

# Your Place



January 2026

2026 Edition  
**Tenant Handbook**

Focus on  
**Fire Safety**

Explore our  
**Charitable Foundation**

Everyone has a place

**Radius**  
HOUSING

# welcome

**Welcome to [Your Place](#), a celebration of our people and the achievements of your association. Those who live with, work for and support Radius, are innovating and collaborating in pursuit of the very best of housing, care and support.**

Your Place charts many of our latest 'new beginnings'. Award winning new developments coupled with examples of recent innovative refurbishment schemes, showing how together we are breathing life back into our neighbourhoods and communities.

Not only do we showcase our achievements in bricks and mortar, but also a host of service improvements from the Radius Charitable Foundation, to our upcoming Tenant Portal and the recently launched Radius Direct.

Across the UK, tenant safety has rightly been prioritised by government and housing providers. In partnership with tenants, industry experts and contractors we are adopting the latest safety systems and raising awareness around the risks of fire and reducing damp issues.

Over the last two years our staff and tenants worked together in support of our chosen charity, Action Cancer. Having completed their term we are delighted to announce Autism NI as our new charity partner.

We look forward to supporting their excellent work in the months ahead, through various cake sales, coffee mornings, sponsored walks and a host of other fundraising events.

Please enjoy our new digital magazine and feel free to share your valued views and feedback with us.

Best wishes



**John McLean**  
Chief Executive

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**Everyone has a place**





# Introducing your new digital Tenant Handbook!



**We are excited to announce the launch of our new Tenant Handbook, designed to have the information you need about your tenancy.**

This digital resource puts all the information you need right at your fingertips. From repairs to rent, you can search and find answers instantly from any device.

By moving from a printed book to a digital format, we are taking a significant step in reducing our environmental impact.

This initiative will dramatically cut down on paper waste and lower our carbon footprint, reflecting our commitment to sustainability.

## **What's new:**

**Instant Access:** Find what you need, when you need it, on desktop or mobile devices.

**Always Current:** You'll have the most accurate and reliable information at your fingertips.

**Search Functionality:** Quickly search for key words instead of flipping through pages. Download the new tenant handbook today.

**Radius**  
HOUSING



# Stay safe this winter.

## Fire Safety Focus

**At Radius, your safety is our top priority.**

Our team carries out regular fire alarm testing, safety checks, and maintenance across our schemes, but there are simple things you can do to stay safe this winter and throughout the year.

Small steps can make a big difference in keeping ourselves, our families, and our neighbours safe.



# Don't overload sockets with plugs and chargers

**Be careful with candles and heaters.**

Never leave them unattended and keep them well away from curtains or bedding.

**Don't overload sockets** – especially with festive lights or portable heaters.

**Close doors at night.** A closed door can slow the spread of fire and smoke, giving you valuable time to escape.

**Keep communal areas clear.** Items left in corridors, stairwells, or near fire exits can block escape routes.

**Get a free home safety check.**

The Northern Ireland Fire & Rescue Service can visit your home, check smoke alarms, and offer personalised advice.

You can request a visit [here](#).

We'll continue working behind the scenes to make sure fire safety systems are tested, emergency lighting is checked, and staff are trained to respond quickly.

If you ever have a concern about fire safety in your home or building, please contact [fire.safety@radiushousing.org](mailto:fire.safety@radiushousing.org), or you can speak to your Scheme Co-ordinator or Housing Officer.

**Together, we can help make every Radius home a safer place this winter.**





**More accidental fires and fire injuries occur in the kitchen than anywhere else in the home.**

**Many kitchen fires happen when people become distracted and leave cooking unattended.**

Fires can also occur whilst cooking under the influence of alcohol, or medication that makes you drowsy.

- **Dress safely** Avoid loose clothing and tie back long hair while cooking.
- **Clear the area** Keep electrical cords, tea towels, and cloths away from the stovetop.
- **Supervise children** Never leave children unattended in the kitchen.
- **Secure hazards** Store matches, lighters, and saucepan handles out of children's reach. Use oven door safety catches.
- **Handle with care** Turn saucepan handles inward, away from the stovetop edge and flames.
- **Keep it clean** Regularly clean the oven, stovetop, toaster, and grill to prevent grease and crumb buildup.
- **Use safe ignition** Use spark devices, not matches or lighters, for gas cookers.
- **Never leave unattended** Do not leave cooking food on the stovetop unattended. Remove it from the heat if you must leave the kitchen.
- **Microwave safety** Never put metal or metallic items in the microwave. Always switch off the oven and stovetop after use.
- **Cook responsibly** Avoid cooking if you've consumed alcohol or taken medication/drugs that cause drowsiness.
- **Outdoor cooking** Never use barbecues indoors.

### Deep Frying

- **Electric Fryers are Safer** For regular deep-frying, an electric fryer with a thermostat significantly reduces the risk of fire.
- **Prevent Splashing** Ensure food is dry before adding it to hot oil.
- **Oil Level and Temperature** Never fill a pan more than one-third with oil. If it smokes, it's too hot – turn off the heat immediately.



