Our officers are trained to identify and respond to vulnerabilities, offering guidance and helping tenants and residents access the right support services. When ASB continues despite support, we may need to take legal action. Eviction is always a last resort and only considered once all other options have been explored.

To help us take action, we may ask tenants to complete diary sheets or evidence logs to show that the behaviour is ongoing.

If the behaviour is criminal, such as drug dealing or violence, we work closely with the Police, who meet with CGA each week to review cases and agree next steps. We also liaise with a range of partner agencies to ensure tenants receive the support they need and our communities remain safe for everyone.



GET IT ON  
Google Play



Download on the  
App Store

## REPORTING ANTI-SOCIAL BEHAVIOUR

To make it easier for you to report ASB, we have rolled out an app for you to capture and report issues to us. You can use the App to send photos, videos, audio clips, as well as receive updates, community news and much more.

# TAKING ACTION

Tenants have told us they want to know more about the action we take to tackle ASB. Our Tenancy Management Team have taken several actions, including legal proceedings and partnership interventions. Eviction is always the last resort, but sometimes necessary to ensure our communities remain safe and secure.

Recently, two tenants in the Grange area were evicted following persistent anti-social behaviour. Despite repeated offers of support, both refused help. Working closely with the Police, we gathered evidence and the court granted possession of the properties back to CGA.

These outcomes are only possible thanks to tenants reporting incidents and providing evidence.

If you are experiencing ASB and are asked to keep records, please continue to do so. This information is vital, so please continue to report issues to both CGA and the Police. In most cases, legal action cannot be taken without your help. By working together, we can help safeguard those affected and make our communities safer places to live.

## Our Commitment to Safeguarding

At Community Gateway, safeguarding is one of our key priorities. We are committed to protecting the health, wellbeing and rights of everyone in our community. We believe that everyone has the right to feel safe, respected and protected from harm, and we work hard to prevent abuse and neglect wherever we can.

We have recently strengthened our Safeguarding Team so that we can work more closely with other support agencies. This means we can make sure our tenants get the right help in place to stay safe and protected from neglect or abuse. Our aim is to support tenants in overcoming any barriers to managing their tenancy and to ensure they feel happy, secure and safe in their home.

If you have a safeguarding concern for yourself or someone else and would like to speak to our team about how we can help, please get in touch:

**Call:** 0800 953 0213 (option 5)

**Email:** [safeguarding@communitygateway.co.uk](mailto:safeguarding@communitygateway.co.uk)

Download 'The ASB App' today, available on Google Play and the Apple App Store.

You can also report anti-social behaviour via any of the methods below:

**Call:** 0800 953 0213 (option 5)

**Email:** [tenancy.management@communitygateway.co.uk](mailto:tenancy.management@communitygateway.co.uk)

**Online:** complete the form at [www.communitygateway.co.uk/anti-social-behaviour](http://www.communitygateway.co.uk/anti-social-behaviour)

# AWAAB'S LAW

## KEEPING YOUR HOME SAFE

Awaab's Law, named after two-year-old Awaab Ishak who tragically died due to prolonged exposure to mould, sets new legal timescales for social housing providers to fix dangerous hazards. It ensures all tenants live in a safe and healthy home.

The law is being introduced in stages:

- **Phase 1** (from 27 October 2025): Focuses on dangerous damp, mould, and emergency repairs
- **Phase 2** (2026): Covers a wide range of health hazards
- **Phase 3** (2027): Includes all hazards identified by the Housing Health and Safety Rating System (HHSRS)



### What this means for you

If you think you have damp and mould in your home or an emergency repair, please contact us immediately via any of the methods below.

- **Call:** 0800 953 0213 (option 1)
- **Email:** repairs@communitygateway.co.uk
- **Online:** www.communitygateway.co.uk

**We will investigate the damp, mould or emergency repair on a case-by-case basis and respond to emergency hazards within**

**24 hours, offering suitable alternative accommodation if we are unable to resolve the issue immediately.**

Please allow access for inspections and repair work and follow any advice given by us. Our priority is making sure you feel safe and supported in your home.

