

gateway news

SUMMER 2022



Evolve pg 6



Invest pg 10



Support pg 23

community
gateway

Hello & Welcome



Dave Yates
Chair



Rob Wakefield
Chief Executive

What a hot Summer we are having! I do hope everybody is keeping well and drinking plenty of water.

On Thursday September 8th we will be holding our 17th Annual General Meeting (AGM). You will have received an invitation with your rent statement, and I hope many of you will register to join in online and perhaps ask our Directors a question. If you're not already a member, it's easy to sign up. If you want to register for the AGM or enquire about becoming a member, please contact us on 0800 953 0213.

Our Annual Report 2021/22 is available on our website which is a great read and provides a summary of the

last year, celebrating our successes and showcasing our achievements. You can also call us to request a hard copy (subject to availability).

Did you know that if you are part of a local group or charity, you can bid for support from Community Gateway? The decisions on how and where funding is awarded is made by a Community Fund Panel of tenants, who are always on the lookout for new members. Want to find out more? Contact the Community Engagement team.

You might have spotted our award-winning charity Preston Vocational Centre in former England cricketer Freddie Flintoff's recent BBC TV show "Freddie Flintoff's

Field of Dreams" – find out more on page 23.

Finally, I understand that the rising cost of living is difficult for everyone. Should you find yourself struggling and in need of support, please don't hesitate to contact the Tenancy Support team.

Enjoy reading this wonderful edition of Gateway News.

Dave Yates

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

welcome to our latest edition of Gateway News.

Summer is in full swing and our teams have been out and about making the most of the good weather. As part of our Summer Roadshows we've visited each of our local community areas, chatting to those tenants that came along to see us and gathering even more views by knocking on doors and speaking directly to you on the doorstep. Thanks for giving us your time and we'll let you know what the main points of feedback were and how we are going to act on it.

It's been a month or two of celebrations at CGA. In May I'm proud to say that Community Gateway was recognised

at the Northern Housing Awards, receiving two awards at the prestigious event. Next up was the annual awards evening at Preston Vocational Centre where it was great to recognise the hard work of the students and celebrate their achievements. And to cap it off we had our Community Heroes Awards in mid-July where we were able to showcase the inspiring work carried out by our tenants and residents in making communities better places to live.

We recognise that some of you will be being impacted by the cost of living currently. Whether it be food, fuel or energy – costs seem to be going up. We understand this and have put in place a package of support measures that can help you

during these challenging times (see pages 12, 13 and 14 for details). If in doubt, please pick up the phone and talk to us and we'll do our best to support you.

Finally, do please tune into our AGM on the 8th September. Better still, get directly involved by using your vote if you're a Member – or by asking us a question on the night.

For now, take care.

Rob Wakefield



Tune into our digital AGM

You will have received an invitation to our digital Annual General Meeting (AGM) a few weeks ago with your rent statements. The AGM will be live streamed on the Community Gateway website and our Facebook page on Thursday 8th September 2022 from 6pm.

The AGM is a fantastic opportunity to have your say on issues that will affect your life, home and community. It is also your chance to hear from our Directors and put your questions to them.

Don't forget, everyone who registers and joins on the night will be entered into a prize draw for a £250 voucher of your choice. Winners will be picked at random from the feedback forms received at the end of the event.

If you would like to register or ask our Directors a question, please contact Heidi Atkins on 0800 953 0213 or email heidi.atkins@communitygateway.co.uk and provide your name and address and/or your questions. Even if your question is not answered on the night, you will receive a response.

If you would like to join the AGM, but are concerned about your IT skills, please get in touch with the Community Engagement team on 0800 953 0213 and they will help you.

Sign up to become a member

As the first housing association established using the Gateway Model, our tenants are at the heart of everything we do. As such, we offer everybody the opportunity to become a Member of Community Gateway.

As a Member, you become a shareholder enabling you to vote on key decisions at our Annual General Meeting and in so doing, have an influence in everything we do. This opportunity is the fundamental difference that sets us apart from nearly all other housing associations and it's a difference we are proud of.

Becoming a Member provides you with five key advantages that we like to think of as the Members' VOICE.

- V VOICE**
Talk to us about the things that matter to you.
- O OPINION**
Give your opinion on important topics.
- I INFORMATION**
Access important information on everything we do.
- C COMMUNITY**
Be part of improving your community.
- E ENGAGEMENT**
Engage with us in a way that suits you.

Having a say means not only can you help improve your own home and community, but also those of other tenants. It's free to join and take part, but Membership isn't automatic when you become a tenant – you choose to become a Member.

Who Can Join?

You can become a Member if you are aged 18 or over and you are:

- A tenant or leaseholder of CGA i.e. named as a tenant on the tenancy agreement.
- The spouse/partner/family member living with a CGA tenant as part of their household.

How to Join

To register your interest or to find out more information about membership call us on 0800 953 0213 or email get.involved@communitygateway.co.uk.





