

Estate Plan

New Westcliff

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Alveston Road	2	Helston Walk	29	Radstock Court	5
Beaford Court	8	Hindon Walk	45	Salcombe Court	4
Bideford Court	3	Keynsham Court	6	Shaftesbury Court	8
Bridgewater Road	1	Lamerton Court	6	Stratton Court	3
Bridport Walk	24	Liscombe Court	3	Swindon Court	3
Brixham Court	3	Lulworth Court	8	Tamar Walk	19
Buckfast Court	7	Lydford Court	7	Tavistock Court	5
Bude Court	7	Lynmouth Drive	20	Tiverton Court	5
Bung. 1 Woodlands Crematorium	1	Melbury Walk	28	Torbay Court	5
Clovelly Court	4	Newbury Court	5	Truro Court	3
Copplestone Court	5	Okehampton Court	6	Wareham Court	5
Dawlish Court	6	Padstow Walk	50	Wellington Court	3
Durston Court	6	Penrose Court	3	Winsford Court	6
Falmouth Court	5	Plymouth Road	4	Wootton Court	22
Hartland Court	3	Porlock Court	3	Yeovil Court	3
Hayle Court	6	2 Quibell Park Bungalow	1		

Estate Description

The New Westcliff area has 414 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	Bedsit	No of Properties (414)
Bedsit – Ground Floor	0	0	0	0	30	30
Bedsit – First Floor	0	0	0	0	1	1
Flats – Ground Floor	20	48	6	0	0	74
Flats – First Floor	45	61	0	0	0	106
Flats – Second Floor	0	9	0	0	0	9
Bungalows	41	35	7	0	0	83
Houses	0	21	62	10	0	93
Leaseholders						18

This estate is located in the southwest sector of Scunthorpe Town. The natural borders are Plymouth Road, Bristol Road and West Common Lane. The estate was built in the early 1970's and properties are of a traditional brick construction.

The properties are known to be structurally sound and have been well constructed but there are problems with some windows and damp is therefore a problem. The court areas are quite popular and some properties have been already been sold through the Right to Buy which has provided sustainability. The walks are less popular and access is not well designed. Residents have to park quite a long way away due to the lack of parking and this can be very awkward when moving in or out. Whilst the layout of the estate is not too problematic, the walkways and increasingly the lack of defensible space give cause for concern, in respect of estate security and safety. Closing off some of these walkways would help create safer communities but may create access problems to some areas. There are grassed areas to the estate, which could be put to better use in view of the lack of good parking available. There is no car access to the middle of the estate although some residents drive across the grass to get nearer to their properties.

There has been no painting programme and properties are looking in need of attention. Lighting to the area, both in the internal communal areas and externally, is poor and in need of updating.

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	26.67%
Relets in year as % of all tenancies	15.90%

Amber:

Transfer requests outwards (at 31/10/08)	8.72%
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Green:

Tenancies of 5+ years in length	51.28%
Empty homes at 31/10/08	1.52%

Other indicators:

Tenancies of 2 – 5 years in length	22.05%
Potential income after empty property loss	£1,090,523.19
Repairs expenditure per annum (07/08 actuals)	£191417.27
Repairs in voids per annum (07/08 actuals)	£76908.16
Costs above/below potential income	£822197.76
Tenants in receipt of housing benefit	66.15%

Comments on Performance Indicators

Although there are 2 red indicators for this area, the figures show an amount of stability. The amount of 2-5 year tenancies has increased from 22.59 to 22.05%. Tenancies over 5 years in length have also increased from 45% to 51.28% and are fairly stable. People wanting to transfer out of the area has decreased and is now at 8.72% moving the indicator from red to amber which is a good sign.

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 estate is generally popular but properties that are age designated for example 1 bedroom ground and first floor flats, are low demand and no longer the type of properties that residents of 60+ want to occupy. With the estate being located at the bottom of the hill this also makes the properties less popular for those with mobility problems.

