

RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 036

NOVEMBER 2023

Radius
HOUSING

£40 MILLION PLANNED IMPROVEMENT PROGRAMMES

An important role within Radius is ensuring the management and delivery of improvement programmes within our customers' homes, via a variety of workstreams.

Radius intend to invest approximately £40 million in our properties through various workstreams, over the next 2 to 3 years.

Some of the work that Radius undertake include:

- Fire & building safety
- Damp refurbishment works
- Heating upgrades
- Lift replacements
- Redecoration programmes
- Thermal Improvements

Stock condition surveys play an important role in assisting with the development of short, medium and long term planned major and cyclical programmes, and to ensure the fabric and fixtures of the dwelling and surroundings are maintained. Other sources that assist in the development of annual programmes of work included fire risk assessments, compliance requirements and ongoing maintenance issues.

Fire safety regulations are designed to save lives and protect both people and property. Fire and building safety are a key focal point for Radius following Grenfell, and changes to building regulations and legislation. As a social landlord we have an obligation to prioritise such works within our planned programmes of work over the next number of years.



Over the past year, our Planned Maintenance Team has delivered works to the below locations:

SCHEME	SCOPE OF WORKS	CONTRACT SUM INC. / BUDGET
Hong Ling Gardens	Fire & Building Safety Works including redecoration	£3,200,000
Loopland Fold		
Drumhaw Fold		
Cairndale		
Fletcher Lodge		
Cullingtree Fold	Fire Door Replacement & Redecoration	£600,000
Malton Fold		
McIlroy Court	Fire & Building Safety Works including redecoration	£2,200,000
Chisholm Court		
Mantlin Court	Communal Heating Upgrade	£250,000
Riversley Fold	Fire & Building Safety Works including redecoration	£2,000,000
Riversley House		
Brookvale House		
Glen Fold	Communal Heating Upgrade	£480,000
Patricks Fold	Lift Upgrade	£100,000
McClay Fold	Lift Upgrade	£40,000
Mount Vernon Court	Lift Upgrade	£120,000
Damp Remediation Programme	Damp void house refurbishments	£900,000
Benevenagh Fold	Communal Door Upgrade	£10,000
Fergus Fold	Communal Door Upgrade	£10,000
Foyle Fold	Communal Door Upgrade	£10,000
RoeFold	Communal Door Upgrade	£10,000

Redecoration works are due to be completed this financial year at Brookvale Fold, Glen Fold, Oran Fold and Glenowen Court.

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

COMMUNITY CHEST 2023/24 NOW OPEN

Funding is now open to our tenants, service users, clients, small groups and charitable or voluntary organisations working within Radius Communities to fund local projects.



Priority will be given to groups that haven't received funding in 2022-23 and we are keen to support groups that have never applied for funding and groups living within rural communities. Last year 30 projects were funded totalling £19,972.51.

A number of Community Chest funding case studies from last year can be found on our website, including:

Nettlefield Men's Wellbeing Group received a Community Grant of £576.

This helped fund the hire of a room allowing men in the local area to come together as part of a project to improve health, wellbeing and reduce social isolation. Participants had the opportunity to gain advice and support from others on the project such as parental support, benefits advice, and general well-being tips.

For a Community Chest application form contact: tenant.engagement@radiushousing.org or speak to your Scheme Coordinator/Housing Officer.

Community Chest Information Session
Thursday 23rd November @ 11am via Teams



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



WORKING GROUPS UPDATE

A number of Working groups have taken place recently with tenants and staff from different Radius directorates involved:

Jargon/Acronyms

Took place Spring/Summer with a group of tenants meeting with Tenant Engagement putting together a glossary with Radius Key Words, Acronyms, and definition of commonly used words within Housing. This glossary is now Tenant Approved and available on the Radius website and on Scheme Notice Boards. If you would like to receive a paper copy, contact Tenant Engagement.

Mould & Condensation

This group was set up to create a new strategy to deal with mould and condensation within tenant's homes.

It was very important for Radius to learn about our tenant's experiences of reporting mould and condensation, what Radius do well and what requires improvements when developing this new strategy.

A series of meetings took place in September and October where we received excellent feedback and suggestions from everyone involved in the group, developing a new process called the 'RITE' approach, information leaflets and tools Radius will provide tenants when reporting mould/condensation within their home.



REPORT

Tenant will report suspected mould to Radius.

INSPECT

Radius will inspect to confirm if it is mould/condensation.

TREAT

Mould/condensation will be cleaned and cleared.

EDUCATE

We will provide tenants with information on treating mould/condensation within their home.

Coming into the autumn and winter period of the year we will have a clear and concise strategy to deal with reports of mould/condensation.

The strategy is now 'Tenant Approved' and we would like to thank everyone involved in this workshop.



Youth Panel Forum Meet & Greet

Thurs 2nd November
Lisburn Road @12pm



Well done to Bronte Fold in Rathfriland Newry who have won the prestigious Best Kept Sheltered Housing Area Award 2023. There were 18 other facilities in for this award so a great achievement to win.

ESTATE WALKABOUTS

Mount Vernon Thurs 2nd November @ 11am

Richardson Court Tuesday 7th November @ 10am

Beechmount Wednesday 29th November @ 11am



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!

Find us online

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

Simply search for "RadiusHousing"



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

