

## Estate Plan

### Ashby Grange

**This plan covers the following areas and number of properties:**

| Location          | No | Location            | No | Location             | No |
|-------------------|----|---------------------|----|----------------------|----|
| Alexandra Road    | 1  | Grange Lane Nursery | 1  | Shipton Road         | 26 |
| Ancholme Road     | 5  | Grange Lane South   | 49 | Somervell Road       | 25 |
| Bottesford Avenue | 10 | Hillary Road        | 33 | Southfield Road      | 61 |
| Bransdale Road    | 6  | Hunt Road           | 15 | St. Catherines Court | 24 |
| Cambridge Road    | 18 | Irvine Road         | 7  | St. Margarets Walk   | 19 |
| Cornwall Road     | 8  | Legard Avenue       | 8  | Tensing Road         | 31 |
| Derwent Road      | 55 | Leven Road          | 3  | Uredale Place        | 3  |
| Dovedale Road     | 18 | Lunedale Road       | 2  | Ville Road           | 22 |
| Eastfield Road    | 16 | Mallory Road        | 2  | Wensleydale Road     | 5  |
| Eden Dene         | 15 | Manifold Road       | 39 | Westerdale Road      | 1  |
| Everest Road      | 37 | Marshfield Road     | 4  | Wharfedale Place     | 18 |
| Eyre Avenue       | 9  | Melford Court       | 28 | Wyredale Road        | 1  |
| Gadwall Way       | 4  | Milton Road         | 12 |                      |    |
| Garganey Walk     | 4  | Oxford Street       | 4  |                      |    |

### Estate Description

The Ashby Grange area has 649 properties, which are made up as follows:

| Type                 | 1 Bed | 2 Bed | 3 Bed | 4 Bed | No of Properties<br>(649) |
|----------------------|-------|-------|-------|-------|---------------------------|
| Flats – Ground Floor | 44    | 30    | 0     | 0     | 74                        |
| Flats – First Floor  | 47    | 30    | 0     | 0     | 77                        |
| Bungalows            | 34    | 52    | 121   | 0     | 207                       |
| Houses               | 0     | 8     | 235   | 30    | 273                       |
| Leaseholders         |       |       |       |       | 18                        |

The area is made up of mainly traditional brick built houses and flats, some Wimpey no fines (concrete) houses and aluminium bungalows. The Wimpey homes were built between 1951 & 1968 and are well constructed and structurally sound. Despite needing major investment, the costs would not be much higher than for traditional properties. The aluminium bungalows are the only ones in the Scunthorpe area. Built in the early 1950's, they are of metal sectional construction. They have all had new roofs and double-glazed windows installed. Surveys have shown these bungalows to be in fairly good condition. Consideration is being given to external cladding which could prolong the life of the properties. They are very popular and many have either been sold already or have had disabled adaptations such as widened doorways or walk in showers.

North Lincolnshire homes has been successful with a section 106 purchase of 10 new build homes on the lakeside development in the Ashby Grange Area. Two of these homes are to be sold on with 7- 3-bed and 1-2 bed homes being retained for letting.

Most of the designated aged person's properties have been double-glazed and have hard-wired alarm call systems installed as well as having regular visits from the Warden Service. The metal window frames in Ashby Grange have also been replaced with double-glazing. Some of the rock-faced block walls and dwarf brick walls are damaged which makes these areas look 'run down'.

Parking on the narrow streets is a considerable problem and would be improved by the provision of better parking bays and off - street parking in front of residents homes, space permitting. Garages on Hunt Road are due to be demolished during January 2009 as they require extensive repairs which made them economically unviable. There was a low demand for the garages and they had become a magnet for graffiti and vandalism. Everest Road has speed humps which helps control the speed of vehicles in the area.

Most properties in Ashby Grange have access to bus services and are within easy reach of the main Ashby shopping facilities. The properties in the area bounded by Grange Lane South / Westerdale Road also have the Lakeside retail park close by, There is a post office in Ashby High Street and a Community Centre on Everest Road. The petrol station on Grange Lane South also has a convenience store on the same site.

The area has good school provision with Grange Lane Infants and Junior schools as well as Frederick Gough Comprehensive school nearby. The area is also high demand due to its closeness to the amenities in Ashby.

Since the shopping facilities on Everest Road dwindled, youths gathered in the vicinity, causing nuisance and annoyance to the residents of Everest Road and Hunt Road. This nuisance has, on occasions, affected the surrounding areas. These shops and flats have been demolished and the land cleared. A new development was completed in November 2008 and a nursing home has opened for business. The development has improved the appearance of the area and the developers improved some fencing to properties surrounding the nursing home as part of the construction of the building.

