

## Estate Plan

### Newland, Scunthorpe

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

Location	No	Location	No	Location	No
Axholme Road	15	Church Lane	7	Newland Walk	3
Brandon Road	3	Newland Avenue	4		
Burnham Road	2	Newland Drive	5		

### Estate Description

The Newland area has 39 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (39)
Houses	0	0	39	0	39

All houses are BISF steel construction. The BISF steel houses were designed as quick build temporary homes and suffer from poor insulation quality. External overcladding would help alleviate this problem. There are also problems with rusting of the steel ground supports and anchor bolt supports to this type of property and therefore before any major investment, work would need to be undertaken to establish the condition of the supports. This would be expensive and inconvenient to tenants. The steel houses are popular however due to their size and layout and many have already been sold through the Right to Buy.

The area is located close to the Town Centre and all schools and amenities and has a regular bus service. With location close to the hospital however, there are parking restrictions, which can be inconvenient for residents. Church Lane can become very congested due to parked cars as well as the amount of traffic using it to access the main ring road. Off road parking would be beneficial for those properties that do not have it at present.

The Town ward has the highest level of reported crime in North Lincolnshire however much of this will be concentrated in the more densely populated parts. On average there were 296 reported incidents per month for the ward as a whole.

### 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:** There are no red indicators

**Amber:**

Relets in year as % of total 10.26%

**Green:**

Transfer requests outwards 0.00%

Empty properties at 31/10/08 0.00%

Tenancies of 5+ years in length 76.92%

**Other indicators:**

Tenancies of 2 – 5 years in length 5.13%

Tenancies under 2 years in length 17.95%

Potential income after empty property loss £124647.58

Repairs expenditure per annum (07/08 actuals) £15830.86

Repairs in voids per annum (07/08 actuals) £7664.79

Costs above/below potential income £101151.93

Tenants in receipt of housing benefit 38.46%

**Comments on Performance Indicators**

The above indicators show the area to be very settled with very little movement. Many properties have already been sold through the Right to Buy leaving only a small % of social housing. The amber indicator reflects the number of voids per year, hence the increase in tenancies under 2 years in length.

**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**

With so few houses left in the area, housing management input is very low. The area is popular but due to the location close to the hospital, parking can be a problem as the majority of the area has either single or double yellow lines.

A scheduled Estate Inspection was undertaken on 22 October 2008 and invitations were sent to North Lincolnshire Homes Tenant Inspectors and the date, time and meeting point was published on North Lincolnshire Homes' Website. The area was rated by the Tenant Inspector as Green:

- Clean, tidy attractive estates.
- Isolated incidents of graffiti.
- Abandoned vehicles and vandalism are dealt with quickly.
- Condition of boundary fences and walls are generally good.
- Grassed and shrubbed areas tidy. Communal areas clean and litter free.
- Lighting in general good working order.

### **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 Newland area, we sent a questionnaire to each tenant

- The response rate was 22%.
- %'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:**

- 84% are happy with their homes
- 78% like the location
- 67% like the area as it is close to the town centre
- 56% like the area as it has good local amenities
- 56% consider the area to be clean and well kept
- 78% considered the area to have a low crime rate
- 11% dislike the fact there are no play facilities and no community spirit
- 84% are settled and do not wish to move
- 44% would like a planned painting programme
- 22% would like speed ramps
- 33% are happy with the police presence in the area, 44% are not happy
- 44% are not aware of the opportunities for tenant involvement

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Newland was timetabled for some windows and doors to start in April

2007 and for all other 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:

### **Newland progress**

Bathroom Fittings	28
Boiler Replacement	1
Central Heating Systems	17
External Doors	2
Fires	10
Kitchen	21
Roof Line	1
Windows	3
Wiring	31

The business plan budget allocated for improvement works in Newland is **£462,916**. By October 2008 a total of **£229,711** 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 Newland area are as follows:

- Provision of hard standing to front of houses where possible

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.