Belfast Regional Panel
Hillmount Garden Centre, Belfast
Meeting Minutes
Monday 29th June 2026

Agenda	Discussion	Action
1. Welcome & Introductions	Margaret McLaughlin opened the meeting and welcomed everyone, done introductions. **<u>Attendees</u>** • **Staff:** Margaret McLaughlin, Joji Min, Peter Morrison, Sandra McCoubrey, Jeanine Kerr & Julieanne McCarthy. • **Tenants:** Ann Adams, Frances Walkingshaw, Iris Stewart, Rita, Katherine Reilly, Michael McStraw, Raymond Niblock & Linda Wilson, Caroline Watts, Iris McKimm, Agnes Donaldson, Isabel Murdock, Dave Maher, Tony Rogan, Lynda Brown, Lianne Moffett, Margaret Clarke, Lorna Murdock, Oonagh Ward & Donna Brammeld.	• Julieanne to take minutes. No consent forms
2. Apologies	**<u>Apologies</u>** • Philip Whyte • Desi McMullan • Charmaine Stevenson • Pauline O'Neill	

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3. Minutes of previous meeting	Minutes of previous meeting held on 2nd March 2026 were agreed. Matters arising were: 1. **Window Cleaning at Upper Newtownards Road** – Joji had advised that there has been a lot of feedback regarding window cleaning across other schemes and Housing are in contact with Mount Charles regarding the current cleaning in place. Tenants were encouraged to contact us and let us know if they have or have not been cleaned and if possible, provide more information so we can discuss with cleaning company. Woven are also asking Mount Charles for more confirmation/time stamped photos, if no access a reason why to ensure quality of service. Tenants advised Sullivan tenants got text but no one arrived the following week to clean, it was also reported not all operatives do front & back of buildings. Text sent to Conway Walk but they don't get windows cleaned. 2. **Residents Only Signage at Upper Newtownards Road** – **Joji** had advised with a few changes within departments we need to double check who can organise signage. 3. **Roof Rubble at Sullivan Close** – Peter advised the contractor has now pulled out and the job is out to tender. 4. **Bushes at Abbey Place** – Ciaran hasn't came back yet. Peter to follow up with Ciaran. 5. **Holywood Men's Shed, seating at Sullivan** – Tom currently off on leave. Margaret & Tom to follow up and update. 6. **My Tenancy App** – Margaret discussed the My Tenancy app and its benefits, invited those who would like help to get set up to let us	• Joji to follow up with Mount Charles regarding not attending Sullivan Close & to ensure operatives are cleaning front & back of building and reporting any no accesses. • Joji / Housing to follow up re: Lorne Street windows being on schedule. • Info – text sent to Conway Walk tenants in error – it was in relation to Common Room only. • Joji/Housing to follow up signage. • Peter to follow up with Ciaran. • Margaret & Tom to follow up re: Men's Shed.

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	know at the end of the meeting, or by contacting us by phone, person, email.	
4. Consent to Publish	Margaret distributed Consent forms for tenant to sign to give Woven consent to publish their name in minutes of panel/discussion meetings which can be found in paper copies at meetings and on Woven's website.	
5. Report & Feedback	**<u>Housing</u>** Housing Services updated by Joji: • Lettings, New Lets & Direct Exchanges • Antisocial Behaviour • Development – onsite & emerging developments such as Beersbridge, Glengormley & Belfast City Centre Joji advised there has been a restructure and Homes & Communities team is now Homes, Communities and Customer emphasising Woven's engagement with tenants finding out what works for tenants, what doesn't and how Woven can improve their services by really listening to tenants views and feedback. Tenants of Conway Walk asked if Woven can help with the special lettings in Conway Walk as they are concerned about the tenants that are living there in relation to drug use. Joji recommended that tenants contact their housing officer to notify however as a landlord there is a limit to what actions we can take and whether individuals are in breach of tenancy. Tenants were encouraged for tenants to notify the PSNI as well as keeping Woven informed.	

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	Tenants also suggested installing cctv to confirm who is stealing parcels that have been delivered to tenants. Joji advised that cctv isn't a reliable solution for this area. It was also discussed that those leaving rubbish and not using bin stores correctly are more than likely to continue to do so as Woven are sending letters to schemes and they are being ignored. Joji suggested having a separate meeting to discuss bin stores etc to see how Woven and tenants can work together to manage going forward. Margaret suggested this is something the Service Improvement Group can look at. **<u>Communities Team</u>** Margaret gave update on Communities team events: • Jan – March 2026 – 26 events = 211 tenants & 79 guests • 4 Older people events – 21 participants • 2 Environmental events – 20 participants • 7 Connect events – 56 participants • 1 consultation – 6 participants • 15 Community Hub – 181 participants Margaret welcomed all members to come along and get involved in community events. Tenants of Conway Walk advised they aren't aware of them being held. Margaret encouraged to keep eye on the website for the monthly calendar and advised on different options to get involved i.e mystery hopping, newsletter, scheme walk abouts, etc **<u>Panel Feedback</u>** **1.** Katherine proposed if Woven can donate a space for a community defibrillator, members of community happy to fundraise/speak to Politicians but a space would be needed. Margaret advised a	• Margaret to speak to Tom re: informing Tenants in Conway Walk of upcoming events. • Margaret to check with Chest, Heart & Stroke.

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	business case was created before, but insurance was unclear as a defibrillator has to be wired up at all times. In the event of an emergency 999 can advise of the closest defibrillator. Chest Heart & Stroke may be able to assist. **2.** Tony advised he hasn't heard of training and asked if it was possible to travel to another scheme to take part in training. Margaret confirmed its possible, upcoming training in September time will be listed on Facebook, website and asked anyone interested in training to let a member of staff know.	• Margaret to speak to Tom about tenants from McKeens, Conway Walk & Lorne Street taking part in training.
6. Presentation	Karen and Corrina from Ulster Bank gave an informative presentation based on the cost of living. Panel members took part in asking & answering questions.	
7. Date of next meeting	• Monday 28th September 2026, Hillmount Garden Centre, 11:00am	

Action Log

No.	Description	Who	Progress Update	Open/closed
1	Follow-up with Mount Charles regarding not attending Sullivan Close & to ensure operatives are cleaning front & back of building and reporting any no accesses.	Joji/Housing		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	
4	Bushes at Abbey Place too high for visibility	Peter/Ciaran		
5	Seating at Sullivan in Holywood – tenant requested Mens' Shed to provide seating	Tom		
6	Tenants at Conway unaware of activities, would like to take part in training & events	Tom		
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/	
8	Tenant Training – keep tenants informed of upcoming training in September	Tom		

9	Service Improvement Meeting on cleanliness of bin stores	Tom/Margaret		