

Estate Plan

The Lilacs, Scunthorpe

This plan covers the following areas and number of properties:

Location	No	Location	No
Ivanhoe Road	14	Sandhouse Crescent	10
Lilac Avenue	41	Woodstock Road	5

Estate Description

The Lilacs area has 70 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (70)
Flats – Ground Floor	12	0	0	0	12
Flats – First Floor	7	3	0	0	10
Houses	0	0	44	2	46
Leaseholders					2

All properties in this area are of a non – traditional concrete construction built in the 1950's. They are well constructed and structurally sound but are in need of major investment Demand is good for this type of property and there is no reason to suggest this should not continue. New windows are needed in addition to external painting and replacement of shed doors. New kitchens and bathrooms have now been fitted to half of the properties.

Parking to the area is inadequate in some locations and new fencing is needed. Garages are due to be demolished during January and February 2009 due to the lack of demand and the repairs that were required, making them economically unviable. The grassed area to the back of the flats on Ivanhoe Road is wasted and could be put to better use. Youths tend to use this area as a gathering point which has lead to vandalism to surrounding properties. The controlled garage site on Lilac Avenue is low demand and could also be looked at for alternative use. Throughout the area, guttering is in need of upgrading / renewal. Many trees in the area have become overgrown and need attention.

The area benefits from a playground and recreation ground and has local shops, community centre, church, schools and bus stops nearby. Access to the town centre is good with a regular bus service.

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 tenancies	13.24%
Transfer requests outwards	4.41%

Green:

Tenancies of 5 years + in length	63.23%
Empty properties at 31/10/08	1.47%

Other indicators:

Tenancies under 2 years in length	16.17%
Tenancies of 2 – 5 years in length	20.59%
Potential income after void loss	£196928.17
Repairs expenditure per annum (07/08 actuals)	£42544.56
Repairs in voids per annum (07/08 actuals)	£8410.46
Costs above/below potential income	£145973.15
Tenants in receipt of housing benefit	60.29%

Comments on Performance Indicators

The amber indicators give no cause for concern. The area is quite settled and stable with little movement and properties are quite popular. However, with a very high % of tenants claiming housing benefit, access to alternative social housing may be out of reach for many. There will always be some movement when there are flats in an area and residents needs change. The % of residents who have lived in the area for more than 5 years is rising which is a healthy sign.

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 at least three times per week to check for any tenancy enforcement issues and will carry out any necessary follow up action. There have been problems on Lilac Avenue with regards to drug activity but the police are aware of this.

The area, in relation to nuisance behaviour, is good however there are pockets of nuisance behaviour. Housing demand for all types of properties is good and tenancies are sustainable.

There is a newly formed residents group in the area and the Resident Involvement Officer of North Lincolnshire Homes is assisting them in their development as a group. A representative of the group can attend the Neighbourhood Action Team meeting for the Frodingham ward area. These provide an opportunity for the police to give and receive information on crime within specific areas. Residents can often help the police, North Lincolnshire Homes and other enforcement authorities with identification of persistent offenders.

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 Lilacs area, we sent a questionnaire to each tenant

- The response rate was 13%.
- %'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:

- 73% are happy with their homes
- 64% like the location
- 73% like the area because it is close to relatives / friends
- 27% consider the area to have high crime
- 27% consider the area to be unkempt
- None of those who responded want to move away from the area
- 45% would like the caretakers to visit when necessary
- 45% would like a planned painting programme
- 64% would like tidier roads and communal areas
- 46% would like play facilities for children
- 73% are not happy with the police presence in the area

- 54% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. The Lilacs was timetabled for window and door improvement works to start in April 2007 with the remainder of the programme scheduled for April 2009. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress in the Lilacs area.

The Lilacs progress

Boiler Replacement	1
Central Heating Systems	9
External Doors	20
Kitchen	1
Windows	25
Wiring	1

The business plan budget allocated for improvement works in The Lilacs leaf is **£871,035**. By October 2008 a total of **£118,777** 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 Lilacs area are as follows:

- Upgrading of lighting to car park on Ivanhoe Road and Lilac Avenue
- Replacement of fencing
- Consultation to take place on alternative use for grassed area to rear of flats on Ivanhoe Road & controlled garage site on Lilac Avenue
- Painting and repairs to garage blocks
- Replacement / renewal of guttering as necessary
- Grass verges to be altered to provide extra parking bays
- Fencing and gating to rear of flats to create defensible space and to reduce acts of vandalism

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.