Double awards success at Northern Housing Awards



We are celebrating after winning two prestigious awards at The Northern Housing Awards held at Emirates Old Trafford cricket ground in Manchester in May.

The first was for 'Supported/Sheltered Housing Scheme of the Year' for our flagship extra care scheme, The Courtyards and the second trophy for our wonderful Purple Pantry in the 'Resident Support/Advice Programme of the Year' category.

We were also shortlisted for the 'Best Approach to Employee Wellbeing', for how we support staff through the menopause.

Our Chief Executive Rob Wakefield said:



"Being shortlisted for three awards against stiff competition was an excellent achievement in itself, so to take top spot in the Supported/Sheltered Housing Scheme of the Year and Resident Support/Advice Programme of the Year categories was the icing on the cake.

"A big thank you to our colleagues, customers and partners for the hard work they do to support our customers and build strong and flourishing communities.

"As the first Gateway Model Housing Association in the country, we are committed to listening to our customers and ensuring we provide the services and support they need and value, so it's great that this has been recognised at the highest level."

Hearing your views on Gateway News

We've been busy consulting with customers on how we communicate with you and whether we can do this more effectively and in ways that better meet your needs.



We've been out and about at community roadshows, holding conversations online and speaking with our Communications Heroes and tenant committee Gateway Central about how we can best share our news with you and keep you up to date.

Some of your feedback both now and in earlier years is that you really value Gateway News, but you would like to hear about all things Gateway in other ways too. You're conscious it can sometimes be a struggle to get 'hot off the press' items in the magazine due to the

length of time it takes to produce and that investing in fresh, regular content on our digital channels would offset this, whilst also being more environmentally friendly.

We are conscious of our carbon footprint and equally, as you will appreciate, the rising cost of printing and postage. We are also looking at the level of design involved, reducing the paper thickness and the frequency of the magazine, as well as enhancing our online content. All of which are aimed at ensuring our customers have access to up to date and relevant information.

Don't forget you can also visit our 'new and improved' website for information and the latest stories. Our website features 'Recite Me' - a text to speech tool that translates any of the leaflets or information into any language including Polish, Gujarati, Welsh, Ukrainian and more; you can also select larger fonts and adjust colour schemes.

You can also sign up to our Involvement Newsletter, tenant only Facebook page, social media channels and engagement portal. See back cover for more details.



If you are concerned about your digital skills, we can help - Take a look at www.gateway2engagement.co.uk or give our Community Engagement team a call on 0800 953 0213.

Investing in your homes

Providing homes that are well maintained, safe and secure is our utmost priority at Community Gateway and that is why we continue to invest most of our income in maintaining and improving your homes and neighbourhoods.

During 2021/22 we have focused on making sure your homes continue to be maintained to the highest possible safety standards and introduced more ways to make it easier for you to tell us about any concerns you may have about your home so that we can get things dealt with quickly for you.

Our latest STAR survey results showed that your satisfaction with the quality of your home has fallen recently and we are working hard to understand the reasons for this. Covid restrictions did have an impact on the amount of work that we could safely carry out and we have also experienced problems in getting hold of certain materials such as kitchens and doors as a result of the pandemic and other external issues. This has meant that it has taken us longer to complete some jobs than we would like and we recognise this is frustrating for our customers. Despite this we did make good progress in catching up with works that had to be postponed in the last couple years due to the pandemic as well as carrying out works to more than 1,200 homes across the City Centre and Ashton areas as part of our HomeCare programme.



If you have any questions about our HomeCare programme, please contact us on 0800 953 0213.

HEMOCARE IMPROVEMENTS 2021/22

WE REPLACED & FITTED



HomeCare, which was designed with tenants, sees all homes visited at least every five years. Full internal and external surveys are carried out and any jobs identified are then completed in the fewest visits possible. This means there is less disruption for you and we save money in the long term as we have less travel costs and issues are resolved before they turn into emergencies or more costly repairs.

This allows us to spend more money on the things that you tell us are important to you and over the year we invested **over £500,000** in doing more decoration to homes when they were re-let and regenerating areas to improve the look and feel of your neighbourhoods, external areas and greenspaces.

We have also invested money to improve the energy efficiency of our homes, providing a much needed reduction in fuel bills for our tenants. There is lots more work to do in this area as we strive to make sure our homes are **carbon neutral by 2050**.

21,103
REPAIRS COMPLETED

£7m
SPENT ON REPAIRING HOMES

£7m
SPENT ON IMPROVING HOMES

£1.2m
SPENT ON IMPROVING NEIGHBOURHOODS

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.

Curwen Street

At the end of April, we handed over four family homes on Curwen Street in Deepdale. The two properties that we demolished to build these were run down, disused and blighting the street scene. We bought them along with nearby land which we already owned, enabling us to build brand-new two-bed homes.

