

Estate Plan

Broughton (excluding Group Dwellings)

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Bassett Close	1	Dixon Avenue	15	Manby House	14
Catherine Grove	12	Estate Avenue	1	South View	16
Church Lane	7	George Street	33	Windsor Way	5
Coronation Gdns	6	Lilywood Road	23	Wyatt Avenue	9

Estate Description

The Broughton area has 142 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (142)
Flats – Ground Floor	5	6	2	0	13
Flats – First Floor	1	4	2	0	7
Bungalows	22	64	4	0	90
Houses	0	10	13	1	24
Leaseholders					8

Broughton is a popular village approximately 5 miles from Scunthorpe Town centre. The area is a medium growth settlement and in high demand. With mainly OAP designated properties, there is always a waiting list for both houses and flats.

Many bungalows and houses have suffered through lack of investment and are in need of new doors and windows. Bungalows on George Street have already benefited from new windows paid for by the, now eradicated, estate based budget. There is generally a lack of parking, especially to the bungalows on George Street and Wyatt Avenue and many large grassed areas could be put to better use to provide parking bays. There is evidence of tenants parking on the grass in front of their properties, which leaves the area unsightly and ruins the grass.

Manby House, a block of flats at the end of Wyatt Avenue, is in need of updating internally although externally it is quite pleasant with ample parking. There are however potholes to the car park which needs resurfacing. Internally, painting and repairs are necessary and the building needs new flooring throughout. The communal aerial was upgraded to digital under the 2005/6 Capital Works programme.

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:

Transfer requests outwards	7.63%
Relets in years as % of tenancies	7.46%

Green:

Tenancies of 5+ years	72.52%
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Other indicators:

Tenancies under 2 years in length	13.74%
Tenancies 2 – 5 years in length	13.74%
Empty Homes at 31/10/08	2.24%
Potential income after void loss	£388070.50
Repairs expenditure per annum (07/08 actuals)	£53217.03
Repairs in voids per annum (07/08 actuals)	£11906.35
Costs above/below potential income	£322947.12
Tenants in receipt of housing benefit	64.12%

Comments on Performance Indicators

The indicators show that this is a settled community with little movement. With a high % of tenants having lived in the area for 5+ years, this will create stability and sustainability. Although there is a small number wishing to transfer, this could be due to tenants of flats wanting houses or others wanting to move into sheltered housing within the village.

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

There is an active residents group at Lilywood Road that meets regularly with the Housing Officer and local Ward Councillors are invited to attend. This provides for 2 way sharing of information on housing and other related issues.

Representatives of the group are also able to attend the Neighbourhood Action Team Meetings. These provide an opportunity for the police to give and receive information on crime within specific areas. Residents can often help the police with identification of persistent offenders. There has been very little anti social behaviour reported to the Housing Officer over the past year and although there has been some neighbour problems these have tended to be personal disputes.

Housing Officers and Estate Caretakers visit at least once a fortnight to check the area for estate management or tenancy enforcement issues and will deal with any reports of nuisance or anti social behaviour. There have been regular problems with residents parking on the grassed areas and this is one of the issues that will be addressed within this plan. Mobile Support Officers also visit elderly residents once a week and will liaise with other support services as necessary. They also help tenants to report repairs and provide a link with the area Housing

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 Broughton area, we sent a questionnaire to each tenant

The response rate was 22%.

- %'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:

- 82% are happy with their homes and 55% the location
- 61% like the area because they have good neighbours
- 37% considered the area to have a low crime rate
- Only 42% considered there is good Community Spirit
- Only 18% thought there are good local amenities
- The majority of those who responded would like to see caretakers when necessary. The elderly would like them to deal with the little jobs they cannot manage and visit to ensure they are ok
- 50% would like a planned painting and programme
- 34% would like better parking facilities
- 18% want new windows and doors

- The most important improvement wanted is speed ramps
- 53% are not happy with the police presence in the area although only 24% have been a victim of crime and 16% a victim of anti social behaviour

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Broughton is timetabled for improvement works to start in April 2010. 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:

Broughton progress

Bathroom Fittings	2
Boiler Replacement	1
Central Heating Systems	15
Kitchen	4
Wiring	1

The business plan budget allocated for improvement works in Broughton is **£1,834,498**. By October 2008 a total of **£48,410** 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 Broughton area are as follows:

- Remodel grassed areas to provide car parking provision to bungalows on George St, Wyatt Avenue and Dixon Avenue
- Resurface car park to Manby House
- Internal painting and refurbishment to Manby House
- Provide front fencing to Wyatt Avenue and Dixon Avenue bungalows to give defensible space
- Consult on provision of speed ramps to Lilywood Road
- Better lighting to Lilywood Road and Manby House (Raised at resident association meetings)

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.