

## Estate Plan

### Redbourne

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

Location	No	Location	No
Council Villas	3	St. Andrews Close	11

### Estate Description

The Redbourne area has 14 traditional brick built properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	No of Properties (14)
Bungalows	8	2	0	10
Houses	0	0	4	4

The village is small and quiet with few local amenities. Schools are located in the nearby villages of Hibaldstow and Kirton Lindsey. Sign posting is poor and properties are generally away from the main road. The aged person's bungalows at St Andrews Close are relatively small but there is no indication of tenants wanting to move away from the area. However, other social landlords in the area have experienced problems letting their properties due to the lack of public transport and tenants have also moved on because of feelings of isolation. Whilst there is a waiting list of people wanting to move into the properties, particularly to the OAP bungalows, this may well be people that are already village residents but in need of more suitable accommodation.

The properties are known to be structurally sound and have been well constructed. Some have benefited from new windows. Although they have suffered under – investment due to budget restrictions, it is considered appropriate to carry out improvements identified in the improvement programme. With 10 of the properties being designated for OAPs there is no threat of them being sold through Right to Buy once works have been carried out. There are no known problems regarding maintenance and once improved to the North Lincs Standard they will provide substantial homes for years to come.

There is not an active Residents Association in the area, however residents can attend the Neighbourhood Action Team Meetings to raise any neighbourhood issues.

### Performance Indicators

NLH 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 outward	7.14%
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**Green:**

Empty properties as at 31/10/08	0.00%
Tenancies of 5+ years in length	78.57%
Empty Homes as % of total	0.00%

**Other indicators:**

Tenancies under 2 years in length	7.14%
Tenancies 2 – 5 years in length	14.28%
Potential income after property loss	£40512.48
Repairs expenditure per annum (07/08 actuals)	£5936.56
Repairs in voids per annum (07/08 actuals)	£0.00
Average income /loss per property per year	£34575.92
Tenants in receipt of housing benefit	57.14%

**Comments on Performance Indicators**

The figures above would indicate that the area is stable. With the majority of properties being aged persons bungalows, this in itself will create stability. The area has a high number of tenancies of 5 years + and there is only 1 transfer request out of the area. However, it may well be that, with a high number of tenants being elderly and in receipt of housing benefit, moving out of the village is not an option open to them.

**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 small number of properties in this area, very little management is necessary. Mobile Support Officers visit the tenants in OAP bungalows on a weekly basis and they liaise with the area Housing Officer and Caretaking services for any environmental work that is needed. They will also help tenants to report repairs and contact support services if needed.

It is the intention of the Housing Office to have a regular presence in the area to carry out estate inspections and act on tenancy enforcement issues. However, there is very little anti social behaviour or neighbour nuisance reported and crime is fairly low in the Ridge Ward.

A scheduled estate inspection was undertaken on 16 October 2008 to the Redbourne 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
- 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 Redbourne area, we sent a questionnaire to each tenant.

- The response rate was 21%.
- %'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:**

- Everyone is happy with the location of their home
- Everyone commented that the area is clean and well kept
- 66% considered the area to have a low crime rate
- Everyone felt there is good Community Spirit
- 66% felt the area needs more local facilities and more regular bus services
- You want caretakers to visit 1 –2 times a week (or as necessary)

### **Proposed Improvements**

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

### **Redbourne progress**

Boiler Replacement	1
Central Heating Systems	1
Roof	17
Roof Line	17
Wiring	2

The business plan budget allocated for improvement works in Redbourne is **£191,428**. By October 2008 a total of **£140,062** 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

There are no other works identified specifically for the Redbourne 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 Redbourne 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.