

Panel Meeting
11th September 2025 – 2pm
Online

Present:

Lesa Kelly, Tenant Engagement Senior (Chair)
Ashleigh Mulgrave, Tenant Engagement Officer
Paddy McKenna, Assets Manager
Samantha Collins, Business Support Officer (Minutes)
1 x Rosseden Drive
1 x Cromlyn Fold
1 x White Rise Glen

Apologies:

1 x Laurel Hill Gardens
1 x Cromlyn Fold
1 x Garvaghy Avenue
2 x Carrickblacker Fold

1.	Welcome and Housekeeping <p>Lesa Kelly introduced herself as Senior Engagement Officer and Chair of today's Panel Meeting. She opened by welcoming and thanking everyone in attendance. Lesa also noted the apologies received.</p> <p>Today, we are continuing with our themed Panel Meeting format which came after feedback from tenants and a working group of Tenant Executive Committee members. This quarter, the focus is on the Assets Department, with discussions repairs timescales, contractors, adaptations and refurbishments led by Response Manager Paddy McKenna</p> <p>Lesa explained that everyone should have received in advance of this meeting a copy of the Agenda, the July Easy Read scorecard and previous minutes. This is a public forum, and we would like to remind everyone that we are unable to discuss any personal or scheme specific issues due to GDPR. If you have a first time repair, please call the office to report. Lesa gave a round of introductions of Radius staff.</p> <p>Lesa asked if there any outstanding actions that need to be addressed before we move on to today's agenda? All attendees confirmed they were happy to proceed, and the minutes of the previous meeting were accepted as an accurate record of the discussion.</p>	
2.	Performance Scorecard	
	<p>Assets The first item on the agenda was the Easy Read Scorecard, beginning with the Assets section.</p> <p>Compliance Compliance targets, that include Risk Assessments, Fire Alarm Servicing and Emergency lighting were met at 100% with the exception of Gas Boiler yearly servicing which is at 99% due to the servicing contractor being unable to gain access.</p> <p>Given that it is a legal requirement for gas safety checks to be carried out yearly on boilers, a discussion took place regarding the procedures Radius follows to gain access to properties when a tenant does not comply with having their gas safety check carried out. Paddy explained that the Assets Team will try to engage with the tenant and, if unsuccessful, they will go to court to apply for an injunction.</p>	

It is a legal requirement to have a gas safety check every year and not complying is a breach a tenancy agreement.

Response

Paddy McKenna went into detail on the response repairs timeframes and jobs that are logged and categorised with the contractor required to attend the repair job within the target date: emergency (24 hours to make safe), urgent (4 working days), and routine (20 working days).

The performance for emergencies (96.22%) and urgent (92.59%) is above the Radius target of 91% and the DfC target of 85%. Routine repairs are slightly below the 90% target, and this is primarily due to the performance of one of the major contractors. Radius are working with the contractor and have implemented financial penalties to this contractor who wasn't meeting their targets. Paddy assured members that he expects the routine repair figures to improve in the coming months.

Communities

The next section of the Scorecard focused on Communities, with Lesa giving an update on Voids and Rent Arrears.

The Department for Communities (DfC) has set a target of 1.6% for lettable voids (Radius properties available and ready for tenants to move into). As of 30th July 2025, there were 229 lettable voids across Radius properties, representing 1.79% of total stock. Of these, 111 were within Independent Living schemes for tenants aged 55 and over, and 118 were within General Needs homes.

Radius continues to prioritise the reduction of voids to ensure that tenants can move into properties as soon as they become available. The urgency in reducing voids is underlined by several factors:

- There is significant housing need across Northern Ireland, and reducing voids helps to ease pressure on the housing waiting list.
- Empty properties generate no rental income for Radius.
- Long-term voids may attract anti-social behaviour, fly-tipping, and can negatively impact the surrounding community.

Arrears

The target for rent arrears across Radius properties is 10%. As of the latest reporting period, Radius is at 7.65%, which is below the target threshold.

Rent is the main source of income for Radius, and arrears have a direct impact making it more difficult to fund maintenance, repairs, and the delivery of new housing. In addition, pursuing arrears requires significant staff time, and legal proceedings can be costly.

Early engagement, with support from Radius' Financial Inclusion Team, helps tenants to manage debt, sustain their tenancies, and reduces the risk of eviction or homelessness. Maintaining low levels of arrears also enables Radius to reinvest in neighbourhood projects and services that benefit all tenants.

Corporate Services

The next item on the Easy Read Scorecard, is Corporate Services. As of the reporting period, 96.3% of complaints received by Radius were responded to. A total of 54 complaints were received, of which 22% were classified as official complaints and were upheld.

