

## Estate Plan

### Elsham

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

Location	No	Location	No	Location	No
Astley Corner	15				

### Estate Description

This area has 15 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (15)
Bungalows	10	5	0	0	15

Properties are all of a traditional brick build and terraced. A recent stock survey has shown that they are structurally sound and well constructed. The bungalows have had considerable improvements including windows and doors, rewiring, kitchens and heating and more recently, the provision of a designated parking area with disabled bays. Improvements are still needed however to upgrade the guttering.

The area is isolated and public transport is irregular however there is the odd bus to Barton, Scunthorpe and Brigg. There is very little in the way of amenities within the village apart from a church and community centre.

Crime within the Brigg & Wolds Ward as a whole is quite low with on average 67 recorded incidents per month. As a very small rural village, crime levels within Elsham will make up a very small part of this.

### 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 tenancies	20.00%
Tenancies under 2 years in length	33.33%

**Green:**

Empty properties at 31/10/08 0.00%

**Other indicators:**

Tenancies of 2 – 5 years in length	26.67%
Transfer requests outwards	6.66%
Tenancies of 5 + years in length	40.00%
Potential income after empty property loss	£41451.67
Repairs expenditure per annum (07/08 actuals)	£7895.19
Repairs in voids per annum (07/08 actuals)	£1781.17
Costs above/below potential income	£31775.31
Tenants in receipt of housing benefit	80.00%

**Comments on Performance Indicators**

The 2 amber indicators give some cause for concern however with the small amount of properties in this area, just one empty property will have a dramatic effect. There has been some turnover in properties (3) over the past year but this will always be an issue with the bungalows being aged persons dwellings particularly when they are so isolated. Although a third of the tenants have moved in fairly recently, this should settle in the future. The bungalows are popular having had considerable improvements in the past few years.

**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**

With the small amount of properties in Elsham and the fact that they are elderly designated bungalows, management problems are very few and Housing Officer input is therefore quite low. Visits are only made in general once a month. However, a Support Officer visits tenants on a weekly basis and will liaise with the area office, repairs call centre and other agencies as necessary. There is a Residents Association, which is attended by residents, housing office staff and the local Councillor. This gives the opportunity for two-way communication on a regular basis.

### **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
- Gathered 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 North Lincolnshire Council's Neighbourhood Services 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 (Assured Shorthold) 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.
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### **Consultation**

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

- The response rate was 27%.
- %'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:**

- 75% are happy with their homes and the location
- 75% commented that the area is clean and well kept
- 50% considered the area to have a low crime rate
- 75% dislike the size of their property
- 25% consider there is no community spirit
- 50% commented on the lack of facilities in the area
- 75% consider there to be a lack of good transport services
- 75% of those who responded are considering moving due to the property being too small (would like 2 bedrooms)
- 50% would like caretakers to call as and when necessary
- 50% would like to see speed ramps
- 50% would like a regular bus service
- 75% are aware of the opportunities for tenant involvement

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Elsham is timetabled for improvement works to start 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:

### **Elsham progress**

Central Heating Systems	1
Fires	1
Kitchen	1

The business plan budget allocated for improvement works in Elsham is **£81,237**. By October 2008 a total of **£5,907** 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

The only other works identified specifically for the Elsham area are:

- Guttering to be upgraded

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.