**THURSDAY, 28th April 2022 AT 11AM**

**VIA ZOOM**

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| **Tenants Present:**  **Break Out Room 1:**  Cromlyn Fold X1  Carrickblacker Fold X1  Glentoran Ave X1  St Clare’s X1  Millars House X1  **Break Out Room 2:**  Clifton House X1 (Main Room)  St Johns Close X1  Glenravel Fold X1  Claremont Court X1  Seymour Hill X1  Woodglen X1  Clonavogie Gardens X1  **Break Out Room 3:**  Meadowell Fold X1  Garvaghy Grove X1  Foyle Fold X1  Foyle Fold X1  Lauren Hill Gardens X1  Lavery Fold X1  Tullaghmurry Fold X1  Maine Avenue X1  Valley Fold X1  Toberdoney Fold X1  Rosseden X | **Staff Present:**  John McLean - CEO  Ursula Maye - AHM  Keelan McGaghern –AHM  Aaron O’Prey – AHM  Megan McGlinchey – AHM  Ciaran Smith – AHM  Bridie Doherty - AHM  Stewart McLean – Asset Manager  Andrew Han – Corporate Services Manager  Steve Jackson – Senior Marketing & Comms  Jonathan Herdman – Senior Asset Officer  Lesa Kelly – Tenant Engagement Officer  Ashleigh Mulgrave – Administrative Officer  Bernard Moran – Administrative Officer  Lorraine Campbell – Radius Board Member  **Apologies:**  M.Smith  M.Gillespie  G.Hindley  H.Kelly  W.Nicolson P. Stewart | | |
| **1.** | **Welcome, Housekeeping, & Introductions** | | **Action** |
|  | Ursula Maye Area Housing Manager welcomed and thanked all for attending our combined Area Panel meeting.  To ensure everyone can hear properly we ask that you have your device on mute to reduce background noise. Everyone will have an opportunity to ask questions by raising their hand and then when we go to the breakout rooms you will have the opportunity to discuss any ongoing issues or outstanding repairs as we are conscious that we have a lot to cover on the agenda.  This meeting is an open and public forum, and it was important not to discuss personal information or issues of other tenants due to GDPR and confidentiality. We would also request that if you are reporting a repair for the first time to please contact the office to report and not leave it for the meeting to report.  Ursula followed with a round of introductions from Radius Staff. Everyone was asked if they were happy to have their photograph taken to be shared on our social media pages. All were then happy to proceed with Lesa taking a photo. | |  |
| **2.** | **Communities Update** | |  |
| . | ***Communities Scorecard***  The Communities and Assets Scorecard was shared on screen, everyone would have received the Scorecard along with their Agenda two weeks in advance.  ***Arrears***  UM explained that Radius are continuing to work on arrears levels which we try to keep below 8%. Currently we were sitting at 9.32% at the end of February. The arrears are higher than target due to an issue with Universal Credit payments.  ***Voids***  The Voids target is 2%, and currently we are sitting at 2.79% with a high number of major repairs impacting the overall voids figure.  ***Relets***  Our target for relets is to have 60% of our properties relet within 3 weeks. Unfortunately, we are not meeting this target with our relets sitting at 18.18%. Contractor delays a major factor in having work carried out which has impacted the length of time it takes us to relet properties.  ***Transfers***  100% of Transfer Assessments are aimed to be completed within 21 working days. Currently we are at 98.21%. The Communities team do as much as possible to ensure we have transfer cases completed within the 21-day period. | |  |
| **3.** | **Assets** | |  |
| **a.**  **b.** | **Assets Scorecard**  ***Repairs***  The response repairs team aim to complete 90% of repairs within target. Both Emergency (91.60%) and Urgent (90.68%) are within target with Routine repairs just below at 88.48%.  During meetings with Contractors, we address why there is a shortfall under Routine Repairs Performance to look at how we can use automation better and how we can up get completion dates uploaded quicker from the contractor’s side and address any issues of late attendance to jobs or completion of jobs.  ***Inspecting Work***  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 February 2022, 98.64% of repairs over £600 have been inspected.  ***Safety & Risk***  Radius is 100% up to date on Legionella and Fire Risk Assessments. We are slightly below target at 98.08% for Gas Safety Certificates, these cases are due to no access, and we are working with tenants and contractors to gain access to the properties.  St Clare’s informed the panel that the gas contractors didn’t give tenants within their scheme any notice and turned off gas. Stewart explained that contractors are supposed to inform tenants when they intend to come out and inspect the gas.  **Grounds Maintenance Update**  Radius are currently out to tender to supply 4 contractors to essentially procure a better service. We have seen interest from a number of contractors. This tender should return by end of May when we will hopefully be able to give an update.  A tenant from St Clare’s highlighted that Radius prioritise Arrears firstly instead of dealing with tenants issued. UM explained that Arrears are a Key Performance Indicator and Radius have an obligation to keep Arrear levels low.  St Clare’s highlighted that Ground Maintenance is also not being carried out on site either.  SMcC informed the group that this development was still in its defect stage. KMG informed St Clare’s that during the breakout room there would be an opportunity to raise their concerns.  A number of other tenants raised concerns in regard to Grounds Maintenance and were reminded that they would have the opportunity to discuss in further detail within each area’s break out room. | |  |
