

19th October 2016

REPORT OF GENTOO

1. Purpose of Report

- 1.1 The following report provides an update from Gentoo for the West Area of Sunderland from June 2016 to October 2016.

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 Despite the recent restructuring within Gentoo and other external influences, housing management performance and customer services indicators are very positive. Universal Credit is currently being rolled out across Sunderland and to date there are 120 live cases in the West Area. Average customer arrears increases for all cases is £154, well below the reported sector averages.

We have recently introduced direct dialling access to our Neighbourhood Teams for customers and they can now contact their local offices directly by telephone on the following numbers:

Havelock Office – (0191) 525 5002

Silksworth Office – (0191) 525 5004

- 3.2 Further reviews of customer services are ongoing, including our Repairs & Maintenance service in order to meet customer requirements.

4. Community Partnership Coordinators

- 4.1 The new post of Community Partnership Coordinator continues to develop with customers. Angela Sinclair is based at Silksworth Office and Jackie Pitt at Havelock Office. Their role is to work with our communities and they have initially set out an area profile and action plan for each area, including developing partnerships with Sunderland City Council and the voluntary sector agents.

5. Investment and Renewal

- 5.1 New build activity continues on High Ford, where the Hillcrag development will see the building of 132 new homes, all for affordable rent. On Doxford Park the Thurcroft development will provide 155 new homes for sale.

- 5.2 There are a number of schemes on going to existing stock in the West Area, including heating & window replacement programmes and structural works to properties.

6. Recommendations

- 6.1 Note the content of this report.

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