

**Panel Meeting**  
**25<sup>th</sup> April 2024 – 11am**  
**Zoom**

**Present:**

Keelan McGaghan, (AHM and Chair)  
 Aisling McStravick, Director of Assets  
 Martin Meek, Senior Head of Housing for Housing  
 Bridie Doherty, AHM  
 Megan McGlinchey, AHM  
 Chris McVeigh, Assets Manager  
 Joe Galbraith, AHM  
 Conor McClory, Contracts Manager  
 Lesa Kelly, Tenant Engagement Officer  
 Ashleigh Mulgrave, Tenant Engagement Officer  
 Bobby McConnell (Tenant Board Member)  
 1x Sherbrook Fold  
 2x Cromlyn Fold  
 2x Spafield Fold  
 1x Glenravel Fold  
 2x Brownhill Fold  
 2x Foyle Fold  
 1x Butterfield Lodge  
 2x Knock Rd  
 1x Garvaghy  
 1x Tonic Fold  
 1x Millbrae  
 1x Laurel Hill Gardens  
 1x Glentoran  
 1x Beersbridge

**Apologies:**

Andrew Han, Corporate Services Manager  
 1x Tullaghmurry  
 1x Ballyvarnet  
 1x Longlands  
 1x Lisavon  
 1x Claremont  
 1x McQuillan Lodge  
 1x Cromac Wood Court

<b>1.</b>	<p><b>Welcome and Introduction</b></p> <p>Keelan McGaghan introduced himself the Housing Manager dealing with Policy and Performance and Chairperson for today's Zoom Meeting, thanking everyone for joining. Due to ongoing construction being done at our Holywood Offices and the closure of our Lisburn Road Offices, the decision was made to hold today's meeting online. We hope to return to hybrid format for the next panel meeting in July.</p> <p>Keelan reminded members on Zoom to go onto mute to reduce background noise. 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>	<b>Action</b>
<b>2.</b>	<p><b>Communities</b></p> <p><b>Update on Communities Key Performance</b>          Shared on screen the Communities, Assets and Corporate Services Scorecard for February 2024. Everyone should have received a copy of the scorecard in their invite.</p> <p><b>Voids sitting at 2.12% with our target of 1.6%.</b> This is due to a number of reasons such as the location of the property, low demand, and properties that are included with the damp project that require extensive work before the can be relet.</p>	

	<p><b>Rent Arrears</b> are sitting at 11.04 %, our target is 10%. Following our structural change, we have a dedicated team working solely on rent arrears. This team will help in supporting tenants to get arrears back under control.</p> <p><b>Relets</b> are sitting at 45 days, our target is 35 days. This is a joint target with our Assets colleagues to ensure we continue to reduce this figure and meet our target of reletting properties within 30 days.</p> <p><b>Transfer Assessments</b> Are sitting at 97.84% and our target is 100%. We work hard to maintain this figure ensuring transfer assessments are carried out within 21 days to support tenants who have requested a transfer to another Radius property or another Social Housing provider.</p> <p><b>Restructure Update from Senior Head of Housing</b>  Martin Meek, Senior Head of Housing for Independent Living Schemes, gave an overview about the restructure within Radius. Martin explained that the restructure essentially means that accommodations have been split into General Needs, Cat 1 and Independent Living. Radius have decided to do this to give the Independent Living Schemes more focus. As Radius continue to grow with developments ongoing for General Needs, we now have dedicated teams solely looking after Independent Living Schemes.</p> <p>Having dedicated teams for Independent Living and General Needs will allow staff to be more visible on the ground and give more time for consultation with tenants.</p> <p>Martin went on to say that Radius are also developing an Age Friendly Strategy, with a focus group being organised to comprise of staff and tenants. This will take place at the end of May and start of June to give feedback on the current Independent Living Schemes.</p> <p><i>Knock Road</i>  A member of the group agreed that having dedicated staff to concentrate within Independent Living and General Needs will be beneficial to everyone, so well done to Radius a good decision and a compliment. This member also commended the new Knock Road Apartments.</p> <p><i>Spafield Fold</i>  Due to the change with the restructure will the Housing Officer and Area Housing Manager change?</p> <p>Keelan responded that in some areas there will be staff changes. Each tenant would have received this information that was included within their rates update letter. <b>Spafield Fold Housing Officer is Paul Reynolds, and the Area Housing Manager is Joe Galbraith.</b></p>	
<p><b>3. Corporate Services</b></p>	<p>Keelan gave an update on the Corporate Services Scorecard as the Corporate Services Manager is not in attendance today.</p> <p>Radius has received 193 formal complaints within this financial year to date. 94.24% of complaints received have been responded to 84% of complaints have been upheld this financial year.</p> <p>If you require any additional information or have a query on the Corporate Services Key Performance, please let us know and this can be passed on to the Corporate Services Manager to respond.</p>	
<p><b>4. Assets</b></p>		