Awaab's Law strengthens your rights and our commitment to keeping your home safe and well-maintained.

## DISREPAIR CLAIMS

We have noticed an increase in representatives from disrepair claim companies visiting our tenants' homes uninvited. These companies often make speculative visits, asking about the condition of your home.

The disrepair claim process can be lengthy and costly for everyone involved, often resulting in delays getting the repairs completed. We want to avoid this and make sure that all necessary repairs are completed quickly and to your satisfaction.

These claims can lead to us incurring costly legal expenses, reducing the money available for essential home repairs and improvements. Some tenants have found themselves in debt and faced with large legal bills after being misled into signing agreements from disrepair companies.

We are here to help and always happy to assist with any repair requests. If something in your home needs fixing, you can easily reach out to us through any of the following methods:

**Call:** 0800 953 0213 (option 1)

**Email:** [repairs@communitygateway.co.uk](mailto:repairs@communitygateway.co.uk)

**Online:** [www.communitygateway.co.uk](http://www.communitygateway.co.uk)



## MAKE A COMPLAINT

If you feel we have not met our repair timescales or you are dissatisfied with the service you have received from us, you can make a formal complaint. All complaints are investigated in line with The Housing Ombudsman's Complaint Handling Code and we will take appropriate action to ensure your home is safe and well-maintained.

You can submit a complaint, via any of the methods below:

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

# KEEPING YOUR HOME IN GOOD CONDITION

At Community Gateway, we want to make sure your home is safe, comfortable and well looked after, not just for today, but for many years to come. To help us do this, we carry out stock condition surveys.

These surveys help us plan ahead by showing us when things like, doors, kitchens, bathrooms, heating systems, windows and roofs may need reviewing. They also make sure we have the resources in place to keep your homes up to standard.

We aim to visit every home once every five years. The survey usually takes around an hour and our friendly surveyors will simply take notes.

This year, we are carrying out these surveys on homes in Ingol and the City Centre. If your home is included, we will get in touch to arrange a convenient time for our visit. If you have other commitments, just let us know when we contact you and we will work around your availability.

By carrying out the survey, we can ensure your home is in good condition for years to come.



## THIS YEAR'S INVESTMENT PROGRAMME

Thanks to the results of our last stock condition surveys, we have been able to identify priority areas for improvement across our communities. We have carefully chosen trusted suppliers to carry out this work, which began in September. Here is what is included in this year's programme:

- External maintenance to more than 1,000 homes in North Ribbleson and St Matthews
- Over 200 kitchen and bathroom replacements in Ingol and the City Centre
- New window installations to around 60 homes in Ingol
- Accessibility improvements in 50 homes, making them easier and safer
- Roof replacements to around 30 homes in Moor Nook
- Communal area upgrade at Almelo House
- Ongoing upgrades to fire doors, lofts and balconies to keep homes safe



## IMPROVING ENERGY EFFICIENCY IN YOUR HOMES

**A key priority in our Corporate Plan is reducing our carbon emissions to zero by 2050 and making our homes warmer, more comfortable and affordable to run.**

One of our key targets is to make sure every home has an up-to-date Energy Performance Certificate (EPC) with a minimum rating of C by 2030.

To help us achieve this, we have appointed a specialist surveying company, Crawfords, who are assessing properties that do not yet meet this standard.

Their assessments will recommend improvements such as, loft, floor and wall insulation and/or improved heating and lighting controls.

We have also appointed a company with expertise in sustainability called RE:GEN who will carry out the improvements. These upgrades will not only make your home more energy efficient but can also help reduce your energy bills.

When we contact you, please help us by allowing Crawfords access to your home to carry out the EPC assessment. It usually takes less than an hour, involves no disruption and will bring long-term benefits for you and your family.

As this is a regulatory requirement, we will continue to revisit any properties we cannot access until the assessment is complete.

If your home is included in this year's programme, our team will already have been in touch to agree convenient times to carry out the work. We always aim to fit this in around your commitments.

