

Area Panel Meeting
25/08/2022 – 11am
Hollywood Boardroom

Present:

Joe Galbraith, Area Housing Manager (CHAIR)
 John McLean, Chief Executive
 Bridie Doherty, Area Housing Manager
 Keelan McGaghran, Area Housing Manager
 Aaron O’Prey, Area Housing Manager
 Stewart McClean, Asset Manager Response
 Paddy McKenna, Senior Asset Officer
 Nikki Bell, Customer Service & Performance Manager
 Jonathan Herdman, Asset Manager Planned
 Lesa Kelly, Tenant Engagement Officer
 Ashleigh Mulgrave, Tenant Engagement Officer
 Ursula Maye, Area Housing Manager ZOOM
 Ciaran Smith, Area Housing Manager ZOOM
 Katie Lightowler, Senior Housing Officer ZOOM
 Andrew Han, Corporate Serv Manager ZOOM
 Mary Smith, Tenant Board Member
 1x Richardson Court
 1x Tonic Fold 1x Tonic Fold ZOOM
 1x Spafield Fold
 1x Carrickblacker Fold
 1x Laurel Hill Gardens
 1x McClay Fold
 1x Scrabo Fold
 1x Uprichard Gardens,
 1x Cromac Wood Court
 1x Lisavon Court
 1x St Johns Close ZOOM
 1x Clonavogie Gardens ZOOM
 1x Seymour Hill ZOOM
 1x Cromlyn Fold ZOOM
 1x Lavery Fold Liam Kelly ZOOM
 1x Tullaghmurry Fold Lynette Martin ZOOM
 1x Glenravel Fold Isabel McAuley ZOOM
 1x Butterfield Lodge Billy McFall ZOOM
 1x Rosseden Drive Vincenzo Mense ZOOM
 1x Valley Fold ZOOM
 1x Coniston Close ZOOM
 1x Foyle Fold ZOOM
 1x Primrose Court ZOOM
 1x Castlereagh Street
 1x St Brigid’s Fold
 1x Garvaghy Grove ZOOM

Apologies:

X1	Welcome and Introduction	Action
	Joe Galbraith introduced himself as Area Housing Manager and Chairperson for today’s first Hybrid Meeting. It’s great to see so many people here face to face in our Hollywood Boardroom and members who are joining us via zoom.	

	<p>We hope this meeting is a success but as it's our first Hybrid meeting, we expect there to be a few teething issues.</p> <p>Can I remind everyone in Hollywood to turn their phones on mute, and for members on zoom go onto mute. This is a public forum, and we would like to remind everyone that we are unable to discuss any personal or staffing issues due to GDPR. If you have a first-time repair that needs to be reported, please call the office or report after the meeting.</p> <p>A round of introductions of Radius Staff and members who joined us via zoom, tenants in attendance in Hollywood were introduced to staff before the meeting started</p>	
2.	Communities	
	<p>Lesa shared on screen the Communities, Assets Corporate Services Scorecard for June 2022. Everyone would have received a copy of the scorecard in their invite letter.</p> <p><i>Voids</i></p> <p>At present our voids are sitting at 3.03%, our target is 2.20%, we are on trend for this time of year. Communities have a programme in place to reduce voids and are working hard to reach our target.</p> <p><i>Rent Arrears</i></p> <p>Our rent Arrears are sitting at 9.84%, our target is 9%, there has been a few issues with Universal Credit payments which has affected our target and our Welfare Advice Team are supporting tenants.</p> <p><i>Relets</i></p> <p>Our Relets is sitting at 36.92% which is target of 30 days. This is a joint target with our Assets colleagues to ensure we meet our target of reletting properties within 30 days.</p> <p><i>Transfer Assessments</i></p> <p>Are sitting at 99.44% and our target is 100%. We are very happy with this figure and our colleagues work hard to ensure transfer assessments are carried out within 21 days.</p> <p>Joe had asked in both rooms if anyone had any questions on the Communities section of the Scorecard. No one had any questions or issues in relation to the Communities Section of the Scorecard.</p>	
3.	Assets	
	<p><i>Repairs</i></p> <p>The response repairs team aim to complete 91% of repairs within target. Emergency (92.75%) and Routine (86.33%) are within target with Urgent repairs just below at 86.33%</p> <p>During meetings with Contractors, we address why there has been a shortfall under Urgent Repairs Performance and to look at how we can work better with our contractors, use automation better, how we can up get completion dates uploaded quicker from the contractor's side and most importantly address any issues of late attendance to jobs or completion of jobs from the contractors.</p> <p><i>Inspecting Work</i></p> <p>Radius aims to post inspect 10% of repairs at a value of £600 or below and all repairs that are over the value of £600. As of June 2022, 100% of repairs over £600 have been inspected.</p> <p><i>Safety & Risk</i></p>	

