

you



What we need from you:

- Take care of your home.
- If there are repairs that are our responsibility, tell us.
- Carry out the repairs that are your responsibility.
- If you have a garden, we ask that you maintain it.
- If you live in an apartment, keep communal areas clear and ensure safety advice provided is followed.
- Pay any rent or service charges when they are due.
- If you are struggling to pay your rent or you need benefit assistance, contact us as soon as possible.
- Think of your neighbours; ensure that neither you, nor your visitors behave in a way that will cause annoyance or concern to your neighbours.
- Respect our staff and contractors and not act in a rude or aggressive way.
- You will manage your rubbish in accordance with local council requirements.
- You will avoid wasting electricity, water and heat.

You will cooperate when we need to access your home:




- Ensure that you permit access for your boiler to be serviced every year and any other safety checks that may be required.
- When you request a repair, you must allow our contractors access to carry out the repair.
- If there is an emergency you should cooperate with Radius staff and the emergency services and ensure you follow evacuation guidelines in the event of a fire.



Contact us

Radius Housing
38—52 Lisburn Road
Belfast
BT9 6AA

t: 0330 123 0888
e: info@radiushousing.org
w: radiushousing.org

 @RadiusHousing
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 radiushousing



Customer Charter



Everyone
has a place

radiushousing.org

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Regulated by the Department for Communities in Northern Ireland

Our Service Standards



- Answer 80 per cent of calls within 20 seconds.
- Acknowledge emails and letters received when they arrive but always within 2 working days.
- Resolve complaints as quickly as possible but always within 20 days.
- Provide an update at least every 10 working days for complex queries which cannot be solved sooner.
- Resolve 70% of queries during first contact.
- Routine repairs will be completed within 20 days unless they are categorised as:
 - Emergency - within 24 hours
 - Urgent - within 4 days

us

Provide good quality homes and services:



- Provide an annual gas service for boilers.
- Maintain our homes and communal areas to meet the Radius standard.
- Provide easy access to our services and information about your tenancy or lease via our digital services, over the phone or face to face.
- If you choose to move we will ensure we offer you the appropriate guidance and support. If we cannot facilitate this we will signpost you to an organisation that can.
- Offer guidance when anti-social behaviour or neighbour disputes occur and work with you and other agencies to resolve these.
- Your Housing and Asset Officer details will be displayed on our website.
- We will encourage you to return to education, seek employment and improve your well being in order to sustain your tenancy.
- We will use your feedback to improve our service offering.

We will Deliver Value for Money:

- When a property becomes available to let, we will ensure it is let quickly reducing loss of rental income.
- We commit to support our tenants to pay their rent, but will challenge non payers to ensure parity and protect our income which is used to maintain our homes.
- Our goods and services will offer value for money striking the balance of cost and quality.
- We will commit to delivering our services in a way that is sustainable and environmentally friendly.

Respond Quickly and Effectively:



- Be helpful, prompt and polite.
- Treat all our customers in a fair and reasonable manner.
- Deal with your query during your first contact.
- If we cannot give you an immediate answer, we will take your details and contact you at a time that is reasonable for you.
- If you contact us we will always tell you what we will do and by when.
- We will make and keep our appointments with you and only rearrange these when all other options have been exhausted.
- We will endeavour to fix all repairs as quickly as possible.
- If you have a complaint, we will investigate and provide a full response.
- Give you our name, if you call and wear identity cards and ensure they are visible.

