

Radius HOUSING



Annual Review 2019-2020

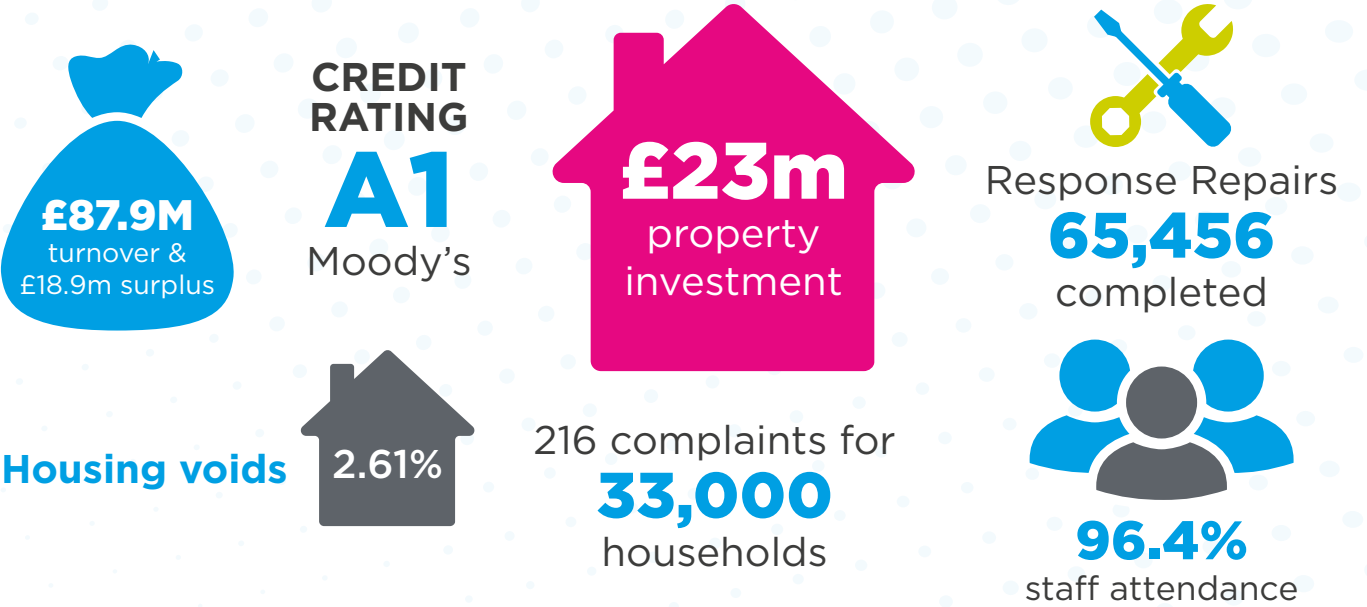


Our purpose

To make a difference by providing homes, support and care for people, building neighbourhoods and empowering communities.

