

Estate Plan

Old Crosby & Chatterton Crescent

This plan covers the following areas and number of properties:

Location	No	Location	No
Abey Gardens	19	Ajax Court	19
Chatterton Crescent	17	Old Crosby	2

Estate Description

The area has 57 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	Bedsit	No of Properties (57)
Bedsit – Ground Floor	0	0	0	2	2
Bedsit – First Floor	0	0	0	2	2
Flats – Ground Floor	11	9	0	0	20
Flats – First Floor	14	8	0	0	22
Bungalows	1	0	0	0	1
Houses	0	5	3	0	8
Leaseholders					2

This area of Scunthorpe has a unique 'village appearance' although it is on the outskirts of one of the most deprived areas in the county. All properties are of a traditional build and well constructed. 75% of residents in the area are over 60, which gives stability to the area. Crime within the Crosby & Park area as a whole is high with on average 203 reported crimes per month, however this part of the area see less activity than the more densely populated part.

Chatterton Crescent has a sheltered dwelling (see separate plan) as well as general needs accommodation. All properties (including Ajax Court & Abey Gardens) have had window and door replacements. Lighting is in need of upgrading. Residents have commented on the lack of sufficient electrical sockets to the flats which can make them hazardous when wires and leads are trailed from one room to another. Tarmac paths are also in a poor state and in need of repair.

Parking can be a problem due to the adjacent Infants school and playing fields, particularly at drop off and pick up times or when there is a football club tournament; at these times, the area is very congested. There is scope however for the grassed area to the front of the group dwelling to be remodelled to provide further parking bays.

The area is also in need of lighting upgrades especially to the garage forecourt. A high metal fencing has already been erected to the side of the garage forecourt, which provides good security.

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:

Tenancies under 2 years in length	16.66%
Relets in year as % of tenancies	12.96%
Transfer requests outwards	3.70%

Green:

Empty homes at 31/10/08	1.82%
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Other indicators:

Tenancies of 2 – 5 years in length	18.52%
Tenancies of 5+ years in length	64.82%
Potential income after empty property loss	£141041.70
Repairs expenditure per annum (07/08 actuals)	£13768.82
Repairs in voids per annum (07/08 actuals)	£5162.24
Costs above/below potential income	£122110.64
Tenants in receipt of housing benefit	59.26%

Comments on Performance Indicators

The Old Crosby area has remained fairly stable and the indicators give little cause for concern. The majority of residents (64%) are over 60 years of age and have lived in the area for over 5 years therefore this figure should continue to increase in the future.

The area as a whole is quite popular due to its location on the outside fringe of the Crosby area however properties on the first floor are sometimes difficult to let to the elderly and are advertised under the Kwik key (low demand) scheme.

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

In view of the high number of elderly in the area, management input is fairly low, as there are few reports of nuisance. However, Support Officers visit the elderly in the aged person's dwellings on a regular basis and will liaise with the area office and other agencies as necessary.

There is an active Residents Association in the area who have put forward proposals for making the grassed area at Chatterton Crescent more accessible for everyone – ideas for remodelling of the area are included with this plan.

The Housing Officer attends the residents meetings and acts on any queries that may arise from these meetings. The Housing Officer does visit this area to carry out scheduled visits which are starter tenancy visits.

Unscheduled visits are not carried out very often as anti-social behavior is very low in this area due to the high concentration of elderly people and the position of the area.

There is a problem with parking in the area due to the School and football matches on the field. Humberside Police have been informed of these problems and local Councillors have previously written to the school regarding this problem.

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 Old Crosby area, we sent a questionnaire to each tenant.

- Unfortunately , only 1 response was received back
- Comments made are included below:

This is one resident's comments:

- There is a good community spirit
- The area is close to the town centre and amenities
- The area would benefit from tidier roads and communal areas
- The area would benefit from better parking
- A planned painting programme would be welcomed

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Old Crosby and Chatterton Crescent was timetabled to have improvement works starting in April 2007 and April 2008 with Old Crosby having windows and doors fitted starting April 2008. Subsequent programmes in future years will pick up environmental and estate related issues. The tables below show the current progress to date:

Old Crosby progress

Bathroom Fittings	34
Boiler Replacement	2
Central Heating Systems	19
External Doors	35
External Walls	8
Fires	2
Kitchen	47
Roof	8
Roof Line	36
Windows	20
Wiring	36

The business plan budget allocated for improvement works in Old Crosby is **£501,463**. By October 2008 a total of **£420,522** has been expended on all improvement work.

Chatterton Crescent progress

Bathroom Fittings	20
Central Heating Systems	23
Kitchen	15
Wiring	17

The business plan budget allocated for improvement works in Chatterton Crescent is **£325,169**. By October 2008 a total of **£274,037** 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>
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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 this area are as follows:

- Painting or replacement of woodwork to windows, doors, balconies and garages
- Upgrade to all lighting

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.