

Area Panel Meeting
26/01/2023 – 11am
Hollywood Boardroom

Present:

Hollywood Boardroom:
Keelan McGaghan, AHM and Chairperson
David Shepherd, Area Housing Manager
Paddy McKenna, Senior Assets Officer
Lesa Kelly, Tenant Engagement Officer
1x Carrickblacker Fold
1x Fergus Fold
2x Neillsbrook Fold
1x Tonic Fold
1x Dean Crooks Fold
1x Clifton House
1x Cromac Wood Court

Mclvor Suite:

John McLean, CEO
Grainne Mullin, Community Investment Man
Nathan Curry, Assets Servicing Manager
Andrew Han, Corporate Services Manager
Ashleigh Mulgrave, Tenant Engagement Officer
Drew Clarke, Assets Officer (Planned)
1x St Johns Close
1x Candahar Lodge
1x Claremont Court
1x Lisavon Court

Zoom:

1x Patrick Fold
1x Mill Brae Fold
1x Glenravel Fold
1x Coniston Close
1x Glentoran House
1x Foyle Fold
2x Meadowell Fold
1x Tullaghmurry Fold
1x Valley Fold
1x Rosseden Drive

Apologies:

1x Laurel Hill Gardens
1x Lagmore
1x McClay Fold
1x Tonic Fold
1x McQuillan Lodge
1x Fruithill Fold
1x Garvaghy Grove

	<p>Welcome and Introduction Keelan introduced himself as Area Housing Manager and Chairperson for today's Hybrid Meeting. Keelan thanked everyone for joining the meeting both here in Holywood and from home. We have a number of tenants joining us today for the first time so thank you for taking the time.</p> <p>Everyone in Holywood 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. A round of introductions of Radius Staff before the meeting started</p>	<p>Action</p>
<p>2.</p>	<p>Communities</p>	
	<p>Shared on screen the Communities, Assets and Corporate Services Scorecard for November 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 3.54%, our target is 2.20%, slightly higher than we would like but are working hard to reach our target and working closely with our colleagues in Assets to reduce this figure.</p> <p><i>Rent Arrears</i> Rent Arrears are sitting at 10.54%, 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 which will help reach our figure.</p> <p><i>Relets</i> Relets are sitting at 31.19% 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 99.39% and our target is 100%. We are happy with this figure and working hard to ensure 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 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>	
<p>3.</p>	<p>Assets</p>	
	<p>Gas Servicing The tender for the MTC Heating and Gas Contract was issued in July 2022. This was then extended a further number of weeks as a number of Key Performance Indicators were to be added. Radius were hoping to put onus and responsibility on Contractor to ensure contact with tenants rather than cold calling.</p> <p>To do this, Radius are hoping to be able to have access to the contractor's calendar to ensure the tenant can be contacted and an appropriate date organised for the repair to be completed. All dates, times and contact details would be provided to ensure the tenants are updated in the process.</p>	

There are currently 3 new heating contractors including CTS for Belfast and greater area, CFM for the North West Area and ATS for the South East area of the province.

Repairs

The response repairs team aim to complete 91% of repairs within target. Emergency (93.86%) and Routine (88.58%) are within target with Urgent repairs just below at (90.78%). Radius continue to work closely with our contractors to ensure these targets are met.

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 November 2022, 100% of repairs over £600 have been inspected and 9.79% of repairs below 100% were inspected.

Everyone was happy with the Assets section of the Scorecard.

Paddy McKenna Senior Asset Officer explained that similarly to the Gas Servicing Team, the Response Repairs Team are in the process of procuring 3 new contractors for the same areas. However, this has been delayed due to a challenge received from an unsuccessful bid and is being dealt with by our legal department.

Grounds Maintenance

Radius have interim cover with small, more local contractors. We hope that by summer of this 2023 we will have a new contractor in place that will offer the same level of quality. At present the feedback we have received from the smaller contractors is positive.