There has previously been considerable problems with youths gathering and causing serious anti-social behaviour in the Manifold Road, Derwent Road and Melford Court area, however this has subsided since September 2007 and the reported problems to the Police and North Lincolnshire Homes are currently very low.

There are significant problems with youths congregating and undertaking acts of anti-social behaviour within the Southfield Road, Eastfield Road and Everest Road field area. The riding of motorbikes and mini motos is a huge problem for this area and North Lincolnshire Homes in conjunction with Humberside Police

have taken action against offenders. The area requires a high presence from the Local Policing Team and the area Housing Officer, however due to the multi agency approach to issues, anti-social behaviour has reduced recently.

### **Performance Indicators**

North Lincolnshire Homes has an Asset Management Plan that looks at various indicators. These tell us whether the area is a place where people want to live and remain, whether it is worth investing in the stock and how much it will cost to maintain the properties and bring them up to the Decent Homes Standard which the Government has set. Indicators for this area are as follows:

(Figures are for the year to 31/10/08)

**Red:** There are no red indicators

#### **Amber:**

|                              |        |
|------------------------------|--------|
| Relets in year as % of total | 9.35%  |
| Transfer request outwards    | 10.16% |

#### **Green:**

|                                 |        |
|---------------------------------|--------|
| Empty properties at 31/08/08    | 1.56%  |
| Tenancies of 5+ years in length | 60.00% |

#### **Other indicators:**

|   |               |
|---|---------------|
| Tenancies under 2 years in length             | 19.52%        |
| Tenancies of 2 – 5 years in length            | 20.48%        |
| Potential income after empty property loss    | £1,443,823.38 |
| Repairs expenditure per annum (07/08 actuals) | £269871.64    |
| Repairs in Voids per annum (07/08 actuals)    | £98314.01     |
| Costs above/below potential income            |               |

### **Comments on Performance Indicators**

The above indicators show this to be a popular estate with little movement. The number of relets and transfers have both gone up slightly over the past year, from 9.26% and 8.78% respectively however there will always be a certain amount of movement with such a high number of properties. Figures on income and expenditure show the area to be sustainable.

### **North Lincs Decent Homes Standard**

The Government has instructed that all social housing must reach a minimum standard known as the Decent Homes Standard by 2012. However, the North Lincolnshire Standard has been devised by local tenants who want more than the minimum level of improvements to their homes and is the standard North Lincolnshire homes will achieve by 2012.

The standard includes:

- Heating boilers renewed every 15 years
- Heating systems (radiators) renewed every 30 years
- Properties rewired or upgraded where the wiring is over 30 years old – and to ensure that there are adequate power points
- Windows and doors renewed if they are 20 years old
- Properties insulated to maximise energy efficiency
- Bathrooms renewed every 30 years
- Kitchens renewed every 20 years and to have adequate space for storage and the preparation of food
- Renewal of roofing if it is over 50 years old
- Replacement of gutters and fascias that are over 20 years old
- Homes to be free from structural defects that affect the soundness and stability of a home
- Homes to be free from damp and water penetration
- Adequate lighting in communal areas
- Closure of some footpaths to reduce crime
- Controlled entry systems for communal entrances
- Improved access to communal entrances to comply with the Disability Discrimination Act
- Fencing to create secure spaces
- Modern alarm call systems for the elderly
- Improved car parking provision
- Improvements to the environment / landscape

### **Housing Management**

Management input to the area is high in view of the high concentration of properties. Some areas need very little management and therefore visits by the Housing Officer to some parts of the estate are quite infrequent, these tends to be in relation to areas with high concentrations of elderly persons dwellings. There are 'hot spots' however where youths cause annoyance with anti – social behaviour, vandalism, and untidy gardens. The area suffers from an unusual amount of properties that are in a poor condition due to neglect and poor maintenance by tenants. Graffiti is a big problem in the area especially to garages, parks, pathways and empty properties. A scheduled estate inspection was undertaken on 21 August 2008 to the Southfield Road, Eastfield Road, Cornwall Road, Oxford Road area. The inspection was attended by the Housing Officer and invitations sent to North Lincolnshire Homes tenant inspectors and residents of the area. The area was rated as amber meaning there are some environmental issues that need to be addressed, however they were not deemed of a serious nature.

