

# YOUR GUIDE TO

## Your New Home



### Welcome to Your New Home!

At Commuity Gateway Assciaton (CGA), we aim to ensure you move into a clean, well-maintained property where everything works as it should. We have set clear standards for the condition of your home, which are explained in this guide.

CGA is the first housing association based on the Gateway Model, we put tenants at the heart of every decision, ensuring they play a key role in shaping their homes, communities and the services they receive.

### External and Internal Standards

We take pride in ensuring your home is safe, secure and well-maintained, both inside and out. Externally, you can expect a watertight roof, functional gutters, secure windows and doors, safe paths and effective drainage systems.

Internally, we make sure that all rooms are clean and free from defects. This includes checking that the property is free from any visible damp and mould growth, ensuring smoke alarms are fitted on every floor and confirming that the electrical supply and wiring in your home are safe.

We also make sure that your gas supply, pipes and any gas appliances are safe at the start of your tenancy, with scheduled checks by a Gas Safe qualified person occurring every 12 months.

We also arrange for a qualified electrician to carry out an Electrical Installation Condition Report (EICR) of your property electrical installation at least every five years.

### Cleaning Standards

We ensure that your new home is free of any rubbish, floors are swept and all sanitaryware is cleaned. Kitchen units are cleaned inside, as well as internal window frames. A new shower curtain is also fitted as standard.

### Gardens and Communal Areas

Gardens will be free of any fly-tipping and any large rubbish items. Grass will be trimmed and overgrown bushes will be cut back, while trees will be referred to the Grounds Maintenance team. No garden waste or builders' rubbish will be left in the bins.

Communal areas will be inspected for graffiti and fly-tipping which, if present, will be reported to the Environmental Services team.

### Decoration Standards

We take a flexible approach to decorations in your home and each room will meet reasonable standards. Rooms will be ready to decorate and decoration vouchers may be offered.

### Making Changes to Your Home

We understand that some tenants may want to make changes to their home. If you would like to make any alterations, please contact the Gateway PropertyCare team on **0800 953 0213 (option 1)**. They will arrange for an inspector to visit, discuss the changes and agree on the standards for the work.

### General Information

Your information pack will include gas and electricity safety certificates, as well as details on the locations of your stop tap, electricity meter, gas meter and water meter.

Each room will have at least one energy-saving light bulb. Any fixtures and fittings left in good condition, such as curtains or flooring, will be left at the discretion of the Gateway PropertyCare team. A list of any gifted items will be included in the information pack and must be acknowledged with a signature at tenancy sign-up.

### Fencing and Gates

Any fencing will be inspected before your move, ensuring it is secure and free of health and safety hazards. Minor repairs may be made at Gateway PropertyCare's discretion in line with the current CGA Fencing guidelines, which you can read by going to: [www.communitygateway.co.uk/fencing](http://www.communitygateway.co.uk/fencing).

## Moving In Checklist

- **Register to Vote:** [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)
- **Council Tax Registration:** Inform the local council about your new address for council tax purposes. Single adults may qualify for the Single Person Discount.
- **Council Services:** Your local council (Preston City Council for most tenants) manages services like bin collections, parks, housing and environmental health. Learn more here: [www.preston.gov.uk](http://www.preston.gov.uk)
- **County Council Responsibilities:** Lancashire County Council oversees highways, streetlights, libraries, recycling centres, health and social care and more.
- **Meter Readings:** Take readings for your gas and electricity meters to avoid overpaying. You will be provided with gas and electricity supplier details at your tenancy sign up. You can switch providers at any time.
- **Update Your Address:** Notify friends and family of your new address. Update your address with banks, mobile providers, TV Licensing, doctors, dentists and your workplace. Redirect your mail to your new address - [www.royalmail.com/personal/receiving-mail/redirection](http://www.royalmail.com/personal/receiving-mail/redirection)
- **Tenants' Contents Insurance:** Obtain contents insurance, as we do not provide it. We recommend Royal & Sun Alliance Insurance Ltd, which has an exclusive scheme for CGA tenants. More information is available on our website - [www.communitygateway.co.uk/contents-insurance](http://www.communitygateway.co.uk/contents-insurance)

- **Driving License:** Ensure your driving license reflects your new address by ordering a replacement through the DVLA.
- **Wi-Fi:** Inform your Wi-Fi provider to transfer the service to your new address.

## If You Are Not Happy With Your Property

We endeavour to make sure the property you are moving into meets our Empty Homes Standard, so you can start settling into your new home straight away. If, when you move in, you are not happy or believe that we have not met the standard set out in this leaflet, you can contact us on **0800 953 0213 (option 1)**.

We will organise for a member of our team to visit and assess the property and resolve any outstanding issues.

If, at this stage, you are still unhappy, you can follow our complaints procedure, details can be found here - [www.communitygateway.co.uk/complaints-and-compliments](http://www.communitygateway.co.uk/complaints-and-compliments)

## How to Contact Us

If you have any questions or need help with your move, please contact us using any of the following methods.

### Call

Repairs team: Monday, Tuesday, Wednesday and Friday 8am - 5pm, Thursday 8am - 2pm.

All other teams: Monday - Friday 9am - 5pm

- **Option 1** – Repairs, gas servicing, grass cutting, adaptations, home improvements
- **Option 2** – SelectMove, housing applications, property offers
- **Option 3** – Paying your rent or a query about your rent account
- **Option 4** – Welfare benefits support and advice or financial queries
- **Option 5** – Community issues, including anti-social behaviour and safeguarding
- **Option 6** – Making a complaint, Community Engagement and general enquiries

**To report an emergency repair out of office hours call us on 0800 953 0213.**

### Email

Email us [customerservices@communitygateway.co.uk](mailto:customerservices@communitygateway.co.uk)

### Visit our website

Visit [www.communitygateway.co.uk/contact-us](http://www.communitygateway.co.uk/contact-us) and select the team you want to contact and complete the form. The form will be sent to the relevant team who will contact you back within two working days.

Visit [www.communitygateway.co.uk](http://www.communitygateway.co.uk) for detailed guides to all our services. If you would like a printed copy, please contact us by calling **0800 953 0213 (option 6)**.

### Write to us

Community Gateway, Harbour House, Port Way, Preston, PR2 2DW.

### Visit us

Visit our office at **Harbour House, Port Way, Preston, PR2 2DW.**

### In your community

We bring our services to our communities each month. To find out when we are in your local area call **0800 953 0213 (option 6)** or email **[get.involved@communitygateway.co.uk](mailto:get.involved@communitygateway.co.uk)**

### Request this guide in a different format

If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6).**



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