

Panel Meeting
25th July 2024 – 11am
Zoom

Present:

Keelan McGaghran, (AHM and Chair)
 Michael Lyons, Director of Assets
 Aisling McStravick, Director of Assets
 Judith Gray, Senior Head of Assets
 Ursula Maye, Area Housing Manager
 Joe Galbraith, Area Housing Manager
 Nichola Bell, Assets Manager
 Jonathan Herdman, Planned Assets Manager
 Ashleigh Mulgrave, Tenant Engagement
 Lesa Kelly, Tenant Engagement
 Bobby McConnell, Tenant Board Member
 1x Garvaghy Grove
 2x Foyle Fold
 1x Cromac Wood Court
 1x Brownhill Fold
 1x Tullaghmurry Fold
 2x Spafield Fold
 1x Ballyvarnet Lodge
 1x Longlands Road
 1x Laurel Hill Gardens
 1x Knock Road
 1x Burnvale Crescent
 1x Valley Fold
 2x Cromlyn Fold
 1x White Glen
 3x Fruithill Fold
 1x Rathain Fold

Apologies:

1x Sherbrook Close
 1x Butterfield Lodge
 1x Claremont
 1x Glenravel Fold
 1x Stern Building
 2x Clifton House

1.	<p>Welcome and Introductions</p> <p>Keelan McGaghran introduced himself as the Housing Manager dealing with Policy and Performance and Chairperson for today's Zoom Meeting, thanking everyone for joining, we had hoped to return to our Hybrid meetings but unfortunately with the ongoing construction at our Hollywood Offices there is limited meeting space so we decided to continue to have the meeting online, we hope by the time of the next panel meeting in October we will be able to return to hybrid format.</p> <p>Keelan reminded everyone to 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. Keelan gave a round of introductions of Radius staff.</p>	
2.	Communities	
a.	<p>Update on Communities Key Performance</p> <p>Shared on screen the Communities, Assets and Corporate Services Scorecard for May 2024. Everyone should have received a copy of the scorecard in their invite.</p> <p>Voids sitting at 1.95% with our target of 1.6%. This is slightly out of target due to a number of reasons such as properties that are difficult to let which include low demand areas, along with properties that are included within the damp project that</p>	

<p>b.</p>	<p>require extensive work before they can be relet and continue to affect our targets. We continue to work closely with our colleagues in Assets to have properties available to rent.</p> <p>Rent Arrears are sitting at 9.78%, our target is 10%. We continue to work hard to maintain our targets and reduce rent arrears, by having the Income Management Team now established along with the support of four dedicated Welfare Advice Officers who are helping our tenants with benefits advice has all helped reduce our rent arrears.</p> <p>Relets are sitting at 35.5 days, our target is 35 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 in less than 35 days.</p> <p>Transfer Assessments Are sitting at 96.88% 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>Keelan asked if anyone had any questions in regard to the Communities Section of the scorecard. Everyone was happy to move onto the next item on the agenda.</p>	
	<p>Radius Foundation</p>	
	<p>The Radius Foundation was soft launched on 27th June 2024 at our Annual General Meeting (AGM). The Radius Foundation will allow Radius to build upon more of the Community Investment work which is already ongoing in 13 of our shared housing schemes, currently the funding is limited to within a 5-mile Radius of the shared housing schemes.</p> <p>With the Radius Foundation we now have the opportunity to avail of more funding and apply for grants to start delivering more for Radius Communities that aren't within a Shared Housing area. We are fortunate as we will be able to start investing within Radius Communities with monies which have already been provided by existing benefactors. The Foundation will manage the Community Investment Team along with the annual hardship contribution for customers and the Welfare Advice Team.</p> <p>Played on Screen was a video of the launch of the Radius Foundation https://www.youtube.com/watch?v=zH3GicDT7IU</p> <p>Keelan asked if anyway had any questions in relation to the Radius Foundation</p> <p>Spafield Fold Is the Radius Foundation funding separate from Assets funding and works that need to be carried out within schemes? Keelan responded that the Radius Foundation will focus solely on Community Investment initiatives and programmes. Assets have their own budget which is completely separate to the monies that will be used for the Foundation. The Foundation will be looking at different initiatives and ways to attract funding that can be spent within Radius Communities such as Biodiversity projects, training/ qualifications and much more.</p> <p>Knock Road A member of the group asked if Radius developments have much of a positive impact on local communities? Keelan replied that Radius currently have 13 Housing for All Shared Housing Developments across Northern Ireland with funding provided from the Department</p>	

