

Estate Plan

Hempdyke

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Crosby Avenue	2	Foxhills Road	17	Portman Road	4
Dowse Avenue	30	Hempdyke Road	23		
Farthing Avenue	35	Newborn Road	48		

Estate Description

The Hempdyke area has 159 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	No of Properties (471)
Flats – Ground Floor	16	1	0	0	0	17
Flats – First Floor	6	10	0	0	0	16
Houses	0	16	107	2	1	126

All of the properties in this area are of a traditional brick build. Quite a few have already been sold through the Right to Buy. Many had been neglected over the years and were in a bad state of repair. This in turn meant that they were empty for longer due to the considerable works needed to bring them up to standard for reletting. Over the past last few years the capital works programme has concentrated on this area to ensure that the properties will meet the North Lincs Decent Homes standard.

Consultation took place for the Hempdyke area in late 2004. Residents told us that the area needs speed restrictions and speed bumps on certain roads. Previous improvements have seen certain roads blocked off to prevent traffic using them as rat runs. However, this has meant that other roads e.g. Farthing Avenue, have become speed tracks. Lighting throughout the area is in need of upgrading and residents have voiced very strong opinions about vehicles parking on the verges and churning up the grass. Closure of snickets and pathways has also been requested to prevent anti social behaviour and to enable people to feel safer.

The area as a whole is in need of better parking facilities. Off road parking (where appropriate) and remodelling of grassed areas to provide parking bays would ease congestion and give a tidier appearance. Roads and pathways are generally in a bad state of repair. Some work already carried out to the pavements at Dowse Avenue has had a visual impact and makes the area look much tidier and brighter as well as providing better access for wheelchair users through dropped kerbs.

The Park & Crosby (which previously included Hempdyke) area is one of the 3 most deprived wards in North Lincolnshire. Residents in the area are aware of the image problem and want to improve the environment to make Crosby a safer and

tidier place to live. Many agencies and community groups have been working together to promote community relations and there has been various groups and projects set up to revitalise the area and improve services at a local level. These include the Crosby Healthy Living Project, The Falls Collaborative (aimed at preventing older people falling) Crosby Employment Bureau, Sure Start, Enterprise Centre, Crosby Bridge and The Forge.

The area is well located close to the town centre, hospital and all amenities, has good bus routes as well as being adjacent to the green belt. There are both primary and secondary schools close by and a local library. Crime is high, although this is less prevalent in the Hempdyke area than the rest of Crosby.

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:

Tenancies under 2 years in length	18.87%
Relets in year as % of tenancies	6.29%
Transfer requests outwards	5.67%

Green:

Empty properties at 31/10/08	0.00%
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Other indicators:

Tenancies of 2 – 5 years in length	15.09%
Tenancies of 5 + years in length	66.04%
Potential income after empty property loss	£462871.36
Repairs expenditure per annum (07/08 actuals)	£59845.17
Repairs in voids per annum (07/08 actuals)	£18703.60
Costs above/below potential income	£384322.59
Tenants in receipt of housing benefit	62.26%

Comments on Performance Indicators

There are no longer any red indicators for the area. However the number of tenancies under 2 years in length is now an amber indicator. Comparisons can't be made as yet as this leaf has been split in the last 6 months (part of Park & Crosby previously).

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 on a regular basis due to the high levels of anti social behaviour. Complaints have been received regarding youths on motorcycles using the snickets and alleyways, youths congregating, vandalism, violence and drug related behaviour. The Crosby Neighbourhood Management Pathfinder had been engaging with residents to find out what they want in the area to make it a safer and more sustainable neighbourhood, however the Pathfinder has now ended.

The Housing officer for the area has regular meeting with the CPSO's and community police team at Scunthorpe North police station, and regular joint visits to ASB offenders are carried out with the police at early stages of some complaints.

Support Officers visit residents in the elderly designated properties on a regular basis and will liaise with other agencies and the area housing staff as necessary.

There is an active Resident's Associations in the area that work with housing staff. These provide for two – way communication on various issues.

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.

Consultation

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

- The response rate was 13%.
- %'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:

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| <ul style="list-style-type: none">• 54% are happy with their homes• 44% like the area because they are close to relatives / friends |
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- 38% are happy with the size of their properties
- 44% commented that the area is noisy / bad
- 38% consider there to be a lack of good transport services
- 30% think the area has a high level of crime
- 34% consider the area to be unkempt
- 32% consider there is no community spirit
- 54% are settled in the area and do not wish to move
- 36% want to move away – of these 41% have said this is due to Anti Social behaviour
- 65% have been the victims of crime
- 72% are not happy with the police presence in the area
- 43% would like to see more regular bus services
- 54% would like tidier roads and communal areas
- 37% would like more play areas for children
- 43% would like better security – this was considered to be most important
- 50% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Hempdyke is included in Park and Crosby which was timetabled for all improvements to start April 2008. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Park and Crosby (incl Hempdyke)

Bathroom Fittings	291
Boiler Replacement	19
Central Heating Systems	225
External Doors	657
External Walls	142
Fires	84
Kitchen	163
Roof	162
Roof Line	162
Windows	404
Wiring	328

The business plan budget allocated for improvement works in the Park and Crosby area is **£6,245,667**. By October 2008 a total of **£4,214,810** 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

Other works identified specifically for the Park & Crosby area are as follows:

- Provision of hard standings, off road parking or parking bays to Farthing Avenue.
- Consultation to be undertaken on provision of speed restrictions / traffic calming measures to Farthing Avenue and Newborn Avenue
- Maintenance programme for trees (Farthing Avenue)
- Programme to clean limescale from external walls (caused by overflows running)
- Consultation to be undertaken on blocking off alleyways /snickets
- Liaison with Highways and Transport on provision of dropped kerbs where necessary for wheelchair users

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.