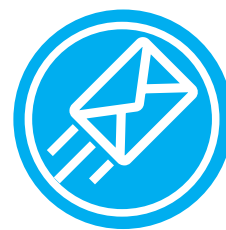


RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 056

JULY 2025

Radius
HOUSING

YOUR SATISFACTION MATTERS

THANK YOU TO ALL OUR TENANTS WHO TOOK PART IN THE ANNUAL TENANT SATISFACTION SURVEY

Using 100% telephone survey method for data collection, feedback on Radius services was gained from 1390 tenants.

The responses from this survey will shape our services and has helped identify areas which require improvement.

SURVEY RESULTS

OVERALL SERVICE SATISFACTION

71.7% Overall satisfaction with Radius Housing

LISTENING TO TENANTS

66.5% are satisfied Radius Housing listens to your views and acts upon them

HANDLING REPAIRS

76% satisfied with the way your repair was handled

ANTI-SOCIAL BEHAVIOUR CASES

66.8% satisfied with the way your case was handled

UNDERSTANDING YOUR NEEDS

73.5% satisfied Radius Housing keeps you informed about things that matter

LOOKING AFTER YOUR HOME

76.1% satisfied Radius Housing provides a home that is well maintained



VALUE FOR MONEY

69.1% satisfied your rent provides value for money

COMPLAINTS SERVICE

34.9% satisfied with the way your complaint was handled

To support our efforts in identifying and addressing areas in need of improvement, we are actively seeking ideas and suggestions from both tenants and staff.

To facilitate this, a dedicated group comprising of staff and tenants is being established to assist in the development of an action plan.

If you are interested in contributing to this group, please speak with your Coordinator or Housing Officer, or contact us via email at: tenant.engagement@radiushousing.org.

EVERYONE HAS A PLACE AT PRIDE



Once again Radius are taking part in the Belfast Pride Parade on Saturday 26th July celebrating the lives of LGBTQIA+ people and demonstrating our support for equality and diversity.

If you are interested in joining us on the float and or walking together, please email tenant.engagement@radiushousing.org by 21st July.

WE'RE UPDATING YOUR HANDBOOK

We are currently reviewing the Tenant Handbook to make sure it's fully up to date and reflects the services we provide in an easy to read and informative format.

A team of Radius staff from our Communities, Assets, and Corporate Services departments are already working hard on the updates.

As tenants, you are the real experts in how our services impact daily life, and your insight is essential to making the handbook truly useful.

If you'd like to get involved in reviewing the updated Tenant Handbook and sharing your feedback, ideas and suggestions there will be a working group meeting arranged for 21st August at 11am via Teams.

To register your interest or find out more, please speak to your Scheme Coordinator/ Housing Officer or contact our Tenant Engagement team via email: tenant.engagement@radiushousing.org

The Radius Offices will be closed for July Bank Holiday on Monday 14th and Tuesday 15th 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

THE RADIUS BUSINESS PLAN 2025/26

Radius Business Plan for 2025/26 charts a pathway forward to protect, enhance and grow our offering, investing in our people and further modernise our business.

At the heart of Radius's Business Plan is the recognition that we must do more with our existing resources and income and make every penny count.

Our theme for the coming year is to "Streamline and Optimise" our customer service offering through automation, improved core tasks and reduced waste, all while ensuring we prioritise customer needs.

Customer First

Deliver high quality customer services and supporting our tenants and communities through:

- Keeping Customers Safe
- Improving Services
- Delivering Services

Great Places

Reduce housing stress by building more new affordable and sustainable homes and communities while investing in our existing stock through:

- Developing New Homes
- Environmental, Social and Corporate Governance
- Maintaining Homes
- Building Communities and Engagement



Empowered People

Our People and Culture Strategy puts the customer first, while supporting the goals of employee empowerment, wellbeing and a healthy work-life balance for all.

- People and Culture
- Recruitment, Development, Wellbeing and Retention
- Leadership Briefings and Internal Communication

Assured Business

Meet our regulatory, statutory and legislative responsibilities and embed compliance and assurance through sound management and good governance.

- Regulatory and Audit Compliance
- Value for Money
- Finance and ICT Systems and Security
- Project Governance
- Brand Awareness



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 IN ACTION

Well done to **Tullaghmurry Fold** Tenant Association donating £250 to Action Cancer



Well done **Inis Fold** who recently held a coffee morning in aid of Kinship Fostering Care, raising £625!

Find us online

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

Simply search for "RadiusHousing"



MY HOSPITAL JOURNEY - AGE NI SURVEY

Have you or a loved one had an unplanned stay in hospital in the last 12 months?

Age NI wants to hear from people aged 65 and over about the care they received in hospital.

You can tell them about your experience in a survey, open until July 31st 2025.

Visit the Age NI website using the QR Code or call 028 9024 5729 to request a paper copy.

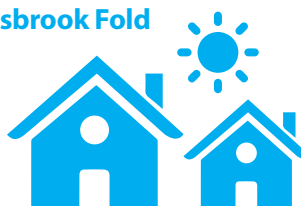


After the survey you may also be offered the opportunity to talk in more detail about your experience through an interview with one of Age NI's peer facilitators. We look forward to hearing from you.

ESTATE WALKABOUTS

Friday 11th July 12pm
Maine Avenue

Monday 21st July 11am
Neilsbrook Fold



Anti-Social Behaviour
IT HAS NO PLACE!



If you have an emergency repair while our offices are closed, call us on **0330 123 0888**

