

## Estate Plan

### Warley Road

#### Estate Description

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Anderson Road	40	Fowler Road	3	Rowmills Road	4
Bennett Road	5	Healey Road	42	St. Botolphs Road	9
Burghley Road	20	Holgate Road	43	St. Lawrence Road	7
Cuxwold Road	3	Pryme Road	30	Tetley Road	6
East Common Lane	21	Radcliffe Court	16	Warley Road	110

The Warley Road area has 359 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (359)
Bedsit – Ground Floor	12	61	0	0	73
Flats – First Floor	14	61	0	0	75
Flats – Second Floor	2	52	0	0	54
Maisonettes – First Floor	0	0	3	0	3
Bungalows	0	20	115	6	141
Leaseholders					13

This area has a mixture of traditional brick built housing and Wimpey houses and flats with the majority (48%) being non – traditional Wimpey. The Wimpey homes were built between 1951 and 1968, are of a concrete construction and are structurally sound and well constructed.

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. One of the Wimpey blocks at Anderson Road has been re - roofed already but similar blocks need the same improvement.

Most of the flats are in need of 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 is a Community Centre and local shops including a post office.

### **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	25.95%
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#### **Amber:**

Relets in year as % of tenancies	14.87%
Transfer requests outwards	12.24%

#### **Green:**

Empty properties at 31/10/08	0.87%
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#### **Other indicators:**

Tenancies of 2 – 5 years in length	23.64%
Tenancies of 5 years + in length	51.11%
Potential income after empty property loss	£967511.07
Repairs expenditure per annum (07/08 actuals)	£147076.56
Repairs in voids per annum (07/08 actuals)	£71310.92
Costs above/below potential income	£749123.59
Tenants in receipt of housing benefit	65.89%

### **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 apart from the odd few low-rise blocks of flats. The % of people wanting to transfer out of the area has risen to 12.24, however hopefully this will decrease once improvements are made. No comparisons can be made against previous figures as this leaf has been split (previously with St. Lawrence).

### **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. However, there are some blocks of flats that need regular visits due to nuisance, anti social behaviour and vandalism. Fly tipping is also a serious problem which has meant regular input from estate caretakers to try and keep the area as clear as possible.

The Warley Road 3 storey blocks of flats are visited at least 3 times a week. These are subject to fly tipping of furniture and household waste on a very regular basis. Communal doors and windows have been smashed and flats have been broken into. With single persons and small families in the blocks, noise nuisance is also one of the main complaints. These properties are fairly low demand and need a great deal of improvement to make residents want to continue living in them. The Housing Officer notes tenancy enforcement issues whilst on estate inspection visits or as part of a walkabout with resident association representatives. Garages on Warley Road are due to be demolished during December 2008 as they require extensive repairs which made them economically unviable. There was a low demand for the garages and they had become a magnet for graffiti, vandalism and anti-social behaviour.

Anderson Road and Holgate Road flats are similar to the Warley Road flats and suffer the same problems of noise nuisance and anti social behaviour, which

includes smashing of communal doors, flytipping and graffiti. There is also evidence of drug dealing. The area is visited 2/3 times per week by the Housing Officer and there is regular clearance of dumped furniture by the caretakers.

Pryme Road flats are visited 2/3 times a week for similar reasons. The elderly in the bungalows are regularly subject to loud music, drug related and anti social behaviour caused by some occupants of the flats. The area has high crime levels but Housing Office staff are working with the police on an informal basis exchanging information in a bid to help prevent criminal activity.

There is a Residents Association in the Warley Road area but this does not cover Pryme Road or Anderson Road. A new residents association has just been created covering the Healey Road and St Botolphs Road area.

Generally the area is high demand for the houses but medium to low for the 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:

- 61% are happy with their homes
  - 42% like the area as it is close to relatives
  - 45% like the location
  - 35% dislike the area because it is untidy and unkempt
  - 34% would like caretakers in the area as and when necessary
  - 39% would like a planned painting programme – this was considered most important
  - 42% would like tidy roads and communal areas
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- 35% would like better parking
  - 52% have been the victims of crime
  - 67% are not happy with the police presence in the area
  - 60% are not aware of the opportunities for tenant participation

## **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Warley Road was timetabled for improvement work 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 Warley Road area. The figures include St. Lawrence which is also reported in another estate plan.

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

Bathroom Fittings	350
Boiler Replacement	67
Central Heating	303
Systems	
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 Holgate Road flats – including secure communal doors
- Internal redecoration and carpeting of concrete floors to Radcliffe Court
- Remodel grassed areas to provide parking spaces to front of flats where appropriate ( Anderson Road, Holgate Road, Warley Road)
- Consider extending width of slip road to St Botolphs Road to provide closer parking
- Consider widening of Bennett Road to provide better access
- Provision of drives to houses on Burghley Road where possible
- Provision of vehicular access to front gardens of Healy Road bungalows
- Painting repairs to the frontage of Pryme Road flats (bottom 3<sup>rd</sup> of pebbledash)
- Replacement of gate (with metal) to the gable end of Pryme Road flats
- Provision of panelled fencing and wider path to give privacy to ground floor properties at Pryme Road.

- Redesign or removal of shed blocks to Warley Road flats
- Improvement of back gardens, fencing and lighting to Warley Road flats
- Installation of communal Integrated Reception System (IRS) for reception of digital television / radio / satellite channels (Warley Road flats)
- Upgrading of communal doors and door entry system to Warley Road flats
- Relocate and upgrade communal entrance door from front to side of Healey Road shops
- Provision of designated parking bays to Healey Road bungalows
- Relocation / removal of sheds away from communal entrances to 3 storey blocks (Anderson Road)
- Upgrading of lighting to all blocks of flats
- Upgrading of lighting and provision of metal security fencing to block off the rear of Tetley Road bungalows
- Consultation to be undertaken on blocking off the end of Tetley Road to prevent cars cutting through to Fowler Road
- Upgrading of security fencing and gates to all flats
- Consideration of programme to enclose balconies to flats
- 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.