	<p>Radius is 100% up to date on Legionella and Fire Risk Assessments. We are slightly below target at 97.5% for Gas Safety Certificates, these cases are due not been able to gain access to the properties to service the metres, we are working with tenants and contractors to gain access to the properties.to ensure all metres are serviced.</p> <p>Ground Maintenance Update Unfortunately, we were left without a Grounds Maintenance Contractor at the earlier part of the summer. We worked extremely hard to source local grounds maintenance contractors who would be able to go out to schemes and carry out the Grounds Maintenance work. Currently Radius have a number smaller local Grounds Maintenance Contractors around 50% of our properties. This service has been well received by tenants and staff. Going forward, Radius hope to appoint several contractors to provide a better gardening service rather than one or two large scale contractors while we must follow public procurement when the contract goes out for Tender hopefully at the start of October. Mary Smith the Tenant Board Member asked if the smaller firms based locally and if they were this would be much better? Stewart Yes, the smaller contractors will cover their own local areas.</p> <p>Stewart McClean will endeavour to keep everyone up to date on how this will proceed and stay in contact with Lesa Kelly the Tenant Engagement Officer. Tenants were asked if they had any questions to raise about the Assets Scorecard figures? Everyone was happy in the Boardroom and Zoom with the figures from the Scorecard.</p> <p><i>McClay Fold</i> There is a problem with the overgrowth of trees at McClay Fold, SMcC will have someone to look at this.</p> <p>Joe reminded everyone the importance is keeping to the Agenda and that if there are any issues everyone will have an opportunity to discuss during the Breakout Rooms. Everyone was happy with the Assets section of the Scorecard.</p>	SMC
4.	Corporate Services	
	<p>Feedback received from members within our Complaints Service Improvement Group asked us to highlight our Complaints figures within our Scorecard. From June 2022 our Easy read Scorecard now includes Complaints figures.</p> <p><i>Complaints received</i> 24 Official Complaints have been received this year so far within the financial year, this figure is higher than we would like but we do encourage tenants to make a complaint if they are unhappy with the service they have received, and we try and learn from our mistakes.</p> <p><i>Complaints responded</i> 89% of complaints received were responded to within the Complaints Policy requirement. The target is currently 80%.</p> <p><i>Complaints upheld</i> So far, this financial year 37.5% of our complaints have been upheld. The figure for all Housing Associations is sitting at 50%, we continue to work hard to keep reducing this figure.</p>	

