

Panel Meeting
Wednesday 21st January 2026
Holywood

Present:

Lesa Kelly, Senior Engagement Officer
(CHAIR)
Loma Wilson, Director of Communities
Linzi Webb, Senior Housing Officer for ASB
Ashleigh Mulgrave, Tenant Engagement Officer
Bobby McConnell, Tenant Board Member
Dean Kelly, Tenant Advocate
2x Spafield Fold
1x Ballyvarnet Lodge
1x Glenravel Fold
1x Scrabo Fold
1x Drumcor Court
2x Brownhill Fold
1x Valley Fold
1x Fletcher Lodge
3x Butterfield Lodge
1x Foyle Fold
1x Clifton House
1x Claremont Court
1x Rosseden Drive
1x Knockbrook Manor
1x Loopland Fold
1x Carrickblacker Fold
1x Millbrae Fold

Apologies:

2x Gortgole Fold
1x Tonic Fold

<p>1. Welcome and Housekeeping</p> <p>Lesa Kelly introduced herself as Senior Engagement Officer and Chair of today's Panel Meeting. She opened by welcoming and thanking everyone in attendance. Lesa noted the apologies received.</p> <p>Today, we are continuing with our themed Panel Meeting format. This quarter, the focus is on Radius's Communities Department, outlining Radius's approach to Anti-Social Behaviour (ASB) with Linzi Webb Senior Housing Officer for ASB Prevention and Intervention and the Fundamental Review of Allocations with Loma Wilson, Director of Communities.</p> <p>Lesa reminded everyone to switch their phones to silent and noted that no fire drills are scheduled today.</p> <p>Lesa explained that everyone should have received in advance of this meeting a copy of the Agenda, the November Easy Read scorecard and previous minutes. This is a public forum, and we would like to remind everyone that we are unable to discuss any personal or scheme specific issues due to GDPR. Everyone will have the opportunity to discuss personal/scheme issues with a member of staff before or at the end of the meeting. If you have a first time repair, please call the office to report. Lesa gave a round of introductions of Radius staff.</p> <p>Lesa advised that at the previous Panel meeting it had been agreed to include information in the newsletter on Health and Safety and the need to prioritise</p>	
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	<p>compliance over works such as redecoration and refurbishment. She confirmed that this information will be included in the February edition of the newsletter, as the December and January editions were already filled with other important updates.</p> <p>All other actions were agreed, and the group was happy to move on with the days agenda.</p>	
2.	<p>Performance Scorecard</p>	
	<p>The scorecard figures reflect the position at the end of November, as the December figures have not yet been finalised. As a result, discussions at meetings may relate to data from the previous month.</p> <p>Assets The first item on the agenda was the Easy Read Scorecard, beginning with the Assets section.</p> <p><i>Compliance</i> Compliance targets, that include Risk Assessments and Emergency lighting were met at 100%, Fire Alarm Servicing at 99.92% and Gas Boiler yearly servicing which is at 99.99% due to the servicing contractor being unable to gain access.</p> <p><i>Response</i> Response Repairs are generally household jobs that include carpentry, electrical and plumbing that require a tradesperson. This is slightly below the 90% target this month at 81.67%.</p> <p>Emergency repair jobs are those where, following a call from a tenant to Radius, the contractor is required to make the job safe within 24 hours. Emergency repairs were responded to within 24 hours in 88.59% of cases, which sits just outside the target.</p> <p>Urgent jobs are when the contractor has 4 working days to attend a job. The target is currently sitting at 79.93%.</p> <p>The primary reason that Urgent and Routine targets appear below expectation this month is due to our new computer system, NEC. The relevant figures were not available during the report pulling period and therefore do not accurately reflect our performance. This issue has now been rectified, and the updated figures will be reflected in next month's report.</p> <p>Lesa asked at this stage if there were any questions in regards to the Repairs section of the scorecard.</p> <p>A member of the group asked would Radius have the individual figures for contractor performance? Lesa responded that yes, this information is collected and recorded by our Assets department, but the Tenant Engagement Team would not have access to this. The information shown on the scorecard reflects targets that are reported to the Board. The specific measures included were selected by tenants during a Service Improvement Group as these targets most impact tenants primarily and it was felt that it was important to present the figures and discuss at Panel meetings showing that Radius are been open and accountable.</p> <p>Another member asked why was one of the contractors underperforming?</p>	

