

# RADIUS MAIL



Providing our tenants up-to-date news & advice

ISSUE NO. 034

SEPTEMBER 2023

Radius  
HOUSING

## TRANSLINK BUS & RAIL TRAVEL CONCESSIONS

**Did you know if you're over 60 or have a disability, you may be entitled to concessionary travel on bus and railway journeys within Northern Ireland.**

### HALF-FARE SMARTPASS PERSONAL INDEPENDENCE PAYMENT (PIP)

To be eligible to apply for this half fare concessionary travel pass you must be getting the standard or enhanced mobility component of Personal Independence Payment (PIP). If you get the daily living component only, you do not qualify for a SmartPass under this eligibility category.

### 60+ SMARTPASS

To apply for a 60+ SmartPass - you must be aged between 60 and 64 and permanently resident in Northern Ireland for a minimum of three months.

### SENIOR (65+) SMARTPASS

To apply for a Senior (65+) SmartPass you must be aged 65+ and permanently resident in Northern Ireland for a minimum of three months.

You can get an application form:

- **by calling in person** at any manned Translink bus or rail station
- **by phoning: 028 9066 6630** and asking for a form to be posted to you. (Deaf and hard-of-hearing applicants can use the textphone number 18001 028 9066 6630)
- **by emailing: [smartpass@translink.co.uk](mailto: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 photo and 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**  
(no more than three months old electricity, gas or landline telephone bill, but not a mobile phone bill)

You can use your 60+ SmartPass and Senior (65+) SmartPass on all Translink scheduled services within Northern Ireland.

Senior (65+) SmartPasses are valid on cross border bus and rail services and can also be used for free public transport journeys taken entirely within the Republic of Ireland on services run by participating operators.

You can find more details on the participating operators on Free travel in Ireland by scanning the QR Code >>>>>>>>



## 2023 TENANT CONFERENCE

Wednesday 27<sup>th</sup> September 2023  
Glennavon Hotel, Cookstown

There will be a busy programme of events with opportunities to engage and interact with speakers, network with one another and visit the exhibition stands on display.

Numbers will be limited so please register in one of the following ways:

- contact your scheme coordinator,
- online: <https://www.surveymonkey.co.uk/r/TFJD5NW>
- or via email: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)

**TO FIND OUT MORE VISIT**  
[radiushousing.org/tenant-conference](https://radiushousing.org/tenant-conference)

## GREEN FLAG AWARD

**The Green Flag Award for Communities is to recognise high quality green spaces, accessible to the public managed by community and voluntary groups, including: woodlands, community gardens, cemeteries, orchards etc.**

Well done to our four Radius Housing schemes who have been awarded Community Green Flags by Keep NI Beautiful for the high standard of their outdoor green spaces. This is the second year Radius schemes have been awarded Green Flags. These schemes are:

- **Rathain Fold in Coleraine**
- **Maine Fold in Randalstown**
- **Gortgole Fold in Portglenone**
- **Neillsbrook Fold in Randalstown**

Radius Housing are the only Housing Association in Ireland to have achieved this award. The award is given on an annual basis and winners must reapply for their Green Flag status each year.

If your scheme would like to find out more information about the Green Flag Award and what is involved contact Tenant Engagement for more information.

## Want to be in our next newsletter?

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

# CONDENSATION & MOULD WORKSHOPS

Radius Housing have set up a mould & condensation working group, aiming to identify a strategy to advise and provide assistance to tenants who have reported issues with condensation & mould.

We are seeking feedback and suggestions from our tenants based on any experience they may have on this matter and how they feel we can assist tenants going forward.

We acknowledge that given the current cost of living crisis, tenants may struggle to heat their homes consistently, particularly over the Autumn and Winter months. In addition to this, everyone has different lifestyles for cooking, cleaning, drying clothes etc which can all be a contributor to condensation and mould.

With this in mind we want to develop further our internal procedures for dealing with reports of condensation and mould, the resources and advice we provide to tenants and the training and toolkit provided to our staff.

We would very much welcome our tenants' opinions and feedback on our procedures and want to incorporate tenants' views and opinions within these.



The sessions will be short and focused on this topic so hopefully will not take up too much of your time. This will be done in the form of a workshop, with three separate sessions held online.

Please see below for details on these sessions:

- **Thursday 14/09/23 @7pm**  
(Information & brain storming session)
- **Tuesday 19/09/23 @10am and 7pm**  
(Feedback session)
- **Tuesday 3/10/23 @10am and 7pm**  
(Finalise plan of action)

If you would like to take part, please get in contact with the Tenant Engagement Team at [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org) or let your Scheme Coordinator know.



## 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

# NEW REPAIR CONTRACTS

Our Assets Team undertakes in excess of 60,000 repairs to our properties every year. The total annual value of this work is in excess of £9m and rising, translating to over 5000 response repair requests per month.

To improve our performance and efficiency in this area, we have appointed 3 new contractors to support us in the area of All Trades Responsive Repairs to improve both performance and response times. Our new All Trades Contract Service began on 1st September.

The contracts provide for a variety of works however the core services will be:

- **All Trades Responsive Repairs** which will include carpentry, plastering, painting, roofing, plumbing, electrical, glazing, etc.
- **Reletting Works** to make void properties ready to relet at change of tenancy.

WHO ARE THE CONTRACTORS?



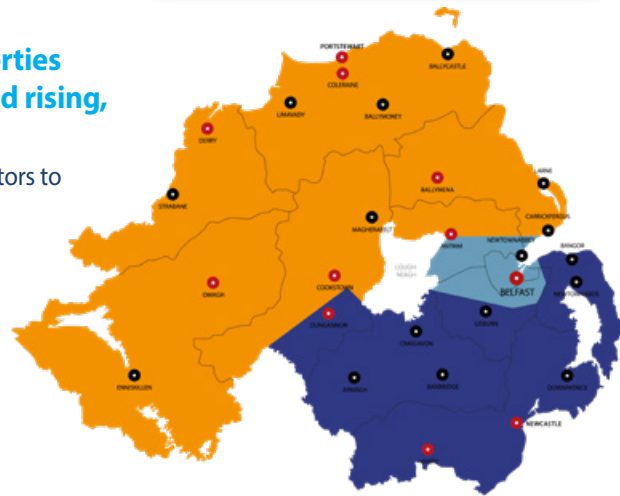
Combined Facilities Management (CFM)



CTS Projects Ltd



D Martin Building Contracts



Combined Facilities Management (CFM) CTS Projects Ltd D Martin Building Contracts

# ESTATE WALKABOUTS

**The Fort**  
4th September

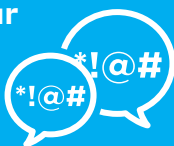
**Tonic Fold**  
18th September

**The Mount, Dunlop House & Pottinger House**  
5th September

**Orby Court and Park**  
22nd September



Anti-Social Behaviour  
**IT HAS NO PLACE!**



**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**

