

29 June 2022

REPORT OF GENTOO**1. Purpose of Report**

1.1 The following report provides an update from Gentoo for the West 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	£2,440,004	£2,491,899
Total Arrears % 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.

Money Matters Team Performance -2021/22:

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 be challenging in terms of income collection and rent loss due to a number of external factors (cost of living rises), we have increased the value of our crisis fund (£50,000) and will be working collaboratively with Sunderland City Councils 'Crisis Support Offer' once this is shared to support our tenants.

3.2 New build update – both Austin Place (Pennywell) and Bellmen Green (Silksworth) are now fully occupied.

4. Investment & Renewal








4.1 Detailed below is the proposed Investment Plan programme for South & Central during 2022/23.

Property Investment Programme 2022/23 - South Area

Programme Type	Principal Contractor	Estate	Properties	Low Rise Blocks / Listed Buildings	Medium Rise Blocks	High Rise Blocks	Sheltered Blocks / Supported Living	Customers Benefiting From Works	Comments
Communal Area Decoration		TBC TBC							22/23 Communal Decoration List TBC
		Totals	0					0	
Windows		Thorney Close	678					678	76 of these are being delivered by Anglian via Regen as part of SHDF
		Totals	678					678	
Internals (Kitchen/Bathroom/Full Rewire - as required)		Hall Farm	2					2	
		Thorney Close	1					1	
		Totals	3					3	
Environmentals - Garage Improvements		Ryhope	8					8	
		Silksworth	14					14	
		Thorney Close	26					26	
		Totals	48					48	
Environmentals - Garage Demolitions		Springwell	3					3	
		Farringdon	6					6	
		Totals	9					9	
Communal Boiler Plant Replacements		Lakeside				2		192	
		Totals				2		192	
SHDF - Loft Insulation Top Ups		Farringdon	11					11	Subject to Survey
		Hall Farm	2					2	Subject to Survey
		Mill Hill	1					1	Subject to Survey
		Silksworth	12					12	Subject to Survey
		Springwell	6					6	Subject to Survey
		Thorney Close	49					49	Subject to Survey
		Totals	81					81	
Automatic Opening Vents (AOV's) and/or Fire Alarm Replacements		Lakeside				7		672	
		Totals				7		672	

The costs for investment in South area total £3,701,738

Property Investment Programme 2022/23 - Central 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	
Pennywell Regeneration (Year 1)		Pennywell	255					255	
		Totals	255	0				255	
Internals (Kitchen/Bathroom/Full Rewire - as required)	 	Ford Estate Grangetown Grindon Hendon Millfield Pennywell South Hylton	2 1 1 41 15 23 1			1		2 1 1 117 15 23 1	
		Totals	84					160	
Environmentals - Garage Improvements		South Hylton	1					1	
		Totals	1					1	
SHDF - Loft Insulation Top Ups		Ashbrooke Ford Estate Grangetown Grindon Hendon Hollycarrside Millfield Nookside Pallion Pennywell Ryhope South Hylton	21 6 5 5 15 5 2 2 3 6 32 1					21 6 5 5 15 5 2 2 3 6 32 1	Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey Subject to Survey
		Totals	103					103	
Automatic Opening Vents (AOV's) and/or Fire Alarm Replacements		City Centre Hendon				3 6		270 498	
		Totals				9		768	

The costs for investment in Central area total £8,7852,565

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