Broughton Crossroads

Work has started at Broughton Crossroads. The development will include 52 apartments for people aged over 55, and will benefit from car parking areas, open space, landscaping and more for residents to enjoy. It will be finished in Summer 2023 and will consist of:

- 27 affordable rented one-bed apartments
- 25 affordable rented two-bed apartments



Oak Lane

In June we took ownership of the first four shared ownership homes on our Oak Lane site in Newton-with-Scales, with one being turned into a fully furnished show home. The shared ownership properties off Oak Lane are up for sale, with a couple already reserved. The development in total consists of 37 homes, with 17 for shared ownership and the remaining 20 for affordable rent. They will be a mix of two, three and four-bed homes in a variety of house styles including bungalows. 'The Oaks' development will be completed in November.

Miller Road

Work has started on the former Ribbleton Hospital site at Miller Road, ready for our new extra care scheme and adjoining housing development due to be completed by Summer 2024. This site will comprise of 78 homes - 43 homes for affordable rent and 35 for shared ownership. Next door, we are also building an extra care facility which will be called The Atrium. The name reflects its design which features an impressive central glass atrium flooding the building with natural light. This complex for the over 55's, will include 61 one and two-bed apartments with on-site facilities open to both residents and the public including a hairdresser, beauty salon, bistro, landscaped gardens and more.

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.



Making Homes from Houses Project wins National Awards

In May, Community Gateway and Preston City Council, working with Homes England were recognised in the national **Empty Homes Network Awards 2022**. We won accolades for 'Best Partnership' and 'Best Before and After Photographs' for our work on the 'Making Homes from Houses' scheme which brings empty neglected homes back into use. So far, 22 properties in Preston have already been refurbished and returned to family homes as part of the project, having been empty for a total of 78 years. We look forward to continuing our excellent working relationship with Preston City Council to transform many more homes just like these.

Support with the cost of living

We are aware that the cost of living rises are hitting people hard. The Government has announced several grants to try to help make your money go further. Some of the support available for workers, benefit claimants, people with disabilities and pensioners can be found below:

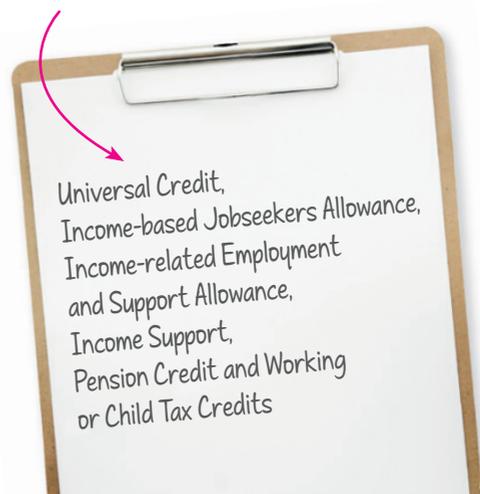
The Energy Bill Support Scheme:

The Energy Bill Support Scheme is a **£400 grant** from the Government to help with rising energy costs. All domestic energy customers will be eligible for this grant. There is no need to apply and it does not need to be repaid. The grant will automatically be paid in six instalments from **October 2022**. If you are on a pre-payment meter, you will receive **energy vouchers** instead.

Cost of Living Payment:

This payment of **£650** is available to low income households and will be paid in two lump sums. The **first payment of £326** was paid in **July**, with the second payment due in **Autumn**.

To be eligible for this payment you must have been receiving any of the following between **26th April – 25th May 2022**:



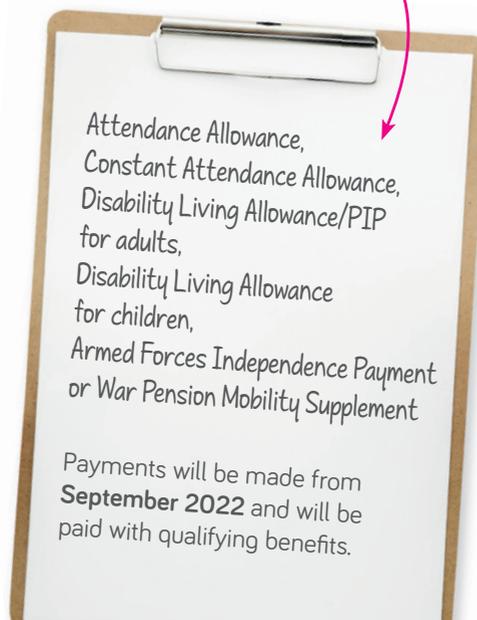
Purple Pantry

Why not visit our Purple Pantry and make huge savings on your shopping bill? The Purple Pantry is our food shopping membership scheme, which offers high quality food at genuinely affordable prices. It's based at **Moor Nook Community Office**, Langden Drive, Preston PR2 6HT. To find out more about how it works, check our website, social media or contact our **Tenancy Support team** on **0800 953 0213**.



