



ILOVEMYLMH
neighbourhood

Liverpool Mutual Homes
North West Area
Kirkdale Fountains

Pride in Our Homes, Proud of Our Neighbourhoods

I love my neighbourhood

North West Area - Kirkdale Fountains Neighbourhood

My Neighbourhood

In terms of population, the Kirkdale Fountains neighbourhood is one of the smallest in the North West CHIA with 3,859 residents. There are privately owned properties and properties registered to social landlords such as LMH, who manage 688 properties in the area consisting of flats and houses, a small number of bungalows, a handful of maisonettes and one sheltered housing scheme. The Kirkdale Fountains neighbourhood currently had, at March 2010, just over three quarters (76%) of its stock in need of works to meet the Decent Homes Standard.

The area does have a busy feel to it as there is Kirkdale Road (leading onto Scotland Road), acting as one of the neighbourhood boundaries, an arterial route into the city centre and alternatively, leading into Walton Road where there are plenty of local shops for residents. Both these roads suffer heavy traffic as does the other neighbourhood boundary Stanley Road, which links residents and commuters to Bootle and again the city centre. This neighbourhood is therefore in a great location for travel into the city centre and beyond via bus, train or car as there is also the Kingsway Tunnel providing links to Wallasey and Birkenhead. There are several recreational open spaces.

LMH also has a number of garages in the Kirkdale Fountains 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.

LMH houses:

688

Population:

3,859

Decent homes:

24%

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

Rent Arrears, Long Term Unemployment & Worklessness

The sustainability of the Kirkdale Fountains neighbourhood is at risk as there are significant issues and areas of concern. Long term unemployment and worklessness (adults of working age not in paid employment) 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 rent arrears.

Tenancy Turnover, Abandoned Properties & Bid Per neighbourhood

From a housing management perspective, there are bronze scores for tenancy turnover and 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 so some properties are now proving difficult to let.

Educational Attainment, Crime & Burglary

The level of crime/burglary is a significant problem and this will have a similar negative impact on the area and educational attainment is silver, a cause for concern as results are below average.

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 are a cause for concern in this neighbourhood.

Overall Neighbourhood Rating

The overall neighbourhood rating is bronze for Kirkdale Fountains 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
- Repair costs
- Rent arrears performance
- Crime/burglary
- Education attainment

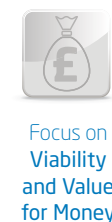
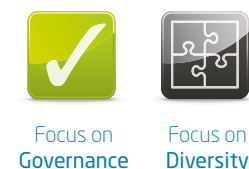
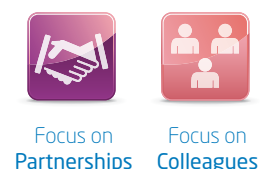


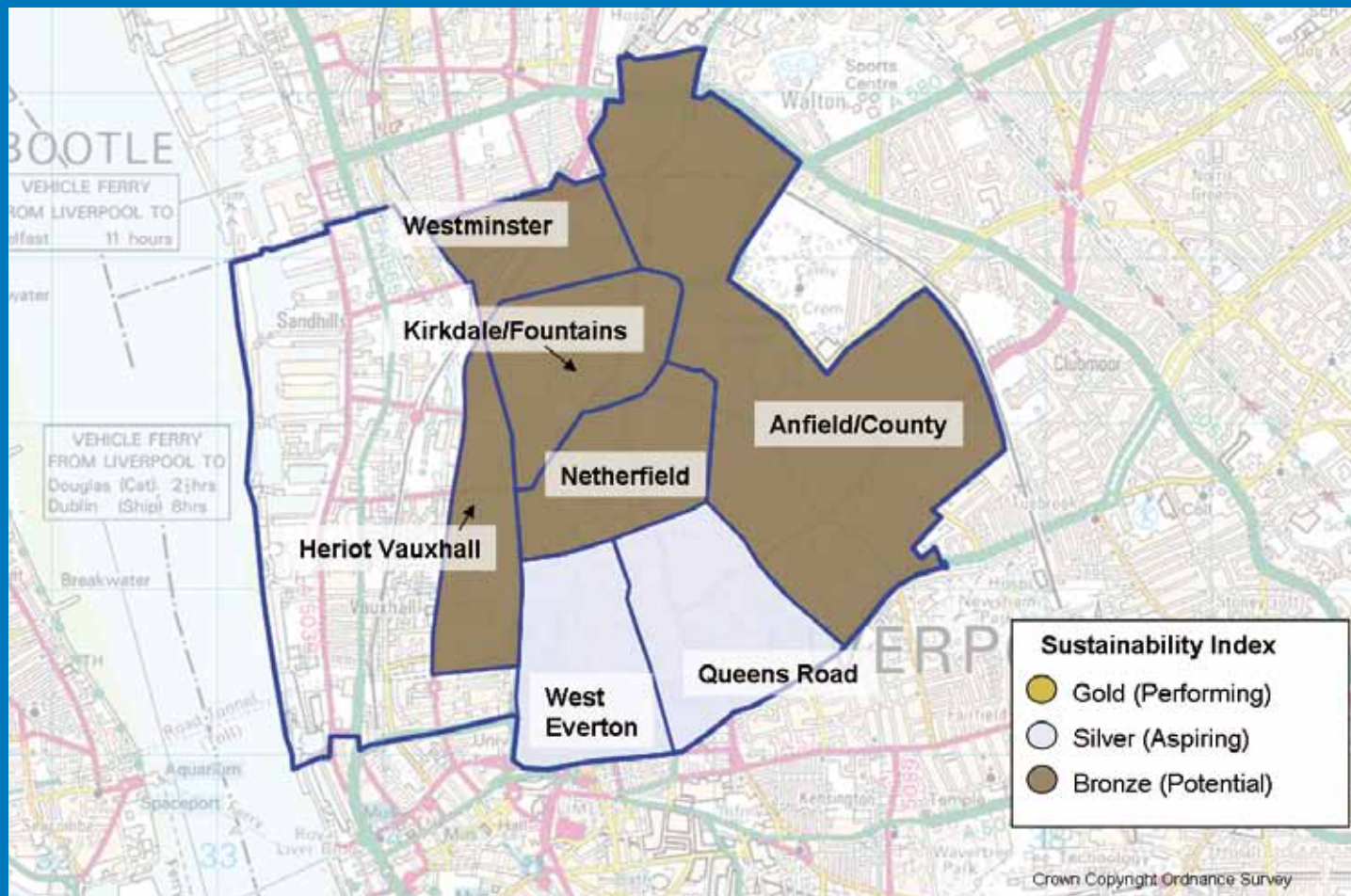
Neighbourhood Plan Summary

Key neighbourhood issues	Poor health/life expectancy Repairs costs Long term unemployment and worklessness Crime and burglary and youth disorder Household income Tenancy turnover Lettable voids		
Overall priorities & key business benefits	Reduce tenancy turnover and increase demand All homes meet Decent Homes Standard Reduce the fear of crime and ASB including youth disorder Improve health outcomes for local people Make Kirkdale Fountains neighbourhood 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
Signpost to RAISE	Ongoing – reviewed annually	Maximise residents 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
Increase number of family intervention programmes	Ongoing	Fewer evictions and / or transfers due to ASB	LMH Safer Estates Officers
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
Improve standards of communal areas	2010-2013	Increased letting potential & fewer offers to secure an acceptance of housing offer	LMH Investment Team and contractors, website and newsletters
Local lettings policy in some blocks	Ongoing	Reduced turnover levels	LMH Housing Team, website and newsletters

Key Contact: Mike McDonnell – Area Manager





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