

gateway news

SPRING 2023



Evolve pg 6



Support pg 10



Invest pg 12



community
gateway

Hello & Welcome



Dave Yates
Chair



Rob Wakefield
Chief Executive

We are well into Spring now and I hope you are all enjoying the warmer weather and brighter days.

Many of you will remember The Big Conversation we held late last year. It was pleasing to see so many of you taking part. We gathered over 1,200 views from you, on a variety of different topics. We were able to take into consideration your views and feedback when looking at our services and how we deliver them.

I'd like to thank everyone of you who took part and gave us your views. It was in the spirit of the Gateway Model, and how right it was that tenants led the way. You can read more about the changes we're making as a result of your feedback on page 6.

Please have a read of the information on page 10 on damp, mould and condensation. If you think you may have damp or mould in your home, please contact us immediately on **0800 953 0213** and select option 1, our teams are here to help.

Don't forget to sign up to our digital newsletter at www.gateway2engagement.co.uk to receive regular updates about what's happening in your community.

I hope you enjoy reading this edition and have a lovely Spring and Summer.

Take care and stay safe

Best Wishes

Dave Yates

I hope you're all keeping safe and well and are enjoying the brighter days that Spring brings.

I'd like to start by echoing David's comments regarding The Big Conversation. It really is important to us that you, our tenants, have the opportunity to have your say on important issues and I'm glad so many of you did just that. Inside you'll see how we've listened to your feedback and are acting on it.

Like me you'll have read recently that some social housing tenants in other parts of the country are living in poor quality and unsafe homes.

I'm hopeful that the ongoing investment we make in our homes means that this is not an issue in any of our properties but if it is, or if you have any concerns around the safety of your home please do contact us and we'll work with you to put things right.

One way of making sure that you have access to more good quality homes is to build them – and we're continuing to do just that. A few days ago I visited our Miller Road development in Ribbleson and I was excited to see how it was progressing.

When complete these homes will not only look great but will provide good quality, affordable housing for generations to come.

Take care

Rob Wakefield

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

Money worries? Don't suffer in silence

The cost of living crisis is affecting everyone. If you are struggling, please come and talk to us – we are here to help.

Whatever your circumstances, you are not alone. Our friendly staff have access to a range of support to help tenants maximise their income and manage their money.

We have a brilliant team on hand to provide you with support. If you are struggling with finances, need advice or just someone to talk to, please get in touch with our Tenancy Support Team on **0800 953 0213 and select option 4**, or email tenancysupport@communitygateway.co.uk. For more information about how we can help, visit www.communitygateway.co.uk/money-advice.

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



Here are just some of the ways we can support you

Free advice and support

Our Tenancy Support Officers can make a huge difference to your income and quality of life. From carrying out benefit checks and making sure you are claiming all the benefits you are entitled to, to providing additional support with household items.

Our specialist Officers can help you find ways to manage your finances, provide budgeting advice and provide helpful tips to make your money go that little bit further. Get in touch by calling **0800 953 0213 and select option 4** or email tenancysupport@communitygateway.co.uk

The Purple Pantry

Why not visit our social supermarket - the Purple Pantry and make huge savings on your shopping bill? The Purple Pantry is our food shopping membership scheme, which offers high quality branded food at affordable prices. You can browse the aisles and choose the items you want. It's based at Moor Nook Community Office, Langden Drive, Preston, PR2 6HT and is open to all Gateway customers from Monday to Friday 1pm-4pm.



Gateway Workwear Wardrobe

Are you currently working and looking to refresh your wardrobe, but struggling to buy new work clothes? Or are you hoping to secure a job and don't have anything to wear for the interview? Our Workwear Wardrobe provides free, pre-loved clothes exclusively to Gateway tenants. Find out more about our Workwear Wardrobe by visiting www.gateway2engagement.co.uk or call the Engagement and Communications Team on **0800 953 0213 and select option 6**.



The Big Conversation - You said, we did...

We want to deliver our services to you as efficiently as possible. Our costs have increased significantly over the past year meaning we need to make some savings. To ensure we are delivering value for money for all tenants, we set about talking to as many of you as possible about the services which you highly valued and those where we could scale back or stop delivering altogether.

