

Estate Plan

Owston Ferry

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Church Crescent	10	Dunkirk Cottages	2	Kinnard Square	5
Church Street	1	Epworth Road	4	Silver Street Flats	12
Crofts Lane	3	High Street	4	Station Road	11

Estate Description

The Owston Ferry area has 52 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (52)
Flats – Ground Floor	8	0	0	0	8
Flats – First Floor	0	10	0	0	10
Bungalows	13	2	0	0	15
Houses	0	1	16	0	17
Leaseholders					2

The area is located approximately 14 miles south west of Scunthorpe on the Isle of Axholme along the bank of the River Trent. A Housing Needs survey undertaken in April 1999 indicated that 25% of residents in the village have lived there for 50 years or more with the average length of residency being 29 years. The majority (79%) of residents are owner-occupiers. The number of North Lincolnshire Homes owned properties has reduced due to the Right to Buy but this loss has been negligible over the past 5 years. A Housing Needs survey showed that the greatest need is for affordable accommodation for single people. Although this is not necessarily reflected in the North Lincolnshire Homes waiting list, comments received from residents backed this up.

The village has some local facilities including a post office, church, village hall, doctor's surgery and pubs. There is primary school provision but for secondary education children have to attend Epworth which is a few miles to the north east of the village. Although there are daily bus services to Scunthorpe and Doncaster these are limited and the area is fairly isolated. The Axholme south area has the lowest crime figures for the county with on average only 24 reported crimes per month. There has been some development to the north of the village towards Epworth and Haxey but generally the area is a minimum growth settlement.

The majority of the properties are of a traditional brick build, which a recent stock survey has shown, are well constructed and structurally sound. A few of the 3 bedroom houses at Church Street however are non-traditional and are of a pre-cast concrete construction, which has been deemed defective. These

have suffered from poor insulation and water penetration but were given an outer brick skin prior to 1996 which has helped to prolong their life span. Bungalows at Kinnard Square have benefited from new windows but doors have not been done as yet.

Generally the area is well maintained and tidy however there are areas that would benefit from better parking facilities. The flats at Silver Street have some parking but remodelling of the communal area would provide more if needed. The front paved area is uneven and in need of repair. At Station Road, although there is adequate space for parking, this is out of site of properties and residents would benefit from remodelling of the grassed areas to provide closer and more secure parking. This part of the village is prone to flooding which has occurred regularly at least twice a year.

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	26.53%
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Amber:

Relets in year as % of tenancies	14.29%
Transfer requests outwards	6.12%

Green:

Tenancies 5 years + in length	59.18%
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Other indicators:

Empty properties at 31/10/08	2.00%
Tenancies of 2 – 5 years in length	14.29%
Potential income after void loss	£140909.31
Repairs expenditure per annum (07/08 actuals)	£19690.59
Repairs in voids per annum (07/08 actuals)	£19104.43
Costs above/below potential income	£102114.29
Tenants in receipt of housing benefit	57.14%

Comments on Performance Indicators

With 1 red indicator and 2 amber ones, the above figures are slightly worrying. Tenancies of less than 2 years make up 26.53% in the leaf. The number of tenants who have lived in their properties for between 2 and 5 years has remained stable with the move being from the longstanding residents which has dropped from 60%.

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 Housing Officer visits the area once a week and will pick up any tenancy management issues however there tends to be very little nuisance or anti social behaviour.

A Village Voice was set up for residents for 2 – way sharing of information however this is now become more of a consultation group focusing on housing policy matters.

Demand for the bungalows is very low but the houses and flats are more popular. There are currently 104 applicants who have listed the area for accommodation although this is not necessarily their first choice. This may well be due to the rural isolation and limited public transport, which is more of a problem for the elderly.

Works identified specifically for the Owston Ferry area are as follows:

- Remodelling of grassed areas to provide more adequate parking
- Provision of off road parking where necessary
- Repair or removal of paved area (to create more parking) to front of Silver Street flats
- Upgrade where needed to Digital Aerials.

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.

Nat Meetings

Neighbourhood Action Team meetings take place approximate every 4-6 weeks. They alternate between the villages in the Isle where members of local Police, North Lincolnshire Homes, Safer Neighbourhoods, Tenants Inspectors and Council members meet together to discuss cases of crime and anti-social behaviour to ensure that the sharing of information means that any problem cases can be tackled through multi-agency working.

The next planned meeting is yet to be confirmed.

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.
- 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 Owston Ferry area, we sent a questionnaire to each tenant

- The response rate was 15%.
- %'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:

- 87% are happy with their homes
- 75% like their neighbours
- 50% like the area as they are close to relatives / friends
- 37% consider that the location is the best thing about their home
- 25% dislike the lack of facilities
- 87% are settled in the area and do not wish to move
- 62% would like better parking
- 37% would like garage provision and / or more secure parking
- 37% are not happy with the police presence in the area
- 25% are happy with the police presence

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Owston Ferry is timetabled all improvement works to start in April 2011. 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:

Owston Ferry progress

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

The business plan budget allocated for improvement works in Owston Ferry is **£1,182,612**. By October 2008 a total of **£18,781** 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

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.