If you are not included this year, do not worry, we have a range of projects lined up for future programmes.



# SAVICK REGENERATION COMPLETE

Back in 2017, after listening to local residents, we began an exciting development journey to transform the area around Savick.

The development was completed over three phases, detailed below and we are delighted to say the regeneration is now complete!

- **Phase 1:** The site of the old Savick pub and adjacent land was redeveloped into 10 brand-new homes, marking the start of the transformation in 2018.
- **Phase 2:** In 2024 we replaced outdated maisonettes and shops on West Park Avenue with 25 family homes for affordable rent, along with a brand-new convenience store and a fantastic community library run by Lancashire County Council.
- **Phase 3:** The final stage was the redevelopment of the former Lea Church site, providing a further 17 affordable family homes, completed in September 2025.



The regeneration has not only delivered much-needed, high-quality 2, 3 and 4-bed homes, but also created spaces that residents told us matter most, a place to shop, learn and come together as a community.

This regeneration shows what can be achieved when we work in partnership with residents, putting your ideas and feedback at the heart of everything we do.

## UPCOMING NEW HOMES

- **Lightfoot Lane, Higher Bartle** – 48 homes for affordable rent and shared ownership.
- **Blessed Sacrament, Ribbleton** - six homes for affordable rent.
- **Alexandra House, Deepdale** – 16 temporary family homes as part of our homelessness prevention initiative.

These developments reflect our ongoing commitment, outlined in our Corporate Plan, to have over **7,000 homes by 2030**, invest in our communities and continue providing a wider choice of good-quality, affordable homes.

# Claire's Kitchen now open at The Courtyards

We are excited to let you know that Claire's Kitchen has now opened at our Extra Care Scheme, The Courtyards in Ingol.

Whether you are after a hearty breakfast, a light bite, or a comforting home-cooked meal, Claire's Kitchen has something for everyone.

## Opening times

Wednesday – Saturday: 9:00am – 2:30pm  
Sunday: 9:00am – 12:00pm (breakfast only)

The Courtyards  
Dovedale Avenue, Ingol, Preston, PR2 3WQ

The bistro is open to residents, their families and the general public. Why not pop in and enjoy some delicious food!



# Shape your Space

## Shape Your Space - Share your Voice

We are excited to launch a brand-new way for you to have your say in shaping the communities where you live.

Shape Your Space – Share Your Voice, is all about giving you the chance to choose the community projects you would like to see in your area.

At each of our upcoming Shape Your Space events, we will work with you to understand your aspirations for your local area.

This is your chance to decide what matters most to you and the area you live, your voice will shape what happens in the future.

There will also be food, information stands and even a raffle at the events, so come along and help Shape Your Space.



11/11 - 5-7pm

**The Hub at St Bernards (Ashton)**

Elswick Rd, Ashton-on-Ribble, Preston,  
PR2 1NT

20/11 - 5-7pm

**Moor Nook Youth Hub (Moor Nook)**

Burholme Rd, Ribbleton, Preston,  
PR2 6HN

04/12 - 5-7pm

**Catherine Beckett Centre (Deepdale)**

112 Deepdale Rd, Preston, PR1 5AR

12/01/2026 - 5-7pm

**The Intact Centre (Ingol)**

49 Whitby Ave, Ingol, Preston,  
PR2 3YP

28/01/2026 - 5-7pm

**Rothwell Hall (Ribbleton)**

11 Farrington Ln, Ribbleton, Preston,  
PR2 6LX

10/02/2026 - 4-6pm

**West View Leisure Centre (St Matts)**

Ribbleton Ln, Preston,  
PR1 5EP

24/02 - 5-7pm

**Ibbison Court Community Centre  
(Blackpool)**

70-71 Ibbison Ct, Blackpool, FY1 4AT

02/03/2026 - 5-7pm

South Ribble Family Wellbeing Centre  
(South Ribble)

Wilkinson St, Lostock Hall, PR5 5BP

19/03/2026 - 5-7pm

The Harris (City Centre)