	Joe asked the group if they were happy with the Complaints Section of the Scorecard? Everyone was happy to see this information now included within the scorecard.	
5.	Tenant Engagement	
	<p>Service Improvement Groups</p> <p>Complaints Service Improvement Group</p> <p>The Complaints SIG has been ongoing for a while with several recommendations including adding the Complaints figure to the Easy Read Scorecard. Radius staff are currently working on a new Complaints system which was only introduced in June. When the group next meets, they will be updated on the Complaints System and our Marketing Team are in the process of drafting posters to show all the different options tenants have to make a complaints</p> <p>ASB Service Improvement Group</p> <p>In the last meeting the group discussed our Good Neighbour Agreement and Acceptable Behaviour Contract. After some feedback and suggestions from Tenants we can now Tenant Approved these documents. In the meantime, Radius staff are working on the new ASB Policy and Procedure for discussion at our next meeting.</p> <p>ASB Toolkit</p> <p>Just a reminder that the Anti-Social Behaviour is now live on our website, and we encourage our tenants and staff to read the Toolkit. The Toolkit gives an overview on the different types of ASB and how issues can be dealt with either by Radius or by external agencies/organisations such as the PSNI, Local Council. The toolkit also explains how a tenant can report ASB to the relevant person.</p> <p>Tenant Conference</p> <p>The Tenant Conference will take place on Monday 19th September at the Glenavon Hotel Cookstown, we will have a talk and will focus on Sustainability, the Cost-of-Living Crisis and how our Welfare Advice Team can support you. Association. We will be launching our Tenant Engagement Strategy and the most exciting part of the conference is announcing the win</p> <p>If anyone would like to be involved in the judging, please let Lesa Kelly know after the meeting. If you are interested in attending the Tenant Conference, please let Lesa Kelly or Ashleigh Mulgrave know.</p> <p>The Tenant Conference has been advertised on our website and all social media platforms, through newsletters and sent through to our tenants on the Register of Interest. More information can also be obtained through Scheme Coordinators.</p>	
6.	AOB	
	<p>One member asked is there a pamphlet with a list of leaseholder responsibilities and liabilities?</p> <p>John McLean responded that this within the lease agreement itself there is a list of who is responsible, and this can be obtained. AOP the Area Housing Manager agreed to speak to the attendee.</p> <p>Tonic Fold</p> <p>Has a problem with passive smoking in the communal corridors due to poor ventilation. This needs to be addressed and the correct ventilation needs to be installed. It was highlighted that another scheme had a similar issue and</p>	<p>JML/AOP</p> <p>NB</p>

	<p>there were grids installed to deal with the problem.NB will speak to the Asset Officer.</p> <p>Tonic Fold raised that tenant at Tonic fold feel quite neglected given that there is only one scheme coordinator and this is the largest scheme which requires two scheme coordinators.</p> <p>J McL explained that Radius have tried very hard to recruit a new scheme coordinator for this area and like every sector have struggled to recruit. John assured that Radius would do their best to have another scheme coordinator on site as soon as possible.</p> <p>A member on zoom said the sound of members from the Boardroom wasn't the best but that they could everyone on zoom. Joe explained that having a hybrid meeting is a learning curve for everyone and we will get better at these meetings.</p> <p>This issue has been discussed with IT after the meeting in regard to the location of the microphones for future meetings to be placed differently, it will be important to remind attendees in the Boardroom that they will need to speak clearly and towards the microphones to ensure the sound is picked up.</p> <p>We have covered all items on the Agenda and are now going to have a 10 minute comfort break, this will give us time to split the zoom room into two breakout rooms into enable a number of tenants who are based in the Boardroom to move to the Mclvor suite and join one breakout room while the remainder stay in the Boardroom and join the other breakout room.</p>	NB
7.	<p>Break out room 1:Joe, Keelan, Aaron, Jonathan, Nicky, Lesa, Mary, Carrickblacker, Cromlyn Fold, Richardson, 2xTonic, Spafield, McClay, Scrabo, Uprichard, Lisavon, Butterfield, Coniston, Castlereagh, St Brigid's,</p>	
	<p><i>Carrickblacker Fold</i></p> <p>Due to the local council for their area the bins weren't collected and now there is a really bad smell. Joe explained that Radius had a programme in place with our Contractors to ensure bins would be collected. Nicky to follow up with our contractors to deal with this.</p> <p><i>Cromlyn Fold</i></p> <p>There are no solar panels here at Cromlyn Fold and with energy costs soaring can we not get them installed.</p> <p>Lesla explained that a number of years ago grants were available to install Solar Panels but that grant scheme stopped a number of years ago.</p> <p>Further to this JH confirmed that previous Government incentives and grants are not available and therefore no significant demand to install new solar PV arrays on a small scale. Jonathan Herdman the Assets Planned Manager explained at present Radius are piloting a £3.5 million sustainability project at St Johns Close Belfast, this project will look at sustainability, solar panels, reducing our carbon emission and energy costs. Once-completed it will help to take learnings and influence future programmes of work.</p> <p>The heating system is on at Cromlyn Fold is on all year round even though we have our apartment radiators turned off during the summer to reduce the amount of oil we use but Radius charge us the same amount as everyone whether they have their heating on or off.</p> <p>Joe explained that our Finance Team and Accountants work on a forecasting budget on a yearly basis, so if there is less oil used within a scheme the</p>	NB

