

EAST AREA COMMITTEE

25 March 2024

REPORT OF GENTOO

1 Purpose of Report

- 1.1 The following report provides an update from Gentoo for the East Area Committee for the period December 2023 to March 2023.

2 Background

- 2.1 Area Committee agreed that regular updates from Gentoo would be provided to each Committee meeting to enable members to be up to date on current Gentoo developments, projects, and priorities and to ensure members are fully aware of their opportunities to work collaboratively with Gentoo.

3 Update on Neighbourhood Services

- 3.1 **Visit from the Police and Crime Commissioner:** In January we welcomed Northumbria Police and Crime Commissioner, Kim McGuinness, to discuss anti-social behaviour (ASB) and how best to tackle it with involved residents. During the informative session, Kim discussed the force's approach to tackling anti-social behaviour across Wearside whilst giving our customers the opportunity to voice any concerns in their area and share how ASB has had an impact on their lives.

- 3.2 **Corporate Charity:** In December staff were able to vote for who they would like support via Gentoo's corporate charity in 2024. Love Amelia was the chosen children's charity who provide support to families experiencing poverty and hardship right across the Northeast.

They accept donations of great condition, pre-loved baby items and gift them to families who need them most. They support children from birth to 16years old to ensure no child goes without. Many of our families have benefitted from this charity and therefore we will be fundraising throughout the year to support they great work that they do.

- 3.3 **Update on Tenancy Sustainment Fund:** You may recall in Septembers committee, Gentoo updated members that Gentoo Board approved several measures to support tenancy sustainability. These measures included interventions such as, providing carpets for new customers who have been housed with us on a priority basis and below the age of 25. Supporting this group of customers to have their water rates paid if they are really struggling financially (for a limited period). We also identified measures such as the provision of Ring Doorbells for victims of domestic abuse or antisocial behaviour, and a small budget to support these customers with house removals for those who need to move in an emergency and can't afford to pay for it.

A new partnership with Community Sustainability Services (CSS) has been formed that will see our customers access low cost/free second hand furniture. CSS are currently have showrooms in Thorney Close and Southwick and do provide delivery as part of the service.

At the time of writing this report the current spend is circ £500,000, note this figure also includes an additional member of staff in Money Matters and two Pre-Tenancy Support Coordinators who support the SCC team to pick up those customers who need support to sustain a new tenancy.

3.4 **Estate Walks:** next round of estate walks will be being arranged for April 2024, if there were any area's you would like to focus on then please email your Neighbourhood Coordinator and they can ensure that specific area is covered prior to the invites going out to you all.

3.5 **Site Garages:** we will no longer be proceeding with the Site Garages Demolition project and no provision has been made to complete these works in future years. Whilst this may be disappointing news, the decision was made to help protect investment into our customers' homes. The £700k required to deliver the demolition works to garages (which do not belong to Gento) would mean 70 of our customers would not benefit from a new roof or a new kitchen and internal rewire.

4. **Investment & Renewal (yearly plan attached)**

4.1 **Damp & Mould:** Update from Steve Lowther (Head of Property) regarding damp and mould, see presentation attached.

4.2 **CCTV Programme:** Work has commenced on the programme to install CCTV in 3 of our High Rise Residential Properties, Dock Street, Altrincham Tower and South Durham Court, initial customer feedback has been very positive.

4.3 **Hedworth Court:** work is continuing on the modernisation of both the communal areas and individual customers properties with new kitchens and bathrooms.

5. **Recommendations**

5.1 Note the content of this report.

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