

Global Intergenerational Week 2022

25 April - 1 May 2022 - #intergenerationalweek

Global Intergenerational Week, aims to connect all who are passionate about everything intergenerational. Inspiring us all to fully embrace intergenerational practice connecting people of all ages, especially the younger and older generations.

This years themes are:

- **Reconnect**
- **Combat Loneliness & Isolation**
- **Celebrate Intergenerational Spaces**
- **Inform Our Future**
- **Breaking Down Age Barriers**



Intergenerational Week is a great chance for us to reconnect and build the great relationships we had in place with local schools and groups. If you would like to take part visit Linking Generations website: www.linkinggenerationsni.com. We would love to see your photos and hear your stories of what you have done to celebrate Intergenerational Week. Please email to our Marketing Team at communications@radiushousing.org.

Shape our Services

Each year your Tenant Executive Committee reviews priorities for service improvement.

We want to ensure that we continue to work together with our tenants and staff to shape our services. Your Tenant Executive Committee have approved the below services for review in 2022:



Adaptations



Rent Letters



Sustainability



**Mobility
Scooters**



**Post
Inspection of
Repairs**



**Tenant
Handbook**

Get Involved...

If you are interested in participating in any of the above groups please contact our Tenant Engagement Team to register your interest:

- Online: www.tinyurl.com/RadSIG22
- Call us: 0330 123 0888
- Email us: tenant.engagement@radiushousing.org
- Speak to a member of staff

Think First & Take a Second

We want to work together with you to ensure you and your neighbours feel safe and secure in your home.



90%

tenants told us that Radius provides a safe and secure home. *Tenant Satisfaction Survey 2021*

Here are our top tips:

Don't let strangers in to your home or communal areas:

- **Think 1st** - YOUR visitor, friend or family member, YOUR choice
- **Take a second** - NOT your visitor, friend or family member, NOT your choice.

Make sure your front door and communal entrance doors are **closed behind you**.

If you are not sure ask for ID: all our staff and contractors will wear ID when visiting your home.

Lock your doors and windows when you are going out & when going to bed.

Only give your key or codes to people **you trust**.

Office Closed

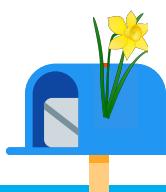
Our offices will be closed for Easter on:

- Friday, 15 April
- Monday, 18 April
- Tuesday, 19 April



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**.



A Shared Space

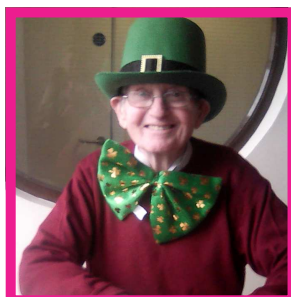


This space is all about you!



Our lovely tenants at **Hong Ling Gardens** had a great time at the Markets Development Association programme **celebrations of Chinese Culture** with lunch and Chinese dance in the Market Community Centre. #greatday #celebratingculture

James from Carrickblacker Fold had a sham-rocking good time and pulled out all the stops to celebrate St. Patrick's Day this year! He looks great! #greatsmile #luckycharm



Deerfin Fold welcomed some new residents in March who are taking pride of place in their common room! #fishies



Rathain Fold hosted a tea-riffic Afternoon Tea Party **raising £500** for Ukraine. #thinkingofothers #fundraisers

Big shout out **Liz & Kenny at Deerfin Fold** who raised **£82.50** for **Air Ambulance NI** with their Chairity Bingo Evening! dreamteam



Spring Quiz

We are so egg-cited to invite you to our virtual Spring Quiz!

PRIZES TO BE WON



Why don't you hop in and join us online:

On: Monday, 11 April 2022

From: 2pm - 3.30pm

Book your place...

- Contact your Scheme Coordinator
- Call us 0330 123 0888
- tenant.engagement@radiushousing.org

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.

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.

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



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
- 🗣 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.

Stay Connected...



facebook.com/RadiusHousing



twitter.com/RadiusHousing