Lesla responded that the biggest reason is because this contractor covers a large geographical area and a lot more rural area. It can be more difficult for this contractor to attend to jobs and they group jobs together to make it worth their contractors while travelling but if they leave the job unless the last day of attendance they are still within their contract and Radius can't penalise them for this, whereas contractors based in Belfast looking after Belfast jobs can attend much quicker. Radius are continuing to work with the underperforming contractor to ensure these figures improve.

The member then asked why Radius does not tender for more localised contractors in rural areas.

Lesla explained that, while this would be ideal, there are very few local contractors with the capacity to take on the volume of work required by a housing association. In addition, smaller contractors often find it difficult to compete with larger companies during the formal tendering process.

Another member asked if possible could Radius Direct come to do a talk at one of the Panel Meetings?

Lesla agreed that certainly, this was something that could be arranged down the line. Lesla reminded the group that Radius Direct is still in its very early stages and Radius Direct are solely working on void properties at the minute. Within the next few years this will expand as Radius continue to recruit. If you know anyone that would like to apply for a position within Radius Direct, please phone the office.

A discussion then took place about Fire Alarm Servicing and how often this should be carried out.

For those living in general needs properties, this comes under your duties as a responsible person under the Fire and Rescue Services (Northern Ireland) Order 2006 and fire safety regulations and guidance to ensure you check your fire alarms often. However, The Northern Ireland Fire & Rescue Service can visit your home, check smoke alarms, and offer personalised advice.

For independent living and apartment communal areas, our contractors carries out regular fire alarm testing, safety checks, and maintenance across our schemes. There will be more information on fire safety within the Tenant Magazine which will be published soon.

Communities

The next section of the Scorecard focused on Communities, with Lesla giving an update on Tenancy Checks and Relets.

Within the Communities Scorecard, we have included Tenancy Checks for General Needs properties, which will be discussed in more detail later in the agenda. For the current financial year, a target was set for 20% of General Needs properties to receive a tenancy check; to date, 11.31% of these visits have been completed.

Tenancy checks are carried out to ensure that properties are allocated appropriately to meet individual and family needs. They also play an important role in preventing fraud, such as unlawful subletting, and, crucially, in identifying additional needs, including financial hardship, rent arrears, and vulnerabilities where tenants may require further support.

The next area of the Communities Scorecard to highlight is relet times. Radius has a target of reletting properties within 35 days of a tenant moving out. In