	<p>of Communities that covers projects and initiatives of up to 5 miles. The impact of having the 13 developments and the work currently ongoing within these communities over the years has been very positive. With the Radius Foundation we will now be able to target other Radius Communities across NI and start providing essential community investment opportunities that are needed.</p>	
3.	Corporate Services	
a.	<p>Radius has received 25 formal complaints within this financial year to date. 90.75% of complaints received have been responded to 27% of complaints have been upheld this financial year.</p>	
4.	Assets	
a.	<p>Update on Assets Key Performance Repairs</p> <p>The response repairs team aims to complete 91% of emergency and urgent repairs within target and 90% routine repairs. Emergency (96.15%) with Routine (87.56 %) and Urgent repairs just below (89.75%).</p>	
b.	<p>Inspecting Work</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.</p> <p>As of May 2024, 9.28% of repairs over £600 have been inspected and 99.21% of repairs below £600 were inspected.</p>	
c.	<p>Safety & Risk</p> <p>The aim is to have Gas Safety Risk targets sitting at 100%. In the May Scorecard the gas safety figure is just under 100% due to not been able to access a number of properties to carry out the yearly service of the gas boilers we have been working closely with our colleagues in Communities to gain access to carry out the yearly service of the Boilers.</p> <p>The Fire Risk Assessments and Legionella Assessments paperwork were below target in May due to a number of reports been outstanding, we have been working hard to input information from the reports to ensure the remainder of outstanding reports are imputed.</p> <ul style="list-style-type: none"> • Gas Safety 99.81% • Fire Risk 93.53% • Legionella 99.04% 	
5	Tenant Engagement	
a.	<p>Update on Tenant Participation Accreditation</p> <p>Lesa Kelly explained that the Tenant Engagement Team recently went through an in-depth assessment on its engagement processes, practices and activities. There were 10 Participation Standards that Radius had to demonstrate how they met the standards by providing documentary evidence along with focus group sessions which included involvement from staff and tenants who are in attendance today. Within the scoring matrix of 6 levels, Radius scored an overall 5.4 Gold which showcases major strengths with some standards scoring level 6 outstanding and sector leading in NI and across the UK. This framework was set up by Supporting Communities NI who are the independent organisation for NI to help landlords raise the bar for tenant participation and help act as a benchmark. Radius Housing have become the first Housing Association in Ireland to receive this Gold Standard, we will continue to work hard ensuring tenants and staff are involved in making improvements and ensuring our tenants have a voice. Its testament to the tenants that continue to attend our panel meetings and service improvement groups, without your support and attendance</p>	

<p>b.</p> <p>c.</p>	<p>ensuring that tenants voices are been heard we wouldn't have received Gold in the TP Accreditation.</p> <p><i>TEC Update on Contractor Meetings</i> Our Tenant Board Member Bobby Mc Connell and Tenant Executive Committee Member Julia Gavin have recently started attending the MTC Contractor monthly meetings. Bobby spoke today explaining that the contractor meetings are very constructive. The meetings comprise of Radius Management, Staff and Contractors discussing ongoing issues, current difficulties, communication issues and how these issues can be resolved and or improved. Bobby said that if targets aren't met by contractors, then they will be subject to penalties in due course, but this is something Radius don't want to do and are working with the contractors. Bobby assured everyone that the Asset Officers do discuss individual issues in depth on behalf of tenants to ensure targets are met and that learnings can be made.</p> <p><i>Rural Panel – Rural Community Network</i> Radius are working in partnership with the Rural Community Network and other Housing Associations to see if there is any interest in setting up a Rural Residents Forum for tenants living within rural areas to meet together and discuss issues relating to living in rural communities. The first session will take place on Tuesday 1st Oct so if you could go back to your communities and encourage others who may be interested in attending to let Lesa or Ashleigh know if you would like to attend as numbers will be limited for each Housing Association. We can also help with transport to attend the network meeting.</p>	
Independent Living Breakout Room 2		
	<p><i>Gutter cleaning</i></p> <p>A number of schemes raised concerns in regard to their gutters overflowing and requiring cleaning: Cromlyn Fold, Spafield, Fruithill, Valley Fold and Brownhill Fold. AMcS to arrange for jobs to ordered.</p> <p><i>Fruithill</i> – Similar problems as the other schemes in relation to the guttering with Amber attending 3 times and not completing the jobs, stating they required a cherry picker and not coming back to the scheme to carry out the work. Aisling explained that this was not a good enough reason for the gutters not to be cleaned properly as within Ambers contract, they are supposed to carry out this work and should have the correct appliances to carry out the work. Aisling will arrange for the Asset Officer to attend the scheme with the Contractor to ensure the work is carried out.</p> <p><i>Spafield Fold</i></p> <p>Would like an update on when they are going to hear about the fur trees, tenants had previously been advised that the trees would be cut back but nothing has happened. Aisling will find out what is happening and update Spafield Fold.</p> <p>Tullaghmurry Fold – Rubbish which includes a gazebo, old shed and rubbish that needs cleared from the back garden area. Aisling to arrange for a job to be raised.</p> <p>Ballyvarnet Lodge – A glass panel is broken at the front door entrance; can this be replaced? Aisling to see if a panel of glass can be ordered which may take time depending on the size and type of glass required.</p>	<p>AM cS</p> <p>AM cS</p> <p>AM cS</p> <p>AM cS</p> <p>AM cS</p>