| **4** | **Complaints Update** | |  |
|  | Andrew Han our Corporate Services Manager presented a PowerPoint regarding complaints performance this year for Radius. This was recently shown to the complaints panel within Radius. This PowerPoint will also be made available after this meeting on request.  *7 ways in which a complaint can be made to Radius.*   * By Telephone: 0330 123 0888 * In person at a Radius Office (Belfast, Holywood, Newry, Ballymena, Londonderry) * At a Radius Housing scheme * In writing to the free post address: Complaints officer, Radius Housing FREEPOST RSBH-RZZA-UUAE, 38-52 Lisburn Road, Belfast, BT9 6AA * By email: [complaints@radiushousing.org](mailto:complaints@radiushousing.org) * Through a third party (relative, neighbour, councillor, solicitor or MP   *The Radius Complaint Process has 3 stages. 2 Internally & 1 Externally*   * **Stage 1** Dealt with by a **Manager** responsible once complaint is received. * **Stage 2** Dealt with by the **Chief Executive or Director** of the relevant department * **Stage 3** If you are not content with Radius outcomes, the **Ombudsman** (Commissioner for Complaints) may consider a complaint for you   The timescales for complaints are:  All complainants will be provided with a written acknowledgement within **2 working dates of receipt** outlining which Radius staff member is dealing with the complaint and when you can expect a full written response.   * We aim to provide a full written response within 20 working days * RQIA registered schemes will handle complaints as required in the DHSSPS’s “Health and Social Care Complaints Procedure Directions (Northern Ireland) 2009”. * Section 75 (Equality) complaints will be dealt with under the Section 75 Northern Ireland Act 1988   The complaints survey last year showed 72% were happy with how complaints were dealt with in Radius. Over the last 3 years, there has been a 17% reduction in complaints.  A member asked where our complaints department could be found as it is not shown on the website?  AH responded that Corporate Services receives all complaints that come directly from complaints handlers in each of the departments.  A member said he had a complaint and didn’t hear a response. UM noted that it would be investigated as to why his complaint had not been dealt with  .  KMG also noted that this is good feedback for us as Radius can look at our website and assess how the complaints process can be more easily accessed. In terms of tenant handbooks, these could be supplied to scheme coordinator to display.  A member asked why feedback is not received when complaints are submitted? As well as this, if there is a change on the tenant handbook that tenants should be notified of this.  AH noted that if this is the case it will have to be investigated as to why a tenant hasn’t received a response in regards to a complaint submitted.    John McLean the Chief Executive joined the meeting and responded in terms of sending out the tenant handbook to all tenants, this is something that should be addressed, Radius are conscious about the environment and sending the handbook out to each tenant every time there is an update is not feasible due to the amount of paper used along with the cost. We will look at making sure every tenant is aware of any updates and if they do request a paper copy they will receive a paper copy. I also like the idea of having a number of Handbooks made available within a sheltered scheme.  Not all forms of dissatisfied expression are taken as an official complaint and as part of the training staff will be receiving on our new complaints process, they will be made aware of the difference between a formal and informal complaint and to ensure a tenant who make a complaint knows which one they have made. John assured members that these issues would be investigated and addressed.  A member asked about the new service cost charge. John informed the group know that service charges being charged are significantly lower than what it costs to provide these services.  A member asked why are paying a service charge to have their bins taken out however they have been doing this themselves?  This will be discussed during break out rooms.  A member suggested that when making a complaint and ensuring it is dealt with promptly it is important to keep an accurate note of emails sent/received and a paper trail, to have a complaint dealt with.  A member informed the group that he went to the local office and was unable to gain access and asked to phone and make an appointment.  BD will discuss this during the breakout room.  A member noted that his service charge has decreased with the recent change of Service Charges. | | UM  AH |
