

GUIDE TO MEMBERSHIP

Everything you need to get the most
out of your Membership



WELCOME

Your Membership starts here...

Hello and welcome to your official guide to being a Member of Community Gateway – I'm delighted to have you on board. Listening to our tenants is at the heart of everything we do at Community Gateway and becoming a Member enables you to have real influence on decision-making and holding us to account.

We were the first housing association to be based on the Gateway Model principles of mutuality, accountability and engagement, meaning we involve tenants in decisions which affect them, their homes and communities. This is a fundamental difference that sets us apart from nearly all other housing associations and something that we are very proud of.

There are so many ways you can have your voice heard, from taking part in online surveys to attending in-person activities and events. You can also get involved at a strategic level by joining our tenant committee or even our Board.

So take some time to explore this guide to see how you can make the most of your Membership.

I look forward to meeting you soon!

Rob Wakefield - Chief Executive



Our Vision: Working together to provide homes and communities our tenants can be proud of with services they value and trust.

Scan here for more information about our priorities taking us to 2030.

What being a **Member** means

Membership of the organisation is something you choose to do, it isn't automatic. It's your opportunity to become a valued member of the organisation. It's free to join and you'll receive a great welcome pack too!

As a Member you become a shareholder, enabling you to vote on important decisions at our Annual General Meeting and have influence on everything we do.

Our Members really do hold us to account. We have a tenant Chair of the Board and tenant Board Members, as well as a strategic tenant committee, Gateway Central. They oversee our performance and ensure the big decisions we make have taken tenants' views into account.

Who can become a Member?

To become a full Member with voting rights, you must be a CGA tenant, leaseholder or shared owner over the age of 18 with your name on the tenancy agreement.



What's in it for me?

Membership gives you the chance to find out about every opportunity to help make a change for the better. And it's free to join and take part!

There are five key advantages to being a Member – we call this the Member's VOICE:

V • VOICE

Have your voice heard.

O • OPINION

Give us your opinion on important topics.

I • INFORMATION

Get the right information about everything we do and challenge us.

C • COMMUNITY

Be part of making a difference to your community.

E • ENGAGEMENT

Engage with us in a way that suits you.

But it's not just about being heard and making an impact, there are **perks along the way too!**

As a Member, you'll also...

Get a priority invitation to our Annual General Meeting and have the chance to vote on important decisions.



Have access to activities and events exclusively for Members and be invited to play our hugely popular online games, with opportunities to win prizes.

Receive regular updates from our Chief Executive about the changes being made, and the positive difference you've helped to make.



Earn Membership points for taking part in activities and events to unlock a range of great rewards and be entered into fantastic giveaways.

Take part in surveys and consultations to help change things for the better, plus help to decide which community projects we support.



Get the chance to become involved at a strategic level and have even more influence on the way we do things.

Are you an Explorer, a Voyager or a Trailblazer?

As a Member, you can earn points by simply voicing your opinion through a wide range of activities - you'll even get bonus points on your birthday! Examples of the points you can earn are:

Receiving your points

Scanning your Membership card when you attend an event or take part in an activity will automatically add points to your balance, or we can do this for you.

It's as simple as that!

You can then keep track of your account via our Tenant Hub and watch your points grow.



Scan with your mobile phone camera to visit the Tenant Hub!

50 points on your birthday



50 points for referring a new member



100 points for taking part in a survey



200 points for joining us at an event



300 points for helping with a consultation



500 points for attending our AGM



What do points mean?

As you earn points, you'll move through three tiers - the higher the tier the more rewards you unlock.



EXPLORER

0-999 points

You're dipping your toe in the water, finding out what's on offer and what sort of things you're interested in.



VOYAGER

1000-1999 points

You're spending a bit more time working with us, coming along to events and giving us your opinion. But always at your own pace.



TRAILBLAZER

2000+ points

You're a fully engaged Member, joining in with everything you can and really making your voice heard.

There's plenty of opportunity to unlock extra rewards through giveaways and prize draws. We'll keep you updated on new ways to earn points and rewards, so you'll never miss out.

What sort of thing can I get involved with?

You can take part in a wide range of activities, some from the comfort of your own home and others in your community or at our offices on Preston Docks.

In-person:

- **Community events** - come along and speak to the team about the things that matter to you
- **Gateway Central and Scrutiny groups** - join the panel to have your say on the way we are run
- **Annual General Meeting** - attend our AGM to hear about our performance over the last 12 months and vote on important decisions
- **Workshops and activities** - come along to the wide range of sessions we run, exclusive for Members
- **Consultation** - give us your feedback on the services we provide, the way we communicate and more

Online:

- **Tenant Hub** - register today and be the first to hear about new ways to get involved
- **Tenants-Only Facebook Group** - join the group to connect with other CGA tenants, ask questions and find out more about new opportunities
- **Digital Newsletter** - read our regular e-newsletter to find out the latest news and benefits available to you
- **Complete digital surveys** - we're always keen to hear your views on our services
- **Play our popular online games** - as a thank-you for getting involved with us, you'll have access to our online games where you can win great prizes

We're always posting about upcoming events and activities on our Tenants-only Facebook Group. Join today and stay in the know about our latest events and activities!



How has the Member's voice made a change?

In recent years, Members have helped us change the way we do things. Some examples include:

- Changing our Reception opening times
- Replacing glossy leaflets with simpler factsheets
- Implementing an automated telephone service, connecting tenants straight to the team they need
- Changing the working patterns of our operatives to make appointments more flexible for tenants
- Reducing our tenant newsletter, Gateway News, from four issues a year to two
- Introducing text message reminders for appointments
- Investing in regeneration projects to improve neighbourhoods
- Expanding our online activities so tenants can voice their opinion from the comfort of their own home
- Shaping content for our newsletters and website
- Increasing font size in Gateway News



Here's what some tenants have to say about getting involved

“To be a Member is to have the key to empowerment, to have an input and influence on the delivery of services that affect every tenant.”

“I've become a Member and got involved and find it rewarding in many respects. Along the way I have also gathered many friends who give their time to help us live in communities to be proud of.”

“By becoming a Member, you can influence decisions and policies regarding the management of your home.”

Here's what long-standing Member, Sue Lyons, had to share:

What made you want to get involved with CGA?

“I wanted to give something back for what Gateway has given me. They gave me a home when I was at my most vulnerable, so it was a great way to give back.”

How long have you been a Member?

“About 15 years!”

What have you gained from being a Member?

“I've learnt a lot about the housing sector for a start. I've done courses, been on the Board, which was great fun. It's given me the chance to feel worthwhile.

“It gives you a great opportunity to have your voice heard and understand what CGA is all about. People don't realise how much influence they can have on the services that Gateway provides. It's a great way to learn, be heard and make good friends.”

Got a question about Membership?

We've answered some of your most frequently asked questions below.

Q. What kind of things will I be able to do as a Member?

A. There are lots of things you could do, such as completing a survey, voting on whether we should carry out certain work, making decisions on how we can improve communities and the services we deliver to tenants, the list really is endless!

Q. Will I have to attend meetings?

A. We'll make sure that you can voice your opinion in the way that's easiest for you. That could be online or via meetings, whichever you prefer.

Q. What is the Annual General Meeting?

A. The Annual General Meeting, or AGM, is held once a year and is where we give updates on our performance over the previous year, and ask our tenant Members to vote on some key decisions.

Q. How do I keep track of my points?

A. We send regular communications to all our Members with a points update included, plus access to your Members' dashboard via the Tenant Hub.



*Join us today and become a
CGA Member*

community
gateway