

**Panel Meeting**  
**13<sup>th</sup> November 2025 – 11am**  
**Teams**

**Present:**

Lesa Kelly, Senior Tenant Engagement Officer  
(CHAIR)  
Denise Quinn, Senior Head of Assets  
Ashleigh Mulgrave, Tenant Engagement Officer  
Caroline Slevin, Asset Officer  
1x Valley Fold  
1x Laurel Hill Gardens  
1x Rosseden Drive  
1x Cromlyn Fold  
1x Mill Brae Fold  
2x Foyle Fold  
1x Glentoran House  
1x Oaks Avenue  
1x Rathain Fold

**Apologies:**

Glenravel Fold

1.	<p><b>Welcome and Housekeeping</b></p> <p>Lesa Kelly introduced herself as Senior Engagement Officer and Chair of this afternoon's Panel Meeting. She opened by welcoming and thanking everyone in attendance.</p> <p>Today, we are continuing with our themed Panel Meeting format. This quarter, the focus is on Radius's Development Department, outlining Radius's current and future housing, key issues that shape developments and issues that are impacting the development of new houses been built in Northern Ireland.</p> <p>Lesa reminded everyone to switch their phones to silent, if you have any questions etc you can unmute and press the raise hand button.</p> <p>Lesa explained that everyone should have received in advance of this meeting a copy of the Agenda, the September 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. Everyone will have the opportunity to discuss personal/scheme issues with a member of staff before or at the end of the meeting. If you have a first-time repair, please call the office to report. Lesa gave a round of introductions of Radius staff.</p> <p>In regard to outstanding actions, Lesa noted that during the last Panel Meeting the Tenant Engagement Team had agreed to include a clarification around the Health and Safety works that must take precedence over refurbishment projects and that we would include the plan of works for independent living schemes. The Plan of Works for 2026 is due to be given to the Board for their approval in January 2026. Once we have this information, we will include it in the next Newsletter.</p> <p>Other than this, all other actions were agreed, and the group was happy to move on with the agenda.</p>	
2.	<b>Performance Scorecard</b>	
	<b>Assets</b>	

The first item on the agenda was the Easy Read Scorecard, beginning with the Assets section.

### *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.

### *Response*

Lesa 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 (96.25%) and urgent (92.47%) is above the Radius target of 91%. 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 performing well. The response times and targets set by the Department of Communities (DfC) are lower with 85% for Emergency, 80% for Urgent and Routine, this demonstrates that Radius consistently holds its contractors to higher standards.

Lesa asked at this stage if there were any questions in regards to the Repairs section of the scorecard. All agreed they were happy to move on.

### **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 31<sup>st</sup> September 2025, there were 225 lettable voids across Radius properties, representing 1.75% of total stock. Of these, 103 were within Independent Living schemes for tenants aged 55 and over, and 122 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.

Communities & Assets have worked hard in the last year to reduce the number of void properties such as painting the walls of hard to rent properties, promotional advertising, incentives to tenants who have referred a friend, these all have helped reduce the number of void properties and Radius will continue to work hard to keep voids low.

### *Arrears*

The target for rent arrears across Radius properties is 10%. As of the latest reporting period, Radius is at 8.4%, which has improved from the July scorecard but is still below the target threshold.

	<p>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. Radius have a great team of Income Officers and Radius's Financial Inclusion Team who identify early stages of rent arrears, bringing onboard support to help 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.</p> <p>Lesa asked at this stage if there were any questions in regard to the Communities section of the scorecard. All agreed they were happy to move on.</p> <p><b>Corporate Services</b></p> <p>The next item on the Easy Read Scorecard, Corporate Services. As of the reporting period, 87.8% of complaints received by Radius were responded to. A total of 74 complaints were received, of which 47.29% were classified as official complaints and were upheld.</p> <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 asked at this stage if there were any questions in regards to the Corporate Services section of the scorecard. All agreed they were happy to move on.</p>	
<b>3.</b>	<b>Tenant Engagement</b>	
	<p><i>Tenant Satisfaction Survey</i></p> <p>Radius carried out the Tenant Satisfaction Survey March and April of this year. Following the results of that survey which were published in the July Newsletter, Radius set up a staff working group of staff to address key areas for improvement — specifically Repairs, Complaints, and Communication.</p> <p>At our recent Tenant Conference, we held a Start, Stop, and Continue session with tenants to gather valuable feedback on these issues, and your input has been very important in guiding our next steps.</p> <p>We've developed a comprehensive Action Plan focused on enhancing tenant satisfaction, improving complaints handling, and strengthening engagement across our communities. This plan is currently with Radius Board and Senior Management Team who will ensure that the feedback and actions are shared with relevant teams.</p> <p>Once approved, the relevant departments within Radius will monitor progress closely to ensure that meaningful improvements are being made. In addition, our Tenant Executive Committee will review the actions regularly.</p> <p><i>Potential Service Improvement/Working groups</i></p> <p>We are starting to plan for upcoming Service Improvement/Working groups that could take place in 2026.</p> <p>A Service Improvement Group brings together tenants and staff from the relevant departments to discuss one particular topic in more detail. For example, previously we have held Service Improvement Groups on how we can improve repairs and making our complaints process easier to navigate. As you are the</p>	

