

21 September 2022

REPORT OF GENTOO

1 Purpose of Report

- 1.1 The following report provides an update from Gentoo for the West Area Committee from July to September 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 On Monday 22nd August the Neighbourhood staff from the Havelock Office and Athenaeum office moved into City Hall. Please be reassured that our service offer to tenants has not changed and Neighbourhood Coordinators will still be on the estates daily and tenants can request home appointments if required.
- 3.2 You should all have had emails from the Neighbourhood Coordinators with their contact information and invitations to their next quarterly multi agency Estate Inspections and would really welcome your input and attendance on these.
- 3.3 At last committee we shared with you that further work was required in allocating our properties more efficiently and I am pleased to confirm that steady progress has been made with this and our void property numbers continue to decrease on a weekly basis.
- 3.4 Peabody Report, following the publication of the death of a Peabody Housing association tenant whose body lay undiscovered for such a long period of time, Gentoo undertook a piece of work to look into the 'lessons learned' from Peabody's failures to identify concerns for this tenant earlier. Due to our processes in relation to gas safety, income collection and property inspections we are confident that such a landlord failure would not happen in one of our tenancies.
- 3.5 We have placed further staffing resource into the local teams to support our tenants who maybe struggling with the cost of living. The staff are primarily supporting customers with budgeting those on Universal Credit / low incomes and referring tenants on to a number of support agencies such as the Green Doctors, they are energy efficiency experts who identify waste that costs people money, in turn making homes cheaper to heat and reducing the amount of electricity or gas that tenants use. They also look at support from Northumbria Water for their water bills, and benefit maximisation.
- 3.6 Gentoo have entered into an agreement with other Housing providers called 'The Bread & Butter Thing'. The Bread-and-Butter Thing (TBBT) is a charity that makes life more affordable for people on a low income. Their mission is to create a fair solution for people in poverty and their long-term aim is to address the premiums that people in poverty pay for food, loans, energy and other everyday essentials, simply because of their personal circumstances. It works by collecting surplus food and staple goods that often end up going to waste from supermarkets, factories, and farms and distribute them at a discount price through community hubs, our first area in the City to be able to access this will be Pennywell. For just £7.50, shopping bags can be filled with an average of £35 worth of items made up of quality,

nutritious food. Each week tenants can access three bags of produce, including fresh fruit and vegetables, chilled goods, as well as cupboard staples such as pasta and cereal.

- 3.7 An initial discussion has been held between staff from Gentoo, the Council and Voluntary Sector Alliance to look at approaches to social value to see how we can work together to maximise the impact of any investment to meet the needs of our communities. An example of this is Gentoo's multi £million contract to deliver a whole house approach to refurbish our stock, soon to commence in Pennywell. Initial discussions have taken place with community organisations and schools in the area to find out what projects/services they are currently delivering and how social investment could help them sustain or develop new opportunities to tackle local issues. This information is being discussed with the contractors appointed to deliver the programme of work and together we are developing and agreeing a list of interventions to address some of these local needs. Projects/services identified to date which will make a positive difference include crisis intervention relating to food and fuel poverty, food and cooking initiatives also linked to developing community allotments, projects to tackle young peoples' mental health issues, raising aspirations of young people, employment and training opportunities. Our contractors are also very keen to offer volunteering opportunities for their staff to get involved in campaigns and "team challenge" type activities. We are able to monitor the activities and projects the contractors support via TOMs Social Value portal which will also provide the social value generated via this investment.

4. Investment & Renewal

- 4.1 Thorney Close windows scheme is up and running with Anglian being the provider, no concerns or complaints from tenants who are benefitting from the upgrade to their homes.
- 4.2 Re-Gen are the contractor working on the Pennywell Regeneration scheme and have set up an office in the Pennywell Community Centre. There is a Community Event planned for the 12th of September where tenants will be able to see samples of various materials and finishes including:
- Bricks for Hylton Road
 - Fence panel and concrete post
 - Gate to be used
 - Render
 - Grey roof tile to go with rustic red – also with verge trims (grey for both tiles)
 - Bonding gutter – to show any privates – if the above is to be done on rafters, this could join the two colours to show how it will be between a Gentoo property and a private household
 - Flat roof material
 - A canopy
 - Sample window
 - Painted fence board in chosen colour
 - Painted concrete lintel in chosen colour

Start date for the contract is still October 2023.

- 4.3 Lumsden Wood Partnership are the contractors who have started works to Lakeside towers carrying out external wall surveys. These works are part of the requirements of the Building Safety Act, so we can obtain further details about the fabric of the building. Each tower will be surveyed over the next couple of months.
- 4.4 We are in the process of appointing a contractor to carry out the roofing repairs to Australia Tower, which was damaged during Storm Arwen. To ensure value for money, we have had

to get quotes from several contractors, which has caused a delay in the works starting. Once we have a contractor and a start date confirmed, we will communicate this to yourselves and the residents.

5. Recommendations

5.1 Note the content of this report.

Contact Officer

Vicky Gamblin, Head of Neighbourhoods.

Tel: 0191 525 5004

Email: vicky.gamblin@gentoogroup.com