



Private Sector Housing Strategy 2006 - 2010

Developed by the Wigan Borough Housing Partnership
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1. Introduction

This strategy seeks to set out the priorities of the Council and its wider Housing Partnership within the area of Private Sector Housing over the period 2006 - 2010. It builds on the five year strategy published in 2000, which has been extremely successful, as evidenced by the House Condition Survey 2005 and other housing research.

The broad objectives and outcomes of the strategy have been developed by the Borough's Housing Partnership using themed workshop sessions.

1.1 Consultation

A draft strategy was presented to Private Sector Housing staff at a Service Planning Away Day on 6 April 2006, the Council's Community Protection Panel on 5 June 2006 and the full Housing Partnership on 9 June 2006. It was then available for public consultation on the Council's website until 31 July 2006.

1.2 Guiding Principles

The strategy should be:-

- Non-discriminatory, sensitive and responsive to individual needs
- Designed to address identified and assessed needs within the local community
- In accordance with national legislative guidance and codes of practice
- Reflective of the Community Plan
- Fair, open and understandable
- Representative of the views of users, providers, other stakeholders and the community
- Clear in its goals, practical in its operation and provide for monitoring of outputs / outcomes.

This strategy is built around the following:-

- Wigan's Changing Housing Markets (2005)
- Housing Strategy Update (2005)
- House Condition Survey 2005

All this information has been backed by discussion within themed workshops at the Housing Partnership.

2. Background

This section of the strategy seeks to inform on:-

- Changing national / regional background
- Progress made on Private Sector Housing issues as a result of the last Private Sector Housing Strategy (2000 - 2005)
- Key issues identified by the House Condition Survey 2005 and by stakeholders

2.1 Changing National / Regional / Local Background

2.11 National / Regional Position

A full evaluation of the key national and regional background to housing in the Borough was included in the Housing Strategy review agreed in January 2006. In terms of the developments with specific influence on Private Sector Housing the following are key issues:-

- ◇ The growing influence of the Government's "Sustainable Communities" strategy which sets out the housing role within a wider community agenda and which in the North West sets out local challenges to be where demand for housing is poor or where demand outstrips supply.
- ◇ The Government's Barker Review set out the vital links between housing, the economy and planning to achieve balanced housing markets. The Government stresses the need to tackle different needs of markets, to widen choice and create opportunities for vulnerable groups.
- ◇ Publication of the new Regional Housing Strategy with its priorities of urban renaissance, affordable homes, decent homes and vulnerable groups and the links created with the Regional Spatial Strategy, Economic Strategy and the wider Northern Way.
- ◇ New legislation / approaches to Private Sector Housing, especially relating to Houses in Multiple Occupation, ending of the fitness standard, adoption of the decent home standard, additional powers over private sector landlords and better value for money initiatives.
- ◇ The development of a PSA target for 70% of vulnerable households in private housing to live in a decent home by 2010.

2.12 Local Position

Key local developments include:-

- ◇ Development of the Community Plan (2005 - 2010) which sets out the aim of "A place where people matter and you can afford to live the life you want." Within its different goals, housing principally contributes via goal 6, namely "To provide access to decent homes in a clean, safe neighbourhood."
- ◇ Development of the Housing Strategy which obtained fit for purpose status in 2003 and its subsequent revision in 2005, which describes the Borough's changing housing situation.
- ◇ Closer linking of regeneration objectives between housing and wider strategies such as the UDP, NRF, etc.
- ◇ Achieving Beacon Council status for Private Sector Housing in 2004/05.

2.2 Progress on Private Sector Housing Issues 2000-2005

In 2000 the following key strategic aims were set out within the Private Sector Strategy.

Key Strategic Aims	Performance (HCS 2005)
To reduce unfitness from 5% in 2000 to 4% by 2005	Unfitness in the private stock = 2.4% ☺
To reduce the number of Empty Homes from 3% in 2000 to 2.5% by 2005	Empty homes = 2.6% ☺
To reduce the number of homes with poor Energy Efficiency rating (SAP<40) from 26% in 2000 to 15% by 2005	Number of homes with a poor Energy Efficiency rating = 7% ☺

Extremely good progress has been made on these key aims with dramatic reductions in overall levels of unfitness and in properties with poor Energy Efficiency levels. Significant progress has also been made within the number of Empty Homes.

