

Estate Plan

Crowle & Ealand

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Axholme Avenue	22	High Street	4	Southfield Road	5
Bourne Court	12	Johnsons Lane	5	Tetley View	9
Chesnut Avenue	1	Laburnum Grove	11	Wharf Road	4
Cranidge Close	20	Lindum Grove	10	Windsor Crescent	9
Crowland Road	12	Manor Road	2	Windsor Lane	9
Eastoft Road	8	Maple Avenue	1	Windsor Road	38
Fieldside	4	Northfield Place	1		
Godnow Road	16	Outgate	2		

Estate Description

The Crowle & Ealand area has 205 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (205)
Flats – Ground Floor	18	25	1	0	44
Flats – First Floor	0	41	0	0	41
Bungalows	26	12	0	0	38
Houses	0	14	61	2	77
Leaseholders					5

The majority of properties in the area are of a traditional brick build and either semi detached or terraced. There are however some non – traditional Airey houses on Windsor lane. These look very similar to traditional housing as they were all given an outer brick skin when refurbished by Boothferry Council. The houses are made of pre – cast concrete and were built in the 1950's. These types of properties have poor insulation and water penetration however the brick skin has helped to make them more sustainable and they are therefore likely to be treated as normal traditional housing at least in the short term.

Within Crowle, there are many parking issues with a general lack of off road facilities. Areas such as Laburnum Grove and Crowland Road are very busy and become congested and would benefit from grassed areas being remodelled to provide better parking. Residents have asked for new windows and kitchens; heating is also a problem as most boilers are run on solid fuel. Some properties, at Windsor Road and Bourne Court, have already had new boilers and many had Insulation works during the 2005/6 Capital Works programme. The bungalows at Laburnum Grove lack any form of defensible space and although the gardens are pleasant and well kept, there is no privacy.

A Housing Needs survey undertaken in August 2005 showed the area to be popular with a high level of owner occupation. There are good links to the M180,

M18, M62 and M1 motorways. With location 8 miles from Scunthorpe, the area is also on the main railway line from Grimsby to Doncaster. Crowle and Ealand have good local facilities with shops, post office, library, pubs, Community hall, playing fields, schools and children's play area. There is also the Crowle Resource Centre, which offers information on a variety of local services. Bus and train services are good with daily rail and bus services to Doncaster as well as bus services to Scunthorpe, which includes Sundays.

The area is deemed a medium growth settlement and as such has seen a growth in properties with proposals for 90 new dwellings in the current Local Plan; 18 of these should be affordable housing. Many North Lincolnshire Homes properties have already been sold through the Right to Buy and others may well follow suit due to the popularity of the area. Local residents have voiced their views that recent developments have destroyed the 'village' atmosphere in Crowle and the Ealand drainage system is insufficient to deal with the increase in population.

Crime in the area is quite low with an average 40 reported incidents per month for the whole of the Axholme North ward.

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 total	8.04%
Transfer requests outwards	5.03%

Green:

Empty properties at 31/10/08	0.50%
Tenancies of 5 + years in length	69.35%

Other indicators:

Tenancies under 2 years in length	15.58%
Tenancies of 2 – 5 years in length	15.07%
Potential income after empty property loss	£563800.57
Repairs expenditure per annum (07/08 actuals)	£60374.02
Repairs in voids per annum (07/08 actuals)	£23183.04
Costs above/below potential income	£480243.51
Tenants in receipt of housing benefit	61.31%

Comments on Performance Indicators

The indicators show this to be a settled and sustainable area with very few properties becoming empty. The number of people wanting to transfer has reduced over the past year to 5.03%. Whilst the number of long term residents has reduced slightly, the number of new and medium term residents is rising steadily.

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

The Housing Officer visits the area at least 3 times a week more if necessary. Ealand has very little in the way of management problems but there are parking & nuisance issues in Crowle. There are several ongoing cases of anti – social behaviour and the lack of fencing can fuel problems as residents lack defensible space.

Nat Meetings

Neighbourhood Action Team meetings take place every 2 Months at Keadby School 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 case can be tackled through multi agency meetings.

Estate inspections

An estate inspection was carried out on Thursday 20 November at 2pm. An introduction of a traffic light system was introduced and an amber rating was given.

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
- 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.
- In response to views put forward in the Crime and Community survey, proposals have been put forward for an enviro –crime hit squad. The squad will work with existing staff and the police to prevent and deter crime and tackle anti – social behaviour.
- 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

Consultation

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

- The response rate was 48%.
- %'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:

- 74% are happy with their homes and 61% the location
- 54% like the area as they are close to relatives or friends
- 20% dislike the lack of play facilities
- 21% dislike the lack of good transport
- 72% are settled and do not wish to move
- 37% would like caretakers to visit when necessary
- 47% would like better parking
- 33% would like garage provision
- 26% would like a regular bus service
- 32% would like a planned painting programme
- 31% would like tidy roads and communal areas
- 22% would like hard standings to the front of their properties
- 63% are not happy with the police presence in the area
- 54% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Crowle is timetabled for all improvement works to start in April 2010 while Ealand is scheduled for work to start 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:

Crowle progress

Bathroom Fittings	1
Central Heating Systems	13
External Doors	1
Fires	3
Kitchen	7
Roof Line	1
Windows	2
Wiring	2

The business plan budget allocated for improvement works in Crowle is **£2,482,267**. By October 2008 a total of **£52,975** has been expended on all improvement work.

Ealand progress

Central Heating Systems	1
Windows	1

The business plan budget allocated for improvement works in Ealand is **£203,471**. By October 2008 a total of **£554** 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 Crowle and Ealand area are as follows:

- Resurface garage forecourt to Axholme Avenue
- Remodel grassed area to Axholme Avenue to provide better parking
- Provision of off road parking to Southfield Road, Windsor Crescent and Lindum Grove
- Remodel Laburnum Grove and Cranidge Road to provide better parking
- Provision of front fencing to Laburnum Grove to give defensible space
- Provision of hard standing and fencing to front gardens on Crowland Road
- Provision of fencing to front and back of Godnow Road bungalows to give privacy and defensible space.
- Manor Gardens has been demolished and there are proposals to build a block of 2 bed aged persons flats for the over 55's.

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.