



ILOVEMYLMH  
neighbourhood

Liverpool Mutual Homes  
North Area  
Three Butt and Lister

*Pride in Our Homes, Proud of Our Neighbourhoods*

# I love my neighbourhood

## North Area - Three Butt and Lister Neighbourhood

### My Neighbourhood

The Three Butt & Lister neighbourhood has a population of 10,285. The average house price is £108,218 and the average household income is £30,547 pa. There are good sized private estates with homes privately owned plus areas where properties are registered with social landlords such as LMH. LMH manage 444 properties consisting of flats and houses with some bungalows and maisonettes. As at March 2010 LMH currently has over half (56%) of its stock in the Three Butt & Lister neighbourhood in need of works to meet the Decent Homes Standard.

The wards for this neighbourhood are Clubmoor, Fazakerley, Old Swan, Tuebrook & Stoneycroft and West Derby and there is also the Ogden Close conservation area in West Derby. There are several schools Holly Lodge, Margaret Bevan, West Derby and St Celia's to name a few, specialist schools Ernst Cookson and Merseyside Centre for Deaf and the Community College which can be found right next door to the leisure centre at Mill Bank. Residents have several shopping areas to choose from such as Tuebrook which has a weekly market, Green Lane, Muirhead Avenue, Old Swan there is also the picturesque village of West Derby.

This neighbourhood has several large areas of recreational open space such as the Bill Shankly and Bellefield playing fields, a large area of allotments at Lister Drive and a couple of bowling greens. Queens Drive ring road cuts through this neighbourhood giving great access across the city and there are good bus routes into the city centre via Muirhead Avenue and West Derby Road.

Average house price:


£108,218

LMH houses:

444

Decent homes:

44%

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

## Household income, Education & Bids Per Neighbourhood

There are a couple of gold scores for the Three Butt & Lister neighbourhood as the levels of household income and educational attainment are good and there is demand for the area as a whole proven by the other gold rating for bids per neighbourhood.

## Abandoned Properties, Turnover & Lettable Voids

The number of abandoned properties is a cause for concern and there are significant issues regarding levels of tenancy turnover and lettable voids (reletting vacant properties within strict target time) and these indicators relate specifically to a concentration of one bedroom flats which suffer incidents of anti-social behaviour and neighbour nuisance impacting upon their demand potential resulting in hard to let properties. There are also other flats in the neighbourhood which, despite their generous size, when they become vacant, the cost of improvements to conservation standards is an issue and affects ability to achieve the relet target times.

## Rent Arrears, Long Term Unemployment & Worklessness

Long term unemployment and worklessness (adults of working age not in paid employment) are risking the sustainability of the neighbourhood with a silver rating and may indicate more than one family

member in the same household is in receipt of benefit. The level of rent arrears and crime/burglary also give cause for concern.

## 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 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

Based on the indicators the overall neighbourhood rating is silver which tells us that there are a number of issues that need to be addressed in order to improve the overall sustainability of the Three Butt & Lister neighbourhood. Interventions should be considered in the following areas:

- Abandoned properties

- Tenancy turnover & lettable voids
- Long term unemployment
- Levels of worklessness
- Repair costs
- Rent arrears performance
- Crime/burglary



## Neighbourhood Plan Summary

Key neighbourhood issues	Repairs costs Levels of worklessness Rent arrears Antisocial behaviour		
Overall priorities & key business benefits	All homes meet Decent Homes Standard Reduce the fear and perception of ASB and youth disorder Make Three Butt and Lister 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

Financial Inclusion/ Rent Arrears	Estimated Timescale	Goals	Delivery/Resources
Agree methods of addressing rent debt	Ongoing	Increase rental income	LMH Income Team
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
CCTV to be installed in hotspot areas	Ongoing	Reduce ASB and crime and reduce fear of ASB and crime	LMH Safer Estates Officers to identify locations
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
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and newsletters

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](http://www.liverpoolmutualhomes.org)



