Community Gateway
Our Year in Numbers 2025/26

88.4%
overall satisfaction with our services

91.8%
satisfaction that we treat tenants fairly and with respect

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

28,000
repairs were completed across our homes

87.3%
of tenants were satisfied with our repairs service

Delivering a reliable repairs service, reducing delays and repeat visits for tenants

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

£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

We rehoused **552** families and completed **29** home swaps, helping tenants move into homes that meet their needs

Delivered **17** new-build homes, designed to be energy efficient and cheaper to heat, reducing costs and providing high-quality homes

We delivered **20 community projects** to improve neighbourhoods, making them cleaner, greener and safer places to live

We held almost **500** events across our **Independent Living and Extra Care schemes**, helping reduce social isolation and keep tenants active

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

439 fly-tipping incidents were removed, helping to make neighbourhoods cleaner, greener and safer

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

221
homes received energy improvement measures to improve energy efficiency

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

1,324
views gathered across **36** consultation activities

Air Source Heat Pumps have been installed in 17 new build homes, providing efficient heating to help keep homes warm

We knocked on over **1,200 doors**, engaging with **656 tenants**, giving them the opportunity to share their views

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

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

97%+
colleagues are satisfied with CGA as a place to work

34
colleagues completed professional qualifications to build skills to deliver a better service to tenants

1,000
tenants supported by our Money Advice Team

£4.5M+
additional welfare benefits secured for tenants

571 safeguarding investigations carried out with support plans put in place to reduce risk and protect vulnerable tenants

We are in the top 25% of housing providers across five value for money measures, recognising how well we manage resources and run the organisation

We were awarded **RoSPA Gold Award** for the **16th consecutive year**, recognising our continued commitment to keeping tenants and colleagues safe

Visit communitygateway.co.uk to read our full 2025/26 Annual Report