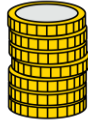


A reminder about Gentoo

gentoo



**28,500 homes
60,00 tenants**



**£165 million
investment in
new affordable homes**



**£1 million in additional
benefit claims for
tenants through Money
Matters in 2021**



1000+ colleagues



**1200 new affordable homes
in Sunderland by 2026**



**£17,000 raised by colleagues
for Action on Dementia
Sunderland and St Benedict's
Hospice in 2021**



**80% of colleagues
live in Sunderland**



**300 apprenticeships
since 2001**



**£66 million
invested in property
repairs, maintenance &
modernisation every year**



**72 tenants supported by our
Wise Steps employability
programme in 2021**



**221 victims of anti-social
behaviour and domestic
abuse supported in 2021**

Who's who: Senior Leadership Team



Nigel Wilson
Chief Executive Officer



Susie Thompson
Executive Director
Housing



Louise Bassett
Executive Director
Corporate Services



Pete Lenehan
Executive Director
Finance



Simon Walker
General Counsel



Jo Bell
Associate Director of
Housing



Vacant
Position
Associate Director of
Housing



Nikki Young
People Director



James Mullenger
Director of Transform-ation
and Technology



Catherine Loftus
Head of Tenant
Voice



Stephen Flounders
Director of Risk and
Assurance



James Haste
Director of Property
Maintenance



Marc Edwards
Director of Asset and
Sustainability



Anthony Douglas
Operations Director
Gentoo Homes



Laura Watson
Head of Procurement



Paul Wright
Finance Director



Joanne Gordon
Development
Director

Allocation of homes



- 29,000 people currently registered with HomeHunt for housing with Gentoo
- 23,000 of these people are not tenants
- 6,000 are existing Gentoo tenants
- Gentoo's new build properties are allocated based on an applicant's date of registration and not priority banding
- allocations policy updated in June 2021 with two key changes:
 - children in flats given priority to move to a house
 - must have lived in current Gentoo home for two years before applying for rehousing
- suspension policy updated in June 2021 to include those who bid for properties and do not attend viewings - can be suspended for a period of time for time wasting

Housing staff at a local level



- currently 6 offices in the city:
 1. Atheneum Street
 2. Doxford Park
 3. Havelock
 4. Houghton
 5. Southwick
 6. Washington
- moving to 5 offices once Gentoo occupies City Hall space on ground floor in 2022
 - Atheneum Street and Havelock will close as a result
- currently five management areas, identical to Sunderland City Council
- We currently have 93 Neighbourhood Coordinators across the city
- changes have been made to Neighbourhood Coordinators due to long term sickness, maternity leave, promotions, moving on
- changes at managerial level due to colleagues moving on or promotion
- Gentoo website is kept up to date with Neighbourhood Coordinator contact details