Since these aims were developed, the Government have introduced the PSA target of 70% of vulnerable households in private housing to live in a decent home by 2010. The House Condition Survey 2005 confirmed our progress in this area and found we already comply with this target (73% in 2005).

A wider evaluation of progress is set out in Appendix 1 over a longer ten year perspective. This not only shows the dramatic gains in the overall aims but the major improvement within key targets such as unfitness in terraced housing and the private rented sector. In other words, the strategy has reached those disadvantaged groups and areas as intended.

However, this table also shows some worrying issues. Firstly despite the progress made, the overall costs involved in bringing all properties up to standard have significantly increased. This illustrates that the problems with housing conditions remain.

On a more general but important point, progress on wider security and environmental issues has been less dramatic and mixed. For example in terms of visual quality the Borough still has a moderate rating.

The major increases in the proportions of residents who consider that they face disability issues are also shown. This probably reflects individuals' perception of need rather than a dramatic increase in actual numbers.

The residents' impressions regarding the area surrounding their homes was more encouraging. This question was asked within the House Condition Survey 2005 and showed that people's perception on where they live show modest improvement, with nine out of ten people wanting to continue to live in their existing area.

How do you rate the area overall?	Improving 34%	Same 53%	Worse 13%
Do you want to continue living in the area?	Yes 91%	No 9%	
If buying another house, would you buy nearby?	Yes 79%	No 21%	

2.3 Key Future Issues

These key findings, supported by comments from MHA (Consultants) and from stakeholder have shown:-

- ◇ success of our evidenced based targeted approach within Private Sector Housing
- ◇ success of our focus on Renewal Areas, the most vulnerable groups e.g. older people and on the worst tenures / types e.g. private rented sector and older terraced homes
- ◇ major contribution to wider neighbourhood achievements in liaison with community groups
- ◇ high customer satisfaction
- ◇ progress made on Empty Homes via genuinely innovatory schemes e.g. Empty Homes Challenge Fund
- ◇ all backed by good external recognition e.g. Beacon Council status, Investors in People, CharterMark and Quality Assurance.

However, the research and assessment have revealed the following development areas to tackle Private Sector Housing over the next 5 years:-

- ◇ to focus attention on the continued areas of housing difficulty outlined in the House Condition Survey 2005 in order to reduce our level of non-decent homes in:
 - the private rented sector
 - certain geographical areas
 - certain property types
- ◇ to continue to develop services for vulnerable groups e.g. older people
- ◇ to take advantage of new housing standards and enforcement regime e.g. HMO licensing
- ◇ to continue to make progress on sustainability / Fuel Poverty issues
- ◇ to continue to ensure that a wider focus than housing is developed especially co-ordinating a greater range of activity within area renewal
- ◇ to strengthen approaches to reflect the overall Housing Strategy's aims of improving local housing markets within vulnerable communities via works to improve the housing offer / choice and wider environmental initiatives e.g. alley gating, anti-social behaviour, tackling bad landlords etc. and to look to link with the Council's emerging affordability policies
- ◇ to further test and develop approaches to ensure value for money
- ◇ to target the continued problem of Empty Homes

3. Strategy Framework

Based on the above analysis, the following strategic framework is set out.

3.1 Aim

“A decent home for all within a balanced community”

The overall aim reflects the key element of improving the standards of housing in the private sector, yet also recognising the need to achieve the wider neighbourhood objective of strengthening local housing markets.

3.2 Key Outcomes

By 2010 to:

- ensure 80% of vulnerable households live in a decent home
- reduce the number long term Empty Homes to 1.8%
- reduce the number of homes with poor Energy Efficiency to 3%
- ensure the average house price gap between Renewal Areas and the Borough average does not widen between 2005 and 2010

3.3 Three themes

This strategy is to be driven by adopting the three themes found within our overall Housing Strategy.

3.31 People and Choice

Focusing on improving vulnerable groups' access to decent homes and ensuring services are available to achieve this.

