

**Area Panel Meeting**  
**27/07/2023 – 11am**  
**Hollywood Boardroom**

**Present:**

**Hollywood Boardroom:**

Keelan McGaghran, Area Housing Manager  
(AHM) and Chair Person  
Aaron O'Prey, AHM  
Megan McGlinchey, AHM  
Stewart McClean, Asset Manager  
Nicky Bell, Assets Manager  
Lesa Kelly, Tenant Engagement Officer  
Ashleigh Mulgrave, Tenant Engagement Officer  
Samantha Collins, Business Support Officer  
1x Clifton House  
1x Carrickblacker Fold  
1x Tonic Fold  
2x Spafield Fold  
1x Cromac Wood Court  
1x Lisavon Court

**Zoom:**

Grainne Mullin, Community Investment  
Manager  
Jonny Herdman, Assets Manager  
Ciaran Smith, AHM  
Bridie Doherty, AHM  
Ursula Maye, AHM  
1x Tearmann Fold  
1x Foyle Fold  
1x St Johns Close  
1x Laurel Hill Gardens  
1x Glenravel Fold  
1x Woodglen  
1x Dean Crooks  
1x Glentoran House  
1x Rosseden Drive  
My Ladys' Road

	<p><b>Welcome and Introduction</b></p> <p>Keelan McGaghran introduced himself as Area Housing Manager and Chairperson for today's Hybrid Meeting and thanked everyone joining from Zoom, Holywood Boardroom in Holywood.</p> <p>Everyone in Holywood was reminded to turn their phones on mute, and for members on zoom 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. A round of introductions of Radius Staff before the meeting started.</p>	<p><b>Action</b></p>
<p><b>2.</b></p>	<p><b>Communities</b></p>	
	<p><b>Communities Update</b></p> <p>Shared on screen the Communities, Assets and Corporate Services Scorecard for May 2023. Everyone should have received a copy of the scorecard in their invite letter.</p> <p><b>Voids</b> At present our voids are sitting at 1.79%, our target is 1.6%, slightly higher than we would like but are working hard to reach our target and working closely with our colleagues in Assets to reduce this figure.</p> <p><b>Rent Arrears</b> are sitting at 9.78%, our target is 10%, we are working closely with the financial inclusion team.</p> <p><b>Relets</b> are sitting at 42.2 days, our 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. We are continuing to work to ensure we relet or properties within the 30 day timeframe.</p> <p><b>Transfer Assessments</b> Are sitting at 97.8% and our target is 100%. We are happy with this figure and working hard to ensure 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. Keelan asked if anyone had any questions in regard to the Communities Update of the Scorecard? Everyone was happy with scorecard and had no questions</p>	
<p><b>3.</b></p>	<p><b>Welfare Advice</b></p>	
	<p>Ciaran Smyth led a presentation about the Income Recovery Team and Welfare Advice Team within Radius Housing. Ciaran Smyth gave an overview of the roles performed by each team and how they are a benefit to the service provided by Radius. Ciaran Smyth concluded the presentation with some coinciding case studies.</p> <p>A member from Spafield Fold asked are the changes with Universal Credit requirements by the government?</p> <p>K. McGaghran advised that anyone living in sheltered housing will not be affected by the changes, and will remain on Housing Benefit.</p> <p>C. Smith confirmed it's working aged claimants who will be affected. Some Sheltered tenants may be affected if they are on a legacy benefit for example, Job Seekers Allowance, Income Support or Tax Credits. These personal allowances will be received through Universal Credit, but housing costs will remain with Housing Benefit for sheltered accommodation tenants.</p> <p>In relation to the question asked, C. Smith advised DWP in England have rolled out the Universal Credit scheme and Housing Associations are required to use the scheme. However, Radius are trying to provide as much advice and support to our tenants as possible to make the process easier.</p>	

