

**Area Panel Meeting**  
**20/10/2022 – 11am**  
**Hollywood Boardroom**

**Present:**

Aaron O’Prey, Area Housing Manager (CHAIR)  
 Alan Thomson, Director of Finance  
 Judith Gray, Senior Head of Assets  
 Joe Galbraith, Area Housing Manager  
 Bridie Doherty, Area Housing Manager  
 Keelan McGaghran, Area Housing Manager  
 Ursula Maye, Area Housing Manager ZOOM  
 Ciaran Smith, Area Housing Manager ZOOM  
 Jonathan Herdman, Asset Manager Planned  
 Grainne Mullin, Community Investment  
 Manager - ZOOM  
 Lesa Kelly, Tenant Engagement Officer  
 Ashleigh Mulgrave, Tenant Engagement Officer  
 Mary Smith, Tenant Board Member, Zoom  
 David Shepherd, Area Housing Manager  
 1xTonic Fold  
 1x Spafield Fold  
 1x Laurel Hill Gardens  
 1x Cromac Wood Court  
 1x Claremont  
 1x Lisavon Court  
 1x Lavery Fold ZOOM  
 1x Valley Fold ZOOM  
 1x Dunowen ZOOM  
 1xMcQuillan Lodge ZOOM  
 1x Uprichard Gardens  
 1xGlentoran House  
 1xClifton House  
 1x Glenravel Fold ZOOM  
 1x Butterfield Lodge ZOOM  
 1x Rosseden Drive ZOOM  
 1x Foyle Fold ZOOM  
 1x Garvaghy Grove ZOOM  
 1x Woodglen Zoom

**Apologies:**

	<b>Welcome and Introduction</b>	<b>Action</b>
	<p>Aaron O’Prey introduced himself as Area Housing Manager and Chairperson for today’s Hybrid Meeting.</p> <p>Everyone in Hollywood was reminded to turn their phones on mute, and for members on zoom 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>A round of introductions of Radius Staff before the meeting started</p>	

	<p>Shared on screen the Communities, Assets and Corporate Services Scorecard for August 2022. Everyone should have received a copy of the scorecard in their invite letter.</p> <p><i>Voids</i> At present our voids are sitting at 3.24%, our target is 2.20%, slightly higher than we would like but are working hard to reach our target.</p> <p><i>Rent Arrears</i> Rent Arrears are sitting at 9.7%, our target is 9%, with our newly created income and financial inclusion team we will have a number of staff focus on financial inclusion and income management.</p> <p><i>Relets</i> Relets are sitting at 38.62% which is target of 30 days. This is a joint target with our Assets colleagues to ensure we meet our target of reletting properties within 30 days.</p> <p><i>Transfer Assessments</i> Are sitting at 99.66% and our target is 100%. We are very happy with this figure and our colleagues are working hard to ensure transfer assessments are carried out within 21 days.</p> <p>Aaron had asked in both rooms if anyone had any questions on the Communities section of the Scorecard. No one had any questions or issues in relation to the Communities Section of the Scorecard.</p>	
2.	<b>Assets</b>	
	<p><b><i>Repairs</i></b> The response repairs team aim to complete 91% of repairs within target. Emergency (93.21%) and Routine (87.23%) are within target with Urgent repairs just below at (89.15%). Radius continue to work closely with our contractors to ensure these targets are met.</p> <p><b><i>Inspecting Work</i></b> 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 September 2022, 100% of repairs over £600 have been inspected and % of repairs below 100% were inspected. Everyone was happy with the Assets section of the Scorecard.</p>	
3.	<b>Corporate Services</b>	
	<p>Following the introduction of the Complaints on the Scorecard Radius have received 6 formal complaints within this financial year 87.9% of complaints received have been responded to 43% of complaints have been upheld this financial year</p>	
4.	<b>Tenant Engagement</b>	
	<p><b><i>Tenant Approved Logo</i></b> Ashleigh explained to the group that Radius are in the process of rebranding Radius logos as it's been 5 years since the Radius Logo was introduced and our marketing colleagues has asked if we would like to change the Tenant Approved Logo that is used when tenants have approved a letter, website, recommended and changes have been implemented from a Service Improvement Group. The group at home received an email with 3 logos: the original, a logo with a smart phone and a logo with an iPad, everyone in Hollywood received a paper copy.</p>	

