



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
East Area
Chatsworth Edge Hill

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

East Area - Chatsworth Edge Hill Neighbourhood

My Neighbourhood

The Chatsworth Edge Hill neighbourhood has a population of 18,805. The average house price is £100,000 with an average household income of £23,600 pa. There is a good tenure mix in this area with privately owned properties and properties registered with social landlords such as LMH who manage 435 properties in the area. Of these properties there are 285 terrace and semi detached houses ranging from two, three and four bedrooms. We have 89 flats which are mainly one bedroom and are concentrated in L7 postal district and LMH also own 61 one and two bedroom bungalows with the vast majority of them built after 1985. There are three sheltered schemes within the neighbourhood. The Picton ward serves the entire neighbourhood. In March 2010, the neighbourhood had two thirds (64%) of its stock in need of works to meet the Decent Homes Standard.

From a health point of view, residents have access to Royal Liverpool hospital with The Women's Hospital very nearby. There are several primary and secondary schools and nurseries throughout and the neighbourhood as a whole has good access into the city centre. Residents also have the Wavertree Retail Park right next to the Edge Hill train station

which houses several large retailers such as Matalan, Iceland, Home Bargains and there is also the Gala Bingo Hall.

Average house price:

£100,000

LMH houses:

435

Average income:








£23,600

Population:

18,805

Decent homes:

36%

Indicator	Rating
Abandoned Properties	 gold
Tenancy Turnover	 silver
Lettable Voids	 silver
Bids Per Neighbourhood	 bronze
Average Rent Arrears	 bronze
Average Repair Costs Per Property	 bronze
Long Term Unemployment	 silver
Household Income	 bronze
Education Attainment (5 GCSE's Grade C & Above)	 silver
Crime Burglary	 silver
Worklessness	 silver
Overall Neighbourhood Rating	 silver

Abandoned Properties

The only gold ratings for the Chatsworth Edge Hill neighbourhood are for the low levels of abandoned properties in the area.

Turnover, Lettable Voids & Bids Per Neighbourhood

Tenancy turnover and lettable voids (properties relet within strict target times) are just two of the several silver scores, which are of cause for concern, and from a housing management perspective, this tells us residents are not staying for lengthy periods of time in their homes. The bronze for bids per neighbourhood indicates there are low bids for the area but despite this, we are still achieving target times for reletting properties that have become available.

Unemployment & Worklessness

Long term unemployment together with worklessness (adults of working age in receipt of benefit) may indicate that there is a problem of more than one family member within the household in receipt of benefit or on low income. This then impacts on the levels of household income, which has a bronze score, and it could be true to say that another consequence of low income is rent arrears, which is another bronze for the neighbourhood.

Education, Crime & Burglary

Education attainment is a concern and the levels of crime/burglary will have a negative impact on the area as a whole.

Average Repairs Costs Per Property

The repair cost category gives an indication of the amount of money spent on repairing properties within the neighbourhood. The repairs are a combination of the following:

- Properties lacking investment which will be tackled by the improvement works.
- Repairs outside the normal, expected 'wear and tear' - in this instance the terms of the tenancy agreement will be enforced i.e. rechargeable repairs.
- Particular repairs are costly i.e. roof or chimney repairs require scaffolding which adds to the total cost of the job.

The bronze score for this indicator tells us that the volume/cost of repairs have reached significant levels, above the average for the city.

Overall Neighbourhood Rating

As the overall neighbourhood sustainability rating is silver for the Chatsworth Edge Hill neighbourhood, interventions are recommended in the following areas:-

- Long term unemployment
- Levels of worklessness

- Levels of household income
- Demand and tenancy turnover
- Rent arrears performance
- Repair costs
- Education attainment
- Crime/burglary



Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Levels of worklessness Rent arrears Tenancy turnover		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce levels of tenancy turnover Make Chatsworth Edge Hill a sustainable neighbourhood where people choose to live		
Key agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police		
Property Improvements	Estimated Timescale	Goals	Delivery/Resources
5 year Investment Programme	To be completed end of 2013	Reduce levels of non decency Increase energy efficiency and reduce fuel poverty	LMH contractors and Investment Team
Tackling Worklessness	Estimated Timescale	Goals	Delivery/Resources
Worklessness agenda	Ongoing	Reduce levels of worklessness in the neighbourhood	LMH Regeneration Team to facilitate partnership working
Future Jobs Fund placements	2010-2012	Increase employment opportunities	Fusion 21, LMH Regeneration Team and Housing Team, contractors and suppliers
Work in partnership with other housing providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
RAISE to will work collaboratively with credit unions	Ongoing	Encourage customer participation in mainstream financial products	RAISE in liaison LMH Income Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Use the child poverty toolkit to identify appropriate interventions	Ongoing	Reduce the levels of child poverty and the associated levels of social exclusion	LMH Regeneration Team to initially identify appropriate interventions
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Out of hours reporting service	2010	Make it easier for customers to access ASB service anytime	Liverpool Direct Limited
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable warmth	RAISE/ housing staff
High Turnover & Low Demand	Estimated Timescale	Goals	Delivery/Resources
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and newsletters
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team
Key Contact: Ray Ellison – Area Manager			



