

gateway news

AUTUMN 2023



AGM pg 4



Keeping you
Safe
pg 10



HomeCare
pg 21

community
gateway

Hello & Welcome



David Yates
Chair

Hello and welcome to my last message to you as Chair of the Community Gateway Board.

I've been a Board member for eight years, and Chair for the last four, so it's my time to step down.

It's a sad moment for me, but I'm so pleased with the progress we've made in so many areas over that time, taking on challenges such as the Covid pandemic whilst continuing to offer the best possible service for tenants.

I have been proud to lead the Board during a time where we have continued to develop and grow our offer,

providing good quality, affordable housing throughout Preston and the surrounding area. A few of the new developments I'm most proud of during my time as Chair include The Courtyards, Rothwell Close and most recently The Watermills in Broughton – all of which have been built to our usual high standards.

Engagement with our tenants has improved so much and I was proud to play a lead role in reviewing tenant involvement. This led to the introduction of Gateway2Engagement which has transformed our engagement offer.

As a result, we have seen a big increase in the

number of tenants getting involved - this was demonstrated most recently through the Big Conversation which allowed us to shape our services to meet the needs of you, our tenants.

There are many more highlights I could mention, but it just remains for me to say a massive thank you to all our tenants, staff and my fellow Board members. I won't vanish from the scene altogether, I'm a big supporter of the Gateway Model, and I will continue to be involved.

Best wishes

A handwritten signature in black ink that reads "D Yates".

David Yates



Rob Wakefield

Chief Executive

Welcome to our latest edition of Gateway News which is jam-packed with updates from across CGA and plenty of useful hints and tips to help you keep safe and warm in your homes as Summer comes to an end and the darker nights creep towards us.

It was great to see so many of you attend or tune into our Annual General Meeting (AGM) in early September. For me, our AGM continues to be a really important part of what we are about at CGA. It provides the opportunity for our tenant members to be actively involved

in reviewing our performance over the past 12 months, and through their votes confirming we continue to be a well-run organisation with a strong focus on our tenants and communities. It was also really pleasing to see many of our tenants using the opportunity to ask questions of me and the Executive Team and I hope you found our responses useful.

Before wrapping up, I just want to recognise and say thank you to David as he steps down from being Chair after eight successful years on the Board.

If you have any comments or views about Gateway News please forward them to communications@communitygateway.co.uk

It's fair to say that David's time as Chair has had its challenges, perhaps the biggest being the Covid pandemic and all the issues that brought with it. However, under his leadership CGA has continued to go from strength to strength and I think David can be very proud of what he's achieved. The CGA Board is currently in the process of appointing a new Chair and we will let you know their decision soon.

Best wishes

Rob Wakefield



Another successful AGM

On Thursday 7th September we held our Annual General Meeting (AGM). More than 50 members joined us at Harbour House and at our extra-care scheme, The Courtyards. The AGM was also available to watch via our Facebook page and on our website.

All resolutions were successfully passed, and tenants heard about our achievements and successes over the last year.

The AGM allowed tenants to view updates from across the business in our Annual Report and Community Engagement videos.

A key part of the evening was questions from tenants for our Executive Leadership Team: Chief Executive, Rob Wakefield, Executive Director of Customers and Communities, Louise Mattinson and Executive Director of Resources, Craig Garner.

We had some great questions, and you can read a selection on the right.

Thanks again to everyone who attended our AGM. If you'd like to see what happened on the night, and hear the rest of the questions, visit our website:

www.communitygateway.co.uk/aggm





Q. Are there any plans to help tenants with their heating bills, such as solar panels or heat pumps?

A. We are committed to saving the planet and making our homes as efficient and cheap to run as possible for our tenants. To achieve this we will be investing in improving our homes. This will be a large, long-term project and will include measures such as installing triple glazing, solar panels and the upgrading of heating systems where appropriate. See page 8 for details of our first EPC A-rated homes.