Fire Safety Focus



# "Test it Tuesday"

**Your life could depend on a working smoke alarm.**

The statistics are clear: you are eight times more likely to die in a fire if your home lacks a functioning smoke alarm.

Test your smoke alarms **every week**.

Simply remember to "Test it Tuesday".

If your alarm isn't working, report it immediately to the customer service centre on 0330 123 0888.





# Tackling Condensation, Damp & Mould

**During the colder, wetter months, it's important to keep your home warm, dry, and free from mould.**

Mould can develop when moisture builds up in the air or on cold surfaces, especially in winter when we keep windows closed and heating on less often.

## What causes damp and mould?

**Damp is often caused by condensation when warm, moist air meets a cold surface, like a window or an external wall.**

Everyday activities such as cooking, showering and drying clothes indoors can increase moisture levels in the home.

If this moisture isn't properly managed, mould can start to grow.

### **We're here to help**

Our Assets Team can provide advice and support if you're struggling with mould in your home.

We'll work with you to identify the cause and assist in providing information on how to manage it in the long term.





# Simple steps to help reduce condensation

## Keep heating consistent

Try to maintain a steady temperature in your home where possible, especially in colder weather.

Not having your home adequately heated will increase the likelihood of mould to develop.

## Increase and allow air flow

Always keep trickle vents open, even in the winter.

These allow air to circulate without reducing internal temperatures. Open windows regularly, even for a short time, to let fresh air circulate.

## Use extractor fans

When cooking or bathing, always use extractor fans if you have them.

If you do not have an operational extractor fan, please let us know and we will have one installed.

## Dry clothes carefully

Dry washing outdoors if you can.

If you need to dry clothes indoors, do so in one room with a window open.

## Report problems early

If you spot signs of damp, leaks or mould, let us know straight away so we can help before it gets worse.



## Find out more

For more advice, guidance and useful information on managing condensation and mould or to report mould issues visit our website.

If you prefer to speak to someone, please contact our Customer Service Team on 0330 123 0888



# Upgrades, Refurbishment & Regeneration

**An important role within Radius is delivering improvement programmes within our customer's homes.**

Over the last three years some of the work that Radius has undertaken includes:

- Fire & Building safety
- Damp refurbishment works
- Heating upgrades
- Lift replacements
- Redecoration programmes



# Award winning St John's Close is a three-storey, 48-unit apartment block located in Belfast City Centre.

Prior to our upgrade works, the building had low Energy Performance Certificate (EPC) ratings ranging from D to E, highlighting significant challenges in energy efficiency, affordability, and resident comfort.

With a £4.5 million investment, this project set out to deliver one of the most comprehensive retrofit and de-carbonisation schemes in Northern Ireland.

While much of the investigation, design, and resident consultation took place during 2022/23, works commenced in 2023/24 and are scheduled for handover in January 2026.

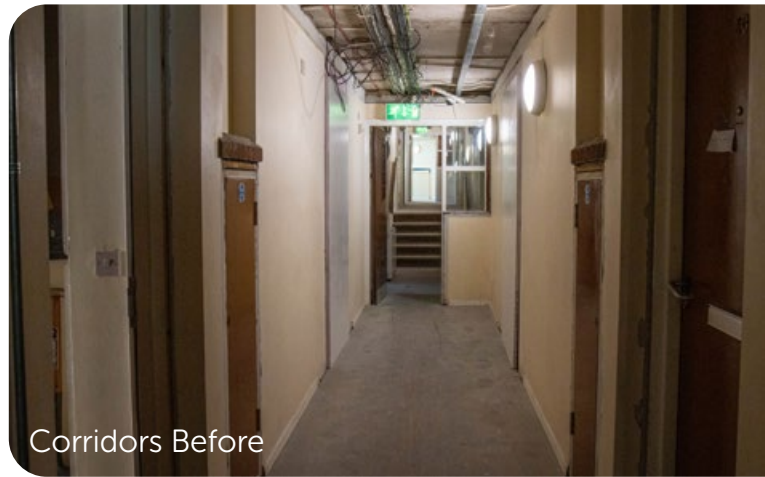
A central objective of the scheme has been to consider not only energy usage and carbon emissions, but also affordability, indoor air quality, and the overall wellbeing of residents.

To support this, extensive tenant engagement was carried out, including resident surveys and a workshop exploring daily energy use, comfort levels, and lived experience of the building.

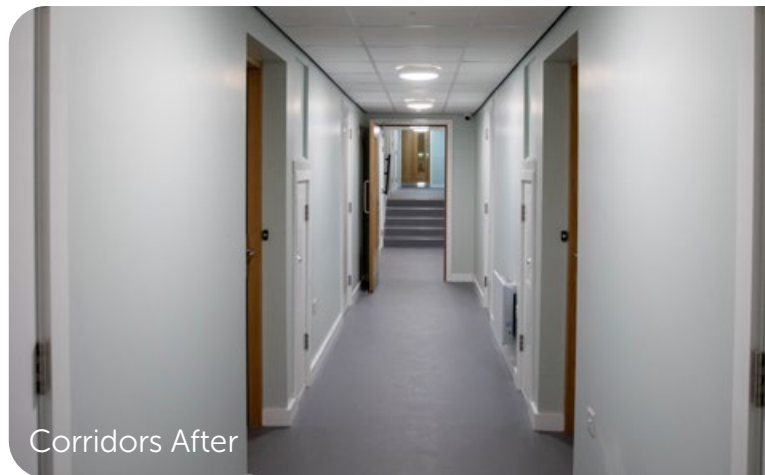
This helped establish and inform a tailored retrofit strategy.