	<p>An upheld complaint indicates that, following a review or investigation, Radius has agreed that the complaint was valid and that an error or issue occurred, confirming that the complaint was justified.</p> <p>Lesa then asked the members if anyone had any questions in relation to the Communities and Corporate Services sections of the Easy Read Scorecard. All agreed they were happy to move onto the next item on the agenda.</p>	
3.	Assets Update on Repairs & Maintenance	
a.	<p><i>Radius Direct</i></p> <p>Paddy informed members that Radius are actively recruiting for their own in-house direct labour tradespersons including plumbers, joiners, and electricians, which will be known as “Radius Direct”. This initiative is expected to give Radius more control over jobs and save money in the long term. Attendees were encouraged to inform friends and family with relevant trade skills about the opportunities to apply for the positions.</p> <p>Members expressed support for Radius’ plans to establish an in-house maintenance team.</p> <p><i>One member enquired about the progress of the recruitment for Radius Direct and when applicants can expect to be notified.</i></p> <p>Paddy responded that, as the recruitment process is being managed by HR, Radius staff do not have access to detailed progress updates.</p> <p>All feedback about Radius Direct will be passed to the Director of Assets.</p> <p><i>Stock Condition Surveys</i></p> <p>Paddy explained that Radius Housing has commissioned Savills (A surveying company) to carry out condition surveys to Radius properties with initially a pilot of 2,500 properties to take place in the upcoming months. The surveys are to help give us a better understanding of the condition of our homes, so that we can review what maintenance and improvement work will be required in the future such as replacement kitchens, bathrooms, windows and doors. Initially a Savills surveyor will be in your area undertaking inspections with no direct appointments being made. Paddy also noted that not all properties will be surveyed; instead, Savills will carry out a sample survey within each area.</p> <p><i>Commercial Heating</i></p> <p>Paddy informed members that the contract for commercial heating within our Independent Living Schemes and Apartment blocks was tendered following public procurement and the company who successfully won the tender is called Orona.</p> <p><i>Lift Refurbishment</i></p> <p>Paddy listed a number of schemes within our Independent Living and General Needs Apartment blocks that are on a programme to receive a new lift in the upcoming year.</p> <p><i>New Software System</i></p> <p>Paddy noted there is a new housing management system being implemented business-wide soon which will enable staff to check and log repairs jobs on their tablet or phone while on-site.</p> <p>A discussion took place around when a repair job is logged online and that these do not show the description of the job in texts, only a job number, making it hard</p>	<p>P. McKenna</p>

	<p>to know which job is which when logging multiple jobs. Paddy assured that the new housing management system should address these types of issues and give more information about repairs jobs that are logged.</p> <p><i>A member of the group asked when does Radius change the heating boilers within general needs properties?</i></p> <p>Paddy responded that Radius would find this information by conducting Stock Condition Surveys which would tell us the lifespan of particular equipment such as boilers which can be impacted by how often they break down/energy efficiency.</p>	
4.0	Tenant Engagement	
	<p>Tenant Satisfaction Survey update</p> <p>Following the results of the recent Tenant Satisfaction Survey, Radius is developing an action plan, which is currently a working document with input from staff across different departments. To ensure tenant involvement, a session has been added during the Tenant Conference using the “Start, Stop, Continue” approach. Discussions will focus on complaints, repairs, and communication which are all areas identified as requiring improvement.</p> <p>Updates on progress will be provided at future panel meetings, and this item has been added as a rolling agenda item for the Tenant Executive Committee meetings.</p> <p>Tenant Conference</p> <p>Lesa advised that the Tenant Conference will be held on 1 October 2025. All tenants and schemes nominated for a Radius Community Award have been invited to attend. Due to expected high attendance, the number of tenants from each scheme has been limited; however, a waiting list has been established to accommodate any cancellations. Tenants wishing to be added to the waiting list were advised to contact either Lesa or Ashleigh.</p> <p>The conference programme will include discussions on the Customer Service Centre, Asset Management, Apprenticeships, and the highly anticipated Radius Community Awards.</p> <p>Rural Forum Update</p> <p>Lesa fed back information supplied by a Radius Tenant Representative from Valley Fold who attended our in person Panel Meeting. They are a member of the Rural Community Network Forum based in Cookstown. This is an initiative set up for rural communities to address their specific housing needs and challenges.</p> <p>Lesa updated from the recent meeting our Tenant Representative attended which impacts tenants living in all areas. The forum meeting focused on the cost of living and preparing for winter. Those in attendance received leaflets on energy efficiency, damp and condensation, and a home budget planner from organisations NI Energy Advice and the Consumer Council. NI Power also gave a presentation on switching suppliers to help save money.</p>	
6.0	Meeting End	
	Meeting ended at 3pm.	

