

Estate Plan

New Frodingham

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Cliff Street	17	Queen Street	20	Trent Street	11

Estate Description

The New Frodingham area has 48 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (48)
Flats – Ground Floor	6	0	0	0	6
Flats – First Floor	6	0	0	0	6
Bungalows	0	0	1	0	1
Houses	0	26	9	0	35

The area provides properties owned by the North Lincolnshire Homes as well as Northern Counties Housing Association. Previously owned by British Steel, the properties were refurbished prior to 1995 in conjunction with extensive environmental works being carried out. The terraced houses are concentrated on Cliff Street and Trent Street and while the area is quite pleasing to the eye, properties are very small and only suitable for small families. Many residents are single parents. There appears to be adequate parking facilities and the area is on a bus route, however speeding is an issue that has been reported by residents, despite traffic calming measures. Parking is adequate in some areas and access can be awkward however the layout of some of these areas would make improvement difficult.

Properties in the area are generally in reasonable demand. Northern Counties Housing Association, which also has properties in the area, has commented that they too have a regular turnover of properties due to the fact they are so small.

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:

Tenancies under 2 years in length 33.33%

Amber:

Transfer requests outwards 8.33%

Relets in year as % of tenancies	8.33%
----------------------------------	-------

Green:

Empty homes as at 31/10/08	0.00%
----------------------------	-------

Other Indicators:

Tenancies 2 – 5yrs in length	27.08%
Tenancies over 5yrs in length	39.59%
Potential income per year after void loss	£133434.11
Repairs expenditure per annum (07/08 actuals)	£15980.22
Repairs in voids per annum (07/08 actuals)	£10487.35
Costs above/below potential income	£106966.54
Tenants in receipt of housing benefit	60.42%

Comments on Performance Indicators

Residents who have lived in the area for 5 + years has increased from 35.42% to 39.59%. Transfers out of the area have reduced for the second time - from 16.67% to 8.33%.

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

The regular turnover of properties in the Trent Street, Queen Street and Cliff Street area is definitely affected by the need for larger accommodation but also due to the drug related behaviour in the area. The properties have no front gardens and doors open straight onto the street. Housing management input varies and tenancy enforcement issues centre upon abandoned properties, fly tipping and nuisance behaviour such as noise

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 New Frodingham area, we sent a questionnaire to each tenant

- The response rate was quite poor with only 16% returning their questionnaires.
- %'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 those who replied told us:

- 43% are happy with their homes and/ or the location
- 57% like the area because it is close to relatives
- 86% dislike the lack of private space
- 71% dislike the size of their properties,
- 87% would like to move – because the properties are too small and because of speeding traffic.
- 50% of you would like caretakers to visit 1 – 2 times a week
- 75% are not happy with the police presence in the area although only 37% have been victims of crime and 25% victims of anti – social behaviour
- 62% considered the area to be noisy and have a high level of crime
- 75% would like tidy roads and communal areas
- 63% would like better security
- 50% would like garage provision, with most considering this to be the most important improvement
- 62% are not aware of the opportunities for tenant participation but 75% would like to know more

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. New Frodingham is timetabled for 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:

New Frodingham progress

Bathroom Fittings	1
Boiler Replacement	1
Central Heating Systems	8
Fires	1
Wiring	2

The business plan budget allocated for improvement works in New Frodingham is **£199,500**. By October 2008 a total of **£30,207** 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 in the New Frodingham area are:

- Gating off back alleyways to deter mopeds
- Consideration of local lettings policy to prevent high turnover of 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 New Frodingham 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.