

# YOUR GUIDE TO

## Our services



We're here to support you and ensure your home and neighbourhood meet your needs. Here's an overview of the services we offer and how you can access them:

### Allocations

We offer support to all new and existing tenants who want to find a new home with us. We offer mutual exchanges to all existing tenants wishing to move home.

### Keeping you safe in your home

We offer a free repairs and maintenance service to all tenants, providing emergency out of hours repairs for when you really need us. We also carry out annual safety checks to make sure your home remains safe, as well as planned improvements such as new kitchens and bathrooms when needed.

### Keeping you safe in your community

Our specialist team work in partnership with the local Police and agencies to help resolve anti-social behaviour and safeguarding issues, helping you to feel safe in your community. We offer a confidential service and support to any tenant experiencing problems.

### Keeping you safe in your community

Our GreenCare service ensures that communal areas and our neighbourhoods are well-maintained, safe, and enjoyable for everyone. We regularly maintain green spaces within our communities and provide cleansing services to our communal areas.

### Paying your rent

Everything you need, from ways to pay your rent to finding out when your rent is due, our team are here to help you to make your rent payments.

### Tenancy support

Our Tenancy Support Team offer a tailored benefits advice service to our tenants, household members and anyone applying for a property with us. They can help with general information and guidance, a benefits or grant check, making a claim online, filling out forms and pursuing benefit reconsiderations and appeals.

### Independent Living and Extra Care

Our specialist accommodation provides a safe place for older people to live independently whilst accessing support and social activities, helping to prevent social isolation.

### Engagement

We actively encourage all tenants to get involved with us and have your say on how we deliver services. There are lots of ways to have your voice heard, from joining our Tenant-Only Facebook Group to coming to an in-person meeting.

### Complaints

We are committed to providing an excellent service by treating tenants fairly and with respect. We recognise that sometimes things don't go as planned, and when this happens, we want to hear from you so that we can do our best to resolve the issues as quickly as possible. Our dedicated complaints team are on hand to support tenants through this process.

community  
gateway

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)

# YOUR GUIDE TO

## Our services



### How to access our services

#### Visit our website:

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

#### Give us a call:

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 and home improvements
- **Option 2** – Allocations – help to move homes
- **Option 3** – Paying your rent, or a query about your rent account
- **Option 4** – Benefits advice
- **Option 5** – Community issues, including anti-social behaviour and safeguarding
- **Option 6** – Making a complaint / Community Engagement / general enquiries

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

#### Email us:

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

#### Write to us:

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

#### Drop in:

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 scan the QR code or speak to a member of the Community Engagement Team - call **0800 953 0213 (option 6)** or email [get.involved@communitygateway.co.uk](mailto:get.involved@communitygateway.co.uk).



Scan with your mobile device!

community  
gateway

[www.communitygateway.co.uk](http://www.communitygateway.co.uk)