Q. What do our service charges cover and how do we dispute these if we have any issues with these charges?

A. Service charges cover the cost of any additional services you receive from us, for example grounds maintenance or communal lighting. We are committed to making sure that tenants only pay for the services they receive and, where they are charged, these services are provided as efficiently as possible. The costs of delivering these services has risen significantly in the past year. We are keen to make sure service charges

remain affordable and have limited the increase for 2023/24 to 11.1%. Even with this increase we will still be providing these services at a loss. To dispute your service charges, please call 0800 953 0213 (option 6).

Q. What opportunities are there for tenants to get involved with Gateway or do some volunteering?

A. We have many ways for tenants to get involved. We offer a programme of activities which allows tenants to get involved at a level to suit them. We recognise that some tenants may only want to get involved briefly with us, whilst some will want to get involved at a higher level and we encourage all involvement no matter the level. We are also connected to a number of community partners who we can put you in touch with should you wish to get involved or volunteer in your local area. See page 17 for some of our current volunteering opportunities.

Q. How often do you check guttering and roofing?

A. We carry out checks every five years as part of our HomeCare survey, where every Community Gateway property gets a full internal and external survey. These checks allow us to identify any issues or repairs that are needed and get them sorted, ensuring our properties remain safe and well maintained.

We're here to help

Money Worries

The cost of living crisis continues to make life a struggle for many of us. Don't forget that our Tenancy Support Team are always on hand. They're here exclusively for Gateway tenants to help you maximise your income, so why not give them a call?

- Ask about a benefit check to make sure you're claiming what you're entitled to
- Get support with household items
- Get helpful tips to help you manage your finances
- Receive budgeting advice to make your money go further

Give our friendly Tenancy Support Team, Claire, Martin, Kim, Sue or Lucy, a call on **0800 953 0213 (option 4)** or email tenancysupport@communitygateway.co.uk

Why not use CLEVR Money?

CLEVR money are a trustworthy credit union open to anyone living in our communities. They offer loans from £200-£15,000, refinancing of existing loans, debt advice and savings schemes even if you have bad credit.

They're a not-for-profit organisation and are fully regulated, so you know you're safe. Find out more at www.clevr.money or give them a call on **01253 478390**.

CLEVR
money

Access our Cost of Living Hub by scanning the code on your phone



Save on your energy bills and improve energy efficiency

Making your energy usage as efficient as possible not only helps reduce bills, it's better for the environment too! Check out these handy resources for help:

- **Water:** United Utilities has a range of schemes to help make water bills more affordable, especially if you're receiving benefits such as Universal Credit. Call **0800 0726765** to find out more.
- **Simple Energy Advice:** Find out how to keep your home warmer and greener with information from the Government-backed Simple Energy Advice website: www.gov.uk/improve-energy-efficiency
- **Energy Saving Trust:** Visit the Energy Saving Trust at www.energysavingtrust.org.uk for tips and advice around heating your home, reducing home heat loss and more ways to save money.
- **Help and support:** If you're struggling to pay your energy bills, please get in touch with our friendly and helpful Tenancy Support Team by calling **0800 953 0213 (option 4)** or emailing tenancysupport@communitygateway.co.uk



Workwear Wardrobe

Are you looking for a new job, but don't have the right clothes for an interview? Or you may be working but need extra outfits to stay looking smart. Our Workwear Wardrobe offers pre-loved work clothes free to Gateway tenants.

Find out more by visiting www.gateway2engagement.co.uk or call the Engagement and Communications Team on **0800 953 0213 (option 6)**.



Development Update

Over the Summer, we were delighted to complete our very first top-rated energy efficient homes at Clementine Close in Walton-le-Dale. The Close is made up of six two-bed and two three-bed homes for affordable rent. The two-beds are our first to have an Energy Performance Certificate (EPC) rating of A and are part of our ongoing commitment to building energy efficient homes.

All homes benefit from off-street parking, private gardens, heat-source pumps, electric vehicle chargers and solar panels. This development is a key step towards building and offering a wider choice of homes, locations and types of tenancies for customers, as well as developing homes that are cheaper to heat and run.

We're also well on the way to achieving our goal of building 600 new homes by 2024.





Savick Shops

This aerial photo shows how our development in Savick is taking shape. We have now completed demolition of the existing empty shops and old-style maisonettes, ready for us to build 25 new homes alongside a new library and retail unit.

