

9 DECEMBER 2020

REPORT OF GENTOO

1. Purpose of Report

- 1.1 The following report provides an update from Gentoo for the Coalfields Area Committee from September 2020 to November 2020.

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. Changes to Neighbourhood Services

- 3.1 Following the second national lockdown all of our offices have been closed again to the public. However, we are still operating a service at the office, but only for pre-arranged appointments. This arrangement is continuing following the City being placed in "Tier 3". This arrangement will continue into the new year.
- 3.2 Along with Government guidelines, our teams are currently working partly from home and partly within our offices providing the full range of housing services, as we continue to manage the social distancing guidelines to prevent the spread of Covid-19. All contact details for our local offices and Neighbourhood Coordinators can be found on the Gentoo website.
- 3.3 Members will be aware that the decision was made to "freeze" housing applications for all existing customers without a housing priority banding. This suspension period is from 30 September 2020 for a six-month period, ending in March 2021. All transferring customers who had expressed an interest in another property prior to this date are still allowed to move home if they are successful in gaining an offer of property. This process affected around 6,500 customers Citywide but has resulted in only 21 appeals.
- 3.4 Most of Gentoo's mainstream services will cease from 24th December 2020, for the festive period, and will resume 4th of January 2021. We will continue to provide a limited repairs service and an emergency out of hours repair service throughout the holiday period.

4. Investment & Renewal

- 4.1 There are no new developments to report on. The Avenue Vivienne site continues to progress, and we still anticipate the first new homes will be available from April 2021. This date may change if further restrictions are imposed due to Covid 19.

5. Recommendations

- 5.1 Note the content of this report.

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