

Estate Plan

Messingham

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Brigg Road	12	Middleton Close	17	Well Street	2
Butterwick Road	5	Park Street	1	Wendover Close	14
Church Street	4	Temperance Ave	8		
Manley Close	8	Trinity Court	4		

Estate Description

The Messingham area has 75 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (75)
Flats – Ground Floor	0	3	0	0	3
Flats – First Floor	0	5	0	0	5
Bungalows	12	35	0	0	47
Houses	0	4	16	0	20

The properties in the area are all of traditional build and are either terraced or semi detached. A few of them have benefited from new doors and windows in 2004/5 but others are still needed at Temperance Avenue and Middleton Close. With 62% of the properties being designated for aged persons the area is quite settled. There is primary school provision locally and secondary schools within a few miles. The village has good shopping facilities and good regular transport links. Demand is high owing to its pleasant location and amenities provided.

The village is considered to be a Medium Growth settlement and there has been a considerable amount of new build.

Parking is considered to be a problem with roads congested and speeding cars on Brigg Road. Comments have been made that there should be a one – way system around Church Street and Temperance Avenue to help matters as corners are hazardous and emergency vehicles would find access very difficult.

Performance Indicators

North Lincolnshire Homes has an Asset Management Plan that looks at various indicators. These tell us whether the area is a place that people want to live and remain in, 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	5.33%
Transfer requests outwards	5.33%

Green:

Tenancies of 5+ years in length	64.00%
Empty properties at 31/10/08	0.00%

Other Indicators:

Tenancies under 2 years in length	21.33%
Tenancies 2 - 5 years in length	14.67%
Potential income after empty property loss	£219162.93
Repairs expenditure per annum (07/08 actuals)	£24514.69
Repairs in voids per annum (07/08 actuals)	£3295.26
Costs above/below potential income	£191352.98
Tenants in receipt of income support	62.67%

Comments on Performance Indicators

The amber indicators both relate to just 4 properties/tenancies and this is of no concern. The rest of the indicators show that this is a stable community and there is very little movement in or out.

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

There has been some anti social behaviour from youths in the village but this has not been significant and does not relate to any North Lincolnshire Homes tenancies. With little turnover of properties housing management input to the area is quite low.

It is intended that the Housing Officer will visit the area at least once a fortnight to note and act on any tenancy enforcement issues. Mobile Support Officers visit tenants in OAP bungalows on a weekly basis and they liaise with the area Housing Officer and Caretaking services for any environmental work that is needed. They will also help tenants to report repairs and contact support services if needed.

Although there is no Resident Association, residents are able to participate in the Neighbourhood Action Team meeting which meets regularly. This is for 2 – way sharing of information with the police and other agencies to help cut crime and anti social behaviour. A representative from North Lincolnshire Homes attends when required, however crime within the Ridge ward as a whole is fairly low.

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
- Gather 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 Neighbourhood Services of North Lincolnshire Council 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 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 Messingham area, we sent a questionnaire to each tenant

- The response rate was 20%.
- %'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:

- 73% are happy with their homes and their neighbours
- 67% like the location
- 53% like the area because they are close to relatives
- 15% commented on the lack of play facilities, good transport and police presence
- 53% would like to see a planned painting programme in the area.
- The majority would prefer caretakers to visit 1 – 2 times a week
- 85% are not happy with the police presence in the area even though only 26% have been victims of crime and 31% suffered from anti – social behaviour
- Only 23% consider there to be a good community spirit
- 33% would like to see tidy roads and communal areas

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Messingham is timetabled for all improvement works to start in April 2010. 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:

Messingham progress

Bathroom Fittings	7
Boiler Replacement	10
Central Heating Systems	16
Fires	4
Kitchen	13
Wiring	7

The business plan budget allocated for improvement works in Messingham is **£795,799**. By October 2008 a total of **£108,194** 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 Messingham area are:

- Removal of grass verges to provide parking bays where possible
- Create resident only parking areas at Temperance Avenue and Middleton Close from the grassed areas at the front of the properties
- Refurbish the communal areas and upgrade the communal doors at Manley Court

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 Messingham 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.