

Local Lettings Agreement  
Boaler Street Development Liverpool 6

## **Background/ Introduction**

This development is on Boaler Street located off West Derby Road, a main thoroughfare leading from North and East Liverpool to the City Centre. Excellent bus routes exist leading to the to the City Centre, which is only 10-15 minutes away on public transport and also leading away from the city towards West Derby . The site is within walking distance of the Royal Liverpool Hospital with the new Alder Hey hospital and The Women's within easy reach via transport.

The development has an Asda supermarket approximately 10 minutes walking distance away and also Breck Road, Kensington and West Derby Road shopping areas which include banks and Post Offices. Leisure facilities are close by off Prescott Road such as Jubilee Sports Bank and Kensington Library.

The Newsham Park Conservation Area falls within the neighbourhood; the park itself being the largest green space and also has a fishing lake. Families are well catered for in the area, with a range of highly-regarded schools covering infant to higher education. There are four popular primary schools in close proximity along with the notable Academy of St. Francis of Assisi which caters for 11 to 18 years.

This newly developed estate will comprise of 7 x 2 bedroomed bungalows, 2 x 3 bedroomed bungalows (which all benefit from a wet room) and 26 x 2 bedroomed houses. 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, off street parking and patio doors leading to rear gardens.

The development falls within the South Housing Management area and the Kensington and Fairfield ward which is one of the most deprived areas in England. An extract from the Ward Profiles (produced by Liverpool City Council in autumn 2015) which includes data from the 2011 Census and Indices of Multiple Deprivation 2010, is attached at Appendix B.

The properties will be let in accordance with a local letting scheme. The local letting scheme will help to make a significant contribution to the overall sustainability of the area by helping to identify suitable tenants who will put down roots and contribute to the local community, addressing some of the imbalances that currently exist.

## Demand/current letting potential

There are currently over 15,000 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 the Kensington and Fairfield Ward. However, an analysis has been produced using demand by the postal codes 6 and 7 and this can be summarised as follows:

Liverpool band	Total
Band A	39
Band B	710
Band C	559
Band D	264
Band E	608
Band F	33
<b>Grand Total</b>	<b>2213</b>

## BME Demand

Ethnic Origin	City Demand		Liverpool 6 & 7	
	No	%	No	%
<b>White</b>	12109	79%	1473	66%
<b>BME</b>	2255	15%	528	24%
<b>Unknown</b>	512	3%	82	4%
<b>Other</b>	452	3%	126	6%
<b>Prefer not to say</b>	20	0%	4	0%
<b>Total</b>	<b>15348</b>	<b>100%</b>	<b>2213</b>	<b>100%</b>



Demand from white applicants living in the L6 and 7 are similar to the total demand, while demand from applicants from the BME varies within each ward when compared to the City demand. We are hoping that by targeting 10% of the properties to BME applicants it will help to redress some of the imbalances that currently exist within each ward.

### **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 (market rates) 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 will affect these properties or 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 two excellent references is a requirement and any offers may be overlooked if this information is not provided;
- Prospective tenants must attend a pre tenancy interview and financial / benefits check 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 support needs will only be accepted with a recognised support package ;
- Applicants will be required to sign the **Good Neighbour Agreement (Appendix A)**.

Applicants with a history of any of the following serious criminal offences or anti-social behaviour may be rejected if there is concern their activities have not abated and will affect these properties or surrounding estate. This includes:

- 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);
- 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 of the houses will be advertised via PPP. As the bungalows benefit from wet rooms they will be referred to Access Liverpool who will nominate appropriate cases. Future houses that become vacant 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 and, vacant bungalows will continue to be referred to Access Liverpool. 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 pre tenancy 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:

<b>Band</b>	<b>Sub Band</b>	<b>Proposed target</b>
<b>Urgent 15%</b>	Homeless	(2x 2H) 7%
	Health/Welfare	0%
	Decant	0%
	Overcrowd x 2	(2x2H) 7%
<b>High 47%</b>	Health/Welfare	(4 x 2H) 16%
	Overcrowd x 1	(4 x 2H) 16%
	Disrepair	0%
	Under occupied	(4 x 2H) 16%
<b>Medium 31%</b>	Health/Welfare	(4x 2H)15%
	NP Homeless	0%
	Intentionally homeless	0%
	Family/friends	(4 x 2H) 15%
<b>Low 7%</b>	Employed	(1x 2H) 4%
	Not employed	(1x 2H) 4%

- All houses 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.
- The 9 bungalows on this development will benefit from the installation of wet rooms and will be referred to Access Liverpool for them to make the appropriate nominations.

