



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North Area
Daneville

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North Area - Daneville Neighbourhood

My Neighbourhood

The Daneville neighbourhood has a population of 8,265, the average house price is £95,000 and the average household income is £22,256 pa. LMH is the main housing provider managing 1,375 properties in this neighbourhood consisting of houses, bungalows, a sheltered housing scheme and a concentration of flats in Abingdon Grove, but there are also privately owned properties dotted throughout. As at March 2010 the Daneville neighbourhood currently has just under a third (30%) of its stock in need of works to meet the Decent Homes Standard.

The Asda superstore is in walking distance for many of the residents within this neighbourhood and there is also Broadway where smaller local shops can be found and further on there is the Broad Square Primary School. The Daneville neighbourhood has become particularly well known as nearly 600 homes were the first across the city to receive the full compliment of improvement works by LMH and this has vastly improved the kerb appeal of the area. There is a great community spirit and residents have great transport links via Walton Hall Avenue, Queens Drive, Townsend Avenue and Muirhead Avenue. The ward for this

area is Clubmoor. LMH also has a number of garages in the Daneville neighbourhood. Whilst many of them are used and maintained, a number of the sites are in disrepair and /or are no longer used by customers. Therefore an appraisal of the garages will be undertaken to assess their long term viability.

Average house price:

£95,000

LMH houses:



1,375

Average income:

£22,256

Decent homes:

70%

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

Bids Per Neighbourhood, Tenancy Turnover & Abandoned Properties

The two gold scores for the Daneville neighbourhood are for educational attainment and bids per neighbourhood. It is true to say that the total refurbishment package that has been undertaken has greatly increased demand for property and the area as a whole but the levels of abandoned properties and tenancy turnover give cause for concern with a silver rating. This relates to some problematic flats in the area which suffer incidents of anti-social behaviour and neighbour nuisance.

Lettable Voids

The communal areas in these flats are considered poor and this will affect their letting potential along with the anti-social behaviour. The flats are now proving difficult to let hence the silver score for lettable voids which means we are not achieving strict relet target times for vacant properties.

Worklessness, Long Term Unemployment & Rent Arrears

Long term unemployment and worklessness (adults of working age not in paid employment) are significant issues and these may indicate there is more than one family member in receipt of benefit. This obviously impacts on the levels of household income, which is bronze and it could be true to say

that another consequence of low income are rent arrears which is silver, a cause for concern in the area along with the levels of crime/burglary.

Average Repair Cost 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 silver score for this indicator tells us that the volume/cost of repairs have reached levels that are a cause for concern in this neighbourhood.

Overall Neighbourhood Rating

Based on the indicators the overall neighbourhood rating is silver which tells us that there are a number of issues that need to be addressed in order to improve the overall sustainability of the Daneville neighbourhood. Interventions should be considered in the following areas:

- Abandoned properties
- Tenancy turnover & lettable voids
- Long term unemployment
- Levels of worklessness
- Rent arrears performance
- Household income



Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Poor health/life expectancy Levels of worklessness Rent arrears ASB and youth disorder		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Improve health outcomes for local people Reduce rent arrears/Increase financial inclusion Make Daneville a sustainable neighbourhood where people choose to live		
Key agencies	LCC, JET Services, RAISE Citysafe partners including Merseyside Police Probation Service, North Liverpool Community Justice Service, PCT		
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
Host a Jet "Streets Ahead Officer" in the neighbourhood office	2010-2011	Identify and remove barriers to employment	JET Officers and monitored by LMH Regeneration Team
Future Jobs Fund placements	201-2012	Increase employment opportunities for tenants	Fusion 21, LMH Regeneration Team and Housing Team, contractors and suppliers

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Carry out value for money review of income service	2010	Increase rent collection and reduce rent arrears	LMH Income Manager
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "home access" scheme	March 2011-2013	To increase customer access to the internet	Promotion by LMH
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH contractors
Customer satisfaction surveys	Annually	Increased customer consultation to assess the impact of interventions	Business Development Team
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies for advice on available benefits	Ongoing	Maximise tenants income and reduce fuel bills/poverty	RAISE/ housing staff
Work in partnership with EDF to install cavity wall and loft insulation	2010-2013	Increased energy efficiency and reduced fuel bills	LMH Investment Team and contractors

