

## Estate Plan

### Lockwood Court, Scunthorpe

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

Location	No	Location	No
Barnes Crescent	32	Lockwood Court	28
Giblin Cottages	16	Tomlinson Avenue	34

### Estate Description

The Lockwood Court area has 110 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (128)
Flats – Ground Floor	32	15	0	0	47
Flats – First Floor	32	15	0	0	47
Bungalows	16	0	0	0	16

All properties are traditionally brick built. A recent stock survey has shown they are all structurally sound and well constructed. All the accommodation in the area is designated for the elderly and has open plan communal gardens, which are well maintained. Giblin Cottages have had insulation work and new boilers and Lockwood Court and Barnes Crescent flats have been rewired. Tomlinson Avenue properties were also rewired under the 2005/6 rewiring programme.

There are local shops and facilities in the area which include a library and hospital. There are also regular bus services to the town centre every half-hour. Crime within the ward as a whole is quite high with an average 202 reported incidents per month. This area is the 2<sup>nd</sup> highest for the county as whole.

The Park & Crosby area is one of the 3 most deprived wards in North Lincolnshire which is also in the top 20% most deprived wards in the country.

People who live in the area 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.

More recently the Crosby Neighbourhood Management Pathfinder (CNMP) has been set up to work with other agencies and the community to reverse the decline and change peoples perception of the area. This work will feed into the more localised Advanced Crosby project which is designed to regenerate and revitalise an area of approximately 400 properties bounded by Frodingham Road, West Street, Wells Street and Berkeley Street. Work will be carried out in partnership with Housing Associations, private landlords, North Lincolnshire Homes and house builders. The provision of new different types of housing should attract new

people to the area. One of the aims of the project is to enhance the use of the Memorial Gardens to build a community and thereby create ownership of the area. This in turn should help decrease anti – social behaviour and make the area a stable and sustainable community. The Safer Neighbourhoods Partnership has been commissioned to examine exactly what is needed to accomplish this. The Youth Offending Team is also involved to help combat anti – social behaviour.

Improvements to the area have already included traffic calming measures to some of the streets, the blocking off of certain roads to prevent speeding cars and Home Zoning – which has created small communities with upgraded lighting and parking.

### **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:**

Relets in year as % of total	20.00%
Tenancies under 2 years in length	28.18%

**Amber:** There are no amber indicators

#### **Green:**

Transfer requests outwards	1.82%
Empty properties at 31/10/08	0.00%

#### **Other indicators:**

Tenancies of 2 – 5 years in length	26.36%
Tenancies of 5 years + in length	45.45%
Potential income after empty property loss	£274765.81
Repairs expenditure per annum (07/08 actuals)	£42635.08
Repairs in voids per annum (07/08 actuals)	£13380.63
Costs above/below potential income	£218750.10
Tenants in receipt of housing benefit	69.09%

### **Comments on Performance Indicators**

Although there are 2 red indicators for this area, this does not indicate there are problems with sustainability. The area is popular and with all accommodation being occupied by the elderly there will always be some turnover of properties. 61% of residents are 70+ with 28% of them also being 80 and over. The amount of new tenants has decreased and is down to 28.18%. At the same time the number of tenancies of 5+ years in length has decreased from 46.79% to 45.45%.

## **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**

In view of the fact that residents are all elderly, the area is quiet. Communal areas and gardens are well kept and there are very few management problems on a daily basis. The Housing Officer usually visits the area once a week to check on the area, however, support officers visit once a week and will liaise with the repairs call centre, area office and other agencies as and when necessary.

## **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 Lockwood Court area, we sent a questionnaire to each tenant

- The response rate was 14%.
- %'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:**

- 62% are happy with their homes and 50% the location
- 31% like being away from the town centre
- 31% consider the area to be unkempt
- 56% dislike the area as there is a lack of good transport
- 75% are settled in the area and do not wish to move elsewhere. Of those who do want to move, 50% want to be nearer local amenities and 50% have suffered harassment or anti social behaviour
- 87% would like caretakers to visit 1 or 2 times a week

- 64% would like a regular bus service
- 31% would like door entry systems
- 31% would like walkways closed off or gated
- 37% would like better security
- better bus services and more local amenities are considered to be the most important improvements needed
- 37% have been the victims of crime – either harassment or damage to their homes
- 64% are not happy with the police presence in the area
- 50% are not aware of the opportunities for tenant involvement

### **Proposed Improvements**

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

#### **Lockwood Court progress**

Bathroom Fittings	86
Boiler Replacement	32
Central Heating Systems	66
External Doors	30
External Walls	16
Fires	8
Kitchen	67
Roof	16
Roof Line	17
Windows	30
Wiring	104

The business plan budget allocated for improvement works in Lockwood Court is **£896,993**. By October 2008 a total of **£49,134** 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.

<b><u>Element</u></b>	<b><u>Programme Numbers</u></b>
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 Lockwood Court area are as follows:

- Provision of low level fencing to Giblin Cottages to give defensible space
- Enclosure of porch areas to Giblin Cottages
- Pathways to be upgraded as necessary
- Paved areas behind the garages on Barnes Crescent and Lockwood Court has been identified by residents to be made into parking spaces.
- Provision of 'no dog fouling' notices to encourage owners to clear dog mess
- Provision of security lighting to all OAP designated properties

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.