Additional Disability Cost of Living Payment:

You may get an **additional £150** if you are receiving any of the following:



Winter Fuel Payment:

This is an automatic annual **one-off payment** between **£250 and £600** to help you pay your heating bills. You should automatically qualify for this payment if you were born before 26/9/1955. Payments will be made in **November – December 2022**.

If you have any queries about any of these grants or benefits, please contact our Tenancy Support Team on **0800 953 0213**.



Money Matters

The rising cost of living is hitting everyone hard. Here are some simple things you can do to help make your money go that bit further.



Switch off standby

Some of your electrical equipment uses energy whilst left on standby – this could be up to a quarter of your annual bills. British Gas estimates that the average household could save **£147** per year, just by turning all devices off properly. Imagine how much you could save if you switched off the TV, Sky box or microwave?

Become energy savvy

- Turning your thermostat down by just 1 degree could save up to **£105** per year.
- Turning off lights when you're not in a room could save up to **£20** per year.
- Don't overfill your kettle and maybe spend a minute less in the shower.

Cut food waste

- Take some time to plan your week's meals before you go to the supermarket. Write a list and stick to it.
- Keep an eye on 'Use By' dates – make sure that you plan to use the food whilst it's still in date.

Why not use CLEVR money?



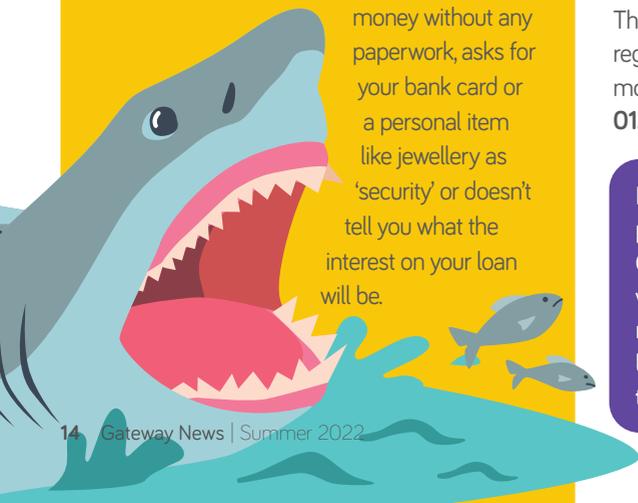
CLEVR money is a responsible credit union available to anyone living in our communities. They offer low-rate loans from **£200 -£15,000**, refinancing of existing loans, debt advice and savings schemes even if you have bad credit. They're not out to make a profit and are fully regulated, so you know you are safe. Find out more at www.clevr.money or call them on **01253 478390**.

Don't suffer in silence, if you are struggling please contact our Tenancy Support Team. Our specialist officers can help you find ways to improve your situation and manage your finances. Get in touch by calling **0800 953 0213** or email tenancysupport@communitygateway.co.uk.

Loan Sharks

Whatever you do, don't fall prey to Loan Sharks. It's tempting if you want a quick cash fix, but any money borrowed comes at a high price and may lead to violence, threats and intimidation. See it as a big red flag if: someone offers you

money without any paperwork, asks for your bank card or a personal item like jewellery as 'security' or doesn't tell you what the interest on your loan will be.



Volunteer with Gateway

Are you looking for a job but don't have the experience you need?

Do you need more skills so you can find work?

Are you thinking of making a change in your career but unsure about what you want to do?



If you answered yes to any of these questions, volunteering could be for you!

Volunteering allows you to share your skills and time with people and community organisations, build your experience and skills, meet new people and have fun!

The benefits of volunteering with Gateway are:

- Full induction and training – we provide specific training and support
- Insight into social housing
- Personal development opportunities
- Learn new skills
- Coaching and mentoring – we provide individual support to all our volunteers
- Opportunity to meet new friends
- Promotes positive mental and physical wellbeing
- Receive time credits – our way of saying thank you to you for your time. You can use these for free days out with the family, local activities, and more.

For more information visit www.communitygateway.co.uk/volunteering



A BIG THANK YOU TO OUR VOLUNTEERS

To celebrate Volunteers' Week, we held a celebration event in June at Harbour House to thank our amazing volunteers for their contribution to Gateway and our communities. Volunteers shared their experiences, feedback and took part in a wellbeing session.

We would like to applaud our amazing volunteers who give their time, dedication and expertise.

Community Fund

Our tenants and the communities we live and work in are central to everything we do. That's why we offer funding of up to £1,000 to support local projects, charities and community groups, helping to make a real difference in our communities.

Become a Panel Member

The fund is overseen by a tenant panel whose role is to review applications and decide where our money will be spent. Any funding that is awarded must support one of three priorities:

- Reduce social isolation in older people.
- Reduce anti-social behaviour.
- Support customers to manage their tenancies.

We are searching for four tenants to join our Community Fund panel.

What experience do I need?

In short, none! You just need to be a Gateway tenant living in one of our communities and be passionate about the communities in which we serve. We will provide full training.