Market Square, Preston, PR1 2PP

15/04/2026 - 5-7pm

Ascension Church

450 Watling Street Road, Ribbleton,  
PR2 6UA

21/04/2026 - 5-7pm

Preston Community Hub (Fishwick)

Samuel St, Preston, PR1 4YE

## How to get involved

To get involved and tell us what matters most to you and your neighbours, register your place at one or more of the dates by scanning the QR code below, by calling the Engagement Team on 0800 953 0213 (option 6), or by emailing [get.involved@communitygateway.co.uk](mailto:get.involved@communitygateway.co.uk)



\*If you are unable to attend an in-person event, you can still take part online after the event has finished. Venues, dates and times are subject to change. Please visit our website for the most up-to-date information.

## 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 community, 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

**Don't miss out! Sign up today and start enjoying the benefits of being a Community Gateway Member!**

Visit: [www.communitygateway.co.uk/membership](http://www.communitygateway.co.uk/membership)

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

# TRANSFORMING OUR COMMUNITIES TOGETHER

Last year we launched our Community Investment Strategy, focusing on creating thriving communities where tenants are proud to live.

Since then, teams from across Gateway have been working together to make a real difference. Here are some of the recent improvements that have taken place in our communities.

## BRIGHTENING UP WILBRAHAM STREET

During a community pop-up, tenants shared their ideas on how to improve the neighbourhood.

Our teams got to work during a community improvement day, collecting litter and giving fences a fresh coat of paint.

These improvements are just the beginning, with flowering shrubs and blossom trees being planted this winter to bring even more colour to the area.

## MAKING COMMUNITIES SAFER

We recently worked in partnership with the Police to deliver two successful Days of Action in the City Centre. These events gave us the opportunity to speak directly with residents, listening to their concerns about safety and the local environment.

Thanks to the feedback we received, we took practical steps to address the issues raised. New gates have been installed to prevent unauthorised access, helping to deter criminal activity and improve security in the area.

Since these changes, both us and the Police have seen a significant reduction in reports of anti-social behaviour. Most importantly, tenants have told us they feel safer in their community.

**“IT’S MADE IT A LOT SAFER AROUND HERE, I CAN ACTUALLY COME OUT WITHOUT FEELING THREATENED.”**  
- TENANT



# ASK TESS

**Did you know the Community Gateway website has its very own chatbot, Tess, ready to help you 24/7?**

Since launching, Tess has already been used over 1,000 times, helping tenants quickly find the answers they need. The most common questions Tess has answered are around our repairs and maintenance service, property availability and managing your tenancy.

Tess is here to make your life easier. Got a question about your tenancy, or need some information about our services?

