

## Estate Plan

### East Butterwick

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

|             |    |          |    |          |    |
|-------------|----|----------|----|----------|----|
| Location    | No | Location | No | Location | No |
| Chapel Lane | 10 |          |    |          |    |

### Estate Description

The East Butterwick area has 10 properties, which are made up as follows:

| Type      | 1<br>Bed | 2<br>Bed | 3<br>Bed | 4<br>Bed | No of Properties (10) |
|-----------|----------|----------|----------|----------|-----------------------|
| Bungalows | 4        | 0        | 0        | 0        | 4                     |
| Houses    | 0        | 0        | 6        | 0        | 6                     |

All properties are of a traditional build and semi detached. A recent stock survey has shown them to be structurally sound and well constructed. Residents of the houses have commented that they would like full central heating but there is no gas supply to any of the NLH properties. Doors and windows have just been replaced (October 08). Many of the houses have been sold through the Right to Buy and it is likely that others may follow due to the pleasant location.

The village runs along the side of the River Trent and is located approximately 8 km from Scunthorpe town centre. A Housing Needs survey conducted in 1999 showed that housing need within the area is low but there is an indication that some who have moved away from the village would return if affordable housing was available.

There are a few local facilities, which include playing fields, village hall, church and public house but there is no village shop or post office. The village does not have any school provision or GP surgery. Although transport to and from Scunthorpe is available this is infrequent and does not provide anything in the evenings.

Crime within the area is very low with on average only 53 reported crimes per month for the whole of the Ridge ward.

### 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)

|   |           |
|---|-----------|
| <b>Red:</b>                                   |           |
| Tenancies under 2 years in length             | 30.00%    |
| <b>Amber:</b>                                 |           |
| Relets in year as % of tenancies              | 20.00%    |
| <b>Green:</b>                                 |           |
| Empty homes at 31/10/08                       | 0.00%     |
| Transfer requests outwards                    | 0.00%     |
| <b>Other indicators:</b>                      |           |
| Tenancies of 2 –5 years in length             | 20.00%    |
| Tenancies of 5 years + in length              | 50.00%    |
| Potential income after void loss              | £28599.54 |
| Repairs expenditure per annum (07/08 actuals) | £9320.61  |
| Repairs in voids per annum (07/08 actuals)    | £816.29   |
| Costs above/below potential income            | £18462.64 |
| Tenants in receipt of housing benefit         | 30.00%    |

### **Comments on Performance Indicators**

Although there is 1 amber and 1 red indicator, this does not give great cause for concern. With such a small number of properties, just one empty home can change the indicators quite dramatically. Although occupation of the houses will remain fairly stable, there will always be movement to the bungalows due to the age profile of the tenants. 12 months ago 60% of residents had lived in the area over 5 years; this has now dropped to 50% but should settle in time as properties do not become vacant very often. The 1-bedroom bungalows will always be hard to let however due to their size and the rural isolation.

## **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**

There is very little nuisance or anti – social behaviour in the village and therefore management input to the area is low with the Housing Officer only visiting infrequently.

Despite the fact there are applicants wanting affordable housing in the area, properties are often hard to let due to the rural isolation and the lack of regular transport.

## **Nat Meetings**

Neighbourhood Action Team meetings take place approximate every 4-6 weeks. They alternate between the villages in the Isle where members of local Police, North Lincolnshire Homes ,Safer Neighbourhoods,Tenants Inspectors and

Council members meet together to discuss cases of crime and anti-social behaviour to ensure that the sharing of information means that any problem cases can be tackled through multi-agency working.

The next planned meeting is yet to be confirmed.

### **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.

Work identified for the East Butterwick area is:

- Provision of alternative form of heating to OAP bungalows on Chapel Lane
- Upgrade where needed to Digital Aerials.

We have already done the following:

- Looked at the 'make up' of residents in the area
- Gathered crime figures to check types and level of crime
- 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)
- Negotiated a new agreement with Neighbourhood services for the upkeep of our estates, which clearly indicates standards and regularity of maintenance to the environment.
- Ensure Introductory tenancy visits are carried out as a priority
- Provide a regular caretaking presence on our estates
- Work with Rent Recovery 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 East Butterwick area, we sent a questionnaire to each tenant

- The response rate was 20%.

- %'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:**

- 50% are happy with their homes and the location
- 50% considered the area to have a low crime rate
- All are happy living in the area despite the lack of facilities and regular transport services
- All would like a planned painting programme, better local amenities and a regular bus service
- 50% would like speed ramps
- None of those who responded are happy with the police presence in the area
- None of those who responded are aware of the opportunities for tenant involvement

**Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. East Butterwick is timetabled for improvement works to start in April 2011. Subsequent programmes in future years will pick up environmental and estate related issues. Some ad-hoc improvement works have already taken place but these are only scheduled in if there is an urgent need. To date the following has been replaced:

**East Butterwick progress**

|                         |   |
|-------------------------|---|
| Boilers                 | 1 |
| Central Heating Systems | 1 |

The business plan budget allocated for improvement works in East Butterwick is **£104,177**. By October 2008 a total of **£3,426** 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.

| <u>Element</u>          | <u>Programme Numbers</u> |
|-------------------------|--------------------------|
| 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 |

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.