3.32 Neighbourhood Renewal

Focusing on understanding our local markets and their different needs and intervening to strengthen those markets that are vulnerable to future change.

3.33 Quality Homes

Focusing on tackling below quality standards within the private stock, the problems of Empty Homes and Energy Efficiency in a targeted and sustainable way.

An explanation of how these themes will drive the strategy is set out below. This is backed by the Action Plan which sets out key milestones and targets.

3.4 People and Choice

3.41 Ensure older people have access to decent homes

Older people are particularly worried about safety, security and support

This priority looks to reflect the fact that older people live in generally worse conditions and the clear need to provide services to enable older people to maintain an independent life. Considerable work has been undertaken on developing priorities with the Older Persons' Housing Group and these have included expanding the work of the existing Care and Repair Agency, the development of a Handyperson Scheme and additional services such as help with gardening etc. Linking with the Older Persons' Innovation Project these priorities were included in a recent POPPS bid which has proved successful. These initiatives, combined with a continued priority within the Council's Housing Assistance Policy, provide the foundation on this theme.

3.42 Ensure vulnerable groups have fair access to decent housing

There is now a shortage of decent housing for vulnerable groups and this priority seeks to ensure the most vulnerable have access. A good start has been made in diverse areas, such as the development of a Bond Scheme, the Empty Homes Challenge Fund, the Landlords Accreditation Scheme, contact over asylum seekers / refugees and improved advice services. This is to be developed further via more work with the most vulnerable groups, to involve accredited landlords within the Council's Property Shop and the development of innovative ways of improving homes with private developers.

3.43 Ensure people with disability receive good adaptation services

This priority reflects the major demand from vulnerable groups for adaptations to enable them to stay within their existing home. Some 19% of all households in the Borough contain a disabled person and yet, from the House Condition Survey 2005, some 28% of households felt they needed adaptations. This contrasts with the static resources the Council has to meet this need. As a result, the strategy looks to build on the existing prioritisation system by looking to increase the resources available and to seek ways of obtaining better value for money and improving the service via procurement initiatives.

3.5 Neighbourhood Renewal

This is a key priority and reflects the fact that significant parts of the Borough suffer from an unbalanced and weak housing market and is therefore vulnerable to change. Therefore, the key objective is to ensure that market decline in private housing markets is prevented and reversed. Past interventions have centred on the declaration of Renewal Areas tackling poor housing and incorporating visual, environmental and Community Safety initiatives e.g. alley gating. These have been effective with identifiable benefits in terms of housing and liveability issues. The future need is to continue with this strategy but to attempt to broaden its approach even further to include wider housing market and community plan issues. Two Renewal Areas have recently ended and provide a good opportunity to review their approaches and outcomes.

3.6 Quality Homes

3.61 Tackle below quality standards within the Private Sector Housing stock

The House Condition Survey 2005 has shown the massive improvement on the condition of private housing in the Borough with the level of unfitness being dramatically reduced and the Government's target of 70% of vulnerable households to live in a decent home by 2010 already being achieved. These successes have shown the effectiveness of our targeted approach. Therefore, the future direction needs to continue to focus on the most vulnerable in the worst housing conditions and future proposals need to target the weaknesses identified by the House Condition Survey 2005, namely within the private rented stock, within concentrations of poorer housing (largely older areas of housing) and on vulnerable groups such as older people.

3.62 Reduce the number of long term Empty Homes

The House Condition Survey 2005 has shown that whilst the number of Empty Homes reduced from 2000 to 2005 the rate of improvement was relatively slow. This is despite a comprehensive targeting system for action on Empty Homes. Given the importance of bringing Empty Homes back into use to prevent area decline, reduce neighbour nuisance and increase the supply of housing, further efforts need to be developed. Therefore, it is intended to expand proactive efforts to bring long term empty properties back into use through Compulsory Purchase, Enforced Sale or the Empty Dwelling Management Orders brought in by the Housing Act 2004.

