

27 June 2024

REPORT OF GENTOO**1 Purpose of Report**

- 1.1 The following report provides an update from Gentoo for the Washington Area Committee for the period March 2024 to June 2024.

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 **2024 Year End Performance:** Key headlines on Appendix 1 and Appendix 2

- 3.2 **Housing Turnover within the Washington Wards:** I have detailed for your information the turnover of homes in Washington during 2023/24:

Estate	Number of Properties	Number of Re-Lets	Percentage of Turnover
Biddick	111	14	12.60%
Harraton	220	12	5.50%
Rickleton	101	9	8.90%
Washington Village	38	0	0.00%
Ayton	123	6	12.60%
Columbia	363	41	4.90%
Lambton	253	21	8.30%
Oxclose	470	62	13.20%
Glebe	384	21	5.50%
Sulgrave	430	43	10.00%
Concord Park/Oval	318	17	5.30%
Blackfell	208	20	9.60%
The Dales	87	7	8.00%
Barmston	481	24	5.00%
Usworth	221	17	7.70%
Coach Road Estate	266	8	3.00%
Springwell Village	65	3	4.60%
Albany	350	18	5.10%
The Lakes	68	0	0.00%
Donwell	175	13	7.40%
New Concord	116	11	9.50%
Hertburn	238	9	3.80%
Fatfield	200	9	4.50%

- 3.3 Update on Tenancy Sustainment Fund:** As you will recall from our previous reports, we shared with members that in July 2023 Gentoo Board approved several measures to support tenancy sustainability. At the close of the financial year over two hundred customers benefited from support through the fund, one hundred and forty of these customers who were housed with us on a priority basis, received carpets in their new homes. The Group has made a commitment to continue this support in 2024/25.
- 3.4 Complaints Drop In:** Following the Housing Ombudsman Event which Gentoo hosted, our customers told us it would be beneficial for different service areas to be out in the community, making ourselves as accessible as possible for customers to report concerns. The first 'Complaint Drop In' event took place on 22nd May 2024 (two sessions) in Washington as the first trial area. The sessions were well received, nineteen customers attended, and we are in the process of arranging follow up actions to ensure we act on customer feedback. Due to its success, we will now arrange further sessions throughout the other areas of the city to ensure we hear from a wider customer base.
- 3.5 Apprentice Recruitment:** We are delighted to have twenty-seven apprenticeships available on this year's intake, the most we have offered in over 10 years. We are also pleased to be able to support our customers by guaranteeing interviews for Gentoo customers who meet the relevant criteria. The apprenticeships are in varied parts of the business and include:
- Bricklaying • Engineering Technician (Building Services) • Business Administration • Electrical • Fire Alarm Engineer • Gas • Housing and Property Management • Joinery • Paralegal • multi-maintenance • Plastering • Plumbing • Roofing • Construction Support Technician (Surveying - Damp Inspection).
- 3.6 The Big Lunch – Farringdon:** The Big Lunch is the UK's annual get-together for neighbours and communities, with millions of people coming together for a few hours of friendship, food, and fun. It connects people and encourages friendlier, safer communities where people start to share more – conversations, ideas, skills, resources, and friendship.

In May 2024, the Gentoo Neighbourhood Team arranged a 'Big Lunch' with support from the St Chads Ward Councillors, teams from Sunderland City Council, Love Amelia (the Groups Charitable Partner), Police, Fire Service, BAM – Building Local School, MP Bridget Phillipson, and Youth Almighty Project.

Over forty-two families from the Farringdon area attended the event, where they enjoyed hog roast sandwiches and ice creams as well as speaking to the organisations in attendance, while the children had Glitter Tattoo's, took part in a Sunflower Competition and 'Create your own Grow Bags.'

We requested feedback regarding the local area and what improvements can be made to improve Farringdon. We are currently reviewing the suggestions and considering what we can put in place to listen to the community.

4. Property, Investment and Renewal

4.1 Asset Plan 2024/2025: see appendix 3.

4.2 Property Update: see appendix 4. Other headline information:

Average days for a routine repair appointment - 20 days,

Emergency repairs completed on time – 99%,

Non-emergency repairs completed on time – 66%,

Repairs completed right first time – 97%.

Satisfaction with the Repairs Service – 79%

- 4.3 **Albany Internal Modernisations (Washington):** Completed 139 properties (Jan 2024) for Kitchen modernisations and asbestos checks/removal in association with Contractors Equans. 11 properties remaining on programme..
- 4.4 **District Heating Scheme (Washington – Albany & Oxclose):** 866 new boilers installed with 88 remaining (954 total) – expected completion summer/autumn 2024.

5. Recommendations

- 5.1 Note the content of this report.

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