

## **Estate Plan**

### **Hibaldstow**

**This plan covers the following areas and number of properties:**

Location	No	Location	No
Coronation Bungalows	8	Meadow Court	12
Dallisons Road	14	Nookings Drive	29
Glanford Crescent	3	Pelham View	10
Greenfield Drive	2	Redbourne Road	1
Ings lane	11	St. Albans Close	37
Manton Lane	3	Station Road	1

### **Estate Description**

The Hibaldstow area has 131 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (131)
Flats – Ground Floor	1	0	0	0	1
Bungalows	5	52	0	0	57
Houses	0	4	65	1	70
Leaseholders					3

All properties are of traditional build with the majority of houses being terraced. Demand for the area is average. Most of the houses are in the Dallisons Road and Nookings Drive area but these are quite small family properties and lack adequate parking and defensible space. Access roads are very tight due to the amount of cars and residents like to park as near to their homes as possible due to fear of car crime.

The area appears congested due to the sheer number of parked cars and access is difficult. Although grassed areas have in the past helped improve appearance, in order to encourage residents to stay and settle in the area, provision of secure parking will need to become a priority. As part of the new build developments by North Lincolnshire Homes in the village of Hilbaldstow, off street parking is going to be provided to the areas of Nookings Drive, Dallisons Road and Meadow Court.

There is a residents group in the area and the meetings are well attended. The area has it's own meeting place as a house has been converted into a community meeting point and the property is managed and maintained by the residents association. The residents association is very active and they organise various community events for all sectors of the community. During a recent day of action in the Nookings Drive and Dallisons Road area, many residents got involved along side North Lincolnshire Homes staff to make improvements to the area.

Local transport links to the area are not very good and there is only Primary school provision in the village.

### **Performance Indicators**

North Lincolnshire Homes has an Asset Management Plan that looks at various indicators. These tell us whether the area is a place that people want to live and remain in, 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	7.031%
Tenancies under 2 years as % of tenancies	15.63%

#### **Green:**

Empty homes (at 31/10/08)	0.78%
---------------------------	-------

#### **Other Indicators:**

Transfer requests outward	3.13%
Tenancies 2 – 5 years in length	18.75%
Tenancies over 5 years in length	65.63%
Potential income after empty property loss	£392551.91
Repairs expenditure per annum (07/08 actuals)	£50313.87
Repairs in voids per annum (07/08 actuals)	£15995.43
Costs above/below potential income	£3262421.61
Tenants in receipt of housing benefit	61.71%

### **Comments on Performance Indicators**

15.63% of tenants are fairly new to the area hence the amber indicator. Over half the tenants have lived in the area for 5 years or more which shows a certain amount of stability.

Although there is an indication that residents want to move out of the area, this is matched by the number of new tenants moving in. Movement tends to be concentrated on the Dallisons Road and Nookings Drive areas, which have the 3 bedroom houses, whereas occupancy of the bungalows is fairly stable.

North British Housing has a few properties in this village but these do not become vacant very often. There is no indication of residents wanting to move out of the area but there are people on the waiting list that have been waiting for some time.

### **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 have been previously been reports of nuisance and anti social behaviour in the Nookings Drive and Dallisons Rd areas. These types of problems can be exacerbated when residents lack defensible space and the area is congested. North Lincolnshire Homes work alongside the Local Policing Team and the Anti-Social Behaviour Officer of the Safer Neighbourhoods Partnership to resolve any anti-social behaviour issues.

The terraced blocks tend to be the most unpopular due to the lack of private space and parking nearby. A few tenants in these blocks have erected fences around their front gardens to give them defensible space, but the majority of gardens are still open plan.

A strong contributing factor for requests for transfers is lack of parking facilities and there is no vehicular access to a number of properties. Providing better

parking facilities and defensible space for all should encourage people to want to remain in their homes and in the area.

Housing staff visit the area weekly and will note breaches of tenancy and carry out any necessary tenancy enforcement action. A scheduled estate inspection was undertaken on 16 October 2008 to the Hilbaldstow area. The inspection was attended by the Housing Officer and invitations sent to North Lincolnshire Homes tenant inspectors and residents of the area. The area was rated as green meaning the area is a clean and pleasant place to live with no environmental issues.

### **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

### **Consultation**

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

- The response rate was 26%.

- Replies were received from every part of the area however just over a quarter of replies came from residents of St Albans Close
- %'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:**

- 68% are happy with their homes
- 29% felt that the area is clean and well kept
- 23% considered there is good Community Spirit
- 71% are happy and want to stay in the area
- 29% considered there was a lack of facilities
- 18% said the area is unkempt
- 26% felt there is no community spirit
- 24% would like to move away – the main reasons for this are harassment, intimidation and anti social behaviour
- A majority (55%) would like caretakers to visit 1 – 2 times per week or when necessary
- The worst thing about the area is considered to be lack of good transport
- The most popular improvements requested are better parking and a regular bus service.
- 42% have been the victims of crime – mainly involving vehicles

**Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Hibaldstow is timetabled for all 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:

**Hibaldstow progress**

Boiler Replacement	3
Central Heating Systems	15
Fires	4
Kitchen	5
Roof Line	1
Wiring	2

The business plan budget allocated for improvement works in Hibaldstow is **£1,382,371**. By October 2008 a total of **£45,325** 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.

<b><u>Element</u></b>	<b><u>Programme Numbers</u></b>
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 in the Hibaldstow area are:

- Dropped kerbs and hard standing – these would enhance the area by removing parked vehicles from the roadside or grassed areas and reduce the number of abandoned vehicles. – Greenfield Drive, Nookings Drive and Dallisons Road – To be completed as part of the new build development
- Vehicular access to properties that only have pedestrian access – this would improve demand and give residents greater security and convenience
- Painting to front of bungalows on Meadow Court (where boilers replaced)
- Better sign posting for Nookings Drive and Dallisons Road
- Converting of large grassed areas to hard standing would provide additional convenient parking facilities.
- Fencing to the front of the terraced properties to give defensible space and encourage ownership.
- Painting programme to enhance the general appearance of the area

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 Hibaldstow 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.