3.63 Too many houses are cold due to poor heating, insulation or Fuel poverty Excess winter deaths are a consequence

The House Condition Survey 2005 has shown a dramatic improvement in the Energy Efficiency of housing in the Borough with a reduction in the proportion of homes with poor Energy Efficiency (SAP<40) from 26% in 2000 to 7% in 2005. This has been achieved via a patchwork of advice and financial help. Whilst past improvement has been good, it is important to continue to prioritise this area especially as Fuel Poverty will increase with higher fuel prices. The House Condition Survey 2005 has identified the increased take-up of cavity wall insulation, top-up loft insulation and condensing boilers as key drivers for improvement. Also, activity should be concentrated on the privately rented sector (highest for Fuel Poverty) and vulnerable groups such as the elderly.

3.64 Ensure works to existing housing are environmentally sustainable

It is important to ensure that all works within the Council's programme are environmentally sustainable. Considerable progress has been made in ensuring materials are from sustainable sources and elements of work are designed to improve construction / maintenance. Efforts will be made to improve this position further.

4. Resources

Given the lack of forward Council funding, the considerable variation in capital allocations and the variations in housing investment due to economic performance, the levels of resources are difficult to predict. However, based on previous funding and expectations the following estimates are provided for the five year life of the strategy.

Council's capital resources derived from the Regional Housing Board	£16M - £24M
Disabled adaptation monies	£5M - £8M
Funding from commuted sums within the Affordable Housing Policy	£4M - £6M
Housing Corporation resources	£1M - £4M

These resources, together with the expected investment of private sector funds (property owners' investment) and some voluntary sector funding, would be enough to resource this strategy.

5. Performance

The measurement of performance is key within any strategy. It should provide a judgement on whether the strategy is successful in terms of its overall aim "A decent home for all in a balanced community". However, equally important is for measures to be available during the implementation of the strategy so that progress can be monitored and adjusted in light of changing circumstances.

5.1 Overall Key Outcomes

- ❖ For 80% of vulnerable households to live in a decent home
- ❖ To reduce the number long term Empty Homes to 1.8%
- ❖ To reduce the number of homes with poor Energy Efficiency to 3%
- ❖ To ensure the average house price gap between Renewal Areas and the Borough average does not widen between 2005 and 2010

5.2 Other Performance Measures

- ❖ Contribute to a range of SMART targets within the Older Persons Housing Study & Action Plan 2005
- ❖ Contribute to a range of SMART targets within the overall Housing Strategy
- ❖ To shorten the waiting time for all high level need applicants by 25% by 2010
- ❖ To achieve the Home Energy Conservation Act target of 22.8% by 2011
- ❖ To remain at the forefront of best practice on environmental sustainability

5.3 Milestones

Detailed milestones for 2006 - 2008 are listed in the Action Plan. These will be updated and added to at each annual review of the strategy.

