

Local Letting Scheme Leighton Dene

Background/ Introduction

The Leighton Dene development is in the Fazakerley area of Liverpool. It is on the former site of Leighton Dene Nursing Home on the corner of Long Lane and Lower Lane approximately 5 miles to Liverpool City Centre.

The development is within the North Housing Management area in the ward of Fazakerley,

This development is close to Fazakerley Hospital and Stonedale Leisure and Retail Park which houses a restaurant, cinema, restaurants and shopping facilities etc and Stonebridge Business Park. An infant/junior school is close by, as are numerous bus routes to the City Centre and surrounding areas.

Tenancy sustainability is crucial to this area and it is for this reason we are extending the approach of local lettings to this development.

The site consists of 17 x two bedroom houses, 5 x 3 bedroom houses, 9 x 1 bedroom apartments and 3 x 2 bedroom apartments.

All properties will be let on an affordable rent basis. The properties are modern in design and constructed to an extremely high standard. They include the latest energy efficient products including new boilers, new central heating systems and double glazed windows and doors. These energy efficiency upgrades will result in lower fuel bills for new tenants. Further benefits include high quality modern kitchens and bathrooms and off street parking.

Demand/current letting potential

There are currently 16,709 people registered on Property Pool Plus (PPP) which is the City Council's Choice Based Letting Scheme and used by LMH to allocate our vacant properties. PPP's data has been based on the City's designated Neighbourhoods and not the management areas of the individual Housing Associations. It is not possible, therefore, to extract demand information for LMH's North area or Fazakerley Wards. However, an analysis has been produced for the North area using demand by the postal code L9, L10, L11 and this can be summarised as follows:

Total Demand

Liverpool band	Total
Band A	334
Band B	5253
Band C	4103
Band D	1849
Band E	4896
Band F	274
Grand Total	16709

BAND	Sub Regional Demand		City Demand		Liverpool 9		Liverpool 11		Liverpool 10	
	No	%	No	%	No	%	No	%	No	%
Urgent	653	2	334	2	7	1	25	3	3	2.5
High	8549	25	5253	31	205	28	238	30.5	30	24
Medium	6444	19	4103	25	176	24	245	31.5	46	37
Low	18429	54	7019	42	348	47	274	35	45	36.5
Total	34075	100	16709	100	736	100	782	100	124	100

- Overall, there are 1,642 applicants who are currently living in Liverpool L9, L10, and L11 who are registered on PPP which represents 9.82% of the total demand.
- Demand from the Urgent Band is low across the City, and therefore we will target more lettings to the High and Medium Bands.

BME Demand

Ethnic Origin	Sub Regional Demand		City Demand		Liverpool 9		Liverpool 11		Liverpool 10	
	No	%	No	%	No	%	No	%	No	%
White	29656	87	13043	78	675	92	714	91	117	94
BME	3029	9	2587	16	46	6	43	6	5	4
Unknown	697	2	526	3	10	2	10	1	2	2
Other	671	2	531	3	5	0	15	2	0	0
Prefer not to say	22	0	22	0	0	0	0	0	0	0
Total	34075	100	16709	100	736	100	782	100	124	100

- Clearly demand from white applicants living in L9, L11 & L10 is significantly higher when compared to the total demand and demand from applicants from the BME groups is considerably lower. We are hoping therefore that by targeting 10% of the properties to BME applicants it will help to redress some of the imbalances that currently exist in the area.

Aims of the Local Letting Scheme

A local lettings scheme introduces flexibility into agreed allocation policies and the purpose of this local letting scheme is to reinforce our approach on Leighton Dene by helping to achieve a balanced community, sustainable tenancies and reduce high levels of anti social behaviour. To help us achieve this we will aim to:

- Create a stable environment and feelings of safety and wellbeing within the estate;
- Reduce void turnover by improving the quality of the living environment and reducing anti social behaviour using robust processes and partnerships.
- Rebalance the mix of tenants by increasing the numbers not solely dependent on welfare benefits.
 - In accordance with Common Allocation policy, priority for offers is given to Liverpool residents and no more than 5% of the properties overall should be allocated to applicants from outside the City.