	<p>A member from Spafield Fold asked if the Welfare Officers will go to tenants homes to provide assistance if they are not confident with technology?</p> <p>C. Smith confirmed that home visits can be facilitated by the Welfare Advice Team to assist with completing the online form, or if any vulnerabilities can be identified that will enable the tenant to get an appointment with their local Jobs and Benefits Office, they will be able to provide ongoing 1:1 support and assistance if the tenant is unable to maintain their account online</p>	
<p><b>4.</b></p>	<p><b>Assets</b></p>	
	<p><b>Repairs</b></p> <p>The response repairs team aims to complete 91% of repairs within target. Emergency (93.12%) and Routine (82.4%) are within target with Urgent repairs just below (82.16%). Radius continues to work closely with our contractors to ensure these targets are met. We are aware the targets are not where we want them to be but are confident when the new contract comes into affect improvements will be made as we will be meeting with contractors monthly to ensure targets will be met.</p> <p><b>Inspecting Work</b></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 May 2023, 100% of repairs over £600 have been inspected and 12.69% of repairs below 100% were inspected.</p> <p><b>Glenravel Fold</b></p> <p>Asked why contractors don't follow through with their updates when they text message stating they will attend a job at a certain date but don't. There seems to an initial appointment text sent and communication seems to break down if the contractor is required to reschedule the appointment.</p> <p>S. McClean apologised and advised that this has been identified as an issue with the current contractors, but there has been a big focus on trying to improve customer contact and updates with the new contracts, and there will be more requirements for the new contracts to update the tenants and the Radius maintenance team digitally through an IT interface, as opposed to text messages and phone calls.</p> <p>Mary Smith Tenant Board Member asked why is the target not 100% for emergency repairs.</p> <p>S. McClean advised that while we do aim to hit 100% every month, a couple of aspects can cause a lower score, for example: any jobs closed 30 minutes or more after the deadline can have an impact on the score. The Heating Contractor performance has also put a dent in the score included in the May Scorecard. The internal target is 91% which is over and above the Department of Communities target.</p> <p><b>Clifton House</b></p> <p>Another member further highlighted the breakdown in communication between management, contractor, and tenant.</p> <p>S. McClean explained that Assets and tenants involved in the recent Service Improvement Group have developed the new maintenance contracts, and a requirement that 90% of initial appointments must be kept was included; if they don't meet that target they fail the Key Performance Indicator (KPI), then if 3 KPI's are failed within an agreed period, a performance improvement plan will</p>	

be implemented. We are aiming to introduce dedicated Contract Managers to monitor contractor performance full time, but this has yet been finalised.

### **Spafield Fold**

Asked if the Scheme Coordinator could be included in the communication for maintenance jobs, and to allow access to contractors, if the tenant allows? At present Scheme Coordinators are updated on jobs if they have logged the job on behalf of the tenant, but if a tenant reports a job themselves they sometimes the Scheme Coordinator does not have access to this information. Unfortunately Scheme coordinators can not give access to a tenants property to allow contractors to carry out a job.

### **Planned Works**

J. Herdman Planned Manager advised the planned maintenance programme was approved at the start of this financial year and approximately £17M has been approved for various programmes of work which will be rolled out this year. A number of programmes include redecoration works, lift replacements, and domestic and commercial heating upgrades. At present. Fire and Building Safety are still a key focal point and a priority for the organisation, and ongoing projects include fire door replacements, compartmentation works, fire alarm replacements etc., which take up a large proportion of time and budget. Sustainability, damp and mould are also important areas of focus for the team this year.

Mary Smith Tenant Board Member asked who selects the areas that receive planned maintenance.

J. Herdman advised various sources are used to identify areas of need, for example, Stock Condition Surveys are carried out every five years, Fire Risk Assessments and ongoing repairs. The main issues we have focused on have been Fire and Building Safety, and General Needs properties don't fall within that category due to the building structures and age of the properties.

Mary Smith asked how long the works relating to the Grenville incident will continue before focus is turned back to other maintenance issues.

As long as it takes to ensure the Fire and Building Safety works meet the required standards. This is a long-term project that Radius are required to meet. With ongoing works to improve thermal performance in all Radius properties running concurrently with the Fire and Building Safety works, this has presented a challenge for the Assets Department over the last five years as we continue to ensure homes meet all required standards along with carrying out various redecoration programmes.

