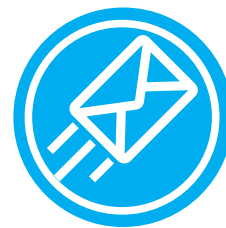


# RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 040

MARCH 2024

Radius  
HOUSING

## THANK YOU MARY, PATRICK AND GERRY!

The current Tenant Executive Committee (TEC) was established in 2018 to oversee the work of the Area Panels and steer direction of Service Improvement Groups.

The terms of our current members Mary Smith, Patrick Campbell and Gerry Turnbull are coming to a close.

Mary has sat on both the Radius Board and Customer Experience Committee and played an important ambassadorial role for Radius.

Patrick and Gerry have overseen the work of the panels, helped steer direction of service improvement groups, monitored the Tenant Engagement Strategy, and judged various Radius Community Award categories.



The TEC has been an instrumental link between the Board and Tenant Engagement structure ensuring every tenant can have their voice heard from the doorstep to the boardroom.

We have been very fortunate to have such dedicated tenants Mary, Patrick and Gerry serve on Radius's Tenant Executive Committee. They have provided clear insight on the challenges, needs and priorities of all our customers and without a doubt our services are the better for their valued input.

**On behalf of Radius and all of our tenants, we thank them for all their hard work!**

Our new TEC will be announced in the April edition of Radius Mail.



Loma Wilson, Communities Director presented Mary Smith with flowers at the 2023 Tenant Conference

## FRAUD AND SCAM AWARENESS

Radius are partnering with Ulster Bank to host a Fraud and Scams Awareness session on Monday 4th March at 11am at our Lisburn Road Offices.

Given that we live in a world where digital convenience is at our fingertips, this comes with risk of scams and fraud.

To help us navigate this digital landscape with confidence and avoid being misled, the Fraud and Scams Awareness Morning will be about sharing knowledge, tips, and tricks to keep us one step ahead of the scammers.

The Ulster Bank experts will be on hand to guide us through different types of scams, online safety and protecting ourselves from fraudsters.

Topics will include:

- Online safety 101
- Phishing
- What to do if you receive something suspicious

Last Chance  
to register  
for this  
FREE Event

If you are interested in attending, please speak with your Scheme Coordinator/Housing Officer or get in touch with Ashleigh and Lesa via email at: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org). Spaces will be limited. Lunch and transportation will also be provided.

### COMMUNITY CHEST FUNDING

\*\* Community Chest closes 15<sup>th</sup> March \*\*

Please submit any outstanding applications to the Tenant Engagement team via email: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)

## OFFICE CLOSURES

**St Patrick's Day:** Bank Holiday Monday 18<sup>th</sup> March  
**Easter Holidays:** Friday 29<sup>th</sup> March, Monday 1<sup>st</sup> April and Tuesday 2<sup>nd</sup> April

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](mailto:tenant.engagement@radiushousing.org)



ARE YOU  
SCAM  
AWARE?

MONDAY 4<sup>TH</sup> MARCH 2024  
11AM, LISBURN ROAD

## ONGOING INVESTMENT IN NEW HOMES

Radius is committed to providing homes which build a better place for all.

Our Development Team continue to deliver new sustainable and energy efficient homes.

By March 2024, Radius will have completed more than 250 new homes in the last year, an investment in social housing of £60m.

We have recently completed new housing schemes in Derry/Londonderry (Creevagh Heights), Belfast (Knock Road), Newry (Lock Keepers View) and many more.

We work hard to address rising social housing waiting lists, with over 550 new homes



Knock Road, Belfast

currently under construction at various sites across Northern Ireland including Ballymena, Newcastle and Dungannon.

Visit our website and find out more about our new housing developments.



## 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

## SERVICE IMPROVEMENT WORKING GROUPS 2024/25

Each year we hold a number of service improvement working groups with tenants and staff working together highlighting areas for service improvement.

Last year:

### - Complaints Policy and Procedure

was reviewed, identifying areas for improvement such as communication during the complaints process, methods of complaining and promotion of complaints.

- **Mould & Condensation** group saw tenants and staff working on publications highlighting the differences between mould and condensation, and ways to manage and treat effectively.

- **Acronyms group** aims to help tenants and staff understand jargon words which are commonly used within Social Housing and promote the use of clear and inclusive language. A jargon buster is available on the Radius website and on noticeboards.

- **Tenant Conference Working group** looks at what worked well in previous years, what changes should be made, and which topics should be included.

This year we have a number of priority areas to focus on and would like the input from tenants to see what changes are required through the following 4 working groups:

1. **Radius Community Awards Working Group** begins Wednesday 20<sup>th</sup> March at 2pm via Teams. Proposals include revamping Best Garden Award, Good Neighbour Award, Community Pride, Creativity Award and Healthy Living & Learning.
2. Renewal of **Tenant Handbook**
3. **Radius Website** Update
4. Monitoring of **new Measured Term Contracts** (MTC) which began Sept 2023

If you would like to be involved in these working groups, register below or contact Tenant Engagement. Opportunities will arise throughout the year for additional Service Improvement groups that haven't yet been decided so if you would like keep up to date on these please register using this QR code.



## ESTATE WALKABOUTS

As part of our commitment to improving the quality of communities where our tenants live, Radius carry out a minimum of 10% walkabouts each year.

An Estate Walkabout is quite simply a walk around your development or scheme with members of Radius staff to make us aware of issues such as Anti-Social Behaviour, Fly Tipping, Overgrown Gardens and other communal issues.

This is your opportunity as a Radius Tenant to directly raise any issues or concerns you may about your community and discuss any ideas for improvement/potential investment.

Following each walkabout, we draw up an action plan to let tenants know how we intend to tackle issues and by when.

Tenant Engagement will shortly begin organising Walkabouts for 2024/25.

If you feel your development or scheme would benefit from a walkabout and should be included, please contact your Scheme Coordinator or email Tenant Engagement to be added to the list:  
tenant.engagement@radiushousing.org

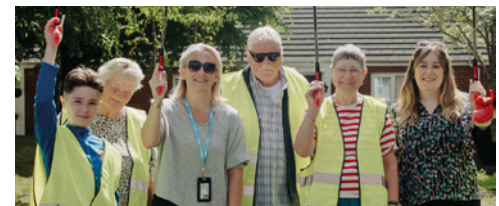
## BLARIS FOLD KNITTING CLUB



*Well done to the fabulous ladies of Blaris Fold Knitting Club who enjoy getting together to knit blankets for a charity called Project Romani, as well as baby hats which are distributed to local hospitals.*

*Keep up the fantastic work ladies!*

## BIG SPRING CLEAN UP



Staff and Tenants taking part in the 2023 Clean up

Join the effort to keep our communities beautiful with the **BIG Spring Clean** taking place from **1st March to 30th April 2024**.

This is Northern Ireland's largest volunteer clean-up designed to support local community action. If you would like to get involved and organise a litter pick for your area, get in touch using the QR code or contact Tenant Engagement.



# Anti-Social Behaviour IT HAS NO PLACE!



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

