

RADIUS MAIL

Providing our tenants up-to-date news & advice



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Radius
HOUSING

COMMUNITIES UPDATE : CIH AWARDS

Radius has recently been working on creating two new Housing teams within our Communities Directorate as we seek to continually improve the service we offer to our tenants.

The teams will consist of those supporting our general family/individuals accommodation, and a team with a focus on supporting tenants within our accommodation for those over 55.

This review is evidence of our commitment to creating and delivering a modern, effective housing service.

With a growth in properties and tenants, our staff are experiencing ever increasing demands on their time and resources which impacts their ability to focus on the requirements needed within a large housing organisation.

The creation of two specialisms within the Communities Directorate will allow for staff within each team to focus on the delivery of the core housing management functions.



As Radius is the largest provider of Independent Living schemes, it is only right that we lead the way in services for older people. This will foster and develop specialist expertise and focus.

As part of this new team restructure your current Area Manager, Housing Officer and/or Income Officer could change from the beginning of April 2024.

To ensure you are kept informed, all tenants will receive a letter in early April regarding a number of matters including the details of your new staff contacts.

We are delighted to share that Radius Housing won the Chartered Institute of Housing (CIH) All Ireland Awards More than Bricks and Mortar Award for their Creative Community Art Project.

This was carried out by Communities Officer Sharon and the team, together with tenants from our Ravenhill Shared Housing Development (including Global Crescent and Cantrell Close), plus artist Dee Craig from Belfast Mural Arts.



This was delivered as part of our Shared Housing Programme supported by T:buc and Housing For All along with funding from SEUPB Peace IV and in partnership with Belfast City Council.

MOBILITY SCOOTERS POLICY FOR ALL USERS

At Radius, we understand the importance of mobility scooters for many residents and tenants in offering independence and quality of life.

While they offer independence, safety remains our top priority. To address both the benefits and potential risks, we've finalised a Mobility Scooter Policy.

Why the Policy?

Mobility scooters are a great aid for many, but improper storage and maintenance can create fire hazards or block escape routes. Our policy aims to mitigate these risks while ensuring safe scooter use.

What You Need to Do

To keep a mobility scooter in schemes with communal areas you must request written permission before obtaining a scooter.

Existing Users (Over 55s Accommodation):

Our Communities Staff should have already contacted you to gather information. If not, please contact your Housing Officer at 0330 123 0888.

New Users:

Please complete our Mobility Scooter Application Form.



Safe Storage & Charging

- Never store or charge in hallways, stairwells, or lobbies.
- Never store in a location which would cause obstruction in an emergency.
- Follow manufacturer's charging instructions and use the approved charger.
- Charge batteries while awake, not unattended.
- Avoid extension cords and covering chargers/batteries.
- Check batteries for damage and replace if needed.
- Don't overcharge – refer to manufacturer's instructions.

Together we can ensure a safe living environment for everyone!

Would you like to feature in the next Radius Mail newsletter?

Please speak to your Scheme Coordinator, Housing Officer or email us at: tenant.engagement@radiushousing.org

RADIUS 2024 COMMUNITY AWARDS ARE NOW OPEN

The Radius Community Awards Working Group involved tenants, staff, and Radius Board members bringing forward their ideas and suggestions on improving the Radius Community Award categories.

Suggestions for the Best Kept Garden categories were:

- Revamping the Best Kept Garden Award entry selection process to make it easier to apply
- Judging of the Gardens to take place MidJune – Mid July if possible.
- Judging of gardens be categorised separately depending on size and location of gardens.
- A new category for sustainable/biodiverse gardens.



Other suggestions included:

- Adding highly commended to the Good Neighbour category
- Combining the Healthy Living & Learning and Community Pride category
- Offering support on how to fill out the application form
- Recruit more volunteers to judge the Best Kept Garden Categories

We have taken on board many of the ideas and suggestions and will be actioning the recommendations from this group with a revamped Radius Community Awards.

The new award categories are listed below:

Best Kept Garden Awards (x5):

- Communal Garden
- Communal Urban Garden
- Individual Garden (General Homes)
- Sustainable/Biodiverse Garden Area
- Hanging Baskets/Planters

Good Neighbour Award

Awarded to an individual living within a Radius community that makes a difference where they live through their contributions, commitment, support they offer and or acts of kindness.

Positive Impact Award

Awarded to a group of individuals living within a Radius Community who have made a positive difference working together to contribute to a better community for all.

Inspirational Young Person

Do you know a young person who lives in a Radius community who has gone above and beyond to help others and make a positive contribution to their community? Are they a great role model to other young people? They may have taken part in fundraising, volunteering, befriending etc.

The Radius Community Awards opens 8th April and closes 17th May.

Complete your submissions online using the QR code, speak to your Scheme Coordinator / Housing Officer or visit www.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 with your Scheme Coordinator or Housing Officer if you would like a referral.



Report a Repair Online

To report a repair, visit our website and fill in our online Report a Repair form or scan the QR Code.



You can also contact the Radius Office directly on 0330 123 0888 or speak to your Scheme Coordinator.

For Emergency Repairs, contact us immediately on 0330 123 0888

PANEL MEETING

The next Panel Meeting is due to take place on Thursday 25th April at 11am*

Panel Meetings brings Radius tenants together from different areas 4 times a year to meet with senior management from our Housing, Maintenance and Corporate Services teams.

The meeting allows tenants to discuss matters of importance, scrutinise the service received and hold Radius to account for their performance by asking questions if targets are not being met.

*Due to refurbishment of the Hollywood offices, the meeting will take place on Zoom. Please register your attendance in advance to receive a link.

COMMUNITY CHEST FUNDING

**** Community Chest is now closed ****

We are not accepting new applications for Community Chest funding at this time.

Find us online

Why not keep up to date with Radius Housing news through our Facebook channel?

Simply search for "RadiusHousing"



WELCOME TO YOUR NEW TENANT REPRESENTATIVES

We can announce that the positions have been filled for the Tenant Board Member and Tenant Executive Committee members.

Bobby McConnell is now representing tenants at **Board Level**. As a Board Member Bobby will be involved in decision making at the highest level providing the important link between Radius Board and our tenants.

The new **Tenant Executive Committee** members include **Bobby**, **Julia Gavin**, **Dean Kelly**, **Isabelle McAuley** and **Pat Given**.

As Tenant Representatives they are involved in Independent, General and other relevant panels and have volunteered to represent tenants within Radius Housing.



Pictured l-r: Our new Tenant Executive Committee: Bobby McConnell, Loma Wilson (Communities Director), Dean Kelly, Pat Given, Isabelle McAuley and John McLean (CEO).
Not pictured: Julia Gavin

Anti-Social Behaviour IT HAS NO PLACE!



If you have an emergency repair while our offices are closed, call us on **028 9042 1010**

