



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North Area
Larkhill

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North Area - Larkhill Neighbourhood

My Neighbourhood

The Larkhill neighbourhood has a population of 9,394. The average house price is £102,000 and the average household income is £26,396 pa. There is a good tenure mix within this neighbourhood with properties registered to social landlords sitting next to privately owned homes and LMH manage 427 properties within this area consisting of houses, some bungalows and flats with the flats sitting in two main concentrations at Muirhead Avenue and Larkhill Close/Lane, both of which are conservation areas. As at March 2010 LMH currently has just over a fifth (21%) of its stock in Larkhill in need of works to meet the Decent Homes Standard.

The area in general has a good kerb appeal with great community spirit. Residents have the Maiden Lane shops and other local shops running the length of West Derby Road. The Asda superstore is close by and can be reached by bus as can the city centre via West Derby Road and Townsend Lane with Queens Drive providing access across the city. This neighbourhood is bordering both the Lower Breck and Walton Clubmoor recreational grounds but it does have the Maiden Lane playing fields and Larkhill Park; known locally as 'The Ducky', within it's

boundary. The wards for this area are Clubmoor and Tuebrook & Stoneycroft and there are two local primary schools.

LMH also has a number of garages in the Larkhill 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:













£102,000

LMH houses:

427

Decent homes:

79%

Indicator	Rating
Abandoned Properties	 gold
Tenancy Turnover	 gold
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	 bronze
Overall Neighbourhood Rating	 gold

Abandoned Properties, Turnover & Bids Per Neighbourhood

From a housing management perspective the gold scores for abandoned properties, tenancy turnover and bids per neighbourhood tells us that people are choosing to stay long term in this neighbourhood and there is high demand for the few properties that become available.

Educational Attainment & Lettable Voids

Educational attainment is also good for the area hence the gold rating but the levels of lettable voids (vacant properties relet within target times) and crime/burglary are a concern with an silver score.

Worklessness, Long Term Unemployment & Rent Arrears

Long term unemployment is a significant issue for the neighbourhood and as is the level of worklessness (adults of working age not in paid employment) at such levels as to warrant a bronze rating, and this may indicate that the problem is more chronic in nature and may affect different generations within the same household. This obviously impacts on the levels of household income, which is silver and it could be true to say that another consequence of low income are the level of rent arrears, another silver score indicating a cause for concern in the area.

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

The overall neighbourhood sustainability rating is gold for the Larkhill neighbourhood, but the indicators do suggest interventions should be made to ensure sustainability in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- Rent arrears performance
- Crime/burglary



Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Poor health/life expectancy Levels of worklessness Rent arrears		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Improve health outcomes for local people Make Larkhill a sustainable neighbourhood where people choose to live		
Key agencies	LCC, JET Services, RAISE		
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
Future Jobs Fund placements	2010-2012	Increase employment opportunities	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
Carry out value for money review of the 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
Signpost customers aged 55+ , who express an interest in alternative accommodation to sheltered accommodation	Ongoing	Increase the demand for sheltered stock and reduce social exclusion amongst 55+ customer base	LMH Independent Living Team
Antisocial Behaviour/ Crime & Burglary	Estimated Timescale	Goals	Delivery/Resources
Roll-out good neighbourhood agreements	Ongoing	To generate community spirit and set the local standard	Customer Involvement Officers working with TARAs
RESPECT weeks	Ongoing	Tackle ASB and associated neighbourhood problems	LMH Housing and Customer Teams, City safe partners including Merseyside Police
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



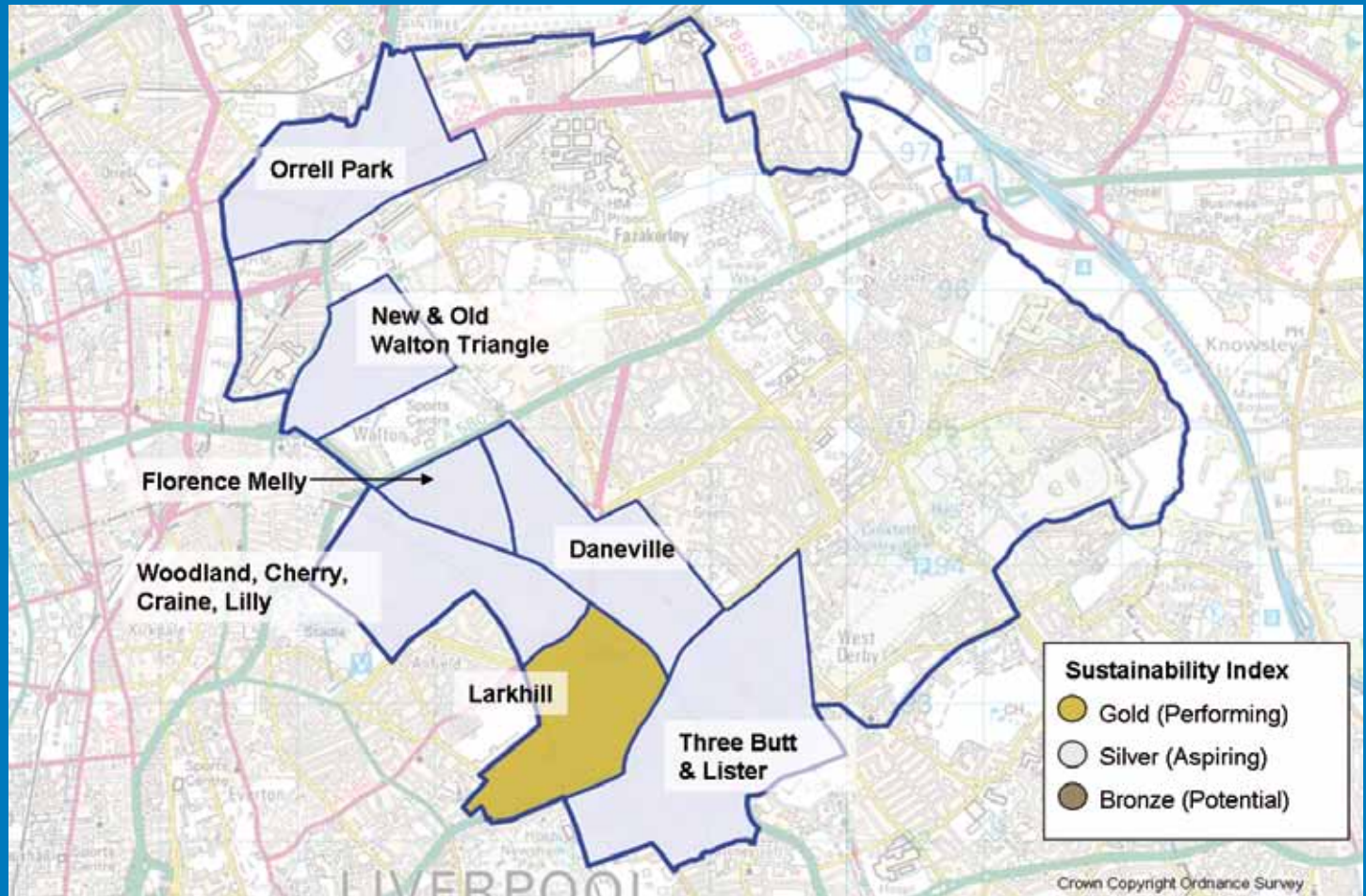
Focus on Homes



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