

Estate Plan

West Butterwick

This plan covers the following areas and number of properties:

Location	No	Location	No
Park View Terrace	2	The Croft	12
Parklands	13	West Street	8
Riverside Flats North Street	10		

Estate Description

The West Butterwick area has 45 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	No of Properties (45)
Flats – Ground Floor	5	0	0	5
Flats – First Floor	0	5	0	5
Bungalows	16	0	0	16
Houses	0	4	15	19

The majority of the properties are of a traditional brick build, which a recent stock survey has shown, are well constructed and structurally sound. However a few of the 3 bedroom houses at West Street are non-traditional and are of a pre-cast concrete construction which has been deemed defective. These have suffered from poor insulation and water penetration but were given an outer brick skin prior to 1996 which has helped to prolong their life span.

Parking is a problem generally throughout the area. At Parklands the road is narrow and houses would benefit from hard standings. The bungalows at West Street are situated on a busy road and would also be improved with off road parking. The Croft is close to an industrial unit and residents find that parking by the workers at the unit often spills over into their car park, which can be inconvenient. There are 3 garages on this site but these are in a bad state of repair. Other garage provision in the area is adequate however remedial work is needed to the forecourt.

The village is situated 5 miles south west of Scunthorpe, on the eastern side of the Isle of Axholme. There has been new development to infill sites and more recently new build to the northern end of the village. There is a post office and general stores, primary school provision, village hall, church and pubs. Regular buses are available on a daily basis to both Scunthorpe and Gainsborough in addition to weekly services to Gainsborough and Goole. Crime within the region is fairly low with on average 42 report crimes per month per year.

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	20.67%
Transfer requests outwards	8.89%
Tenancies under 2 years in length	26.67%

Green:

Tenancies of 5 years + in length	62.22%
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Other indicators:

Empty properties at 31/10/08	0.00%
Tenancies of 2 – 5 years in length	11.11%
Potential income after void loss	£128481.02
Repairs expenditure per annum (07/08 actuals)	£24583.21
Repairs in voids per annum (07/08 actuals)	£4934.62
Costs above/below potential income	£98963.19
Tenants in receipt of housing benefit	57.78%

Comments on Performance Indicators

The amber indicators show some instability over the last year with 9 relets during the year. Other than this however, the indicators still show over 60% with tenancies of 5 years+ indicating a settled community. Demand can be low at times due to the location and lack of choice with regard to fuel type & costs.

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

Due to the out of town location, crime and nuisance reports are very low. Housing management input therefore is quite small with visits made only once a fortnight. Caretakers visit the area as and when necessary.

Properties have all electric heating, some of which is underfloor and can be expensive. This can make the letting of properties difficult at times.

Although there is no resident association in the area, tenants can be represented at the Isle of Axholme Village Voice group.

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.

Works identified specifically for the West Butterwick area are as follows:

- Provide off road parking to Parklands and West Street
- Demolish garages to The Croft & create further parking area
- Provide 'Residents Only Parking' signs to The Croft
- Repair/resurface garage forecourt
- Consultation to take place on provision of alternative heating
- Upgrade where needed to Digital Aerials.
- There are proposals to build several 2 bed bungalows on Parklands and The Croft following the demolition of old garages. North Lincolnshire Homes is currently waiting for planning permission for the proposed new homes.

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.
- 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

Nat Meetings

Neighbourhood Action Team meetings take place approximate every 4-6 weeks. They alternate between the villages in the Isle where members of local Police, North Lincolnshire Homes ,Safer Neighbourhoods,Tenants Inspectors and Council members meet together to discuss cases of crime and anti-social behaviour to ensure that the sharing of information means that any problem cases can be tackled through multi-agency working.

The next planned meeting is yet to be confirmed.

Consultation

To give us more detailed information on tenant's aspirations and what it is like to live in the West Butterwick area, we sent a questionnaire to each tenant

- The response rate was 28%.
- %'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"> • 76% are happy with their homes and the location • 54% like the area as they have good neighbours and are close to relatives or friends • 38% considered the area to have a low crime rate • 46% dislike the lack of facilities |
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- 38% dislike the lack of good transport services
- 62% are settled in the area and do not wish to move
- 54% would like a planned painting programme
- 34% would like regular bus services
- 23% would like to see tidy roads and communal areas
- 69% are not happy with the police presence in the area

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. West Butterwick is timetabled for all improvements to start in April 2011. Subsequent programmes in future years will pick up environmental and estate related issues. Some ad-hoc improvement works have already taken place but these are only scheduled in if there is an urgent need. To date the following has been replaced:

West Butterwick progress

Bathroom Fittings	1
Boiler Replacement	2
Central Heating Systems	6
Fires	3
Kitchen	2

The business plan budget allocated for improvement works in West Butterwick is **£560,881**. By October 2008 a total of **£18,946** 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

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.