



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
East Area
Knotty Ash

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

East Area - Knotty Ash Neighbourhood

My Neighbourhood

The Knotty Ash neighbourhood has a population of 5,321. The average house price in the area is £103,005 and the average household income is between £25,000 and £28,000 pa. There are privately owned properties and properties registered with social landlords such as LMH who manage approximately 507 properties in the area. LMH also manages the only multi storey in the area, Baden House which was built in 1969 and is situated on top of the shops in Prescott Road. Despite its appearance, this block is very popular because of its location and because of the generous size of the 28 flats within. With the exception of a new lift fitted in 2007 and some communal painting, there has been no other investment in the building for a number of years.

As at March 2010 the Knotty Ash neighbourhood currently has 31% of its stock in need of works to meet the Decent Homes Standard.

Knotty Ash is also home to the Dalemeadow Estate next to the Sainsbury's behind Prescott Road. This estate is very settled with a mixture of flats, houses and maisonettes all of which have had new windows and doors.

The main concentration of flats in the area is known as The Green which consists of 150 flats ranging in size from 1, 2, 3 and some 4 bedrooms.

The Broadgreen International & Technology Centre is right next door with the other schools and further education facilities dotted throughout the neighbourhood. From a health point of view, residents are within easy reach of Broadgreen Hospital and Alder Hey. The neighbourhood falls within the Old Swan and Knotty Ash wards.

Average house price:












£103,005

LMH houses:

507

Decent homes:

69%

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

Bids Per Neighbourhood & Educational Attainment

There is a mix of ratings for the Knotty Ash neighbourhood; the gold scores for bids per neighbourhood tell us there is demand for the area and educational attainment tells us results are above the city average.

Tenancy Turnover & Abandoned Properties

The bronze rating for tenancy turnover and silver for the number of abandoned properties and lettable voids (vacant properties let within strict target time) tells us people are choosing not to stay. This may relate specifically to the flats in the area where there have been issues of anti-social behaviour and neighbour nuisance, but, we are hopeful that these ratings will recover as a large number of flats in the area have now benefited from the improvement programme.

Long Term Unemployment, Worklessness & Rent Arrears

Long term unemployment levels are significant and together with worklessness (adults of working age in receipt of benefit) could indicate more than one member within the same family could be in receipt of benefit. Low incomes within the household will account for the silver for household income in the area, and it could be true to say that one consequence of low income is rent arrears, an area of risk within this neighbourhood.

Average Repairs 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 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 Knotty Ash, 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
- Crime/burglary



Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Levels of worklessness Rent arrears Tenancy turnover and demand		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Knotty Ash 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
Future Jobs Fund placements	201-2012	Increase employment opportunities for LMH tenants	Fusion 21, LMH Regeneration Team and Housing Team, contractors and suppliers
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

Signpost to RAISE	Ongoing – reviewed annually	Maximise residents income	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
Target hardening	Ongoing	Reduce crime and fear of crime	LMH Safer Estates Officers in liaison with Merseyside Police Architectural Liaison Officer
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 and low demand	Estimated Timescale	Goals	Delivery/Resources
Do multiple viewings and increased back to back lettings	Ongoing	Reduce turnaround times	LMH Housing Team
Advertise low demand stock outside of Propertypool	Ongoing	Increased interest and accepted offers	LMH Housing Team

Key Contact: Ray Ellison – 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



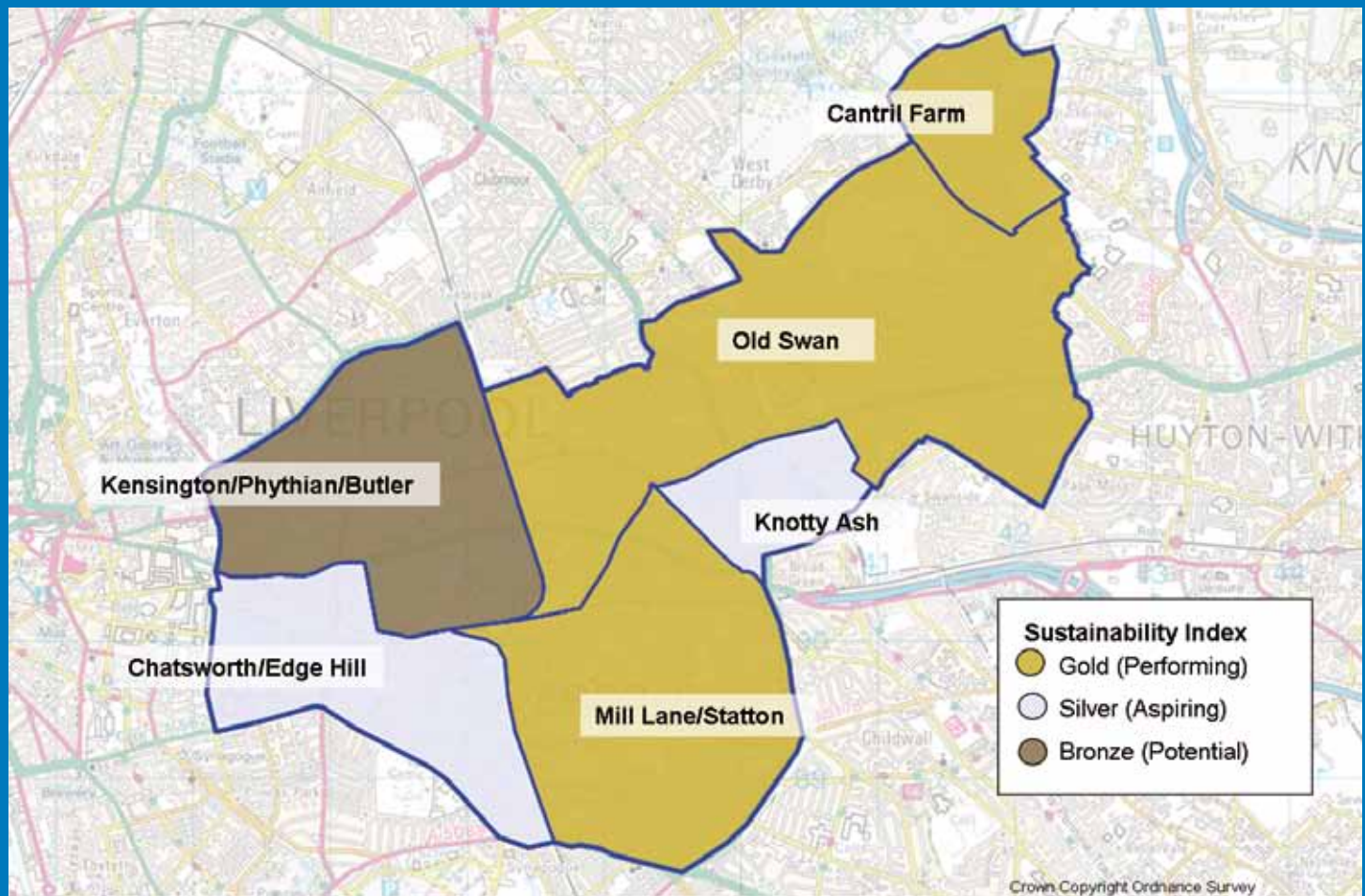
Focus on Homes



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:

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