

Estate Plan

South Ferriby & Horkstow

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Andrews Road	24	Queen Elizabeth Avenue	4	The Rise	7
Church Cottages	4	St. Maurice Close	7		

Estate Description

The South Ferriby and Horkstow area has 46 properties, which are made up as follows:

South Ferriby:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (39)
Bungalows	14	14	0	0	28
Houses	0	0	10	1	11

Horkstow:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (7)
Bungalows	0	7	0	0	7

The majority of properties in this area are bungalows and all are of a traditional brick build. A recent stock survey has indicated that they are all structurally sound and well constructed.

The Rise and Andrews Road at South Ferriby have front gardens that are open plan and there is no defensible space; parking is also inadequate. The bungalows at Church cottages are located on a busy bend and are quite isolated. These properties have been somewhat neglected and are in need of complete refurbishment both internally and externally with the exception of new windows and doors. Although screened off from the main road by hedging, this is overgrown and untidy.

Parking is inadequate to Queen Elizabeth Avenue and the road becomes congested however there is little room for improvement. Most houses in this avenue have been sold through the Right to Buy.

The bungalows at Horkstow lack suitable parking close to the properties and there is no handrail to the sloped pathway leading up for elderly resident's use. Fencing to the front grassed area would provide privacy and defensible space.

Transport to and from the villages is fairly regular with buses every hour to both Barton on Humber and Scunthorpe. Horkstow has very little in the way of amenities but there is primary school provision, Post office stores and pubs in South Ferriby, which is also the location of the Rugby cement works. For senior

school provision, pupils will attend Barton on Humber, which has a full range of shops and leisure facilities.

Crime within the Brigg and Wolds ward is low/medium with an average 67 reported crimes per month.

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)

South Ferriby:

Red: There are no red indicators

Amber:

Transfer requests outwards 5.13%

Green:

Empty properties at 30/6/05 0.00%
Relets in year as % of tenancies 12.82%
Tenancies of 5 years + in length 69.23%

Other indicators:

Tenancies under 2 years in length 12.82%
Tenancies of 2 – 5 years in length 17.95%
Potential income after void loss £112133.58
Repairs expenditure per annum (07/08 actuals) £14275.87
Repairs in voids per annum (07/08 actuals) £4052.10
Costs above/below potential income £93805.61
Tenants in receipt of housing benefit 64.10%

Horkstow:

Red:

Tenancies under 2 years in length 28.57%

Amber:

Relets in year as % of tenancies 14.29%

Green:

Empty properties at 31/10/08 0.00%
Transfer requests outwards 0.00%

Other Indicators:

Tenancies of 2 – 5 years in length	57.14%
Tenancies of 5 years + in length	14.29%
Potential income after void loss	£19882.32
Repairs expenditure per annum (07/08 actuals)	£2283.74
Repairs in voids per annum (07/08 actuals)	£0.00
Costs above/below potential income	£17598.58
Tenants in receipt of housing benefit	57.14%

Comments on Performance Indicators

Although there are 2 amber indicators, these only relate to 6 tenancies as these are two small villages. Therefore there is no cause for concern. Both areas are high demand for all types of properties.

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 fortnight to check on estate and tenancy management issues and will take any enforcement action necessary. Support Officers visit the elderly once a week and will liaise with area office staff, the repairs call centre and other agencies as necessary.

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 South Ferriby and Horkstow area, we sent a questionnaire to each tenant

- The response rate was 31% for South Ferriby and 43% for Horkstow.
- %'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:

South Ferriby

- 53% are happy with their homes
- 75% are happy with their neighbours
- 67% like the location – this was considered to be the best aspect of the area
- 53% considered there is good Community Spirit
- 50% considered the area to have a low crime rate
- 53% like the area as they are close to relatives and friends
- 17% dislike the lack of facilities – this was considered to be the worst thing about living in the area
- 83% are settled and do not wish to move
- 50% would like caretakers to visit when necessary
- 17% would like better parking facilities, more local amenities and hardstandings to their property
- 42% would like to see a planned painting programme – this was considered to be the most important improvement
- 17% would like to see walkways closed or gated off
- 50% are happy with the police presence in the area, 25% are not
- 50% are not aware of the opportunities for tenant involvement

Horkstow

- 67% are happy with their home, neighbours and the location
- 67% like the fact that they are away from the town centre
- 33% consider there is a good community spirit
- 33% dislike the lack of facilities
- All who responded are settled in the area and do not wish to move away
- 67% would like caretakers to visit 1 or 2 times a week
- 67% would like tidy roads and communal areas
- 33% would like more local amenities, speed ramps and better streetlights
- 67% are aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. South Ferriby and Horkstow was timetabled to have windows and doors fitted starting April 2007 but other improvement works are scheduled to start April 2011. Subsequent programmes in future years will pick up environmental and estate related issues. The tables below show the current progress to date:

South Ferriby progress

Boiler Replacement	1
Central Heating Systems	4
External Doors	35
Fires	1
Roof Line	64
Windows	40

The business plan budget allocated for improvement works in South Ferriby is **£421,273**. By October 2008 a total of **£149,393** has been expended on all improvement work.

Horkstow progress

Central Heating Systems	1
External Doors	7
Kitchen	1
Roof Line	9
Windows	7

The business plan budget allocated for improvement works in Horkstow is **£92,671**. By October 2008 a total of **£40,140** 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 area are as follows:

- External refurbishment to veranda and canopy at Church Cottages
- Replacement of boundary hedge with low wall and railings to Church Cottages
- Provision of fencing to front gardens at Andrews Road and The Rise
- Replacement of guttering to houses on Andrews Road
- Replacement of boundary wall with low wall and railings to give more open aspect with privacy to bungalows on Andrews Road
- Provision of hardstanding for vehicles on Andrews Road
- Provision of fencing to front gardens at St Maurice Close
- Provision of handrail to sloped pathway and vehicular access to bungalows at St Maurice Close.

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.