

# RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 032

JULY 2023

Radius  
HOUSING

## 2023 RADIUS HOUSING COMMUNITY AWARDS

**Radius is delighted to open nominations for the annual Radius Community Champions Awards which celebrates the people and great things taking 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)

### Community Pride

Are you proud of the positive work which has taken place in your Radius community and the impact this has made in the last year? This award celebrates Radius communities working together. If there is a group or person within your Radius Community who has been a great example of Community Pride then show your thanks and appreciation by nominating them!

### Healthy Living & Learning

This award is an opportunity to celebrate Radius communities who have been involved in local community projects such as: community chest, biodiversity, recycling, neighbourhood clean ups, mental health training etc. We want to share how your project has made a positive impact to those living within your Radius community.

### Good Neighbour

Do you have a neighbour or neighbours who are the best? Have they made a difference in your life or in the lives of other neighbours? Do they go above and beyond all the rest? Let's show your appreciation for all that they do by nominating them for the Good Neighbour Award!

### Creativity Award

We are looking for a member of the Radius community who has been creative in the last year. Do you know someone who used their creative skills to make improvements? This could be anything from arts & crafts, diy, to revamping something within their Radius community. Let's showcase their great creative skills and nominate!

### Inspirational Young Person

We want to celebrate the young people living within our Radius communities. Do you know a young person who lives in the 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. Let's give them a great big thanks by nominating!

Closing date for entries **Friday 11th August**

Winners will be announced at the Tenant Conference on Wednesday 27th September.

## Radius Community Awards

## 2023 TENANT CONFERENCE

Wednesday 27<sup>th</sup> September 2023  
Glenavon Hotel, Cookstown

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

## ESTATE WALKABOUTS

Monday 17<sup>th</sup> July  
Tonic Fold (11am)

Monday 31<sup>st</sup> July  
The Fort Bangor (11am)

## PANEL MEETING

Thursday 27<sup>th</sup> July 11am.  
**HOLYWOOD BOARDROOM AND ZOOM.**  
Spaces are limited at the Hollywood Boardroom and must be registered in advance of meeting.

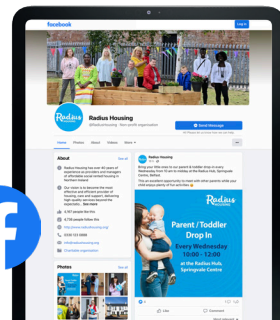
**Thursday 27<sup>th</sup> July 7pm ZOOM ONLY.**  
Please register your attendance to receive a link.

Devices are available by letting the Tenant Engagement Team know in advance of the meetings.

## Find us online

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

Simply search for "RadiusHousing"



\*\*\* PLEASE NOTE, RADIUS OFFICES WILL BE CLOSED WEDNESDAY 12<sup>TH</sup> & THURSDAY 13<sup>TH</sup> JULY \*\*\*

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)

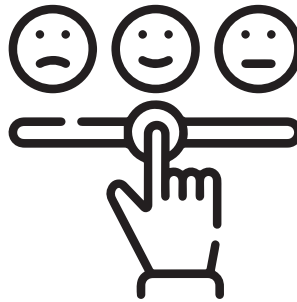


# TENANT SATISFACTION SURVEY RESULTS

Thank you to all tenants and staff who were involved in the working group shaping the questions for the biannual Tenant Satisfaction Survey.

We surveyed **1307 tenants** to help determine satisfaction with the services provided by Radius Housing. This survey will help us shape our services highlighting areas for improvement.

Radius staff are working together to develop an Action Plan from the feedback received with the Tenant Executive Committee monitoring progress.



## KEY FINDINGS

**75%** are satisfied with the service Radius provides



**89%** prefer to contact us by telephone

**74%** main reason for contacting us is for repairs

## REPAIRS & SERVICE CHARGES

**58%** are satisfied with how we deal with repairs and maintenance



**73%** who reported a repair in the last 12 months were satisfied with the repairs service

**81%** satisfied their rent provides value for money



**76%** satisfied their service charge provides value for money

## HOME & COMMUNITY

**82%** satisfied with your neighbourhood as a place to live



**83%** satisfied that Radius provides a safe and secure home

**77%** satisfied with the overall quality of their home



**74%** overall condition of their home

## KEEPING YOU INFORMED

**76%** told us they are satisfied that Radius gives you the opportunity to make your views known

**68%** told us they are satisfied that Radius listens to your views and acts upon them

**81%** told us they are satisfied they are kept informed about things that might affect them as a resident

**86%** told us Radius has friendly/ approachable staff



## 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

## WHAT MATTERS MOST TO OLDER PEOPLE?

Age NI would like as many people as possible to complete a survey to help them highlight the issues that matter most to older people and raise these with our elected representatives, policy makers and decision takers.

The Lived Experience 2023 survey should be completed and returned to AGE NI by 14 July.

Visit: <https://www.surveymonkey.co.uk/r/LivedExperience23External-other>

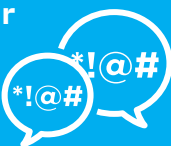
Or scan the QR Code --->

For a hard copy and pre-paid envelope contact Michele Young at Age NI 0808 808 7575



With schools finished for summer, check out [www.discovernorthernireland.com](http://www.discovernorthernireland.com) for lots of information on family activities, attractions, walking tours, accommodation and things to do on a budget and what's on each month.

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



Don't forget...

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

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

**028 9042 1010**