	<p>November, the average turnaround time was 44 days for Independent Living Schemes and 29 days for General Needs properties.</p> <p>While some properties can be turned around quickly, others take longer, particularly in cases where the previous tenant had lived in the property for many years, which can result in additional work being required before reletting.</p> <p>One member of the group asked whether Tenancy Checks are arranged with the tenant in advance or carried out unannounced. Generally, Tenancy Checks are conducted without prior notice; however, if Radius are unable to gain access, we will then attempt to arrange a visit with the tenant.</p> <p>Another member asked whether anyone could request a Tenancy Check on a neighbour or someone they believe may benefit from one. Linzi confirmed that this is possible and that requests can also be made anonymously. Tenancy Checks are only carried out in General Needs schemes as there is not a dedicated member of staff onsite such as Floating Support or a Scheme Coordinator who would have daily oversight.</p> <p>Radius also have a dedicated Welfare Advice Team for those who are struggling with financial hardship as well. If there is anyone you suspect that could benefit from a Tenancy Check please let us know either in person or anonymously.</p> <p>A discussion then took place about Hard to Let properties and what this means. Lesa explained that a hard to let property is a home that is more difficult than usual to rent out. This may be due to factors such as its location, size, layout, condition, or limited demand from tenants, as a result, these properties often take longer to be let and may require additional support or incentives to attract tenants. Another major factor can be the reputation of an area and if there is a lot of ASB and criminal activity that takes place, this can have a detrimental impact on the community and the areas in which Radius has higher voids. Later the meeting we will be going into detail on what Radius is trying to do to reduce ASB in local communities.</p> <p>Corporate Services The next item on the Easy Read Scorecard, Corporate Services. As of the reporting period, 100% of complaints received by Radius were responded to. A total of 11 complaints were received, of which 18% were classified as official complaints and were upheld.</p> <p>An upheld complaint indicates that, following a review or investigation, Radius has agreed that the complaint was valid and that an error or issue occurred, confirming that the complaint was justified.</p> <p>Lesla asked at this stage if there were any questions in regards to the Corporate Services section of the scorecard. Everyone agreed they were happy to move on.</p>	
3.	Tenant Engagement	
	<p><i>Tenant Satisfaction Survey</i> Radius will be conducting a Tenant Satisfaction Survey again at the end of March 2026. We are currently tendering for a provider to deliver the survey via telephone. The aim is to survey 10% of tenants, who will be randomly selected to participate.</p> <p><i>Tenant Handbook</i></p>	

	<p>Radius are pleased to confirm that the Tenant Handbook is now complete. We would like to thank all the tenants who contributed to its development—your input has been invaluable. The handbook will be published on our website soon Tenants' Handbook & Policies Radius Housing.</p> <p>Please note that we will only be printing the Handbook on a Adhoc Basis. If you require printed information, please speak to your Scheme Coordinator or Housing Officer, who will be able to provide the information you need. This decision supports our commitment to reducing paper use for environmental reasons, and also helps to avoid additional costs that could impact tenants with our streamline and optimise approach.</p> <p><i>Tenant Magazine</i></p> <p>Radius are also pleased to confirm that the DigitalTenant Magazine is now complete and will be published by the end of January. Everyone will receive a text message when the Tenant Magazine is live on our website. Lesa and Paul from our Marketing Department worked very hard to ensure the information provided in relevant and useful to all tenants. Thanks also to the members of the Tenant Executive Committee who chose the name for the Tenant Magazine; “Your Place”.</p> <p>Similarly to the Tenant Handbook, if you require printed information, please speak to your Scheme Coordinator or Housing Officer, who will be able to provide the information you need but the magazine has been produced to be digital.</p>	
5.0	Communities Update	
	<p>Linzi Webb, introduced herself and gave a comprehensive overview of her role as Senior Housing Officer for ASB Intervention and Prevention. She delivered a PowerPoint presentation covering key topics including current challenges, the organisation’s response, overall approach, available support, tenancy enforcement, and the importance of working together.</p> <p>Radius has introduced a number of measures to strengthen its response to anti-social behaviour. A dedicated Senior Housing Officer role for ASB has been created, alongside an updated ASB policy and a new neighbourhood management procedure. Legal services are now handled in-house, and an external floating support pilot has been launched to provide additional tenant support. Radius has also invested in new ASB management systems and developed an ASB toolkit to improve case management and outcomes.</p> <p>A member of the group asked if they have a concern about a neighbour, could this be reported anonymously? Linzi responded that yes, raise any concerns with your Scheme Coordinator or Housing Officer.</p> <p>Another member asked what action can be taken in cases where individuals refuse support and are known perpetrators of anti-social behaviour and queried why such individuals are sometimes rehoused within settled housing estates. Linzi explained that housing associations must follow the NIHE Common Selection Scheme allocations process and cannot bypass applicants on the housing list, even where there are known concerns. Legislatively, Radius and all other social housing landlords must follow this rule. Linzi commented that during Loma Wilsons presentation on the Fundamental Review of Allocations, she</p>	

would give further explanation on this and share some of the recommendations made by the Department of Communities (DfC).