Divergence from the standard policy

The local letting scheme for this estate differs from our principal Allocation Scheme in the following ways:

- All of the properties on the development will be let at affordable rents (80% of market rent) but any existing LMH tenant with protected rights who accepts a tenancy will keep these rights;
- Applicants with criminal records or a record of anti social behaviour may be rejected if there is concern their activities have not abated and may affect these properties and surrounding estate. This will be subject to information provided through a police check and any offer will be subject to information obtained via these arrangements;

- Where necessary, supporting information for applicants will be sought from a wider range of sources than usual for previous anti social behaviour, rent arrears etc;
- The provision of 2 references is a requirement and any offers may be overlooked if this information is not provided but will be considered on an individual basis
- No dogs will be allowed in the Apartments.
- Prospective tenants must attend a pre tenancy interview to establish applicant's financial status and suitability for the scheme. This approach is being adopted because of both the rent levels and Welfare Reforms;
- Applicants with complex support needs will only be accepted with a recognised support package; any applicants with low level needs will be assessed at pre tenancy interview and referred if applicable to the appropriate support agency;
- Applicants will be required to sign the **Good Neighbour Agreement**
- The individual circumstances will be taken into consideration, but as a general rule, applications with a history of any of the following serious criminal offences or anti social behaviour will not be considered.
 - Prostitution (includes convictions for loiter/solicit for purposes of prostitution, tenant/occupier allowing premises to be used as a brothel for prostitution, living off immoral earnings, woman controlling prostitution);
 - Robbery (includes convictions for robbery and assault with intent to rob);
 - Violent crime (includes convictions for murder, manslaughter, wounding and assaults and gun/firearm offences);
 - Drug trafficking offences (includes convictions for production of controlled drugs, supply of controlled drugs, possession with intent to supply controlled drugs, allowing premises to be used for use of controlled drugs);
 - Domestic Burglary (includes convictions for burglary of dwelling houses and aggravated burglary dwellings);
 - Racially Aggravated offences (includes convictions for racially aggravated assaults, criminal damage and harassment);

- Vehicle crime (includes convictions for theft of vehicle, theft from vehicle, unauthorised take of motor vehicle, aggravated vehicle take, vehicle interference);
- Domestic Violence.

Selection Process

All allocations will be subject to the agreed criteria and all properties will be advertised via PPP. Future voids will continue to be advertised on PPP advising applicants that a local letting scheme is in place and applicants will be required to satisfy the strict criteria already specified. We will continue to give priority to suitable applicants in accordance with the appropriate banding and date order system.

Applicants will be invited to attend a formal interview before an offer is made when the local letting criteria and any additional checks that may be necessary, will be discussed in detail. During this interview, applicants will be required to demonstrate they understand their responsibilities as a tenant to respect their neighbours and are capable of maintaining and sustaining their tenancy.

To help us achieve the letting criteria, the following targets will be applied:

Band	Sub Band	Proposed target
Urgent 21%	Homeless	6% (1 x 2H 1 x 3H)
	Health/Welfare	6% (1 x 1F 1x 2H)
	Decant	3% (1 x 1F)
	Overcrowd by 2	6% (1 x1F 1 x 2H)
High 44%	Health/Welfare	9 % (2 x 2H 1 X 3H)
	Overcrowd by 1	20% (2 x 1F 1 x 2F 1 x 3H 3 x 2H)
	Disrepair	6% (1 x1F 1x2H)
	Under occupied	9% (1 x 1F 2 x 2H)
Medium 29%	Health/Welfare	12% (1 x1F 1 x 2F 1 x 2H 1 x 3H)
	NP Homeless	0%
	Intentionally homeless	0%
	Family/friends	17 % (1



		x1F 1 x 2F 3 x2H 1 x 3H)
Low 6%	Employed	3% (1x 2H)
	Not employed	3% (1x2H)