A scheduled estate inspection was undertaken on 30 October 2008 to the Everest Road, Hunt Road and Shipton Road area. The inspection was attended by the Housing Officer and invitations sent to North Lincolnshire Homes tenant inspectors and residents of the area. The area was rated as green meaning the area is a clean and pleasant place to live with no environmental issues.

The riding of motorbikes and mini motos is a huge problem for this area and North Lincolnshire Homes in conjunction with Humberside Police have taken action against offenders. However this continues to be a problem with mainly youths riding bikes on footpaths, roads and grassed areas without helmets and due care and attention.

Problems have arisen near the Ancholme Road garage site resulting in the unused garages having security boards removed. These are regularly visited to assess security and make arrangements for any necessary boarding to be refixed.

Previously, youths playing football in the street at Melford Court, Manifold Road, Tensing Road and Somervell Road also causes problems for residents, however this problem has ceased and no complaints have been received from residents for a considerable amount of time.

To try and solve the problems the area suffers from, a Multi -agency Partnership was formed, with the Community Safety Partnership bringing together the Police, Housing, Youth Offending Team, Councillors, Neighbourhood Watch, Neighbourhood and Environment Services, Youth service and Humberside Fire and Rescue Service. This partnership had some success in reducing crime and anti-social behaviour but the group was disbanded and replaced by the Neighbourhood Action Team which meets on a monthly basis.

There are 2 residents associations in the Ashby Grange area, SCHEME (covering Southfield Road, Cambridge Road, Hunt Road, Eastfield Road, Marshfield Road and Everst Road) and the Somervell Road Residents Association. These provide for 2-way communication between housing management, local ward councillors and residents. SCHEME has struggled to form a committee however with the assistance of the Resident Involvement Officer of North Lincolnshire Homes, the group seems to be developing and working towards improving the area where they live.

Parking in the area is poor especially on Everest Road due to yellow lines on the highway and the lack of off-street parking for residents. Due to the high amount of vehicles on Southfield Road, Eden Dene and Eastfield Road, parking on these narrow streets is a considerable problem. There is a high amount of vehicle crime in the Southfield Road and Eastfield Road area relating to damage to wing mirrors and thefts from motor vehicles. This has resulted in unsightly parking arrangements with many residents creating unconventional off street parking in their front gardens, this makes the area look an eyesore.

### **Actions**

In order to plan for the future we need to look at the sustainability of the area. This will depend not only on the properties continuing to be homes that our tenants want to live in but also the area being a safe and secure environment where people want to stay for years to come. We have already done the following:

- Looked at the 'make up' of residents in the area
- Gather crime figures to check types and level of crime by attending Neighbourhood Action Team Meetings and Area Action Team Meetings
- Checked reports of ASB and nuisance
- Gathered information from staff, stock surveys and other departments
- Worked together with tenant representatives to make decisions on standard fittings in empty homes and selection of contractors (ongoing)
- Have an agreement with Neighbourhood Services of North Lincolnshire Council for the upkeep of our estates, which clearly indicates standards and regularity of maintenance to the environment.
- Introduced a new caretaking Service in June 2008 to keep our estates clean and tidy, and to make them a pleasant place to live.

We also need to:

- Ensure Starter Tenancy visits are carried out as a priority
- Work to help prevent people losing their homes
- Provide debt advice / referral when necessary
- Support vulnerable tenants in order to sustain their tenancies
- Consider local letting policies where there is shown to be a need
- Enforce tenancy conditions to ensure clean, tidy and secure environments
- Continue to work with other agencies i.e Police and Community Safety Partnerships to combat crime and anti – social behaviour
- Work proactively with Health and Adult Services to ensure that older peoples needs are catered for so they can remain in their homes with the correct level of support

### **Consultation**

To give us more detailed information on tenant's aspirations and what it is like to live in the Ashby Grange area, we sent a questionnaire to each tenant

- The response rate was 17.5%.
- %'s below refer to the number of replies received to each question. Some people chose not to answer or ticked 'No comment'.