To keep up to date with where and when we are building new homes, and to find out more, please visit the 'Homes in Development' page on our website
www.communitygateway.co.uk

Miller Road

Work is progressing at our site at Miller Road in Ribbleton, which will consist of 78 family homes for affordable rent and shared ownership. The homes will include off-street parking, private gardens and communal landscaped areas across the site. The site also includes our second extra-care scheme for the over 60s, The Atrium.

Canal Side View

Work has started on this development site off Tulketh Brow, where we are working to develop 12 homes for affordable rent. The site is situated right by the canal and each home will benefit from off-road parking. The development will consist of four two-bed and eight three-bed homes for affordable rent.



Keeping your communities safe

We are committed to making sure you feel as safe and secure as possible in your homes and communities. Our Tenancy Services and Engagement Teams work with partners across Preston to tackle a huge range of issues, including noise nuisance, anti-social behaviour (ASB), safeguarding, hate crime and more.

We take partnership working very seriously, and have welcomed Preston Police, Lancashire Fire and Rescue Service and Preston Council to our offices for sessions on working together and how we can help each other in our communities. On ASB awareness day we joined forces with local police to raise awareness in our communities.

We are really grateful to tenants who raise issues and concerns with us, as your information and evidence can mean a better outcome for everyone involved. Some issues take time to work through, but the Tenancy Services team will always work hard to improve your situation.



Case Study

Our Tenancy Services Team dealt with a recent case where a tenant reported to us anonymously that they suspected a neighbour's property had been taken over by drug users.

The team worked closely with the police, making a joint visit to the property within two working days, when they discovered the tenant had indeed been the victim of 'cuckooing' (taking over someone's home as a base for criminal activity).

The two offenders were removed from the property and the tenant was given guidance on how to keep them away, with help from us and the police. We continue to support the tenant with regular visits and the police are also monitoring the property in case they return.

Don't get caught out - how to spot scams and fraud

We're all used to cold calls or messages from people trying to sell us something. These calls can be annoying but aren't usually scams. It can be hard to tell the difference between a cold call and a scam call.

Here are some of the most common scams:

- **Bank scams** – someone calling or texting to say there's a problem with your bank account or one of your bank cards.
- **Computer scams** – someone calling to say you have a virus on your computer and they can help you fix it for a fee or by downloading their software.
- **Compensation scams** – someone calling to say you can claim compensation for an accident.

You should report any suspected scams to Action Fraud by calling **0300 123 2040**. It's only by working together we can stop the fraudsters.



Top tips to keep you safe online

- **Don't share your personal information with anyone.** Scammers send bogus emails in the hope of getting personal or financial details. They might direct you to a fake website and perhaps trick you into thinking you've won something or that you owe them money.
- **Create strong passwords.** Use passwords that are hard to guess and include special characters and numbers. Remember to change your passwords regularly.
- **Be careful what you download.** Don't download content from websites that don't look trustworthy as they might contain malware (software that can access your computer and personal details).
- **Don't post personal details** about yourself on social media.
- **Use anti-virus software** on your computer and make sure you keep it up-to-date.



How to make a complaint or report dissatisfaction

We aim to deliver an excellent service to all customers, but we know we don't always get things right. If you are not satisfied with how we have delivered any of our services, please do get in touch. We will listen and we will take appropriate action to put things right.

Your voice matters to us:

We welcome feedback from our tenants, including your ideas, suggestions and views on how we can improve what we do. Feedback can be about anything you feel we haven't done well, or things we haven't done at all.

Our promise to you:

We take every issue you raise seriously, and we have an official process for dealing with complaints. Although we regularly publish the outcome of complaints, we keep your personal information private. We publish complaints and their outcomes so people with similar concerns and issues can see how we've responded.

How to contact us if you have a complaint:



By emailing
complaints@communitygateway.co.uk



By calling us on
0800 9530213 (option 6)



By letter to Community Gateway Association, Harbour House, Port Way, Preston PR2 2DW



Visit us in person by calling into Harbour House reception between 10am and 4pm

If you don't want to make an official complaint but are dissatisfied, you can still get in touch. We will work hard to resolve the issue.

