

Estate Plan

Trent View House, Scunthorpe

This plan covers the following areas and number of properties:

Location	No	Location	No
Trent View House	79		

Estate Description

Trent View House has 79 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	No of Properties (79)
High Rise Flats	26	52	1	79

This block of flats stands alone on Bridges Road in Scunthorpe. The 79 flats are spread over 13 floors. Built in 1963 it is a one - off design and therefore it is difficult to gauge how long it will last and how much investment is financially viable. There are known problems with the windows and external fabric and internally, residents have commented on the ventilation system. Vents to the bathrooms are shared with those flats directly underneath or above which can cause nuisance smells, which affect the rest of the flat. The design of the single glazed aluminium windows means that they are draughty, difficult to keep watertight and impossible to clean. Kitchen windows do not open at all and vents are not considered sufficient ventilation when cooking. Within such a large block, noise can be a problem also and it is sometimes difficult to pin point where the noise is coming from.

The flats have been quite popular as they are spacious and have a secure access. A site caretaker ensures the communal areas are kept clean. These areas have also been decorated in the past 2 years. Refuse chutes, although handy for general rubbish, are in need of refurbishment and are too small to take larger items which then have to be carried downstairs to the bin rooms. Although there are some garages to the back of Trent View House the number is insufficient for the amount of properties they serve. Those that are available have not been well maintained. The area near the garages has also become a favourite spot for joy riders racing round doing hand break turns in the early hours. This may well be one of the reasons for residents choosing to move out of the block.

The use of the roof area by telecommunications companies provides an income. Therefore, in the event of decisions being made about the ongoing viability of the block, contractual liabilities will need to be taken into account, as these will have an affect on any costs.

Although the grassed open space around the block is pleasant it can feel rather isolated and there is little space for residents to enjoy privacy and protection from the elements within the curtilage of the block. There is however a good bus

service to the town centre and the location is near to the college, local shops and supermarket.

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:

Transfer requests outwards	15.38%
Tenancies under 2 years in length	17.95%
Relets in year as % of tenancies	11.54%

Green: There are no green indicators

Empty properties at 31/10/08	1.28%
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Other indicators:

Tenancies of 2 – 5 years in length	25.64%
Tenancies of 5+ years in length	56.41%
Potential income after empty property loss	£188721.62
Repairs expenditure per annum (07/08 actuals)	£17516.11
Repairs in voids per annum (07/08 actuals)	£7124.88
Costs above/below potential income	£164080.63
Tenants in receipt of housing benefit	42.31%

Comments on Performance Indicators

The amber indicators show some turnover in tenancies and 9 have been relet in the last 12 months. It may well be that one of the reasons for this is the fact that single people or couples with higher incomes generally occupy the flats and therefore they have the ability to move on to purchase in the private sector. Other than that, over 55% have tenancies of 5+ years showing stability within the flats generally.

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

Generally there is little management input necessary however there are a few issues ongoing at the present time due to nuisance caused by some of the younger residents. Some tenants have installed their own satellite dishes on balconies, which gives a poor appearance to the block.

Nuisance caused by joy riders to the parking areas has been an issue in the early hours however this type of behaviour can be difficult to deal with effectively.

Estate Inspections

These are carried out on a programmed basis accompanied by a tenant inspector. Next inspection due for 4 June 2009 at 2-00pm.

The new traffic light signal system has not yet been used for this area.

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
- 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)
- Negotiated a new agreement with Neighbourhood services for the upkeep of our estates, which clearly indicates standards and regularity of maintenance to the environment.
- In response to views put forward in the Crime and Community survey, proposals have been put forward for an enviro –crime hit squad. The squad will work with existing staff and the police to prevent and deter crime and tackle anti – social behaviour.
- Ensure Introductory tenancy visits are carried out as a priority
- Provide a regular caretaking presence on our estates
- Work with Rent Recovery 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 Trent View House we sent a questionnaire to each tenant

- The response rate was 18%.
- %'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:

- 57% are happy with their homes and the location
- 86% like the size of their homes – this was considered to be the best thing about living in Trent View House
- 50% like the area as it is away from the town centre
- 64% like the area as they are close to relatives and friends
- 14% dislike the property itself
- 50% consider the area to be noisy /bad
- 36% think the area has a high crime rate – this was considered to be the worst aspect of living in the area
- 50% are settled and do not want to move

- 50% want to move away – 24% because of neighbour problems, 14% due to anti social behaviour, drug related problems or personal reasons
- 43% would like caretakers to visit once or twice a week
- 36% would like better parking
- 24% would like better garage provision
- 50% would like more secure parking – this was considered to be the most important improvement needed
- 24% would like a planned painting programme
- 21% would like tidy roads and communal areas
- 36% would like better security
- 37% have been the victims of crime – 83% of these suffered damage to or theft from a vehicle
- 43% are not happy with the police presence in the area, but another 43% are happy
- 64% have suffered some form of anti social behaviour
- 75% are happy with the way this was dealt with when reported
- 71% are not aware of the opportunities for tenant involvement

Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Trent View House is timetabled for improvement works to start in April 2009 with window and door replacement in 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:

Trent View House progress

Kitchens 1

The business plan budget allocated for improvement works in Trent View House is **£891,765**. By October 2008 a total of **£3,047** 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 Trent View house are as follows:

- Upgrade to CCTV to improve reception to individual flats
- Provision of dropped kerbs
- Upgrading of lighting and resurfacing to car park area
- Refurbishment of refuse disposal hatches
- Decoration of landings, stairwells and stores
- Improvement to boundary fence
- Improvement to paving
- Provision of more garages

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 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.