



ILOVEMYLMH  
neighbourhood

Liverpool Mutual Homes  
North West Area  
Queens Road

*Pride in Our Homes, Proud of Our Neighbourhoods*

# I love my neighbourhood

## North West Area - Queens Road Neighbourhood

### My Neighbourhood

The Queens Road neighbourhood has a population of 4,849 and within this neighbourhood there is a real mix of tenure with privately owned properties and properties registered to several social landlords, one of which is LMH who manage 550 properties in the area consisting of some bungalows and flats, over 340 houses and two sheltered accommodation schemes. The area in general is very settled with some tree lined streets and quiet cul-de-sacs. The average house price is £112,775 and the average household income is £23,173 pa. The Queens Road neighbourhood had at March 2010 just 33% of its stock in need of works to meet the Decent Homes Standard.

This neighbourhood is situated in a great location within the city with easy access into the city centre itself via two good arterial routes via West Derby Road and Breck Road with both these giving equal access up to Queens Drive. There are several good bus routes on these busy roads which also have lots of local shops with the shops on Breck Road, with the large Asda store behind the mall, being within walking distance for most residents. Whitefield CP and the Everton Children Centre (together with

its Child and Family Centre) cater for nursery and primary education in the area and the local senior school is the new North Liverpool Academy on Heyworth Street. There are a couple of recreational open spaces one being on Heyworth Street itself which gives great views of the city and river and there is Grant Gardens at the start of West Derby Road. There are a couple of historical buildings in the area, The Collegiate on the Shaw Street neighbourhood boundary and the water tower with its reservoir on Margaret/Spencer Street. The only ward to serve this neighbourhood is Everton.

Average house price:


£112,775

LMH houses:

550

Decent homes:

67%

Indicator	Rating
Abandoned Properties	 silver
Tenancy Turnover	 bronze
Lettable Voids	 silver
Bids Per Neighbourhood	 bronze
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	 bronze
<b>Overall Neighbourhood Rating</b>	 silver

## Educational Attainment

The sustainability of the Queens Road neighbourhood is at risk as there are significant issues and areas of concern. The only gold rating is for educational attainment which has scored well with above average results.

## Worklessness, Long Term Unemployment & Rent Arrears

Long term unemployment and worklessness (adults of working age claiming benefit) are bronze as both are significant issues and may indicate that there is a problem of more than one family member within the same household in receipt of benefit. This then impacts on the levels of household income, which is also bronze as these are below average in the neighbourhood and it could be true to say that one consequence of low household income are the level of rent arrears, which is silver a cause for concern.

## Tenancy Turnover, Abandoned Properties & Lettable Voids

From a housing management perspective, there is a bronze score for tenancy turnover, silver for lettable voids (vacant properties not relet within target time) and silver for the level of abandoned properties in the area. This tells us tenancies are short term as people are choosing not to stay in the area and there are demand issues for vacant properties as indicated by the bronze score for bids

per neighbourhood, hence not achieving the relet target times. There have been incidents of anti-social behaviour and neighbour nuisance in certain parts of this neighbourhood which will contribute to the poor ratings and will deter people from staying, it will also account for some of the drop in demand for properties in the neighbourhood. The level of crime/burglary is a significant problem and this will have a similar negative impact on the area.

## 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 has reached levels that are a cause for concern in this neighbourhood.

## Overall Neighbourhood Rating

The overall rating is silver for the Queens Road neighbourhood indicating there are a number of issues that need to be addressed in order to improve its sustainability. Interventions should therefore be made in the following areas:-

- Long term unemployment
- Levels of worklessness
- Levels of household income
- Demand, lettable voids & tenancy turnover
- Abandoned properties
- Rent arrears performance
- Repair costs
- Crime/burglary



