

Estate Plan

Ulceby

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Abbots Way	8	Martins Road	3	Spruce Lane	2
Friars Gate	5	Pelham Villas Station Road	4	Walkers Way	7
Hallcroft	25	Priory Crescent	4	Williams Drive	7

Note: The Cloisters is dealt with under a separate plan

Estate Description

The Ulceby area has 65 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (65)
Bungalows	0	33	1	0	34
Houses	0	3	28	0	34

All properties are of a traditional build and either semi detached or terraced with the majority built in the 1960's or 1970's. There are problems with parking at Abbots Way, Friars Gate and particularly at Hallcroft where the access road is narrow and becomes severely congested and actually gridlocked at school drop off and pick up times. This causes nuisance and annoyance to the elderly residents. The areas would benefit from existing grassed areas being remodelled to provide extra car parking. Gardens on Martins Way and Hallcroft are open plan and would benefit from fencing to create defensible space

Ulceby has some local facilities, such as a Post office, village hall and convenience store and there are bus and train services to Barton, Grimsby and Cleethorpes. There is primary school provision however for secondary education, children go to Immingham.

Crime within the Ferry ward as a whole is fairly low with an average 57 reported crimes per month.

Performance Indicators

NLH 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 7.69%

Green:

Transfer requests outwards 1.53%

Tenancies of 5+years in length 75.38%

Other indicators:

Empty homes at 31/10/08 0.00%

Tenancies under 2 years in length 12.31%

Tenancies 2 –5 years in length 12.31%

Potential income after void loss £198391.41

Repairs expenditure per annum (07/08 actuals) £35380.00

Repairs in voids per annum (07/08 actuals) £3018.79

Costs above/below potential income £159992.62

Tenants in receipt of housing benefit 66.15%

Comments on Performance Indicators

The indicators show this to be a settled and sustainable area with very little movement. A recent Housing Rural Needs survey indicated that over 50% of residents in the village as a whole have lived in the parish for 20+ years (average 24 years) and many would like to stay in the area and purchase a property if available to them.

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 twice a week on average and will act on any tenancy enforcement issues regarding litter, parking and gardens. Mobile wardens also visit the elderly in the area and will liaise with the area office, repairs call centre or other agencies as necessary. Nuisance regularly occurs at Hallcroft where groups of youths congregate near the Health Centre in the evenings; police have often been contacted to try and curb this behaviour. In the past, Super caretakers have patrolled the area and their presence has helped to disperse the youths. At the present time however, patrolling is not being carried out.

There are 63 applicants at the present time waiting for properties within this area however of these, 66% are awaiting bungalows. The area is popular with demand for all properties being medium to high.

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.
- In response to views put forward in the Crime and Community survey, proposals have been put forward for an enviro –crime hit squad. The squad

will work with existing staff and the police to prevent and deter crime and tackle anti – social behaviour.

- 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 Ulceby area, we sent a questionnaire to each tenant

- The response rate was 38%.
- %'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:

- 76% are happy with their homes
- 62% are happy with the location
- 61% like the size of their properties
- 85% get on with their neighbours
- 50% like the area as they are close to relatives and friends
- 35% consider there is good Community Spirit
- 19% dislike the lack of facilities
- 46% dislike the lack of good transport
- 85% are settled in the area and do not wish to move away
- 57% would like caretakers to visit either 1 or 2 times a week or when necessary
- 34% would like better parking facilities
- 27% would like to see speed ramps
- 35% would like a regular bus service
- 50% would like to see a planned painting programme – this was considered to be the most important improvement needed
- 19% would like more secure parking
- 23% would like anti cycle barriers to walkways
- 27% would like tidy roads and communal areas
- 23% would like better security
- 85% are not happy with the police presence in the area

- 65% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Ulceby was timetabled for windows and doors in April 2008 and for other improvement works in April 2009. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Ulceby progress

Central Heating Systems	9
External Doors	54
Kitchen	1
Roof Line	92
Windows	56

The business plan budget allocated for improvement works in Ulceby is **£741,762**. By October 2008 a total of **£277,981** 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 Ulceby area are as follows:

- Remodel grassed areas to Friars Gate and Abbots Way to provide additional parking
- Decorate / replace fascias to garages and houses as necessary

- Refurbish front door porches to Walkers Way & Williams Drive
- Repair / replace guttering on properties & garages as required to Walkers Way & Williams Drive
- Repair / replace garage doors & fit numbers to doors – Walkers Way & Williams Drive
- Install street lighting to the footpath to the front of houses on Martins Road

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.