

Estate Plan

Newlands, Brigg

Location	No	Location	No	Location	No
Almond Grove	14	Cherry Tree Avenue	10	Magrath Court	14
Ash Grove	9	Dixon Close	17	Mill Lane	11
Barnard Avenue	21	Elm Way	10	Redcombe Lane	2
Birch Avenue	12	Elwes Street	1	Wesley Road	1
Brocklesby Court	8	Kingsway	16		

Estate Description

There are 146 properties in the area made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (146)
Flats – Ground Floor	4	2	0	0	6
Maisonettes – First Floor	0	4	0	0	4
Bungalows	56	6	0	0	62
Houses	14	1	59	0	74

Newlands is a popular area of Brigg situated within easy walking distance of town centre amenities. The majority of properties are either family size houses, which are high demand or aged persons bungalows. 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 North Lincolnshire Homes ownership. Properties are showing signs of ageing and are generally in need of painting or upgrading with UPVC windows and doors. Work to replace windows and doors has already been completed in the 2005/6 Capital Works programme for the few properties in Almond Grove. Parking at Barnard Avenue and Kingsway is inadequate with few spaces. On Cherry Tree Avenue and Elm Way residents tend to park on the grass verges which has resulted in the grass becoming churned up and unsightly.

Brocklesby Court is in need of modernisation and lacks adequate parking. If cars are parked, access to the few garages can be difficult. The exterior fabric of the building is in a bad state of repair and appears neglected. The Court is not well sign posted from the front and access to the back is quite open.

There is primary and secondary school provision as well as recreation grounds within a short distance.

There are no community groups or resident associations that cover this area of Brigg however representatives can attend the Neighbourhood Action Team which meets regularly.

Brigg is one of the principal growth settlements within North Lincolnshire. Private new housing is being developed in the immediate area on Redcombe Lane and leading

off Almond Grove. Northern Counties Housing Association provides 2 affordable housing properties within the area covered by this plan

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 12 months to 31/10/08)

Red: There are no red indicators

Amber:

Transfer requests outwards	7.64%
Tenancies 2 – 5 years in length	22.22%
Relets in year as % of total	7.64%

Green: There are no green indicators

Other indicators:

Empty properties at 31/10/08	1.39%
Tenancies under 2 years in length	16.67%
Tenancies of 5 years and over	61.11%
Potential income after empty property loss	£431318.65
Repairs expenditure per annum (07/08 actuals)	£94350.08
Repairs in voids per annum (07/08 actuals)	£8900.44
Costs above/below potential income	£328068.13
Tenants in receipt of housing benefit	66.67%

Comments on Performance Indicators

The lack of red indicators and the number of residents that have been in their homes for over 5 years shows this to be a stable sustainable community. However, over the last year there has been some turnover of properties, hence the amber indicators. New tenancies have therefore increased to 16.67%.

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

Management input to the area is fairly low however the Housing Officer visits to check the area as and when necessary for any tenancy enforcement issues. Mobile Support Officers visit the elderly in aged person's accommodation once a week and will liaise with the area housing management staff, caretakers, social services or repairs call centre as necessary.

Waiting lists for the area are high for all types of accommodation with demand for houses continuing to be high due to the town location and the dwindling stock through the Preserved Right to Buy and Right to Acquire.

Management input to the Brocklesby Court area is high compared to the others areas of this estate plan due to the estate management and tenancy issues that arise.

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 Newlands area, we sent a questionnaire to each tenant

- The response rate was 26%.
- %'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:

- 70% are happy with their homes and 62% the location
- 74% like the area as it is close to the town
- 56% like the area as it has good local amenities
- 20% dislike the size of their property
- 15% dislike the lack of private space
- 15% consider the area to be unkempt
- 71% are settled and do not wish to move away.
- Of those who wish to move, 30% want a bigger home
- 41% would like caretakers to visit when necessary
- 35% would like better parking
- 29% would like to see a planned painting programme – this was considered to be the most important improvement needed
- 26% would like hard standings to the front of their properties
- 27% would like to see tidy roads and communal areas
- 53% are not happy with the police presence in the area
- 47% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Newlands was timetabled for windows and doors in April 2008 and for other improvement works in April 2010. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Newlands progress

Bathroom Fittings	1
Boiler Replacement	6
Central Heating Systems	22
External Doors	2
Fires	8
Kitchen	2
Windows	3
Wiring	1

The business plan budget allocated for improvement works in Newlands is **£1,303,028**. By October 2008 a total of **£62,433** 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 Newlands area are as follows:

- Redesign of area to back of Brocklesby Court to provide better parking
- New signage to front of Brocklesby Court & 'Residents Only Parking'
- Overall of external areas of Brocklesby Court

- Refurbishment of communal areas and doors to Brocklesby Court
- Install a door entry system to the communal doors at Brocklesby Court
- Provide off road parking to properties on Mill Lane
- Removal of grass verges and provision of parking bays to Cherry Tree Avenue and Elm Way
- Remodelling of parking area to Barnard Avenue bungalows to provide extra parking
- Fencing to main road gardens at Barnard Avenue to provide defensible space
- Upgrade of lighting to back of bungalows at Barnard Avenue
- Upvc upgrades to all windows and doors and 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.