Highlights of our year

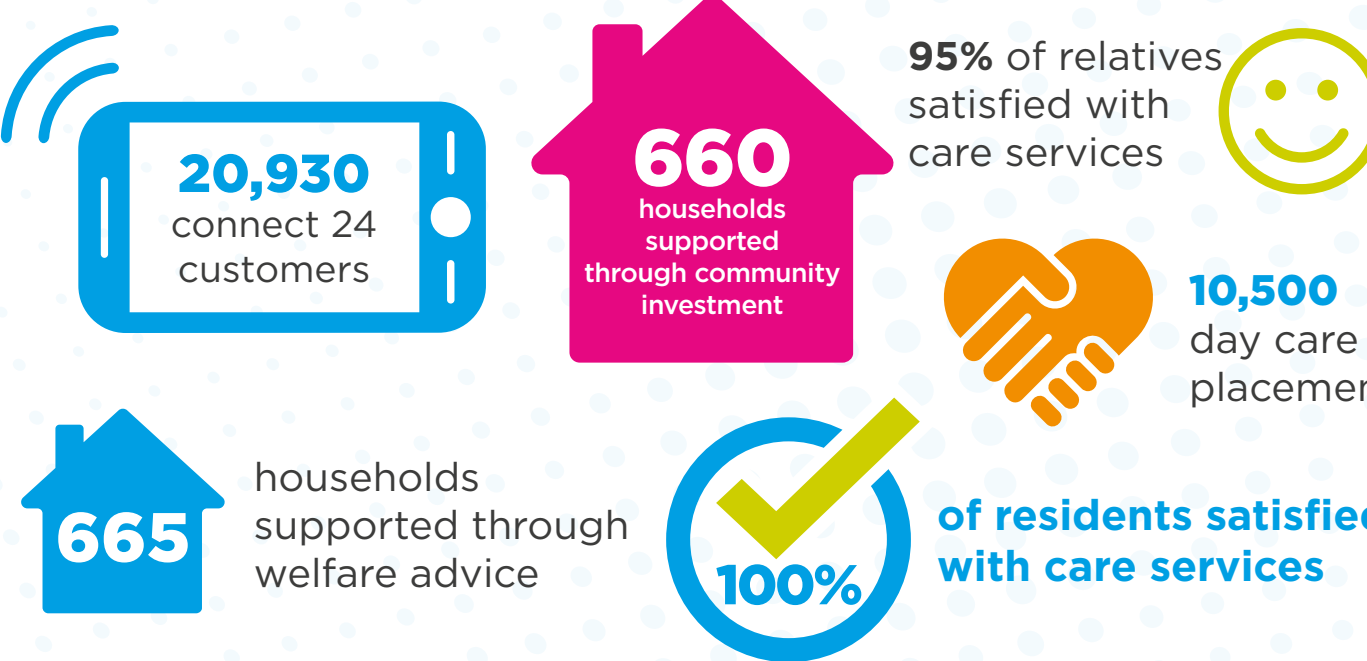
Key Performance Indicators



Operational highlights



Supporting people





Radius
HOUSING

Message from the

Chief Executive and Chair of the Radius Housing Board

Welcome to the 2019/20 Radius Annual Report which details our progress and achievements over the last year. During the year we welcomed back our local NI Assembly at Stormont along with positive progress on bedroom tax mitigation and the re-classification of our sector. In the closing weeks of the 2019/20 business year the Covid-19 pandemic presented in Northern Ireland and within a short space of time had impacted on the lives of all our customers and staff. Tragically some of our service users died from the virus and our thoughts are with their families and friends.

Our annual review this year shines a spotlight on individuals, organisations and our partners who ‘stepped up and stepped in’ to provide wrap around support and services for our residents, demonstrating the community spirit and kindness that became a defining feature of the pandemic’s lockdown period.

PULLING TOGETHER

In the immediate crisis we managed to digitally equip more than 350 staff to work from home in a matter of days. Our staff rose to the challenges of Covid-19 and have been truly inspiring, demonstrating high levels of flexibility, professionalism and dedication. Staff supported by business partners, contractors and volunteers impacted positively on the lives of our service users and similarly our customers showed great resilience and patience as they pulled together through ‘lock-down.’

COMMUNITY PARTNERSHIPS

Through community investment we continue to assist with educational, employment and wellbeing activities to sustain tenancies and improve life prospects. We held our first Cultural Festival in the Ormeau Park, Belfast in August 2019. This followed a Cultural Parade attended by hundreds of people from diverse backgrounds. We are one of four local housing associations taking part in the Housing Association Integration Project (HAIP) with ten of our communities having benefitted from this EU funded Peace IV initiative. Together with our customers and business partners we are shaping neighbourhoods, reducing poverty and contributing to the local economy.

PROVIDING HOMES

Radius has an ambitious development programme; however the difficulties of obtaining suitable and viable sites in areas of high demand remains a challenge. This is compounded by limited capacity in NI’s water infrastructure. During the year we commenced 157 new properties across 6 schemes. We unfortunately had to defer the

start of four new projects due to Covid-19 and our completions were pulled back to 81. Two new projects were designated as Shared Future under the government’s Together Building United Communities (TBUC) scheme. Our signature Visteon project continued to make good progress on site in West Belfast and is now officially renamed as Blacks Gate.

QUALITY SERVICES

We remain focused on achieving high levels of performance in housing management and care and support services. Our KPI’s continue to improve year-on-year and we rank highly in the GB social housing sector. We continue to receive very positive regulatory and quality assessment reports which demonstrate our values and a strong customer ethos.

WORKING TOGETHER INTO THE FUTURE

Radius is governed by a voluntary board of experts from the private and public sectors as well as our tenant base. We are deeply indebted to them for their leadership and oversight and the extensive time they have committed to Radius during the year. We would like to thank our partners, our funders and our staff for the crucial role they have played in delivering excellent results amid such challenging times. We are equally grateful for the co-operation and commitment of all our customers who continue to work with us to improve and enhance our communities for current and future generations. This report describes a social enterprise going from strength to strength, transforming its offering while serving the whole community.

Diana Fitzsimons
Chairperson

John McLean OBE
Chief Executive

Staying connected

Providing emotional support, joy and companionship in Housing with Care schemes.

In recent times we have all learned to adapt our usual daily activities to stay safe in the midst of the Covid-19 pandemic. During the immediate crisis and 'lockdown' the impact of the coronavirus was most acutely felt in our 24 hour care and support schemes as our vulnerable residents shielded in line with government guidance.

