**Belfast Regional Panel**
**Hillmount Garden Centre, Belfast**
**Meeting Minutes**
**Monday 28th September 2026**

| Agenda | Discussion | Action |
|---|---|---|
| **1. Welcome & Introductions** | Philip Whyte opened the meeting and welcomed everyone.<br><br>**Attendees**<br><br>• **Staff:** Joji Min, Philip Whyte, Margaret McLaughlin, Peter Morrison, Sandra McCoubrey.<br><br>• **Tenants:** Ann Adams, Frances Walkingshaw, Iris Stewart, Margaret Naeem, Michael McStraw, Raymond Niblock, Linda Wilson, Caroline Watts, Iris McKimm, Agnes Donaldson, Isabel Murdock, Dave Maher, Tony Rogan, Lianne Moffett, Margaret Clarke, Lorna Murdock, Oonagh Ward & Charmaine Stevenson | • Margaret McLaughlin to take minutes. |
| **2. Apologies** | **Apologies**<br><br>• Tom Cummings<br>• Katherine Reilly<br>• Pauline O'Neill<br>• Lynda Brown<br>• Donna Brammeld | |

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| **3. Actions from previous meeting** | Joji & Margaret updated tenants on actions, as recorded in Action Log below. | |
| **4. Report & Feedback** | Philip provided a PowerPoint overview of all activities for the March – June 2026 as follows –<br><br>**<u>Community Involvement</u>**<br><br>• 31 events, 400 participants,<br>• 1 youth event, 14 participants,<br>• 4 older people's events, 27 participants,<br>• 6 environmental events, 43 participants,<br>• 1 consultation, 13 participants,<br>• 19 community hub events, 303 participants.<br><br>**<u>Tenant Engagement</u>**<br>• 3 Regional Panel meetings held,<br>• 1 Residents Forum meeting held,<br>• Service Improvement Group met to make recommendations on Woven's website. Philip encouraged members to have a look at the improved tenant focusing website,<br>• Tenant Training on mental health first aid & paediatric first aid,<br>• Policy Review group met to approve 4 tenant leaflets,<br>• Editorial Panel completed Summer Newsletter,<br>• Scheme Walkabouts – Girona Close & Ramoan Gardens<br>• Surveys –<br><br>Tenant Satisfactions Surveys are currently being undertaken by Acuity. These surveys are based on the Tenant Satisfaction Measures in | |

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| | England, which is the UK Regulatory feedback model. This is very valuable feedback, with over 400+ surveys already completed. Tenants receive a copy of the link to the survey by text message, with a follow-up call if the survey is not completed.<br><br>**Planned Works**<br><br>Castle Gardens planned works will not commence until 2027.<br><br>**'Housing For All'**<br>Philip explained that Woven currently have 'Housing for All' at 5 schemes across Northern Ireland through 'Together Building a United Community'. This funding provides support to deliver a 5-year good relations plan for the development and surrounding area within 5 miles. The following activities were completed in 2026, Quarter 1.<br><br>• 29 meetings<br>• 5 bonding events<br>• 2 Advisory groups<br>• 34 Bridging events – bringing residents together within the 5-mile radius.<br><br>Last week in South Belfast Woven co-ordinated a community clean-up with Orchardville charity. The community cleanup involved tenants & Orchardville participants with participants enjoying a BBQ.<br><br>**Tenant Voices recommendations**<br>In Quarter 1, 2026 60 participants were involved in identifying 64 recommendations, 26 are still in progress, 2 deferred and 33 are now delivered, this has resulted in the following outcomes –<br>• 28 service improvements, | |

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| | • 31 customer experience,<br>• 5 community development.<br><br>**Housing Update**<br><br>**Lettings**<br><br>41 lettings,<br>19 New lettings,<br>4 direct exchanges.<br><br>**Anti-social behaviour**<br>There were 65 reports of Antisocial behaviour within the reporting period and most of the anti-social behaviour is noise nuisance.<br><br>Joji provided the following update –<br><br>We have met all targets within the reporting period.<br><br>We also wish to acknowledge that tenants could be struggling to get in touch with their housing officer as it has been so busy for everyone due to staff leave and long-term sickness. Frances Magee, Housing Manager has now taken early retirement. In the Belfast office, Wilma is the new housing manager, which has resulted in her position being filled. Joji & Wilma have been covering leave in the absence of Housing Officers. We have now recruited a new housing office for the Newry patch and are recruiting another Housing Office who will start in January – which will be a total of 6 Housing Officers, based in Belfast.<br><br>Jeanine, Community Assistant for Holywood has retired, and her position was recruited however the individual didn't continue in the post which has | |

