

NORTH AREA COMMITTEE

23 June 2022

REPORT OF GENTOO

1. Purpose of Report

- 1.1 The following report provides an update from Gentoo for the North Area Committee from March 2022 to June 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 Gentoo achieved the following headline performance during 2021/22 (ending 27 March 2022):

Activity	Target	Actual
Rent Collected as % of rent due	100%	100.01%
Cash Collected	£123,292,170	£123,303,545
Standard Arrears and Housing Benefit Recovery	£2,440,004	£2,491,899
Total CTA's as % of debit	2.9%	2.89%
Relet times (All)	44 days	70.13 days

Although total arrears increased by £52K over the year this is still exceptional performance in the current environment and this benchmarks very well against our peer group.

Relet times were impacted by Covid in terms of both customers and staff, as we were unable to push properties through as quickly as possible. We are working on this as a key area for improvement during 2022/23.

Our Money Matters Team Performance during 2021/22 is set out below:

Activity	Actual
Customer Gains	£1,075,953
Debt advised upon	£663,545
Water Rates Support Claimed on behalf of Tenants	£491,064
Money Matters Team referrals	860
New Universal Credit Claims – tenants supported	1531
Crisis Fund	£7,652

It is anticipated this year will again be very challenging in terms of income collection and rent loss due to a number of external factors including the cost-of-living rise. We have increased the value of our crisis fund from £10,000 to £50,000 and will be working collaboratively with Sunderland City Councils 'Crisis Support Offer' once this is shared to support our tenants.

4. Investment & Renewal

4.1 Detailed below is the proposed Investment Plan programme for North area during 2022/23.

Property Investment Programme 2022/23 - North Area

Programme Type	Principal Contractor	Estate	Properties	Low Rise Blocks / Listed Buildings	Medium Rise Blocks	High Rise Blocks	Sheltered Blocks / Supported Living	Customers Benefitting From Works	Comments
Communal Area Decoration		TBC TBC							22/23 Communal Decoration List TBC
		Totals	0					0	
Internals (Kitchen/Bathroom/Full Rewire - as required)		Carley Hill	82					82	
		Castletown	16					16	
		Fulwell	1					1	
		Monkwearmouth	1					1	
		Red House	1					1	
		Roker	1					1	
		Southwick	17				1	34	
		Town End Farm	23					23	
		Witherwack	135					135	
		Totals	277				1	294	
Environmentals - Garage Improvements		Southwick	1					1	
		Red House	11					11	
		Witherwack	26					26	
		Totals	38					38	
SHDF - Loft Insulation Top Ups		Carley Hill	1					1	Subject to Survey
		Castletown	7					7	Subject to Survey
		Hylton Castle	12					12	Subject to Survey
		Marley Potts	10					10	Subject to Survey
		Red House	15					15	Subject to Survey
		Roker	6					6	Subject to Survey
		Southwick	7					7	Subject to Survey
		Town End Farm	10					10	Subject to Survey
		Witherwack	1					1	Subject to Survey
		Totals	69					69	
Automatic Opening Vents (AOV's) and/or Fire Alarm Replacements		Monkwearmouth				7		364	
		Totals				7		364	

The investment plan proposed spend for North area in 2022/23 is £2,516,190.

5. New build in North area

Gentoo are currently managing a number of new build sites across North area. The new build units provided will be affordable rent, shared ownership and rent to buy. The numbers are below:

Site/scheme	Start date current and proposed	Completion	Units	Contractor	Affordable Rented	Shared ownership	Rent to buy units
Leeway Green, Carley Hill	March 2021	August 2022	24	Esh	24	-	-
Crosstree Park, Downhill	September 2021	June 2023	41	Engie	31	10	-
Wellspring Park, Townend Farm	April 2022	November 2023	71	Engie	53	18	-
Cricketers Hill, Carley Hill	September 2022	October 2025	115	TBC	87	18	10
Old Mill Road, Southwick	November 2023	October 2025	64	TBC February 2023	48	10	6
Williamson Park, Fulwell, quarry site	May 2024	August 2026	110	Out to tender May 2023	82	17	11

6. Recommendations

- 6.1 Note the content of this report.

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