- Properties will be advertised on PPP and allocations governed strictly by LMH’s own allocations scheme. The agreed % targets specified by LMH and LCC will assist the local circumstances and needs which LMH are looking to address by this local lettings plan.
- 50% of properties will be targeted towards those applicants in full time employment, education or training (where they can demonstrate they have sufficient finance to pay the rent)
- Priority will be given to those applicants who can demonstrate full occupation of the property
- 10% of the properties will be targeted to BME applicants (this will assist LMH in working towards it committed target of BME applicants) and will help to redress some of the imbalances that currently exist.

In the event there is insufficient demand:

- Applications from families in the priority bands, who can provide 1 good reference, will also be considered.
- In the event there is insufficient demand from genuine two bedroom applicants, the two bedroom houses will be made available for household’s comprising of applicants who describe themselves as being part of a couple who are able to confirm that they have the necessary finance in place to pay the rent;

Consultation

In developing this policy, we have consulted with the local Tenants and Residents Association, Community Groups, Ward Councillors, Liverpool City Council, and they will continue to be involved in the ongoing monitoring and review.

Pre advertisements about the development will be posted at all LMH reception areas and website to promote the scheme and invite interest from residents who currently have registered applications and can demonstrate housing need.

Managing the Policy

All new tenants will be visited within 4 weeks of their tenancy date to complete the settling in visit. During the visits, the following will be discussed:

- any issues raised by the tenant
- any tenancy matters including the rent account, any complaints/ASB, property damage;

Intended Outcomes

It is intended that by implementing changes to the way allocations are carried out and to allow a change of tenure within the area, the aims of the policy will be met and this will help us to create a more balanced and sustainable community.

We will monitor and review the policy every twelve months, using the following as indicators of the success:

- Turnover of voids
- Numbers of offers to let a property
- Average void period
- Rent loss
- Average length of tenancy
- Anti Social Behaviour
- Customer satisfaction survey

Approved

Executive Director

(Date)

Leighton Dene
Good Neighbour Agreement

Aims

Residents in Long Lane/Lower Lane believe that everyone has a right to live in a clean, tidy and peaceful environment.

This agreement sets out what residents and LMH as the landlord are committed to do to make this happen.

We are all different and need to be tolerant of each others' lifestyles. This agreement aims to provide a set of common principles and standards that we can all meet, in order to achieve a neighbourhood where

- we are happy to live and get along with our neighbours
- we respect each other
- we are given support and good services from our landlord and other partner agencies working in the area

Purpose

By signing this agreement, residents, LMH and partner agencies are committing to the well-being of the estate and understand that a 'Good Neighbour' approach and tolerant attitude is needed from everyone.

We will make a united stand against anyone who does not respect their neighbours, their environment, their homes or the law. This community will succeed if we all work together.

- Preventing problems happening in the first place;
- Stating what is and what is not reasonable behaviour to anyone who wants to move to the estate;
- Not tolerating crime, nuisance, harassment, or anti social behaviour

- Supporting residents and witnesses who work with us to tackle and prevent nuisance and harassment;
- Taking all complaints of anti social behaviour seriously and dealing with them sensitively, appropriately and as confidentially as possible;
- Helping and encouraging you, as residents, to sort out problems between yourselves;
- Working closely with other agencies to deal with the whole of the problem;
- Making empty properties safe and secure as quickly as possible and acting promptly when residents report properties empty;
- Not tolerating wilful damage, neglect or vandalism anywhere on the estate;
- Making sure every resident enjoys the right to peaceful enjoyment of their home;
- Using all the legal tools and powers we have to tackle nuisance and anti-social behaviour.

As a resident of Leighton Dene I agree that looking after this estate is not just the landlord's responsibility; what I do is also vital.

I want to live in an area which is clean, tidy and safe, and where neighbours treat each other well.