www.gentoogroup.com/neighbourhoodcoordinators

Tenant satisfaction levels

Overview – from April 2020 to April 2021

gentoo

94%

**Overall tenant
satisfaction with
their
neighbourhood**



93%

**Overall
satisfaction with
repair standards**



96%

**Overall
satisfaction with
planned
investment work**



100%

**Complaints
resolved within
timescales**



88%

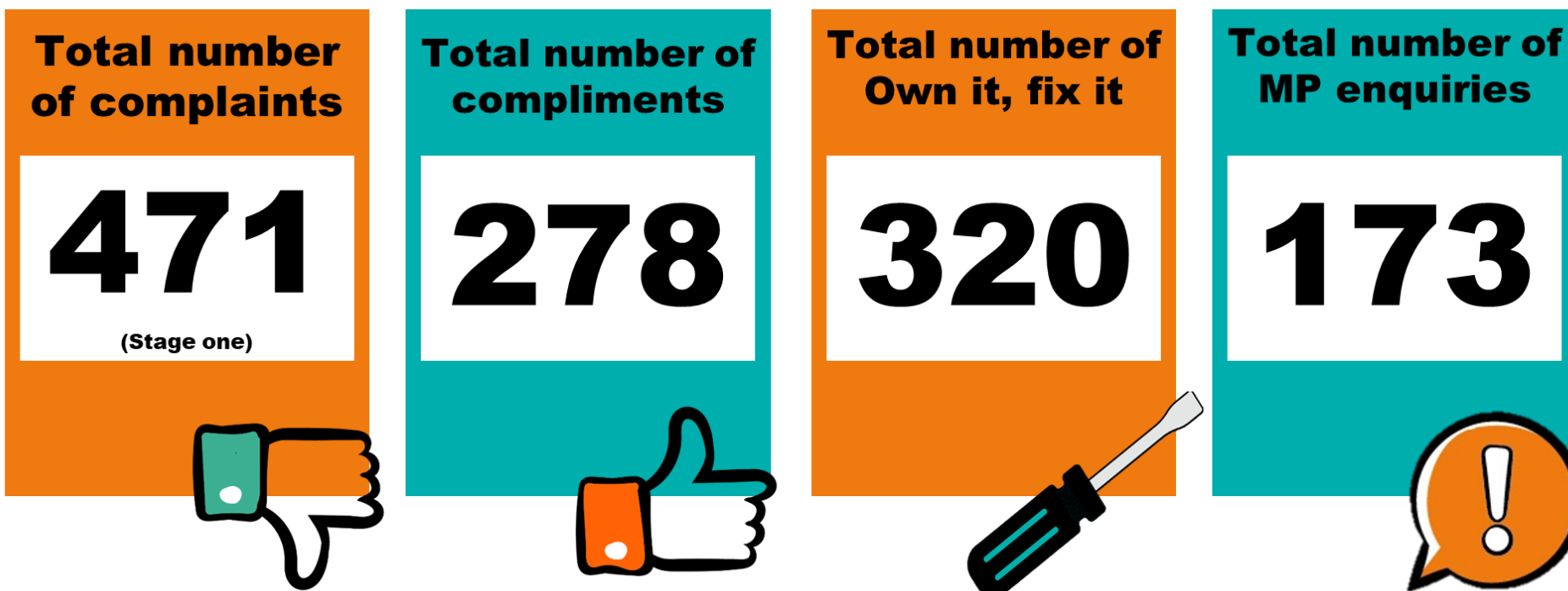
**Repairs
completed right
first time**



Tenant satisfaction levels

gentoo

Overview – from April 2021 to 31 January 2022



Gentoo property investment 2022/23



- £39.4 million investment in existing properties during 2022/23 financial year
- thousands of properties to benefit
- £6.7m on roof replacements
- £5.8m on heating upgrades, this includes:
 - 1020 properties connected to district heating in Washington
 - 698 gentoo properties
 - 239 leaseholders
 - 83 freeholders
- £5.8m on window replacements
- £7.5m on kitchens, bathrooms and electrical rewires
- £2.5m on improvements to the outside area of properties, e.g. fences
- £3m on energy efficiency measures
- £1.8m on decoration to outside of properties

Window replacements



- history of underinvestment in Gentoo properties which we are now putting right
- commitment to have replaced all single glazed windows by December 2023
- currently 4 months ahead of the anticipated completion date
- shortage of glazing has been an issue, like most building materials
- 6 contractors carrying out window replacements on behalf of Gentoo
- biggest package of work is with Sunderland-based Sekura Group
- **3476** properties have had double glazing installed this financial year
- **4548** properties remaining

Pennywell regeneration

gentoo

- £19m investment to regenerate 1000+ gentoo properties on the Pennywell Estate
- an ambitious 'whole-house' approach to property modernisation
- 2 year plan to modernise roofs, canopies, windows, front garden fences and decoration to outside of properties
- due to start late 2022 and be completed in 2024
- more than £1 million in social value activity to be delivered as a result of the scheme
- some properties will also benefit from energy efficiency upgrades

Social Housing Decarbonisation Fund

gentoo

- successful bid in partnership with Sunderland City Council
- 604 properties being upgraded to EPC C
- agreement reached with Warmfront for 400 additional fabric improvements
- significant window replacement programme
- heating upgrades
- external wall insulation retrofit scheme in Whinfell, Washington