	<p><b>Update on Assets Key Performance Repairs</b></p> <p>a. The response repairs team aims to complete 91% of emergency and urgent repairs within target and 90% routine repairs. Emergency (93.81%) with Routine (87.54 %) and Urgent repairs just below (86.85%). Chris McVeigh explained that the figures are not meeting targets due to some teething issues with our new contractors, with our new Contracts Manager in place, we will hopefully be reducing these in due course and are working with our contractors and putting in place performance improvement measures.</p> <p>b. <b>Inspecting Work</b> 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 February 2024, 100% of repairs over £600 have been inspected and 14.57% of repairs below £600 were inspected.</p> <p>c. <b>Safety &amp; Risk</b> The aim is to have Gas Safety Risk targets sitting at 100%. Aisling explained that these figures reflect where the assets team were sitting at the end of February 2024. The reason our Gas Safety figure is just under 100% in due to not been able to access issues into the properties to carry out the yearly service of the gas boilers. After the previous panel meeting a recovery plan was put into place to try and improve the numbers.</p> <ul style="list-style-type: none"> <li>• Gas Safety 99.65%</li> <li>• Fire Risk 94.11%</li> <li>• Legionella 74.66%</li> </ul> <p>d. <b>Knock Road</b> Member asked how often do we complete fire risk assessments and gas safety checks? Aisling responded that Fire Risk Assessments are completed every 12 months, and gas safety checks are also completed on a 12-monthly basis.</p> <p>e. <b>Spafield Fold</b> A member of the group asked if windows are checked during the fire safety checks, who carries out the risk assessments and if tenants have access to the paperwork from a fire risk assessment? Aisling confirmed that windows along with all other fire safety issues are checked during the fire risk assessment such as: how the building operates, are there any issues such as blocked fire escapes and the escape route in the event of a fire. Fire Risk assessments are carried out by an external fire risk assessment company, and a copy of the risk assessment can be made available on request by contacting the Asset Officer or at a panel meeting make a request through the of the Tenant Engagement Team.</p>	
5	<p><b>Tenant Engagement</b></p>	
	<p>a. <b>Update on Tenant Participation Accreditation</b> Radius are going through the TP Accreditation again; this is carried out by Supporting Communities assessing how Radius engages with its tenants and involves them in influencing decisions about housing services. Three years ago, when we went through the process as the first Housing Association in all of Ireland we received a high-level silver. Our aim this time around is to receive Gold, which will show all the work that has went on with our tenants. Supporting Communities who are facilitating this accreditation will be setting up a Tenant Focus group and inviting tenants to be involved in giving them feedback.</p> <p>b. <b>Radius Community Awards</b></p>	

<p><b>C.</b></p>	<p>We are now receiving nominations for this year’s Radius Community Awards. The categories this year are:</p> <ul style="list-style-type: none"> <li>• Best Kept Garden</li> <li>• Good Neighbour</li> <li>• Inspirational Young Person</li> <li>• Positive Impact Award</li> </ul> <p>We will also be holding 2 information sessions on the 30th of April at 11am and 2pm for anyone who would like to join and receive some advice, tips and tricks when it comes to filling out your application form.</p> <p>Nominations can be made online through the Radius Website, or you can request a paper copy.</p> <p>Nominations will close on the 19th of May with Ashleigh reminding the group to get their nominations and applications in soon.</p> <p><i>Introduction of Radius Tenant Board Member</i></p> <p>Bobby McConnell, the new Radius Tenant Board Member has been recently seconded on the Radius Board and is looking forward to representing tenants and will channel through all your concerns to the Board. As a Radius tenant for 13 years and attending various panels and service improvement groups Bobby will do his best to support everyone and would highly recommend tenants to joining panel meetings.</p>	
	<p><b>Independent Living Break out Room Keelan McGaghern, Martin Meek, Aisling McStravick, Lesa Kelly, Joe Galbraith, Megan McGlinchey, 1xKnock Rd, 1xButterfield, 2xCromlyn,2xSpafield, 2xFoyle, 1xConiston 1xTonic, 1xSherbrook</b></p>	
	<p><b>Previous Minutes</b></p> <p>Everyone received a copy of the previous minutes and were happy to move on.</p> <p><i>Foyle Fold</i></p> <p>No 18 has ongoing issues in regard to their front door, with the job not been completed.</p> <p>No 21 agreed that the contractor was to carry out a similar job and the contractor did not complete it either.</p> <p>Aisling apologised and said the Asset Officer to speak to the Contractor to find out why the job wasn’t completed as per job request.</p> <p>The grass around the scheme hasn’t been cut for an extensive period of time and is terrible looking.</p> <p>Aisling explained that Radius are in the process of trying to secure grounds maintenance contractors for the Northwest area. Due to the success of having smaller contractors in other areas we want to implement this in all our areas.</p> <p>Aisling will speak to the AO about having a job raised urgently for the grass to be cut.</p> <p>At times of the year especially during the summer months car parking becomes more difficult for the residents living within Foyle Fold with external events been hosted in the local area, people are using the car park facilities here in Foyle Fold. Is there anything Radius can do to stop people parking here during the external events?</p> <p>Keelan said we will see what can be done about the parking to try and get some answers and support the residents of Foyle Fold.</p> <p><i>Spafield Fold</i></p> <p>Does Radius keep a record of each tenant’s car registration details? Recently cars needed to be moved from the car park, but no one knew who owned a car, it turned</p>	<p><b>AM cS</b></p> <p><b>AM cS</b></p> <p><b>MM G</b></p>

