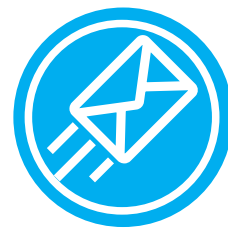


RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 037

DECEMBER 2023

Radius
HOUSING

DON'T GET STRESSED OUT OVER SANTA



Christmas is a festive and joyous time of year, but it can also be a busy, stressful and an expensive time. It's all too easy to get carried away.

Our Radius Welfare Advice Officers have put together a few top tips to help keep you within your budget this Christmas:

Think budget and plan ahead

Set a realistic budget to cover your festive activities. Look and assess how much money you have available to spend over the festive period.

Be realistic, considering all the extra things like festive food, decorations, and gifts.

Keep track of your spending and remember the other everyday bills you have to pay.

Gifting

If buying for larger groups of family or friends, consider agreeing a price limit or having a 'secret santa' when everyone buys and receives one gift rather than buying multiple gifts.

Draw up a list to avoid impulse and duplicate buying and then shop around for the best deals.

Manage expectations

Remember it's the thought that should count when gifting not the cost of the gift.

Consider **selling or passing on** items you no longer need or use.

Keep receipts

It is always good to keep your receipts together, especially if you need to return an item. When paying for items ask at the till for a gift receipt, many shops print out gift receipts at the till.

And of course, **try not to leave your Christmas shopping to the last minute!**



Radius have a dedicated Welfare Advice Team who are here to assist our tenants throughout the year. If you require benefit related assistance, income maximisation, budgeting or energy efficiency advice, please contact us to discuss further.



Some Safety Advice from the PSNI this Christmas

WHEN OUT SHOPPING

Keep your handbag or wallet securely fastened and carry it in front of you or in a front pocket.

Be patient and respectful of staff and other shoppers.

Keep your personal belongings secure and only carry what you need.

Be vigilant and try not to be distracted in large crowds.

If you are using an ATM be aware of who is around you, conceal your PIN number and put your card and cash away safely before leaving the ATM.

Do not leave purchases on display in your vehicle, store all purchases out of sight.

Report any suspicious activity to the Police on 101.

STAY SAFE SHOPPING ONLINE

Make sure a website is authentic by carefully checking the address is spelled correctly.

Make sure payment pages are secure by checking their addresses begin with "http" and there is a closed padlock in the address bar.

Don't pay for items by transferring money directly to people or companies you don't know.

Don't knowingly buy fake or counterfeit goods, if items are too cheap there is a reason.

SAFE HOME

Protecting your home this Christmas by ensuring windows and doors are locked.

Keep gifts and expensive items out of view.

Don't keep large amounts of cash in your home.

Office Christmas Closures: Monday 25th, Tuesday 26th & Wednesday 27th December and Monday 1st January

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

WINTER GARDENING ARRANGEMENTS

Winter Gardening arrangements from November - March includes one visit per month from the Grounds Maintenance contractors.

The following activities will be carried out: grass cutting, leaf collection, shrub maintenance, pruning, winter gritting on high-risk areas and a general litter pick and tidy up. Additional works can be carried out upon request.

Radius Assets Team are working on a new tender for all the grounds maintenance requirements. In the interim period, cover is being provided by our All Trades MTC contractors and this will continue until an appointment has been made for new grounds maintenance contractors.

There can be plenty of work taking place in the gardens over the winter months to keep everyone busy.

- Any piles of leaves or dead foliage should be left until mid-spring as these habitats may be in use by small animals such as hedgehogs or frogs for hibernation.
- Keep bird feeders well stocked but remember to clean every few days.
- Leave out water for birds and animals, and make sure there is always unfrozen water when it starts to drop below 0 degrees Celsius.



Each year we have schemes that participate in a variety of gardening competitions with lots of work carried out over the winter months.

Best Kept Garden

(run by Radius Housing) is a competition open to all gardens within Radius Communities.

Best Kept Sheltered Housing Area

(run by The NI Amenity Council) is open to gardens within Sheltered Schemes.

Green Flag Award

(run by Keep NI Beautiful) is a national accreditation scheme which recognises excellence in the high standards of communal garden spaces.



DIGITAL SKILLS CHAMPIONS!

Well done to the tenants of Hong Ling Gardens who participated in a six-week Digital Skills Training Course with Advice NI.

If you would like to participate in Digital Skills Training speak to your scheme coordinator or contact Tenant Engagement.

STOP UNWANTED SPAM CALLS & TEXTS

A number of people have told us they are receiving unwanted telephone calls numerous times a day.

The best way to **reduce nuisance calls** is to register with the Telephone Preference Service. They will add you to their list of numbers that don't want to receive sales and marketing calls.

You can also **reduce unwanted spam texts**. Simply forward the text to 7726 - (this spells 'SPAM' on your phone keypad). This will report the sender to your mobile network company. You **won't be charged** for forwarding a text to 7726.

Reporting nuisance calls or texts also helps regulators track down who's making them. You're under no obligation to do this, but it's quick and easy, and it'll help more people in the long run.

You can also report nuisance calls or texts to the **Information Commissioner's Office**. It's helpful if you know the number that called you and the date and time of the call.

Even if you don't have all this information, you can give other details of the call - eg. the name of the company that called you.

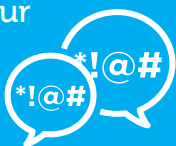


ESTATE WALKABOUTS

Ardgown and Euston Street Thurs 7th December @ 10am



Anti-Social Behaviour
IT HAS NO PLACE!



AIR AMBULANCE
NORTHERN IRELAND
CHARITY

Don't forget...

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



RURAL PANEL

Thursday
7th December

Are you living in a rural area and would like to make a positive impact in your community by playing a vital role in shaping policies and initiatives that impact rural living?

Come to our information session on **Thursday 7th of December at 2pm** via Teams and meet tenants from other Housing Associations who are interested in joining a Rural Panel.

For more information contact:
tenant.engagement@radiushousing.org



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

Find us online

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

Simply search for "RadiusHousing"



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