Storm damage and repairs



- 7 storms since November have caused a huge amount of damage to Gentoo properties
- 2,500 damaged roofs have been repaired since November
- 2,500 roof repairs outstanding
- we have apologised for delays caused by:
 - shortage of external contractor resource (we employ a small number of roofers)
 - international shortage of roof tiles
- hundreds of damaged fences
- current estimate is storm damage will cost Gentoo between £1.5 million - £2 million to repair
- data shows north area of the city has been hit the worst
 - with almost double the number of roof repairs compared to the other areas

Gentoo's affordable housing offer



- 1200 additional homes in Sunderland by 2026
- £165 million investment in the city over 5 years
- 14 new house types that meet national space standards
- homes are 70% carbon neutral
- open day for city councillors held last week



Gentoo's affordable housing offer

New house type range

- 14 new house types
- repeating roof lines
- large vertical windows
- two types of each dwelling size:
 - narrow fronted house (efficient for plotting, allows for gable front)
 - wide front house (dual aspect, reduced plot depth)
- hip or gable roof
- semi-detached or terrace
- all house types meet Nationally Described Space Standards



Gentoo's affordable housing offer

Low carbon initiatives

- all new affordable homes are 70% carbon neutral
- EPC Rating A, SAP Rating 81
- all new homes include:
 - air source heat pumps
 - photovoltaic panels
 - thermal battery storage
 - triple glazing
 - full fill insulation
 - electric vehicle charging points
 - smart meters



Schemes in construction

Scheme name	Number of homes	Estimated practical completion date
Keelman Rise, Downhill	56	Complete – under retention
Brockwell Green, Avenue Vivian, Fencehouses	49	March 2022
Liberty Grange, Cricklewood Road, Hylton Castle	11	March 2022
Austin Place, Prestbury Road, Pennywell	10	March 2022
Bellmen Green, Silksworth (former Gentoo office)	13	March 2022
Crosstree Park, Keighley Avenue, Downhill	41	February 2023
Leeway Green, Eastbourne Square, Carley Hill	24	June 2022
Wellspring Park, Blaydon Avenue, Town End Farm	71	December 2023
Total number of affordable homes currently being delivered:		256

Schemes due to enter into contract



Scheme name	Number of homes	Estimate start on site date
Penshaw Gardens, Penshaw, Houghton-le-Spring	72	May 2022
Eskdene Rise, Cragdale Gardens, Hetton-le-Hole	86	April 2022
Total number of affordable homes to be delivered:		158

Pipeline progressing for planning approval

Scheme name	Number of homes	Planning submission
Cricketers Hill (former Carley Hill School Site)	115	Submitted
Williamson Park (Fulwell Quarry)	110	Submitted
Sunderland Civic Centre	105	Submitted
Gartland Road, Grindon	15	May 2022
Aberdare Road, Farrington	32	May 2022
Old Mill Road, Carley Hill	65	May 2022
Total number of affordable homes in pipeline:		442



Shared Ownership
for Sunderland

RTB

Rent to Buy
for Sunderland

summary 20/21

Our social impact

£4,035,434

total social value generated

Place

94%

overall tenant satisfaction
with their neighbourhood

£30.9m

invested in major works and
improvements to properties

100

homes under construction

170

new homes approved by
planning committees

People

221

victims of anti-social
behaviour and domestic
abuse supported

Advised tenants on more than

£1m of debt

72

people supported by the
Wise Steps work programme

Brought an additional

£1,075,421

income to our tenants

Perform

£144,000

of community grants to
local people and groups
via Empower Sunderland

£2.2m

reinvested back into the
Group from Gentoo Homes

93%

of tenants satisfied with the
standard of work in their home

Partner

200

Christmas dinners
donated to tenants

49

adults and families
provided with emergency
temporary accommodation

£249,653

in social value generated
through principal contractors

Pride

Over

90

veterans re-housed

£17,000

fundraised by our
colleagues for our
corporate charities

2,500

Easter eggs donated
to beneficiaries

Gentoo & Sunderland City Council partnership

- City Hall
- Sunderland Civic Centre redevelopment
- Social Housing Decarbonisation Fund
- SARA Project in Southwick
- HALO Project in Hetton
- Fulwell Quarry and former Carley Hill School
- Voluntary and Community Sector Alliance