A tenant from Rosseden Drive asked if would be possible for Radius to have their own workforce team to complete repairs?

Paddy responded that currently we would not have the infrastructure to facilitate this. We do have 4 MSOs that cover the region and complete small jobs, but to scale this up to cover all jobs would be a huge undertaking.

A tenant from Clifton House asked what percentage of our properties are currently in disrepair?

Paddy answered stating Radius have over 13,000 properties. Radius have a mixture of old and new properties across the region. As an example of disrepair properties, Paddy explained a number in properties now been condemned due to damp issues and are now going through a damp program.

A tenant from Coniston Close raised that in terms of Contractors using Subcontractors, what are Radius doing to ensure works are regulated to the same quality?

Paddy responded that regardless all contractors including subcontractors must follow the same roles and responsibilities.

How does Radius ensure that these subcontractors are paid appropriately for the works they are completing and not being underpaid?

	<p>John McLean responded that the onus is on the contractors to ensure they are paying their subcontractors but if you are aware this is happening with subcontractors please get in touch and let Radius know.</p>	
4.	Corporate Services	
	<p>Following the introduction of the Complaints on the Scorecard Radius have received 93 formal complaints within this financial year 89.76% of complaints received have been responded to 24.73% of complaints have been upheld this financial year</p> <p>Andrew Han Corporate Services Manager also informed members today that there is a new complaints section drafted for the website that is currently been tested by tenants within our Complaints Service Improvement Group with a meeting next week to hear feedback. The updated information will enable complaints to be made easier showing all the processes.</p> <p>A tenant from Patrick Fold asked if it would be possible for satisfaction cards to be left after the completion of a job? Andrew Han explained that tenant satisfaction is currently gathered in a survey compiled each year from tenants who had made complaints and how they found this process. The results of the most recent survey will be shared at the Service Improvement Group this week and that having satisfaction cards could be something further to look into.</p> <p>Nathan Curry informed everyone that within the new contracts when they start, contractors will have a worksheet to fill out asking tenants to complete. Asset Officers also post-inspect 10% of completed repairs costing less than £600 to ensure works are created correctly.</p> <p>The tenant from Patricks Fold then asked will Radius continue to liaise with tenants throughout the year to ensure works completed continue to be compliant. John McLean responded that while that would be ideal, unfortunately Radius would not have the capacity at this time to undertake this. However, there is a tenant satisfaction survey this year and a question will be asked on your repair within the last 12 months.</p>	
5.	ESG Strategy	
	<p>John gave an overview of the ESG Report for 21/22. Tackling climate change is one of Radius Housings greatest priorities which will require true collaboration between our tenants, our staff, local government, business partners, community groups, suppliers and funders. The ESG outlines how Radius Housing have achieved this throughout 2021 to 2022.</p> <p>A copy of the ESG Report can be found on the Radius Housing Website.</p> <p>A tenant at Patricks Fold asked if possible, could solar panels be placed on roofs of our schemes? John responded that unfortunately not all schemes could be provided with solar panels as they are funded. However, the front of Patricks Fold is listed, therefore solar panels could not be placed. The back of the building could be looked at however it must be south facing.</p> <p>John McLean asked the attendees at this stage how Radius could better inform our tenants in our ESG Strategy. Please email your responses to</p>	