Late last year, in October and November, we held 'The Big Conversation' where we gathered over 1,200 views from 618 tenants. The feedback you provided clearly told us that delivering an excellent customer service is really important to you. We will make improvements to our services and how you access them. We will aim to make it easier for you to deal with us. As a result of your feedback we have made the following changes:



1,200 views from 618 tenants

Customer Service

You said	We did / we will do
We don't need a full-time reception area. It should be open at certain times that are well advertised.	Our reception is now open from 10am to 4pm Monday to Friday. Our phone lines are open from 8am-5pm for repairs, and 9am-5pm for general enquiries. You can contact us 24 hours a day for repairs that require emergency assistance - so you can still speak to us when you need
You would be happy with an automated telephone service that allows you to speak directly to the team you need.	We have introduced an automated telephone service, which will connect you directly with the team you need to speak to, so your queries can be resolved quicker.
You would be happy for us to visit your home to carry out repairs between 8am-6pm.	We are considering whether we can change the working patterns of our operatives, to provide a greater choice of repairs appointment times.

Investing in Homes and Neighbourhoods

You said	We did / we will do
Text reminders are useful for repairs appointments.	We have introduced a text messaging reminder service to help minimise costly missed appointments.
Investing in existing homes is a real priority for you and you do not want a reduced standard.	We will continue to invest in our home improvement programme and maintain our high standards. There will be no reduction in quality, timescales or our level of investment.
Projects that improve the appearance of your neighbourhood are important to you.	We will continue to invest in regeneration projects to improve neighbourhoods.



Tenancy Support

You said	We did / we will do
Our Purple Pantry social supermarket is highly valued by lots of tenants.	We will continue to subsidise this valued service.
Our employment and skills service, whilst valuable for some, only benefits a very small number of tenants.	We will reduce the employment and skills support we deliver ourselves and signpost those in need to our partners.

Tenant Involvement

You said	We did / we will do
Tenant involvement was highly valued by you where it focussed on shaping services.	We will continue to ensure that tenants voices are heard across the organisation and they influence how we deliver our services.
It is important to you that we offer online opportunities to get involved, using text messages and email surveys.	We will continue to offer digital engagement opportunities alongside our traditional face to face activities.

Housing Services

You said	We did / we will do
We often deal with low level neighbourhood concerns which you do not see as a priority, or are the responsibility of other agencies, such as criminal activity.	We will focus on dealing with anti-social behaviour issues which are our responsibility. We will provide clear information on what should be reported where.

Communications and Marketing

You said	We did / we will do
You want to receive information in a clear and simple format. You want to be kept up to date on our services, your home and neighbourhood.	We will stop printing glossy leaflets and booklets and provide simpler factsheets with the key information you want to know about.
77% of you read Gateway News but you would be happy with fewer editions each year. There was a lot of interest in a digital newsletter.	You will now receive Gateway News twice a year. You have the option to sign up for our digital newsletter to receive more regular updates. Sign up by registering at www.gateway2engagement.co.uk
At least half of our tenants use the website to find out information.	We will continue to ensure the website is kept up to date with useful information.

Tenant Drop-In

At Community Gateway, we provide a range of services to help you live in your home. From low cost food to skills training, we have lots on offer exclusively for tenants.

Our tenant drop-in sessions provide you with information on a range of subjects, including:

- How to report repairs
- Our approach to anti-social behaviour
- Accessing SelectMove
- Understanding your tenancy
- Money saving tips
- Access to our Workwear Wardrobe
- Support to access welfare benefits
- Sign up to our Purple Pantry

Find out when our next drop-in is taking place by visiting www.gateway2engagement.co.uk





If you think you have damp or mould in your home, please contact us immediately.

Damp, mould and condensation - Information and guidance

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 the health and wellbeing of our tenants.

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

- ✓ We will listen to your concerns and take them seriously.
- ✓ One of our specialists will visit your home and carry out a thorough inspection.
- ✓ We will work hard to identify the root cause of the problem.
- ✓ If needed, we will complete any repair work to fix structural or plumbing issues.

- ✓ If needed, we will make improvements to the ventilation in your home.
- ✓ In the case of mould, we will remove the mould and treat the affected area with specialist products.
- ✓ We will keep you fully informed about appointments, inspections, outcomes and the timetabling of works.
- ✓ We will carry out a follow-up call 3 months after the works have been completed to ensure that the issue is fully resolved and has not returned.