Their protection, continued physical health and mental wellbeing was and continues to be of paramount importance to Radius.

Lockdown brought many changes including the cessation of visits from family and friends for 15 weeks to help protect resident safety. We know what a loss this vital contact is to people and moved swiftly to provide alternative ways to keep people connected. We provided iPads in all schemes enabling virtual visits to take place with loved ones. These virtual visits are an important, safe and effective way for contact to be maintained between residents and the important people in their lives.

Residents, supported by staff have learnt to enjoy the benefits of Facetime, Skype and Zoom and have been united not only with family who live locally but from as far away as Australia and Japan.

Bringing digital theatre to life.



"Better than the BBC!"

Resident, Housing with Care scheme.

For families to chat with and see their relative looking fit and well provides much reassurance during these unprecedented times.

Although there is now an opportunity for limited in person visiting, in line with government guidance, virtual visiting has become and will remain an integral part of keeping our residents safe and connected with those they love.

As community services became accessible on-line, our care staff supported residents on their iPad and tablets to stay in touch with the local groups important to them and the live streaming of church services was welcomed by many ensuring that their spiritual needs and wellbeing was supported.

Our unique working partnership with Plays Aloud Theatre Group brought much joy and laughter during lockdown. Original and creative theatre shows, live streamed into our care homes is a new and innovative use of digital technology bringing comedy and entertainment to our residents ensuring a shared and uplifting experience for all.



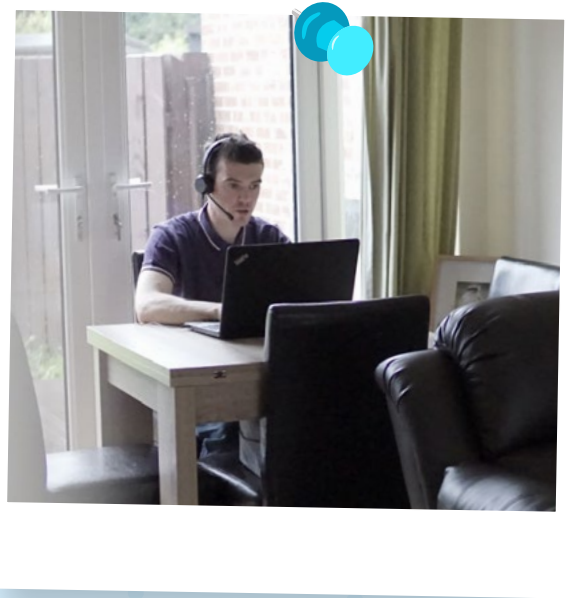
Virtual visits have brought much joy, enabling people to keep in touch and celebrate special events like birthdays, wedding anniversaries and other family events.

Agile and flexible

Customer service and staff support as a priority.

When Covid-19 forced 'lockdown' like most staff I was concerned and anxious about what lay ahead and was uncertain about how I would continue to provide services to residents whilst working from home. I was quickly reassured though, as the IT department swiftly installed software on my laptop to help me access all the information and systems I needed to remotely receive and make phone calls to provide essential telephone support to our residents at a very difficult time.

Andrew Quinlan - Housing Officer



Adapting to a new normal.

Like many working parents I had to juggle working from home during 'lockdown' with childcare responsibilities. The early stages of home working were a bit of a challenge at times however Radius was very supportive by accommodating flexible working and I soon settled into a routine that enabled me to complete my work tasks and balance family life.

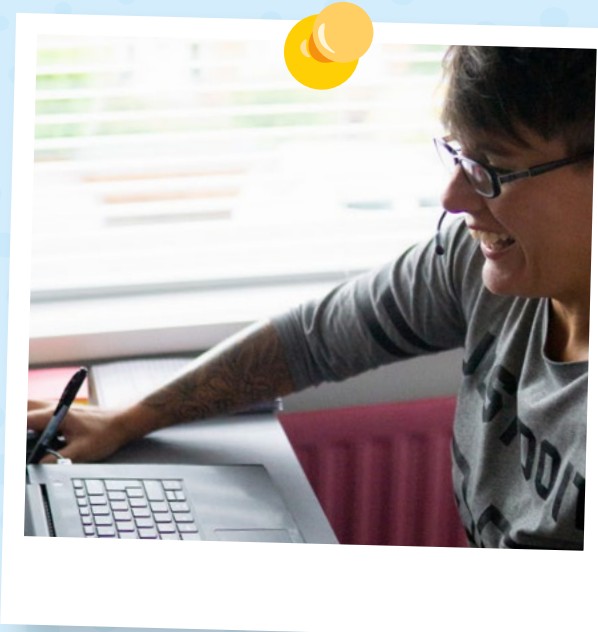
John Cairnduff - Business Change Project Officer



Getting communication and support right.