Taken together, these measures are projected to deliver:

- **75% reduction in CO<sub>2</sub> emissions**
- **Up to 64% reduction in regulated energy costs for residents**
- **An uplift in EPC performance from bands D/E to a strong band B**



Corridors Before



Corridors After



Old Interior



New Interior

“

We were really impressed.  
This is a real exemplar of good  
local engagement which helped  
to drive behaviour change  
providing others with a true  
legacy to learn from.

- Judges Panel, Unlock Net Zero Awards

By integrating energy efficiency with  
resident wellbeing, St John's Close is set  
to become a flagship example of  
sustainable retrofit in Northern Ireland.

This redevelopment was recognised  
at the Unlock Net Zero Awards 2024 and  
demonstrates how investment in existing  
housing stock can cut emissions, improve  
affordability, and enhance quality of life.





# WE'RE HIRING

Join the team that gets things done.

## Got a trade? We're looking for:

- Electricians - Testing & Inspection
- Ground Maintenance Operatives
- Property Clearance Operatives
- Plumbers
- Painters

Find out more by calling...



**0330 123 0888**

Your Place | January 2026

 **Radius****DIRECT**  
Your home, our priority



A photograph of a modern, two-story brick residential building at dusk. The building features large windows and a green front door. In the background, two church spires are visible against a dark sky. A black metal fence with spherical finials runs across the foreground. A decorative graphic of concentric white arcs is overlaid in the top right corner.

## **Ross Street is a landmark regeneration project that has transformed a long-derelict site into a thriving, sustainable, and inclusive community.**

**Once a vacant patch of land, blighted by anti-social behaviour, the site has now been re-imagined as a vibrant residential neighbourhood comprising 24 high-quality, energy-efficient homes.**

This project demonstrates how thoughtful design, community consultation, and innovation in delivery can not only meet urgent housing need but also regenerate a deprived area with high quality homes, developed for sustainability and long-lasting impact as each house is built to Lifetime Homes standards, ensuring flexibility for changing needs.



**This area of Belfast ranks among the most deprived neighbourhoods in Northern Ireland, with one of the highest levels of housing stress.**

Eighty-three percent of households on the waiting list were assessed as in severe housing need.

The development at Ross Street directly responds to both the challenge of housing shortage and the wider demand for sustainable regeneration.

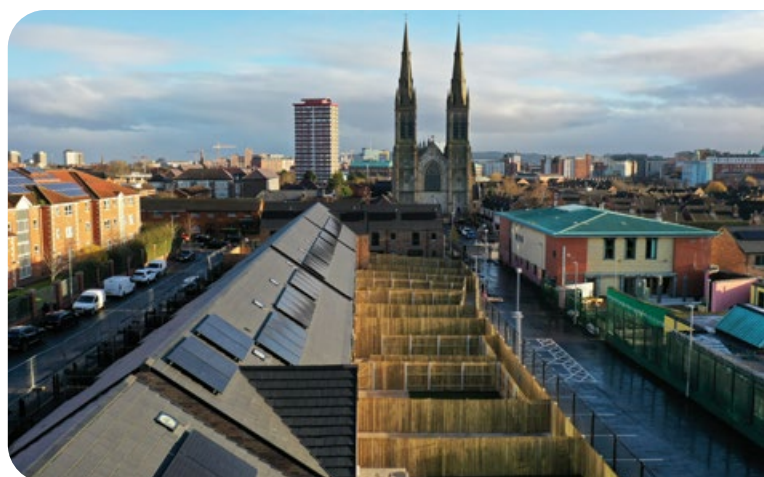
The homes are EPC A-rated, achieved through advanced insulation, high-performance materials and efficient heating systems.

This ensures reduced running costs for tenants - essential in tackling fuel poverty in a low-income community - plus a lower environmental impact.

The homes have been finished to the highest standard, with attention to detail evident in both structural quality and finishes.

Durable, low-maintenance materials were selected to maximise longevity and ensure the homes remain robust over decades.

Beyond the housing itself, green infrastructure is seamlessly integrated through tree planting, communal green areas and sustainable drainage systems, providing resilience to climate change while supporting biodiversity.







# The Ross Street project is a key example of strategic regeneration in a small, unused urban space.

**Delivered under the Department for Communities' Building Successful Communities programme, Ross Street demonstrates how housing can be a driver for wider social and economic renewal.**

Combining high-specification housing with sustainable design and community involvement, it sets a new standard for regeneration in deprived urban areas.

The most important outcome of Ross Street is its positive impact on people's lives.

Residents now live in safe, warm and modern homes.

Families benefit from secure outdoor space, those with mobility issues enjoy barrier-free access and all households experience reduced energy costs thanks to energy-efficient design.