- 50 % will be targeted towards those applicants in full time employment or 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
- In the event there is insufficient demand from genuine two bedroom applicants, the two bedroom houses will be made available for households comprising of applicants who describe themselves as being part of a couple who are able to confirm they have the necessary finance in place to pay the rent ;
- 10% of the properties will be targeted to BME applicants (this will assist LMH in working towards its 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.

All applicants will be advised in writing of any decision not to accept them as a tenant and of the facility to appeal if they are not happy with the decision

#### **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 on-going monitoring and review.

#### **Managing the Policy**

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

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



- collate and discuss energy data with tenants in line with the proposed LMH 'energy fantasy league' pilot.

**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**

Angela Forshaw

(Director of Housing and Customer Services)

(Date)

**Reviewed**.....

.....

(Director of Housing and Customer Services)

(Date)

## Appendix A

### Boaler Street Development Good Neighbour Agreement

#### Aims

Residents in Boaler Street 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 other's 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.

LMH and partner agencies are committed to working with and will encourage any newly created tenants' and residents' association.

- Preventing problems happening in the first place;
- Stating what is and 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;

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- 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 Boaler Street, 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 Boaler Street, 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. I will clean up after my dog/pets and will not let it bark/make noise to the annoyance of other residents.

**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

Name .....Signature .....Date .....

Name .....Signature .....Date .....

Signed on Behalf of LMH .....

Date.....

**Appendix B**

Information taken from Current Ward Profile Information for Kensington and Fairfield Ward on Liverpool City Council’s website

## Population

- Kensington and Fairfield's estimated population in 2013 was 15,931.
- The ward's population has increased by 11.4% since 2003, a gain of 1630 people. This is the fifth highest increase in population in all the city wards over that time.
- Kensington and Fairfield's population is estimated to have fallen slightly between 2012 and 2013, by 1.5%.
- Based on the 2011 Census the proportion of BME residents in Kensington and Fairfield is 30.3%, significantly higher than the city wide average of 13.7%

## Deprivation

- Kensington and Fairfield is one of the most deprived wards in Liverpool.
- Almost the entire ward (98.2%) is in the most deprived 5% nationally.
- This is significantly higher than the city wide average (49.6%)
- Since 2007 the ward has seen a shift in its neighbourhoods out of the worst 1% nationally. In 2007 nearly half (48.5%) of the ward was in the worst 1% nationally, compared to 0.1% in 2010.

## Household Income

- The average Household Income in Kensington and Fairfield is £22,787. This is below the Liverpool average of £29,379 and the UK average of £36,172.
- Kensington and Fairfield has the third lowest average income in the city.

## Child Poverty

- In Kensington and Fairfield 41% of children are classed as living in low income households.
- Kensington and Fairfield is higher than the Liverpool average (31%) and more than double the national average (18.7%).

## Housing

- In the ward slightly less than three quarters (72.9%) of properties are either privately owned or privately rented.
- Registered Social Rent properties comprise 27% of the ward total (compared to 26% for Liverpool as a whole).
- 86.2% of properties fall into Band A. This is substantially higher than the city average of 60.4%. Just under 2.1% of properties are in Band C or above.
- Property prices are on average considerably lower Kensington and Fairfield than in Liverpool as a whole. This is most evident in flats where

property prices in the ward (£45,313) are less than half the city average (£111,941).

### **Crime**

- The overall crime rate in Kensington and Fairfield (103.0 per 1000 people) is above the Liverpool average (91.1)
- The ward crime rate increased by 4.7% between 2012/13 and 2013/14 compared to no real change in the city wide average (0.1%).

### **Unemployment**

- The current (May 2014) Out of Work Benefit rate in Kensington and Fairfield is 78.2%. This is the third highest in the city and almost three times the national average of 10.6%.
- The area has a higher proportion of its out of work population who are lone parents (2.6% of working age people) compared to a 2% city and a 1.2% national average rate.

### **Health**

- Figures for 2011-13 show the average life expectancy of Kensington and Fairfield residents was 77 years. This was significantly lower than the England average of 81.3 years.
- The mortality rate in the ward ( 630 per 100,000) is the 7<sup>th</sup> highest of all Liverpool wards
- Kensington and Fairfield has the second highest mortality rate in the city for cardiovascular disease.

### **Education**

- In 2014 35.2% of pupils resident in Kensington and Fairfield achieved 5+ GCSE A\* - C grades, including English and Maths, well below the Liverpool average of 49.7%.
- Primary and Secondary school attendance rates are lower in Kensington and Fairfield than in the city as a whole.
- Kensington and Fairfield's Key Stage 2 results are below the Liverpool average attainment for all subjects.