In the beginning it was quite challenging working from home as I work in a close knit team in Connect 24 and we often rely on each other for support and advice. Initially not having face to face communication was hard although now we actively use email and instant messaging as our main communication method which has been working really well. My manager supports me with weekly updates and reassurance and I know they are just at the end of the phone should I ever need them.

Jude Calder - Connect 24 Call Advisor



Alan Mc Dowell manager of Portadown Wellness Centre.



Engaging with partners

Community specialist services and practical support helping to improve the health and wellbeing of residents.

Portadown Wellness Centre aims to empower people to live happier, healthier and more fulfilled lives and to provide a safe environment where lasting and supportive friendships can be forged and maintained. Over the past year the ethos of the centre has been shared with our residents through craft and gardening activities aimed at keeping people meaningfully occupied, fit and healthy. Partnerships such as this enable Radius to provide residents with a wide variety of activities that play a huge role in enhancing their daily lives.

When older and vulnerable residents needed to shield during 'lockdown' the centre quickly re-oriented their operations to act as a community logistics and distribution centre providing locally donated food, fruit, garden plants and

other essential household items to those in need of support. A total of ten Radius sheltered housing schemes in Portadown, Armagh and Banbridge areas were the welcome recipients of the generosity and kindness of the centre and local suppliers.

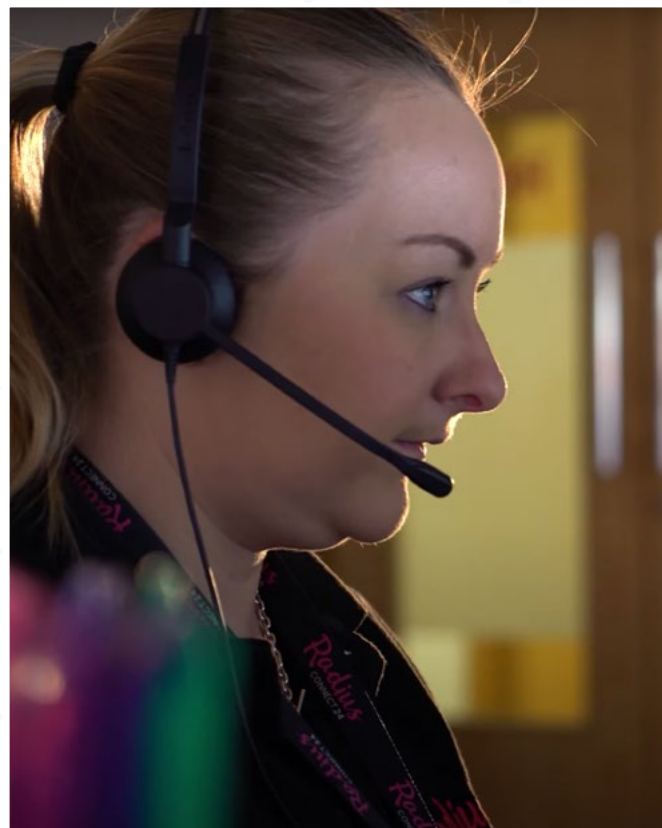
Alan McDowell, commented that 'the two things residents most wanted throughout lockdown were companionship and something to do during the day' and he and his team were delighted to be of service.

Sheltered Scheme Coordinator Tracy Mackle, commended Alan and his Team for the amazing work they do not only for Radius residents who received a weekly delivery of parcels to their door but also to the many other schemes and community groups connected with during lockdown.

Connect 24

Providing assurance and assistive technologies enabling people to live independently in their homes.

The rebrand of our telecare services, in Spring 2019, to Radius Connect 24 signaled our continuing commitment to develop and deliver innovative yet responsive person-centred services across housing, community, health and the social care sector through a range of technologies connected to our 24/7 Response Centre, based in Holywood County Down.



As a key support to over 20,000 vulnerable households and their informal care networks we responded quickly at the outset of the Covid-19 pandemic to address any potential risk and impact on service delivery. To ensure continuity of service we accelerated significant changes in our service delivery whilst staying in constant communication with key corporate customers and staff.

We deployed our core team of 30 call advisors to work from home whilst retaining our 24/7 office response centre as a back-up with a safe and socially distanced layout. We redesigned key processes to support digital service delivery from home and developed an on-line training programme for an additional 12 staff redeployed from other departments within Radius to support essential welfare calls to older residents shielding in sheltered housing.

