

COLEFIELDS AREA COMMITTEE

16 June 2022

REPORT OF GENTOO

1. Purpose of Report

1.1 The following report provides an update from Gentoo for the Coalfields 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:

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

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 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 we 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 Houghton & Hetton during 2022/23.

Programme Type	Principal Contractor	Estate	Properties	Low Rise			Sheltered Blocks / Supported Living	Customers Benefitting From Works	Comments
				Blocks / Listed Buildings	Medium Rise Blocks	High Rise Blocks			
External Decoration		Easington Lane	502	8			532		
		Villa	169	5			199		
		Totals	671	13			731		
Communal Decoration		TBC						22/23 Communal Decoration List TBC	
		Totals	0	0			0		
Roofing and/or Associated Works		Hetton	296				296	12 of these properties are External Decoration Only These are chimney repairs only	
		Hetton Road Estate	26				26		
		Totals	322				322		
Internals (Kitchen/Bathroom/Full Rewire - as required)		East Rainton	124				124		
		Hetton	1				1		
		Totals	125				125		
Environmentals - Front Area Fencing		Fencehouses	5				5		
Totals	5					5			
Environmentals - Front Area Fencing & Canopy Renewal		Fencehouses	9				9		
Totals	9					9			
Environmentals - Canopy Renewal		Fencehouses	1	5			30		
		Hetton	54	2			62		
		Newbottle	6				6		
		Penshaw	163	3			180		
		Totals	224	10			278		
Environmentals - Garage Demolitions		Burnside	17				17		
		Hetton	14				14		
		Newbottle	4				4		
		Totals	35				35		
SHDF - Loft Insulation Top Up		Burnside	4				4	Subject to Survey	
		Fencehouses	2				2	Subject to Survey	
		Newbottle	1				1	Subject to Survey	
		Penshaw	4				4	Subject to Survey	
		Shiney Row	7				7	Subject to Survey	
		Villa	3				3	Subject to Survey	
		Totals	21	0			0	21	

5. Recommendations

5.1 Note the content of this report.

Contact Officer

Steven Gordon, Neighbourhood Operations Manager

Tel: 0191 525 5211

Email: steven.gordon@gentogroup.com