You can find out more about our complaints process on our website: www.communitygateway.co.uk/comments-complaints-and-compliments

Community Gateway Complaints Process

Our Stage 1 complaints process has two pathways: '**Resolve in Five**' or '**Investigate It**'. We will only follow the 'Resolve in Five' pathway if it looks likely that we'll reach a resolution in five working days.

After a complaint is received, we will speak to you and/or our internal teams and make a decision on how best to deal with it.

RESOLVE IN FIVE

Within two working days, we will acknowledge your complaint, let you know who the investigating officer is and how you can contact them.

Within five working days, we will investigate the complaint and provide you with a formal response.

Stage 1 Complaint

INVESTIGATE IT

Within two working days, we will acknowledge your complaint, let you know who the investigating officer is and how you can contact them.

Within 10 working days, we will investigate the complaint and provide you with a formal response.

If you are not satisfied with the outcome of your Stage 1 complaint, you can contact us within 15 working days telling us why and requesting for the complaint to be escalated to Stage 2 of our complaints process.

Stage 2 Complaint

Within three working days, we will acknowledge your complaint, let you know who the investigating Head of Service is and how you can contact them.

Within 10 working days, the Head of Service will review your complaint and provide you with a formal response.

At any point during the complaints process you are free to contact the Housing Ombudsman Service for impartial advice on your concerns or dissatisfaction.

Visit: www.housing-ombudsman.org.uk

Call: 0300 111 3000

Email: info@housing-ombudsman.org.uk



Engaging and involving you!

Our Engagement Team has had a busy Summer, getting out and about in your communities, talking to tenants and helping people get involved in what we do.

In your neighbourhood

Since April, we've held pop-up sessions in seven of our community areas, speaking to over 100 tenants and getting their views. 73 people signed up to join our Tenant Hub and 15 joined our Tenants-only Facebook group.

Several referrals were made to other teams at CGA as well as to external partners to provide support. It's been great to chat with you face-to-face, hearing your views, helping with any concerns you may have and encouraging you to get involved in a variety of ways.

You said, we did!

Through our discussions with you, **you said** you were interested in projects around food and cooking – **we've** worked with Beanstalk to deliver 'Cook, Eat, Repeat' workshops for families.

You said you'd like support with accessing clothes – **we've** set up our free Workwear Wardrobe and School Uniform Store exclusively for Gateway tenants, which helped 101 families and 215 kids with 805 items of uniform.

You said you'd be interested in more activities for children – **we worked** with Let's Grow Preston to hold a Summer Family Fun Day for the whole community at our Moor Nook allotments, with 23 families and 42 children joining in.



Working together

It's been a pleasure to work in partnership with SHAPE Lancashire, whose Health and Wellbeing programme has benefitted tenants, getting out in nature and making new friends. 40 tenants took part in four sessions including trips, a mobile cinema, a health walk and a games afternoon. 100% of tenants who took part said the sessions helped them feel less socially isolated.

Working with PHX Training we created opportunities for tenants to access three workshops which helped with maths skills, understanding bills and household budgeting. Everyone who took part was given a £25 shopping voucher at the end of the sessions. We'll be running another course over Autumn/Winter, so give us a call if you're interested on **0800 953 0213 (option 6)**.

We've also supported Lancashire County Council's Children and Family Wellbeing Service at Family Fun Days, coffee mornings and neighbourhood drop-ins.

See more photos in the gallery on our Tenant Hub!

Tenant Talk - help us review our website

We're currently taking a look at our website to make sure it's easy to use, interesting, engaging and contains all the information you need.

We'd like tenants to get involved to help us look at the website content, how easy things are to find and the overall look and feel of the site. Your help will mean we get things right and give you the best experience possible when you visit us online.

Sessions will be held both online and in person, so you can get involved at a level to suit you. As a thank you, everyone who gives their time will be eligible for Time Credits, giving you access to a range of free local activities.

Interested in helping us out? Sign up here



SCAN ME

Benefitting communities

Our Community Fund has helped a range of local groups to hold events and activities for Gateway tenants.