Beyond individual households, the wider community has been transformed. What was once a derelict eyesore attracting anti-social behaviour is now a vibrant neighbourhood.

The £4.8 million development, with £2.2 million contributed directly by Radius Housing, was delivered within budget and on schedule.

The efficiency of delivery - from consultation through design, planning, and construction - reflects strong project leadership and collaboration between client, architects, and contractors.

By securing planning approval within seven months, avoiding delays, and managing resources effectively, Ross Street delivered outstanding value for money while never compromising on quality or sustainability.





# Your home your independence

## **Discover Radius Floating Support**

At Radius, we believe in empowering our tenants to live independently for as long as possible. That's why we offer our Floating Support Service, a tailored, free resource designed to provide peace of mind for people aged 55 and over.

Giving you the support you need  
to live in your home for longer



## What We Do

Our Floating Support Team provide a safety net and practical assistance to help you manage your independence in your home and thrive in your community.

The service is time-limited (up to two years) and focused on building confidence and connections.

## We can assist with:

Daily contact via phone with regular home visits and 24-hour support via Connect24

Essential links to vital local services, including statutory agencies and local community organisations.

A wide range of housing support services.

Personalised support plan, that combines the views and aspirations of the individual.

Social activities and events with access to a broader range of social activities and events including weekly lunch clubs, coffee mornings, and excursions.



## New Home Support

We have recently introduced Floating Support to newly developed schemes at Knock Road (Belfast), Riverside (Antrim) and Tates Avenue (Belfast).

Our staff have helped new tenants with a variety of services as they settle into their new home, including:

- Advising of recycling and utilities.
- Sourcing translators and providing information in a range of languages or large print.
- Advising of Connect24 alarm systems.
- Supporting those new to the area how to access services such as GP, dentists etc
- Assisting on how to report repairs.

## Eligibility and Next Steps

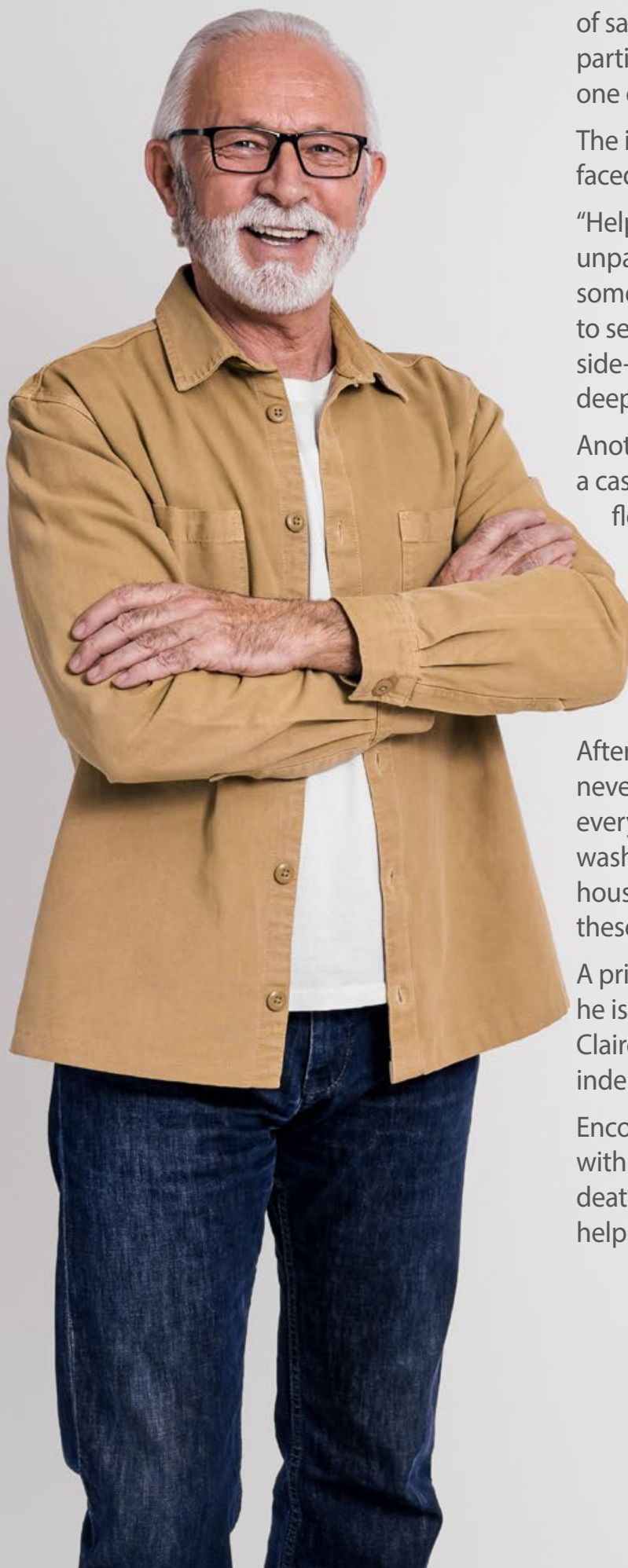
The service is free for eligible people aged 55 and over who wish to continue living independently in their own homes in the designated service areas: Newtownabbey, Carrickfergus, Larne, Ballymena, Antrim, Causeway, Mid Ulster & South Down.