Focus on Customers



Focus on Communities



Focus on Partnerships



Focus on Colleagues



Focus on Governance



Focus on Diversity



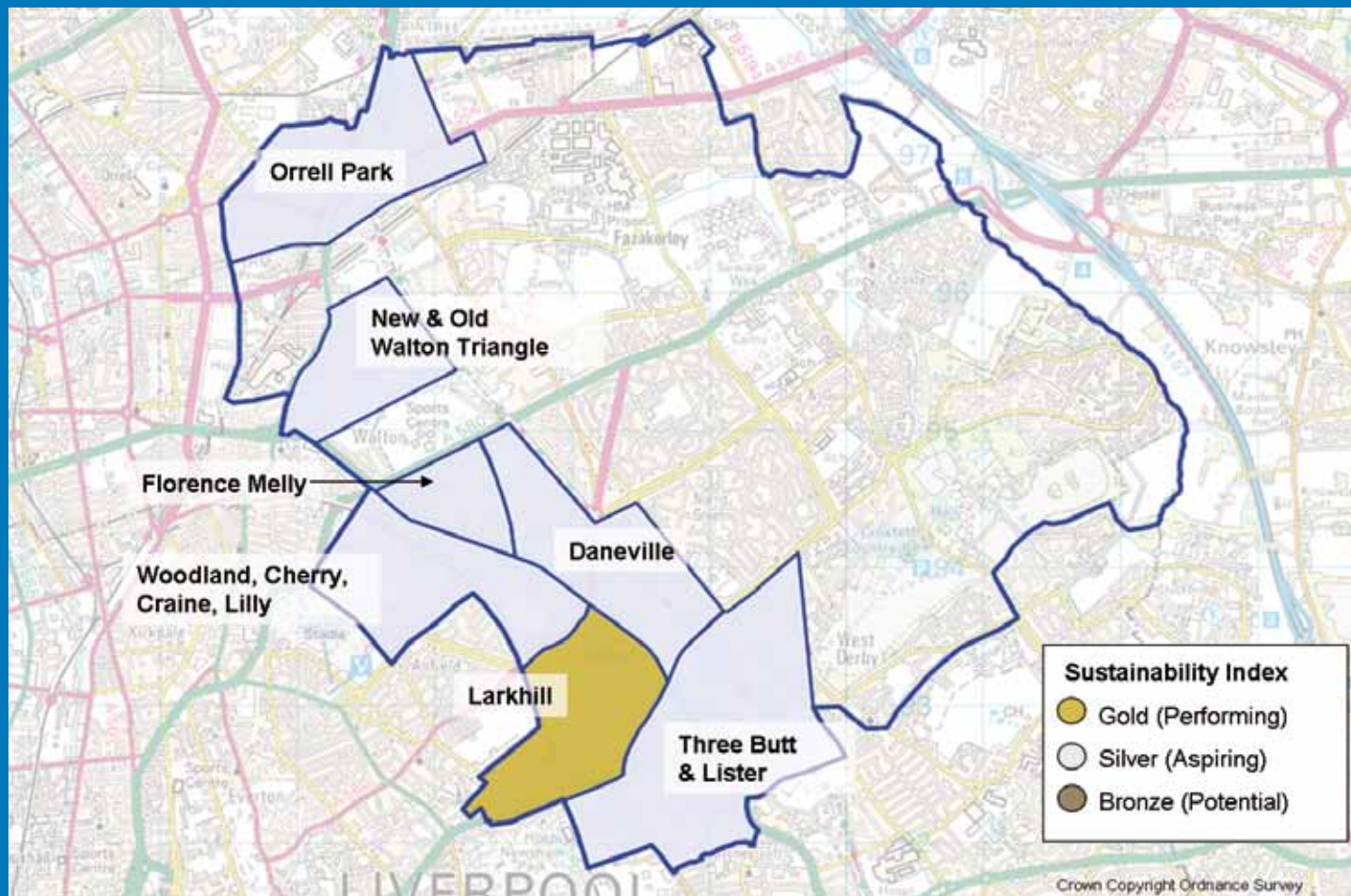
Focus on Homes



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