Estate Inspection

Estate inspections are carried out by the Housing Officer who will note and act on any tenancy enforcement issues. Any graffiti or rubbish in the communal entrance areas will be noted and passed to the estate caretakers.

New Westcliff is split into 3 areas for the Estate Inspections to be carried out:

The Courts – Bristol Road:

which covers Falmouth, Porlock, Dawlish, Torbay, Truro, Tiverton, Coplestone, Winsford, Durston, Wellington, Okehampton, Tavistock, Lulworth, Wootton and Beaford Courts.

Date: 2nd July 2009 – 10.00am Meet Doctors Surgery, Bristol Road.

Area rated Green on last inspection.

The Walks – Bristol Road

which covers Melbury, Padstow, Lynmouth, Hindon, Helston, Tamar, Bridport Walks.

Date: 7th May 2009 – 10.00am Meet at phone box Melbury Walk.

Area unrated until next inspection.

The Courts – Plymouth Road

Which covers Keynsham, Bude, Shaftsbury, Wareham, Liscombe, Clovelly, Swindon, Salcombe, Hartland, Lamerton, Hayle, Brixham, Radstock, Newbury, Bideford, Penrose, Yeovil, Lydford, Stratton, Buckfast Courts and Bridgewater and Alveston Roads.

Date: 13th August 2009 – 10.00am Meet at Bridgewater Nursing Home, Bridgewater Road.

Area unrated until next inspection.

NAT

There is a monthly NAT's (Neighbourhood Action Team) meeting which involves multi-agency working and is an open meeting to any Resident in the Brumby Ward Area.

Next meeting : 27th November 2008 at Melior Community College, South Site, Enderby Road.

There is feeling from residents that a lot of the problems in the area are caused by inappropriate lettings however there is appreciation that the North Lincolnshire Homes cannot leave properties empty due to rent loss. Whilst there is a fairly good mix of families, single young people and elderly, the estate and properties may need remodelling to create more sustainability. At present there are families living in 2nd floor accommodation, which is not adequate or appropriate for their needs.

The area tends to have a big turnover due to the number of homeless people housed and there is a high rate of abandonment of the bedsits. Research will need to be undertaken as to whether it is viable to retain these properties in their current form or demolish and rebuild more appropriate sized accommodation.

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 Assured Shorthold 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

A consultation day was held in October 2004 at the Westcliff Community Centre. Although 500 leaflets and questionnaires were sent out only 25 attended the day's event which was disappointing. The police and local Elected Members also attended.

- The response rate was 5%.
- %'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:

- 38% considered the area to be quiet
- 23% commented that the area is neat and tidy
- 38% would like double glazing to their homes – this was the most popular improvement
- 30% would like improvement to the passageways (preferably by closing some off)
- 23% would like fencing and walls replaced or repaired
- 23% would like properties to be painted
- 30% would like more police presence in the area.

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. New Westcliff was timetabled for windows and doors in April 2007 and for other improvement works 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:

New Westcliff progress

Bathroom Fittings	201
Boiler Replacement	12
Central Heating Systems	210
External Doors	194
Fires	12
Kitchen	98
Roof Line	305
Windows	194
Wiring	237
Pods & Bays	2

The business plan budget allocated for improvement works in New Westcliff is **£4,518,680**. By October 2008 a total of **£3,189,202** 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 New Westcliff area are as follows:

- Upgrading of all lighting to internal and external communal areas
- Survey to be undertaken of all trees and shrubs needing cutting back or removal in order to prevent use as 'hiding places' for youths causing annoyance
- Renewal / repair of wood cladding & fascia boards to properties
- Renewal / repainting of balconies
- All communal doors to be renewed
- Internal communal areas to be painted and flooring improved
- Assessment and recommendations to be made regarding the bin stores to upgrade and improve fire safety
- Consultation to be undertaken on designation of parking bays to the court areas
- Remodelling of central grassed areas to provide for better parking
- Creation of extra parking / hardstandings where possible
- Signposting to the estate to be upgraded
- Garages to be repaired and improved
- Fencing to be provided where possible to create defensible space

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.

