



## Tenant Satisfaction 2021

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



# 1,319

INTERVIEWS

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.

### What you told us...



**4 out of 5**

are satisfied with the  
**overall service** provided



**80%**

prefer to contact us by  
**telephone**



**74%**

main reason for contacting  
us is for **repairs**

### YOUR HOME & COMMUNITY

Since  
2019



**90%** satisfied that Radius provides a **safe & secure home**

**85%** satisfied with their **neighbourhood as a place to live.**

**82%** satisfied with the **overall quality of their home.**

**81%** satisfied with the **overall condition of their home.**

↑ **1%**

↓ **1%**

↓ **1%**

### REPAIRS & MAINTENANCE



**69%** told us they are satisfied with how we deal with **repairs & maintenance.**

**77%** who reported a repair in the last 12 months were **satisfied with the repairs service.**

↑ **11%**

### RENT & SERVICE CHARGES



**84%** satisfied their **rent** provides value for money.

**73%** satisfied their **service charge** provides value for money.

↑ **11%**

↑ **7%**

### KEEPING YOU INFORMED AND LISTENING TO YOUR VIEWS



**79%** told us they are satisfied that Radius gives you the **opportunity to make your views known.**

**74%** told us they are satisfied that Radius **listens to your views and acts upon them.**

**87%** told us they are satisfied that Radius **keeps them informed about things that might affect them as a resident**

↑ **6%**

↑ **5%**

↑ **12%**


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.





## Staying 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.

## A Shared Space



*This Shared Space is all about YOU!*

**Happy 90th Birthday** to **Margaret** in Gortgole Fold. #birthdaygirl



**Kingsway Fold** are delighted to receive a **Radius Community Chest Grant**. They can't wait to enjoy their new patio set & take part in their gardening project this summer. Summer Goals!



**Drumcor** tenants are enjoying making their **patio pretty** with their new plants. Looks fab!

*If you have something you would like to share in our next newsletter get in touch by contacting your Scheme Coordinator or email us at [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)*

## 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](http://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](mailto: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](mailto: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:

-  0330 123 0888
-  [responserepairs@radiushousing.org](mailto:responserepairs@radiushousing.org)
-  [radiusrepairs.org](http://radiusrepairs.org)
-  Speak to a member of staff



## Stay Connected...

Keep up with news from Radius Housing:

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 [twitter.com/RadiusHousing](https://twitter.com/RadiusHousing)

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