To reduce the number of visits to new clients, we provided a courier service delivering plug-in digital technology solutions that required minimal expertise to install. If support was required our experienced staff talked through the process by telephone.

More complex installations and maintenance services were provided in-home by our expert installation team who carried out a risk assessment by phone before visiting and wore appropriate PPE to ensure the safety of clients and household members at all times.

Looking ahead we foresee an ever increasing demand for Connect 24 services, with an increasing ageing population, increasing prevalence of long-term conditions and consumer expectation of a first class service delivered 'where needed and when needed'. As the only telecare provider in Ireland accredited to ISO27001 and the Telecare Services Association Quality Standards Framework we are well placed to deliver.



1,948
new customers
during 2019/20



130,419
alarm call
responses



Life-saving devices providing a rapid response and peace of mind.

Connect 24 invests in technology to support people to get out and about and stay safe. A mobile wristwatch is of great benefit to people with dementia, elderly people with long-term conditions, active elderly and cognitively impaired persons. Designed with active living in mind, it connects to the service when the user is out and about, and can also be used when at home. In many cases using a mobile wrist watch offers families and carers reassurance and in some cases can be life-saving.



This was the case with Richard who is 74 and lives alone. Richard has Alzheimer's and can get confused when he is out on his own.

His daughter ordered a mobile wristwatch to make sure that her dad can call for help if needed and be tracked via GPS technology in an emergency if he is confused or lost.

"I cannot praise the backup team enough who have been efficient, helpful, caring, understanding and supportive whenever I have needed to contact them. Thank you."

Our Connect 24 response centre received a call from Richard's daughter who was extremely worried as her dad wasn't at home when she called in to visit and he wasn't answering his mobile phone. Our advisor immediately checked Richard's location via GPS mapping connected to his mobile wrist watch and could see that he was moving quite quickly on a train track a long way from his home so had most likely boarded a train. Our advisor was able to track the GPS signal to the next train station and alerted the police who were waiting at the station to greet Richard and escorted him safely back to his home.



Supporting financial resilience through welfare advice

Against a backdrop of ongoing change and uncertainty, we have continued to provide advice and reassurance to help people access income and grants to enhance their financial wellbeing and life chances.

Our award winning welfare advice officers provide impartial, independent and confidential guidance and support to Radius residents; many of whom are in acute financial distress. With their expert knowledge of welfare benefits they offer guidance, information and advocacy

support to enable residents to claim their full and correct benefit entitlement and are also skilled in offering advice and support on grant and discretionary payments, budgeting, managing debt and housing rights.

In 2019/20, 665 people were supported, achieving a total award of £2,026,380. Whilst the immediate impact of reducing financial distress is an enormous help and relief for residents, we recognise that there is also huge value generated from the associated positive impact of reduced personal stress leading to increased health and wellbeing and family relations.

‘We are delighted that we have been able to help so many people increase their income and make a real difference every day.’

Cathy Jackson & Frank Rogers - Radius Welfare Advice Officers

Case Study: Alice’s story

Alice is in her eighties and lives alone. Alice’s income consists of state pension, an occupational pension and partial housing benefit. Alice also has health problems, a disability and was having difficulties paying the shortfall in her rent. All of this created quite a lot of stress and worry that was further impacting on Alice’s health and wellbeing. Our Welfare Advice Officer visited Alice in the comfort of her home to discuss her situation. Following a review of Alice’s entitlement to benefits it was clear that Alice was entitled to further financial assistance and the welfare officer immediately supported Alice to make the relevant applications. Alice was awarded Attendance Allowance (AA) at the rate of £87.65 per week to help with her care and support needs. In addition to this a successful application was also made for Pension Credit triggering additional Housing Benefit support and this in total generated a further £65.00 per week.

This is an increase in Alice’s weekly income of £152.65 (£7,937) per year and has had a positive impact in ensuring that Alice’s rent is paid in full and that she gets the care and support she needs to live a more comfortable and happier life.

Case Study: John’s story

John moved into a Radius property and needed essential household items to furnish his home such as a fridge, cooker, bed, mattress, but couldn’t afford them due to his low income. John’s income consists of Employment and Support Allowance (ESA), Personal Independence Payment (PIP), and Housing Benefit. John was aware that he might be entitled to some additional support to buy these essential household items and tried to make an application for discretionary support but was unable to proceed with the application due to ill health. Our Welfare Advice Officer stepped in and supported John to make an application over the phone and he was successfully awarded a grant to purchase the essential items he needed. As this support is in the form of a grant John doesn’t need to pay this money back so it has no detrimental impact on his ongoing finances and the furniture provided has helped him to create a more comfortable and sustainable home.