	tenant.engagement@radiushousing.org . John explained that it is important to have everyone's perspective on this, and any input should be maximised.	
6.	<p>Tenant Engagement Strategy</p> <p>Tenant Engagement Structure Grainne Mullin Community Investment Manager gave a brief background on the Tenant Engagement Structure and explained that after a review and discussions with the Tenant Engagement Strategy working group the team have implemented a new structure for the Area Panel Meetings going forward. Instead of having 5 separate Area Panels we will now have a panel for our Sheltered properties and a panel for our general properties. As part of the process and listening our tenants and what is important to them, we are also introducing a Communications Panel, Rural Panel and a Youth Panel.</p> <p>Housing Policy Panel Grainne explained that we now have 2 Radius tenants who would be sitting on the Housing Policy Panel with the Northern Ireland Housing Executive and the Department for Communities where issues and concerns can be raised at a higher level. These tenants will then feedback information to our tenant representatives. Both tenants are active members of our Panels Bobby Mc Connell and Vincenzo Mense who are both here today.</p> <p>Newsletter and Area Panel Topics Grainne asked the group that we would be keen to hear some feedback regarding our tenant newsletters. Any ideas, views, topics of relevance etc would be greatly appreciated. Please get in touch with the tenant engagement team at tenant.engagement@radiushousing.org.</p> <p>Grainne asked if there are any speakers in regard to Housing, Radius Staff or Radius Board Members you would like to see during our panel meetings please also forward this information to us.</p>	
7.	Break out room 1 Boardroom and Zoom: 1x Carrickblacker Fold, 1x Patricks Fold, , 1x Fergus Fold, 2x Neillsbrook Fold, 1x Mill Brae Fold, 1x Glenravel Fold, 1x Cromac Wood Court, 1x Dean Crooks Fold, 1x Tonic Fold, 1x Clifton House, 1x Foyle Fold, 2x Meadowell Fold, 1x Tullaghmurry Fold, 1x Valley Fold	
a.	<p><i>Glenravel Fold</i></p> <p>A meeting with tenants and contractors was postponed before Christmas and hasn't been rearranged. AHM for this area is in the process of rearranging the meeting to take place within the next two weeks.</p> <p>The Wifi within the Common Room is currently not working. – Wifi has been fixed</p>	DS
b.	<p><i>Tonic Fold</i></p> <p>At the previous meeting it was brought to the attention about signs out in the car park that tenants have drove into. This issue hasn't been dealt with and at present there is no update. Senior Asset Officer Paddy will investigate this and also bring this to the attention of the Area Housing Manager. Job was logged and signs have been removed.</p> <p>Sensors are not working within the communal areas. The contractors had previously been out on site. Assets to reinvestigate this and recall the</p>	PMK PMK

	contractor back to the scheme and find out what the problem is with the sensors.	
c.	<p><i>Foyle Fold</i></p> <p>Contractors recently measured the back door of No XX and were informed that the door would be replaced. No further communication from the contractors. Assets to contact the Contractor for an update. Job complete</p>	PMK
d.	<p><i>Carrickblacker Fold</i></p> <p>An urgent request to repair the outside front lights was raised before Christmas. This job still hasn't been repaired. Assets will contact the contractors for an urgent response.</p> <p>Gutters are overflowing from the Moss from the roof. Can a job be raised to have the gutters cleaned? Assets to find out when the gutters were last cleaned.</p>	PMK PMK
e.	<p><i>Cromac Wood Court</i></p> <p>Raised an issue at the previous meeting in regard to the Gardening Contractors not trimming back the hedges this action is still outstanding. Assets will contact the Grounds Maintenance Contractor for this area and find what why the hedges haven't been cut.</p>	PMK
f.	<p><i>Dean Crooks Fold</i></p> <p>The access way from the Newtownards Road can be quite difficult exiting due to the speed of traffic and three lanes of traffic. Keelan the (AHM) for this area advised that this is a Roads Service issue and for tenants to speak to the local representatives with their concerns. The Housing Officer for this area Thomas Templeton can also support tenants when speaking to Roads Service.</p> <p>The Hot water can be extremely hot at times and nearly too hot to touch. Keelan explained due to legionella water is required to be at a certain temperature but it is also important that the water isnt too hot. Paddy to investigate this.</p> <p>The automatic front door system is currently not working, and the door is left open, Assets to investigate this issue. At present the contractors are waiting on a specific stock item for the door to enable automatic closure, the door will be on a manual setting which requires push and pull to ensure it opens and closes.</p>	PMK PMK DS
g.	<p><i>Fergus Fold</i></p> <p>Has an issue with their postal address not being recognised by the Post Office and delivery companies such as Amazon delivery drivers. The AHM is going to investigate to see if Radius can update the postal address/postcode with the relevant agencies.</p>	KMG