	<p>Cromac Wood Court – The front door has been fixed on numerous occasions but at present the door is not closing properly. Aisling to speak to the Asset Officer to get a job raised.</p> <p><i>Current Gardening Contracts</i></p> <p>A discussion took place in regard to the current Grounds Maintenance Contract and the Gardening contractors that are now in place, everyone agreed that the contractors in place are doing a great job and that tenants are very happy with the standard of work been carried out. Aisling thanked everyone for the positive feedback and said it's great to hear.</p> <p><i>Brownhill Fold</i> - A tenant is having difficulties with their digital device and is looking for support. LK to see if it's possible a Digital Volunteer could visit Brownhill Fold and assist with Digital Skills support.</p>	<p>AM cS</p> <p>AM cS</p> <p>LK</p>
General Breakout Room 2		
<p>a.</p> <p>White Glen</p> <p>b.</p> <p>c.</p> <p>d.</p>	<p>Ursula Maye thanked the group for joining us in the General Needs Breakout Room and asked if there are any further questions.</p> <p>Is there any indication as to when cyclical maintenance will take place?</p> <p>Judith explained that planned works currently are being led by our Fire and Safety Works, as given Grenfell disaster, this much take priority. Redecoration and Cyclical Works are still being completed of the back of these Fire and Safety Works, however many of these have been pushed back.</p> <p>Michael Lyons, Director of Assets, also responded that the final findings of Grenfell will be released in October/November this year which will put additional pressure on Housing Associations from Central Government. Radius will however look at when we will reimplement the planned investment programme in October/November.</p> <p>Ursula Maye reminded the group that if there are works that are particularly in need of repair, please get in contact and this will be dealt with appropriately.</p> <p>Garvaghy Grove</p> <p>The group discussed the idea of creating a community garden in an individual tenant's front garden.</p> <p>Judith Gray explained that we can look into this to see if this is visible but will make contact with the tenant to discuss. Ashleigh Mulgrave agreed to receive contact details and pass these onto Judith for contact.</p> <p>This member discussed a repair that has not been carried out. Ashleigh Mulgrave agreed to pass the details onto Judith to look into this issue.</p> <p>This member also discussed lunch clubs and why these do not take place when the domestic is off. Ursula Maye responded that this would be best discussed with the Area Housing Manager. Ursula offered to speak with the Area Housing Manager to discuss.</p> <p>The member had a conversation with the Housing Officer who informed him that the scheme coordinator will be doing her monthly newsletter to the tenants to gauge an interest for getting food ordered in temporarily until the new domestic commences. The</p>	<p>AM</p> <p>AM</p> <p>AM</p> <p>UM</p> <p>UM</p>

	<p>member was advised that there would need a few interested to make it feasible and he is content.</p> <p>Laurel Hill Garden This member discussed Anti-Social Behaviour in the Laurel Hill Gardens area. The member asked at what stage is eviction considered?</p> <p>Ursula Maybe replied that when criminal cases are being assessed by police, our solicitors will ask Area Housing Managers to look at preparing for a civil case.</p> <p>e. Unfortunately, we are unable to divulge a lot of information, but Radius will work in partnership with PSNI surrounding the case. This can often take quite some time however, the more evidence we have on a case the better the outcome in court. Ursula urged tenants that if there is any anti-social behaviour to please forward this onto Radius. Ursula offered to pass this onto the AHM for this area to make contact.</p> <p>The member also reported that a tenant has left a fridge full of food in their driveway which is attracting vermin. The vermin issue has been reported to the Assets department. Ursula took note of this and offered to pass onto AHM.</p> <p>f. Michael reminded that group that our tenants are our eyes and ears and the ground. If any issues are discovered, please report this to Radius as soon as possible.</p> <p>A member of the group also discussed that what action is taken when a tenant has left the property without letting the Housing Association know? Ursula responded that we must ascertain first of the tenant has left indefinitely. There is a process Radius follow, if there is no contact from the tenant within 28 days we will serve an abandonment notice. Ursula offered to pass this onto the AHM to discuss further with the tenant.</p> <p>Burnvale Crescent This member noted that there is a shared notice board in the middle of their estate. Recently, another resident has started posting inappropriate notices. Is there a possibility the notice board can be taken away? Ursula offered to speak with the Communities Officer, Geraldine Dougan, to see if the board can be taken away or to allow only Radius access.</p> <p>The member discussed that a neighbour's garden has become very overgrown. Should this be reported to the council or would Radius deal with this. Ursula replied that if this is on a Radius property, we would deal with this. Ursula offered to pass this onto the Housing Officer to look at this and the notice board.</p> <p>Grenfell Tower Recommendations The group discussed Grenfell Tower and why this is still being discussed and used as an excuse to delay planned works years after the devastating event. Michael responded that while we continue to meet the regulations required, every year following Grenfell more recommendations are released. In October/November of this year, we will receive the final findings.</p> <p>When findings are released, the Housing Associations must adhere to these on their own funding, so other cyclical and redecoration funding must unfortunately take a back seat. Michael assured at some time in November we will know where we stand in terms of continuing with cyclical works.</p> <p>Michael also mentioned that Radius will do an update in due course to explain this and why funding is being ring fenced in these areas.</p>	<p>UM</p> <p>UM</p> <p>UM</p> <p>UM</p> <p>ML</p>
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	<p>Ursula thanked the group for the discussion today and reminded the members to please contact Radius if you have any issues.</p>	
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