

15 March 2022

REPORT OF GENTOO

1. Purpose of Report

- 1.1 The following report provides an update from Gentoo for the West Area Committee from December 2021 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 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 Chestergate, Pennywell update - Phase 1 works are progressing well on site, Phase 1 delivery (118 plots). Of these 16 plots have legally completed, 22 plots have exchanged contracts and 4 are anticipated to legally complete by the end of this month. We have a further 13 plots reserved. Construction works are currently anticipated to complete on site late next year.
- 4.2 Prestbury Road Site, Pennywell update – Practically completed all 10 units and ready for handover to new tenants. Properties have been advertised with significant interest, 2 beds received 362 bids and 3 beds received 496 bids.
- 4.3 Bellmen Green (old Silksworth Housing Office) - this scheme will deliver 13 new homes (2 and 3 bed) all for affordable rent. Properties have been advertised and received significant interest with 500 bids received for the 3 beds and 437 bids for the 2 beds. Handovers due in April and practically complete.
- 4.4 Pennywell Environmental Scheme is anticipated to start in June 2022 and run over three financial years. This will be the biggest single social housing investment scheme in the

northeast. It will look at render, external wall's, fencing, outhouse doors, corner sites and parking. Currently working with tenants in preparation for this.

- 4.6 Thorney Close has 670 addresses planned for new windows.
- 4.7 Lakeside, we have ongoing roof works following the recent storm damage at Australia & Altrincham Tower. There is a vent cleaning program (in each flat kitchen) ongoing across the 7 towers. Initial stages of a program to instal AOV's (Automatic opening ventilation system) for the communal windows and an upgraded fire alarm system. Strengthening works to Altrincham Tower ready to start and finally prestart meeting taking place for External decoration to all 7 towers.

5. Recommendations

- 5.1 Note the content of this report.

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