K. McGaghan acknowledged Radius are aware that they have aging stock and recognise the need to invest and will utilise the resources available to us to do as much as we can in the coming years.

## **5. Corporate Services**

Keelan gave an update on the Corporate Services Scorecard as the Corporate Services Manager is not in attendance.  
Radius has received 27 formal complaints within this financial year to date  
100% of complaints received have been responded to

	<p>47% of complaints have been upheld this financial year. If you require any additional information, this can be passed on to the Corporate Services Manager for them to respond.</p>	
<p><b>6.</b></p>	<p><b>Tenant Engagement</b></p>	
	<p>L. Kelly Tenant Engagement Officer advised the upcoming Radius Tenant Conference and Radius Community Awards will be held at Glenavon Hotel, Cookstown on 27<sup>th</sup> September 2023. There will be a working group set up to discuss ideas and suggestions for potential themes, workshops, and information stalls for the event. The first workshop will be held on 31<sup>st</sup> July 2023 at 11am. If anyone is interested in participating in the workshop, please let Lesa Kelly or Ashleigh Mulgrave know before Monday morning and they will send you the Zoom link to join remotely.</p> <p>Information about the Tenant Conference will be distributed over the next couple of weeks after the workshop and will be advertised within the Newsletter and Social Media Platforms</p> <p>There will be an opportunity to reserve a place for the Conference through Tenant Engagement, Housing Officer, Scheme Coordinator, and online. Spaces are limited, and are on a first come first served basis.</p> <p><b>Radius Community Awards</b> – Nominations are open for Good Neighbour, Healthy Living and Learning, Community Pride and Inspirational Young Person. Nomination forms can be download and completed and submitted to a Scheme Coordinator, Housing Officer or directly to the Tenant Engagement team.</p> <p><b>Antisocial Behaviour Service Improvement Groups ASB</b> – L. Kelly advised (ASB) Service Improvement Group is still ongoing. The Marketing Team working on a social media campaign and we will be in touch with members in due course with an update.</p> <p><b>Grounds Maintenance Service Improvement Group</b> – L. Kelly advised the group met in June and July, with our Assets colleagues with S. McClean confirming the contracts have gone out for tender, and everyone will be kept up to date. An extra piece of work being done that will be shared with the group involved in the Service Improvement Group.</p> <p><b>Tenant Handbook Working Group</b> – L. Kelly advised this group will be starting soon, and if anyone is interested in being involved to please let Lesa Kelly or Ashleigh Mulgrave know.</p> <p><b>Abbreviations and Acronyms Working Group Update</b>  From our last meeting it was suggested that Radius have a working group set to help tenants understand the different Abbreviations and Acronyms that are used within Social Housing. We have a number of members here today involved in this group with them suggesting a booklet containing abbreviations and acronyms that are commonly used in Panel meetings. The Tenant Engagement team are working closely with the Radius Marketing Department to design the booklet which will be shared once completed and given the Tenant Approved Stamp by the members of this group</p> <p>Lesa informed everyone that another working group on Condensation and Mould will be starting in the Autumn time to include Communities and Assets</p>	

