

Estate Plan

Hinman Street, Scunthorpe

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Argyle Court	28	Frances Street	1	Mary Street	1
Crowston Walk	6	Hinman Walk	11	Ravendale Street South	25
East Walk	9	Kinsley Walk	7	Station Road	2
Ethel Court	20	Leslie Court	18		

Estate Description

The Hinman Street area has 128 properties made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	Bedsit	No of Properties (128)
Bedsits – Ground Floor	0	0	0	0	4	4
Flats – Ground Floor	25	17	0	0	0	42
Flats – First Floor	33	16	0	0	0	49
Flats – Second Floor	17	1	0	0	0	18
Houses	0	1	6	0	2	9
Leaseholders						6

The Hinman Street complex is located in the town centre close to all amenities and transport and is predominantly made up of flats. Originally these were inhabited by the elderly, but increasingly newer tenants are single mothers and there is some friction and intolerance between the two groups. The area has suffered somewhat due to its central location as people use some of the pathways, particularly Ravendale Street, as a cut through on their way to and from the town centre and there have been problems with rubbish and graffiti although this has improved recently. There has also been damage to communal doorways in the past.

The design of the flats does not help neighbour relations as sound - proofing to floors is inadequate. Young residents who may not be able to afford full carpeting initially can be the subject of noise complaints through no fault of their own. Due to the location of patios over the top of ground floor lounges there has been water seepage, which causes nuisance as well as damage and inconvenience to downstairs residents.

The properties were painted in 2003. There is adequate car parking and garages. Car clamping has also helped generally as it has deterred people parking and walking through to the town centre. Crime can be a problem due to the layout as there are many escape routes through the linked walkways. Gates or barriers would help to deter criminals by making escape more difficult.

Crime within the Town ward is the highest in the county with on average 296 reported crimes per month. Unemployment within the Frodingham and Town ward is high and for those who are working, occupations are generally semi - skilled and relatively low paid. Along with the Brumby ward, the area ranks amongst the top 10% most deprived areas in the country for multiple deprivation. The area also ranks within the top 20% of wards in the country in terms of educational disadvantage.

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:

Tenancies under 2 years in length	22.88%
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Amber:

Relets in year as % of tenancies	16.95%
Transfer requests outwards	8.47%

Green:

Empty properties at 31/10/08	3.45%
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Other indicators:

Tenancies 2 – 5 years in length	20.34%
Tenancies over 5 years in length	56.78%
Potential income per year after void loss	£315720.02
Repairs expenditure per annum (07/08 actuals)	£55074.47
Repairs in voids per annum (07/08 actuals)	£32665.76
Costs above/below potential income	£227979.79
Tenants in receipt of housing benefit	72.88%

Comments on Performance Indicators

Although there is a red indicator for the number of tenancies under 2 years in length, this has remains stable since the last update and there has been an increase in the number of residents who have lived in the area for longer. The number of relets in the year has risen to 16.95% and number of requests for transfer has risen slightly from 7.44% to 8.47%. However, due to the location of this area and its closeness to the centre of town, it will always be 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

Due to the mix of residents there is friction and tension as lifestyles will inevitably be very different. As over half the properties are 1st floor or above these are not so suitable for the elderly and it is therefore likely that older residents will have young people, and children, living above them.

The Housing Officer regularly visits the area to carry out inspections and pick up on any tenancy enforcement issues and caretakers have been brought in to keep the area tidy. If there are signs that tenancy conditions are being broken, these are dealt with as swiftly as possible. Residents are encouraged to take ownership and care for their surroundings.

A scheduled Estate Inspection was undertaken on 10 September 2008 and invitations were sent to North Lincolnshire Homes Tenant Inspectors and the date, time and meeting point was published on North Lincolnshire Homes' Website. The area was rated by the Tenant Inspector as Amber:

- Estates which show signs of some neglect and poor management.
- Overgrown and untidy gardens are minimal and reported cases of fly tipping/graffiti are dealt with in a reasonable period of time.
- Evidence of recent vandalism acceptable but not in large quantities or for a long period of time.

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 Hinman Street area, we sent a questionnaire to each tenant

- There was a good response rate of 33%

- %'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:

- 19% commented that the area is unkempt
- 14% considered the area to be noisy and have a high crime rate
- 52% have been the victims of crime or anti – social behaviour
- 56% are not happy with the police presence in the area but 33% are happy
- Only 23% considered there is good Community Spirit but despite the above:
- 81% want to stay in the area
- 88% like the location of their home because it is close to the town centre
- 40% would like caretakers to visit 1 – 2 times a week, whilst 35% feel they should attend when necessary
- 46% would like better security (this was considered to be the most important improvement)
- 37% want tidy roads and communal areas

Other comments made showed concerns for the need for double-glazing, CCTV, better lightning, and refurbishment of communal areas

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Hinman Street was timetabled for windows and doors starting in April 2008 and for other improvement works in April 2009. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Hinman St progress

Bathroom Fittings	1
Boiler Replacement	2
Central Heating Systems	8
External Doors	3
Fires	2
Kitchen	5
Roof Line	1
Windows	4

The business plan budget allocated for improvement works in Hinman St is **£1,205,302**. By October 2008 a total of **£34,931** 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 Hinman Street area are as follows:

- Provide gating to walkways to deter unauthorised use
- Erect 'Residents Only' signs
- Sound insulation to ground floor properties as necessary
- Improvements / repairs to patio areas to prevent water penetration

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 Hinman Street 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.