

**17<sup>th</sup> March 2022**

**REPORT OF GENTOO**

**1. Purpose of Report**

- 1.1 The following report provides an update from Gentoo for the Washington Area Committee to March 2022.

**2 Background**

- 2.1 Area Committee agreed that regular updates from Gentoo would be presented to each Committee meeting to enable members to be up to date on current Gentoo developments, projects and priorities.

**3. Update on Neighbourhood Services**

- 3.1 Housing and Property teams within Gentoo have been dealing with the impact of recent storms and adverse weather upon our properties and customers. We now have a joint out of hours response to deal with emergencies and to contact our most vulnerable customers to ensure they are safe and well. Due to the level and frequency of adverse weather over this winter, there is a backlog of routine repairs, particularly non urgent fencing and roofing jobs. On the Monday following Storm Malik we received more than 3,000 calls, an almost fourfold increase on normal call levels and we are now reprioritising outstanding jobs and updating customers.
- 3.2 We have reviewed how we relet our properties and have brought together colleagues from Housing and Property in a One Gentoo voids team. This team focuses on the whole process from receiving a customer termination to the start of a new tenancy. This aims to reduce relet times and decrease rent loss, as well improve the customer experience for current and future tenants.

**4. Investment & Renewal**

- 4.1 The current activity of Investment Plan work in Washington area includes the ongoing double-glazing programme in Blackfell, re-roofing and double glazing in The Dales, renewal of communal doors in Donwell and the refurbishment of 24 battery garages in Crossgill, Albany.
- 4.2 The Washington District Heating programme has also now commenced on Oxclose. Progress has been good to date with 62 completed properties, but we have recently written to customers on Oxclose advising them of a worldwide parts shortage for boiler manufacturing which has impacted all major boiler suppliers, leading to a 90 day delay lead-in period for all boiler orders. Our contractor Equans will continue to work on the scheme where possible and meter installations will continue to take place. Equans will contact residents about their boiler installation as soon as they receive boilers from our suppliers.
- 4.3 Members will be provided with details of the proposed Investment Plan works in Washington area for 2022/2023 in subsequent update reports.

## **5. Recommendations**

- 5.1 Note the content of this report.

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