

Estate Plan

New Holland

This plan covers the following areas and number of properties:

Location	No	Location	No
Barrow Road	9	Peploe Crescent	4
Danesgate Court	30	Woodgarth Villas Oxmarsh Lane	4

Estate Description

The New Holland area has 47 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (47)
Bungalows	0	30	0	0	30
Houses	0	2	15	0	17

All properties are of traditional build and either semi detached or terraced. The houses on Barrow Road are now suffering externally with the concrete around the windows breaking up. Pointing to the rear of the properties is also in poor condition. Some tenants have provided drives for off road parking and others would like these to be provided. A few of the houses have been sold under the Right to Buy and it is likely that others may follow due to the rural location.

The bungalows at Danesgate Court are quite isolated, close to an industrial site and there is a lack of garages, which is generally the case in the village. The bungalows still have storage heaters and therefore would benefit from new heating systems.

The rest of the houses in New Holland are dotted amongst those that have already been sold through Right to Buy and it is likely that others may be sold in the future.

Whilst there is primary school provision in the area, children have to travel to Barton for their secondary education and transport links are poor, especially in the evening and at weekends. There is a rail link but this is unreliable. The area in general is isolated and residents feel excluded and neglected.

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	6.38%
Transfer requests outwards	4.26%

Green:

Current empty homes as % of properties	0.00%
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Other Indicators:

Tenancies under 2 years in length	14.89%
Tenancies between 2 and 5 years	19.15%
Tenancies over 5 years in length	65.96%
Potential Income after void loss	£141081.01
Repairs expenditure per annum (07/08 actuals)	£17471.13
Repairs in voids per annum (07/08 actuals)	£444.62
Costs above/below potential income	£123165.26
Tenants in receipt of housing benefit	65.96%

Comments on Performance Indicators

The indicators show this to be a sustainable area with very little movement. 65% of tenants have been in their property for over 5 years. However, this is more than likely due to the fact that, with a very high % of tenants claiming housing benefit, access to alternative social housing is out of reach. With links to nearby towns being irregular or non-dependable, tenants will feel increasingly isolated.

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 is evidence that there is conflict between the young and the old in the village which appears to be due somewhat to the lack of facilities. This in turn causes boredom and leads to vandalism and anti-social behaviour although this tends to be confined to certain areas of the village only.

Recent research undertaken by Action 4 Living has shown that all residents would like to get more involved in decision making and would welcome a 'focus point' for accessing information and improving communication.

The Housing Officer generally visits the area once a fortnight and will take note of any tenancy enforcement issues and complete any follow up action necessary. Estate Caretakers also visit on a regular basis to ensure that areas are kept tidy. Mobile Wardens visit the elderly once a week and ensure that tenants have access to any support services needed. They may also liaise with the housing office and caretakers for any environmental works that are considered necessary.

Whilst there is anti social behaviour in the village only a few reports have been received by the area housing office. There have been some neighbour nuisance cases but these have been personal disputes rather than anti social behaviour.

Crime within the Ferry ward as a whole, which includes all the villages to the east of the county, is fairly low with an average 57 reported crimes per month in comparison to 129 per month for Barton town. Tenants representatives are able to attend the Crime Reduction Partnership meetings that are held monthly in Barton. These provide 2 way sharing of information with the police to help combat crime and anti social behaviour.

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
- 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)
- Negotiated a new agreement with Neighbourhood services for the upkeep of our estates, which clearly indicates standards and regularity of maintenance to the environment.
- In response to views put forward in the Crime and Community survey, proposals have been put forward for an enviro –crime hit squad. The squad will work with existing staff and the police to prevent and deter crime and tackle anti – social behaviour.
- Ensure Introductory tenancy visits are carried out as a priority
- Provide a regular caretaking presence on our estates
- Work with Rent Recovery 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 Holland area, we sent a questionnaire to each tenant

- The response rate was very poor with only 8% returning their surveys.
- %'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 the few who replied told us:

- 75% are happy with their homes and their neighbours
- 75% like the area because they are close to relatives
- 50% commented that the area is clean and well kept
- 50% considered there is good Community Spirit
- 25% considered that improvements are needed to lightning, security and that communal areas and roads should be kept tidy.
- 25% felt that the provision of regular bus services is the most important

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. New Holland was timetabled for some windows and doors in 2007 with the remainder of the improvement works to start in April 2010. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

New Holland progress

Central Heating Systems	3
External Doors	35
Roof Line	33
Windows	38

The business plan budget allocated for improvement works in New Holland is **£542,786**. By October 2008 a total of **£111,635** 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 Holland area are:

- Residents group/ Consultation group to be set up
- Dropped kerbs and hard standing for houses on Barrow Road

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 Barrow 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.