If you think you may have damp or mould in your home, please contact us immediately by using any of the following methods:

Call 0800 953 0213 and select option 1
Email customerservices@communitygateway.co.uk
Complete our online form on our website

What are mould and mildew?

Mould and mildew may appear as black spots by a window or in the corner of a room. It usually occurs on a surface that has got wet. If mould has started to form and it's only in a small area, you can often remove it before it sets in, by wiping it regularly with a household cleaner (not bleach). If it persists, call us straight away and we will come out to investigate and treat it.



What is damp?

Damp occurs where water has got into the walls. This could be from a crack in an external wall, faulty plumbing or damaged guttering. You can usually see an obvious damp patch that feels wet to touch. You may see a tidemark rising up from the floor.

If you think you have damp, you should call us immediately.



What is condensation?

Condensation is the most common cause of dampness found in homes, especially during colder months.

Condensation is caused by moisture in the air settling on a colder surface, such as a window or wall, or in areas of the home with little air circulation, such as behind furniture.

We have some practical advice on our website to help you reduce condensation in your home.

Development Update

One of our key objectives is to build 600 new affordable rented homes by 2024, as well as investing in existing homes. Here's an update on how we are progressing with new developments across Preston.

Gateway's first all-electric development

In January we handed over the keys to our first development of all-electric homes in Brookfield, Preston.

Prior to the new homes being built, Gisburn Road was a former council depot and the land at Hawkshead Road was vacant space. As well as providing much-needed homes for local people, these homes have given the area a new lease of life, and provided extra parking spaces to be used by surrounding neighbours.

These gas-free homes are part of our commitment to improve the energy efficiency of our homes, providing a much-needed reduction in fuel bills for our tenants.



Lightfoot Lane and Oak Lane

In December, we completed our final homes at Bartle Fields on Lightfoot Lane and The Oaks in Newton-with-Scales. The Bartle Fields development has a total of **89 homes – 53 for affordable rent and 36 for shared ownership**. The development consists of one-bed apartments and two, three and four-bed homes. This development is our largest to date.

The Oaks development consists of **37 homes – 20 for affordable rent and 17 for shared ownership**. The properties comprise of two, three and four-bed homes. All shared ownership properties on this site have been reserved and we expect all properties to be let by Summer.



UPCOMING DEVELOPMENTS

Miller Road

Work is progressing well on the former Ribblesdale Hospital site at Miller Road, ready for our new extra care scheme **The Atrium**, and adjoining housing development **The Meadows**.

Interested in applying for one of our new homes? Sign up to SelectMove and register your interest once they are advertised.

The Atrium

Structural walls are being craned into position at The Atrium, our new extra care scheme for the over 60's, which will include **29 one-bed apartments and 32 two-bed apartments, for affordable rent**. The scheme will also include a bistro, hairdressers and beauty room for residents and the community to use.

The Meadows

This development will consist of **78 family homes – 43 for affordable rent and 35 for shared ownership**. The first four shared ownership properties will be completed in Spring, one of which will be our fully furnished show home.

Tom Benson Way

We have received planning permission for land on Tom Benson Way, Preston. This development will consist of **35 two and three-bed homes for shared ownership and affordable rent**. Work is due to start in Summer. All the homes on this development will be fully electric, as part of our commitment to improve the energy efficiency of our homes.

Duddle Lane

Work has begun on Duddle Lane in South Ribble. This development will include eight homes for affordable rent, helping broaden the choice of locations for tenants. The development will consist of **6 two-bed and 2 three-bed homes**. All homes will benefit from off-street parking and private gardens. The development is due to be completed in Summer.

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.



Annual complaints and compliments summary

We are committed to providing the best possible service to all our customers, but we know we're not perfect and sometimes we might get things wrong. If you are unhappy with any part of our service, it's important that you let us know - if you don't tell us, we cannot try to put it right.

It is also great to hear when we have provided you with excellent service and we really appreciate it when you take the time to let us know when we've exceeded your expectations.