A discussion then took place about how assessments are made during the application process. The assessment process at the Northern Ireland Housing Executive (NIHE) involves reviewing each housing application to determine the applicant's level of housing need. This includes assessing factors such as current living conditions, health or welfare needs, risk of homelessness, and any issues related to anti-social behaviour. Applicants are awarded points based on their circumstances and are placed on the housing list accordingly. Allocations are then made in line with this assessment, housing availability, and statutory guidance. However, where an applicant has previously been found guilty of anti-social behaviour, they may be disqualified from the waiting list in line with NIHE policy.

Another member referred to incident diaries and asked how tenants can make use of them. Linzi explained that incident diaries are available on the Radius website, or can be provided directly by a Housing Officer or Scheme Coordinator.

A member of the group expressed it is good to see that Radius take ASB very seriously and though the tenants may not see immediately changes, work is going on in the background to the best of staff ability to ensure the right outcome.

Loma Wilson, Director of Communities, then gave an update on the Fundamental Review of Allocations. The Fundamental Review of Allocations is a major review of how social housing is allocated across Northern Ireland. It was launched to examine the entire housing allocation system and recommend changes to make it fairer, more transparent, and better able to meet housing need.

The review is looking at:

- How people are assessed for social housing
- How housing need is prioritised
- Whether the current system is working fairly
- How allocations can better support vulnerable groups
- How to improve consistency across different housing providers

The review will produce recommendations that could lead to major changes in how NIHE and housing associations allocate homes in the future.

It was explained that changes from the Fundamental Review of Allocations are being introduced gradually. Some changes have already been put in place, and further changes are expected to continue being rolled out over the next couple of years, with the full programme likely completed by late 2026/early 2027.

Loma then went onto talk more about Tenancy Fraud. Tenancy fraud is when someone illegally obtains or keeps a social housing tenancy. This can include actions such as subletting a home without permission, not living in the property while claiming to, or providing false information to get a tenancy.

Housing associations have a range of measures in place to prevent and tackle tenancy fraud. These include verifying the information provided on housing applications, monitoring properties to ensure tenants are living there through Tenancy Checks, investigating reports of suspected fraud, and taking action

	<p>where unauthorised subletting or false tenancy claims are discovered. Tenancy fraud can be reported confidentially, and if fraud is proven, the tenancy can be legally terminated. Housing associations also work closely with the Northern Ireland Housing Executive and other agencies to identify and prevent fraud more effectively.</p> <p>Loma noted that specific tenancy fraud legislation is currently being proposed to strengthen powers and collaboration between NIHE and Housing Association, but has not yet been enacted.</p> <p>A member of the group asked how widespread tenancy fraud is. Loma responded that it is minimal, noting that property abandonment is more common, although still only occurring in double figures. She added that tenancy fraud is difficult to quantify because it is often hidden and challenging to prove.</p> <p>Finally, Loma went on to say that Radius are also reviewing how our Independent Living (IL) schemes are currently operating. At present, IL schemes are available to residents aged 55 and over. As part of this review, the existing model will be updated so that the IL schemes with a Scheme Co-ordinator on site will be for residents aged 60 and over and will be referred to as Independent Living Plus. Independent Living Plus will continue to provide self-contained homes for older people who are largely independent but would benefit from some on-site housing support, such as access to a scheme co-ordinator during office hours, an emergency alarm system, and optional communal activities. Standard Independent Living schemes (55+), also known as CAT 1, will remain in place for more active older people, offering self-contained accommodation with floating or visiting housing support, an emergency alarm system, and access to communal facilities.</p>	
6.0	Meeting End	
	<p>Lesa thanked those who attended the meeting today. Meeting ended at 12:30pm.</p>	

