

Estate Plan

Mary Street, Scunthorpe

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Bruce Street	2	Gervase Street	10	Mary Street	7
Cliff Gardens	1	Henry Street	15		

Estate Description

The area consists of 35 properties.

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (35)
Houses			35		35

All these houses are situated in the town centre close to the main shopping area and are therefore popular and in high demand. There is an ethnic mix in the area as well as a mixture of tenures with owner-occupiers and private tenants living alongside North Lincolnshire Homes tenants.

The properties had new roofs in 2001/2 but are generally old fashioned inside with most having downstairs toilet facilities and some having no gas. Some fencing is in a bad condition with gates either missing or in need of repair, which creates a lack of defensible space and makes the area appear unkempt. Due to the location there are problems with anti social behaviour from visitors to the pubs and restaurants nearby. Rubbish that accumulates to the back of the establishments is easily blown into nearby gardens. Parking is restricted to the Doncaster Road end of each road and can be difficult due to yellow lines. Hard standings to the front gardens would help alleviate this problem. There has been recent successful police activity in the area with checks made on unregistered and untaxed vehicles.

With alleyways to the back of the houses, youths causing a disturbance have easy escape routes which can make crime more rife. Crime within the Town ward is the highest in the county with on average 296 reported crimes per month. Facilities are good however with schools, youth club and playing fields nearby. Unemployment within the Frodingham and Town ward is high and for those who are working, occupations are generally semi – skilled and relatively low paid. Along with the Brumby ward, the area ranks amongst the top 10% most deprived areas in the country for multiple deprivation. The area also ranks within the top 20% of wards in the country in terms of educational disadvantage.

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:

Tenancies of 2 – 5 years in length	14.28%
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Green:

Empty homes as at 31/10/08	0.00%
Relets in year as % of tenancies	0.00%
Transfer requests outwards	2.86%
Tenancies of 5 years and over	82.86%

Other indicators:

Tenancies under 2 years in length	2.86%
Potential income after void loss	£107049.60
Repairs expenditure per annum (07/08 actuals)	£24424.32
Repairs in voids per annum (07/08 actuals)	£72.02
Costs above/below potential income	£82553.26
Tenants in receipt of housing benefit	65.71%

Comments on Performance Indicators

The indicators show this to be a stable and sustainable area with little movement. This is due to the town centre location as well as the properties being the most popular type of dwelling. There are very few requests for transfer and with Right to Buy it is quite likely that the stock may continue to dwindle.

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 regularly to deal with tenancy enforcement issues as well as neighbour nuisance and anti – social behaviour. There have been complaints about children and noise nuisance. Tenancy enforcement has concentrated on parking issues and the condition of gardens. With the lack of decent fencing, it can be difficult for tenants to defend their garden space and keep the area looking tidy. Due to the location near fast food outlets, restaurants and pubs it can also be difficult to keep the general area from looking untidy.

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 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 North Lincolnshire Council’s Neighbourhood Services 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 (Assured Shorthold) 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 Mary Street area, we sent a questionnaire to each tenant

- The response rate was low with only 13% responding to the survey.
- %’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:

- 67% are happy with their homes and 50% are happy with the location
- 50% commented that the area is unkempt
- 33% feel there is a lack of play facilities for children
- 33% considered the area to be a noisy /bad area
- 33% considered there is good Community Spirit
- 50% would like caretakers to visit 1 – 2 times a month
- 67% would like better parking facilities
- 50% would like play areas for children, tidy roads and communal areas
- 50% are not happy with the police presence in the area although only 33% have been victims of crime and 17% suffered from anti – social behaviour
- No one who responded was aware of the opportunities for tenant involvement but 83% would like to find out more

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Mary Street was timetabled for all improvement works to start in April 2007. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

Mary Street progress

Bathroom Fittings	22
Boiler Replacement	1
Central Heating Systems	23

External Doors	15
External Walls	26
Fires	11
Kitchen	15
Roof Line	3
Windows	31
Wiring	26

The business plan budget allocated for improvement works in Mary Street is **£318,026**. By October 2008 a total of **£239,340** 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 Mary Street area are as follows:

- Provide hardstanding to front gardens to free up parking space
- Provide fencing and gates as necessary to front gardens

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 Mary Street 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.