	<p>staff along with tenants. So if anyone is interested in participating in this group let us know. We will also be advertising this within our Newsletter to give other tenants an opportunity to take part.</p> <p>Lesá passed over to Grainne</p> <p>G. Mullin advised we had discussed the possibility of bringing some speakers to the Panel Meetings in a previous meeting and for having additional information about some of the processes that we go through and some of the services we provide. Here are some of the suggestions provided:</p> <ul style="list-style-type: none"> <li>• Bobby and Vincenzo update everyone on their attendance at the Housing Policy Panel meeting.</li> <li>• Alan Thompson, our Director of Finance give an update on how we spend our rents</li> <li>• Anita Conway, our Director of Development on how we fund the building of new properties.</li> <li>• Overview of procurement policies that we have to follow in terms of public procurement</li> <li>• Update on the ESG Strategy Consultation.</li> <li>• TBUC shared housing programme – how it’s funded and run out.</li> </ul> <p>We will look at this schedule and include one of the suggestions for each of the upcoming Area Panel meetings. Any other suggestions, please let us know and we will be happy to add them to the list.</p>	
<p>7.</p>	<p><b>Boardroom and Zoom: Keelan McGaghan, Lesá Kelly, Samantha Collins, Aaron O’Pry, Stewart McClean, 1x Clifton House, 1x Carrickblacker Fold, 1x Tonic Fold, 2x Spafield Fold, 1x Cromac Wood Court, 1x Dean Crooks, 1x Glentoran House, 1x Foyle Fold</b></p>	
	<p><b>Cromac Wood Court</b></p> <p>A member raised the issue in regards from the previous meeting that hasn’t been dealt with, which is to the guest room is still not completed</p> <p>A.O’Pry confirmed the purchase of two new beds have been approved and will be ordered. Aaron will contact the Housing Officer to provide an update on when furniture will be delivered.</p> <p><b>Spafield Fold</b></p> <p>A member asked for update on bins issue raised in a previous meeting stating that it wasn’t documented as an Action on the Minutes. Lesá explained that all actions for bins were grouped together as one action.</p> <p>S. McClean advised some schemes have had their bins already cleaned., Spafield is on the programme. Our Senior Asset Officer Paddy is putting together a programme of what bins need cleaned etc to ensure Radius can monitor regularly.</p> <p><b>Glenravel Fold</b></p> <p>A member raised that a concern in regards to pigeons sitting on the roof. Spikes had been put around solar panels on the roof, but pigeons are nesting on the windowsills. Could fake birds and more spikes can be installed on the roof.</p> <p>S. McClean advised a fake bird of prey is being looked into being installed within this scheme and we will seek an update on the progress of this. S.</p>	<p><b>AO’P</b></p>

<p>McClean advised he will also get in touch with pest control to discuss other options.</p> <p>Can the window ledges be cleaned once installed?</p> <p>S. McClean confirmed this can be arranged once the work has been completed.</p>	<b>SMcC</b>
<p><b>Cromac Wood Court</b></p> <p>Has an issue with rats in the bins.</p> <p>K. McGaghan/ S. McClean advised pest control will be contacted to resolve the issue and noted that this seems to be a common problem happening with Belfast City Council area at present, but unsure what the factors are causing this.</p>	<b>SMcC</b>
<p><b>Spafield Fold</b></p> <p>A tenant from this scheme mentioned that the window cleaner can't reach some windows to clean bird droppings.</p>	
<p>S. McClean offered to follow up with the window cleaners.</p> <p>The Scheme Coordinator at this scheme has also put notices up to not park on double yellow lines, Can Assets put no parking sign up at deep incline? S. McClean will speak to Corporate Services to see if signs can be arranged</p>	<b>SMcC</b>
<p><b>Tonic Fold</b></p> <p>The gutters need to be cleaned as rain is coming down and affecting the (morrow side) door sensor which causes the door to stay open all night if not wiped down each time. This has been reported to Asset Officer, but has not been looked at.</p>	
<p>S. McClean advised he will follow up with Asset Officer.</p>	<b>SMcC</b>
<p><b>Foyle Fold</b></p> <p>A tenant from this scheme advised contractor came to look at the front door as it's not closing. The inspector took a photo of the front door as it is deteriorating due to age. A new door has been logged but has not yet been fixed.</p>	
<p>S. McClean advised he will follow up with the contractor to see what the time frame is for this work to be carried out.</p>	<b>SMcC</b>
<p><b>Carrickblacker Fold</b></p> <p>An issue was raised regarding bees and wasps around the scheme, and asked for this to be treated urgently as a tenant uses an epi pen due to allergies. Additionally, her apartment gets up to 35 degrees but she is unable to open her window to cool her apartment due to the bees and wasps outside.</p>	
<p>S. McClean will follow up with pest control, and will ask AO to visit to check for entry points. S. McClean to organise appointment with member to inspect thermal issues in apartment.</p>	<b>SMcC</b>
<p><b>Amazon Parcels</b></p>	