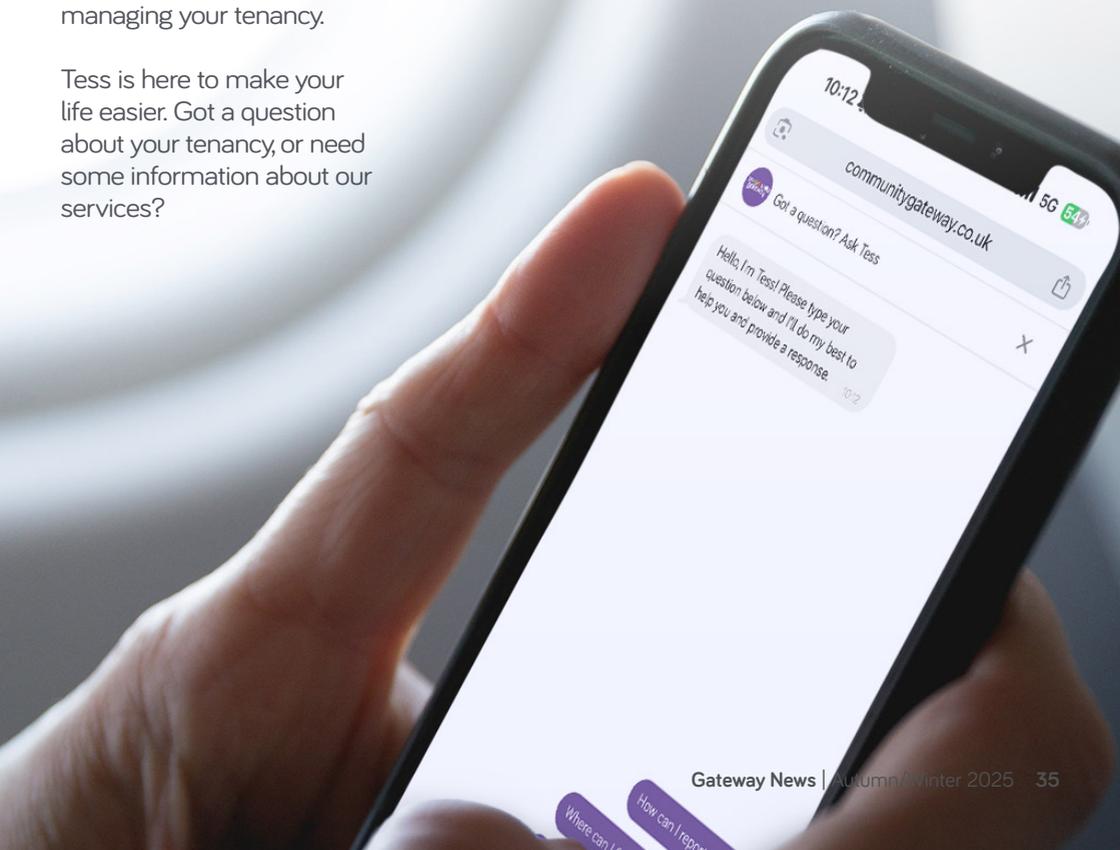
You can now head to our website and ask Tess. She is available 24/7, ready to help you find quick answers to the things you ask us most.

Do not worry, Tess is not replacing our team. She is simply giving you another option to get help, especially outside normal hours. If you ever need to speak to someone, our friendly teams are still available.

We are proud to be introducing this feature as part of our ongoing commitment to making our services accessible to all.

So, next time you have a question, just ask Tess.

Head over to our website [www.communitygateway.co.uk](http://www.communitygateway.co.uk) and click the chat icon to start.



# WE'RE HERE TO HELP

Our Tenancy Support Team are here to provide support and advice, ensuring you can manage your tenancy with confidence.

Here are some of the ways the team can support you:

**Benefit Support:** We can help you understand your entitlements, complete benefit applications and challenge benefit decisions through appeals. Our team will ensure you are receiving the maximum support available.

**Financial Assistance:** We understand that financial difficulties can arise unexpectedly. Our team can help tenants 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. We recognise that each tenant's situation is unique. Our team work closely with you to understand your individual needs and tailor our services accordingly.

## MAKING A DIFFERENCE

A tenant with three young children found herself struggling to manage financially and turned to our Tenancy Support Team for help. Two of her children have complex needs and she was not sure where to start when it came to applying for additional support.

The team visited the family at home on two occasions to help complete the Disability Living Allowance (DLA) applications. Thanks to our support, both children were successfully awarded DLA.

This made a huge difference. With DLA in place, the family's Universal Credit entitlement increased and the mum was also able to claim Carer's Allowance. Together, these changes increased the family's income by over £300 each week, which will make a difference to their day-to-day lives.

If you have any questions or need support, please reach out to the team.

**Call: 0800 953 0213 (option 4)**

**Email: [tenancysupport@communitygateway.co.uk](mailto:tenancysupport@communitygateway.co.uk)**



## **BYPASSING METERS**

We have recently seen an increase in incidents where tenants have tampered with their electricity and gas meters.

Tampering with meters not only puts you and your family at risk, it also endangers your neighbours and our colleagues carrying out essential repair and safety work.

At Community Gateway, we have a zero-tolerance policy on meter tampering. Our Tenancy Management Team is taking action, including legal proceedings and possession action against those involved.