Key Contact: Janet Calland - Area Manager

Sample of interventions in neighbourhood. If you would like a full list visit our website at www.liverpoolmutualhomes.org



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



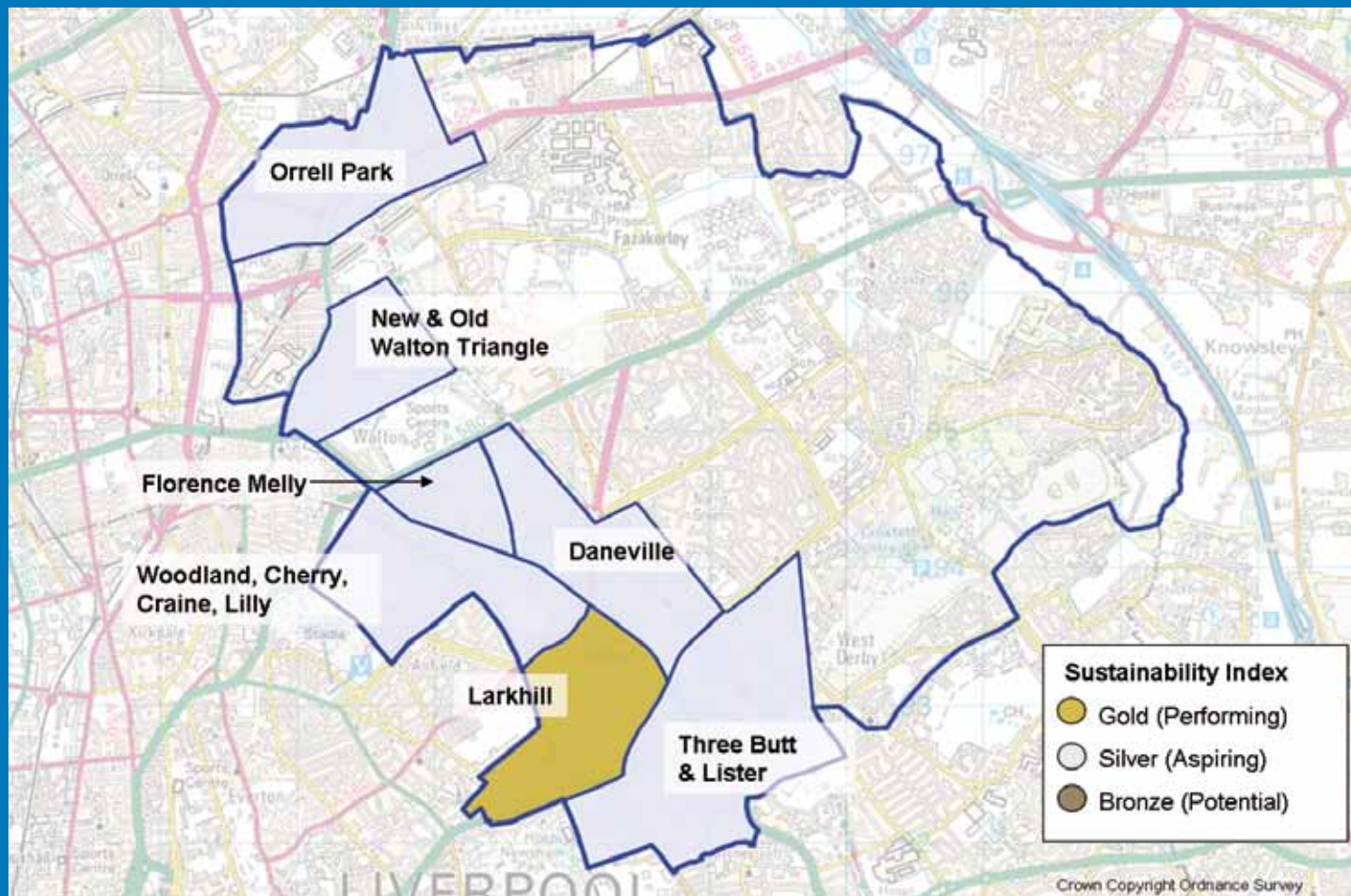
Focus on Homes



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:
 North Area Housing Office - 0800 678 1892
 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