

12th June 2019

REPORT OF GENTOO

1. Purpose of Report

- 1.1 The following report provides an update from Gentoo for the West Area Committee from March 2019 to June 2019.

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. Neighbourhood Services Update

- 3.1 A review of Gentoo's Neighbourhood Delivery Model is underway, with the aim to complete this by October 2019. There are some key areas which have changed or developed since the model was first introduced 3 years ago, including:

- The introduction of Universal Credit and other welfare reforms and the impact of these on our customers.
- Demand trends and other customer demographics which are impacting upon the lettability of our properties and the suitability of our services.
- The management of our multi-storey blocks post Grenfell, including customer behaviours and management technology.

Customers are being consulted as part of this review, particularly around the multi-storey blocks, and their views will form part of the review.

- 3.2 We are about to commence our second Customer Survey and there are a number of aims to the survey including: keeping our information up to date (such as contact preferences, next of kin details), analysing data to identify vulnerabilities, support requirements and service improvements, and to help us inform major service changes (such as cash office provision and the digital agenda). The survey aims to reach 100% of our customers and is expected to take 2 years to complete.

4. Investment & Renewal

- 4.1 Planning permission has been granted to transform the Group's vacant land on the old Pennywell Estate at Chester Gate. The masterplan for the development features 500 new homes which will be available to both buy and rent, with the scheme worth around £74m in total over the lifetime of the development programme. The first phase comprises 118 new homes all for sale. Discussions with Local Members are planned later this month before any works commence on site.

5. Recommendations

5.1 Note the content of this report.

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