



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
East Area
Kensington, Phythian and Butler

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

East Area - Kensington, Phythian and Butler Neighbourhood

My Neighbourhood

The Kensington, Phythian and Butler neighbourhood has a total population of 18,602. There are several streets lined with terraced houses, others have semi detached properties and some bungalows can be found in quiet cul-de-sacs. The average house price is £85,000 with an average household income of £25,000 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 a total number of 445 properties in this particular neighbourhood ranging from flats, houses and some bungalows. The flats are in a great location with immediate access into the city centre, but the main road is extremely busy because of this reason.

This neighbourhood benefited from major improvements as part of the Phythian Estate Action in the early 1990's where properties received central heating, double glazing and curtilage works such as new front and back gardens, new driveways, dwarf walls and railings. The estate is settled, has great community spirit and there is high demand for the properties in the area, especially the houses and bungalows. As at March 2010 the Kensington, Phythian and Butler neighbourhood currently has

5% of its stock in need of works to meet the Decent Homes Standard.


The Newsham Park Conservation Area falls within the Kensington, Phythian and Butler neighbourhood. The park itself being the largest green space but there is also Kensington and Botanic Park. There is a weekly market right next to the Police Station in Tuebrook and there are several schools, nurseries and adult education centres dotted throughout the area. From a health point of view, residents have immediate access to the Royal Liverpool Hospital, with Alder Hey and The Women's Hospital within easy reach. The neighbourhood as a whole falls within Kensington, Fairfield, Tuebrook and Stoneycroft wards.

Average house price:

£85,000

Decent homes:

95%

Indicator	Rating
Abandoned Properties	 bronze
Tenancy Turnover	 bronze
Lettable Voids	 silver
Bids Per Neighbourhood	 silver
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)	 silver
Crime Burglary	 silver
Worklessness	 bronze
Overall Neighbourhood Rating	 bronze

Educational Attainment, Crime & Burglary

The Kensington, Phythian Butler neighbourhood has an overall bronze rating as it is failing to achieve in virtually all of the individual categories. Education attainment is a cause for concern as the pass rates for exams is below expectations and the level of crime/burglary is also silver indicating a problem for the neighbourhood.

Long Term Unemployment & Worklessness

Long term unemployment and worklessness (adults of working age not in paid employment) are significant issues and 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 is also bronze as these are below average. As a result of low incomes rent arrears is silver, a cause for concern.

Abandoned Properties & Tenancy Turnover

From a housing management perspective, there are bronze ratings for abandoned properties and tenancy turnover indicating tenancies are short term with people leaving their homes. This relates specifically to the flats in the area where there have been issues of anti-social behaviour and neighbour nuisance, the direct result being people choosing not to stay. However, demand is high for the houses and bungalows.

Bids Per Neighbourhood & Lettable Voids

Bids per neighbourhood is silver which is a result of low demand for the flats, however, as the improvement programme moves along the properties are all becoming more popular and more sustainable so the silver rating for lettable voids for example, which are vacants not relet within strict target times due to demand, should start to improve.

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

Overall Neighbourhood Rating

As the overall neighbourhood sustainability rating is bronze for Kensington Pythian Butler, interventions should be made in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- Demand, tenancy turnover and anti-social behaviour issues
- Rent arrears performance
- Repair costs
- Education attainment
- Crime/burglary

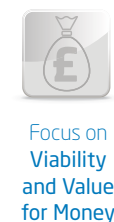
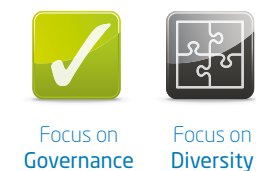


