

## Estate Plan

### Redbourne Estate

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

Location	No	Location	No	Location	No
Abercorn Street	3	Montrose Street	5	Rowland Road	7
Cottage Beck Road	10	Plum Tree Way	18	The Close	8
Hallgarth Avenue	1	Redbourn Close	5	Wortley Street	2
King Edward Street	8	Redbourne Way	22		

### Estate Description

The Redbourne Estate has 89 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (89)
Houses	0	0	81	8	89

All properties are of traditional build and mainly either semi detached or terraced. Although of good size and pleasant location, many look drab due to the need for new windows and doors and the render being in a poor state of repair. This lack of investment has made the properties stand out from the private ones in the area. Parking is inadequate in some areas (Abercorn Street, Redbourn Close, Redbourne Way and Montrose Street) and access can be awkward however the layout of some of these areas would make improvement difficult. Redbourne Way and King Edward Street would benefit from traffic calming measures. The Close has a large grassed area to the centre which could be put to better use for parking as the present circular access is very tight if cars are parked. An upgrade to the lighting would make residents feel more secure. Fencing in general would benefit from improvement or renewal.

There is school provision and play facilities nearby and the area is close to rail links and the town centre with all amenities. With either 3 or 4 bedroom houses it is likely that some of the stock will continue to be sold through the preserved Right to Buy or tenants Right to Acquire.

### 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:  
(Indicators are for the year to 31/10/08)

**Red:** There are no red indicators

**Amber:** There are no amber indicators

**Green:**

Transfer requests outwards	1.12%
Tenancies of 5+ years	69.23%

**Other Indicators:**

Relets in year as % of total	2.25%
Empty homes as at 31/03/05	1.08%
Tenancies under 2 years in length	10.11%
Tenancies of 2 – 5 years in length	15.73%
Potential income after empty property loss	£275812.80
Repairs expenditure per annum (07/08 actuals)	£45852.95
Repairs in voids per annum (07/08 actuals)	£11612.47
Costs above/below potential income	£218347.38
Tenants in receipt of housing benefit	57.30%

**Comments on Performance Indicators**

The indicators show this to be a stable community with very little movement in or out of the area. This may well be due to the fact that the properties are all family sized accommodation and there are schooling and play facilities nearby.

**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**

Due to the type of properties in this area housing management input is minimal. There have been a few neighbour disputes but no reports of anti – social behaviour. Tenancy enforcement issues have concentrated on general issues such as untidy gardens and parking.

### **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 on the Redbourne estate, we sent a questionnaire to each tenant

- The response rate was 15%.
- %'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 the location
- 67% like the area because it is close to the town centre
- 33% considered the area to be unkempt
- Only 6% considered there is good Community Spirit and 33% commented that there is none; others made no comment
- 60% would like to see a planned painting programme in the area
- 40% would like tidier roads and communal areas
- 47% would like speed ramps
- Only 27% have been the victims of crime but 80% are not happy with the police presence in the area
- 80% of you are not aware of opportunities for tenant involvement but 67% would like to find out more

Comments were also made that you want more tenancy enforcement action to ensure residents keep gardens and the environment tidy.

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. Redbourne Estate was timetabled for windows and doors in April 2007 and for other improvement works in April 2008. Subsequent programmes in future years will pick up environmental and estate related issues. The table below shows the current progress to date:

### **Redbourne Estate**

Central Heating Systems	5
External Doors	69
Fires	1
Kitchen	1
Windows	79

The business plan budget allocated for improvement works in Redbourne Estate is **£1,371,141**. By October 2008 a total of **£196,012** 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 for the Redbourne Estate area are as follows:

- Consultation to take place on the provision of traffic calming measures
- Remodelling of grassed area in The Close to provide better parking facilities
- Rendering to be renewed to all properties as necessary
- Fencing to be repaired / renewed as necessary
- Provision of off - street parking to front (or rear) where possible
- Removal of grass verges to Redbourne Way to provide parking bays

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 on the Redbourne estate 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.