

## Estate Plan

### Springbank, Brigg

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

Location	No	Location	No	Location	No
Atkinson Avenue	3	Highfield Grove	18	South View Avenue	4
Davy Crescent	3	Horstead Avenue	6	Springbank	3
Elizabeth Court	20	Northern Avenue	3	Sunningdale Avenue	3
Grammar School Rd	1	Poplar Drive	4	Western Avenue	8

### Estate Description

There are 76 properties in the area made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (76)
Flats – Ground Floor	0	7	0	0	7
Flats – First Floor	0	7	0	0	7
Bungalows	0	16	0	0	16
Houses	0	14	24	2	40
Leaseholders					6

Brigg is a popular market town with good local amenities and shopping facilities. Demand is high in the Springbank area and there are few management problems. The area has a local shop, playing fields and Adult Education Centre on its doorstep. Some properties have open front gardens and lack defensible space and parking is limited on Northern Avenue and Horstead Avenue. There are large grassed areas that could provide better parking facilities if remodelled. The flats to Elizabeth Court have benefited from new windows and doors but external concrete steps to the upper floor flats are steep and can be awkward, particularly in winter. There is garage provision in the area at the end of Western Avenue but many of these are in a dilapidated state with doors either boarded up or broken and hanging off their hinges which has resulted in some of the garages being highlighted for demolition in March 2009. The area in general is pleasant and empty properties do not become available very often.

There is a Residents Association that meets on a regular basis and representatives can attend the Neighbourhood Action Team meeting.

There is primary and secondary school provision as well as recreation grounds within a short distance.

### 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:  
(For the 12 months to 31/10/08)

**Red:** There are no red indicators

**Amber:** There are no amber indicators

**Green:**

Empty homes at 31/10/08	0.00%
Tenancies of 5 years + in length	75.71%

**Other indicators:**

Relets in year as % of tenancies	4.28%
Transfer requests outwards	1.42%
Tenancies under 2 years in length	11.43%
Tenancies 2 – 5 years in length	12.86%
Potential income after property loss	£212531.22
Repairs expenditure per annum (07/08 actuals)	£38727.56
Repairs in voids per annum (07/08 actuals)	£1343.36
Costs above/below potential income	£172460.30
Tenants in receipt of housing benefit	65.71%

**Comments on Performance Indicators**

There is very little movement in this area of Brigg with no properties becoming empty over the past 15 months. A high number of residents have lived in the area for over 5 years and this number has remained stable. With good local amenities and high local house prices, Brigg will remain a popular choice.

**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**

Housing management input is quite low to this area as there are few problems but visits are made fortnightly to carry out estate inspections and address any tenancy issues. Any general matters of concern are usually noted and dealt with at the residents meeting. Mobile Support Officers visit the elderly designated properties once a week and will liaise with the area Housing Officer, social services or caretakers as necessary.

### **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 Springbank area, we sent a questionnaire to each tenant

- The response rate was 23%.
- %'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:**

- 90% are happy with their homes
- 42% like the area as they are close to relatives and friends
- 32% dislike the lack of good transport facilities
- 16% consider the area to be noisy / bad and unkempt
- 37% consider there is good Community Spirit
- 74% are settled in the area
- 21% wish to move- of these, almost half gave anti social behaviour as the reason
- 20% have been victims of either crime/harassment or drug related behaviour
- 26% would like better parking
- 32% would like a more regular bus service – this was considered to be the most important improvement needed
- 32% would like a planned painting programme
- 37% would like tidier roads and communal areas
- 63% are not happy with the police presence in the area
- 58% are not aware of the opportunities for tenant involvement

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Springbank was timetabled for windows and doors in April 2008 and for other improvement works in April 2011. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

### **Brigg - Springbank progress**

Bathroom Fittings	1
Boiler Replacement	2
Central Heating Systems	12
Fires	3
Kitchen	1
Windows	1
Wiring	1

The business plan budget allocated for improvement works in Springbank is **£1,006,669**. By October 2008 a total of **£27,373** 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 Springbank area are as follows:

- Remodelling of grassed areas to improve car parking provision
- Steps to Elizabeth Court to be made safer – either by enclosure or fitting of non – slip stair treads
- Non demolished garages at Western Avenue and Highfield Grove to be repaired, painted, numbered and brought back into regular use
- Fit low level fencing to terraced properties (Western Avenue) to provide defensible space

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 will have to focus 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. North Lincolnshire Homes want 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.