

# RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 033

AUGUST 2023

Radius  
HOUSING

## SUPPORTING YOU WITH WELFARE ADVICE

**Radius Welfare Advice Officers are on hand to support and assist you with Benefits, Universal Credit and Budgeting.**

The following Case Study illustrates the role our Welfare Advice Team can play in ensuring our tenants have the aid and assistance they need and are entitled to.

### SITUATION

A tenant who lives in an Independent Living Scheme was in rent arrears. She was contacted by her Housing Officer to check if there had been any changes in her circumstances and whether there was anything that could be done to help her situation. After initial engagement, she consented for a referral to the **Welfare Advice Officer**.

### ACTION

A benefit check was carried out over the phone to ascertain what income she had coming into her household and whether or not there was any further support/benefits that she could avail of.

This tenant had been receiving State Pension and a small occupational pension. She was receiving partial Housing Benefit only and had not applied for Pension Credit.

This lady had also been suffering with poor health for a number of years which affected her quality of life. In addition, her mental health had deteriorated as a result of her poor physical health.

The Welfare Advice Officer asked that she contact her GP and make them aware of her limitations and to request a referral to an Occupational Therapist.

While she had no entitlement to Pension Credits at the time of contact, she would have entitlement if she was in receipt of Attendance Allowance.



The Officer also identified that her mobility was severely restricted, and assisted the lady in completing both a Blue Badge and Attendance Allowance form.

### RESULT

The tenant contacted her GP and has now received Occupational Therapy aids to assist her with her daily living needs such as a shower seat, walking frame and perching stool.

She has a Blue Badge which enables her to access parking which is suitable for her needs. She has been awarded the Higher Rate of Attendance Allowance at a rate of £92.40/week, plus a backdated payment of £1570.80. She is also now receiving Pension Credit of £43.22/week and received a backdated amount of £734.74

Her Housing Benefit has increased from Partial HB £57.46/week to a rate of £92.03/week. She now receives help with free dental and eye care/tests. She is also entitled retrospectively to the Cost-of-Living payments and is better off by £170.19/week, £8,849.88/year.

This tenant has reported that her wellbeing has been improved dramatically, not only because of the increase in income, but also because she is receiving appropriate care and support, enabling her to live independently.

**Please get in touch with your Scheme Coordinator or Housing Officer if you would like a Welfare Advice referral.**

## 2023 TENANT CONFERENCE

Wednesday 27<sup>th</sup> September 2023

Glenavon Hotel, Cookstown

There will be a busy programme of events with opportunities to engage and interact with speakers, network with one another and visit the exhibition stands on display.

Numbers will be limited so please register in one of the following ways:

- contact your scheme coordinator,
- online: <https://www.surveymonkey.co.uk/r/TFJD5NW>
- or via email: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)

**TO FIND OUT MORE VISIT**  
[radiushousing.org/tenant-conference](https://www.radiushousing.org/tenant-conference)

## Radius Community Awards

The Radius Housing Community Awards 2023 are still open with the following categories:

**Community Pride, Healthy Living and Learning, Good Neighbour, Creativity Award and Inspirational Award** which celebrates the people and great things that take place in our communities.

Nomination forms can be downloaded from the Radius website or by asking your Scheme Coordinator/Housing Officer for a paper copy.

Entries can be posted to:  
Tenant Engagement  
3-7 Redburn Square  
Holywood BT18 9HZ  
or via email at:  
[tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)

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**Closing date for entries is**  
Friday 11<sup>th</sup> August with winners  
announced during the Tenant Conference.

**\*\*\* PLEASE NOTE, RADIUS OFFICES WILL BE CLOSED MONDAY 28<sup>TH</sup> AUGUST \*\*\***

**Want to be in our next newsletter?**

**Please speak to your Scheme Coordinator, Housing Officer or email us at:**  
[tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)



## TENANT DIGITAL SUPPORT

**This year, in line with our Digital Inclusion Strategy, we want to support our tenants on their digital journey by helping to source training opportunities and resources to help build confidence and overcome barriers.**

The Tenant Engagement Team has been working across several of our Independent Living Schemes working with an organisation called Ability Net who successfully delivered digital training to 40 tenants.

The training involved how to use a tablet/ phone, accessing the internet, shopping online safely, and using social media. Some tenants even requested one-to-one training from volunteers for a little extra help.

As well as assisting tenants with getting online, Ability Net donated a number of devices to those who had no way of getting online ensuring tenants were able to connect with friends and family, avail of online banking and use the internet safely.

If you would like to find out more about how to access online services, learn essential skills and gain confidence using a device please inform your Coordinator or contact Tenant Engagement.

We also have a number of devices which can be loaned to help you start your Digital Journey.



### RADIUS ANNUAL REVIEW 2022-23

**The Radius Annual Review 2022-23** is now available to read on the Radius website which includes some of the successes over the last 12 months as well as an insight into Radius's Strategic Themes for the year ahead, including how achieving 'Value for Money' and continuous improvement remain key priorities for Radius Housing. Our consolidated statement of Comprehensive Income for the year ended 31 March 2023 is also included. Use the QR Code to download a digital version or contact Tenant Engagement if you would like to receive a paper copy.



### UNDELIVERED PARCELS

**Tenants have made contact to say some of the local couriers don't recognise addresses which has resulted in their parcels not been delivered to the right address.**

To help ensure parcels reach the correct address courier companies have suggested adding delivery instructions during the checkout process which will help their drivers.

Ensure the address is typed correctly with no spelling errors to include postcode.

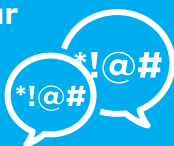
If the address has both a name and a number include the main address and number.

If a courier is unable to enter the premises due to door security, ensure you include your phone number for them to make contact.

If you have had problems in the past include special instructions such as a landmark next door to a shop, church, school etc. This will help the driver know they are close to your address.



**Anti-Social Behaviour  
IT HAS NO  
PLACE!**



**Don't forget...**

Help Air Ambulance NI, who require £5500 per day to sustain their great service!



**AIR AMBULANCE  
NORTHERN IRELAND  
CHARITY**



## ADVICE SHOP



### 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 new 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**

### SUMMER TENANT SURVEY

**Perceptive Insight** will be conducting a Social Index Survey over the phone on Radius's behalf in July/August surveying a random selection of customers on how they use their homes, and other services which will help us meet your needs in the future. Watch this space for the results.

### UPCOMING MEETINGS & ESTATE WALKABOUTS

**Acronyms/Abbreviations**

11am 3rd August via Zoom

**Communications Panel Meeting**

11am 10th August via Zoom

**ESTATE WALKABOUTS**

**Croft Road Hollywood**

11am 7th August

**Beersbridge and Elmgrove Court**

11am 29th August

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

**028 9042 1010**