<p>out someone parked in Spafield Fold and was attending Loughview. Keelan explained that we don't currently include car registration details. Radius will be reviewing tenancy sign up packs and this is something that could be added to the sign up. KMG &amp; MM to add this to the suggestion list.</p>	<b>AM cS</b>
<p>At a previous meeting with the Asset Manager agreed the outside bins at Spafield Fold are to be washed every 3 months and see if a sheltered bin area, it's now coming into the warmer weather with more flies gathering around the bin area.</p> <p>Aisling to ask Asset Manager to give an update on the bin shelter and find out why the bins haven't been washed. AMcS</p>	
<p>A member from Spafield asked if the heat can be turned off on some of the radiators? Aisling explained a large number of schemes are on a single heat system due to the age of the building, which entails pipes going through each apartment. Radiators can be turned off, but heat will still come from the pipe works.</p>	<b>AM cS</b>
<p>The members would also like to pass on their thanks to the Lift Contractors KONE on the work carried out to replace the lift. Well done KONE. Radius will ensure to pass on this compliment to KONE.</p>	
<p><i>Knock Road</i></p>	<b>LK</b>
<p>Car parking spaces are very narrow, Radius will arrange for the Asset Officer to check and see if the spaces are within planning requirements</p>	
<p>As this is a new development, ambulance crews have had difficulty gaining access into the building and are knocking doors to gain access. Can Radius get signage put up? Assets to arrange signage to be installed. AMcS</p>	<b>AM cS</b>
<p>Butterfield Lodge</p>	
<p>There is recurring dog fouling within this area. Is there anything Radius can do? Keelan explained that the Housing Officer can write out to all tenants reminding them if they have a pets they have a responsibility to clean up after them.</p>	
<p>The member from Butterfield also suggested that Radius need to get better at explaining to tenants when they move into Radius properties the correct procedures within their tenancy agreement and not just hand over the key to a home without explaining rules and regulations. Keelan explained that Radius are trying to improve the sign-up process to support tenants with their tenancy agreement.</p>	<b>JG</b>
<p>Wifi is really poor in Butterfield Lodge with BT out testing the wifi speed saying that it is running fast. A discussion took place, and everyone agreed the importance of having good wifi connection and unfortunately some areas have black spots and unfortunately Butterfield is one of these areas, this is something Radius as a landlord have no control over and we need to keep putting pressure on the phone companies to improve the wifi service.</p>	
<p>There is a door opposite the main door that tenants use regularly to bring in their shopping etc, unfortunately this door is extremely heavy, and tenants are struggling to open this door. Could there be a fob system installed on this door to make it easier for tenants to open? Asset Officer to visit Butterfield Lodge to see if this is possible.</p>	<b>AM cS</b>

