



Tenant Engagement Strategy 2022-2025

Has been shaped with the input from our tenants, staff and stakeholders and looks at what we would like to achieve together in the next 3 years to ensure that our tenants remain at the heart of all we do.

- Delivering person centred engagement ensuring everyone's voice is heard.
- Support our communities keeping them at the heart of all we do.
- Recognise that we are stronger together through partnership working.
- Engagement levels that suit all our tenants.
- Keep you up to date with relevant information and resources to engage with us.

To find out more about how to get involved contact our Tenant Engagement Team.

Keeping you at heart...

Your engagement helps us keep you, our tenants at the heart of all we do! Together with our tenants in 2021/22 our highlights are:

Tenant Participation Accreditation Achieving Higher Silver Award

5 Service Improvement Groups Working together to improve:

Training 9 Digital Champions to support tenants to access digital services

- Planned Works Tenant Consultation
- Estate Walkabouts
- Website Review
- Tenant Engagement Strategy
- Reporting a Repair

Community Chest supported 34 projects funding £19,503.52

73 tenants volunteering over 509 hours to shape the services you receive!

Walk this May

May is National Walking Month, so to help your health and well-being get up and go for a walk especially now its warmer and the evenings are longer there's no excuses.

Fitting in a 20 minute brisk walk each day is roughly one mile and requires you to walk somewhere between 2,000 and 3,000 steps, resulting in a calorie burn of roughly 90 to 110 calories (a small biscuit).

Health benefits of walking

Try walking 20 minutes a day this month to see if you can feel the benefits which include:
reducing cardiac risk factors such as cholesterol, blood pressure, diabetes, obesity, improving mood, reducing stress, sleeping better and increasing your energy.

Office Closed

Our offices will be closed for May Day Bank Holiday on: Monday, 2 May

Here for you, 24/7 Our dedicated Radius Connect24 Team is here to help and support you 24/7. if you have an **emergency repair** while our offices are closed call us on **02890 42 10 10**

May Day marks the start of the warmer weather and blossom filled trees and flowers.



CATCH IT.



BIN IT.



KILL IT.

A Shared Space



This space is all about you!



Well done to **Sharon** who kindly made Easter baskets and raffled them in aid of Air Ambulance. Raising £160 from the raffle and filling an Air Ambulance collection box with other donations. Well done to all in **Chisholm Court**.

A massive thank you to everyone in **Foyle Fold** who raised £1000 for the Ukraine appeal.

The tenants at **Cullingtree Fold** enjoyed music by Street Life and had a ballot to raise £402.08 for Air Ambulance, everyone enjoyed the music and dancing.

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.

Best Kept Garden Award

From glorious gardens to perfect plant pots does where you live have what it takes to hold the title of Best Kept Garden?



Nominations can be made under

one of the below entry levels:

- Communal Garden - Sheltered
- Communal Garden - CAT1 & General
- Private Garden

Online: surveymonkey.co.uk/r/H6WZH3M

Call us: 0330 123 0888

Speak to your Scheme Coordinator

Nominations Close: Friday, 13 May 22

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
- Budgeting
- Get in touch if you would like a

referral to our Welfare Advice Team.

Get in touch

We are here to help if you have a query, would like to **report a repair**, check your **rent balance** and/or make a complaint or compliment...

- 0330 123 0888
- info@radiushousing.org
- [radiushousing.org](https://www.radiushousing.org)
- Speak to a member of staff

Keeping You at the Heart

At Radius we want to keep you at the heart of all we do.

If you would like to be kept updated on opportunities for our upcoming groups and to shape the services you receive, newsletters, funding and more join our **Register of Interest today** by:

- Phone: 0330 123 0888
- Email: tenant.engagement@radiushousing.org
- Speak to a member of staff

Report a Repair Online

Did you know that you can also report a repair online...

www.tinyurl.com/RadRepairs

responserepairs@radiushousing.org

Our team aims to log your repair within 24 hours. If your repair is an emergency please call our office.