- Fishwick Rangers' Family Fun Day, including 116 free entry wristbands for our tenants.
- Beanstalk's Cook, Eat, Repeat sessions: budget-friendly cookery for all the family.
- Larches and Savick Community Association and Project Fit's uniform banks: supporting our tenants with the cost of living.
- The Glee's Lunch Club: supporting our older tenants and reducing social isolation.

Would you like to help us decide where we spend our Community Fund? Sign up to join our panel of tenants here



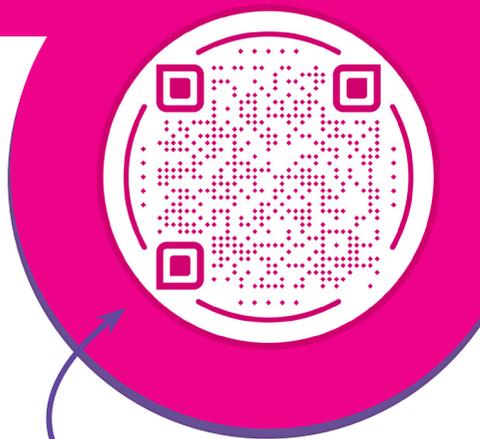
SCAN ME



Get involved

Interested in getting involved? There are plenty of ways for you to have your say and make a difference:

- **Join our Tenant Hub:** your one-stop shop for involvement opportunities, community news, photos, videos and activities.
- **Join our Tenant-only Facebook group:** a private group to chat and share information. We hold regular Q&A sessions and polls, as well as promoting local events.
- **Scrutiny Groups:** take a deep dive into our services to learn how we operate and make suggestions for improvements.
- **Tenant Talk:** help us review and shape the way we communicate with you – our newsletters, leaflets, website, social media and more. Tell us what you think we can do better!
- **Gateway Central:** our Tenant-led committee reviews our performance and recommends ways to improve.
- **Clean and Green Inspectors:** help us ensure your local community is safe and well maintained by carrying out inspections in your area.



Scan the code using your phone camera to access all of our involvement opportunities



If you're interested in any of our tenant involvement activities or would like to find out more about getting involved, give our Engagement team a call on **0800 953 0213 (option 6)** or email **get.involved@communitygateway.co.uk**

Damp, mould and condensation

We are committed to providing and maintaining a dry, warm and safe home for all our tenants. We recognise the significant impact damp and mould can have on your health and wellbeing.

When you report damp and mould concerns to us, you can expect that:

- We will listen to your concerns and take them seriously.
- We will make an appointment for one of our inspectors to visit your home and carry out a thorough survey.
- We will work hard to identify the cause of the issue.
- We will complete any repair work to fix any issues we find.
- If required, we will improve the ventilation in your home.
- In the case of mould, we will remove it and treat the affected area with specialist products.
- We will keep you fully informed about appointments, inspections, outcomes and the scheduling of works.
- We will contact you three months after the works have been completed to ensure that the issue is fully resolved and has not returned.





What we will do:

Depending on the type of damp and the cause of the problem, there are a number of things we will do to resolve the issue including:

- Carry out necessary repairs.
- Check the drains in and around your home.
- Carry out structural work to the property walls, roof or guttering.
- Increase ventilation – install extractor fans, airbricks or a specialist ventilation system.
- Ensure the heating system and radiators are able to effectively heat your home.
- Ensure your home has sufficient loft insulation.
- Install or repair a damp proof course.
- Work with you to reduce any build-up of condensation in your home.

Contact Us

If you would like more advice or if you think you may have damp or mould in your home, please contact us immediately using any of the following methods:

- **Call 0800 953 0213 (option 1)**
- **Email repairs@communitygateway.co.uk**
- **Complete the online form on our website www.communitygateway.co.uk**

KEEPING YOU SAFE



Keeping you safe in your home

Your safety is our number one priority, and we work hard to make sure your homes are maintained to the highest level.

Asbestos

Some Community Gateway homes built before the year 2000 have asbestos-containing materials in their construction. We have surveyed all these homes and assessed the asbestos as being low risk and in good condition. All tenants with asbestos-containing materials in their homes will have been provided with a report confirming where it's located.

