

# RADIUS MAIL

Providing our tenants up-to-date news & advice



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FEBRUARY 2025

Radius  
HOUSING

## FUND YOUR 2025 PROJECTS WITH COMMUNITY CHEST



The Radius Community Chest 2024-25 is still open for groups to apply for funding from £250-£1000.

So far this year we have funded 22 projects totalling £15,000. Projects have varied and included schemes applying for gardening equipment and furniture, games for the common room such as boccia and bingo equipment, board games and arts & crafts workshops.

At Christmas time residents in Portglenone successfully received funding to attend the Cinderella Panto Theatre at the Mill Newtownabbey, for many of them this was the first time at the panto and a great opportunity for neighbours to get together in a fun environment. What made it even more special was having a photo taken with Prince Charming at the end of the show.

Hong Ling Garden residents successfully received funding to celebrate the Chinese New Year. Residents will have the opportunity to enjoy a feast among friends and family.



### Has your scheme applied for a Community Chest grant?

Is there a particular project that you would like to see take place in your community but not sure whether you would meet the criteria or eligible to apply?

Speak to your Scheme Coordinator/Housing Officer. We are particularly keen to hear from groups that are applying for the first time.

More information can be found on the website or to request an application form contact:  
[tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)



## \*\* STORM ÉOWYN \*\* IMPACT AND AFTERMATH

At the end of January, Storm Éowyn battered the UK and Ireland, leaving behind a trail of destruction.

Many of our tenants, schemes and care homes were affected, with some experiencing both loss of power and property damage.

The impact will be felt for weeks to come, and we appreciate the patience of tenants affected as our Customer Support and Repair teams work around the clock to ensure the health, safety and well being of all our tenants affected by the storm.

## TENANT SURVEY & RESEARCH 2025

Radius Housing have asked an independent research agency Service Insights to carry out a large-scale satisfaction survey in February and March to collect feedback from tenants on the services we provide.

The survey should take about 10 minutes to complete, and tenants will be randomly selected to participate.

## 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](mailto:tenant.engagement@radiushousing.org)

# HELP US SHAPE THE FUTURE OF OUR RESPONSE & REPAIR SERVICES

Following feedback from tenants we are going to organise a **Service Improvement Group** to review our **Response Repairs contracts**, which started in **September 2023**.

This group will consist of tenants and staff who work together to generate ideas and suggestions with the aim of making improvements and managing expectations.

On **Tuesday 18th February at 11am**, Tenant Engagement will host an information session, via Microsoft Teams, giving an overview on the Response Contracts and what is expected as part of the Service Improvement Group.

If you would like to register your attendance speak to your scheme coordinator/housing officer or email: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)



## CALLING ALL KNITTERS!

**That BIG KNIT is back for 2025!**

So grab your needles and brightest yarn and get knitting for Age NI. For every hat knitted, Age NI receives money that helps the Charity support older people who have no-one else to turn to. To register or find out more, visit [www.ageni.org/thebigknit](http://www.ageni.org/thebigknit) or call: Age NI 028 9024 5729



## THE CRAIC IS 90 AT FRUITHILL FOLD

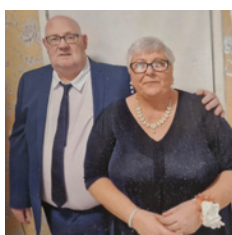


**Congratulations to two tenants from Fruithill Fold celebrating turning 90!**

Jim says the secret to living this long is healthy food, a very big breakfast and a wife who won't let him stop. Jackie says his secret is a moderate life, a good wife, staying active and been kept young by his great grandkids.

## RUBY ANNIVERSARY AT FLETCHER LODGE

**Congratulations to Edna and Barry from Fletcher Lodge who recently celebrated their 40th Wedding anniversary!**



Edna says being good friends and willing to compromise and Barry says doing what he is told and earning brownie points are all secrets to a long and happy marriage.

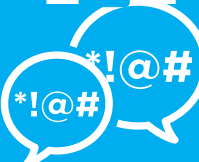
## ESTATE WALKABOUTS

Tuesday 4th February 10am **Chisholm Court**

Thursday 27th February at 11am **Gleann Si**



# Anti-Social Behaviour IT HAS NO PLACE!



## 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**

**Action**  
cancer  
Saving Lives Supporting People

## FUNDRAISING TOTAL 2024

We are delighted to share with everyone that thanks to the efforts of so many of our tenants and schemes we raised **over £27,000** in 2024 for our corporate charity partner **Action Cancer!**

Activities included coffee mornings and bake offs, fancy dress parties, raffles, quiz nights and much more.

Well done everyone for all your efforts, and we look forward to sharing news of your fundraising activity in 2025.

## 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 **0330 123 0888**

