

Estate Plan

Winterton

This plan covers the following areas and number of properties:

Location	No	Location	No	Location	No
Beck Walk	11	Fowler Court	5	North Street	2
Boynton Crescent	32	Green Hey	9	Roxby Road	4
Cliff Avenue	16	Hiles Avenue	46	Stovin Crescent	34
De Lacy Way	26	Low Street	7	Teanby Drive	24
Earlsgate	7	Marmion Drive	19	West Street	2
Earlsgate Gardens	8	Neville Crescent	33		

Estate Description

The Winterton area has 285 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed	No of Properties (285)
Flats – Ground Floor	6	15	3	0	0	24
Flats – First Floor	6	13	1	0	0	20
Bungalows	4	69	0	0	0	73
Houses	0	9	152	2	1	164
Leaseholders						4

The majority of properties in Winterton are on the Grangefield Estate, which was built in the 1960's. All are of a traditional brick build. The remainder are located on or near the main roads and were built in the mid 1940's. Many of these have already been sold through the Right to Buy. The Grangefield estate is an open plan design with an abundance of grassed areas. Convenient parking facilities are now inadequate, which encourages people to park on the grass areas near their homes. This practice makes the estate appear untidy, as grass becomes either 'churned up' or bare.

Whilst some of the estate has semi detached houses, the rest consists of small blocks of stepped terraced property, interconnected by walkways, cul de sacs and car parking areas. This has provided the opportunity for vandalism and crime to take place. Historically, these areas have been unpopular and have given the estate a 'bad name'. However, a significant number of houses to the main roads of the estate (mainly semi detached) have been sold.

The terraced blocks tend to be the most unpopular due to the lack of private space and parking nearby. A few tenants in these blocks have erected fences around their front gardens to give them defensible space, but the majority of gardens are still open plan

A strong contributing factor for requests for transfers is lack of parking facilities and there is no vehicular access to a number of properties. There is unnecessary

dumping of unwanted furniture and rubbish litters the outlying car parking areas due to adjoining open fields and a landfill site. Litter and rubbish accumulate in these areas then get blown around the estate due to the open rural aspect. Estate caretakers regularly visit the area to keep the litter and dumping to a minimum.

The remainder of the housing stock in Winterton is made up of traditionally built houses and bungalows, which are high demand. Some properties have been refurbished but some updating is still needed.

The area benefits from schooling for all ages and has a post office, local shops, library, church, pubs and a park. There are also regular bus services to and from Scunthorpe town. Crime within the Burton upon Stather & Winterton ward as a whole is quite low with on average only 52 reported incidents per month during 2004 for the whole of the ward.

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	20.58%
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Amber:

Tenancies of 2 – 5 years in length	23.83%
Relets in year as % of tenancies	11.55%

Green: There are no green indicators

Other indicators:

Transfer requests outwards	3.97%
Empty homes at 31/10/08	1.42%
Tenancies of 5 years + in length	55.59%
Potential income after empty property loss	£840971.24
Repairs expenditure per annum (07/08 actuals)	£121968.74
Repairs in voids per annum (07/08 actuals)	£49192.56
Costs above / below potential income	£669809.94
Tenants in receipt of housing benefit	68.95%

Comments on Performance Indicators

The % of tenancies for more than 5 years is over 50% which shows there is some stability in part, but tenancies under two years are in the red category with voids in the year remaining high. Transfer requests though, have more than halved.

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 regularly visits the area and carries out estate inspections. This has reduced neighbour complaints and anti – social behaviour. Working with residents and local police has enabled problems to be dealt with in a speedy manner. Some long-standing nuisance cases were dealt with promptly by the Housing Officer and have since ceased to be a problem. Although there is the occasional dispute between neighbours the overall opinion seems to be that things have improved. The stigma attached to areas of the Grangefield Estate is changing and the Housing Officer has had feedback from new residents that have shown that they consider it is better than they were led to believe.

Regular visits to Starter (Assured Shorthold) Tenants have also ensured that ASB is kept to a minimum and properties and gardens are maintained. The police have

also commented that they have noticed an improvement and now have fewer calls to the area.

The introduction of a Residents Association has encouraged the residents to have more input into their environment and continues to improve the desirability of the estate.

The Housing Officer carries out regular visits to the area, these are scheduled visits for starter tenants and also un-scheduled visits to deal with any problems that may occur. The Housing officer for the area has regular meeting with the CPSO's and community police team at Barton police station, and regular joint visits to ASB offenders are carried out with the police at early stages of some complaints.

The riding of motorbikes and mini motos is a problem for this area, especially in the Hiles Avenue, Marmion Drive, Teanby Drive and Nevile Crescent areas. North Lincolnshire Homes in conjunction with Humberside Police have taken action against offenders. However this continues to be a seasonal problem with more complaints in the spring/summer periods, and it consists of mainly youths riding bikes on footpaths, roads and grassed areas without helmets and due care and attention.

A scheduled Estate Inspection was undertaken on 5 November 2008 and invitations were sent to North Lincolnshire Homes Tenant Inspectors and the date, time and meeting point was published on North Lincolnshire Homes' Website. The area was rated by the Tenant Inspector as Green:

- Clean, tidy attractive estates.
- Isolated incidents of graffiti.
- Abandoned vehicles and vandalism are dealt with quickly.
- Condition of boundary fences and walls are generally good.
- Grassed and shrubbed areas tidy. Communal areas clean and litter free.
- Lighting in general good working order.

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 Winterton area, we held a consultation day.

- The response rate was quite poor with only 15 attendees

These are comments and suggestions put forward:

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| <ul style="list-style-type: none"> • All those who attended like their homes and the peaceful area • The area is close to buses and shops • More space for off road car parking needed • More play areas are needed |
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Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Winterton is timetabled for windows and doors in April 2008 and for other improvement works 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:

Winterton progress

Bathroom Fittings	5
Boiler Replacement	13
Central Heating Systems	44
External Doors	1
Fires	10
Kitchen	9
Windows	2
Wiring	4

The business plan budget allocated for improvement works in Winterton is **£3,164,836**. By October 2008 a total of **£159,030** 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 Grangefield estate are as follows:

- Provision of dropped kerbs and hard standings where possible
- Provision of vehicular access to the properties that only have pedestrian access in order to give greater security and convenience and improve demand.
- Fencing to the front of the terraced properties to give defensible space and encourage ownership.
- Fencing to the site on Neville Crescent where garages have been demolished to stop anti-social behaviour and fly-tipping onto the nearby farmer's field.

- Block off rear access via pedestrian alleyways to enhance safety to rear gardens.
- Remodel large grassed areas to provide additional convenient parking
- Erect metal security fencing to the garage area on Neville Crescent to prevent unnecessary dumping of unwanted furniture and rubbish.

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.