

## Estate Plan

### South Killingholme & North Killingholme

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

Location	No	Location	No	Location	No
Church Lane	1	Mayflower Close	24	Top Road	2
Farben Villas Town Street	2	Pilgrims Close	21	Ulceby Road	4
Greengate Lane	7	St. Denys Close	34		

### Estate Description

The Killingholme area has 95 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (95)
Bungalows	5	32	1	0	38
Houses	0	3	53	1	57

South Killingholme lies at the far eastern edge of North Lincolnshire with North Killingholme close by. With only 1 property at North Killingholme, the majority of this plan refers to South Killingholme. The nearest town is Immingham, which is within the North East Lincolnshire boundary. Due to its location, many school children attend Immingham schools and residents can therefore feel more part of North East Lincolnshire than North Lincolnshire. Residents have commented that they feel left out and neglected. The area is dominated by large industries.

Research carried out on behalf of the Barton and District Healthy Living Project showed that residents feel uninformed, isolated and cynical about the chances of achieving sustainability in the area.

The Wimpey non - traditional properties on St Denys Close, Mayflower Close and Top Road were built approximately 20 years ago in small terraced blocks with, for the most part, open plan, communal garden frontages. Some properties, both private and North Lincolnshire Homes owned, have fenced their plots for privacy. The properties have been neglected for maintenance of doors and windows and many of these are in a very bad state of repair. 23 properties on Mayflower Close, St Denys Close, Top Rd and Pilgrims Close were included in the UPCV replacement doors and window programme during the 2004/5 financial year. Houses at Farben Villas on Town Street have also benefited from new windows but new doors are still needed. Although there are garages to the area, some have been demolished in the past couple of years and those remaining could do with replacement. The remainder of the properties are of a traditional build and are a mixture of terraced and semi detached.

St Denys Close has a poor reputation due to drugs and other criminal activities. There are continual litter problems and empty properties have had to be boarded immediately. The lack of car parking areas has led to ongoing problems with

residents parking on the grass verges which leave the area unsightly and difficult to maintain. The access road is restricted which makes parking and turning difficult; emergency vehicles have had problems servicing the area.

The area is prone to vandalism and garages are frequently damaged. Tenants are understandably fearful of parking away from their properties and this can be a factor in the sustainability of the area.

Pilgrims Close and Mayflower Closer also lack adequate parking but there is scope for remodelling of grassed areas and the possible removal of the footpath from 32 – 33 Pilgrims Close to provide access into driveways. Top Road and Ulceby Road are both very busy main roads with many lorries and vehicle transporters using them on a daily basis. Top Road can become quite congested due to parked vehicles and the sheer volume of traffic. Ulceby Road however is set back from the main road and fairly quiet; many of the houses in this row have been sold through the Right to Buy.

Due to the location of South Killingholme, the properties can be hard to let. Local transport services are poor and infrequent especially at evenings and weekends. Some prospective tenants will be put off by the closeness of local industry and worries about health problems. The nearest large town in Grimsby which is 12 miles to the East.

Crime within the Ferry ward as a whole is fairly low with on average 57 reported crimes per month. The village has a post office stores, take away and doctors surgeries.

### **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:**

Tenancies under 2 years in length	24.73%
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#### **Amber:**

Relets in year as % of tenancies	8.60%
Transfer requests outwards	8.60%
Tenancies of 2 – 5 years in length	17.20%

**Green:** There are no green indicators

#### **Other indicators:**

Empty properties at 31/10/08	2.15%
Tenancies of 5 years+ in length	58.06%
Potential income after void loss	£281297.93

Repairs expenditure per annum (07/08 actuals)	£39447.74
Repairs in voids per annum (07/08 actuals)	£23014.76
Costs above/below potential income	£218835.43
Tenants in receipt of housing benefit	59.14%

### **Comments on Performance Indicators**

The % of long term residents (5 years+) has now started to increase and is at its highest for some time. Although the number of empty properties has remained fairly stable there has been an increase in the amount of people wanting to transfer out of the area. With such a high number of tenants in receipt of housing benefit, other housing options may not be available. Rural isolation will also have an impact on resident's ability to access employment opportunities.

Note: There is only 1 property at North Killingholme that has been occupied for 5 years + therefore the figures for this individual area have not been included in the above performance indicators.

### **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**

Until the end of 2003 there was a well established Resident group that was hoping to become the first Tenant Management Organisation in the County but this folded due to lack of support. Recently there have been a couple of meetings in South Killingholme led by the Resident Involvement Team to gauge resident's support for re-forming a new Residents Association.

The Housing Officer has attended monthly drop-in-sessions at South Killingholme Primary School arranged by the Safer Neighbourhood Team.

Regular estate visits are carried out by the Housing Officer to monitor the area and provide a highly visible contact point for residents. There is also regular input into case conferences and supportive relationships are maintained with problem families. Estate caretakers carry out regular litter picks and again provide a visual presence.

The majority of the relets have been in St Denys Close. With more than half of tenants living in the area for less than 5 years there is instability. In order to improve stability and sustainability, residents need to feel safe and be able to take pride in their homes and the environment. Actions and proposals in this plan should help to address this issue.

### **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 Killingholme area, we sent a questionnaire to each tenant

- The response rate was 19%.
- %'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 home
- 47% like the area as it is close to relatives/friends
- 63% are settled in the area and do not wish to move
- 47% dislike the lack of good transport services
- 16% commented that the area is unkempt
- 62% would like better local amenities
- 21% considered there is no Community Spirit
- 63% would like better parking facilities – this was considered to be the most important improvement
- 37% would like better play areas
- 42% would like better garage provision
- 37% would like a more regular bus service
- 47% would like hardstanding to the front of their properties
- 47% would like a planned painting programme
- 47% have been the victims of crime
- 89% are not happy with the police presence in the area
- 63% are not aware of the opportunities for tenant involvement

### **Proposed Improvements**

The stock condition survey has identified investment works needed to our properties. South Killingholme and North Killingholme 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:

**South Killingholme and North Killingholme progress**

Boiler Replacement	2
Central Heating Systems	8
Fires	2
Kitchen	8
Windows	2
Wiring	4

The business plan budget allocated for improvement works in South and North Killingholme is **£1,009,433**. By October 2008 a total of **£47,148** 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 South Killingholme area are as follows:

- Fence off front and rear gardens as necessary to St Denys Close and Mayflower Close to provide defensible space
- Remodel grassed areas to St Denys Close, Mayflower Close and Pilgrims Close to provide better parking facilities

- Refurbish / replace garages to St Denys Close
- Create lay – by to grassed area to front of 38 Pilgrims Close
- Alter footpath to 32/33 Pilgrims Close to create vehicular access to number of driveways
- Pipe in and cover over ditch to rear of 32 – 38 St Denys Close
- Resurface forecourt to St Denys Close garage site
- Provide hard standings to properties where possible

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 North and South Killingholme 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.