In the last year we received **81** complaints, with approximately **65%** of these being upheld or partially upheld. Many of these complaints have resulted in changes to our procedures or working practices, as well as additional training for our colleagues.

We always strive to learn from your feedback, and we have made several changes as a result including:

- Changes made to how we monitor contractors to ensure their quality of work and customer service is checked and recorded effectively.
- The procedure for when tenants do not allow us access to their home was updated and amended so it was clear and easy for colleagues to follow.
- Teams were re-trained in our procedure for when tenants do not allow us access to their home for gas servicing.
- Worked with the Royal National Institute of Blind People (RNIB) to look at our website and other communications to ensure our services are accessible to those with visual impairments.
- Additional checks are being carried out on Community Gateway owned land that has become a target for fly-tipping.
- Updated our Damp, Mould and Condensation policy and procedure, with additional information and advice provided on our website.
- Additional information will be provided to tenants and residents when works are taking place in communal areas around your homes to ensure you are fully informed.

In the last year, we also received **67 compliments about the services we provide and the people who work for us**. Gateway PropertyCare received the most compliments, with tenants praising their high-quality work in your home and great customer service.



How to make a complaint or compliment

We welcome your comments, complaints, and compliments to help us improve our services. Please do get in touch in whatever way suits you. You can make a complaint by any of the following methods:



Using the online form on our website
www.communitygateway.co.uk



Emailing
complaints@communitygateway.co.uk



If you prefer to speak to a member of our team, please call us on **0800 953 0213** and select option 6

Complaints Process

We have a formal complaints process to make sure we deal with complaints quickly and fairly.

Step 1 You make a complaint.

Step 2 We will acknowledge receipt of your complaint within one working day.

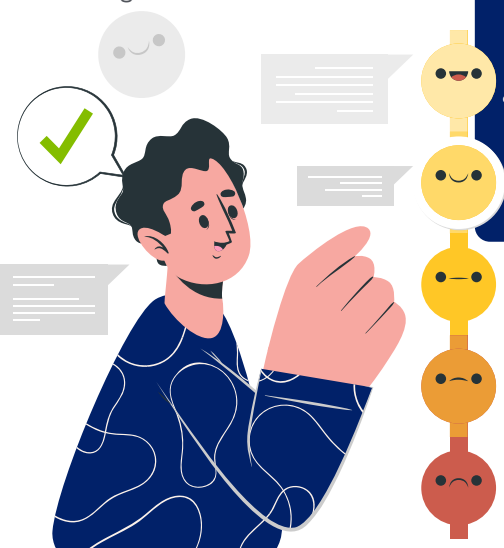
Step 3 We will aim to resolve your complaint in 5 working days – However, if an inspection or more in-depth investigation is required, we will resolve your complaint in 10 working days. We will inform you when you can expect your response.

Step 4 You will receive a thorough response, covering all the areas you have raised and a decision as to whether your complaint is upheld or not, with a full explanation of the decision.

If all or part of your complaint isn't resolved to your satisfaction, you can request a stage 2 review.

Step 5 We will carry out a stage 2 review and provide you with a response within 10 working days.

Step 6 If, in your view, our response to your complaint remains unsatisfactory, you can contact the Housing Ombudsman at www.housing-ombudsman.org.uk or **0300 111 3000**



Allowing us access to your home

We want you to enjoy living safely and happily in your home. As your landlord we are required by law to carry out certain safety checks to ensure your home remains safe and well maintained.

As part of your tenancy agreement you must allow us into your home to carry out these works. Failure to do so can result in legal action being taken against you.

Over the last year, we obtained nine injunctions providing us with court access to properties where we have been unable to gain entry. In each case, this resulted in charges of up to £5,000 for each tenant involved.

We can offer morning, afternoon or even weekend appointments, to make sure our visits cause you as little disruption as possible.

NEW
OPENING
TIMES

RECEPTION

Harbour House, Portway,
Preston, PR2 2DW

Monday-Friday 10am-4pm

PHONE LINES

We have introduced a new telephone service where you can select which team you would like to speak to, so your queries can be resolved quicker.

Give us a call on
0800 953 0213.

Our repairs team is available
Monday - Friday between 8am - 5pm

All our other teams are available
Monday - Friday between 9am - 5pm

For repairs that require emergency assistance outside of the hours 8am - 5pm, call us on 0800 953 0213.