h.	<p><i>Clifton House</i></p> <p>The disabled parking spaces are very limited, unfortunately we have visitors parking in the designated disabled parking spots. Can Radius get signs to say Blue Badge Holders only? Keelan to investigate the matter further and see if signs can be displayed.</p>	KMG
i.	<p><i>Meadowell Fold</i></p> <p>Has similar issues regarding the post of tenants from Meadowell Fold been delivered to neighbouring addresses incorrectly. David will investigate this the same time as Fergus Fold</p> <p>A member from Meadowell asked how long is the lifespan of a kitchen? Planned Maintenance for kitchens is 25 years but depending on the condition of the kitchen it may need replaced earlier than this.</p> <p>When you report that you have no running hot water in your kitchen or bathroom how long should it take for this to be repaired? Paddy explained that this type of job would be logged as an emergency repair and should be fixed within 24 hours. Paddy explained that he was aware the repair job at Meadowell not being fixed within the timeframe and apologised for the inconvenience and happy to confirm the matter had been dealt with.</p>	DS
j.	<p><i>Neillsbrook Fold</i></p> <p><i>Have a number of ongoing issues which include:</i></p> <ul style="list-style-type: none"> • Hot water timer not coming on until 8am • The Cold Water Tap at times has hot water. • The gutters are overflowing job raised to remove moss from Fold roof. • Grounds Maintenance not a good standard at present on-going inspections to take place regularly • One washing machine in the premises breaking down regularly Laundry contractor has advised that the washing machine has been repaired, and that it still is a good functioning machine The laundry room is very small for an additional machine. <p>A Coffee Morning with the Area Housing Manager will also be arranged for the end of February with the Asset Officer to attend and an Estate Walkabout to be arranged in the Spring.</p> <p>The Front Door at Neillsbrook has been on the list to be replaced. Paddy explained a budget has yet to be agreed in regard to replacing doors within a number of schemes, but Neillsbrook Fold is still on the list and the planned team hope to have this completed 2023/24.</p> <p>Keelan thanked everyone for coming to the meeting today, refreshments are available for everyone here in the office, unfortunately at home you will have to stick the kettle on.</p> <p>End of Meeting for attendees within our Sheltered schemes on Zoom and Hollywood Boardroom.</p>	<p>PMK</p> <p>DS/LK</p>

7.	Break out room Mclvor Suite: John McLean, Grainne Mullin, Ashleigh Mulgrave, Nathan Curry, Drew Clarke 1x Candahar Lodge, 1x Claremont Court, 1x Lisavon Court, 1x St Johns Close, 1x Coniston Close, 1x Glentoran House, 1x Rosseden Drive,	
a.	<p>Grainne Mullin began this meeting by asking if there were any issues or questions attendees would like to raise.</p> <p><i>Lisavon Court</i></p> <p>Raised issue that there are currently a lot of elements to their building this are outdated and when will Radius be updating these aspects of the building? Site visit by Asset Officer took place on 30th Jan, internal and external areas clean and tidy. All internal communal areas are well heated following a part fitted to the communal boiler on 25th Jan.</p> <p>Nathan our Servicing Manager responded that Condition Surveys are carried out in all older buildings every 5 years to ensure they are compliant. Regarding some of the issues raised, Nathan would take these back to his team and provide the tenants with an update.</p> <p>Grainne -also suggested that an Estate Walkabout be carried out in this area. This way issues could also be taken down with the Asset Officer and Housing Officer, as well as any external agencies tenants may wish to attend. John McLean also offered to attend this meeting.</p>	NC
b.	<p><i>Cold Calling</i></p> <p>A tenant from Rosseden Drive raised an issue regarding appointments made with Contractors. The tenant explained that an appointment had been organised but not kept with the contractor, which then resulted in the contractor arriving at the property at an unagreed date and time. Since this, the contractor has not returned to complete the job. Nathan assured this would be raised with his team and mentioned that with the new MTC Heating and Hot Water Contract Radius hope to have oversight of appointments made between Contractors and tenants and ensure that these are kept. Nathan continued to say that onus and responsibility will be placed on Contractors to fulfil their duty property otherwise a financial penalty will be enforced. Within the current contract, Contractors should take photos of jobs before and after works are complete.</p>	AM
c.	<p><i>Rosseden</i></p> <p>The tenant from Rosseden Drive then asked, if possible, could the CEO look at the idea of having our own workforce within Radius. John responded that it is certainly a good idea and could be looked at, however, to keep in mind that some of our partners and contractors are very good and it is unfortunate that some are not. Our contractors have the skills and equipment to carry out all jobs accordingly and should treat all tenants with respect.</p> <p>A tenant from Rosseden Drive asked how a standard toilet could be changed to a Disabled toilet? Drew Clarke our Planned Maintenance Officer explained that this should be done through an OT who would assess the need and forward the report to Radius Planned Maintenance and whichever toilet recommended by the OT would then be installed by Radius</p>	DC

