

**Panel Meeting**  
**26<sup>th</sup> October 2023 – 11am**  
**Hollywood Boardroom and Teams**

**Present:**

Joe Gailbraith, Area Housing Manager (Chair)  
 John McLean, Chief Executive Officer  
 Judith Gray, Senior Head of Assets  
 Stewart McClean, Asset Manager (Response)  
 Keelan McGraghan, Area Housing Manager  
 Ciaran Smith, Area Housing Officer  
 John Paul Darragh, Senior Asset Officer  
 Lesa Kelly, Tenant Engagement Officer  
 Samantha Collins, Business Support Officer  
 Cromac Wood X1  
 Brownhill X1 (Teams)  
 St Johns X1 (Teams)  
 Sherbrook X1  
 Spafield X1  
 Ballyvarnet X1  
 Carrickblacker X1  
 The Stern X1  
 Valley Fold X1 (Teams)  
 Rosseden X1 (Teams)  
 Cromlyn X1 (Teams)  
 Glentoran X1 (Teams)  
 Claremont X1  
 White Glen X1 (Teams)  
 Lisavon X1

**Apologies:**

Ashleigh Mulgrave, Tenant Engagement Officer  
 Andrew Han, Corporate Services Manager  
 W.Allen, Foyle Fold  
 J.Blythe, Richardson  
 B.Campbell, Dean Crooks  
 J.Gardner, Tonic Fold  
 R.McConnell, Coniston  
 C.McCormack, Spafield  
 J.Gavin, Garvaghy  
 D.Kelly, Laurel Hill  
 I.McAuley, Glenravel

<b>1.</b>	<p><b>Welcome and Introduction</b></p> <p>Joe Galbraith introduced himself as Area Housing Manager and Chairperson for today's Hybrid Meeting and thanked everyone joining from Teams and the Boardroom in Hollywood.</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>There will be no breakout rooms today in Hollywood or on Teams.</p> <p>A round of introductions of Radius Staff before the meeting started.</p>	<b>Action</b>
<b>2.</b>	<p><b>Communities</b></p>	
a	<p><b>Update on Communities Key Performance</b></p> <p>Shared on screen the Communities, Assets and Corporate Services Scorecard for August 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 2.07%, our target is 1.6%, we have made further reductions but are working extremely hard to keep reducing this</p>	

figure, in areas of long-term voids we are concentrating on advertising campaigns to help reduce the voids.

**Rent Arrears** are sitting at 10.21%, our target is 10%, we are working closely with the financial inclusion team to help us meet this target.

**Relets** are sitting at 42 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. John advised Radius are currently dealing with older properties built in the 1930's and 1940's that Radius own and have damp, we will not be reletting these properties until work is carried out bringing them up to standard and this will continue to impact our re-let target of 35 days.

**Transfer Assessments** Are sitting at 97.95% and our target is 100%. We continue to be happy with this figure and work hard 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. Joe asked if anyone had any questions in regard to the Communities Update of the Scorecard? Everyone was happy with the Communities section of the scorecard and had no questions at this time. John McLean reiterated to the tenants how hard everyone was working and they were committed to improving performance.

### **Communities Update**

b. Joe gave a brief summary on how Radius performed in 2022/23 business year on its Customer Service Commitments and Key Performance Indicators. The Tenant Engagement Panels, Tenant Executive Committee and the Service Improvement groups all played a key role in reviewing our performance and tenant satisfaction results. This has helped Radius to better understand what actions to take to continually improve services.

**Tenant Satisfaction** – We achieved an overall Tenant Satisfaction result of 72.9% based on 1037 telephone surveys that were carried out. In terms of contacting Radius our service standard is to answer your call as quickly as we can in a polite and courteous way. 86% agree that we have friendly and approachable staff, 77% agree our staff were helpful with 80% satisfied with our approach to enquiries.

**Improvements** - In terms of making improvement and putting things right we achieved 87% of complaints resolved in 20 days, we made improvements by creating a new enquiries section on our website with step-by-step online forms to make it easier to report issues. During 2022/23 we managed 152 complaints.

**Communities** - We focused on keeping communities safe by successfully managing 426 ASB cases, 4 injunctions and 1 eviction, with the development of the ASB Toolkit to give practical advice to our customers.