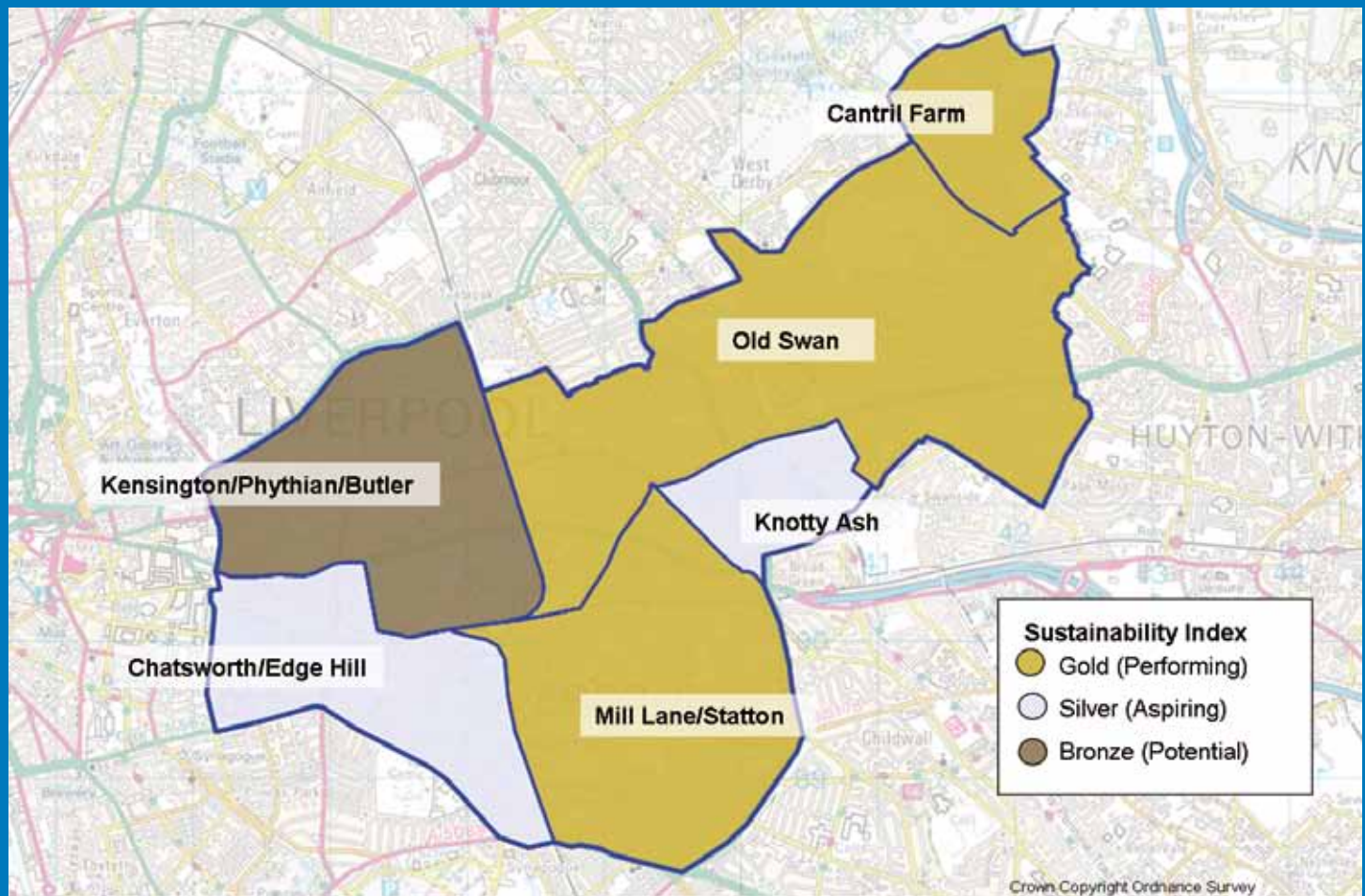
Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Levels of worklessness Tenancy turnover/voids Rent arrears		
Overall priorities & key business benefits	Reduce tenancy turnover levels All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Kensington, Phythian and Butler 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
Work in partnership with other housing providers & agencies to reduce worklessness	Ongoing	Reduce workless and unemployment in LMH neighbourhoods	LMH Regeneration Team
Signposting to outside agencies	Ongoing	Increase awareness of advice agencies and remove barriers to employment	LMH Team, Customer Involvement Officers (monitored by LMH Regeneration Team)

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Carry out a value for money review of income service	March 2010	Service improvement resulting in increased rental collection and reduced debt	LMH Income Manager
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Promote "home access" scheme	March 2011	To increase customer access to the internet	Promotion by LMH and on website
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Work with Citysafe partners to reduce hate crime	Ongoing	Reduce hate crime / fear of hate crime	LMH Safer Estates Officers in liaison with Citysafe partners
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Work in partnership with LCC to raise awareness of energy efficiency and cheapest payment methods	Ongoing	Increased energy efficiency and reduced fuel bills	LMH Investment Team and contractors, LMH Housing and Customer Teams
High Turnover & Low Demand	Estimated Timescale	Goals	Delivery/Resources
Investigate the reasons why customers abandon vacate LMH stock	March 2011	Reduce turnover and increase demand	LMH Housing Team and LMH Asset Management Team
Improve standards of communal areas	2010-2013	Increased letting potential and fewer offers to secure an acceptance of housing offer	LMH Investment Team and contractors, website and newsletters

Key Contact: Ray Ellison - Area Manager





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