

## Estate Plan

### St. Lawrence

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

Location	No	Location	No	Location	No
Amos Crescent	6	Mere Crescent	3	St. Lawrence Place	10
Fardell Road	9	Queensway	20	St. Lawrence Road	18
Grange Lane North	19	St. Chads Road	2	Warley Road	23

### Estate Description

The Warley Road area has 110 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (110)
Flats – Ground Floor	0	7	0	0	7
Flats – First Floor	0	8	0	0	8
Houses	0	1	94	0	95

This area has a mixture of traditional brick built housing and BISF steel houses. 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.

The area as a whole is quite high demand due to its location and proximity to the steel works, a major provider of employment for Scunthorpe. There is a lot of grassed areas to the front and rear of properties giving an open appearance to the estate as a whole. Quite a few properties have been sold through the Right to Buy prior to stock transfer to North Lincolnshire Homes leaving those in need of improvement within the stock.

Most of the flats are in need of internal and external refurbishment, new communal doors and better parking nearer to the properties. In view of the high crime in the area, CCTV and fencing would also be welcomed.

There is school provision in the area for children of all ages with primary, junior and secondary schools within easy walking distance. Bus services to the town centre are regular and there are local shops.

### 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	10.00%
Transfer requests outwards	4.55%

**Green:**

Empty properties at 31/10/08	0.00%
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**Other indicators:**

Relets in year as % of total	3.64%
Tenancies of 2 – 5 years in length	15.45%
Tenancies of 5 years + in length	74.55%
Potential income after empty property loss	£337764.21
Repairs expenditure per annum (07/08 actuals)	£45149.94
Repairs in voids per annum (07/08 actuals)	£8242.54
Costs above/below potential income	£284371.73
Tenants in receipt of housing benefit	54.55%

**Comments on Performance Indicators**

The above indicators do not give any cause for concern. There is a high concentration of properties in the area but despite this, properties are mostly high demand. New tenancies under 2 years are at 10% but this cannot be compared against previous figures as this leaf has been split (previously part of Warley Road).

**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**

Housing management input to this area is quite regular in view of the high concentration of properties. The houses generally need very little management and therefore visits by the Housing Officer to some parts of the estate are quite infrequent. The main problem experienced in the area is untidy gardens.

Housing management staff work with the police on an informal basis exchanging information in a bid to help prevent criminal activity.

Generally the area is high demand for the houses and flats.

### **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
- Gather 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 Neighbourhood Services of North Lincolnshire Council 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 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 Warley Road area, we sent a questionnaire to each tenant

- The response rate was 20%.
- %'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:

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| <ul style="list-style-type: none"> <li>• 61% are happy with their homes</li> <li>• 42% like the area as it is close to relatives</li> <li>• 45% like the location</li> <li>• 35% dislike the area because it is untidy and unkempt</li> <li>• 34% would like caretakers in the area as and when necessary</li> <li>• 39% would like a planned painting programme – this was considered most important</li> <li>• 42% would like tidy roads and communal areas</li> </ul> |
| <ul style="list-style-type: none"> <li>• 35% would like better parking</li> <li>• 52% have been the victims of crime</li> <li>• 67% are not happy with the police presence in the area</li> <li>• 60% are not aware of the opportunities for tenant participation</li> </ul>   |

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. St. Lawrence and Warley Road combined was timetabled for

improvement works to start in April 2007 and most of the required works were undertaken in the first year. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress in the area.

### **Warley Road and St. Lawrence progress**

Bathroom Fittings	350
Boiler Replacement	67
Central Heating Systems	303
Chimney	17
External Doors	82
External Walls	129
Fires	152
Kitchen	260
Roof	159
Roof Line	178
Windows	87
Wiring	255

The business plan budget allocated for improvement works in Warley Road (including St. Lawrence) is **£8,068,326**. By October 2008 a total of **£4,091,898** 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 Warley Road area are as follows:

- External refurbishment to steel houses at Amos Crescent (re-rendering/cladding/painting)

- Remodel grassed area to St Lawrence Place and St Lawrence Road to provide easier access
- Provision of hard standings to the rear of properties at St Chads
- Provision of play facilities to flats where appropriate
- Provision of CCTV to flats where necessary

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.