**Promises** – We promised to keep your home well maintained, with 83% of our customers feeling they have a safe and secure home and 73% satisfied with our repairs and maintenance. Last year there was £15.2 million spent on major and planned works improving our homes and completed 100% of our safety checks.

Radius invested £50 million in property investment building 185 new homes and completing 365 adaptations last year and finally 84% of tenants felt our rents were value for money. Overall, this was a great result for Radius, we will continue to grow stronger making improvements and working together.

Joe explained this was a successful year and a lot of hard work completed and explained to the group that we won't stay complacent and keep

	challenging our standards to focus on service improvements for our customers.	
<b>3.</b>	<b>Assets</b>	
<b>a.</b>	<p><b><i>Update on Assets Key Performance Repairs</i></b></p> <p>The response repairs team aims to complete 91% of repairs within target. Emergency (94.86%) and Routine (88.40%) are within target with Urgent repairs just below (87.79%).</p> <p><b><i>Inspecting Work</i></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 August 2023, 100% of repairs over £600 have been inspected and 1% of repairs below 100% were inspected.</p> <p><b><i>Safety &amp; Risk</i></b></p> <p>The aim is to have Gas Safety targets sitting at 100%  <i>Gas Safety</i> is sitting at 98.33%  <i>Fire Risk</i> is sitting at 44% The new contract commenced in August with our contractors working through July and August Fire Risk Assessments. We are pleased to report that we are now back on schedule.  <i>Legionella</i> is sitting at 100%</p>	
<b>b.</b>	<p><b><i>Update on MTC Contract</i></b></p> <p>The new Measured Term Contracts (MTC) commenced in September, with the IT installation taking longer than anticipated, we are now going through a mobilisation period and have new contractual terms included in the contracts. The format is now in 3 geographical areas making it much easier for Radius to manage the contracts. Having the help of tenants involved in the MTC Service Improvement Group we had a number of recommendations coming from the group to include contractors attending appointments on Saturdays, half day slot times, later evening appointments and no cold calling. Also involved in the tendering process was M.Smith our Tenant Board Member. The contractors must meet a number of Key Performance Indicators (KPI's) or they will receive penalties. Radius will be working closely with the contractors and there will be a settling in period for the contractors. Radius Asset Management will be meeting with the contractors regularly and now that Radius have employed a Contracts Manager we will be able to focus on the KPI's ensuring they are being met.</p>	
<b>c.</b>	<p><b><i>Planned Works</i></b></p> <p>John Paul gave a brief explanation on the planned maintenance contracts works and budget which includes redecoration, lift replacements, commercial and domestic heating upgrades and damp remediation. Radius are investing £40 million over the next 2-3 years in various work streams with prioritisation on Health and Safety works in line with changing legislation and building regulations. Fire and building safety continue to be a key focal point for Radius following Grenfell, this takes a significant portion out of the planned budget with multiple projects completed or ongoing to include fire door replacements, compartmentation works, fire alarms and emergency upgrades. The redecoration of communal spaces can also be included when Health and Safety Works takes place.</p>	

