

Estate Plan

Haxey & Westwoodside

This plan covers the following areas and number of properties:

Location	No	Location	No
Blackmoor Road	26	Hallcroft Road	14
Brethergate Villas	1	Holy Villas Station Road	2
Croft Cottages	4	Nethergate	9
Eastmoor Villas Epworth Road	3	Tower Hill	8
Ferry Road Cottages Main St	2	Uppertorpe Hill	4
Gollands Lane	7	Vinehall Road	11
Goodburn Row	3		

Estate Description

The area has 94 properties made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (94)
Flats – Ground Floor	7	2	0	0	9
Flats – First Floor	0	8	0	0	8
Bungalows	13	0	0	0	13
Houses	0	16	45	0	61
Leaseholders					3

Haxey and Westwoodside are both rural villages on the western side of the county but both quite distinct Haxey is a tight – knit linear village with private development to the south side with 83% of residents being owner-occupiers. Westwoodside differs in that it consists of a number of scattered hamlets, which are becoming connected by new development however the village centre is still more open.

Research done by the Rural Housing project in 2000 indicated that in both villages there is a need for accommodation for both single people and the elderly; waiting list figures support this. At that time, there were 108 applicants requesting a flat in this area and 14 waiting for a bungalow. However, the more recent developments are providing larger detached houses and there is therefore a lack of affordable housing. The area is popular due to its commuting distance to either direction.

Local transport to the area is infrequent but there are post offices, convenience stores, communal facilities and primary school provision in both villages although there is a lack of play areas. For secondary education, children have to travel to Epworth, which is approximately 5 miles away.

There is a high proportion of elderly in both villages and the average Haxey resident has lived in the village for 25 years or more. The average residency for Westwoodside is 19 years. Residents commented in the Rural Housing survey that they feel the villages are becoming over developed and there should be more affordable housing for young people. Westwoodside residents are concerned that due to all the development and the amount of executive style homes, the community atmosphere is being lost and the roads are not suitable for the amount of traffic.

In the Haxey area, there are grassed areas that could be put to better use for parking, as there are few garages. Grass to the front of flats on Blackmoor Road has been churned up by cars yet there is a large area to the side and back that could be turned into a secure parking area. The flats have no defensible space. Parking is limited on Hallcroft Road and makes access difficult due to the narrow roadway. Grass is again churned up due to parking off the road.

62 properties in the area (mainly houses and bungalows) at Blackmoor Road Goodburn Row, Hallcroft Road, Nethergate, Tower Hill, Vinehall Road, Croft Cottages and Eastmoor Villas have benefited from insulation works during 2005/6 under the Capital Works programme.

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 12 months up to 31/10/08)

The 2 areas are reported separately in this section

Haxey:

Red: There are no red indicators

Amber:

Transfer requests outwards	7.27%
Relets in year as % of tenancies	7.27%

Green:

Tenancies of 5 years and over	72.73%
Empty Homes at 31/10/08	0.00%

Other indicators:

Tenancies under 2 years in length	14.55%
Tenancies 2 – 5 years in length	12.72%
Potential income after empty homes loss	£163206.34
Repairs expenditure per annum (07/08 actuals)	18374.10
Repairs in voids per annum (07/08 actuals)	£81.08

Costs above/below potential income	£144751.16
Tenants in receipt of housing benefit	67.27%

Westwoodside:

Red: There are no red indicators

Amber:

Relets in year as % of tenancies	8.33%
Transfer requests outwards	11.11%
Tenancies of 2 – 5 years in length	11.12%

Green:

Empty properties at 31/10/08	0.00%
Tenancies of 5 year and over	69.44%

Other Indicators:

Tenancies under 2 year in length	19.44%
Potential income after property loss	£105733.78
Repairs expenditure per annum (07/08 actuals)	£12369.30
Repairs in voids per annum (07/08 actuals)	£10045.94
Costs above/below potential income	£83318.54
Tenants in receipt of housing benefit	63.89%

Comments on Performance Indicators

The indicators show Haxey to be a stable, sustainable community with most residents having lived in their homes for over 5 years. The number of people who want to move out of the area has increased slightly from 7.02% to 7.27% but gives little cause for concern.

The indicators for Westwoodside show a slightly different story with a higher turnover of properties. However, residents living in the area for more than 5 years has increased from just over half to 69.44% showing some stability. Turnover in properties could be due to the low demand bungalows in the area or people needing to move away for employment.

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

Both areas are quiet and trouble free and therefore need very little management input. Crime in this ward is the lowest in the County with an average 24 reported crimes per month. The Housing Officer visits the area at least once a week.

Hallcroft Residents Association represents the people living in the Blackmoor Road area of Haxey. The group meets on a monthly basis and the housing officer for the area attends each meeting. The next meeting will take place on 8th December 2008. Comments have been made that residents feel the allocations policy is not flexible enough to allow for local people to be given preference when a property becomes empty. This concern is possibly triggered by and linked to the amount of development and newcomers already coming into the area and the failing community spirit.

Demand is generally high for all types of properties in both villages but not so high for elderly accommodation in Nethergate, Westwoodside. This could be due to the location on a sharp bend on a narrow lane. There are no parking facilities and the bungalows have slopes up to the front doors. There is no path to the side of the road where the bungalows are situated therefore access will be difficult. These 1-bedroom properties are considered to be low demand and are marketed within the Kwik key scheme.

Estate inspections have been revised into a traffic light Red, Amber & Green format. The new system is easier to understand and clearly shows to all concerned what the current status is and what needs doing in order to sign off the inspection to the green standard. The area is currently unrated until the next

inspection which is scheduled for the 23rd April at 2pm meeting at Blackmoor Road and inspecting that area.

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.

Works identified specifically for the Haxey & Westwoodside area are as follows:

- Provide fencing to the front of flats on Blackmoor Road to give defensible space
- Remodel area to side and back of Blackmoor Road flats to provide well – lit parking facility
- Consideration of redesignation of bungalows on Nethergate for single over 40's.
- Upgrade where needed to Digital Aerials.
- A request was made to see if the bollards at the bottom of Blackmoor Road could be removed.

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.

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
- 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
- There is a new style estate inspection which rates the area Red, Amber or Green. The first inspection under this new process is scheduled for 23rd April 2009 @ 2pm.

Consultation

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

- The response rate was 17%.
- %'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:

- 69% are happy with their homes
- 62% like the area because they have good neighbours or are close to relatives / friends
- 36% feel the location of their property if the best thing about where they live
- 31% consider there is good Community Spirit
- The majority would like to see caretakers when necessary
- 44% would like a planned painting programme
- 31% would like speed ramps (Haxey, mainly)
- 44% would like better parking
- 56% are not happy with the police presence although only 18% have been the victims of crime

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Haxey and Westwoodside is timetabled all 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:

Haxey progress

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

The business plan budget allocated for improvement works in Haxey is **£956,069**. By October 2008 a total of **£24,209** has been expended on all improvement work.

Westwoodside progress

Bathroom Fittings	1
Kitchen	1
Windows	1

The business plan budget allocated for improvement works in Westwoodside is **£546,192**. By October 2008 a total of **£1,721** 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

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 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.