

RADIUS MAIL

Providing our tenants up-to-date news & advice



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Radius
HOUSING

RADIUS LAUNCHES NEW AGE FRIENDLY STRATEGY



Radius Housing has launched its Age Friendly Strategy 2024-2027 setting out an action plan which aims to promote and improve well-being & independence, empower people, deliver quality housing and drive long term sustainability.

Launching the strategy, Radius Housing Chief Executive, John McLean said: *"The strategy reflects our purpose of improving the lives and communities of our older tenants and residents by addressing their unique needs. We aim to create an environment where older people can thrive, feel secure and remain active members of their communities."*

Our Age Friendly Strategy will be delivered in line with our strategic themes:

Customer First

Wellbeing & Independence focus through quality housing support services and technology.

Great Places

Quality Housing that can be tailored to individual needs in a safe and inclusive environment.

Empowered People

Empowering Customers to "age in place" with familiar surroundings and tailored assistance from effectively trained and resourced staff.

Assured Business

Long Term Sustainability through partnerships, financial stability, and environmental responsibility.

You can find out more about our Age Friendly Strategy on our website and download a copy online.

Printed versions will be made available in each scheme and on request from: tenant.engagement@radiushousing.org

Use the QR Code to visit our website and find out more.



TENANT SATISFACTION SURVEY COMING 2025

Radius Housing will be conducting a large-scale Tenant Satisfaction Survey from January – March 2025 to gather tenant satisfaction information to help us shape future services and meet the aspirations of our tenants and residents.

The survey will take no more than 10 minutes to complete and tenants will be chosen at random. If you are chosen we will write out asking if you wish to participate or opt out.

PANEL MEETING JANUARY 2025

The next Panel Meeting is due to take place on **Thursday 23rd January**, at 11am either in person at our Hollywood offices or online via Microsoft Teams.

Take the opportunity to meet with Management from Housing, Assets and Corporate Services to discuss matters of importance.

Spaces are limited at Hollywood and must be registered in advance.

For more information or to register your place contact Lesa or Ashleigh via email: tenant.engagement@radiushousing.org

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

DISCOVER DIGITAL TRAINING OPPORTUNITIES IN 2025

As part of our Digital Inclusion Strategy 2022-25 we set out to promote a range of opportunities for our tenants and residents.

We have been working with an organisation called Ability Net, who since 2023 have successfully delivered digital training to 121 tenants either on a one-to-one basis or a group setting.

This training involves how to use a tablet/phone, accessing the internet, shopping online safely and using social media.

If you would like to participate in digital skills training speak to your Scheme Coordinator or for more information contact the Tenant Engagement Team.



FUEL POVERTY STRATEGY CONSULTATION 2025

The Department of Communities have launched a consultation on the new Fuel Poverty Strategy and are now entering Stage 4 to build on information already gathered.

The Strategy will examine issues relevant to fuel poverty, how the government supports those living in or at risk of fuel poverty and consumer protection through the energy transition. Proposing a vision of a warm, healthy home for everyone.

Consultation will run from 12th December 2024 until 6th March 2025 with a number of stakeholder engagement events in early 2025.

You can have your say by responding to this consultation, either online or via email to fuelpovertystrategy@communities-ni.gov.uk.



If you would like to attend in person at either Shantallow Community Centre, The Junction in Dungannon or NICVA in Duncairn Gardens Belfast, contact Michael Clarke on 028 9082 9000 for more information on dates and times and to reserve your place.

ESTATE WALKABOUTS

Thursday 16th January 2025 10am **Cromlyn Fold**



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

FUNDRAISING IN ACTION!



Well done to the tenants of **Roe Fold** who held an afternoon tea and raised £302 for Action Cancer.

Well done **Cullingtree Fold** who held a Car Boot sale, sold tickets for a Hamper and raised £1059 for Action Cancer.

Ardrih Fold took part in Diamond Painting and sold their creations raising £472 for Action Cancer. Well done.

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**