Leading the way

Radius secured investment of £105m to fund social housing development and is the first social housing provider in Northern Ireland to secure a private placement investment of this scale.

Following visits to a range of UK and North American investors Radius secured a new £105m investment. This is the first such investment, known as a private placement, to be secured by a Northern Ireland housing association and will play a significant role in our plans to build new social and affordable housing across Northern Ireland.

This £105m investment gives us the financial power to continue to expand our development programme and will assist us in achieving our target of constructing more than 400 new social and affordable homes every year.

Choosing to seek investors through private placement afforded us the opportunity to secure a deal which supports our development goals via the offer of a longer repayment term at very competitive rates. Securing an A1 Moody's rating was particularly important given this was Northern Ireland's first social housing placement. With the support of Barclays and our treasury advisers JCRA, we were able to articulate the strengths of Radius and the local social housing sector.

Having secured this investment we are now in a strong position to develop even more new social housing projects in areas of high need right across Northern Ireland. This investment will also be a welcome boost for the local construction sector at a time when there is considerable uncertainty.

'We were delighted to support Radius in achieving this fantastic outcome, which not only opens doors for the business, but also paves the way for other associations in Northern Ireland. We have worked closely with the finance team over the last few years to develop a strategy that unlocks the significant funding capacity of the business and ultimately supports the delivery of more affordable homes across Northern Ireland. We were particularly pleased with the outcome of the rating process with Moody's, which quite rightly places Radius at the top of the UK sector.'

**Alex Morgan -
Director at JC Rathbone Associates**



Radius Executive Team and Barclays Bank representatives.

Value for Money

We define Value for Money (VFM) in our business through the pillars of:

- Positive customer engagement and high satisfaction levels
- Innovation, improvement and cost efficiencies
- High performance through motivated and empowered staff
- Community safety and regulatory compliance
- Maximising social value

We adopted these themes and this approach in order to express the full extent of value as viewed through the eyes of service users, funders, regulators, business partners and all those with an interest in our activities. The relationship between our Corporate Plan (2018/19 to 2022/23), our core business objectives and our VFM Pillars is set out in our Business Plan including how we measure and demonstrate VFM outcomes throughout the business year.

The following summary report sets out Radius's VFM position against each pillar for the 2019/20 business year. This is not meant to be an exhaustive report. In some respects VFM activities have been impacted upon by the outbreak of Covid-19 (C-19). In particular we had set challenging targets to reduce voids and progress was reversed in the last month of the year. At the same time, repairs expenditure has been marginally lower than budgeted due to 'lock-down' in the final month. It remains to be seen whether some routine repairs will have been merely deferred until later in the year. These are just two examples of how Covid-19 may possibly impact on our VFM plans. We also experienced reductions in development allowances and a number of project start dates were deferred into 2020/21. Covid-19 will inevitably impact on Radius's VFM outcomes over the next 12 months.

VFM Pillar	Position as of end of March 2020
Positive customer engagement and high satisfaction levels	

Tenant Support and Engagement KPI's:

- 3 Quarterly Area Panel & 3 Tenant Executive Meetings
- 4 Service Improvement Scrutiny Panels
- 7 Touch Point surveys
- 2 Six-monthly Community Chest reports
- 41 Tenant Representatives recruited over 12 months
- Estate 'clear-up' walkabouts in 9.4% of General Needs housing

Housing with Care / Staying Put Survey:

-  94% felt treated with respect by staff
-  91% satisfied/very satisfied with service levels
-  89% found staff extremely/very helpful
-  91% satisfied/very satisfied with level of support

Innovation, improvement and cost efficiencies

Increasing financial KPIs to March 2020

- Operating surplus 4.1% (2019) to 11.9% (2020)
- Operating margin 19% (2019) to 21.8% (2020)
- Return on assets 2.05% (2019) to 2.23% (2020)

Efficiency plan to deliver £1.15m

- VAT recovery through Radius Homes £150k
- Reduced legal, consultancy and feasibility fees £25k
- Telephony savings £103k
- Outsourcing and improved procurement £146k

Independent assessment of performance and quality

- Moody's Rating: A1 Stable
- Regulated by Department for Communities, Regulation and Quality Improvement Authority (RQIA) for Housing with Care services, Supporting People Quality Assessment Framework for sheltered housing and the Charities Commission
- ISO 9000, 20000 and 27001 Accreditations
- Telecare Service-Users Association (TSA) Accreditation
- Customer Service Excellence Standards Accreditation
- External and Internal compliance audits

Improvements

- Adopting process changes as per PWC Finance Review
- Asset Management Strategy
- Mystery shopping and surveys
- Customer Journey Mapping and Lean 6 Sigma to improve complaints management and response repairs

