

YOUR GUIDE TO

Your New Home



Welcome to your new home!

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

About us

We are a not-for-profit housing association founded in 2005 after tenants voted to transfer properties from Preston City Council. We focus on meeting the housing needs of Preston and surrounding areas.

As the first housing association based on the Gateway Model, we put tenants at the heart of every decision, ensuring they shape their homes and communities.

Today, we manage over 6,900 properties, including homes, sheltered accommodation, and extra care schemes.

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, safe structural elements, secure windows and doors, safe paths and effective drainage systems.

Internally, we ensure that all systems are functional, doors are serviceable, and all areas are clean and free from defects. Smoke alarms will be fitted on every floor, and necessary kitchen fittings will be in place, while ensuring the property is free from dampness and mould growth.

Cleaning standards

We ensure your new home is clean, fresh and welcoming by adhering to strict cleaning standards. This includes removing cobwebs, cleaning electrical fittings and thoroughly cleaning kitchen and bathroom fixtures. Windows and frames are washed, and all internal woodwork is cleaned. Storage cupboards, radiators and stairways are swept, tiled areas scrubbed, and rooms deodorised. A new shower curtain will be fitted where needed, all bathroom fittings will be thoroughly cleaned, and all floors will be disinfected and mopped.

Gardens and Communal Areas

All rubbish will be cleared from the front and rear gardens, with special attention to broken glass and sharp items. Grass will be trimmed, with cuttings removed, and pathways will be weeded and swept. 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 to ensure a welcoming environment. Decorations in each room will meet reasonable standards as determined by the Gateway

Property Care inspector. Any necessary wallpaper will be stripped, ceilings will be painted with emulsion, and walls will either have lining paper or be painted. Woodwork will be finished with gloss paint.

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. There will also be a welcome pack in the kitchen which will contain further information you need.

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 at the discretion of Gateway Property Care and can be removed at the new tenant's request. A list of any gifted items will be included in the void pack and must be acknowledged with a signature at sign-up.

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www.communitygateway.co.uk

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 Property Care's discretion in line with the current CGA Fencing Policy, which you can read by going to: www.communitygateway.co.uk/fencing-policy. Any additional requests will be referred to the current fencing policy.

Making changes to your home

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

If you're 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're 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

Moving in checklist

- **Register to Vote:** Make sure you register to vote at your new address: 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. Register for council tax here: www.preston.gov.uk/ctax-address
- **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
- **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. Look for a letter from your utility provider or contact us if you need help identifying your providers. You can switch providers at any time for a better deal
- **Update Your Address:** Notify friends and family of your new address. Update address with banks, mobile providers, TV Licensing, doctors, dentists and your workplace
- **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
- **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. Check if you need your old modem
- **Mail Redirection:** Redirect your mail to your new address: www.royalmail.com/personal/receiving-mail/redirection

How to contact us

Feel free to contact us out if you have any questions or need assistance with your move!

Call us between 9am (8am for repairs team) and 5pm, Monday to Friday, on **0800 953 0213** and select from the following options:

- **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 or financial queries
- **Option 5** – Tenancy matters, including anti-social behaviour
- **Option 6** – How your rent is calculated; plus all other services

You can call this number 24 hours a day, 365 days a year, if it's an emergency repair.

You can email us at customerservices@communitygateway.co.uk or visit www.communitygateway.co.uk/contact-us

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