<p>amount payable is reduced, unfortunately we are unable to do individual oil readings per tenant.</p> <p>A member said during the hot weather the communal radiators were still on. KMG said unfortunately each scheme is different and some schemes they can turn the radiators off but other schemes the radiators can't be turned off.</p> <p>A member from Spafield Fold said that due to health reasons its essential that the heating remains on all year round for some people and with the cost of living and energy bills rising we are grateful our heating is included.</p> <p>A member said tenants received a rebate a number of years ago from the price of oil reducing but unfortunately this hasn't happened since, members nodded in agreement as with the price of oil today this definitely wouldn't be happening.</p> <p>Keelan explained that heating is a fixed rate for tenants within our sheltered schemes and as an organisation Radius hasn't passed on electric/oil costs to our tenants and we want to do as much as possible to support everyone.</p> <p>A lot of our schemes need upgraded heating systems, and we have a yearly schedule working through the upgrades.</p> <p><i>Butterfield Lodge</i></p> <p>A member said there is a lot of frustration coming from tenants living within Butterfield with a number of issues.</p> <p>KMG to contact member after the meeting.</p> <p><i>Castlereagh Street</i></p> <p>Our kerb side boxes aren't getting collected by Belfast City Council regularly. KMG explained that possibly due to contamination and incorrect items within each box the council has refused to collect the boxes. NB will follow up with BCC as to why they aren't been collected.</p> <p>Mary Smith our Tenant Board Member asked how do we find out when our windows are due for an upgrade? JH to find out if MS property is on the current/future list for new windows.</p> <p>JH explained that Radius carry out a stock condition of all its properties. From the results of the stock condition we utilise this data to assist in development of programmes of work - Multi Element Improvements Heating Replacements, Lift Works and Redecoration which includes the renewal of finishes externally and internally.</p> <p>JH confirmed that over the last number of years we have a commitment to focus on primarily building and Fire related works post Grenfell, and this has been and will be our main focus (Works such as Fire alarms, Fire doors, Emergency lighting, Compartmentation works etc.)</p> <p>JH confirmed that there is a requirement to prioritise these works in advance of any other works however we are looking at various solutions to include redecoration works as well as kitchen and bathroom replacement programmes. JH also confirmed that the new MTC contract will hopefully be utilised for planned works</p> <p>We also have our Damp Works programme which involve the remedial works to eradicate the presence of damp in a number of our properties.</p> <p><i>St Brigid's Fold</i> asked if an obscure glass window or curtains can be added to the communal bathroom. Nikki Bell offered to look into this and follow up with St Brigids.</p>	<p>KMG</p> <p>NB</p> <p>JH</p> <p>NB/MSO</p>
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	<p>with Phoenix Gas who are responsible for the Gas Box as Radius are not liable to fix this. UM informed the tenant that this issue has already been dealt with.</p> <p>Bridie brought the meeting to close as everyone had raised all issues.</p>	
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Date of next meeting: 20th October 2022

Time: 11am Hybrid