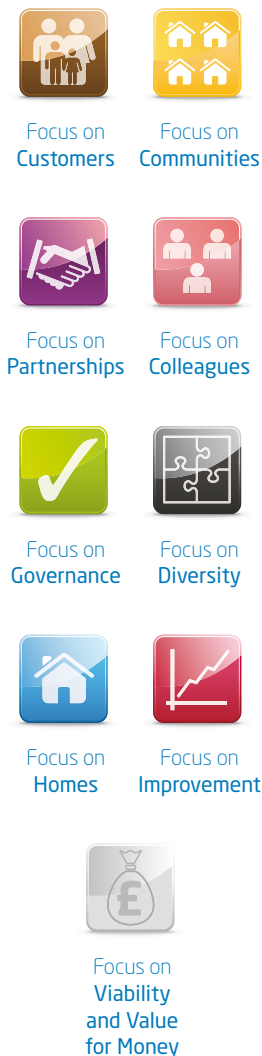
## Neighbourhood Plan Summary

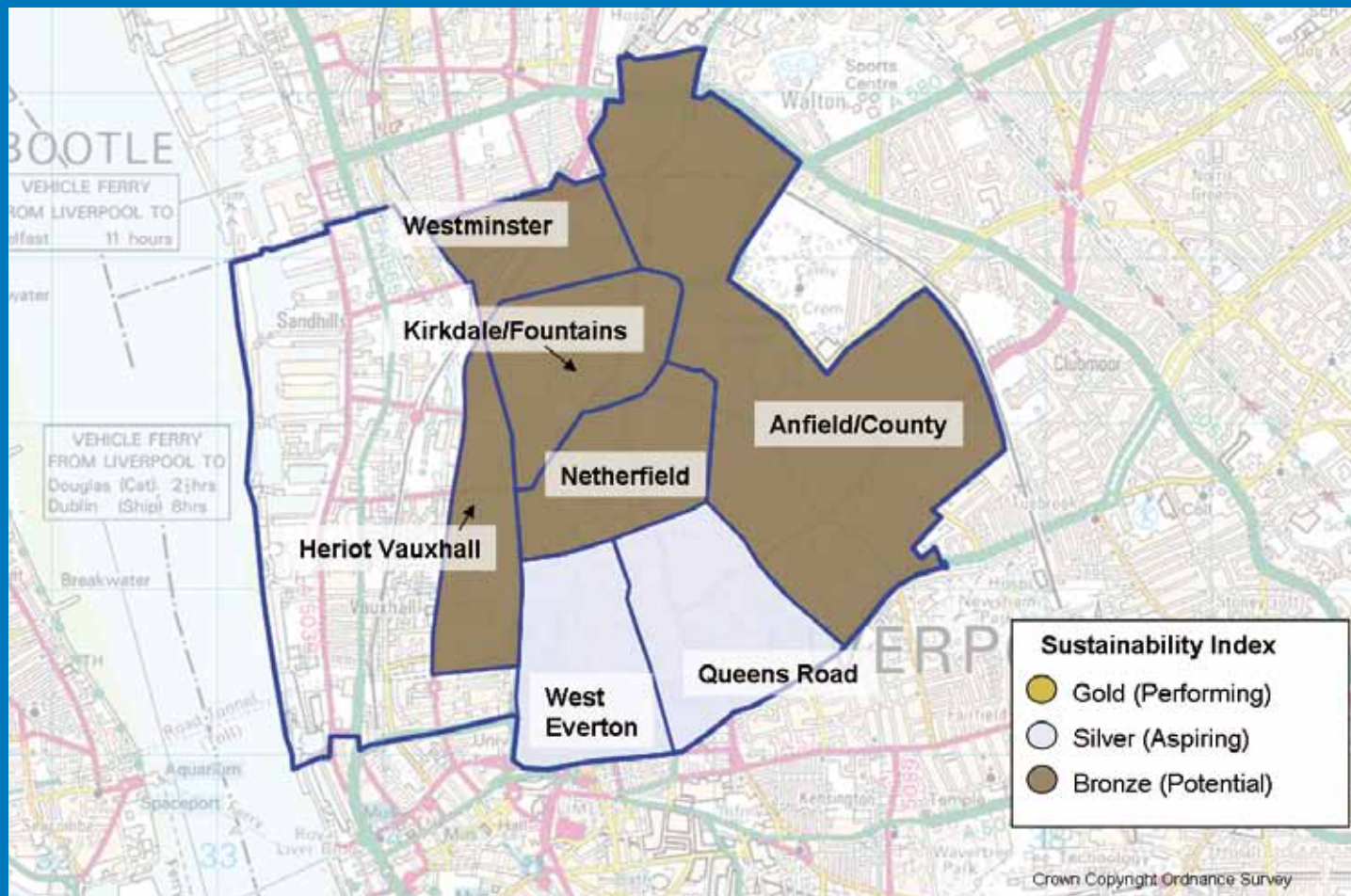
Key neighbourhood issues	Repairs costs Levels of worklessness Rent arrears		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of Crime and ASB including youth disorder Make Queens Road a sustainable neighbourhood where people choose to live		
Key agencies	LCC, JET Services, RAISE, Citysafe partners including Merseyside Police & Probation Service, North Liverpool Community Justice 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
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team LMH website
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
Purchase graffiti removal machine	2010	Reduction in time taken to remove graffiti and increase customer satisfaction	LMH contractors
Fuel Poverty/ Energy Efficiency	Estimated Timescale	Goals	Delivery/Resources
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
High Turnover & 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: Mike McDonnell - Area Manager

Sample of interventions in neighbourhood. If you would like a full list visit our website at [www.liverpoolmutualhomes.org](http://www.liverpoolmutualhomes.org)





#### 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 West 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