If you are struggling with the cost of energy, please do not take risks with your safety or your family's. Please contact our Tenancy Support Team for advice and guidance.

**Email:** [tenancysupport@communitygateway.co.uk](mailto:tenancysupport@communitygateway.co.uk)  
**Call:** 0800 953 0213 (Option 4)

# **E-BIKES AND E-SCOOTERS SAFETY**

E-bikes and e-scooters have grown in popularity. However, it is important to be aware of the fire risks associated with the lithium-ion batteries that power them.

Improper charging or the use of faulty batteries can result in fires. To help keep you and your neighbours safe, please follow these safety tips:

- Always use the manufacturer-approved charger
- Unplug chargers once the battery is fully charged and avoid overcharging
- Never charge your device while you are asleep or away from your home
- Do not store or charge these devices in communal areas or escape routes
- In the event of a fire, do not attempt to extinguish it yourself, evacuate immediately and call 999

For more advice, please visit: [www.communitygateway.co.uk/e-bikes-e-scooters](http://www.communitygateway.co.uk/e-bikes-e-scooters)

# Winter Recipe



Prep: 30 mins



Cook: 40 mins



Serves 4-6

## Beef Lasagne

### Shopping List

- 2 tbsp olive oil
- 1 onion
- 2 chopped garlic cloves
- 500g beef mince
- 1 can (400g) chopped tomatoes
- 200ml beef stock (made with 1 stock cube)
- 9-12 lasagne sheets (fresh or dried)
- Jar of white sauce (400g) (shop-bought or homemade)
- 1 tsp dried parsley
- 1 tsp mixed herbs
- 125g ball of mozzarella cheese

### Method

- Heat the olive oil in a large frying pan and fry onion and garlic until soft.
- Add the mince and cook for around 10 minutes until browned all over.
- Add the parsley and mixed herbs and mix well.
- Combine the chopped tomatoes and hot beef stock. Stir well, bring to the boil, then reduce the heat and simmer gently for 25 minutes until the sauce thickens.
- Spread a little meat sauce to the bottom of an oven dish.
- Add a layer of lasagne sheets, then meat sauce, then white sauce.
- Keep layering in this order and top with the rest of the white sauce.
- Tear the mozzarella into pieces and spread evenly on top.
- Bake at 190°C (fan 170°C, gas 5) for 35–40 mins, until golden and bubbling.



## ACROSS

1. Soft, white pieces of frozen water that falls to the ground
4. Opposite of hot
5. To move on snow with long narrow strips attached to the feet
6. Footwear in the winter
7. Dress warm so you don't \_\_\_\_\_?
12. Children like to throw one of these
13. "The snow is 2 feet \_\_\_\_\_?"
14. The coldest season of the year
15. Frozen water
16. "We like to go \_\_\_\_\_ on the pond in the winter."

## DOWN

2. The colour of fresh snow
3. A piece of clothing worn to keep warm
6. "The temperature fell \_\_\_\_\_ zero last night."
8. A covering to keep the head warm
9. An outdoor winter toy for kids to slide down snowy slides
10. Be careful not to \_\_\_\_\_ and fall on the ice.
11. Special shoes for ice
12. A model of a person made with snow
15. In the winter, the roads can be \_\_\_\_\_.

# 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 between 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:

<b>OPTION 1</b> - For new or existing repairs, gas services, grass cutting, adaptations or home improvements.	<b>OPTION 2</b> - For Select Move, housing applications or property offers.
<b>OPTION 3</b> - For queries regarding your rent account or to make a payment.	<b>OPTION 4</b> - For support with welfare benefits, grants or if you are struggling financially.
<b>OPTION 5</b> - For anything related to your tenancy, terminating your tenancy or to report anti-social behaviour.	<b>OPTION 6</b> - 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/gateway-news](https://communitygateway.co.uk/gateway-news) 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](mailto:communications@communitygateway.co.uk)
-  [www.communitygateway.co.uk](http://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**