

# Our Services

We're here to support you and make sure your home and neighbourhood meet your needs. Here's an overview of the services we offer and how you can access them:



## ALLOCATIONS

We offer support to all new and existing tenants who want to find a new home with us. We offer mutual exchanges to all existing tenants wishing to move home.

 0800 953 0213 (option 2)



## KEEPING YOU SAFE IN YOUR HOME

We offer a repairs service to all tenants, including routine and emergency repairs as well as safety checks. We also carry out planned improvements and can provide aids and adaptations if needed.

 0800 953 0213 (option 1)

## KEEPING YOU SAFE IN YOUR COMMUNITY

Our specialist team works in partnership with the local Police and agencies to help resolve anti-social behaviour and safeguarding issues, helping you to feel safe in your community.

 0800 953 0213 (option 5)



## CLEAN AND GREEN COMMUNITIES

Our GreenCare service ensures that communal areas and our neighbourhoods are well-maintained, safe, and enjoyable for everyone.

 0800 953 0213 (option 1)

To find out more about any of our services, please call **0800 953 0213** or visit our website at [www.communitygateway.co.uk](http://www.communitygateway.co.uk).



## PAYING YOUR RENT

Everything you need, from ways to pay your rent to finding out when your rent is due, our team is here to help you to make your rent payments.

 0800 953 0213 (option 3)

## TENANCY SUPPORT

Our Tenancy Support Team offers a tailored benefits advice service to our tenants, household members and anyone applying for a property with us.

 0800 953 0213 (option 4)



## INDEPENDENT LIVING AND EXTRA CARE

Our specialist accommodation provides a safe place for older people to live independently whilst accessing support and social activities.

 0800 953 0213 (option 6)

## ENGAGEMENT

We actively encourage all tenants to get involved with us and have your say on how we deliver services. There are lots of ways to have your voice heard, from joining our Tenant-Only Facebook Group to coming to an in-person meeting.

 0800 953 0213 (option 6)



## COMPLAINTS SERVICE

We recognise that sometimes things don't go as planned, and when this happens, we want to hear from you so that we can resolve the issues as quickly as possible.

 0800 953 0213 (option 6)