	<p>Ashleigh asked the group both in Holywood and at home which logo they would like to see used in future Tenant Approved documents?</p> <p>The Group of tenants at home and Holywood raised their hands during a vote to ascertain which logo for the tenant approval stamp would be used going forward.</p> <ul style="list-style-type: none"> <li>• 7 votes for the original</li> <li>• 10 votes for the smartphone</li> <li>• 1 vote for the ipad</li> </ul> <p>Tenant Engagement will pass the results of the vote to our Marketing Team to inform them to use the Tenant Approved Logo with the smartphone on future Tenant Approved documents.</p> <p><i>Sustainability Sub-Group</i>  We will be asking for volunteers to take part in the Sustainability Sub-Group which will be starting in November. If anyone is interested, please let the Tenant Engagement Team know contact Melanie Rintoul, Senior Community Investment Officer.</p> <p>Garvaghy Avenue and Uprichard both would like to take part in the Sustainability Sub group.</p>	
5.	<b>AOB</b>	
	<p><b>Electric Car Guidance</b>  Interim guidance has been put in place to set our Radius position, at present, in relation to the installation of Electric Vehicle Charging Points within our homes. Should a tenant wish to install an EV Charge point, this is a matter that requires written permission and the request reviewed by Asset Officer. We hope this interim guidance will be of help to tenants who are considering purchasing an electric vehicle and help our staff respond to related queries. We hope this interim guidance will be of help to tenants who are considering purchasing an electric vehicle. At present, we don't have plans to install EV charge points in communal car park areas. Our Communities, Assets and Development senior management are coming together to look at how we plan to approach this in the future through our new developments, upgrades to schemes etc. We would like to have tenants as part of this conversation in the future and will reach out to those who are interested at the time.</p> <p>A Tenant asked if you have a charge point on your property can anyone use/have access to this?  Judith Grey Senior Head of Assets responded Radius are currently not installing charge points in communal car parking areas, but in individual general needs homes no one else would have access to use the Charging Point that a tenant has installed in their property.</p> <p><b>Contractor appointments</b>  A member raised concerns about contractors showing up to tenant's homes without ringing or texting to arrange appointments. Judith said this would be brought to the attention of our contractors during monthly contractor meetings that appointments are supposed to be arranged with tenants in advance.</p> <p><b>Update on Heating and Charges</b>  Radius are currently engaging with sustainability consultants on what are the most cost-effective options for our tenants are on heating their homes. External consultants will visit every scheme to look at ways to reduce loss of heat, what our long-term goals are, external factors if there are gas lines in</p>	

the area, what the location of the boilers is. Whether heat meters are a good idea so every individual can control their own meters.

A member asked if Radius are going to change the boilers? Judith explained that it depends whether its achievable and what the difference would be installing a combo boiler.

Each scheme/area is different and that the sustainability consultants would be looking at the co2 emissions, at present gas and electric are cheaper than oil but the network is not there to install gas in all properties. It is important the changes we implement are right for everyone and that we are taking this very serious to ensure we cut our carbon emissions and upgrade our EPC Energy Rating on all our properties. By 2025 there will be no new oil boilers fitted in new properties. In schemes we will be moving away from communal boilers and instead installing hybrid boilers (gas and electric).

### **Price inflation**

A member of the group asked if any monetary compensation would be given by Radius Housing to help tenants towards their bills giving the rising cost of energy bills.

Alan Thomson, Director of Finance explained that Radius had subsidised the rising cost for those who live in sheltered schemes for a substantial period of time contributing £2 million towards the risings cost bill of heating for sheltered housing tenants.

Would general needs tenants receive this compensation or is it only tenants living in sheltered schemes who received those savings?

Unfortunately, there are currently no measures to provide this type of compensation to those tenants living in our general need's properties.

However, if anyone is struggling with the Cost of Living and paying their bills, please get in contact with our Welfare Advice Officers.

### **Service Charge Raises**

A tenant raised a concern about the rise of Service Charge prices and that it has increased considerably even though they live in a bungalow within a scheme.

AOP informed the tenant that this Service Charge goes towards heating communal areas in the scheme. However, he offered to ask Welfare Advice to get in touch to ensure tenant receiving full entitlement of benefits.

### **Fibre Broadband**

Members today asked when Fibre would be allowed in Radius buildings. Judith explained this is something that the planned team are looking at to ascertain how we can proceed with putting Fibre in while fulfilling all legalities. We can't allow fibre companies to come into our buildings and start digging and putting cables in without us knowing who is carrying out the work and that all standards are met. Radius are currently working with Open Reach and our solicitors to see how we can provide this service by having a wayleave agreement which is an annually renewed, right of use for utilities over or under private land with fibre companies. BT Open Reach are happy to look at our stock for one of our programmes and look at agreeing a contractual agreement. At present nothing has been agreed but we are moving in the right direction, we understand that tenants requesting Fibre in their buildings are frustrated but know that we are keen to move forward with this.