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
People and Choice					
<p>Ensure older people have access to decent homes.</p> <p>Older people are particularly worried about safety, security and support.</p>	<p>The Older Persons Housing Study & Action Plan 2005 has the following priorities:</p> <ul style="list-style-type: none"> • enabling people to stay in their own home • choice of home for those who wish to move • co-ordination of agencies. <p>This strategy assists in delivering the first priority by:</p> <ul style="list-style-type: none"> • making homes more suitable • looking to extend schemes developed by Care & Repair and Age Concern • priority within the Council's Assistance Policy. 	<p>Mainstream monies, Supporting People monies and POPPS.</p>	<p>To expand the work of the housing advice agencies in support of improving the homes of older people and in the provision of maintenance services e.g. handy person, garden maintenance.</p>	<p>Contribute to a range of SMART targets within the Older Persons Housing Study & Action Plan 2005.</p>	<p>Steve Sargent Anees Mank Karen Spencer (C&R)</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
People and Choice (continued)					
<p>Ensure vulnerable groups have fair access to decent housing.</p> <p>There is now a shortage of good quality housing for vulnerable groups. Therefore, it is important to ensure that the most vulnerable have access and efforts are made to increase the supply.</p>	<p>Key Contributions from this strategy include:</p> <ul style="list-style-type: none"> • development of the Bond Scheme • development of the Landlords Accreditation Scheme • work with vulnerable groups such as BME, asylum seekers / refugees and economic migrants. 	<p>Mainstream monies and external bidding.</p>	<p>To consider the implementation of a further Challenge Fund initiative.</p> <p>To develop other innovative ways of involving private investors to produce good quality rented accommodation.</p> <p>To involve accredited landlords with the Council's Property Shop.</p> <p>To link with the BME Network and Community Cohesion Group.</p>	<p>Contribute to a range of SMART targets within the overall Housing Strategy.</p>	<p>Steve Sargent Anees Mank</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
People and Choice (continued)					
<p>Ensure people with disability receive adaptation services.</p> <p>There has been a major increase in the demand for adaptations and this has exceeded the resources available.</p>	<p>The key objectives are to provide an efficient adaptation service to those in greatest need and within the resources available.</p> <p>It has been necessary to prioritise applications for the agency service based on the level of need.</p>	<p>DFG allocations and mainstream monies.</p>	<p>To continue to seek further resources from Government to meet increased needs.</p> <p>To improve current systems of monitoring and financial control with NPS.</p> <p>To explore different options of procurement in an effort to reduce cost and improve services.</p> <p>To consider the anticipated Government review proposals on DFGs and implement any recommendations.</p> <p>To reconsider use of alternative funding mechanism such as equity release.</p>	<p>To shorten the waiting time for all high level needs applicants by 25% by 2010.</p>	<p>Peter Layland Anees Mank Glyn Jones</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
Neighbourhood Renewal					
<p>Borough has low prices and some areas have been shown to have unbalanced and weak housing markets, which are vulnerable to change. There is potential for market decline in certain localised areas.</p> <p>From the House Condition Survey 2005, work on housing markets and affordability and from the Housing Partnership's themed workshops, it is clear that this work not only needs to be continued but broadened in its approach to include wider housing market and community plan issues.</p>	<p>The key objective is to ensure that market decline in private housing markets is prevented and reversed.</p> <p>Continue to protect and maintain older Private Sector Housing within the existing Renewal Areas by incorporating visual, environmental and community safety initiatives, such as block improvements alley gating etc.</p>	<p>Mainstream monies.</p>	<p>To reassess the contribution of the Council's Assistance Policy (RRO) in Renewal Areas.</p> <p>To explore the relationship with the wider housing market concerns, in particular the Affordable Housing Strategy.</p> <p>To lobby the Government for continued funding for action on vulnerable housing markets.</p> <p>To fully implement policies aimed at balancing housing markets.</p> <p>To fully review the Renewal Area approach and make recommendations on future action.</p>	<p>To ensure the average house price gap between Renewal Areas and the Borough average does not widen between 2005 and 2010.</p>	<p>Peter Layland Anees Mank</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
Quality Homes					
<p>To tackle below quality standards within the Private Sector Housing stock.</p>	<p>The key objective is to maximise the proportion of decent housing in the private sector, prioritising those households / areas / property types with vulnerable people.</p> <p>The House Condition Survey 2005 has shown that significant improvements have been made and it points to the need to target the following:</p> <ul style="list-style-type: none"> • worst tenure (private rented) • vulnerable (especially elderly) • concentration of poor housing (generally pre 1919). 	<p>Mainstream monies.</p>	<p>To change the Council's Assistance Policy (RRO) to reflect changes in legislation and in our approach.</p> <p>To continuously review the Council's Assistance Policy (RRO) and ensure it is operating satisfactorily.</p> <p>Continue to use existing an new enforcement powers to reinforce action with regard to complaints about private landlords.</p>	<p>For 80% of vulnerable households to live in a decent home.</p>	<p>Anees Mank</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
Quality Homes (continued)					
<p>Reduce the number of long term Empty Homes.</p> <p>The number of empty homes remains a problem, with only a small reduction occurring in recent years.</p> <p>More Empty Homes need to be returned to use to prevent area decline and increase the supply of housing.</p>	<p>We have used a comprehensive approach to deal with long term Empty Homes involving a prioritised system targeting the worst problems. This includes giving advice and the use of enforcement powers. We have also used Accredited Landlord partners to buy empty properties and return them to use.</p> <p>Greater priority will be given to homes that have been empty the longest or are giving rise to neighbour nuisance or are situated in vulnerable areas.</p>	<p>Mainstream monies and private sector monies.</p>	<p>To review processes within the Empty Homes procedures to maximise performance.</p> <p>To continue to use the existing powers, such as compulsory purchase and enforced sale.</p> <p>To assess the value of new powers, such as Empty Dwelling Management Orders and Selective Licensing in areas of low demand and use as appropriate.</p> <p>To implement any new initiatives involving the sharing of data and joint working with the Council Tax Section.</p>	<p>To reduce the number long term Empty Homes to 1.8%.</p>	<p>Anees Mank</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
Quality Homes (continued)					
<p>Too many houses are cold due to poor heating, insulation or Fuel poverty.</p> <p>Excess winter deaths are a consequence.</p> <p>As fuel prices are rising Fuel Poverty will increase unless continued progress is made in this area.</p>	<p>The main objective is to improve the Energy Efficiency within the private sector and targeting properties with a poor rating (SAP<40).</p> <p>Good progress has been achieved via:</p> <ul style="list-style-type: none"> • the Council's Assistance Policy (RRO) • signposting / targeting households for energy advice • improved training e.g. staff being energy advisers. <p>However, this area needs continued priority for key vulnerable groups, especially within the private rented sector and concentrations of poor property.</p>	<p>Mainstream monies and private sector monies.</p>	<p>To review the overall approach to Energy Efficiency looking especially at ways to target Fuel Poverty.</p> <p>To reassess the contribution of the Council's Assistance Policy (RRO) on Energy Efficiency.</p> <p>To continue and expand the work with the Greater Manchester South Energy Efficiency Advice Centre and other partners.</p>	<p>To reduce the number of homes with poor Energy Efficiency to 3%.</p> <p>To achieve the Home Energy Conservation Act target of 22.8% by 2011.</p>	<p>Anees Mank</p>