What will I be doing?

The panel meet either in-person or virtually (your choice) every six weeks for about an hour, to review new applications and decide where funding should be provided.



What's in it for me?

You'll be able to influence what projects are funded in our communities, learn new skills, meet new people and receive time credits - time credits can be converted into vouchers for free days out.

For more information, please call **0800 953 0213** and ask to speak to Sian Coulton, Community Engagement Manager or email get.involved@communitygateway.co.uk.

Annual complaints and compliments summary

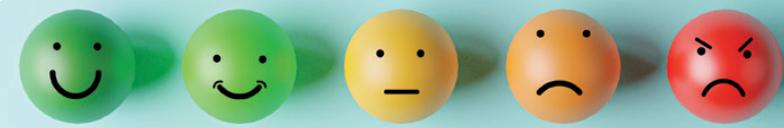
We are committed to providing the best possible service to all our customers but we know we're not perfect and sometimes we might get things wrong. If you are unhappy with any part of our service, please let us know, so we can try to put it right. It is also great to hear when we have provided you with excellent service.

In the last year we received **40** formal complaints, **28** of which were upheld or partially upheld. We always strive to learn from your feedback and made several changes as a result including:

- Revising our process for monitoring our contractors' customer service and quality of work, so we can hold them to account when their work for you is below par.
- Improving how we communicate with you when working in communal areas and documenting the work completed.
- Ensuring our staff always show their ID badge each time we visit.

We also received **107** compliments over the same period, almost three times the number of compliments than complaints, which is really positive. Compliments were received across the organisation; however, most compliments were received for Gateway PropertyCare regarding the repairs service and how satisfied you were with their work in your home.

We welcome your comments, complaints and compliments to help us improve our services. Please do get in touch in whatever way suits you. Call us on **0800 953 0213** or email complaints@communitygateway.co.uk.



Bringing in a Trauma-Informed Approach to our work

We are working with the Lancashire Violence Reduction Network to ensure that we bring a trauma informed approach to our work, which should help the recovery of any residents exposed to abuse and violence and help Gateway become an accredited organisation.

Adopting a trauma-informed approach will help us recognise that anyone who comes to us may have experienced trauma or distressing experiences and so may be less willing to engage with our services. Understanding this and recognising it will help us deliver our services to them differently and allow people who have suffered in the past to live safely and happily in their home and communities.



Dog awareness and responsibility

We have a 'Responsible Pet Ownership Framework' that outlines the conditions that must be met to keep an animal in your home.

All dog owners have a responsibility to make sure their dog is well looked after and does not cause a nuisance to neighbours or local people.

If you have a dog, it is your responsibility to limit the noise it makes, ensure that the dog has enough space inside the home and gets daily exercise. You must also ensure that they are always kept on a lead outside, they are well cared for and that you clean up after them. Not all properties are suitable for pets and you will need to obtain written permission from us before you get one. So, if you're thinking of getting a furry friend, please contact us first. We can provide all the information you need to know about keeping a pet at home.

Farringdon Dog Fouling Action Day

Residents raised concerns that dog fouling was a major issue on the Farringdon estate. We teamed up with partners from the RSPCA, Dogs' Trust, Preston City Council and Brockholes Wood Primary School as well as local Councillors and Farringdon residents to run a day of action to raise awareness and remind dog owners to pick up after their pets.

On the day we gave advice about the responsibilities of dog ownership and reminded residents about the penalties for dog fouling. We received wonderful feedback from the event and now two months later, we are pleased to hear the estate has seen a 70% reduction in dog fouling.

We have many more multi-agency events arranged throughout the year to tackle specific anti-social issues affecting communities in different areas. To find out more visit our website www.communitygateway.co.uk or give us a call on 0800 953 0213.

GreenCare update

As Summer is finally here you may have noticed a bloom of colour across our estates. Last Winter our GreenCare team planted over 7000m² of wildflower beds to conserve the environment and brighten our neighbourhoods.