**If you or a loved one could benefit from this support, don't wait to reach out.**

Call us on: 0330 123 0888 or find out more on the Radius website.







## Floating Support Case Studies

Our Coordinator Bernie shared how patience, clear communication, and creating a sense of safety made all the difference during a particularly meaningful move-in experience for one of her tenants.

The individual, who is living with a brain injury, faced unique challenges during the transition.

"Helping my tenant move in wasn't just about unpacking boxes - it was about helping someone feel at home," she said. By taking time to set up the space thoughtfully and working side-by-side through each step, Bernie saw how deeply her tenant appreciated the support.

Another Coordinator Claire recently reflected on a case that highlights the benefits of having the floating service through Radius.

An elderly gentleman lost his long-term partner and had to live in temporary hostel accommodation when his partner's family sold the house they had been living in.

After moving into a Radius scheme and having never lived alone before, he faced many everyday challenges - learning how to use a washing machine, a cooker, and other basic household tasks. While second-nature to most, these newly learned skills are essential for him.

A private man who gets overwhelmed easily, he is benefiting from regular social visits from Claire and slowly gaining confidence in living independently.

Encouraged to engage with local groups to help with feelings of isolation following his partner's death, Claire is hopeful these connections will help bring him comfort and companionship.

# Do you have Home Contents Insurance?

Radius provides building insurance for your home, but this does not cover your personal belongings.

All Radius tenants are responsible for having their own home contents insurance to cover against loss, theft or damage to your personal and home possessions.

It is vital that you take out your own Contents Insurance to protect your possessions.

Major incidents, storms and bad weather have taken place causing damage, flooding and burst pipes.

Those impacted who had no contents insurance had to find the money to repair or replace items that were damaged.

If a severe storm causes tiles to blow off your roof and rainwater leaks into your bedroom, responsibilities will be as follows:

**Radius will** repair the damaged roof and fix any resulting issues to the property itself, such as damp walls and ceilings.

**You will** be responsible for replacing any personal items affected by the leak such as bedding, clothing, electronics and furniture. These would be covered if you have your own contents insurance.

There are many contents insurance providers available online, through a local insurance broker or you can speak to a member of our Financial Inclusion Team who can provide you with information and advice on home contents insurance.





# Tenant Conference & Community Awards 2025

**Our Tenant Conference took place at the start of October 2025 with 200 tenants and staff coming together to celebrate at the Clayton Hotel, Belfast.**

This year's conference centred on our commitment to improving service delivery, holding contractors to account and improving communication with an interactive session focussing on areas identified from the results of our recent Tenant Satisfaction Survey.

The session provided an opportunity for tenants to share their views and suggestions directly, and the feedback gathered will help shape our improvement plans moving forward.

In the afternoon we held the Radius Community Awards recognising tenants and residents who make positive contributions to their local communities through categories like Good Neighbour, Positive Impact and Best Kept Garden.

All winners and runners up were presented with a certificate and gift voucher.





# Financial Support & Advice

## Your Money Matters

**Did you know that as a Radius tenant, you have access to a dedicated, in-house team of experts ready to help you navigate the often-confusing world of financial inclusion?**

At Radius, we understand that maximising your income is key to maintaining a successful tenancy, which is why we have dedicated Financial Inclusion Officers working for you every day.



## What Our Advisers Do For You

Our Financial Inclusion Officers provide crucial advice, guidance, information, and advocacy tailored specifically to your unique circumstances.

We are here to ensure you get every penny you are entitled to, helping to relieve financial stress and prevent tenancy issues.

## Maximize Your Income

The core focus of our team is putting more money back in your pocket. Our advisers will:

**Check Entitlements:** Thoroughly review your situation to ensure you are receiving your full and correct benefit entitlements.

**Boost Income:** Help maximise your income via benefit application, as well as applying for relevant grants and charitable assistance.

## Navigating Universal Credit and Claims

Universal Credit can be complex, but you don't have to face it alone. Our officers specialise in guiding tenants through the entire UC process:

### Step-by-Step Guidance

We explain the application process and what is expected of you throughout your claim.

### Challenge Decisions

We help tenants challenge benefit decisions, overpayments, and even provide representation at appeal hearings.

### Understand the Rules

We make sure you are aware of possible consequences and sanctions, and crucially, what steps you need to take to challenge decisions if things go wrong.

## Building Financial Confidence

Our support isn't just about filing forms—it's about building long-term confidence. We offer personalised help with managing your money:

### One-to-One Budgeting Sessions

Our advisers offer individual budgeting sessions to help you get organised, manage your expenses, and plan for the future.





### Financial Support Case Study

**A tenant, single lady over 70 was referred by the Scheme Coordinator for a benefits entitlement check due to rising costs and an upcoming rent increase.**

At the time she was receiving state pension, occupational pension, a small amount of housing benefit, no disability benefits, no carers allowance, no entitlement to Pension Credit, capital and savings below £4,000.

During the consultation the Adviser identified that she suffered from long term medical conditions and had daily care needs thus underlying entitlement to Attendance Allowance (disability benefit for people pension age).