| **5.** | **Tenant Engagement** | |  |
| a.  b.  c.  d. | ***Tenant Engagement Strategy***  LKinformed members the Tenant Engagement Strategy 2022-25 is now awaiting approval from Radius Board, with the aim to launch the Strategy at the end of May. Thank you to all staff, tenants and stakeholders who helped us shape what we hope to achieve over the next 3 years.  ***Service Improvement Groups***  We have a number of Service Improvement Groups which will be starting in the new financial year:   * Adaptations * Rent Letters * Mobility Scooters * Post Inspection of Repairs * Tenant Handbook We currently have a group currently open on Complaints and a number of tenants in attendance today are members.   ***Radius Heroes***  At present we have opened nominations for the Best Kept Garden for our Sheltered Schemes, CAT 1 and General homes. Closing date will be Friday 13th May. With all the work that has taken place in gardens over the last 2 years we hope to see great entries.  **Tenant Engagement Highlights 2021/22**   * Community Chest provided funding in our communities supporting 34 projects totalling £19,503.52 * 1776 households were invited to Estate Walkabouts with 180 tenants engaging with us * 5 Service Improvement groups worked together to help improve our current systems for:   Planned Works Tenant Consultation  Estate Walkabouts  Website  Tenant Engagement Strategy  Reporting a Repair   * Tenant Panel & Groups Togethe*r* at our Panels, Groups and Consultations we held 37 meetings, with 73 tenants participating and volunteering 509 hours. * 13 tenant approved documents including letters, leaflets and social media posts. * 9 Staff members attended training with Supporting Communities to support tenants become more confident using digital devices. | |  |
| 6. | **Breakout Room Areas: Armagh, South Down, Newry, Belfast East & North Down)**  **AHM’S Keelan, Aaron & Joe’s area** | |  |
|  | **St Clare’s**  *Development Issues*  A member from St Clare’s said that the tenants are completely frustrated with the ongoing issues within their scheme and Radius are not doing anything to resolve the matters. If there are legal actions with the contractors, why has Radius not brought in new contractors to complete the work properly?  This development is only two years old and there are issues of incomplete work issues which include gaps in windowsills. The contractors attended and took photographs, but nothing ever happened.  The communal grass hasn’t been cut in two and half years.  The road hasn’t been tarmacked properly, children are tripping over manholes and a child recently was injured after falling on the surfaces. As tenants we want to know why Radius are not doing carrying out the repairs?  Tenants are beginning to ask the question what is the point in paying for rent and service charges when Radius aren’t dealing with the repairs issues.  KMG apologised for the breakdown in communication between Radius and the tenants, he explained that there are ongoing legal actions with the developers and will be bringing this to the attention of the Senior Management Team.  **Carrickblacker Fold**  *Guttering Issues*  There is an issue with the moss on the roofs and guttering overflowing. Matter to be raised with Assets Team to investigate and raise associated works to resolve the matter.  ***Cromlyn Fold***  *Grounds Maintenance issues*  Has found it difficult to contact the Asset Officer for this area. KMG explained that at present there is a staffing shortage across the organisation, we have struggled to recruit new Assets Officers. Current Asset Officers are managing larger patches so this may be why it has been difficult to contact the Asset Officer. Email sent to AO 3/5/22 by L.Kelly.  *Service Charges*  A member from Cromlyn Fold and Millars House have asked for a breakdown of the service charges for their home.  Breakdown of costs requested.  KMG explained as discussed in the main room today John McLean discussed how Radius gave a more in-depth breakdown of the Service Charge costs for each tenant.  **Millars House**  *Arrears*  A member explained that they owe a very small arrears amount £38 due to a discrepancy and feels Radius has hounded them. AOP to discuss with tenant outside the meeting.  .  **Glentoran House**  *Dog Fouling*  A member advised that there is a lot of dog fouling within the area and that tenants are not disposing of their rubbish properly in the correct bins. KMG explained that a generic letter can be sent to tenants living within Glentoran House advising them on the correct procedures for disposing of litter.  ***Ongoing Complaints***  Our Senior Marketing and Communications Officer attended today’s meeting and found it very informative. During the Main Room there was a presentation on Radius Complaints Policy and Procedure and SJ wanted to remind tenants that they can access information on the Complaints Policy and all the different ways to make a complaint are on the website.  ***Close***  Keelan and Aaron thanked everyone for attending today’s meeting. Actions have been noted and the relevant staff will be contacted. | | KMG  SMC  KMG/AOP  AOP  AOP  KMG |