6.	<b>Break out room 1 Boardroom and Zoom: AOP, DS, CS, LK, SC, Foyle Fold, Butterfield Lodge, Spafield, Uprichard, Lisavon, St Brigid's, Glentoran, Cromac Wood, Tonic Fold</b>	
	<p>David Shepherd welcomed the group to the breakout room and asked if there was anything anyone would like to discuss.</p> <p><i>Tonic Fold</i>  A gritter box has been placed put in the middle of carpark. This is being backed into by numerous cars at the scheme. Can this gritter box be moved somewhere else within the car park?  <b>Asset Officer has job logged with contractors</b></p> <p>There is a sign for parking here which has also been damaged. Can this be repaired.  <b>Asset Officer has job logged with contractors to repair sign.</b></p> <p>The sensor lights in corridor are on a timer and coming on very late at night, therefore tenants are unable to see in the communal areas. Can the times be reset to deal with the darker days? This has previously been reported to the Scheme Coordinator and Asset Officer. <b>Job has been logged with contractors to reset timer.</b></p> <p><i>Foyle Fold</i>  There are overgrowing branches over path that comes around from the back of the scheme and asked if this could be cut back.  To pass onto Asset Officer</p> <p><i>Cromac Wood Court</i>  There is a banging noise coming from the loft on the third floor, plumbers have been out previously, and the noise stopped for a while but the banging has restarted again. Can Radius organise for a contractor to come out and investigate what the banging is? <b>Email sent to Housing Officer.</b></p> <p>When the Grounds Maintenance Contractors were last out on site to carry out the work, they literally collected some rubbish and left without carrying out any winter grounds maintenance works. Can a member of Radius find out what the contractors were supposed to do and if this was the winter cut back its not good enough.</p> <p>Tenants at Cromac Wood Court would like to thank Housing Officers Joanne Daly-Shaw and Rosemary Devlin for the work they did carried out at Cromac Wood Court over the years. <b>email sent to Housing Officers</b></p> <p><i>St Brigid's Fold</i>  There are sparrows in the roof and weeds in the guttering, Can the roof be cleaned? <b>Email sent to Asset Officer</b></p> <p>There is trouble with the front and back door as it was damaged more than 11 years ago. This is causing an issue for wheelchairs gaining access. The tenant suggested that perhaps sliding doors would be better here. DS to look at a short-term solution on reducing the doors from coming off their hinge. A solution is installing automated doors but unfortunately St Brigid's are not on the current list to have automated doors installed.</p>	

	<p>Following up on an outstanding action from the previous meeting regarding the Communal Bathroom window. <b>At present there is a net blind on the window of the spare communal bathroom which is sufficient privacy when someone is in this bathroom.</b></p> <p><i>Spafield Fold</i> Communal boiler is breaking down regularly, Judith will ensure the scheme coordinator is provided with an update on our investigations and what actions we will carry out.</p> <p>There is an ongoing issue with the car park and drain covers which the Area Housing Manager is aware of and dealing with. What can Radius do when an individual's Fire Alarm goes off that it doesn't affect all residents living within the scheme.</p> <p><i>Lisavon Court</i></p> <p>The temperatures have now dropped and the communal areas are very cold. The heat which gets turned on/off summer/ winter needs to be turned back on. Can Radius have the heaters turned back on again? <b>Contacted CTS to prioritise this.</b></p>	
<p><b>7.</b></p>	<p><b>Break out room 2 Mclvor Suite:</b> Bridie, Joe, Keelan, Judith, Ashleigh, Mary, 1x Laurel Hill Gardens, 1x Foyle Fold, Glenravel Fold, 1x Clifton House, 1x Claremont Court, 1x Rosseden Drive, 1x Valley Fold, 1x Woodglen, 1x Garvaghy Avenue</p>	
	<p>Joe Galbraith welcomed the group to the breakout room and asked if there was anything anyone would like to discuss.</p> <p><i>Lavery Fold</i> Raised concerns about having CCTV cameras installed outside Lavery Fold. BD said that Radius would monitor the situation and understands the location of the scheme close to the city centre there are concerns. At present we don't have a lot of reports or evidence, that would suggest we have an ongoing or indeed regular occurrence of ASB and/or security issues within or around the building. It is costly installing cameras; however, this would not prevent Radius from installing this surveillance/monitoring equipment. so, it's important we monitor the situation with the scheme coordinator and hold a meeting with tenants to discuss this request and reasons for installing cameras.</p> <p><i>Clifton House</i> A tenant from Clifton House raised an issue regarding air pollution given their scheme is in very close proximity to the motorway. The tenant's windows are letting in fumes, given these are single glazing and as this is a listed building, structural changes cannot be made. Keelan noted that he had been out with this tenant and seen the issue himself. <b>Joe asked if tenant considered a transfer to another part of the building away from the road. Tenant was to speak to his AHM to get a screen put up inside his apartment</b> Judith Grey offered to get in touch with the Asset officer for this scheme to see if the air quality in the room could be resolved. JG advised if the issue was over the entire scheme and noted that if windows were listed and single glazed it may be difficult to change under planning.</p>	<p>BD</p> <p>JG</p> <p>KMG</p>

