

Estate Plan

East Parade, Brigg

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Central Square	7	Hawthorn Avenue	49	West Square	4
East Parade	6	Preston Drive	11	Woodbine Avenue	6

Estate Description

The area consists of 83 properties made up as follows:

Type	1 Bed	2 Bed	3 Bed	No of Properties (83)
Bungalows	0	11	0	11
Houses	0	28	44	72

This area is well situated on the outskirts of Brigg town centre. It is close to primary and secondary school provision, recreation and football grounds. The majority of the properties are family size houses and are consequently high demand. Many houses have been sold through Right to Buy prior to the stock transfer to North Lincolnshire Homes and in some roads there are only half a dozen or so houses that remain in the council stock. Those that remain are mainly 2 bedroom terraced houses on Hawthorne Avenue and OAP bungalows on Preston Drive.

Most of the properties are in need of new windows and doors and the bungalows could do with the kitchens being upgraded. On Hawthorn Avenue and Central Square, parking problems would be alleviated by the provision of parking bays to prevent the grassed verges being churned up. Residents in the terraced houses also lack privacy at the rear due to the access path being right next to the kitchen windows.

Garage provision in the area is poor with those at West Square being in a dilapidated state, boarded up and difficult to access. These garages are due to be demolished during March 2009. Residents in Hawthorn Avenue have made it known that they would like grass verges to be removed and parking bays provided both to help tidy up the area as well as giving better parking for all.

There is an active residents association in the area that meets on a regular basis. The residents association also forms part of the local Neighbourhood Watch group. Representatives of both the residents association and the Neighbourhood Watch can attend the Neighbourhood Action team meetings.

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	6.09%
Transfer requests outwards	6.09%

Green:

Tenancies of 5 years + in length	65.85%
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Other indicators:

Empty homes at 31/10/08	1.20%
Tenancies under 2 years in length	15.85%
Tenancies 2 – 5 years in length	18.29%
Potential income after empty property loss	£252552.64
Repairs expenditure per annum (07/08 actuals)	£35732.87
Repairs in voids per annum (07/08 actuals)	£5325.50
Costs above/below potential income	£211494.27
% of tenants in receipt of housing benefit	59.76%

Comments on Performance Indicators

Indicators show this to be a stable and sustainable community. Many tenants have lived in the area for a long time and there is only a small amount wishing to move out of the area. The area will continue to be popular due to its location and type of accommodation offered. To date, many of the houses on this estate have been sold through Right to Buy and it is quite likely that this trend will continue.

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 the area is fairly high with the Housing Officer visiting generally at least twice a week to check the area for any tenancy issues and to undertake tenancy related tasks. In Hawthorn Avenue area, properties are terraced, mostly owned by North Lincolnshire Homes and where the majority of tenancy breaches occur. The area as a whole is high demand with over 200 applicants waiting for a house.

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 East Parade area, we sent a questionnaire to each tenant

- The response rate was 23%.
- %'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:

- 52% are happy with their homes
- 33% like the area because they are close to relatives and friends
- 24% consider the area to be unkempt
- 43% consider the area to be noisy / bad – 14% feel this is the worst thing about the area
- 24% dislike the lack of private space
- 62% are settled in the area and don't wish to move
- 33% would like to move – of these, 38% gave reasons of suffering from harassment or anti social behaviour
- 43% considered there is no Community Spirit
- 67% would like caretakers to visit as and when necessary
- 52% would like better parking
- 33% would like tidier roads and communal areas

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. East Parade was timetabled for windows and doors in April 2008 and for other improvement works in April 2011. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

East Parade progress

Central Heating Systems	7
Kitchen	1
Windows	1
Wiring	2

The business plan budget allocated for improvement works in East Parade is **£685,776**. By October 2008 a total of **£17,306** 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 East Parade area are as follows:

- Removal of grass verges to create parking bays and ease congestion
- Upgrading of doors and windows to Upvc as necessary
- Upgrading of kitchens to Preston Drive
- Demolition of garages to West Square to provide parking area – Completed November 2008
- Create better access from terraced properties to street frontage

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.