Innovation and research

- Private Placement for £105m
- Securing Hope St and St Patricks Barracks competitions
- Private house sales at sub-market rates
- Community Chest
- Diversity Festival
- Connect 24 Telehealth service for all Health Trust areas
- PV Solar Panel offering subsidising CAT2 tenant charges
- Member of European Federation of Living, active on:
 - o Merger and out-sourcing study
 - o Sustainability & Modern construction topic group
 - o Dementia care solutions for older people



High performance through motivated and empowered staff

Managing through the beginning of the C-19 pandemic

- 350+ staff enabled to work remotely from home

HR

- 88 training courses
- Leadership programme
- NJC Pay increase and new spinal points implemented

Mystery Shopping Review of telephony service

- 96% of calls answered in a professional manner
- 95% of callers said staff were courteous and polite
- 97% of callers said staff were quick and efficient
- 98% said staff listened and understood their query

Community safety and regulatory compliance

General Safety

- ✓ Zero Riddor Reportable incidents
- ✓ Provision of security services to manage ASB on schemes
- ✓ 100% scheme communal Fire Risk Assessments completed
- ✓ 100% Gas certification compliance

Department and RQIA Inspections

- ✓ Department for Communities Judgement at highest level
- ✓ Development inspection – full compliance
- ✓ Regulation and Quality Improvement Authority (RQIA) inspections confirm high levels of resident care

Maximising social value

Community Investment KPIs:

- Invested £22.8m in our existing housing stock
- Invested £21million in new homes
- 5 x Shared Future Schemes & 2 in the pipeline
- £2m of eligible benefits recovered for 665 clients
- 481 Community events staged with 16,000 people attending
- 175 Community events delivered through partnership
- £37k Community Chest awarded to 66 projects
- Every Radius £1 invested in community gives £24 social value (HACT)
- 220+ leadership days provided by Radius Board and Independent Board Members
- 1400 evaluations completed with feedback
 - o 90% reported more positive neighbour relations
 - o 91% more positive towards people of different background
 - o 94% felt cultural diversity benefits society
- £25k raised for our charitable partner AwareNI

Development Social Clause

- New Entrant Trainees under 'Buy Social' requirements:
 - o 13 hosted apprentices
 - o 9 previously employed workers were re-employed
 - o 11 placement students
 - o 2 Professional trainees upskilled
- Our contractors delivered 107hrs Business in Education
- Buy Social Contractor sponsorship of £2,200
- Supported 2 tenants in apprenticeships at SW Regional College
- Visteon:
 - o Decontamination of 22 acre former industrial (£5m)
 - o Open spaces, play and linear Parks
 - o Community Hub, progressing to Community Centre
 - o Serviced site for 60,000sqft of employment space
- Open leisure spaces at Drumalane, Newry
- Cricket club facilities at Ebrington in the North West

This concludes the Radius Housing Association VFM Statement for 2019/20.



Financial Statement 2019/20

Consolidated statement of comprehensive income for the year ended 31 March 2020

	Note	2020 £	2019 £
Turnover	5	87,905,128	89,714,053
Operating costs	6	(68,973,878)	(72,676,588)
Operating surplus	7	18,931,250	17,037,465
Transfer (to)/from disposal proceeds fund	10	(29,557)	88,340
Transfer from Tenant services fund		218,365	-
Interest receivable and similar income	11	40,857	46,371
Interest payable and similar charges	12	(7,173,054)	(7,321,992)
Net pension income	13	49,610	1,013,549
Exceptional costs	7	(730,058)	(215,188)
Surplus on ordinary activities before tax		11,307,413	10,648,545
Taxation	14	-	-
Surplus for the financial year		11,307,413	10,648,545
Other comprehensive income:			
Fair value (loss)/gain on financial instruments		(39,828)	15,481
Pension scheme deficit reduction payments		(2,282,854)	(1,542,750)
Actuarial (loss)/gain in respect of pension schemes	36	(3,178,000)	2,839,000
Total other comprehensive (expense)/income		(5,500,682)	1,311,731
Total comprehensive income for the year		5,806,731	11,960,276