### **This is what you told us:**

- |  |
|--|
| <ul style="list-style-type: none"> <li>• 68% are happy with their homes and 49% with the location</li> <li>• 24% commented that the area is unkempt</li> <li>• 27% consider the area to be noisy / bad</li> <li>• 71% are happy living in the area and have no desire to move</li> <li>• 35% would like tidier roads and communal areas</li> <li>• 32% would like a planned painting programme</li> <li>• 36% want better parking facilities</li> <li>• 26% would like better security – this was felt to be the most important improvement</li> </ul> |
|--|

- 58% would like caretakers to visit on a regular weekly basis
- 46% have been the victims of crime but another 43% have not
- 64% are not happy with the police presence in the area

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Ashby Grange was timetabled for improvement works to start in April 2007 and most of the required works were undertaken in the first year. Subsequent programmes in future years will pick up environmental and estate related issues. The table below show the current progress in the Ashby Grange area.

### **Ashby Grange progress**

|                         |     |
|-------------------------|-----|
| Bathroom Fittings       | 299 |
| Boiler Replacement      | 25  |
| Central Heating Systems | 360 |
| Chimney                 | 347 |
| External Doors          | 178 |
| External Walls          | 126 |
| Fires                   | 197 |
| Kitchen                 | 251 |
| Roof                    | 350 |
| Roof Line               | 389 |
| Windows                 | 199 |
| Wiring                  | 528 |

The business plan budget allocated for improvement works in Ashby Grange is **£10,291,454**. By October 2008 a total of **£8,358,507** has been expended on all improvement work.

The stock condition survey told us that in order for all our homes to meet the North Lincs Decent Homes Standard around £164 million needs to be spent over the next 10 years on repairs and improvements. In order to meet the North Lincs standard the following work needs to be carried out before 2012.

| <b><u>Element</u></b>   | <b><u>Programme Numbers</u></b> |
|-------------------------|---------------------------------|
| Bathroom Fittings       | 6,129                           |
| Boiler Replacement      | 1,193                           |
| Central Heating Systems | 3,756                           |
| Chimney                 | 3,793                           |
| External Doors          | 6,675                           |
| External Walls          | 3,275                           |
| Fires                   | 3,092                           |
| Kitchen                 | 5,056                           |

|           |       |
|-----------|-------|
| Roof      | 4,608 |
| Roof Line | 4,386 |
| Windows   | 5,721 |
| Wiring    | 6,420 |

Other works identified specifically for the Ashby Grange area are as follows:

- Provision of off street parking where practical (particularly to narrow streets such as Southfield Road, Eastfield Road, Somervell Road, Shipton Road, St Margarets Walk, Everest Road, Dovedale Road, Tensing Road and Eden Dene)
- Provision of perimeter fencing along Cambridge Road to give defensible space from Everest Road field
- Improve the pathways and parking facilities to Cambridge Road bungalows, making the area more accessible for disabled residents
- Provision of perimeter fencing around the flats on Hilary Road to give defensible space
- Provision of perimeter fencing to Southfield Road bungalows and St Catherines Court
- Upgrade to external lighting at Melford Court
- Consultation and consideration to be given to demolition of some of the vandalised pre-cast concrete garages on Ancholme Road site
- Consultation and consideration to be given to better use of Eden Dene controlled garage site and grassed area
- Provision of an alternative to replace block walling and soften the hard boundary definition, whilst still retaining defensible space
- Provision of play facilities where appropriate
- Provision of enclosed football playing facilities where appropriate and practical
- Improvements to access road to 2-10 Somervell Road
- Create parking bays suitable for disabled and elderly residents on the grassed area to Manifold Road which would also allow easy access to properties
- Provide CCTV to 'hot-spot' areas
- Refurbish and improve external drying areas to St Catherine's Court, Hilary Road, Ville Road and Wharfdale Place
- Landscaping to grassed areas of Hilary Road, Wharfdale Place and Ville Road.
- Provide external seating areas to St Catherine's Court, Ville Road, Wharfdale Place and Hilary Road.
- Lockable gates to passageways to improve security to rear of properties on Tensing Road, Shipton Road, Everest Road, Southfield Road, Eastfield Road and Hunt Road.

All the above works have been identified as needing to be done but will be subject to funding becoming available to carry them out. Once these works have been carried out all homes in the area will be maintained to the North Lincs Decent Homes Standard and will provide substantial homes for years to come.

### **In Conclusion**

This plan will continue to be reviewed and updated. Whilst environmental improvements may well be the priority for residents, initial spending is focussing on works to improve tenant's homes to ensure that the North Lincs Decent Homes Standard is met. However, it is also important that people feel safe and secure in their homes, and want to live and remain in them for many years to come – which is why estate improvements and environmental works have been identified. NLH wants to meet the aspirations of tenants and although it does not have the resources to carry out all of the works that are needed it is important to identify the priorities for each estate.