



# Leaseholder Handbook

Everyone has a place

**Radius**  
HOUSING



**Our vision  
is to provide homes  
that build a better  
place for all.**

We understand that some people may require our publications and information in alternative formats. Radius can provide alternative formats free of charge if requested. Alternative formats may include: Braille or Large Print.

## Welcome

On behalf of Radius, we are delighted to welcome you to your new home. We hope you settle in quickly and find this handbook to be a helpful guide during your first few weeks and beyond.

Radius is dedicated to providing high-quality, affordable, and energy-efficient homes. We believe in building sustainable communities where neighbours treat one another with respect.

We are committed to creating places where residents feel welcomed and supported. If you have questions that are not covered in this guide, please reach out to our dedicated team who are always happy to help.

As one of Northern Ireland's leading provider of homes for older people, we take great pride in designing spaces that promote independence and well-being while preventing social isolation. We want our residents to live life to the fullest in a community they love.

Congratulations again on your new home. We hope your home brings you joy and contentment for many years to come!

**Radius Communities Management Team**

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# Our promise to you

To ensure our homes are safe and a great place to live in, we commit to do the following:

## **Communal Repairs**

You can report a repair in a communal area by calling us on 0330 123 0888 or via our website [www.radiushousing.org](http://www.radiushousing.org)

## **Information**

We will provide you with information on our Policies and Procedures on request. You can view our Policies on our website.

## **Services**

We will keep the communal areas of your building and estate clean and tidy including maintaining any shared lifts or doors.

## **Security**

We will make pre-arranged appointments to visit you in your home and will only enter without notice in the event of a genuine emergency (such as major fire, flood or serious concern for your welfare).

## **Insurance**

We will insure the building your home is in. You are responsible for arranging your own contents insurance for your belongings.

## **Service Charge**

Your service charge should only change once a year (we will let you know if this changes).



# Your promise to Radius

## As a Leaseholder you must:

- ✓ Pay your monthly service charge
- ✓ Pay your rates bill to Land & property Services
- ✓ Pay for your other bills separately - such as gas, electricity and water
- ✓ Keep your home and garden safe, clean and tidy
- ✓ Keep the interior of your property, its fixtures and fittings in good repair and decorative order
- ✓ Regularly check your smoke detector. We recommend testing it once a week
- ✓ Be aware of the fire safety rules and emergency exits within your building
- ✓ Let us know if your home or communal areas require any structural repairs
- ✓ Provide access to your home when required, e.g. to carry out a communal area repair
- ✓ Allow us to come into your home with a pre-agreed appointment
- ✓ Keep your vehicles taxed, repaired and insured where they are parked within the communal parking areas
- ✓ Give us at least four weeks' written notice when you wish to make any changes/transfer of your Lease Agreement
- ✓ Treat our staff and other leaseholders with respect
- ✓ Pay any sinking fund top-ups in accordance with your leasehold agreement

## You commit not to:

- ✗ Cause nuisance or use violent/threatening behaviour to your neighbours, our staff or others
- ✗ Overcrowd or damage your home
- ✗ Smoke or vape in any communal area belonging to Radius
- ✗ Keep your personal things in our communal areas e.g. corridors (as these could also be fire escapes)
- ✗ Carry out vehicle repairs in the car park or on your drive
- ✗ Store items in your home which have hazardous warnings
- ✗ Sub-let apartment without prior approval (not to be unreasonably withheld or delayed)

# Get in touch

## Call Us

Call **0330 123 0888** for all enquiries and to report communal repairs.

This number is your direct line to **all** Radius services.

Our Customer Service Team is available Monday to Friday, 8am to 8pm.

For emergency support or advice outside these hours, our Connect24 team can assist with emergency repairs, dispatching contractors within 24 hours to make your home safe. Urgent and routine repairs will be relayed to contractors on the next working day.

## Prefer to go online?

Visit: **[www.radiushousing.org](http://www.radiushousing.org)**

Our website is available for self-service. You can directly report repairs, pay your service charge, see our policies and more.

## Visiting our offices

Our offices are open:

Monday - Thursday, 9am - 5pm,  
and Friday, 9am - 4:30pm.


**Radius House** 3-7 Redburn Square, Holywood BT18 9HZ


## Write to us

You can write to us via our Freepost address:

**FREEPOST BEL4018, Holywood BT18 9BR**

## Follow us on Social Media

 /RadiusHousing

 /radius-housing



# Matters that Require Written Permission



## Home Improvements & Alterations

**Any work that changes the structure, appearance, size, or construction of your home or its grounds is considered an alteration or improvement.**

You must get written approval from Radius before starting any alterations to your home. Examples include, but are not limited to:

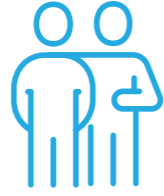
- Erecting a shed or greenhouse
- Redecorating the exterior of the dwelling or communal parts
- Installation of spotlights or other work that requires a trained professional
- Installation of a satellite dish
- Removal of internal walls
- Installation of media walls
- Roof space conversions
- Installation of wood burning stoves
- Installation of gas cookers

This allows us to assess your proposals and ensure the work won't damage or make your home unsafe.

You'll also be responsible for obtaining any necessary building control approval and/or planning permission.

Your safety remains of paramount importance to us as your landlord, so in the case of gas and electrical works we would not give permission for work to be completed by anyone other than our registered contractors.

Please be advised that we will seek evidence of appropriate certification and training of contractor, together with appropriate insurance.



## Sub-Letting and Lodgers

You cannot assign your lease to anyone else, rent out or sub-let a room or any part of your home to someone else without written permission from Radius in advance.