Spring Garden Advice

As a Gateway tenant you are responsible for ensuring your garden is always well maintained.

Spring and Summer are the perfect time to pay your garden some attention. Most of our tenants take great care of their gardens which has a huge impact on the rest of the community and is greatly appreciated.

If you wish to report any unkempt gardens or are concerned someone might be struggling to maintain theirs, please contact our **Tenancy Management Team on 0800 953 0213 and select option 5** or email tenancy.management@communitygateway.co.uk so that we can work with them to improve it.

We hope the weather this year allows you to enjoy your garden and local greenspaces. If you have any gardening questions, please contact our **GreenCare Team by emailing greencare@communitygateway.co.uk**.

Garden Scheme

The Gateway Garden Scheme is a subsidised service specifically available for customers who need help to maintain their gardens due to age or health conditions. The cost for this service is a fixed price to support customers who are struggling to keep on top of their garden.

Call the GreenCare Team on 0800 953 0213 and select option 1 or email greencare@communitygateway.co.uk for further information.

Gardening Tips

Here are five gardening tips from our GreenCare Team.

- 🏠 Have a general tidy up - do a spring clean of your garden. Tidy flower beds, get rid of those weeds, pick up stray leaves and sweep up debris.
- 🏠 Give your shrubs, hedges and grass a good trim. Pruning is best done in early spring before new buds start blooming.
- 🏠 Choose plants that are labelled 'bee and butterfly friendly'.
- 🏠 Use natural weed control where you can by packing in bedding plants so that weeds have no room to grow. If you do have to use weed killer, read the label carefully as some are harmful to bees and insects.
- 🏠 Attract birds by using bird feeders with seeds or dried fruit and nuts.



Have you joined our Tenant Hub?

Join over 1,100 other tenants and find out about our current opportunities to get involved along with our monthly activity calendar, updates for your local community and consultations on a wide range of topics.

Tenants who are already signed up have recently been involved with; The Big Conversation consultation (*read more on page 6*), a damp, mould and condensation literature review, influencing where we spend the Community Fund, and much more.

Got 10 minutes?

Our bitesize activities are designed to be quick and easy, so you can take part from the comfort of your own home any time, day or night.

How about a couple of hours?

Get involved with our community events or join a task and finish group, perfect for those with a little more time.

Want to commit a bit more time?

Join our Tenant Committee, Gateway Central, and have your say on tenant engagement, business performance and more.

In return for your time, you will have access to exclusive rewards including football tickets, soft play entry, theatre tickets, free coffee, gym sessions, health subscriptions and more.



SCAN ME

Join our tenant-only Facebook Group and Tenant Hub

Join the conversation with other tenants on our tenant-only Facebook Group. Visit www.facebook.com/groups/CGAEngagement.

Keep up-to-date and get involved online through our Tenant Hub, sign up at www.gateway2engagement.co.uk

If you need any digital support accessing the Tenant Hub or Facebook our team are on hand, simply contact the Engagement and Communications Team on **0800 953 0213** and select **option 6** or email get.involved@communitygateway.co.uk

WHAT'S ON

Independent Living Activities



We have many great activities coming up! If you wish to attend any of them, simply contact your Independent Living Officer who will arrange transport for you if you need it.

FRI
5
MAY

Kings Coronation

All Schemes – Time TBC

WED
24
MAY

Bingo

Bay Tree Farm – 2:00pm

WED
14
JUN

60's Festival

The Courtyards – 4:30pm

WED
28
JUN

Bingo

The Courtyards – 5:30pm

TUE
11
JUL

Summer Picnic

Bay Tree Farm – 12:00noon

MON
14
AUG

Sports Day

The Courtyards – Time TBC

Bingo costs **£3** per person, and themed events cost **£2** per person.

We may have to change venues at short notice, depending on how many people plan to attend each session.

SAVE ~ THE ~ DATE

Annual General Meeting Thursday 7th September 2023

Sign up to be a member so you don't miss your chance to vote on the big decisions at Community Gateway. You can also hear from our Directors and have your say on issues affecting your home and community. **To sign up, call 0800 953 0213 and select option 6.**

Your Neighbourhood

If you're looking for activities in your local area, look no further! Visit www.gateway2engagement.co.uk and find out more about the activities taking place including, partner events, fun days and community activities.

