RADIUS MAIL & the Reading Radius

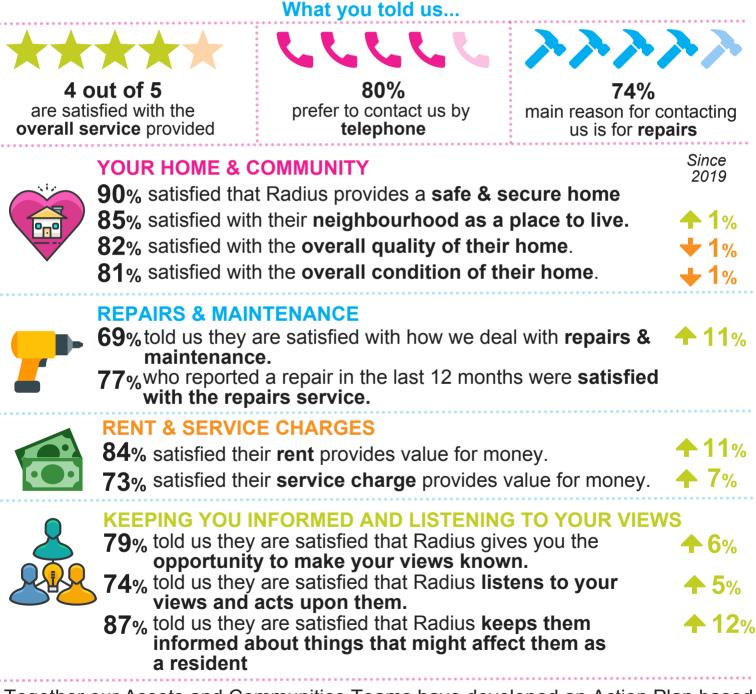
Newsletter for Radius tenants and residents

Tenant Satisfaction 2021

INTERVIEWS

Thank you to all who took part in our biannual Tenant Satisfaction Survey in March 2021. The results are in...

We surveyed 1,319 tenants in March 2021, to find out how satisfied they are with the services provided by Radius Housing. This survey helps us shape our services around you, our tenants, and highlights what we have done well and any areas for improvement.



Together our Assets and Communities Teams have developed an Action Plan based on the feedback we received from this survey and your Tenant Executive Committee will be monitoring it's progress.



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RADIUS MAIL

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Staving Safe in the Sun

Top tips to keep safe in the sun this summer...



Avoid going out during the hottest times of day between 11am & 3pm.



Keep hydrated - even if you are not thirsty to help replace fluids lost during sweating.

Cool down - with a cotton hankie soaked in: cool water and place on the back of your neck & wrists.

Think lightweight - choose loose, lightweight and lightly coloured clothing.



Cover up - in addition to cool clothes it's 🕶 important to remember a hat.

Pick the perfect spot- seek out the coolest areas of your home and keep blinds closed to prevent the sun heating rooms.

Office Closed

Our offices will be closed on 12th & 13th July. If you have an emergency repair call Connect 24 team on 02890 42 1010 or pull your cord.

Keeping you at the Heart... 🍤

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

Together with tenants and staff we have reviewed how we communicate with you through our **Planned Maintenance Tenant Consultation Procedure**. This includes "Tenant Approved" letters and a new easy read flowchart that explains the process of these projects. Thank you to those who took part in this Service Improvement Group.



If you would like to find out more about how you can get involved visit our

website www.radiushousing.org or contact our Tenant Engagement Team to register your interest Lesa(07803 897 719), Christine(07542 672 833) or email 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 our tenants & residents. Support can be given by telephone or video call.

Get in touch..

Find out more or for referral to our Welfare Advice Team:

- Call our office on 0330 123 0888, Speak to your Housing Officer, or
- Email info@radiushousing.org.

Housing Officer

If you need to contact your Housing Officer or our Communities Team call our office on 0330 123 0888.

Reporting a Repair

To report a repair in your home please get in touch:

- **L** 0330 123 0888
- responserepairs@radiushousing.org
- 🕋 radiusrepairs.org
- Speak to a member of staff

Stay Connected...

Keep up with news from Radius Housing:

f facebook.com/RadiusHousing

🥣 twitter.com/RadiusHousing

Contact your Scheme Coordinator for your copy of the July Boredom Busters!

Everyone has a place

radiushousing.org

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A Shared Space This Shared Space is all about YOU!

patio set & fake part in their gardening project

If you have something you would like to share

contacting your Scheme Coordinator or email us at tenant.engagement@radiushousing.org

in our next newsletter get in touch by

Happy 90th Birthday to Margaret in Gortgole Fold. #birthdavgirl

Kingsway Fold are delighted to receive a Radius Community Chest Grant. They cant wait to enjoy their new

this summer. Summer Goals!



Drumcor tenants are

enjoying making their

patio pretty with their new plants. Looks fab!