gentoo **Great homes** Strong communities Inspired people for Sunderland Annual Report Annual Report for tenants and leaseholders

Melcome

I am delighted to be introducing the Annual Report 2020/21 for Gentoo tenants and leaseholders. This is the second Tenant and Leaseholder Annual Report you will have received from me as Gentoo Group's Chief Executive Officer, so I wanted to take this opportunity to reflect on what has been a particularly challenging 18 months and provide you with a snapshot of our performance and achievements as your landlord.

"Our new programme will see 1,200

new affordable homes brought to the city by 2024."

The last 18 months has seen us navigate through some of our most difficult challenges as a direct result of COVID-19, but we have continued to work throughout the pandemic to ensure our most vulnerable people received the support they needed. This included more than 56,000 telephone calls to check on the welfare of our tenants and allocating more than 700 homes to new Gentoo tenants.

We have unfortunately seen unavoidable disruptions in our supply chain and with our contractors in this period, which has resulted in some delays in planned investment work. Like many other organisations, we have also seen a number of colleagues self-isolating. While we fully support all Government measures to help prevent the spread of COVID-19, self-isolation has had an impact on our telephone call and repair times.

I am proud of my Gentoo colleagues who, despite our ongoing challenges, continuously delivered a high-quality service to tenants and carry out as many of our normal 'day to day' business activities as possible. Please be assured that, if you have been impacted by any delayed work, or longer than usual wait times on the phone, we are working hard to get to you as quickly as possible.

At Gentoo we believe everyone has the right to live in a good quality home that they can afford. We were delighted to launch our new Affordable Homes Programme this past year, marking a new era of affordable housing in the City of Sunderland. Our new programme will see 1200 new affordable homes brought to the city by 2024. As part of our £165m investment in these homes, we're introducing a range of features and technologies that make the homes 70% carbon neutral.

We have made a great deal of progress as an organisation and I was delighted that Gentoo was awarded the top G1 governance rating from the Regulator of Social Housing. This is fantastic recognition for the work we have done over the last few years to improve our governance.

I hope that everything included in this report, reassures you that I am committed to ensuring Gentoo continues to be an excellent landlord, whilst supporting our neighbourhoods and the community sector and voluntary groups in Sunderland, which offer vital support to many.

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Nigel WilsonGroup Chief Executive Officer

Melcome

from our Tenant and Community Voice Chairs

Our tenants and residents are at the heart of our decision making. We have five geographical tenant-led Tenant and Community Voice (TCV) groups and a sixth group dedicated to our younger tenants. Members of these groups work with Gentoo Sunderland City Council. to help us shape our services, invest resources wisely, improve in the areas that matter most, and ultimately influence decision making.

Each TCV group is led by a Chair and every Chair is a Gentoo tenant. For this report our Chairs have come together to tell us what it means to them to be an involved tenant with Gentoo and their proudest achievements.

Why are you involved with Gentoo?

We understand the important role we play in being a voice for tenants. We are able to influence some of the important decisions Gentoo makes and help them to improve. We can feedback directly to members of the Senior Management Team the issues that are most impacting the areas we live and see changes happening as a result.

Gentoo is a great organisation, that does many good things for the community and being at the helm of where grants and resources are invested is really positive.

We're also able to meet new people from our area and talk to them about how we can make it a better place to live. This also includes working with other key local services such as Northumbria Police and

It's a great time to be an involved tenant, and it really does make a difference.

What are you most proud of, in your time with Gentoo?

Sunderland is such a diverse city, and it has been incredible to be able to donate grant funding to local groups and voluntary organisations this year. Particularly to those who have been impacted by the COVID-19 crisis.

Looking to the future, we're excited to also get involved in more decisions with Gentoo around the kitchen options for modernisations and paint colour choices for communal areas in buildings.

Do you want to get involved?

We do listen, and value the feedback from all our TCV group members. Our TCV groups meet regularly to discuss key business decisions and be involved in projects and discussions.

If you would like to get involved, please contact the Tenant Voice Team at feedback@gentoogroup.com.

New members are always very welcome.



gentoo Roker Lighthouse, Sunderland Gentoo Group

Your Gentoo Voice

To further expand the ways in which tenants can provide Gentoo with feedback, we have recently launched Your Gentoo Voice, a new online engagement tool.

Participation in Your Gentoo Voice is voluntary, but feedback from this pla provided to Gentoo's Board of Direct consider when making critical decisions.