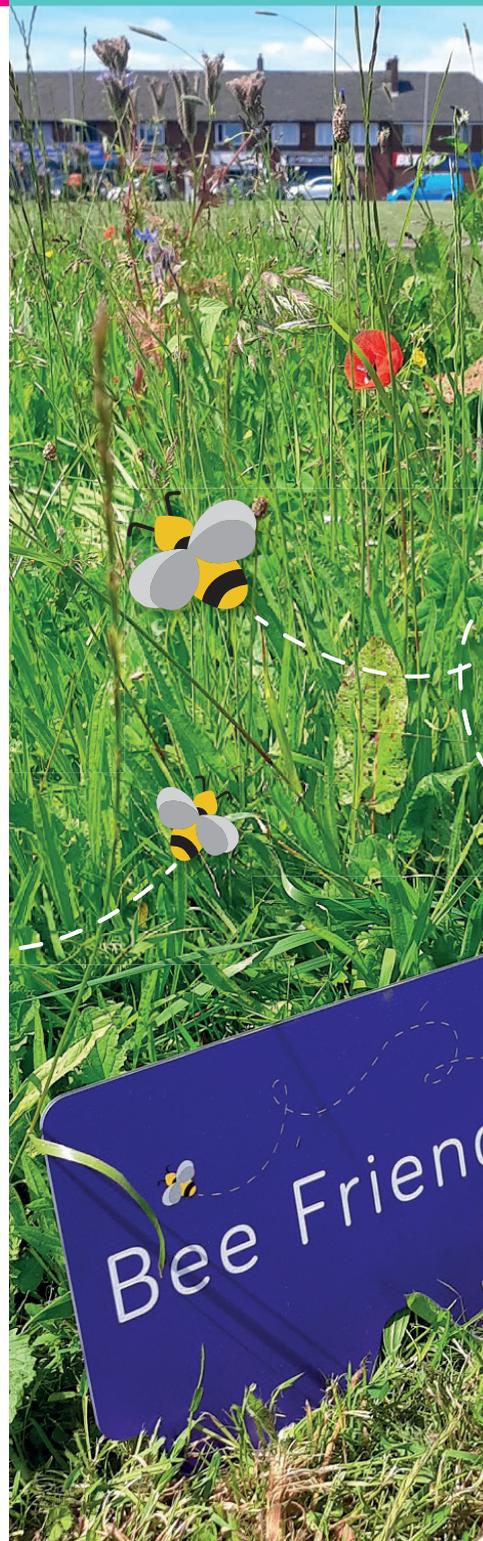
They planted a variety of seeds, so you might spot bugles, primroses, poppies, and lady's smock to name a few. Their vibrant colours and attractive scents make them a desirable habitat for bees and other pollinating insects. The wildflowers also provide the essentials for insects to thrive including food such as nectar and pollen and a place to shelter and rest.



Beautiful wildflower Meadows

At Gateway, we are committed to getting involved in projects that support the eco-system. Bees are powerful pollinators and pollinate three quarters of the crops produced in the UK. A world without bees could mean a world without apples, strawberries, broccoli, carrots and potatoes. A frightening prospect!

The colourful blooms are hard to miss, but we have made it even easier with signs to help you identify our special 'Bee-friendly' greenspaces. Please [#BeeFriendly](https://twitter.com/BeeFriendly) and leave these flowers to grow.





Here are some pictures showing what teams from across CGA have been involved with recently.

 Visit our Facebook and  Twitter pages and follow us to find out more

#GatewayInTheCommunity

Pictures from, Jubilee Celebrations at Farri Park, Moor Nook, The Intact Centre and The Big Lunch



Annual Awards ceremony for Preston's future construction stars

Our charitable subsidiary, Preston Vocational Centre (PVC) celebrated the success of school and sixth form learners with its Annual Awards Evening in July.

PVC provides hands-on opportunities in different areas of construction, including plastering, joinery, decorating and brickwork. During the ceremony, students received their City & Guilds qualifications, with some gaining special awards for outstanding work in particular trades.

Winners received trophies and a brand-new toolset to set them up for their future careers.

"Congratulations to each of the students for achieving such fantastic results and well done to the PVC tutors, who are totally committed to what they do. The last few years of the pandemic were challenging for so many, but PVC kept going, mainly due to the really strong partnerships they have developed with local schools and businesses. The team transform the lives of local young people and adults across Preston and beyond and we're proud to have them in our family."



Rob Wakefield, Chief Executive of Community Gateway Association

"Congratulations to all our students who have worked so hard this year and gained qualifications. It's great to see so many young people gaining new skills, growing in confidence and progressing onto an apprenticeship, job or further training – this is the most rewarding part of my job. It's been an extra special academic year for us, having won the prestigious Be Inspired Business Awards (BIBAs) 2021 for Educational Establishment of the Year, which gave us the reassurance that we are delivering training to the highest level."



Martin Grayston, Centre Manager

Martin's words were echoed by Mick Higgins, Chair of PVC Board who presented the trophies. Mick also paid tribute to the many organisations who support PVC, whether that be financially or with building materials or skills support.

A massive congratulations to all the students who received an award. There were 10 awards in total, with the categories ranging from 'Student of The Year' to 'Most Improved Student'. If you would like to see a full list of winners visit,

www.prestonvocationalcentre.co.uk



BBC film at Preston Vocational Centre

Former England cricketer Freddie Flintoff visited Preston Vocational Centre (PVC) earlier this year, where he filmed an episode of 'Freddie Flintoff's Field of Dreams.' The BBC One show saw Freddie – real name Andrew – teaching cricket to young people in his hometown of Preston.

In episode three, Freddie and his team visit PVC's city centre base to have a chat with one of the budding cricketers Sean who attends the centre alongside his studies at Larches High School. Sean had at times been a disruptive influence in the team, but at PVC he showed a totally different side, demonstrating his plumbing skills to the cricket legend.