Asbestos in good condition doesn't pose any risk to health, and sometimes it can be more dangerous to remove it.

If asbestos is left in place, our trained surveyors will visit regularly to check its condition. We'll also let our maintenance teams know where any asbestos is. If you do have any asbestos-containing materials in your home, you'll need to take extra care when doing DIY or decorating.

Please don't worry – we're here to help if you have asbestos-containing materials in your home. If you're concerned, please call our Repairs team on **0800 953 0123 (option 1)**. You can also download a factsheet from our website.

Gas Safety Tips

At Community Gateway we carry out annual gas servicing and safety checks to all homes.

As your landlord we have to check all gas appliances in your property. These checks are important, as faulty gas appliances are dangerous. In the meantime, here are some tips to keep your home safe:

- Make sure you let us in to carry out your annual gas safety check.
- Test your carbon monoxide alarm at least once a month.
- If you ever smell gas in your home:
 - » Call the National Gas Emergency Service on 0800 111 999.
 - » Put out any cigarettes or other naked flames.
 - » Turn off gas appliances at the valve and main gas tap on your meter.
 - » Open doors and windows to let the gas out and then leave the property.



Did you know that over the last year we completed over 22,000 repairs?



HomeCare

Our HomeCare survey is your property health check where we review your property's condition and carry out any repairs and necessary maintenance. We review your home thoroughly every five years to make sure it remains in good condition: safe and secure and a decent home for you and your family. Think of it as an MOT for your home.

The HomeCare programme is designed to cut down the number of home visits we make, meaning we are working more efficiently and delivering better value for money. Every penny we save goes back into existing homes and new developments.

It's really important that we are able to carry out these inspections, as they allow us to make sure your home is maintained in the best possible condition.

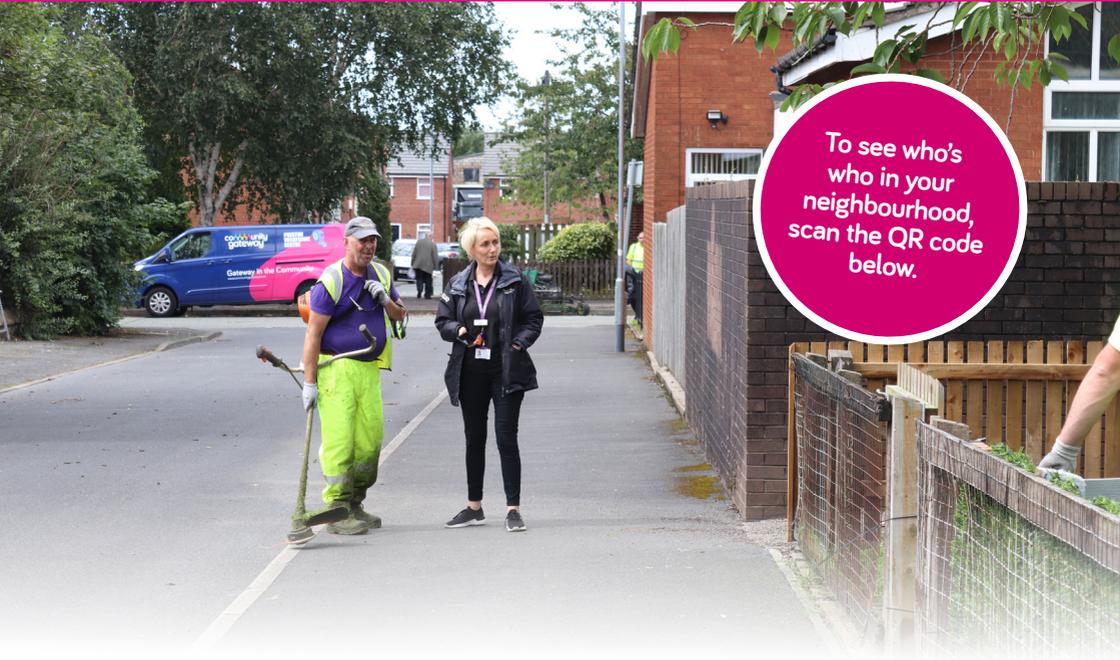
Repairs and Maintenance

Did you know that over the last year we completed over 22,000 repairs? Also, 81% of tenants are satisfied with the overall quality of their home, plus 88% of you are satisfied with our repairs service.