Tenant was advised and assisted with application for Attendance Allowance. Tenant was further assisted with Pension Credit application, underlying entitlement of £7 and passported benefit to full housing benefit.

### Outcomes

- AA award at Lower Rate Care of £68.10 per week and a back payment of £600.
- HB back payment £281 and award increase of £56.50 per week.
- Current total income maximisation £124.60 per week.

### Get in Touch Today!

**Don't leave money on the table or struggle with complicated paperwork.** Our Financial Inclusion Team is free, confidential, and dedicated to supporting Radius tenants.

If you are concerned about your benefit entitlements, facing an overpayment, or simply want a financial review, please contact us today to set up an appointment by calling 0330 123 0888.





**Contact us  
when it suits  
you best.**

**Our Customer Service Centre  
is open Monday - Friday  
8.00am - 8.00pm**

**Call 0330 123 0888**

**Radius**  
HOUSING



# Creating opportunities, inspiring lives

**Established as a charitable subsidiary of Radius Housing, Radius Foundation invests in projects that make a real difference where it matters most.**

At Radius Foundation, our mission is to help tenants and communities thrive by improving social, economic, and environmental wellbeing.





# Supporting Tenants When It Matters Most

**Life can bring unexpected challenges, and for some tenants, financial hardship can make it difficult to manage day-to-day essentials.**

That's why Radius Foundation operates a Hardship Fund, providing emergency support to tenants in crisis. This fund helps cover essential items and immediate needs, ensuring families can stay secure and supported during difficult times.

Alongside emergency support, the Foundation recognises that education and training are key to breaking cycles of poverty and unlocking potential.

Our Educational Bursary Fund provides financial assistance to tenants who want to access courses, qualifications, or training that will help them move forward in life. Whether it's a vocational course, a college qualification, or specialist training, the bursary fund is designed to remove barriers and open doors.



Having a secure home is the beginning, but Radius Foundation goes further – it creates opportunities for people to live fulfilling lives.

- Lorraine Campbell, Chair

Radius Foundation is still in its infancy, but it is already making a difference through initiatives such as Tenant Starter Packs, which help new tenants settle into their homes with dignity, and the Community Chest, a flexible fund designed to support grassroots projects and local events that bring people together.

**Our vision is simple:** a future where everyone has the opportunity to live fulfilling lives and achieve their potential.

We hope that in the future we can work in partnership with tenants, local organisations, and funders, to deliver more programmes to help build brighter futures – not just homes, but communities full of opportunity.

**Creating opportunities, inspiring lives** – that's what Radius Foundation is all about.





# Investing in the futures of our tenants

**The Patterson Bursary provides grants of £250 - £1000 to support Radius tenants with the cost of training and personal development.**

Stephen Patterson, a tenant of Mill Brae Fold in Broughshane, sadly passed away in January 2023. During this time with Radius, Stephen felt extremely supported by staff and fellow tenants.

In recognition of this, he generously gifted through his will a significant sum to the Radius Foundation.

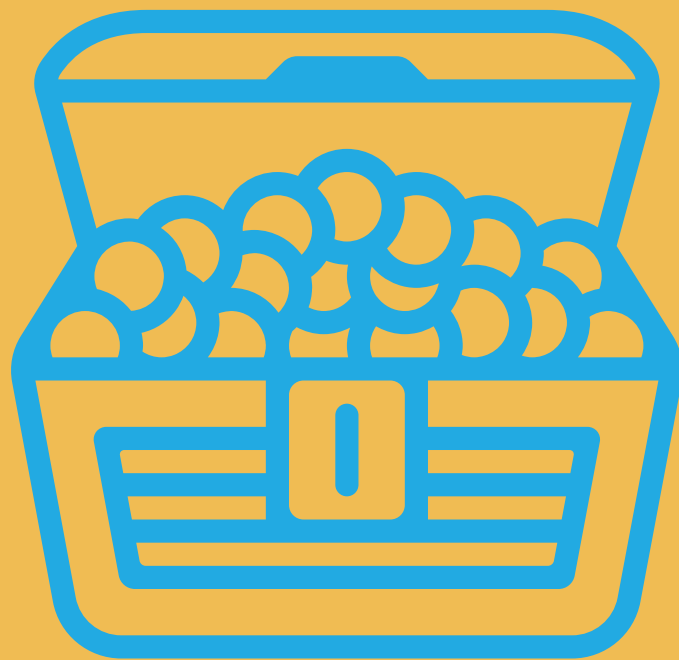
This legacy has enabled us to establish the Patterson Educational and Training Bursary, dedicated to helping Radius Housing tenants enhance personal development, employability and community engagement. The Patterson Bursary provides grants of £250-£1000.

If you would like to apply for funding or have any questions please contact the Foundation Team via email at: [info@radiusfoundation.org.uk](mailto:info@radiusfoundation.org.uk)

*Above:  
Family of Stephen Patterson with Foundation staff  
Alison Rodgers and Jennifer Cuthbert*







# Community Chest 2026 is OPEN!

**Community Chest is a funding programme which has been running for several years, having a positive impact in communities across Northern Ireland.**

Tenants, service users and small groups can apply to receive grants between £250 and £1,000 to fund local community projects.