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| | resulted in another recruitment period. This appointment will be a new role to incorporate Jeanine's role. The individual will cover East Belfast & North Down; they will have different responsibility and will no longer be based full time in Sullivan. As they are covering more schemes and providing a slightly different service from the Housing Officer, this will be reflected in the service charge for those schemes.<br><br>Caroline enquired how do we contact them. The mobile no. will be circulated, and it is likely that this person will be based for one half day per week in Sullivan.<br><br>**Development**<br><br>Beersbridge site – only 2 more units for handover.<br><br>Febro Building in Glengormley which is a 'Housing for All' development will be handed over in March 2027.<br><br>McKeans avenue – 3 bungalows, planned handover for February 2027<br><br>Bell Steel Road, 46 units and it will be planned handover for March 2028.<br><br>Marlborough House in Centre of Belfast, 103 apartments which expect handover in 2029.<br><br>Large-scale apartment developments often experience increased levels of anti-social behaviour, creating additional challenges and workload pressures for Housing Officers | |

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| | **<u>Welfare Advice Officer</u>**<br>Sandra is available to discuss income, benefits & financial advice. Please feel free to have a chat before you leave<br><br>**<u>PEACEPLUS</u>**<br><br>Margaret explained that this is a 3-year good relations programme involving 6 other Housing Associations and the Irish Council for Social Housing delivering good relations programmes for residents outside the 'Housing for All' areas. Woven have recruited Claire Wright who co-ordinates the project across Derry & Strabane & Mid Ulster council areas. The programmes include activities like the chatty bus, OCN in Community Development and Culture Kitchen.<br>If anyone would like to get involved in their area, please let us know.<br><br>Staff members are available to discuss individual issues or concerns over lunch. | |
| **5. Review of Terms of Reference for the Regional Panel** | Margaret discussed in detail the TOR for all Regional Panels. | Tenants were satisfied with the following changes –<br>Update mileage to 55p per mile<br>Include bullet point to meetings –<br>All issues/recommendations will be recorded and reported to the Executive Leadership Team, who will then report progress on actions at the next meeting |
| **6. Date of next meeting** | Discussed dates/times for Christmas lunch | Philip to follow-up availability & send date to everyone |

**Action Log**

| No. | Description | Who | Progress Update | Open/closed |
|---|---|---|---|---|
| **1** | Follow-up with Mount Charles regarding not attending to windows are cleaning front & back of building and reporting no accesses. | Joji/Housing | 28/9/2026 – meeting has taken place and there is an issue with ongoing staff issues at Mt Charles. Continue to notify Woven if windows are not cleaned after receiving a text message | Open |
| **2** | Lorne Street windows query if they are on schedule. | Joji/Housing | | Open |
| **3** | Residents Only Parking signage at Upper Newtownards Road | Housing | Tenant said that signage is in place – M McL | Closed |
| **4** | Bushes at Abbey Place too high for visibility | Peter | Chased Idverde | |
| **5** | Seating at Sullivan in Holywood – tenant requested Mens' Shed to provide seating | Philip | 28/9/26 - Philip meeting with Men's Shed | Open |
| **6** | Tenants at Conway unaware of activities, would like to take part in training & events | Tom | 28/9/26 - Activity programme in place. | Closed |
| **7** | Tenants at Conway & Sullivan interested in defibrillator on scheme | Tom/Margaret | Existing defibs available at Sullivan Place & Shankill Road (UB) within 2 mins walk, financial implications ie insurance/replace pads - https://www.defibfinder.uk/ | Closed – defibrillator training open action 10 |

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| **8** | Tenant Training – keep tenants informed of upcoming training in September | Tom | 28/9/26 – tenant training tender closing on 9/10/26, dates will be circulated when tender is approved. | Open |
| **9** | Service Improvement Meeting on cleanliness of bin stores | Tom/Margaret | 28/9/26 – dates will be circulated when available | |
| **10** | Defibrillator training for Holywood tenants | Tom | | |
| **11** | Tenants at Conway would like to invite tenants from Upper Newtownards Road to activities | Tom | | |
| **12** | Terms of Reference update as above, circulate to all members with the minutes | Margaret/Julieanne | | |
| **13** | Wreathe Making in Holywood | Tom contact Caroline | | |
| **14** | Solar Panels @ 1 Abbey Place, need cleaned | Clodagh/Peter | 29/9/26 - Email to Clodagh | |
| **15** | Lorne Street back access, needs kerb lowered for disability access | Development | | |
| **16** | Sullivan – deep clean corridors/back stairs | Margaret/Wilma | | |
| **17** | 12 East Link - Gutters | Peter | 29/09/26 - Order Raised | |
| **18** | 1 abbey Place - Gutters | Peter | 29/09/26 - Order Raised | |
| **19** | 14 Church View – Posy Box key | Peter | 29/09/26 - Order Raised | |
| **20** | 7 Conway Walk – Rear Light not Working | Peter | 29/09/26 - Order Raised | |

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| **21** | 17 Conway Walk – Plaster work follow new WC | Peter | 29/09/26 - Discussed and passed to Ross | |
| **23** | Lorne Street – Bait Boxes on Scheme | Manus | 29/09/26 - Peter passed to Manus | |
| **22** | 1, 725 Upper Newtownards Road - Mould | Peter | 29/09/26 - Visit to be arranged Soonest | |
| **23** | Church View Lift Still out of Order | Peter | 29/09/26 - Order is on Parts Ordered | |
| **24** | Sullivan Close Community Garden – Power Washing | Peter | 29/09/26 - Being added to Carpark Power Wash 8th October | |
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