As a resident of Leighton Dene I am committed to:

- Respect other people whatever their age, background or lifestyle and being considerate about how my lifestyle may affect others, within my home and the local community;
- Showing tolerance and reasonableness before complaining; and talking to my neighbour to resolve issues in the first place;
- Not break the tenancy conditions or the law;
- Letting children play. If children harass or disturb others then complaints are justified and parents must be reasonable in their response;



- Not dropping litter or dumping rubbish and will make sure that my rubbish is properly bagged and put out for collection on the allocated day;
- Not allowing damage to the property of other residents, or areas of this estate, including graffiti;
- Not playing loud music late at night, or at other times to the annoyance of my neighbours or other residents;
- Reporting incidents of nuisance or crime;
- Watching out for other people and their property and keeping a look out generally to help make this estate a safe place to live;
- Making sure that the front of my home and communal areas are kept clean and tidy so that visitors to the estate can see that we care about where we live;
- Keeping my dog/pets under control at all times (no dogs allowed in apartments). I will clean up after my dog/pets and will not let it bark/make noise to the annoyance of other residents.

Leighton Dene
Good Neighbour Agreement

By signing this agreement, I accept responsibility for myself, visitors to my property and any other household members.

I agree with these standards and will abide by them:-

NameSignatureDate

NameSignatureDate

Signed on Behalf of LMH

Date.....

Appendix B

Extract from the Ward Profile for Fazakerley (produced by Liverpool City Council (2014))

Population

- In 2014 Fazakerley's estimated population was 16,435. The ward has a higher proportions of children but a lower proportion of older persons compared to the Liverpool averages, and a similar level of working age residents to that of the city average of 68%. BME residents are also lower compared to the City wide average

Deprivation

- Fazakerley has extremely high levels of deprivation, with 90.8% of the ward in the most deprived 10% national.
- Over half of the ward is in the most deprived 5% of areas nationally with most of these areas falling in the most deprived 1% nationally
- There has been little change in the proportions of Fazakerley neighbourhoods nationally since 2007..

Household Income

- The average household income in Fazakerley is £29,438 falling below both the Liverpool average of £29,099 and the UK average of £36,353.

Child Poverty

- Child poverty in this ward is amongst one of the lowest in the city.

Housing

- There are 6,899 residential properties in this ward, majority are either privately owned or rented privately.
- There are 1,045 social rented properties evaluating to 15.1% of the total stock which is lower that the city average of 25%.
- 67.1% of properties fall into Council Tax Band "A" and 18.7% are in Band "C+" a lower proportion that in the wider city.

- Property price are lower than the Liverpool average in all categories.

Crime

- The overall crime rate in Fazakerley is lower than the city-wide average.
- The crime rate decreased slightly between 2015/16.
- Domestic burglary and violence with injury also decreased 2015/16
- There was also a reduction in, theft of a vehicle and Antisocial behaviour although personal robbery increased slightly.

Unemployment

- The Out-of-Work benefit rate in is 11.0% which is a little more that the national rate but lower than the city average of 14.5%
- Just over 10% are claimants of Employment Allowance/Incapacity Benefit which is slightly lower than Liverpool average but higher than the national rate.
- There is a higher proportion of residents who are claiming other out of work benefits.

Health

- Figures for 2012-2014 show the average life expectancy of Fazakerley residents 75.0%, which is slightly lower than the England average of 79.6%.
- 23.4%of children aged 4-5 and 37.1% aged 10-11 years old living in Fazakerley are carrying excess weight. Both rates are lower than the Liverpool average of 26.7% and 38.6%.



Education

- In 2015 48.2% of pupils resident in Fazakerley achieved 5+ GCSE's A* - C in all subjects, which is just below the Liverpool average of 50.0%.
- Primary school attendance is 3.9% which is higher than the Liverpool average 3.2% but lower in secondary schools the attendance is lower 7.0% than the Liverpool average of 8.0%.
- Fazakerley Key Stage 2 results are all higher the Liverpool average.

Extract from the Ward Profile for Clubmoor (produced by Liverpool City Council 2015)