



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
East Area
Mill Lane Statton

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

East Area - Mill Lane Statton Neighbourhood

My Neighbourhood

The Mill Lane Statton neighbourhood has an overall population of 19,789. The average house price is £143,475 with an average household income of £28,000 pa. There is a good tenure mix in this neighbourhood with privately owned properties and properties registered with social landlords. Within this area, LMH own and manage 712 properties. Of these, 351 terrace and semi detached houses, 2, 3, and 4 bedroom in size, 46 one and two bedroom bungalows, 292 one and two bedroom flats and 23 two and three bedroom maisonettes. The flats themselves are in two main concentrations in the L13 and L15 postal districts with L15 falling within the Wavertree Village conservation area. As at March 2010 the Mill Lane Statton neighbourhood currently has 33% of its stock in need of works to meet the Decent Homes Standard

There is a great sense of community pride and community spirit, gardens and green spaces are very well maintained and the Vensall Resident Group is very active within the area. This neighbourhood falls within the Wavertree, Childwall and Old Swan wards.

LMH also has a number of garages in Mill Lane Statton 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:

£143,475

LMH houses:













712

Average income:

£28,000

Decent homes:

67%

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

Educational Attainment & Household Income

Levels of education attainment and household income are good for the area as is and crime/burglary.

Worklessness & Rent Arrears

Long term levels of unemployment is gold, however, worklessness (adults of working age not in employment) is a significant problem as this has reached levels to warrant a bronze rating, and this may have some bearing on the silver rating for rent arrears and also suggest there is a significant amount of people on benefits other than unemployment benefit.

Turnover & Demand

Bids per neighbourhood is another category enjoying a gold rating showing there is demand for this neighbourhood although voids lettable is silver, which tells us there is cause for concern and we are not meeting strict target times to relet the properties. The number of abandoned properties is low hence the gold score but tenancy turnover is silver indicating a cause for concern. This tells us that there is a risk of increased short term tenancies i.e. people choosing not to stay and this maybe due to some issues of anti-social behaviour in specific areas of the neighbourhood.

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

Overall Neighbourhood Rating

The overall neighbourhood rating is gold but the indicators suggest that there should be interventions made in the following areas:-

- Tenancy turnover
- Rent arrears performance
- Worklessness in the neighbourhood
- Repair costs



Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Levels of worklessness Rent arrears		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB Make Mill Lane Statton a sustainable neighbourhood where people choose to live		
Key agencies	LCC, JET Services, RAISE, Framework Contractors, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice Centre, 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
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
Signpost to trading standards for loan sharks	Ongoing	Reduce levels of debt and as a result, increase rent collection	LMH housing and customer staff
Social Exclusion	Estimated Timescale	Goals	Delivery/Resources
Process to identify social exclusion	December 2010	To identify the levels of social exclusion so responses can be identified	LMH Regeneration Team
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
Work with Citysafe partners to reduce vehicle crime	Ongoing	Reduce vehicle crime	LMH Safer Estates Officers in liaison with Citysafe partners
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
Signpost to advice agencies for advice on available benefits	Ongoing	Affordable warmth	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: Ray Ellison – Area Manager			



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



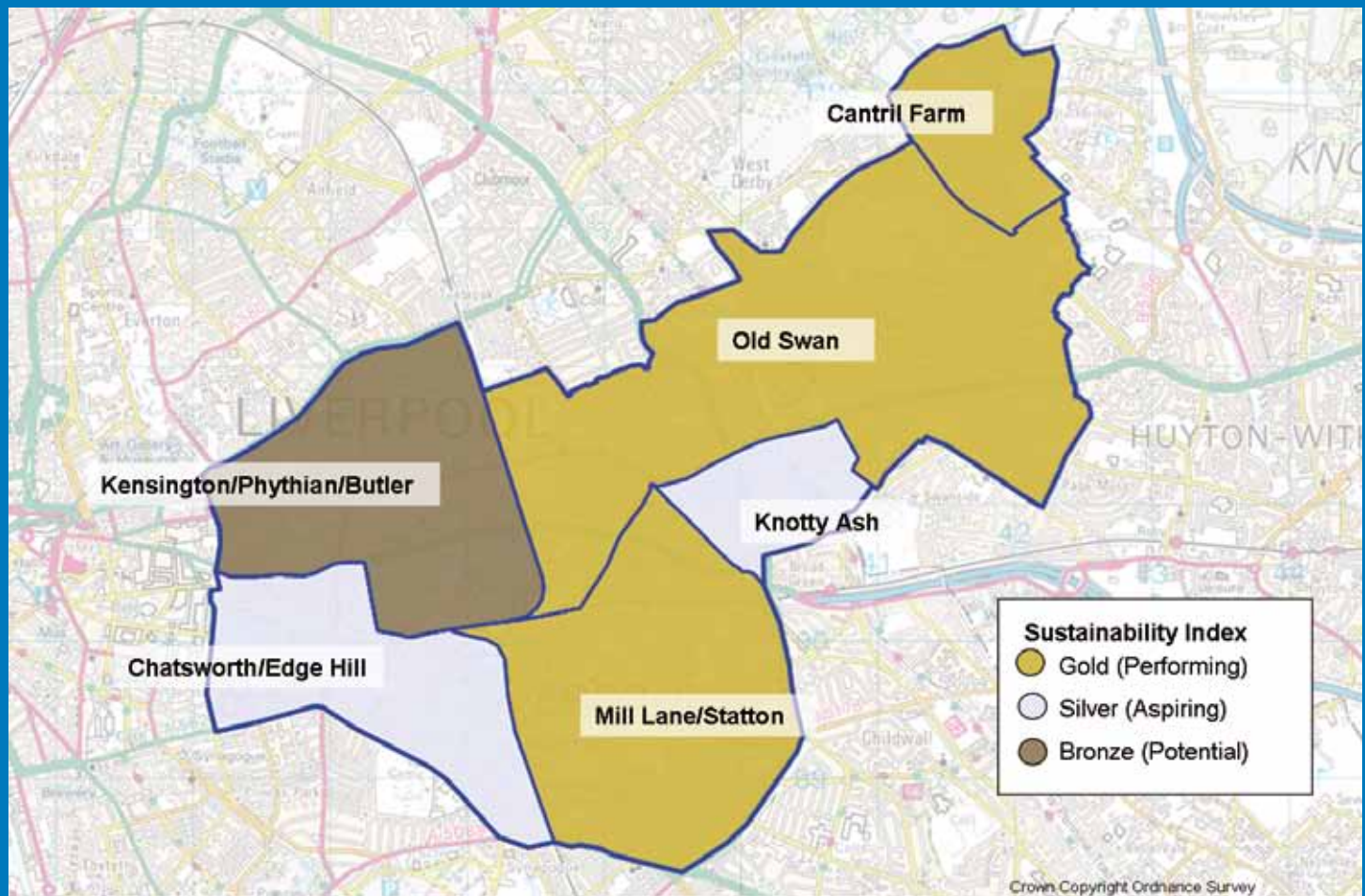
Focus on Homes



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