Private Sector Housing Strategy 2006 - 2010 Action Plan

What is the issue / problem we need to address?	How will we deal with it?	Resources	Milestones 2006 - 2008	SMART target for 2010	Responsibilities
Quality Homes (continued)					
<p>Ensure works to existing stock are environmentally sustainable.</p>	<p>The key objective is to minimise the effect on the environment of the existing housing stock.</p> <p>This is being achieved via ensuring materials are procured from sustainable sources within the Council's Assistance Programmes and that improvements in the construction / maintenance within the works are completed.</p>	<p>Mainstream monies.</p>	<p>Continue existing good practice and participate in future innovations in this area.</p>	<p>To remain at the forefront of best practice on environmental sustainability.</p>	<p>Anees Mank</p>

Private Sector Housing Strategy 2006 - 2010

**Appendix 1
Private Sector Housing Stock Profile
(data from the House Condition Surveys)**

Indicator	1996	2000	2005	Key Finding	
Condition					
Empty Homes	5%	3%	2.7%	National position 3%	
Unfitness	8%	5%	2.3%	National position 4.2%	
Unfitness in terraces	12%	11%	4.4%	Improvements in worst stock	
Unfitness in private rented	16%	15%	5.5%		
Cost to make fit (£m)	11.8	15.5	21.75	Rising investment needed despite improvements in overall stock	
Cost to make fit + urgent repair (£m)	49.4	48.5	142.76		
% of vulnerable households living in a decent home			73%	Already meet this key national 2010 target	
Poor energy rating (SAP<40)	58%	26%	7%	Significantly better than the national average	
Socio-economic Issues					
Resident in home for 10 years plus	60%	53%	49%	Declining yet still relatively stable communities	
Disability in household	6%	11%	28%	Nearly 19% of households are registered disabled	
Environment					
Visual quality:				National	
Best	8.1%	5.7%	10.1%	18%	Still relatively low visual quality rated "Best"
Average	90.3%	91.7%	84.7%	76%	
Poor	1.6%	2.8%	5.2%	7%	
Security					
Deadlock to front door		81%	94%	Increased investment in security	
Window locks		76%	91%		
% burgled in last 3 years		4.6%	5.0%	Apparent slight increase in burglary but a decline in car crime	
% car crime in last 3 years		10.2%	8.0%		