

15 December 2022

REPORT OF GENTOO

1 Purpose of Report

- 1.1 The following report provides an update from Gentoo for the North Area Committee from September to December 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 Following the recent coverage around the tragic impact mould and damp can have, we know that some of our tenants may be concerned about mould and damp in their home. To ensure we provide the necessary support, we have set up a dedicated phone line where tenants can report any concerns about mould or damp, and these will be addressed as soon as possible. A dedicated team has been set up to deal with any concerns. The health and safety of our tenants is our number one priority, and we believe everyone has the right to live safely and comfortably in their own home.
- 3.2 Estate walks with Local Councillors are going well and would like to thank all Councillors for your contribution at these walks, showing residents in our neighbourhoods the collaborative working that goes on in making the area's people are proud to live in.
- 3.3 Bonfire Night update, in the run up to the 5 November Gentoo deployed a number of teams to work out of hours across the City, they were actively picking up fly tipping and waste that could have been used potentially for bonfire. On the 5th of November, working in partnership with the City Council, TWFRS teams and Gentoo the partners worked across the City dismantling bonfires and collecting waste items that could become part of a bonfire.

As a result of the partnership working, the actual number of bonfires was greatly reduced and demonstrated how working and a coordinated citywide approach, can play a massive part in keeping everyone safe.

Waste figures from Gentoo's waste partners Biffa and Suez has highlighted that during the lead up to bonfire night, working out of hours and on the 5th, Gentoo disposed of 23 tonnes of waste at the two transfer stations, that would have ended up on bonfires.

The incidents within Cato Street involving damage to the orchard and youth disorder has been discussed within the SARA Project with a view to establishing recommendations for the area and its future use.

- 3.4 This year's Christmas campaign is underway and an opportunity for staff to nominate a family they are supporting to receive tickets for the pantomime (200 tickets available), Christmas gifts and Christmas dinners (160 or more should be necessary).
- 3.6 Staff conference foodbank collection. Christmas during the cost-of-living crisis will be a difficult time for local families and communities. To offer a helping hand and support the

stocks at the Foodbank, we are asking colleagues to bring along a small donation for Sunderland Foodbank to this year's staff conference on 9 December.

4. Investment & Renewal

- 4.1 Southwick Roofing contract is due to 24.1.23 and will see the renewal of over 220 roofs in the Southwick Area, RE:GEN Group are the principal contractor. The contract is due to Run to July 2023.
- 4.2 All North Towers have now had a 'Twin Scan' in line with the new Building Safety Act.
- 4.3 North Towers, all of the external wall surveys, which are part of the ongoing Building Safety works have been completed and the subsequent minor repair works have been carried out.
- 4.4 Following a customer consultation exercise internal vinyl's have now been fitted to all North Towers showing imagery of our city
- 4.5 Whickham Street – we are continuing to work and update all customers who were affected by the Gas Explosion in this area until decisions are made on the future of the site.

5. Recommendations

- 5.1 Note the content of this report.

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