Focus on
Customers



Focus on
Communities



Focus on
Partnerships



Focus on
Colleagues



Focus on
Governance



Focus on
Diversity



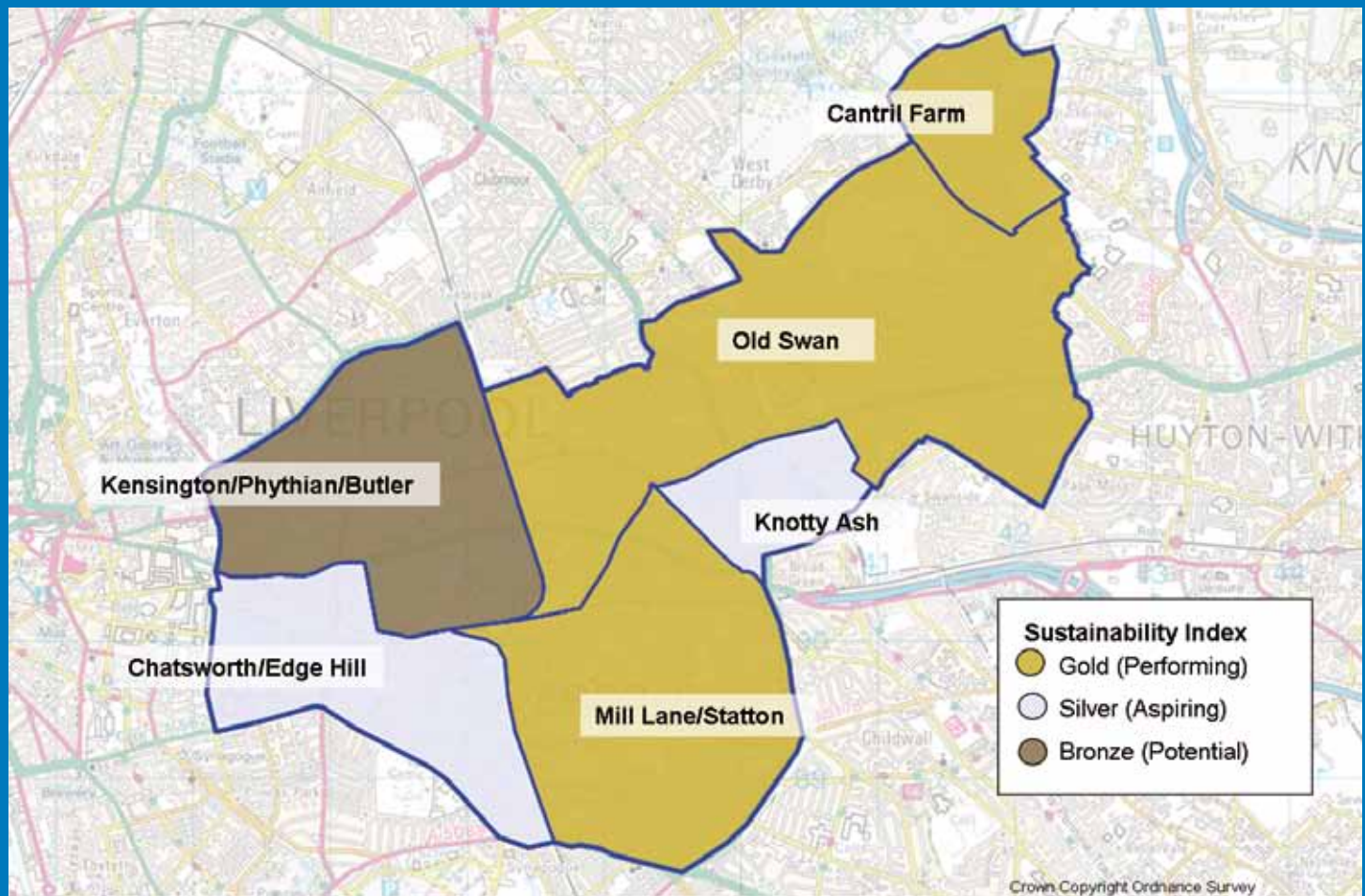
Focus on
Homes



Focus on
Improvement



Focus on
Viability
and Value
for Money



Useful LMH phone numbers:

Repairs - 0800 678 1894

Gas servicing - 0800 678 1894

For housing management, rents, allocations,
anti-social behaviour, adaptations and general
enquires about your LMH home:

East Area Housing Office - 0800 678 1891

Head Office - 0800 678 1890

RAISE (money advice) - 0151 291 7850

Useful Liverpool City Council phone numbers:

Rubbish collection, removal of unwanted bulky
items, fly tipping, graffiti removal, street lighting,
pest control, recycling, abandoned vehicles -
0151 233 3001

Council Tax enquiries - 0151 233 3008

Housing & Council Tax Benefit enquiries -
0151 233 3009

Local One Stop Shop - 0151 233 3016