	<p>JP asked if any members have any questions on the Planned Works programme?</p> <p>M.Smith Tenant Board Member asked how long Radius were going to carry out the Health &amp; Safety Works as it's been over 5 years since the Grenfell Fire, and we are still carrying out work. John Mc Lean explained that the Health and Safety of our tenants and residents is paramount, and Radius would always continue to prioritise Health and Safety and unfortunately some other work streams are delayed prioritising this work.</p> <p>A member asked how often the refurbishment of schemes takes place as a few years ago they were told that the painting of communal areas should take place every 7 years? Judith explained that a Stock Condition Survey takes place on Radius properties every 5 years inspecting the components of the property, windows, and doors and then when this information is gathered Radius prioritises the Health and Safety Works. On average the life spans of kitchens is 20 years, windows 30 years and bathrooms 30 years.</p> <p>Depending on the wear and tear it can be more cost effective to carry out work earlier before the end of its life cycle, and the painting and decorating of communal areas wouldn't be every 7 years.</p> <p>A member in Claremont Court asked for an update on their Heating Upgrade? As this issue has been ongoing a long period of time.</p> <p><b>Radius are currently in the early stages of exploring options to upgrade the existing economy 7 heating with new electric, with the aim to have a further update in the new year.</b></p>	Planned Team
4.	<b>Corporate Services</b>	
	<p>Joe gave an update on the Corporate Services Scorecard as the Corporate Services Manager is not in attendance today.</p> <p>Radius has received 78 formal complaints within this financial year to date. 92.7% of complaints received have been responded to 47.4% 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>	
5.	<b>Tenant Engagement</b>	
a.	<p>A number of Working groups have taken place recently with tenants and staff from different Radius directorates involved:</p> <p><b>Jargon/Acronyms</b> took place Spring/Summer with a group of tenants meeting with Tenant Engagement putting together a glossary with Radius Key Words, Acronyms, and definition of commonly used words within Housing. This glossary is now Tenant Approved and available on the Radius website and on Scheme Notice Boards. If you would like to receive a paper copy, contact Tenant Engagement.</p> <p><b>Mould &amp; Condensation</b> group was set up to create a new strategy to deal with mould and condensation within tenant's homes. A series of meetings took place in September and October where the group provided feedback and suggestions on developing a new process, the group developed information leaflets and tools that will be provided to tenants when reporting mould/condensation within their home.</p> <p><b>Tenant Conference Working Group was set up</b> prior to the Tenant Conference to discuss what should be included during this year's conference along with a proposed change to the Awards. A number of recommendations from the group were implemented in time for the Conference.</p>	
b.	<p><b>Tenant Satisfaction Survey Results Action Plan</b> - A working group has been set up across directorates to develop a Tenant Satisfaction Action Plan, with the aim of prioritising relevant key priorities and suggestions over the next 18 months and aim to have an Action Plan to work through. Hopefully at</p>	

<p>c.</p>	<p>our next meeting we will have a better update on some of the actions completed.</p> <p><b>Community Chest Funding</b> is now open for schemes/ groups/organisations working within Radius Communities to fund local projects. Priority will be given to groups that haven't received funding in 2022-23 and we are keen to support groups that have never applied for funding and groups living within rural communities. Last year 30 projects were funded totalling £19,972.51. Funding is open for groups to apply from £250 - £1000. Can you please go back to your communities and inform them that the funding is now open?</p> <p>Lesa asked members if they have any questions.</p> <p>A member asked what types of funding does the Community Chest cover? Lesa explained that the Community Chest can cover a number of community empowerment projects, digital inclusion, health, and wellbeing projects for groups. On the Radius website within Tenants and the Community Chest section there is a Community Chest Report 2022-23 with information on projects funded such as arts and crafts classes, planting projects within schemes, facilitating exercise classes. I will attach the report along with the minutes of this meeting or you can view the report online. There will be two information sessions in November with tips on filling out an application form along with different ideas on projects that can be funded.</p> <p><b>Information session Thursday 2<sup>nd</sup> Nov at 3pm – Teams and Thursday 23<sup>rd</sup> Nov at 11am Teams. To attend speak to a member of Tenant Engagement</b></p> <p>A member from Cromac Wood Court queried if they could get support with their application form. Lesa will contact the Housing Officer about the scheme applying for funding. <b>Email sent to Housing Officer about setting up a meeting with the tenants of Cromac Wood Court.</b></p> <p>John agreed with Lesa saying that the Community Chest Fund is a great opportunity for groups and schemes to apply for funding. Radius are developing a Radius Foundation with the aim to be set up in April 2024. A number of Housing Associations in England and Scotland have successfully set up foundations which has given them access and opportunities to avail of larger grants that they wouldn't have had access to and Radius want to be have the opportunity to apply for funding. As this develops, we will update you on the progress.</p>	<p>LK</p>
<p>6.</p>	<p><b>Previous Minutes</b></p>	
	<p>Joe 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.</p>	
<p>7.</p>	<p><b>Any Other Business</b></p>	
<p>a.</p>	<p><i>Cromac Wood Court</i></p> <p>Has an issue with an infestation of rats within Cromac Wood Court and this is extremely stressful for the tenants living here. SMcClean apologised saying that there is building work going on next door to Cromac Wood Court. Pest Control and the Asset Officer had attended recently checking for entry points, however, it seems to be the problem is much worse. SMcC will contact Environmental Health after this meeting. Claremont Court explained that there is an ongoing issue with rats as well. SMcClean explained that there is a monthly pest control service in place in Claremont as this has been an issue for a long period of time.</p>	<p>SMC</p>