| **7.** | **Breakout Room – 2 (West and South Belfast, Lisburn, Glengormley and Ballymena**  **Ursula, Megan & Ciaran’s area** | |  |
|  | **Previous Minutes**  During the last meeting a member had asked if visitors could use the parking facilities at the back of Glenravel Fold as its an issue for tenants not able to park at the front close to the doors.  CS informed members that unfortunately Radius have no powers to enforce visitors to park at the back of Glenravel Fold.  CS also noted Communities are liaising with Assets around having a lock fitted to the rear fire door which would provide access. CS to confirm if tenants will be able to access this as a back door.  AOB  ***Clonavogie***  CS gave an update on the bin service at Clonavogie. This service is currently being undertaken by OCS. Processes are now underway to have another company called Mount Charles put in place. CS proceeded if tenants are happy to continue putting the bins out as normal, however there may be a strike currently in Belfast City Council area which may impact the bin collection service. Arrangements have been made for the contractors OCS to attend the scheme on Monday 2nd May to bring the scheme back to a standard. Tenant has confirmed that this has taken place and cleaners attended as required. CS will continue to liaise with Assets in regards this service including the bins. 03/05/2022  ***Glenravel Fold***  If residents have visitors that stay overnight should they be made aware of the evacuation process and the Scheme Coordinator be made aware? Not necessarily as visitors wouldn’t be staying for long periods of time.  CS noted that there would be more cause for concern if someone was going to be away from their home and should inform the Scheme Coordinator that they are going away. However, if visitors are staying residents should be making their guests aware of the evacuation process. On the Noticeboards there should be clear guidelines on the evacuation process that scheme along with identifying the Fire Exit doors.  ***Seymour Hill House***  *Rubbish disposal*  Incorrect food waste is being put in the wrong bins by the cleaners. When the cleaners are being made aware of this their attitude towards tenants is unacceptable with certain cases of swearing at residents.  UM asked that tenants keep a note of this and to report to Radius. This can be discussed during the contractors performance meeting and dealt with appropriately.  **St Johns Close**  *Bin Store*  A member raised concerns that the bins at their scheme are in complete disrepair. This concern had been raised before and asked how this could be addressed by Radius?  UM noted that Radius could contact Belfast City Council to have these replaced depending on the cost. MMG stated that given the sustainability project within the scheme, Radius are looking at the location the bins are currently being stored and is there an alternative location for them to be stored. Housing Officer to arrange a visit with BCC in the interim to look about a resolution and request replacement bins.  HO has made contact with BCC to arrange a site visit to St Johns.  **Woodglen**  *Bin Store*  Asked for an update following the site visit and meeting with tenants in the scheme regarding the re-siting of the bins from an internal bin room to an external area to allow the tumble dryer in the scheme to be moved to a more suitable location.  Recommendations and sketches already have been sent to Assets but no response. Ursula thanked tenant for taking time to provide the sketches.  UM advised that she follow up with the Assets Officer/ Manager as to what decision had been made about the proposals for the bin area and report back to Mr Moulds.  ***Close***  Ursula thanked everyone for attending and assured that feedback is very important. | | CS  UM  MMG  UM |
| **8.** | **Break Out Room 3 – North West**  **Bridie’s area** | |  |
| g. | The group reviewed the previous minutes and actions made with the Group. There are still a number of outstanding issues from the previous minutes that haven’t been dealt with.  **Meadowell Fold**  Grounds Maintenance has not improved from the last meeting and the hedge still hasn’t been cut properly. Stewart has spoken to the Grounds Maintenance Contractors and is arranging for them to come on site to inspect the Hedges.  ***Garvaghy Grove***  The Asset Officer visited Garvaghy in regards to the cleaning of the outside of the house and was told a job would be raised for tis to happen. Can we get an update to see when this will happen. SMcClean will check with the Asset Officer in this area for an update.  Another tenant living within Garvaghy is very grateful for all the work that was completed after the last meeting.  ***Laurel Hill Gardens***  *Trees*  The trees still haven’t been trimmed yet and we would like an update when this is going to happen. Stewart will follow up why they haven’t been cut yet.  Bridie and Stewart are in the area of Coleraine next Thursday and will stop into Laurel Hill Gardens.  