

Panel Meeting
25th January 2024 – 11am
Hollywood Boardroom and Teams

Present:

Megan McGlinchey, Area Housing Manager
 (AHM and Chair)
 John McLean, Chief Executive
 Keelan McGaghran, AHM
 Aaron O’Prey, AHM
 Joe Galbraith, AHM
 Bridie Doherty, AHM (Teams)
 Stacy Fitzer, SAO (Teams)
 John Paul Darragh, SAO (Teams)
 Michael McCormick, SAO
 Lesa Kelly, Tenant Engagement Officer
 Ashleigh Mulgrave, Tenant Engagement Officer
 Samantha Collins, Business Support Officer
 1x St Johns (Teams)
 1x Sherbrook Fold
 2x Spafield Fold
 1x Ballyvarnet
 2x Carrickblacker Fold
 1x Dean Crooks Fold
 1x Claremont Court
 1x White Glen
 1x Lisavon Court
 1x Garvaghy
 2x Tonic Fold
 1x Millbrae
 1x Foyle Fold
 1xFergus Fold
 1x McQuillan Lodge
 1x Laurel Hill Gardens
 1 x Valley Fold
 1x Glentoran
 1 x Scrabo Fold
 1 x Clifton House

Apologies:

Andrew Han, Corporate Services
 Manager
 1x Glenravel Fold
 1x The Stern
 1x Tirowen
 1x Rosseden

1.	<p>Welcome and Introduction</p> <p>Megan McGlinchey introduced herself as Area Housing Manager and Chairperson for today’s Hybrid Meeting and thanked everyone joining from Teams and the Boardroom in Hollywood for our first Panel meeting of 2024.</p> <p>Everyone in Hollywood was reminded to turn their phones on mute, and for members on Teams 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> <p>A round of introductions of Radius Staff before the meeting started.</p> <p>We also have representatives from 2 of our MTC contractors CFM and D.Martin who have kindly joined us today to give us an introduction and to provide an update on how their contracts are going. Chris McVeigh will introduce them during the Assets update of the agenda.</p>	Actio n
2.	Communities	