We will always try to make appointments that work for you. Following your feedback in September we changed our repairs appointment times to offer the following slots from 8am-6pm, Monday to Saturday:

8am - 12 noon
12 noon - 6pm
9.30am - 2.30pm (to fit around the school run)
8am - 6pm.

OUR TEAMS ARE HERE FOR YOU



To see who's who in your neighbourhood, scan the QR code below.

Did you know that the teams that are out and about in your communities are patch-based, meaning that you'll have a dedicated officer and team wherever you live, across a range of services?

All Gateway colleagues are here to help, no matter which team they belong to, so if you spot any of us out in your community, please come and say hello and have a chat about anything that's on your mind.

SCAN ME



- **Our Engagement Team** deliver opportunities for you to get involved and have your say, providing access to a range of local opportunities.
- **Our Income Team** are here to offer help and advice to support you to pay your rent.
- **Our Tenancy Services Team** deal with neighbourhood issues such as concerns for welfare, anti-social behaviour and other nuisance complaints.

Ashton

Engagement

Lisa Taylor

Income

Kelly McHale

Tenancy Services

Sandie Stevens, Apples
Appleton, Ashleigh
Robinson

Blackpool/Fylde

Engagement

Lisa Taylor

Income

Brent Whittham

Tenancy Services

Caroline Berkley, Andy
Rankin

Brookfield

Engagement

Eddie Bellingham

Income

Shelley Buckley

Tenancy Services

Sandie Stevens, Apples
Appleton, Ashleigh
Robinson

City Centre

Engagement

Lisa Taylor

Income

Brent Whittham

Tenancy Services

Caroline Berkley, Andy
Rankin

Deepdale

Engagement

Eddie Bellingham

Income

Karolina Werner

Tenancy Services

Caroline Berkley, Andy
Rankin

Fishwick

Engagement

Sharon Grimshaw

Income

Jessica O'Connor

Tenancy Services

Sandie Stevens, Apples
Appleton, Ashleigh
Robinson

Ingol

Engagement

Lisa Taylor

Income

Chris Smith

Tenancy Services

Caroline Berkley, Andy
Rankin

Moor Nook

Engagement

Eddie Bellingham

Income

James Fisher

Tenancy Services

Sandie Stevens, Apples
Appleton, Ashleigh
Robinson

*Grange, Greenlands,
Longridge Road, Sion Hill*

Engagement

Eddie Bellingham

Income

Duncan Simpson

Tenancy Services

Sandie Stevens, Apples
Appleton, Ashleigh
Robinson

South Ribble

Engagement

Lisa Taylor

Income

Brent Whittham

Tenancy Services

Sandie Stevens, Apples
Appleton, Ashleigh
Robinson

*Miller Road, Morris Road,
Trees Estate*

Engagement

Sharon Grimshaw

Income

Chris Smith

Tenancy Services

Caroline Berkley, Andy
Rankin

St Matthews

Engagement

Sharon Grimshaw

Income

Duncan Simpson

Tenancy Services

Caroline Berkley, Andy
Rankin

Autumn's the time to tidy

As a Gateway tenant, it's your responsibility to make sure your garden (if you have one) is well looked after and kept tidy.

Autumn is the perfect time to get your garden ready for the colder weather, so why not start getting your outside space into tip-top condition ready for a blooming great Spring?

Most of our tenants take great care of their gardens which makes our communities more pleasant for everyone and is really appreciated.

If you have any questions about your garden, please contact our GreenCare team by **emailing** greencare@communitygateway.co.uk

GreenCare team update

As the grass cutting season comes to an end, our Greencare Team will be spending the winter months carrying out maintenance work to our green spaces. This will include tidying up trees and hedges, making sure our communal areas are safe and welcoming. They will also continue to focus on our ginnel areas, making sure they are free from fly-tipping and remain accessible, helping to create safer communities.