	<p>eyes and ears, living and experiencing these types of issues and concerns, its great to have your involvement.</p> <p>Our Communications Team is designing and updating the Radius website, and it would be great to have tenants involved in testing the new layout and navigation to ensure its user-friendly. If you are interested in joining the website working group, or if there is an area, we should focus on you contact Ashleigh or email <a href="mailto:tenant.engagement@radiushousing.org">tenant.engagement@radiushousing.org</a>.</p> <p><i>Pilot Localised Meetings</i></p> <p>We're also piloting localised meetings for tenants living within general needs, similar to the panel meetings that that place in Holywood and online, these meetings are an opportunity for tenants to meet with their Asset and Housing Officer to discuss local issues such as housing, repairs, asb and funding opportunities.</p> <p>Our first area has been Ballymena area, with the aim of rolling this out in other areas in the near future.</p> <p><i>Tenant Participation Accreditation</i></p> <p>Last year Radius became the first and only Housing Association on the Island of Ireland to receive the Gold Standard in the Tenant Participation Accreditation from Supporting Communities. Since then Tenant Engagement have been invited to speak at conferences on the work we do with teams from the NIHE, Housing Associations in NI and ROI, and Housing Associations and Councils in Britain have contacted us asking us to share the ways we carry out Tenant Participation ensuring our tenants have a voice.</p> <p>Recently Supporting Communities announced they would be increasing the standards levels with a new Platinum Standard, which is higher than of course Gold, currently Radius are still the only Housing Association to have achieved Gold in the Tenant Participation Accreditation, and of course we want to be sector leading and become the first Association to achieve Platinum. We will ensure to keep everyone updated on this journey.</p>	
<b>5.0</b>	<b>Development Update</b>	
	<p>Denise Quinn introduced herself as the Senior Head of Development and gave an overview of her role.</p> <p>Denise shared on screen a PowerPoint going into more detail the structure of the Development Team and the different roles within this department.</p> <p><b>Types of Development</b></p> <p>Denise detailed the sites Radius currently own which are suitable for building houses on and how Radius Housing develops this land housing. For example, Radius purchases a piece of land ("buy") and then oversees or manages the construction of new homes on it ("build").</p> <p>In this model, the association is responsible for the full development process from acquiring the site, to appointing contractors, to completing the homes to their required standards.</p>	

There is also design and build sites where a private developer is responsible for both designing and constructing the homes. . In these cases, Radius agrees to purchase the completed properties once construction is finished, provided they meet the agreed specifications and the standards set by the DfC.

This arrangement allows the contractor to retain full control of the construction process, while Radius takes ownership of the homes upon completion.

Finally, Planning Gain refers to a requirement placed on private developers by the local council as part of the planning approval process. To receive permission for their development, developers must contribute community benefits which often means including a proportion of social or affordable housing. It is becoming increasingly common for private developers to approach social landlords to purchase a portion of the homes within new developments, as developers are now required to include a set number of social or affordable units in their plans

DQ

*A member of the group asked if possible could the map of Laurel Hill Gardens be sent to them.*

Denise Quinn agreed to send copy of the LHG map Ashleigh/Lesa to forward to Dean Kelly.

LK/AM

A discussion took place regarding the potential to implement wildlife-friendly features, such as hedgehog highways and bug hotels, by incorporating specific requirements into future contracts. While current landscaping is guided by government standards, it would be great to include some of these additional biodiversity elements funded through the Community Investment Team. Denise volunteered to investigate the feasibility of this proposal or through contractors social clauses. To facilitate this Development will liaise closer with the CIT on future projects.