No other outstanding issues from the previous minutes  AOB  **Laurel Hill Gardens**  *Gaining access to homes*  A tenant contacted Radius and reported a leak. CTS didn’t show up and when the tenant phoned the office back were told that the contractor wasn’t able to gain access. SMcC explained that CTS need to make 2 access attempts and show evidence that they tried to gain access. Tenant is to forward contact details after the meeting for Stewart to follow up. Details sent to SMcC  **Foyle Fold**  *Construction work*  Has an area of their grounds fenced off for the safety of tenants due to work taking place on the back wall. The work has taken much longer than expected and tenants are frustrated that they are unable to walk around all the grounds. Stewart explained that Radius are working closely with consultants to ensure the wall is constructed properly. Stewart will ask the Senior Asset Officer Richard O’Rourke to send an update by letter out to all tenants updating them on the wall.  ***Maine Avenue***  *Complaints*  A member had made a complaint to Radius in January and is still waiting a response. JMcL apologised for the delay in getting back to the tenant and said Radius should have had a response and we will get better at dealing with complaints. Its important that tenants have confidence in Radius and we are working hard to improve. BD will speak to the Corporate Services Manager in regard to the complaint raised and arrange to visit Maine Avenue to meet with the tenant next week.  SMC visited Maine Avenue in regards to the ongoing Assets issues.  John explained that Radius are looking at how we send out correspondence to tenants in a variety of ways which will include the handbook being made available in a number of options.  **Tullaghmurry Fold**  *Water System*  There was a problem with the water system and a tenant was without a shower for a period of time. Water had to be turned off all day for all the tenants. If the same problem happens again is there a way that the water supply can be isolated rather than the water turned off for everyone? SMcC will take a look when out visiting Tullaghmurry next week. It may be the case that the water supply has to be turned off for everyone due to the building and plumbing.  A member asked if only 10% of repairs under £600 are checked by Radius how do we know if tenants are satisfied and that the job has been completed properly? SMcC explained that tenants are asked to complete a short satisfaction survey by text message once a small job has been completed to provide us with feedback. Having this feedback is very important and helps us manage our contractors and identify any problems in a particular area from a contractor.  John also reiterated that if a tenant finds the quality of the repair to be poor then by completing the satisfaction survey we want to hear if the standard of service has been poor.  Members agreed that a text message is a good idea to give a rating on the contractor’s performance and most people do have a mobile phone so they should be able to participate in the survey.  **Lavery Fold**  *Office*  A member from Lavery Fold said they were very happy with Radius and all the staff.  When they called into the NW office to speak to a member of staff were unable to gain access and was asked over an intercom make an appointment. BD explained that during the pandemic our staff were required to work from home and therefore our North West Office was closed to the public. BD apologised for this response and offered to look into this matter for the tenant. She explained how we had moved to a system of arranging appointments with tenants and others to avoid this type of scenario where a tenant wished to meet with a staff member. She also explained how we are in the process of recruiting Administration staff, and that staff are returning to work in the office following the relaxation of Government restrictions and this should ensure tenants will get access to the office and to a staff member.  **Toberdoney Fold**  *Grounds Maintenance*  The gardens could be doing with a tidying up from the Grounds Maintenance Contractors. Recently the roof tiles were cleaned and a great job was done but some of the dirt from the roof is outside the laundry door and needs to be cleaned up? SMcC to speak to the Asset Officer to see if a job could be raised.  BD to contact member on Tuesday.  **Meadowell Fold**  A member asked if the Area Housing Manager is coming to a meeting next week. Bridie explained that the Housing Officer and Peripatetic Coordinator will be attending the meeting with the local Crime Prevention Officer to give tenants advice in regard to the vandalism and Anti-Social Behaviour that took place recently vandalising the back garden and smashing the ornaments that had been gathered by tenants over the years.  BD informed the member that the new Scheme Coordinator will hopefully be starting soon.  John informed the member that he would put into his diary and arrange to visit Meadowell Fold during a coffee morning.  Bridie brought the meeting to a close and thanked John for attending our Break out room, John thanked everyone for taking part and said that having meetings on zoom has made it possible for so many more of our tenants to participate. | | SMcC  SMcC  SMcC  BD/SMcC  SMcC  BD  SMcC  BD |

Duration of Meeting 1hr 45 minutes

Next Meeting 25th August 11am