Like many of the students that come here, Sean has acquired his Level 1 City and Guilds in Construction and after 18 months studying at PVC has now secured that valuable apprenticeship.

You can watch the episode on BBC iPlayer.



WHAT'S ON Independent Living Activities

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

THURS
8
SEPT

Quiz

The Filberts - 1:00pm

THURS
15
SEPT

Singalong

Oaktree Court - 12:00 noon

WED
21
SEPT

Themed Event

Bay Tree Farm - 12:00 noon

THURS
6
OCT

Quiz

The Filberts - 1:00pm

THURS
13
OCT

Singalong

Oaktree Court - 12:00 noon

MON
24
OCT

Halloween Event

The Courtyards - 12:00 noon

Quiz costs 50p per person, singalong costs £1 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.

Beware of bogus callers

We have recently been made aware of cold callers knocking on doors, claiming to be from Community Gateway and requesting access to homes to carry out repairs or surveys.

All Community Gateway employees carry an ID badge which they will show you when they visit your home. If someone unexpectedly calls at your door, make sure you:

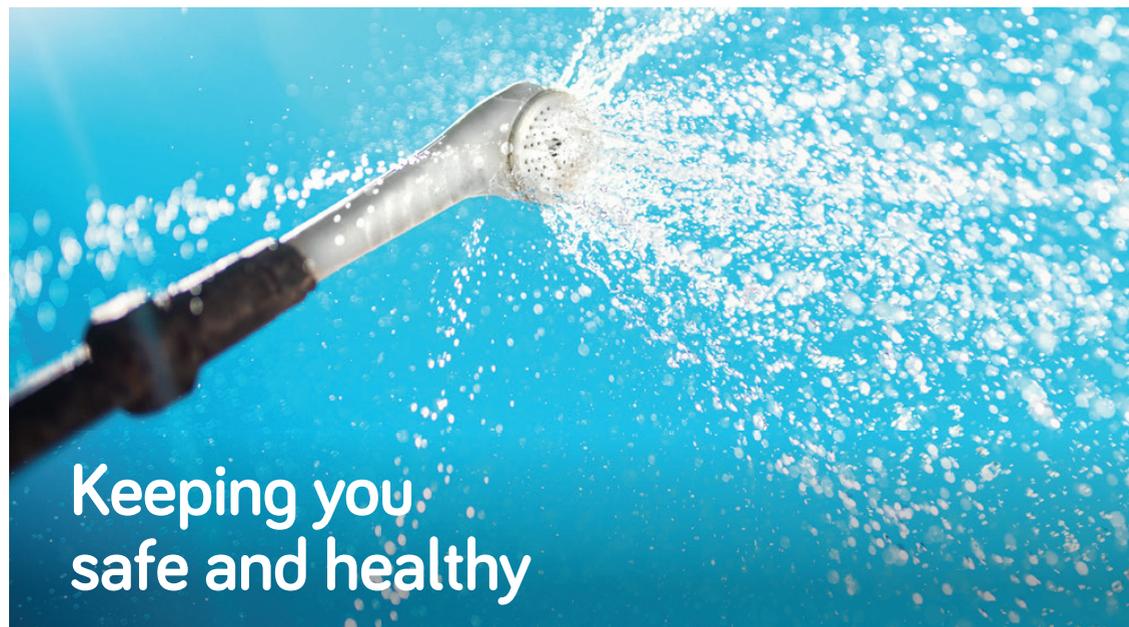


- Always ask for identification.
- Do not give out personal information.
- Speak to us first if you are unsure about allowing them into your home - just call us on **0800 953 0213**.
- Call the Police if you feel scared or threatened.

Zero tolerance



Over the last year we have seen an increase in verbal abuse and threatening behaviour towards our colleagues. Whilst we thank the majority of our tenants for treating Gateway staff with dignity and respect, we would like to remind you that in order to ensure the health, safety and wellbeing of our valued colleagues, we will take action towards any violent, aggressive and abusive behaviour.



Keeping you safe and healthy

Legionnaires' disease is a respiratory (breathing) disease. You can get it if you are exposed to the legionella bacteria. Infection is caused by breathing in very small airborne droplets of contaminated water, for example from a shower or a spray tap.

Those at higher risk include smokers, heavy drinkers, and people over 45 years of age who suffer from chronic respiratory or kidney disease or a weakened immune system.

The bacteria occur naturally in streams and rivers and can get into water systems in your home via your mains water pipes. Problems can occur when the legionella bacteria multiply in a water system.

This happens when the water is between **20°C and 60°C** and stored in pipes or tanks for a long period of time.



Here are some tips on how to reduce the risk of Legionella in your home.