We welcome tenants' feedback on how we are maintaining our communal spaces through our Clean and Green Inspectors. If you would like to know more, please call **0800 9530213 (option 6)** or visit our Tenant Hub by scanning the QR code.

Gardening Tips



Here are some top tips for your Autumn garden from our GreenCare Team.

- Have a general tidy up. Pull up any annual plants and weeds and cut back any faded plants to 5cm above ground. But don't be too tidy, as seed heads and dry leaves are great for insects and small mammals!
 - Cover any garden furniture to protect it from the colder, wetter weather. Clean and store your gardening tools.
- 
- 



SCAN ME

INDEPENDENT LIVING SERVICES



THE
COURTYARDS,
OUR FLAGSHIP
EXTRA CARE
SCHEME

Independent Living – Supporting you to live independently

Here at Community Gateway we offer a range of accommodation exclusively for people over 60: self-contained flats, bungalows and apartments, all of which offer a range of services to support your needs while maintaining your independence. Lifelines come as standard in most accommodation along with access to the Independent Living Team for advice and support.

The Courtyards, our flagship extra care scheme, provides additional support and facilities including an onsite care team should you need it. Due to popular demand our second extra-care scheme, The Atrium in Ribbleton, is well on its way to completion. In addition, The Watermills in Broughton is a new and exciting way of living for those over 60 - modern apartments, with a stylish coffee lounge, the offer of a Lifeline service and added security features for reassurance.

After hearing from our tenants about their priorities for the Independent Living Service, we responded earlier this year with a few changes. The team now work from 8am until 8pm, Monday to Friday which gives us the opportunity to support you later in the evening. The team also arrange social events where tenants can come together to enjoy each other's company or take part in activities.

Between 8am and 8pm the Independent Living Team offer a menu of services including daily telecare calls, home visits and a response service if you require urgent assistance. After 8pm and at weekends a local telecare specialist delivers this service on our behalf ensuring that support is always at hand.

For more information call the Independent Living Team on 01772 268065.

Your Autumn Recipe



prep: 40 mins



cook: 20 mins



serves 6-8

Cherry Scones

By tenant
Margaret
Singleton

Ingredients

- 225g (8 oz) self-raising flour
- 50g (2oz) margarine or butter
- 25g (1oz) caster sugar
- Pinch of salt
- 50g (2oz) glace cherries (you could also use currants, raisins, sultanas or blueberries)
- 1 medium egg, beaten with enough milk to make 150ml of liquid

Method

- Heat the oven to 220°C / gas 7 and line a baking tray with greaseproof paper.
- Mix the flour and salt and rub in the butter until it looks like breadcrumbs.
- Stir in the sugar and fruit, add the egg and milk, saving a little for brushing the tops.
- Knead lightly on a floured surface and roll out to 1cm thick. Cut into rounds with a scone cutter. Re-roll the trimmings and cut more rounds.
- Brush the tops with the egg and milk mix and bake for about 10 mins, until risen and golden.
- Cool on a wire rack.

Do you have a favourite recipe you'd like to share in the next issue of Gateway News? Email communications@communitygateway.co.uk to let us know!



WORDSEARCH

- Halloween
- Harvest
- Leaves
- Pumpkin
- Chilly
- Scarf
- Apple
- Acorns
- Bonfire
- Orange

Answers can be found at www.communitygateway.co.uk/just-for-fun

P	U	M	C	H	I	L	L	Y
W	A	L	O	Q	E	B	Y	E
A	P	C	X	S	P	K	R	R
L	P	H	O	N	O	I	O	A
E	L	I	E	R	F	N	R	J
A	E	L	A	N	N	Y	A	G
V	O	L	O	I	A	S	N	F
E	N	B	E	D	M	L	G	U
S	C	A	R	F	I	D	E	C
R	G	H	A	R	V	E	S	T
H	A	L	L	O	W	E	E	N
P	L	P	U	M	P	K	I	N

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



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

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

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

-  @CGAPreston
-  @CGAPreston

Tenant only Facebook Group
 /groups/CGAEngagement



When you've finished reading me, please recycle me along with the rest of your cardboard waste.

