

RADIUS MAIL

Providing our tenants up-to-date news & advice



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Radius
HOUSING

CHARGES INTRODUCED FOR SENIOR SMARTPASS



It was recently announced by the Department of Infrastructure that charges will be introduced for people aged over 60 who are applying for a Translink Smartpass for the first time.

There will be a one-off fee expected to be around £20 for people aged 60-64 and a reduced application fee of about £12 will be charged to older passengers aged 65 and over applying for a Senior Smartpass for the first time.

To ensure you receive your Smartpass before the charges come into effect in the Autumn time you can get an application form:

- **by calling in person** at any manned Translink bus or rail station
- **by phoning 028 9066 6630** (deaf and hard-of-hearing applicants can use the textphone number 18001 028 9066 6630) and asking for a form to be posted to you
- **by emailing smartpass@translink.co.uk and asking for a form to be posted to you** (provide your name and full address with postcode)

After filling out your form you must take it, in person, to your nearest Translink bus or rail station along with a countersigned passport-sized photograph and a choice of one of the following documents to prove your age and residency.

PROOF OF AGE:

- **Driving licence** (non-UK driving licences must contain your date of birth)
- **Passport** (non-UK passports must contain your date of birth)
- **Birth certificate** (if name on birth certificate differs from name on application form, then you must provide official documents to support any name change)

• Northern Ireland Electoral ID Card

PROOF OF RESIDENCY:

- **Driving licence** (non-UK driving licences must contain your address)
- **Recent utility bill*** (an electricity, gas or landline telephone bill, but not a mobile phone bill).
* no more than 3 months old



WE'RE PROUD TO SUPPORT PRIDE

This year Radius Housing will be taking part in the Belfast Pride Parade on Saturday 27th July with a float joining in celebrating the LGBTQIA+ community and demonstrating our support for equality and diversity.

If you are interested in joining us on the float and/or walking together in the parade, please let Lesa know by Monday 22nd July, via email: tenant.engagement@radiushousing.org



THE COMMUNITY AWARDS ARE NOW CLOSED.

Winners will be announced at the Tenant Celebration Event which is taking place on 17th September at the Tullyglass Hotel Ballymena. More information on the event will follow.

Thank you to everyone that took the time to enter all our categories. Judges will be taking place in our gardens towards end of June/July.

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

NEW CUSTOMER SERVICE CENTRE IMPROVEMENTS

Radius continues to work hard behind the scenes, using feedback from our tenants and stakeholders, to continually improve the range of services we offer.

Our customer service centre is one area of the business that has recently undergone significant change, moving to better office space, introducing new technology and recruiting additional staff.

The Customer Service Centre is made up of a team of 20 staff who are available to take your call when you need to report a repair.

On average, the CSC can answer up to 1,300 calls and log around 900 repairs each week.

The Customer Service Centre is open from 8am-5pm Monday to Thursday and 8am - 4.30pm on a Friday to report repairs.

The Customer Service Centre is the first point of contact when looking to report a repair or to follow up on an existing repair.



To help the CSC deal with your call as effectively as possible there are now different categories when you phone (1) Emergency, (2) Damp and Mould specific enquiries (3) Follow up and (4) First time repair.

Emergency repairs should be phoned through to ensure they are dealt with promptly.

Repairs can be logged through the Request a Repair Online form on the website, using the QR Code >>>



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

RURAL RESIDENTS FORUM

We would like to invite rural residents who live in social housing to share your opinions on rural housing issues on Tuesday 1st October from 10.30am - 12.30pm at the Rural Community Network Cookstown.

Transport and refreshments will be provided. If you would like more information or to book your attendance speak to your Scheme Coordinator or email the team at:

tenant.engagement@radiushousing.org



ESTATE WALKABOUTS

Tuesday 2nd July 10am
Sloan Street

Wednesday 24th July 10am
Iniscarn Close

Wednesday 24th July 10am
Warren Park Close

Wednesday 24th July 1pm
Brookfield Meadows

Wednesday 24th July 1pm
Linenhall Street

Tuesday 30th July 11am
Laburnam Court

FUNDRAISING IN ACTION!

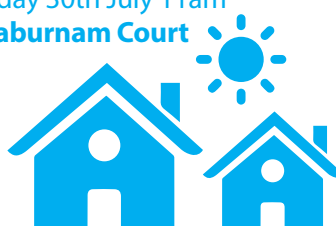


Well done and a massive thank you to the tenants of **Forthriver Fold** and especially Les who recently took part in a sky dive to raise awareness for the work Action Cancer do across Northern Ireland.

Find us online

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

Simply search for "RadiusHousing"



Anti-Social Behaviour IT HAS NO PLACE!



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