Consolidated statement of financial position as at 31 March 2020

	Note	2020 £	2019 £
Fixed assets			
Housing properties - depreciated cost	15	847,860,762	840,259,995
Other tangible fixed assets	16	8,120,380	8,576,169
Investments	17	2,956,738	3,248,019
		858,937,880	852,084,183
Current assets			
Stock	19	6,163,564	48,135
Debtors	20	8,693,431	14,509,147
Investments	21	266,641	264,991
Cash at bank and in hand	22	14,392,824	6,386,355
		29,516,460	21,208,628
Creditors: amounts falling due within one year	23	(40,252,717)	(41,598,572)
Net current liabilities		(10,736,257)	(20,389,944)
Total assets less current liabilities		848,201,623	831,694,239
Creditors: amounts falling due after more than one year	24	(707,345,215)	(696,644,562)
Net assets		140,856,408	135,049,677
Capital and reserves			
Called up share capital	28	39	39
Capital reserve	29	256	256
Revenue reserve		140,856,113	135,049,382
Total capital and reserves		140,856,408	135,049,677



Board Spotlight

Mary Smith, Tenant Board Member

I am passionate about seeking ways to improve my local community and have always been proactively involved, through participation in local community forums.

I joined the Radius Housing Association Board in 2018 as the tenant representative, and am also a member of the Tenants Executive Committee and the Community & Assets Committee.

Joining the Radius Board felt like a natural progression and enhanced continuation of my desire to represent a realistic perspective of tenants concerns and issues. I am delighted to be involved representing the tenant voice and aim to achieve the best possible outcomes for Radius tenants and customers through my active involvement as a Board member. As a Radius tenant myself, I have a personal understanding and insight of these concerns and I take the responsibility of representing all tenant views seriously.

Board Members and Staff

Board of Management

Chair

Diana Fitzsimons
MA Econ, MSc, FRICS, FRTPI, FIoD

Vice-Chair

Melanie English LLB, CPLS

MEMBERS

Ciaran Doherty BSc (Hons), MSc, MRICS
Connor Diamond (BSc Hons)
Dr Sloan Harper MB, BCh, BAO, DRCOG, DCH, MRCP, MPA
John Leckey LL.M, LL.D
Kieran Gilmurray BSc (Hons), MBA, MSc, PG DIP
Lorraine Campbell BA (Hons), DIPL, PGIDp
Mary Smith (Tenant Board Member)
Peter Gibson BSc (Hons), CQSW, MBA
Des Neill MRICS, DIPL PM (RICS) rtd.
Peter McGuinness FCCA CTA (Independent Member of Radius Homes)
Iain Lees FCA (Independent Member of Tealstone Developments)

New Members appointed

Helen Walker BSc, MSc, DIPL, PGDIP
Martin Pitt BSc (Hons), FCA, MAcc
Peter McGuinness FCCA, CTA

Retired/stepped down during the year

Jill England MBE, BA
Peter Ewing BSc (Hons), FCA
Hilary Kinney BA (Hons), MA

Recruitment and Selection Procedures for Radius Members

Radius aspires to maintain a balance of Board members who are representative of all sections of the local community. New members are recruited through public advertisement and by direct recruitment where skills shortages cannot be met through public advertisement. One member of the Board is an elected tenant/resident.

Committee Structure

Radius operates the following standing subcommittees:

- Audit & Risk
- Development
- Communities & Assets
- Care & Support
- Finance, Corporate Services & ICT

Senior Management Team

Chief Executive

John McLean OBE
BEng, MSc, MBA, DipM, CEng, MIEI
Director of Corporate Services

Mrs Gillian Somerville
BSc (Hons), MSc, MBA, FCIPD, CM
Director of Care and Support

Mrs Fiona McAnespie RSCN, RGN
Director of Communities

Ms Eileen Patterson MSc, CIH, CM
Director of Development

Ms Anita Conway BA(Hons), MSc, CIH

Director of Finance and ICT

Mr Alan Thomson MA (Hons), CA

Director of Assets

Ms Aisling McStravick MSc, MRICS

Registrations, Affiliations and Memberships

Registered under the Industrial and Provident Societies Act (NI) (No IP169)
Registered with the Charity Commission for Northern Ireland (NIC102575)
Registered with the Inland Revenue for Charitable Status (XN 48778)
Registered with the Fair Employment Commission (499)
Registered under the Data Protection Act
Regulated by the Department for Communities in Northern Ireland
A Member of the Northern Ireland Federation of Housing Associations
A Member of Advice NI Independent Advice Network

SOLICITOR

Wilson Nesbitt

33 Hamilton Road
Bangor
BT20 4LF

INTERNAL AUDITOR

KPMG

The Soloist Building
1 Lanyon Place
Belfast
BT1 6D4

EXTERNAL AUDITOR

PricewaterhouseCoopers

Waterfront Plaza
8 Laganbank Road
Belfast
BT1 3BN



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North West Regional Office

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Derry-Londonderry BT48 7RB

Southern Regional Office

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Newry BT35 8BG

North East Regional Office

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Deerfin Fold, Wakehurst Road
Ballymena BT42 3LJ