In 2024/25 Radius funded 36 projects totalling £24,625.43 from Community Chest that included partnership collaboration with local councils, voluntary and statutory agencies and residents' associations.

**St Pauls Fold, an independent living scheme, received a grant of £889.95 to develop its garden area.**

With the support of a horticultural expert tenants took part in weekly gardening classes learning how to build a sweet pea structure, plant dwarf fruit trees, fill window boxes, sow tomatoes, potatoes and wild flowers and practice propagation techniques within their urban space.

This project not only enhanced the appearance of the garden but also promoted health, wellbeing and a sense of community among the tenants.

**For more information or to apply for Community Chest funding, contact the Tenant Engagement team via email: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)**



# Housing For All

**The Housing for All Programme provides a choice to live in a development with people from different political, religious and ethnic backgrounds.**

The programme was developed by the NI Executive and the Department for Communities delivered jointly with NIHE and Housing Associations.



# Radius Housing manages 15 Shared Housing developments in total.

11 of these are currently in the development or delivery of 5 Year Good Relations Plans and the remaining 4, although they have come to the end of their plan period, continue to champion good relations in their on-going community engagement.

In the financial year 2024-25, 175 events and programmes were delivered with 359 partners.

Shared Status is awarded to a new development when tenancies have been allocated and this has resulted in no single community making up more than 70% within the development.



# Shared Housing Highlights

## Celebrating 10 years as a shared scheme

**Burnvale, Cookstown was one of the original 10 Shared Housing schemes launched under the NI Executive's flagship TBUC strategy launched in 2015.**

Over 10 years the development has grown into a vibrant shared housing development.

This has included the formation of Burnvale Community Association who have worked closely with Radius to deliver many events and activities including the establishment of a local Samba band in 2021, development of Cookstown Cultural Parade, seasonal activities and community gardening initiative including creating space for growing fruit and vegetables.

The final event at Burnvale was the unveiling of a sewing machine sculpture - a tribute to the site's legacy as the former Daintifyt brassiere factory, once a vital part of Cookstown's industrial past.



## Championing All Abilities | IFA Inclusion League | 2025/26

**The IFA Inclusion Programme is a new football league for the sporting year 2025/26 which will be fully funded and supported by 9 Housing Associations on the Housing for All programme including Radius Housing.**

The Irish Football Association (IFA) runs several inclusion-focused programmes under its Irish FA Foundation, aimed at promoting diversity, accessibility, and community engagement through football across Northern Ireland. This covers both seen and unseen disabilities. There are over 80 disability football teams across NI.

The Inclusion league is a 30-week programme which will run out between October 2025 – May 2026. Matches will be held at Avoniel and Valley Leisure Centres with age groups ranging from 7 to 16+.





# Your call for help always answered.

**Radius Connect24 is a Northern Ireland-based, not-for-profit organisation delivering telecare services to over 20,000 customers across Northern Ireland and the Republic of Ireland.**

We are dedicated to supporting individuals of all ages who are concerned about their well-being or home safety, as well as those who may feel anxious about managing on their own.

Our discreet and user-friendly personal alarm system ensures that help is always just a button press away, 24/7.

In the event of an accident or emergency within your home, you can rely on our quick and reliable response service.

We empower our users to maintain their independence at home while having the peace of mind that immediate assistance is readily available when required.

Our local 24/7 Response Centre is based in Hollywood, Co. Down

When your alarm is activated, you will be connected immediately to one of our call advisors, who will provide you with support and reassurance for as long as needed.

If assistance is required, we can call your nominated Emergency Contact to let them know you may have fallen or are feeling unwell.

In an emergency, we contact the emergency services if necessary.

**Your call will never go unanswered.**

# Help is always just a button press away.



## Smart Mobile Wristwatch

Only £15/month (ex. VAT)

**Our upgraded Mobile Wristwatch is a perfect solution for people wishing to live an independent life.**

The mobile wristwatch ensures you have peace of mind, confidence and freedom, both out and about and in your home.

**Whether you're out for a walk, visiting friends, or shopping in town, help is always just a button away.**

**For more information call our sales team on 028 9039 7103**

### Key features include:

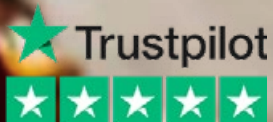
- SOS button with GPS location sharing
- Two-way communication with our Response Centre
- Heart rate and activity monitor
- Automatic fall detection
- Works anywhere in the UK & Ireland (with mobile signal)
- A user-friendly smartphone app for user & family (optional)

# Your call for help, always answered.



“A lifesaver!  
It gave me an inner  
peace, which was  
of the greatest  
importance to me.

- Mrs Young  
Radius Connect 24  
Personal Alarm Service User



Quality · Safety · Innovation

Our personal alarm service  
is now available on the go,  
giving you peace of mind  
wherever you or your  
loved ones are.

**Your call for help,  
always answered.**

Visit **radiusconnect24.com** or  
call us today on 028 9039 7103

# Are you ready to jumpstart your life, in a new job, and learn new skills?

Since 2024, we have taken on a number of IT, Finance and HR/Business Studies Apprenticeships.

