

NEW

# RADIUS MAIL

ISSUE NO. 20

JULY '22

Radius  
HOUSING



## Many Hands Make Light Work

Outside Sloan Court, there were four large galvanised planters which, unfortunately had become overrun with weeds. Through the Radius Community Chest Grant, tenants were able to purchase plants, equipment, paint and compost to complete an operation to both paint and add plants to the large planters to enhance the environment outside Sloan Court.



Pupils from Fane Street Primary School were invited to participate. After Sloan Court's makeover, the hard workers celebrated with a well earned Ice-cream at the end!



## Wild Flowers at Lagan Fold

Tenants attended Bio-Diversity training provided by Radius Housing. This training helped tenants setup a wild flower garden, plant apple trees and establish a vegetable & herb patch. As more tenants became involved they decided to do a makeover of part of the garden area that was unusable.

With Tenants hard work, the help from the Radius Housing Assets Team and funding from the Community Chest Grant, a new garden/patio area has been created at Lagan Fold for tenants to use and the bees are happy to use it too!



## WELFARE ADVICE

Providing advice, support and advocacy on all aspects of benefit entitlement. Radius Welfare Advice Officers are on hand to support and assist you with: **Benefits, Universal Credit and Budgeting.** Please get in touch if you would like a referral to our Welfare Advice Team.

## Get Involved: Service Improvement Group

We are starting a Service Improvement Group looking at Sustainability. If you would like to get involved, to help us generate ideas on how we can make small changes to help the environment, then please get in touch.

**Please register your interest online:**  
<https://www.surveymonkey.co.uk/r/GY9MXRM> or to speak to a member of staff, call **0330 123 0888** or email: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)

## Report a Repair Online

Did you know that you can also report a repair online? Our team aims to log your repair within 24 hours. If your repair is an emergency please call our office, go to [www.tinyurl.com/RadRepairs](http://www.tinyurl.com/RadRepairs) or email: [responserepairs@radiushousing.org](mailto:responserepairs@radiushousing.org)

## Keep in the Know

Follow us on Facebook, Twitter and Instagram **@RadiusHousing**

If you have anything you would like to share in our next newsletter please speak to your Scheme Coordinator, Housing Officer or email us at [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)



NEW

# RADIUS MAIL

## Corporate Plan

We have published our new **Corporate Plan for the next five years (2022-2027).**

The Plan is centred on four strategic themes:

- Customer First
- Great Places
- Empowered People
- Assured Business

These themes align with our core purpose and ensure that staff have a clear direction on the work we will do over the next five years to provide the best possible service at all times.

### Customer First

Customer safety, security and the quality of service experienced is a top priority for Radius and our delivery partners. We share our responsibilities and aim to work together as one to provide a seamless service.

- **Priority 1:** Safe and secure homes
- **Priority 2:** Customer Service Centre manage 80% of enquiries
- **Priority 3:** Tenants shaping our services
- **Priority 4:** Support to protect tenancies
- **Priority 5:** Maximise Independence and dignified living

The Corporate Plan is available at <https://www.radiushousing.org/>

## Organisation of the year

We are delighted to have won the Chartered Institute of Housing (CIH) Award for Housing Organisation of the Year, which recognises organisations who are leading the way in driving professionalism, learning and development and inclusion while delivering a great service for tenants.

## Combating Loneliness

Last year, Connected Places Catapult; the UK's innovation accelerator for cities, transport and places, launched the Homes for Healthy Ageing programme. With the right technologies and innovative care solutions tenants can get more from their homes for longer. The tenants at Chapelfields Fold are participating in this programme. One of the initiatives is to provide tenants with iPads so they can check in each morning to confirm their wellbeing. The iPads have in-built WiFi so users can have access to Local News and Events. There is also an app through the programme that allows tenants to chat on-line and video call.

## Men's Shed Cullingtree

Cullingtree has done some amazing work recently with local organisations, and young people.

They have made fencing with the Men's Shed, the local youth organisations painted it and there was about 20 volunteers spent their Saturday planting around the grounds.



“

**IN THREE WORDS, I CAN SUM UP EVERYTHING I'VE LEARNED ABOUT LIFE: IT GOES ON.**

- Robert Frost

## Office Closure

A reminder that our offices will be closed on July 12th and 13th for the Bank Holiday.

If you have an emergency repair while our offices are closed call us on 02890 42 10 10