<p>a.</p> <p>b.</p> <p>c.</p>	<p>Internal Restructure of Independent General Needs</p> <p>Megan explained that the Communities team are undergoing an internal restructure with the changes coming into effect the beginning of April. Megan shared an image on screen the current Communities structure within Radius. In summary, Radius have 6 Area Managers and 1 Income Manager as well as our Community Investment Team. Both structures to be included with the minutes.</p> <p>Each team manages the Independent Living (Over 55's with Scheme Coordinator, Category Ones (Over 55's without Scheme Coordinator) and General Needs Homes. With increase in properties and tenants, we are having increased demands on the staff who aren't getting the time/resources to focus on each scheme and meet tenants demands. Therefore, with the new structure, we will have an Independent Living Team whose sole focus will be on the independent living schemes, Cat 1 schemes and Floating Support. There are now two Heads of Housing, Martin Meek – Head of Independent Living Team and Grainne King Head of Housing, Martin the Head of Independent Housing will be invited to attend the next Panel Meeting to give an update on the Restructure.</p> <p>Update on Communities Key Performance</p> <p>Shared on screen the Communities, Assets and Corporate Services Scorecard for November 2023. Everyone should have received a copy of the scorecard in their invite letter.</p> <p>Voids At present our voids are sitting at 3.71%, our target is 1.6%, we have made further reductions but are working extremely hard to keep reducing this figure, in areas of long-term voids we are concentrating on advertising campaigns to help reduce the voids. John McLean added that older properties often require more work to be carried before they are let out again, this can take some time before they are ready to be offered to applicants on the waiting list and impacts our voids targets.</p> <p>Rent Arrears are sitting at 13.17%, our target is 10%, we are working closely with the financial inclusion team to help us meet this target.</p> <p>Relets are sitting at 39.8 days, our target of 30 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>Transfer Assessments Are sitting at 98.12% 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>Questions <i>Why do targets appear to be lower than previous months?</i> Megan acknowledged there is a drop in the targets at the moment due to both internal and external factors. With the internal restructure of the Communities Department due to take place in the new financial year, there will be a strong focus and commitment to improve services, and it is hoped that these changes will resolve the issues being reflected in the current target scores. <i>Are properties held for people with disabilities who need them when they become void?</i> Megan advised that Radius work on the NI Housing Executive waiting list to identify applicants in the area who are in need of adapted properties, and these properties are let in accordance with the Common Selection Scheme.</p> <p>Information Sessions on Tenant Representation</p>	<p>LK</p> <p>LK/M M</p>
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	<p>Ashleigh explained that herself and Lesa would be going out as part of a roadshow to encourage tenants to become tenant representatives in their local area. We are really keen to have more tenants involved as representatives, elected representatives and tenant board members.</p> <p>We have Mary Smith here today who is our current tenant board member, Patrick Campbell and Gerry Turnbull who sit on the Tenant Executive Committee. Their term has now come to an end so we will need to recruit new members. The Information sessions will be held in Bronte Fold Newry, Rathain Fold Coleraine, Foyle Fold in Derry/Londonderry and our Lisburn Road Offices. We will also be holding two Teams sessions in afternoon and evening time. If you would like to become a tenant representative please contact Ashleigh or Lesa at tenant.engagement@radiushousing.org.</p>	
3.	<p>Corporate Services</p>	
a.	<p>Megan gave an update on the Corporate Services Scorecard as the Corporate Services Manager was not in attendance. Radius has received 123 formal complaints within this financial year to date.</p> <p>89.7% of complaints received have been responded to 41% of complaints have been upheld this financial year. 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>	
4.	<p>Assets</p>	
a.	<p>Update on Assets Key Performance</p> <p>Repairs The response repairs team aims to complete 91% of emergency and urgent repairs within target and 90% routine repairs. Emergency (93.86%) and Routine (88.58%) are within target with Urgent repairs just below (90.78%).</p> <p>Inspecting Work 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 November 2023, 14.41% of repairs over £600 have been inspected and 1% of repairs below 99.93% were inspected.</p> <p>Safety & Risk The aim is to have Gas Safety targets sitting at 100%</p> <ul style="list-style-type: none"> • Gas Safety 95.18% • Fire Risk 100% • Legionella 71.32% <p><i>A question was raised regarding the legionella score and why it is lower than normal?</i></p> <p>Chris McVeigh Performance & Customer Services Manager responded that the Gas Safety figure was 97.72% for December and that Assets were working closely with our contractors to work towards 100% compliance. The Legionella figure is from November 2023 and for Risk Assessment Surveys only as Monthly Servicing is recorded separately. The figure had improved by 2% in December and that there was a plan to be at 100% by end of February 2024. And Monthly Servicing was at 99.55% in December 2023.</p> <p>Update from MTC Contract</p> <p>The MTC Contractors Tenant Liaison Officers Adam from CFM, Kim and Jack from D. Martin, both contractors gave a brief overview of their background, length of time they have worked with Radius and explained that they are looking forward to</p>	CMV
b.		

<p>working closely with Radius Housing. The floor was then opened for questions from the tenants.</p> <p>A member requested if the response times for repairs can be made available? The figures are provided within the scorecard for all repairs logges but unfortunately we wouldn't have the figures for jobs logged within each scheme as jobs are categorised for Emergency, Urgent and Routine.</p> <p>A member of the panel asked why are Radius are not striving for 100% on their emergency and urgent repairs?</p> <p>John explained that targets set by the Department for Communities are much lower than Radius's targets of 91% for Emergency and 90% for Urgent and Routine. Due to resourcing, waiting on parts etc it's just not realistic to have targets at 100%. Classification of repairs Department for Communities (communities-ni.gov.uk)</p> <p><i>A member asked how do contractors plan to ensure that cold calling will not happen when contractors call on site with no appointment?</i></p> <p>Kim from Dean Martin responded that it is clear within the new contract that cold calling will no longer happen, and contractors' staff are aware of this and are not allowed to cold calling, with the exception of emergency jobs that do not need an advance appointment to be made.</p> <p><i>A member asked why there seems to be no coordination between trades personnel currently, is there a coordinating officer to organise appointments?</i></p> <p>It was explained that the Asset Officer should be coordinating repairs. Although, complex repairs can sometimes require multiple trades.</p> <p>if a contractor sees another job needing logged while on site that would require repairs, do they report this back to Radius?</p> <p>Chris advised contractors have a duty of care and if there are additional works that need to be done they are expected to report/log anything that requires a separate job. The Assets Team are working to formalise this process.</p> <p>John added that if a contractor identifies condensation/ mould this should be reported through to the Radius.</p> <p>Radius are currently in the process of formalising a joint training programme for contractors on etiquette when attending jobs. Adding that the feedback from tenants on how contractors conduct themselves during planned maintenance in the schemes is good, however, the response repairs feedback is not currently at a high standard, Radius would like it to be higher and this will be an area of focus with the training that will be provided to contractors.</p> <p>A representative commended Dean Martin for the work they have provided at their scheme.</p> <p>John noted that the new contractors who are still within their mobilisation period and are working closely with Radius Housing. The majority of the 60,000 jobs logged each year are completed efficiently and thanked the Tenant Liaison Officers for joining the Panel Meeting today. We will work together to create a positive experience for Radius tenants.</p> <p>The contractors were thanked for attending and for sponsoring the raffle prizes at the Tenant Conference that took place in September.</p> <p>Contractors left the meeting</p>	<p>CMV</p>
<p>6. Previous Minutes</p>	