It is accessible 24/7 and allows tenants and leaseholders to voice their opinions on a variety of topics through online surveys, polls, and forums. Participation in Your Gentoo Voice is voluntary, but feedback from this platform is provided to Gentoo's Board of Directors to consider when making critical decisions that will impact on tenants and leaseholders.

Participation in Your Gentoo Voice is voluntary, but feedback from this platform is provided to Gentoo's Board of Directors to consider when making critical decisions that will impact on tenants and leaseholders. For example, the range of kitchens available for modernisations, paint choices for communal facilities and fundamental changes to Gentoo's services.

You can register for Your Gentoo Voice here: https://yourgentoovoice.uk. engagementhq.com

Your opinion matters,
Yourgentoo

Register now

Tenant Annual Report **20-21**



Housing

2021/22*Figures correct as at July 2021

2020/21

Current rent arrears

Average time to re-let a property

£2.96m

66 days

£1.58m

81 days

Property Investment

££ invested to tenants' homes through planned investment

Number of properties improved due to planned investment works

Overall satisfaction with planned investment works

£10.45m £30.9m

2,603

99%

5,633

96%

Property Maintenance

Number of repairs and safety inspections

Repairs completed right first time

57,343

96%

153,310

88%

Tenant Voice

Number of formal complaints received

Number of complaints resolved in timescales

175

100%

218

100%

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

new homes approved by planning committees

People

221victims of anti-social behaviour and domestic abuse supported

Advised tenants on more than

£1m of debt

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

200Christmas Dinners donated to tenants

adults and families provided with emergency temporary accommodation

£249,653 in social value generated through principal contractors

Over 90 veterans re-housed

£17,000 fundraised by our colleagues for our Corporate Charities

2,500
Easter Eggs donated to beneficiaries

Penshaw Monument, Sunderland

gentoo

How we spend your rent

As a G1 governance rated social housing provider, we must operate as a compliant, efficient, and effective landlord.

Our intention is to always be well governed

and financially resilient, operating efficiently and responsibly and investing wisely to fulfil our social purpose. **Colleague & running costs Planned** maintenance £7.4m Repairs & maintenance Service charge costs Other net costs Investment plan E.g. insurance and £30.9m pension bond **Interest and loan repayments** £24.0m

Social media

We are being proactive in how we listen, learn, and put issues right for our tenants and leaseholders.

We are aware of some unofficial Facebook groups which have been created for tenants and leaseholders to express their concerns or dissatisfaction about Gentoo. However, to ensure any complaints or issues are brought to the attention of our Tenant Voice Team, who can work with you to address them, you can report an official complaint in the following ways:



Join our new Official Gentoo Complaints group by searching 'Gentoo Official Complaints' on Facebook.



Email our Tenant Voice Team directly at feedback@gentoogroup.com



Send us a direct message on our Facebook page



Complete the feedback form on **gentoogroup.com**



Telephone your local office



Write to us at Emperor House, 2 Emperor Way, Sunderland, SR3 3XR

We are honest in acknowledging there are times when we fail to do our job properly.

We want to hear about these situations so that we can put them right for tenants. No excuses.

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gentoo Complaint performance

Complaint performance

2020/21

Number of formal complaints received

Number of complaints that progressed to Stage 2

Number of Housing Ombudsman cases

3

The three service areas to receive the most formal complaints were:

Service area	No of complaints	Theme
Responsive/Repairs & Maintenance	73	Pests (rats), dampness
Asset	21	Windows, Nesting pigeons
Housing/Tenancy management	40	Anti-social behaviour

Housing Ombudsman complaints insight

Housing Ombudsman complaint Findings/learnings The Ombudsman found that The landlord's failings to offer Gentoo had made a reasonable compensation in relation to the offer of redress to the tenant which tenant's report of a gas leak satisfactorily resolved the complaint. The Ombudsman found no The landlord's handling of the maladministration as the Gentoo had resident's reports of anti-social apologised for its initial shortcomings behaviour (ASB) by her neighbours. in responding to the resident. The Ombudsman found no failings, however they did recommend that Gentoo produce a formal The landlord's response to the written version of its guidance resident's request to bring forward for exceptions to its window the installation of double glazing to replacement programme, which was her property. done immediately. This is to ensure

Wearmouth Bridge, Sunderland

it is a clear, consistent and effective approach to support the decision-

making process.

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Great homes Strong communities Inspired people for Sunderland











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