## Why Apply?

- Gain Valuable Experience
- Be Part of a Community
- Earn While You Learn

## Want to find out more?

Register your interest via email:  
[academy@radiushousing.org](mailto:academy@radiushousing.org)







# Corporate Charity Partner 2026/2027

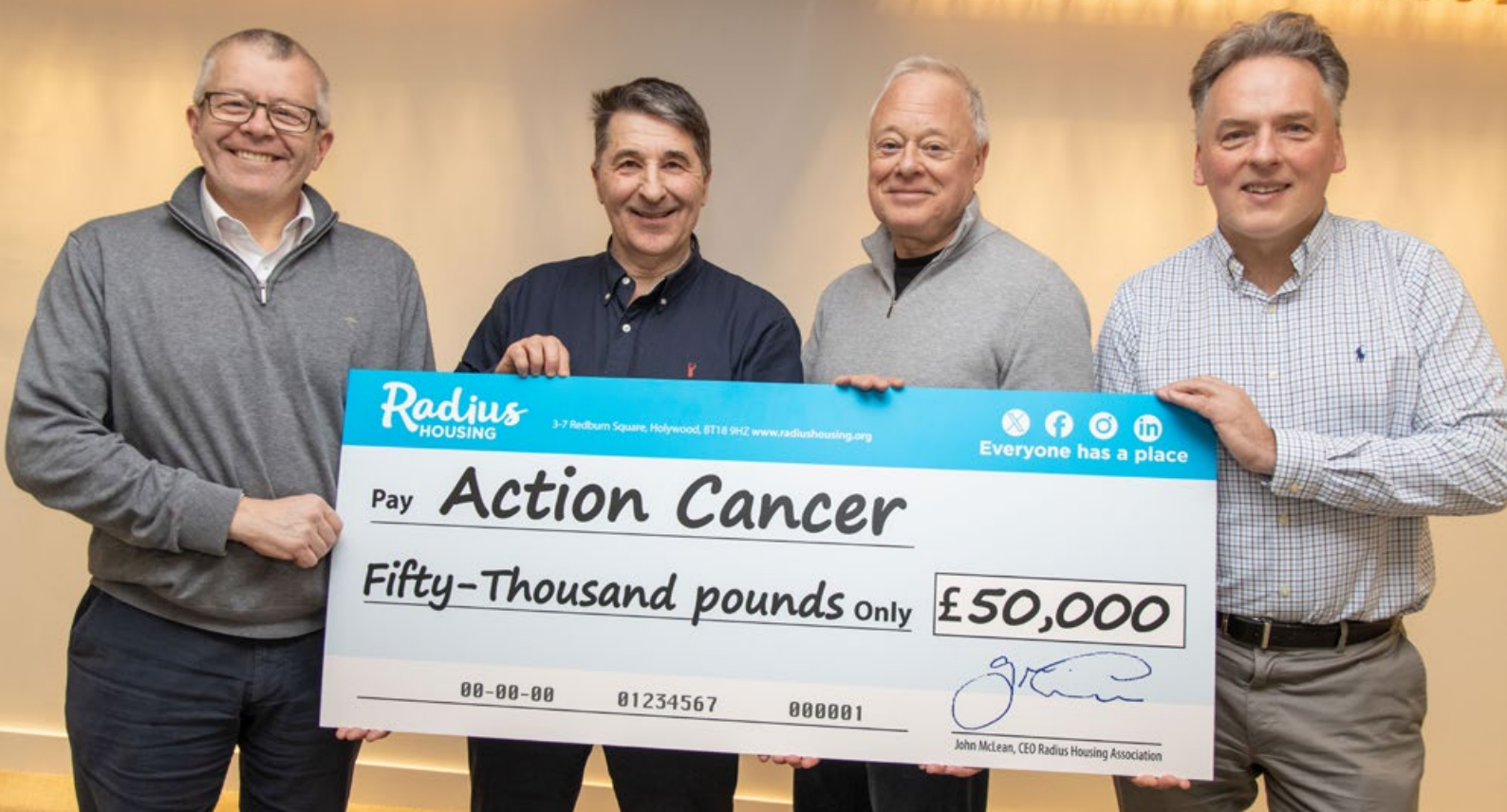
**As Northern Ireland's longest-serving autism charity,  
Autism NI has been transforming lives for over 30 years.**

Their incredible work supports autistic people and their families through vital services, while also inspiring, educating, and empowering communities, businesses, and government to build a truly inclusive society.

This partnership is an exciting opportunity for us to stand alongside a charity that champions understanding, acceptance, and positive change.

**Together, we can help make a meaningful difference.**





On behalf of everyone at Action Cancer

# Thank You!

Since January 2024, staff and tenants of Radius Housing have worked together on a wide range of events, activities and challenges to raise a fantastic

# £50,000

*Above l-r:*

*Alan Thomson, Director of Finance Radius Housing*

*Gareth Kirk, CEO Action Cancer*

*Dougie King, Head of Fundraising Action Cancer*

*John McLean, CEO Radius Housing*