	Megan asked if everyone received a copy of the previous meetings and if they were happy with the previous minutes? Yes, everyone happy to continue with the minutes and move on with the meeting	
7.	Any Other Business	
	Megan asked if there was any other business at this time. The room had no further questions and moved into the Break out Rooms	
8.	Independent Living Boardroom and Break out Room 1	
	<p>Megan reminded everyone that this is an open forum and an opportunity to bring up any ongoing issues within schemes but reminded everyone not to bring first time repairs or to discuss personal issues. Staff are available after the meeting if anyone would like to discuss these issues.</p> <p>Carrickblacker Fold A member complimented the Scheme Coordinator at Carrickblacker Fold, and commented that she does a fantastic job organising outings for tenants. Megan agreed that its lovely to hear such positive feedback as the Scheme Coordinators do such a good job within our schemes.</p> <p>Spafield Fold</p> <p>A member commented there have been a number of instances when a contractor arrives to complete a job which seems to have been logged incorrectly, and therefore arrive with the wrong equipment or parts and are unable to complete the job on the first visit.</p> <p>Chris explained that there are thousands of potential repairs jobs listed on the booking system, and it may be a case of the Radius call handler misunderstanding the issue being described and mistakenly selecting the wrong job. Training is being delivered to the Customer Service Centre Call Advisors on how to effectively triage jobs. New staff are also joining the team, which will alleviate the pressure the current team is under, further enabling them to take more time with each caller. Furthermore, there is a duty rota for Asset Officers to sit in the Customer Service Centre to provide technical support to Call Advisors while logging jobs. Tenants are also able to speak directly with the Duty Asset Officer if they wish to discuss the issue in more detail. Chris also advised that contractors are expected to keep vans stocked so that they have parts on hand. This is something that is required under the new contract, however, on occasion, a specialist part may need to be ordered, or a job may come to be more than originally quoted, which needs to be approved by Radius before works commence. Contractors are able to complete initial works up to the value of £75 while on-site before approval is required, and they are asked to be proactive while on-site.</p> <p>John added that some of the schemes are over 50 years old and parts can sometimes be difficult to reorder, and we are finding in some cases parts are no longer produced. With the Lisburn Rd office closing soon the Customer Service Centre will be relocated to the Holywood office. Once the relocation is complete, a tour of the Customer Service Centre can be arranged after one of the panel meetings.</p> <p>There still is an ongoing issues in regards to the lack of bins at Spafield Fold along with the issue of flies during the summe Area Housing Manager to speak to the Asset Response Manager for an update and provide an update to the Scheme Coordinator at Spafield Fold.</p> <p>Dean Crooks Fold</p>	<p>LK</p> <p>AOP SMc C</p>

	<p>A member raised that there is an issue with a shower leaking in an upper flat which has caused mould and damp in the scheme. Contractors attended and advised there is nothing they could do regarding the mould. The shower leak in the upstairs flat and the damage in the lower flat has not yet been fixed either. Chris to investigate why this hasn't been completed and follow up Ballyvarnet Lodge</p> <p>A discussion took place on people not living within the scheme making use of Clifton House</p> <p>Another question was raised by a member of the panel regarding an issue with tenants who moved into the scheme in the past year and are causing serious ASB issues within the scheme. The issues have been raised with the Housing Officer who hasn't yet been successful in mitigating the problem. KMG the AHM for this area advised he was in the scheme last week and has been in contact with InSec Security Belfast and will speak to the member outside of the meeting.</p> <p>A discussion took place as ASB is prevalent in a lot of communities which impacts our tenants and staff. MMG advised that Radius are employing a Senior ASB Officer who will specifically concentrate on tenants with ASB and that Radius will be employing a legal expert to support Radius staff and management. Judges are reluctant to evict tenants leaving them homeless, so it's very important Radius have tried everything before a judge will evict a tenant.</p> <p>Dean Crooks Fold</p> <p>A member reported an incident that happened recently within the scheme during the middle of the night, with concerns around an individual's welfare Connect24 and the PSNI were contacted. John commended the panel member for contacting Connect24 and the PSNI/Ambulance Services. MMG commented that as Independent Living Scheme Connect 24 would be contacting the Next of Kin as the incident happened out of office hours Connect24 send incident reports through when the office reopens to make the Housing Officer was aware of any situations.</p> <p>Close</p> <p>Megan thanked everyone for attending this meeting today in Holywood and on Teams and look forward to seeing you all again at our next Panel Meeting.</p>	<p>CMc V</p> <p>KMG</p>
<p>9.</p>	<p>Breakout Room 2 – Office Space</p>	
	<p>Keelan McGaghran began the breakout session by asking if there were any issues at this time.</p> <p>Lisavon Court</p> <p>An arrangement was made with the Senior Assets Officer to speak outside the meeting around ongoing repairs issues.</p> <p>A member commented that furnishings and redecoration in many of the schemes are in need of updating, especially the carpet. Keelan agreed that Radius Staff are working at getting better at upgrading schemes.</p>	<p>MMc C</p>