### **City Centre Living**

Denise shared an overview of some of our new developments, including the upcoming site at the Gasworks in Belfast. The new City Centre Living Standard is designed to encourage young families—who may not require a full-sized house—to live in the city by offering apartments that are slightly larger than the typical standard.

Parking continues to be a significant challenge in this area. Current policy requires reduced parking provision to discourage car use and minimise traffic through the city centre. To help offset this, Radius provides three years of fully funded bus passes for tenants in some of the newer schemes. Tenants are also encouraged to use City Bikes or participate in a car-club scheme, which allows residents to share vehicles.

It was noted that the bus passes, which are restricted to specific travel zones, are not always fully utilised by tenants. As a result, funds may be wasted, as Radius must purchase these passes in advance from Translink.

### **Challenges within Development**

A discussion took place around the challenges the Development team, Social Landlords and Housing Developers across N.Ireland are facing if/when they have land they want to develop for housing. Developers are currently facing

	<p>challenges in securing planning permission due to a number of serious factors including NI Water reporting capacity constraints in its wastewater sewage system, and that in North Belfast no planning can be approved as NI water can't guarantee capacity for sewage connections</p> <p>The process of obtaining necessary approvals and connections for water and sewerage infrastructure has become slower and more bureaucratic, which in turn limits the availability of viable sites for new housing projects. Jamie explained that 80% of land Radius have secured, cannot be developed on because of the issues of lack of NI water infrastructure and similar issues with NIE.</p> <p>Another site, Laurel Hill Gardens Coleraine discovered a World War 2 mortar bomb which has halted construction to allow for a full munitions sweep which will be carried out by a specialist firm</p> <p>A question was raised regarding the feasibility of installing Electric Vehicle (EV) chargers on existing lampposts after a discussion around how councils in England have been able to implement chargers. Denise explained that while this solution has not yet been implemented locally, each devolved government is responsible for this, local government and local councils are starting to work together and develop examining this and other charging options as the popularity of Electric Vehicles continues to grow.</p> <p><i>Another member raised a point regarding the lack of new sheltered accommodation being built by Radius, particularly as people are living longer and the population are becoming older.</i></p> <p>Denise confirmed that current only general housing such as one and two-bedroom apartments and houses are being built to a Lifetime Standard which are more suitable for people to live in their homes their home with relevant adaptations such as floor to roof lifts. This standard is intended to support and encourage people to live in their homes safely and independently for a longer.</p> <p>Lesa explained - Where there is a demand for social housing within a particular area the NIHE would only approve funding for social housing within these areas. The demand for social housing is also determined by the number of either individuals or family sizes that require housing. For example, if Radius proposes building three-bedroom houses in an area where the housing list shows a high number of single applicants, the NIHE would instead request one-bedroom apartments to ensure the housing provided meets the needs of the community. Currently there are sufficient sheltered living/independent living schemes (Folds) in N.Ireland and that is why Radius and other developers aren't building them.</p> <p><i>Another member of the group asked about current properties and who would update these?</i></p> <p>Denise responded that this would be within the remit of our Planned Assets Team.</p>	
<b>6.0</b>	<b>AOB</b>	
	<p><i>Radius Direct – A member asked when will Radius Direct start? Radius are aiming to launch Radius Direct Labour at the start of December and continue to recruit for personnel: joiners, plumbers etc.</i></p>	

	<p>Foyle Fold – Asked when their scheme is due a planned maintenance refurbishment?</p> <p>Response received after the meeting from the Planned Manager:  <b>Foyle Fold are currently not on the list for a refurbishment.</b></p> <p>Lesa asked the room at this stage if they had any housing or repairs issues they wanted to report now that the meeting has reached a close.</p> <p>Caroline took note of repairs raised at this time.</p> <p>AO to make contact with Oak Road tenant in regards to gas reading</p> <p>Lesa to phone member from Foyle Fold after a meeting.</p> <p>Lesa took the opportunity to remind the group that if you have logged a job for repair and the job hasn't been completed, please let us know. The call centre is open from Monday-Friday 8am-8pm.</p>	
	<b>Meeting End</b>	
	Lesa thanked those who attended the meeting today. Meeting ended at 3:15pm.	

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