

RADIUS MAIL

Providing our tenants up-to-date news & advice



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MARCH 2023

Radius
HOUSING



RADIUS HEROES AWARDS

Nominations will be opening soon for the Best Kept Garden Award 2023.

Last year we received a staggering 34 entries from Sheltered, General Needs and Individual gardens.

This year the judges are raising the stakes when it comes to shortlisting and judging gardens.

As spring fast approaches and you start preparing your gardens to be entered into the much-acclaimed award, here are some suggestions to help prepare your gardens with the aim to be shortlisted.

Judges will be looking for absence of weeds, maintenance of grass, plants and floral arrangements, landscaping of open areas, condition of tubs and baskets, promoting wildlife and taking care of the environment within the garden and participation from tenants maintaining the gardens.

We will advertise on Scheme Noticeboards and the Newsletter when Nominations are open.

Do you want to do more to help the planet but don't know where to start?

The Keep Northern Ireland Beautiful Climate Action team are here to help with a unique opportunity to get involved and your community can make a real difference.

The team have developed bitesize programmes offering in depth interviews with world renowned experts in partnership with DAERA and KNIB.

For more information search for:

"Your Climate future – A guide for Communities" on You Tube or scan the QR code here ----->>

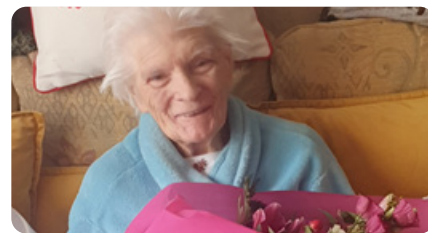


RADIUS TENANT SATISFACTION SURVEY

Radius are conducting a large-scale Tenant Satisfaction Survey in March and April 2023 that will inform us of customer satisfaction levels across a range of services.

The survey will take no more than 10 minutes to complete. Tenants will be chosen at random and we will write out asking if they wish to participate.

CONGRATULATIONS!



Congratulations to **Hetty Culbert** from Drumcor Court Newtownabbey who celebrated her 100th Birthday on 8th February!

What's Happening?

AREA PANEL MEETINGS MINUTES

The minutes from the most recent Area Panel Meeting are now available on the Radius website or ask your scheme coordinator to print a paper copy. Keep up to date on how tenants are involved in shaping the services we deliver.

Find us online

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

Simply search for "RadiusHousing"



REMEMBER, THE CLOCKS SPRING FORWARD ON SUNDAY 26TH MARCH 2023 AT 1AM!

Want to be in our next newsletter?

Please speak to your Scheme Coordinator, Housing Officer or email us at: tenant.engagement@radiushousing.org



HEATING CHARGES EXPLAINED

We have recently received queries in relation to the calculation of heating charges. If your property has a heating charge attributed to it these charges are made up of two portions:

1) Units of energy used

External Consultants calculate the size of the entire scheme, common areas and individual apartments.

This allows us to calculate the percentage usage for each common area and individual apartment therefore determining how much of the total charge to each resident.

2) Cost of heat & light

We then apply the %'s above to the total cost for the year. This gives us a heating charge for the year. The cost of the communal areas is entered into the service charge costs.

If you have any further queries please do not hesitate to contact your Housing Officer.



For further support and information download the Tenant Handbook from the Radius website or scan the QR code ----->>



RADIUS HOUSING TENANT COMMUNICATIONS PANEL

A Communications Panel has been set up to help us keep our tenants up to date, informed with relevant information that is clear, concise, relevant, and easy to understand.

We met in February to discuss ideas and suggestions ensuring tenants are involved in co creating and co designing information.

Suggestions from the group include publicising communications on our Social Media platforms that our tenants use such as Facebook.

Include some Good News Stories, Scheme of the Month, More Signposting, Support on Cost of Living and Free Events across Northern Ireland.

Signpost Express is an e-bulletin produced by Age NI with updates on information and activities relevant to older people and organisations supporting older people each month.

Contact elaine.curry@ageni.org to be added to the signpost mailing list.

RADIUS COMMUNITY CHEST

We are **CLOSING** applications on 24th March 2023.

Funding supports projects in Radius Communities with grants from £250-£1000.

To apply speak to Scheme Coordinator or contact our Tenant Engagement Team on 0330 123 0888 or email: tenant.engagement@radiushousing.org

BECOME A DIGITAL CHAMPION AND GIVE OTHERS THE CONFIDENCE TO USE DIGITAL DEVICES AND STAY SAFE ONLINE.

To find out more information or to become a volunteer Digital Champion, please contact Tenant Engagement or register your interest online at <https://form.jotform.com/230024431101028>



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.

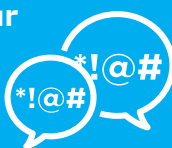


Reporting a Repair Online

www.tinyurl.com/RadRepairs or email: responserepairs@radiushousing.org

RADIUS OFFICES WILL BE CLOSED 17TH MARCH 2023

Anti-Social Behaviour
IT HAS NO PLACE!



AIR AMBULANCE NORTHERN IRELAND CHARITY

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