	<p>L. Kelly advised the issue raised previously regarding Amazon parcels not being delivered to sheltered addresses has been looked into; Amazon was contacted and suggested that if anyone is placing an order to Sheltered Accommodation to put instructions in the delivery notes that it is a delivery for a Sheltered scheme and that entry won't be allowed, and to provide the name of the person who will receive the parcel. Also ensure apartment number and correct postcode is on address when ordering.</p> <p><b>Radius Mail Newsletters</b></p> <p>A tenant from Spafield Fold commented that they enjoy reading the monthly Newsletter and wanted to know if every tenant living within Sheltered Schemes receives a copy. Lesa advised that all sheltered schemes should be delivering a newsletter to every tenant's letter box and that a reminder is sent out to all Scheme Coordinators each month</p>	
8.	<p><b>Breakout Room 2 and Zoom: Megan McGlinchey, Ashleigh Mulgrave, Mary Smith Board Member, 1x Lisavon Court, 1x Laurel Hill Gardens, 1x Garvaghy Grove, 1x Rosseden Drive, 1x St Johns Close, 1x My Ladys Road</b></p>	
	<p>Megan began the meeting by thanking everyone for joining us at the breakout room. She asked if there was anyone who would like to begin.</p> <p>a. <b>Laurel Hill Gardens</b>  A member from Laurel Hill Gardens asked if we would ever look at the possibility of installing ports for charging electric cars. Jonny responded that unfortunately this is not something we are looking at currently but perhaps in the future.</p> <p>b. <b>St Johns Close</b>  A member raised concerns regarding works ongoing at the building. They expressed there had been an issue with flooding and some mould along the walls. Would it be possible for a member of staff to inspect?  Jonny explained that Assets are aware of the issues and have had consultants in to St Johns Close to investigate. Jonny offered to pass this to the Asset Officer to attend the scheme and inspect. Jonny also mentioned there is a contractor on site every 2 weeks.</p> <p>c. <b>Rosseden Drive</b>  A member from Rosseden Drive mentioned that the communication between contractors and Radius tenants is very poor. Tenants worked hard to make changes from within to help alleviate this problem but unfortunately, this doesn't seem to have changed anything.  Nicky responded saying there is a failure in communication between contractors and tenants, but these contracts are coming to an end. Radius has expressed in the new contracts that communication will be one of the most important elements. Nicky is also currently working with IT to set up how these appointments can be better managed from our end as well.</p>	JH



d.	<p>A member also mentioned that perhaps Radius should look at the idea of having their own inspecting officers to assess repairs when they have been done.</p> <p>Jonny responded that this is the role of the Asset Officer. They will inspect a percentage of works when they are completed but unfortunately don't have the resources to complete all post-work inspections.</p> <p>Regarding planned maintenance issues, Jonny also discussed that the installation of new bathrooms and kitchens has unfortunately had to take a back seat following the Grenfell disaster. Planned maintenance are prioritising all fire safety measures to ensure our buildings are safe and compliant.</p> <p><b>Glentoran House</b></p> <p>A member mentioned that they had previously had their bins emptied but unfortunately following a death, the bin store is now full again.</p> <p>Nicky responded that she would log a repair job to have the bin store cleared.</p> <p><b>Lisavon Court</b></p> <p>A member discussed what the process would be for other tenants who have a bath but are now having difficulty accessing their bath to use a shower.</p> <p>Megan responded that this should be referred to an occupational therapist.</p> <p>Megan also offered to forward this to the housing officer for this area.</p> <p>Member also raised concerns regarding the smell coming from the carpet in the communal hall at the scheme. They asked if this could be cleaned.</p> <p>Jonny offered to pass this to an Asset Officer from the planned team to inspect from their perspective.</p>	<p><b>NB</b></p> <p><b>MMcG</b></p> <p><b>JH</b></p>
9.	<p><b>Close</b></p> <p>Meeting drew to a close at 12:30pm</p>	