

SLIDO QUESTIONS, ANSWERS AND FEEDBACK

ASSETS PLANNED INVESTMENTS

Why is Radius investing in building new homes when their current homes require updating?

The housing stress issue in Northern Ireland is a very real issue, and we have committed to ensure new houses are being provided. Radius Housing is one of the biggest providers who are introducing new housing stock, particularly general needs. Our existing stock is absolutely our focus, we currently have £20M allocated in this financial year for the existing stock, £43M in the pipeline for next year, and £80M-£100M in investment coming over the next 10 years to be spent, which is a significant amount of investment in all of our stock.

A lot of our stock is coming to an age where it needs a lot of work, particularly kitchens and bathrooms, however we are prioritising expenditure associated with all of this work that is required from a Health and Safety perspective, including fire alarms, fire doors, and fire compartmentation, kitchen and bathroom replacement programmes will start after the H&S works.

Redecorations in Sheltered and General Needs schemes are starting to ramp up this year, continuing into the next couple of years.

Where is information available on how to manage condensation?

There are leaflets available to all of our tenants on managing condensation. If you have any issues with condensation, damp or mould in your home, please report it. Radius will arrange for an inspection to be carried out by an Asset Officer to diagnose what the cause is, treat any mould present, and provide guidance to help you manage it condensation going forward.

How will the programme for new kitchens and bathrooms affect sheltered schemes?

If you have any queries in regard to a sheltered scheme and the programme for new kitchens and bathrooms please direct any queries to your Scheme Coordinator to follow up with Assets. Kitchen and bathroom replacement programmes will commence after the Health and Safety investment programme.

If a tenant moves out of a property ending their tenancy and leaves interior items such as: curtains, blinds, carpets, wooden floors, can the items be left for the next tenant?

Depending on the circumstances yes, if items are in good condition Radius would ask the new tenant moving in if they would like the items, if the new tenant wants to avail of the items they are gifted to them, if the new tenant doesn't want the items then the contractors would dispose of these interior items.

If previous tenant leaves i.e. Cooker or electrical goods, can Radius PAT test to make sure they are working accordingly.

Whilst this in some part is feasible, on most occasions Radius do not know who the new tenant is until after the change of tenancy work has commenced or been completed, we unfortunately have no facility to remove and store these items for future use.

Radius do work with a local charity StreetMove, who will take donations of furniture, white goods and electrical goods. These second-hand goods are sold to people and families who cannot afford to buy or replace essential items.

Instead of contractors, how much would it cost to have your own workers?

Direct labour is something Radius have investigated, however as the current employment market is so challenging this would cause issues, including the costs associated with the overheads of vans, stock, storage etc. This allows Radius to remain focused in providing our service as a social landlord.

What are Radius' plans for electric vehicles?

Radius provided interim guidance on Electric Vehicles (EV) on our website in November 2022: <https://www.radiushousing.org/assets/documents/electric-vehicle-charging-interim-guidance.pdf>

In summary, if you have:

- **Private Driveway:** Must request permission in writing to install an EV Charge Point. If approved, the tenant is responsible for installation, servicing and removal of the equipment.
- **Communal & Street Parking:** Requests will not be approved as you must have dedicated off road parking such as a driveway. These schemes do not have dedicated parking spots and cables cannot be run across communal or public walkways.

Information on public charging points are available here:

<https://esbecars.esb.ie/ecars/NI/charge-point-map>

What is the protocol refitting or retrofitting EV chargers into schemes?

At present, Radius does not have plans to provide dedicated EV charging points in our communal car park areas. Our Senior Management Team is aware of this issue and are looking for a solution, but we cannot provide a timeline at this time. We are still learning about this new and evolving field, and we are committed to finding the best approach.

Can Radius provide defibrillators for the sheltered schemes?

Radius is not in the position to fund the purchase of these units however it has been agreed that if residents wish to fundraise to purchase a defibrillator Radius will cover the installation and servicing costs. We can provide the process to be followed if your residents are interested in progressing this further.

Housing Officers can source the required training once the unit has been installed.

What are the plans for installing photovoltaic panels on the roofing of Radius properties? And the time frames for that?

As part of Radius' decarbonisation strategy, we are exploring the installation of photovoltaic panels and a range of other options. The current advice recommends that investment which is focused on a "fabric first" approach returns a higher reduction in carbon and lower running costs. Should this change, our strategy would be reviewed accordingly.

DEVELOPMENT

When will the new build properties in the old army barracks, Ballymena be handed over and is the scheme next door being consulted about the development?

First phase of handovers are due early 2024 with the construction due to be complete by summer 2025. If you haven't managed to attend any of the consultation events in the Ballymena area contact the Communities Officer Lisa Mooney based in the Community Investment Team.

SUPPORTING COMMUNITIES

How can I get involved?

We would love to have you involved. There is a menu of involvement in your conference pack which tells you how to get involved or contact our Tenant Engagement Officers for more information.

tenant.engagement@radiushousing.org

Are the Radius Board positions voluntary?

Yes, the Radius Board is a voluntary position and Board members volunteer their time and expertise.

What is one important message you could give people about tenant participation across the whole island of Ireland?

A lot of participation activities might involve reviewing policies, procedures, strategies, and publications, but not everyone likes to see words on paper, so if tenants are unable to attend the panel meetings, there are so many different ways people can get involved, and their feedback and involvement is just as vital as the people who attend the meetings.

There is a copy of the Tenant Engagement Strategy and Digital Inclusion Strategy available, please take the time to have a look and see what volunteering opportunities are available to get out and do some work in the communities. If you would like to get involved, please speak to a member of staff.

“Be the change you want to see in the world”.

COMMUNITY DEVELOPMENT AND SUSTAINABILITY

We asked you for feedback on what you would like to see us promote in the work that we do and the communities that we work in?

You suggested:

- The reopening of closed spaces within communities.
- More growing space, better use of existing space.
- Use of wind turbines to generate electricity.
- Initiatives to grow your own flowers and plants.
- More biodiversity courses.
- More litter bins outside of building.
- Outside areas in tenants and staff property to promote wellbeing.
- Development of organic plant food and organic pest control i.e. nettle food.
- Provide electric charging points.
- Help in planting for pest control.
- Communal shed for garden.
- Use of recycled building materials.
- More wildflowers and bug hotels in our schemes.
- Growing more fruit and veg that residents will eat.
- Slow children playing signs.
- Composter in general needs areas.
- Wildflowers areas instead of lawns.
- Electric vehicles.
- Balls for timber dryers.
- Energy saving monitors in apartments.
- Replace lights in void properties with LED.
- Facilitate additional recycling e.g. batteries, paint and electrical appliances.
- Shared scooters.
- More solar panels.
- Energy saving lights, plugs etc.

Questions

Where can we get more information to apply for grants for entertainment and outings for Sheltered schemes? Tenants as opposed to Scheme Coordinator.

Radius Community Chest is available for groups to apply who live within Radius Communities with funding from £250 - £1000 for one of the Community Chest themes. Radius are members of NICVA Grant Tracker which is a toolkit to help groups both non constituted (informal) and constituted Tenant Associations source relevant funding opportunities. For more information contact the Tenant Engagement Team.

Can Radius arrange for a charity collection from Schemes to collect clothes and furniture?

Scheme Coordinators in our Belfast schemes are currently involved in a pilot programme with StreetMove where they can contact StreetMove via WhatsApp or email who will collect furniture items in good condition.

For Schemes outside of Belfast, please speak with your Scheme Coordinator or Housing Officer to arrange collection from local charities.