

30 June 2022

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

- 1.1 The following report provides an update from Gentoo for the Washington 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
Total Current Tenants Arrears	£2,440,004	£2,491,899
Total Current Tenant Arrears as % of debit	2.9%	2.89%
Relet times	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.

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 Washington during 2022/23.

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
External Decoration		Harraton Springwell Village	263 66	5				283 66	
		Totals	263	5				283	
Communal Decoration		TBC TBC							22/23 Communal Decoration List TBC
		Totals	0	0				0	
Windows		Concord Donwell Barmston Blackfell Columbia	129 85 553 169 155	4				129 96 553 169 155	146 of these are being delivered by Sekura via Regen as part of SHDF Previously with Nationwide Windows on 21/22 Programme
		Glebe Sulgrave Usworth	1 1 299					1 1 299	37 of these are being delivered by Sekura via Regen as part of SHDF
		Totals	1392	4				1403	75 of these are being delivered by Sekura via Regen as part of SHDF
Internals (Kitchen/Bathroom/Full Rewire - as required)		Barmston Concord Lambton Sulgrave Usworth	3 1 1 1 1					3 1 1 1 1	
		Biddick Columbia Springwell Village	101 352 56					101 352 56	
		Totals	516					516	
SHDF - External Fabric Improvements		Albany	21					21	
		Totals	21					21	
Environmentals - Garage Improvements		Concord	5					5	
		Totals	5					5	
Environmentals - Garage Demolitions		Concord	13					13	
		Totals	13					13	
Washington District Heating		Albany Oxclose	313 648					313 648	Programme Nov 21- July 23 Programme Nov 21- July 23
		Totals	961					961	

All of the works above represent a total spend of £12.3 million in Washington area during this year.

5. Recommendations

5.1 Note the content of this report.

Contact Officer

Alan Duffy, Head of Neighbourhoods.

Tel: 0191 525 5403

Email: alan.duffy@gentoogroup.com