Another issue raised regarding the use of the disabled parking spaces at the scheme. Disabled spaces are being used by visitors to the scheme, meaning residents with disabilities cannot use these spaces. Can signage be erected in this area asking visitors to avoid parking in disabled car parking spaces? KMG to visit Clifton House to discuss parking issue. Could a Notice be put up reminding visitors not to park in these spaces?

#### *Glenravel*

Also have ongoing issues with car parking, Joe explained that car parking problems are an ongoing issue in all our scheme car parks and that unfortunately Radius staff are unable to police this issue and that visitors to the scheme should have more empathy when it comes to parking in tenants and residents parking spaces. Joe explained under planning it can be quite difficult to add in more parking spaces but agreed better communication may be the answer. A further query was raised about Blue Badge and disabled parking and if this could be enforced by Radius. Joe advised blue badge parking wasn't enforceable in private grounds but communicating to guests and visitors that those with badge should take priority for disabled parking bays at Radius schemes.

A tenant from Garvaghy Avenue suggested that perhaps generic signage regarding parking should be displayed at the entrance of all schemes to make people aware that these spots are for tenants only. The group agreed this could be helpful and will bring this suggestion to Senior Management.

#### *Glenravel Fold*

Tenants at Glenravel Fold are unable to gain access to the back doors from the outside due to the curved shape of the building they have to walk all the way around to gain access to the scheme, there has been a request from several tenants to be provided keys to have access to use the rear door. Joe advised about the possibility of this being a fire door and might only be used for emergencies. **Judith has asked the Asset Officer to provide an update to tenants if this is feasible or not.**

#### *Claremont Court*

Raised an issue in their scheme regarding a drug problem. Some members of the public are using the underpass area and are discarding their drug apparatus here. Tenant asked if a sign could be erected to let those individuals know that there is CCTV in this area to hopefully deter them from using this space. Tenants are currently working with PSNI, Radius and the local council to also try to resolve this situation.

Keelan informed members that there is a new Area Housing Manager in place for this area. Joe also advised that in managing such circumstances often requires a joint working partnership between Radius and local authorities (PSNI, Council ASB team etc) to end any criminality in the building. He continued, systems can be put in place whilst the joint approach develops such as regular security patrols and reporting (for evidence), better lighting and CCTV etc.

Judith also expressed that Assets are aware of this and are continuing to provide clean ups in the area.

#### *Laurel Hill Gardens*

Asked if it would be possible to have fences lifted for hedgehogs who are getting stuck in the garden. This would allow access for them to get in and out.

	<p>Joe agreed this would be a great idea something simple but effective to achieve and Ashleigh would pass this onto Judith.</p> <p><i>Garvaghy</i> A tenant from Garvaghy Drive raised an issue regarding a letter she had received informing her that her phone number was incorrect, and Radius had not been able to contact her. <b>Correct telephone number on system.</b></p> <p><i>Woodglen</i> A tenant from Woodglen Fold expressed dissatisfaction about the standard of cleaning performed by Mount Charles in the Communal Area of the scheme. JG thanked the tenant for bringing this to our attention and ensured that an inspection would be carried out. <b>Asset Officer will complete a regular inspection after cleaning takes place and a meeting with Mount Charles to be arranged to discuss.</b></p>	
9.	<p><b>Close</b> This will be our last Area Panel Meeting of 2022; we will hold on next meeting in the new year. Everyone was reminded that minutes from our Meetings are now available on the Radius website</p>	