- ✓ Clean your shower head regularly.
- ✓ If you have been away for a few days, run hot and cold taps for a couple of minutes when you get back to ensure they have been flushed through. It's also important to make sure that any little used water outlets e.g. a garden tap are flushed through regularly.
- ✓ Garden hoses should be emptied after use, particularly if you use a sprinkler attachment which produces a fine mist.
- ✓ Water butts should be kept clean inside, painted a light colour if possible, and emptied regularly. Only use the water for watering plants and avoid using it for anything which could create a spray i.e. scrubbing, pressure washers or even water pistols.

If you have any concerns, or would like more information, please contact our **Health and Safety Team** on **0800 953 0213**.

Your Summer Recipe



Prep: 15 mins



Bake: 1 hour



8 Slices

Summer fruit cake

By Sarah Cook
BBC Good Food

Ingredients

- 2 large eggs
- 2 teaspoon vanilla extract
- 175g fruit, stoned and diced weight
- 140g granulated sugar
- 1 - 2 tablespoon citrus juice – lemon, lime or orange
- 175g very soft butter, plus extra for greasing
- 175g golden caster sugar
- 250g self-raising flour

Method

- Heat oven to 180C/160C fan/gas 4. Grease a 900g/2lb loaf tin and line the base and ends with a long strip of baking parchment. Put the butter,

caster sugar, flour, eggs and vanilla extract into a large bowl and beat with whisk or electric hand mixer for 5 mins until pale and creamy – the mixture will be very thick.

- Spread one-third of the cake mix into the tin, then scatter over 50g of the fruit. Carefully dot and spread another third of the cake mix on top, and scatter with another 50g fruit. Finally dot the rest of the cake mix over and gently spread with the back of a spoon. Bake for 1 hour, until a skewer comes out clean.
- Poke the cake all over with a skewer. Put remaining 75g fruit into a bowl with the granulated sugar. Stir in 1 tablespoon of the citrus juice first with a fork, mashing a little of the fruit as you go. If it's a bit dry, add a splash more juice and spoon over the cake. Leave in the tin until the cake is cool and the topping is set and crisp.

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.

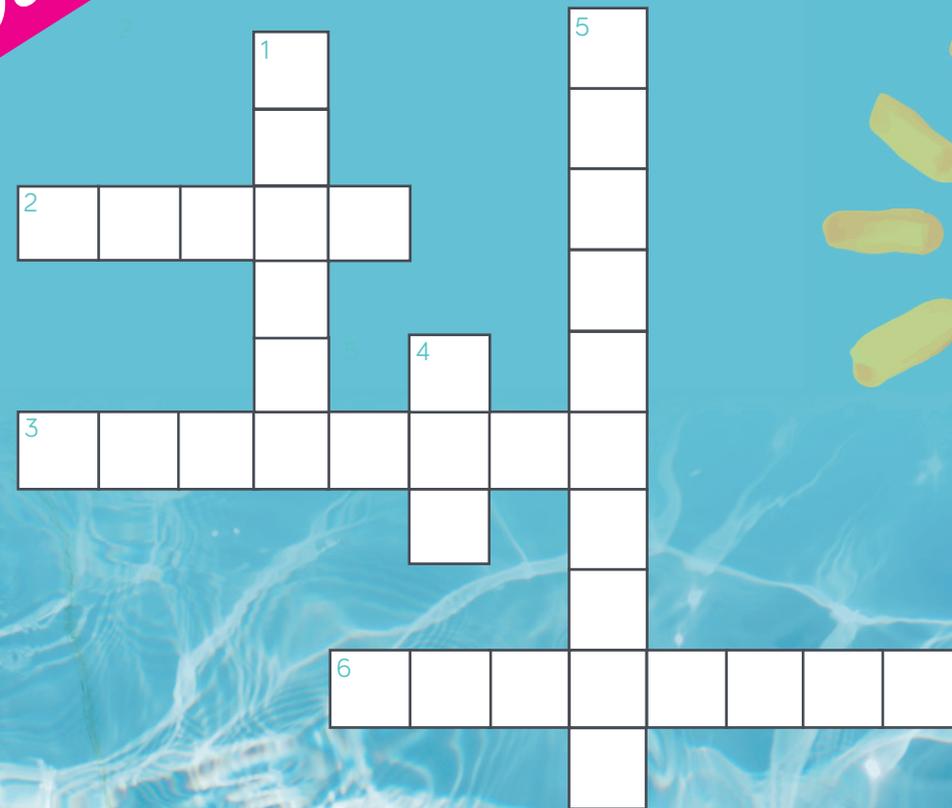
📍 Moor Nook Community Office, Langden Drive, Preston, PR2 6HT

🕒 Open Monday-Friday, 1pm-4pm



Just for fun

Summer Crossword



Across

2. A pebbly or sandy shore, especially by the sea.
3. Frozen flavoured treat made using milk.
6. A drink made of lemon.

Down

1. A meal that is eaten outdoors, often on a blanket.
4. Small black and yellow insect that produces honey.
5. A big green and red fruit.

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

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...

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www.communitygateway.co.uk
0800 953 0213

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