<p>d.</p> <p>e.</p> <p>f.</p>	<p><i>Research</i></p> <p>Coniston Close commented, following John’s presentation on the ESG Strategy, that it may be worthwhile contacting John Barry at Queens University Belfast who has done numerous projects and works surrounding tackling climate change. John agreed that John Barry would be contacted regarding work he has completed. Radius have achieved a lot in terms of environmentally friendly works, and we hope to create more sustainable homes for tenants. Grainne also mentioned that Radius are members of Northern Ireland for Housing Associations (NIFHA) and meet regularly to discuss what Housing Associations can achieve together.</p> <p><i>St Johns Close</i></p> <p>Raised a concern that contractors had damaged one of the valley gully’s, when completing fire compartmentation works at the scheme. There was a leak after the works had been completed. Grainne responded that if this is the case, please raise this with Radius as soon as possible so that this can be investigated. Asset Officer to visit scheme, this may be linked to an ongoing leak which is currently under investigation. Leak now repaired</p> <p><i>Candahar Lodge</i></p> <p>Stated that there can often be miscommunication between tenants, Radius Staff and Contractors. When repairs are logged sometimes the issue is not communicated properly, therefore when contractors arrive to complete the job it’s not what they had prepared for.</p> <p>Grainne commented that perhaps there is a piece of work around training to be implemented with Radius Staff to ensure information is taken down correctly. Grainne also stated that photographic evidence of the repair would also be useful to ensure there is no miscommunication.</p> <p>The fire doors in the property of XX is it possible for these to be changed to face the other way. Drew Clarke offered to ask this investigate this further with the Assets Team to see if this is possible</p> <p>Candahar Lodge is very badly kept. There is litter left behind, particularly in the hedges surrounding the area. Could the hedges be removed? Grainne suggested that an Estate Walkabout could be arranged in this area to inspect these issues and John McLean could also be invited. A rubbish pick up took place 6/2/22</p> <p><i>Coniston Close</i></p> <p>Raised the point that there has been an issue with the windows at this property since before the merger. The tenant asked what would be done to rectify this problem and how can it be flagged?</p> <p>Nathan responded that Planned Maintenance are aware of this and will inspect. Any issue with the windows would be raised then and repaired accordingly through our more modern maintenance policies.</p>	<p>DC</p> <p>AM</p>
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	<p><i>Glentoran House</i></p> <p>Asked if radius Contractors have adequate safeguarding training when attending Radius properties? Grainne confirmed that all contractors would be safeguard checked before they would be allowed to enter our tenants' homes.</p> <p>Grainne brought the meeting to a close and thanked everyone for attending today</p>	
8.	Close Meeting end: 12:50pm	