Sign up to our digital newsletter at www.gateway2engagement.co.uk to receive more regular updates.



Fire Safety

When buying any battery powered products, always ensure:

- You buy them from a reputable retailer.
- They are marked with a 'CE' mark.
- You use the charger that came with the product.
- If you need to replace the charger or battery, get a genuine replacement.
- You never charge devices in your hallway or other escape route.
- You never charge devices whilst you are asleep or when you are out.



Fire and Rescue services across the country are becoming increasingly concerned about electrical appliances fitted with lithium-ion batteries. These batteries are a fairly new type of rechargeable battery technology. They are very high in power but small in size. They are found in rechargeable products such as e-cigarettes, electric bikes and e-scooters.

Charging a device fitted with any type of rechargeable battery can be a fire risk and lithium-ion batteries are particularly dangerous. If overcharged or a fault develops in the wiring of the device, they can violently explode causing a serious fire in seconds.

Don't forget - Devices containing batteries can't be thrown away with your normal waste due to the fire risk they pose. Most supermarkets and waste disposal sites now have a dedicated facility for disposing of batteries.

REMINDER!
TEST YOUR SMOKE
ALARMS AND
CARBON MONOXIDE
DETECTORS.

CGA achieves 13th RoSPA Gold Medal Award

We are pleased to announce that we have achieved the prestigious RoSPA Gold Medal Award for the 13th consecutive year, for demonstrating high health and safety standards.



Receiving this prestigious award is a testament to the dedication of everyone at CGA and demonstrates our continued commitment to working to the best health and safety practices.

CARBON MONOXIDE DETECTORS

We want to make your home as safe as possible. That is why we have fitted carbon monoxide (CO) detectors in homes with a gas fire or gas boiler.

CO detectors look and work much like your fire or smoke alarm by sounding an alarm when they detect carbon monoxide.

What should I do if my carbon monoxide detector goes off?

Firstly, it is important to recognise the difference between a low battery warning and the detector sounding. The low battery warning will be a single beep every minute. If the detector beeps continuously (as it does when you test it):

- Turn all gas appliances off.
- Leave your home, opening any windows as you go.
- Call the Gas Emergency Helpline (Cadent) on 0800 111 999.

If anyone is unwell after the alarm goes off seek medical advice by dialling 111 or 999 if serious. Visit the NHS website for detailed information on the symptoms of CO poisoning and what action and treatment to take.

Your Spring Recipe



prep: 40 mins



cook: 20 mins



serves 6-8

Classic Victoria sponge

By Barney
Desmazery
BBC Good Food

Ingredients

200g caster sugar
200g softened butter
4 eggs, beaten
200g self-raising flour
1 tsp baking powder
2 tbsp milk

For the filling

100g softened butter
140g icing sugar, sifted
drop vanilla extract (optional)
half a 340g jar strawberry jam
icing sugar, to decorate

Method

- Heat oven to 190C/fan 170C/gas 5.
- Butter two 20cm sandwich tins and line with non-stick baking paper.
- In a bowl, beat all the ingredients together until you have a smooth, soft butter.
- Divide the mixture between the tins.
- Bake for about 20 mins until golden.
- Place onto a cooling rack and leave to cool.
- For the filling, beat the butter until smooth and creamy, then gradually beat in the sifted icing sugar and vanilla extract.
- Spread the buttercream over the bottom of one of the sponges. Top it with the strawberry jam and sandwich the second sponge on top.
- Dust with a little icing sugar. Keep in an airtight container and eat within two days.

Just for Fun



Spring Sudoku

			8					
7	8	9		1				6
					6	1		
		7					5	
5		8	7		9	3		4
	4					2		
		3	2					
8				7		4	3	9
					1			

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

Why not visit the Purple Pantry for some of your ingredients?

The Purple Pantry is our food shopping membership scheme, which offers high quality food at affordable prices.

📍 Moor Nook Community Office, Langden Drive, Preston, PR2 6HT

🕒 Open Monday-Friday, 1pm-4pm



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](https://www.facebook.com/groups/CGAEngagement)



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