Claremont Court

A letter had been received by tenants at Claremont Court regarding the installation of Economy 7 heaters in the building. A representative asked will tenants receive a redecoration grant for any damages this may cause during installation?

Keelan assured that once works are completed with the installation an Asset Officer would attend to carry out an assessment on the job and determine the rate for the redecoration grant. However, this will work a bit differently if there is an arrear on the tenants account.

Fire extinguishers

A member of the panel stated that the fire extinguishers in the building have been removed after an incident of anti-social behaviour in the building. These have not yet been replaced.

Keelan responded that we have a commitment to carry out a fire risk assessment every year to ensure the building is compliant. The fire extinguishers will not be replaced after receiving guidance and advice that tenants are not trained to use these in case of a fire. All fire extinguishers are being removed from communal general needs areas for this reason.

Keelan also advised at this time to continue reporting all cases of anti-social behaviour to your housing officer. There is always work going on in the background and will take appropriate action when they legally can.

Glentoran Fold

Commented that the process of attending the panel meetings is very beneficial and hearing about the changes such as the structure change.

The Breakout Session came to an end as there were no more questions or comments at this time. Keelan thanked everyone for attending.

Break Out Room 3

Foyle Fold

The approach road to the scheme was not salted or gritted during the latest cold snap. Is this the responsibility of the council or Radius Housing.
The approach road is the responsibility of the local council.

During events took place during summer months at Ebrington Sq. there was a lot of anti-social behaviour in the area. Private security was provided to other areas but that Foyle Fold seemed to have been over looked. In preparation for this summer could Radius have something in place or could there be conversations with the council to reduce ASB at this time?

Radius Housing were not aware of any breaches in security or general security issues rising last year from events taking place at Ebrington Square or anywhere else in Foyle Fold. More information is required from the tenant to respond further.

Tonic Fold

An issue in regards conduct and experiences with contractors when carrying out repairs at her home, with contractors not introducing themselves or displaying ID etc.

It was explained that all contractors should be in branded workwear and present ID when requested so always ask if you aren't sure. Radius will be working closely with contractors Tenant Liaison Officers and if you have any issues please report

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<p>through to us to bring to the attention of the contractors during the monthly meetings.</p> <p>On a previous occasion a contractor was reported for unsafe working practices while carrying out a repair on a roof at Tonic Fold. Radius tenants are our eyes and ears on the ground and it is important that any incidents like this are reported through to us immediately.</p> <p>Millbrae Fold</p> <p>More information is needed on how to report repairs and who were the appropriate contractors for each type of repair.</p> <p>Each scheme Noticeboard should have a Key Information Poster which contains information on how to report a repair along with the name of the electrical, plumbing, heating and cleaning contractor. The monthly newsletter which is distributed to each tenant within independent living schemes also contains information on how to report a repair.</p> <p>Mc Quillan Lodge</p> <p>Are text messages sent to tenants after each repair is logged along with an expected date of when the repair should take place and job number.</p> <p>When a job is logged, the Customer Contact Centre sends a text message to the mobile phone number on the system, which shows the importance that mobile numbers are kept up to date.</p> <p>The text message will contain a brief description on the job that has been logged, the contractor's name and the date the job should be completed by. Radius or the contractors are unable to send a text message to say the contractors are on the way, but this is something that in future we would like to achieve but are not there yet.</p> <p>The meeting within this Breakroom room closed</p>	<p>SMC</p>
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