<p><i>Cromlyn Fold</i></p> <p>Commended Keelan on the meeting today and how well chaired.</p> <p>Cromlyn Fold had their new Housing Officer attend a coffee morning recently and sorted out a number of problems. Thank you and it's good to see Housing Officers spend more time within schemes.</p> <p>Cromlyn Fold bins haven't been cleaned, could there be a job logged to get our bins cleaned? AMcS to speak to AO to get a job logged.</p> <p>Ongoing issue with water pump requiring a replacement. <b>SCO confirmed to Cromlyn that the new water pump been replaced on the 30th of April.</b></p> <p>Cromlyn Fold guttering and downspouts are overflowing. Can a job be raised to have them cleaned? AMcS to speak to AO to get a job logged.</p> <p>We don't know what the Grounds Maintenance contractors are supposed to be carrying out when they come to the schemes to carry out the work. Aisling is going to speak to the Asset Manager to arrange for the schedule of works to be sent out to all Scheme Coordinators to put onto the scheme noticeboards, that way tenants will know what works should be taking place.</p> <p><i>Coniston</i></p> <p>Due to Health &amp; Safety been top priority for Radius Housing, a number of programmes of work are due to take place. To help communicate this information to tenants, could this be included into the Newsletter. Aisling explained that the programme of works for 2024-25 has just been approved and can be included in the newsletter. <b>Programme of works calendar to be added to the June Newsletter.</b></p> <p><i>Tonic Fold</i></p> <p>Agreed with the member from Cromlyn on how well chaired the meeting was today with a very interesting agenda.</p> <p>With the new structure it will be great to have the Housing Officer attend more regular coffee mornings to have a chat with tenants. <b>The Housing Officer for Tonic Fold is Cherry Greer and Area Housing Manager is Joe Galbraith.</b></p> <p>Lesa asked the member to consider joining the working group for the new Older Person's Strategy that Martin is currently drafting? Lesa to add Tonic to attendee list.</p> <p>Keelan thanked everyone for attending this meeting today.</p> <p>Martin agreed that today's meeting had been very useful with some great comments and feedback, which will help us plan for the future.</p>	<p>AM cS</p> <p>AM cS</p> <p>AM cS</p> <p>LK</p> <p>LK</p>	
<p><b>General Breakout Room 2 Bridie Doherty, Ashleigh Mulgrave, Conor McClory, Christopher McVeigh 1x Laurel Hill Gardens, 1x Knock Road, 1x Garvaghy Close, 1x Knock Road, 1x Beersbridge Road, 1x Glenravel Fold</b></p>		
<p>Bridie Doherty went through the previous minutes and confirmed that the actions for these had now been completed.</p> <p><i>Knock Road</i></p>		

A member of the group raised a concern about the bins and the potential for educating other tenants on recycling within the scheme. This member also mentioned that he'd noticed others, not within the scheme, using the bins as well when they are already overloaded. As well as this, contractors are not always fulfilling their duty in clearing the bins.

Bridie responded that it is quite difficult for us to police issues such as others making use of the bins outside of the scheme, but asked the member to please make us aware anyway and we can work with the police.

Chris McVeigh responded regarding incorrect use of the bins, that we can write out to tenants within the scheme with instructions on what should go in the bins. We could also do a social media campaign to make others aware of what items should go in what bin.

Bridie also mentioned that we are building a report of when our contractors have not been fulfilling their duties and will be addressing this with them in due course. This will also help in future with bin clearance.

Bridie Doherty and Christopher McVeigh will review and complete the above by working together to consider an event to better engage with tenants in Knock Road and Beersbridge Road.

#### Laurel Hill Gardens

Regarding Rates, this member had received 2 letters and was unsure why. They also wondered how to change their rate with Universal Credit.

Bridie explained this was due to the rent change, which was explained in the first letter, the second was to do with the rates charge as this could not be set under the rent was. Check in terms of notifications sent out for rates to ensure this is more reader friendly.

#### Beersbridge Road

This member received a letter regarding rates and asked if Land and Property know about the rent increase?

Bridie responded that this member should contact Land and Property to make sure they are aware and to renew the rates application.

Bridie also reminded the group that we have a dedicated Welfare Advice Team who can help with issues such as these.

#### Glenravel Fold

This panel member raised an issue regarding pigeons around the scheme. Christopher McVeigh took note of this and will look at following up.

This member also mentioned an issue with the bins at the scheme as well. Christopher McVeigh took note of this and will look at following up.

#### Beerbridge Road

This member mentioned that there is quite a lot of ASB going on within the scheme such as the switch panel being broken after having just been fixed after a week, as well as this there is criminal damage.

Bridie responded that these would be recorded on our systems, and your Housing Officer will be on site to investigate. As this is a criminal matter, the police should also be involved with this.

This member also mentioned that Radius are looking at CCTV.

Bridie explained that while we are happy to look at CCTV and hopefully resolve the issue, it takes a while to go through hours of CCTV footage, but we will be continuously working on this.

#### Glenravel Fold

This member queried on behalf of their neighbour about their mobility scooter and if it was allowed in their flat.

**BD  
,C  
Mc  
V**

**BD**

**CM  
cV**

**CM  
cV**

Bridie responded that as this is information for another tenants, she would encourage them to contact their housing officer to discuss further. We also have a mobility scooter policy in place.

Bridie thanked the group for taking the time to join the panel meeting today.

**Close**