

## Estate Plan

### Worlaby

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

Location	No	Location	No	Location	No
Grangefield	13	Low Road	2	Top Road	2

### Estate Description

The Worlaby area has 17 properties, which are made up as follows:

Type	1 Bed	2 Bed	3 Bed	4 Bed	No of Properties (17)
Bungalows	0	14	0	0	14
Houses	0	0	3	0	3

Worlaby is a small village 5/6 miles from Brigg. The majority of the stock is bungalows built in the late 1960's or early 1970's. Following the sale of houses through the Right to Buy the properties that are left are dotted in amongst owner occupied properties, many of which are large, newly built, detached houses. A recent stock survey has shown that properties are all structurally sound and well constructed.

The village has very few amenities but does have a primary school, church and public house; for secondary education, pupils attend Brigg. There is a regular bus service to and from Brigg every hour however this does not run in the evenings. Despite the lack of facilities, properties are high demand due to the pleasant village location.

Crime within the Brigg and Wolds ward as a whole is low / medium with an average 67 reported crimes per month. The % for Worlaby will realistically be a very small part of this.

### 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 outwards

11.76%

**Green:**

Tenancies of 5 years + in length	76.47%
Empty properties at 31/10/08	0.00%
Relets in year as % of tenancies	0.00%

**Other indicators:**

Tenancies under 2 years in length	5.88%
Tenancies of 2 – 5 years in length	17.65%
Potential income after void loss	£50311.68
Repairs expenditure per annum (07/08 actuals)	£5511.20
Repairs in voids per annum (07/08 actuals)	£0.00
Costs above/below potential income	£44800.48
Tenants in receipt of housing benefit	64.71%

**Comments on Performance Indicators**

There is one amber indicator but this does not give cause for concern due to the small number of properties. The area is high demand owing to the pleasant village location.

**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**

Very little management input is necessary to this area and therefore the visits by the Housing Officer are only once a fortnight. However, a Support Officer visits the elderly in the bungalows at Low Road and Grangefield once a week and will liaise with the Housing office, repairs call centre and other agencies as necessary.

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

- The response rate was 50%.
- %'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:**

- 100% are happy with their homes
- 67% are happy with their neighbours
- 78% like the location
- 44% like the area as they are close to relatives and friends
- 84% are settled and do not wish to move away
- 56% considered the area to have a low crime rate
- 33% dislike the lack of facilities
- 44% would like caretakers to call when necessary
- 57% would like better parking facilities
- 33% would like garage provision and more local amenities
- 56% would like to see a planned painting programme
- 33% would like hard standings to the front of their property – this was considered to be the most important improvement
- 56% are not happy with the police presence in the area, 11% are satisfied
- 56% are aware of the opportunities for tenant involvement

## Proposed Improvements

The stock condition survey has identified investment works needed to our properties. Worlabby is timetabled for improvement works to start in April 2011 but windows, doors and roof line has been started in 2008. Subsequent programmes in future years will pick up environmental and estate related issues. To date the following progress has been made:

### Worlabby progress

External Doors	9
Roof Line	25
Windows	9

The business plan budget allocated for improvement works in Worlabby is **£176,018**. By October 2008 a total of **£40,794** 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 Worlaby area are as follows:

- Provide fencing and gates to front gardens at Grangefield to give defensible space
- Renew guttering and fascia boards as necessary

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.