## Pets

**You need written permission from Radius in advance to keep a pet, aligning with our Pet Policy and application found on our website.**

Permission is unlikely to be granted in apartment blocks. You are responsible for your pet's behaviour (and any visiting pets), and you'll need to sign our Responsible Pet Owners Agreement with your application.

Radius does not give permission to keep a "dangerous dog", as defined in the Dangerous Dogs (Designated Type) Order (Northern Ireland) 2024.

If you have concerns about a potential dangerous dog in your area contact your [local council](#) or Housing Officer for advice.



## Mobility Scooters

**If you live in an apartment and plan to have a mobility scooter, you must get written permission from Radius in advance.**

We'll assess your request based on fire safety, your insurance, proposed safe storage and charging location.

Mobility scooters must not be stored or charged in communal areas as this is a fire risk. Permission is granted upon meeting the criteria in our Mobility Scooter Policy, which you can find along with the application form on our website.

Please be aware, you'll be charged for any damage your scooter, or a visitor's scooter, causes to Radius property.



**There are a number of alterations and improvements to your home that will require written approval before work can begin.**

# Service Charges

**A service charge is a contribution towards the costs and expenses of running & maintaining the building that have already been expended.**

Your service charge is calculated to ensure the following services are provided to your scheme:

- Cleaning of communal areas including the exterior of all property windows (subject to Health and Safety requirements)
- Maintenance of grounds and landscaping
- Provision of Management Services including the Scheme Coordinator and the Connect24 service
- Provision of scheme telephone for business calls
- Building and lift insurances (a copy can be provided by the Housing Officer or Corporate Services Department on request)
- Heat, light and power for communal areas
- Maintenance and repair to communal facilities
- Repairs and maintenance of equipment such as lift, fire alarms, emergency lighting, fire-fighting equipment, communal TV aerial and laundry equipment. Please note, replacement of these items is normally covered by the Sinking Fund.

**The service charge is reviewed annually with the new charge being applied from 1st April.**

Every year each leaseholder will receive a statement of accounts for the previous year and have the opportunity to comment on the services being provided at the Annual General Meeting.

If a loss is made on the service account in a particular year, it will be recovered gradually by increasing the service charge over a period of time.

A surplus on the account will be dealt with in a similar fashion by decreasing the service charge over a period of time. This should avoid any sudden fluctuations in the service charge.

The service charge is charged monthly. This is payable at the beginning of the month.

A period of four weeks' notice will be given prior to any service charge increase.

## Rates

Your rates charge is set by your rating authority, and you should pay this directly to them.

# Making a Payment

**There are several ways of paying the service charge:**

## Payment Card

Use your card at any Post Office or PayPoint outlet (found in many local shops, often open extended hours).

## Direct Debit

Set this up with your bank or building society by getting a form from your Housing/Income Officer.

Direct Debit is hassle-free as Radius collects payments automatically and you won't need to adjust payments for changes to charges.

Please contact your Income Officer if you need to cancel your Direct Debit.

## Smartphone

Pay using the Allpay App, free to download from your App store (Apple, Google Play).

## Telephone

Call our office at 0330 123 0888 to pay with a debit or credit card.

You can also use the number on the back of your PayPoint card

## By Post

Send cheques (no cash) made payable to: "Radius Housing Association" and crossed "A/C PAYEE ONLY" to:  
Radius House, 3-7 Redburn Square,  
Holywood BT18 9HZ

## Direct to Staff/Office

Pay by cash or cheque directly to your Scheme Coordinator or Housing Officer, or at Radius House, Holywood.

You'll receive a receipt for your records.

## Our Income Officers are here to help

Our income team will monitor your Service Charges account to ensure that the charges for your property are paid.

They are your 'go to' team if you have any queries about your service charge account.

## If you're struggling to pay

If you have difficulty paying your service charge or your circumstances change, it's vital you contact our Income Team immediately.

Radius is committed to supporting you with debt management.

We can refer you to our in-house Financial Inclusion Team or provide details for independent, confidential debt counselling agencies.

If arrears occur, Radius will work with you to set up a repayment plan.

# Your Sinking Fund

**Your Sinking Fund is a fund held in Trust by Radius for the capital renewal and replacement of buildings, plant and equipment as set out in your leasehold agreement.**

Radius do not own the building. Please be advised we are the managing agent and while we are responsible for the communal areas, you as leaseholders are responsible for a proportion of the upkeep cost of these areas.

An example of using the sinking fund would be where Radius is required to update the building to meet Health and Safety Regulation.

The purpose of the sinking fund is to build up a budget over time to fund the replacement of building components and major repairs not covered under normal day to day repairs.

Major repairs and major planned items of work, such as:

- Roof replacement
- External painting and decoration
- Lift replacement or major repairs
- Renewal of windows or doors
- Structural repairs
- Replacement of communal heating or electrical systems

Your Leasehold Agreement details how much and when a Sinking Fund Payment will be payable.

## How does it benefit leaseholders?

A sinking fund helps to:

- Spread the cost of major works fairly over time
- Charge large bills at short notice
- Protect the value of the building and individual homes
- Help with budgeting and long-term financial planning

## What happens to the money?

- The money is held in a separate account for the building
- It can only be used for the purposes set out in the lease
- If a leaseholder sells their property, their contributions stay with the property and are not refunded

## Is everyone required to pay into it?

How you pay your sinking fund will depend on your type of leaseholder agreement.

### 1. Subsidy Schemes

(Abbey Court, Cairnshill and Fold Mews)

Sinking fund charges are paid on the surrender and assignment or sale of apartment.

### 2. Non-Subsidy Schemes

(Kerrington, McCay and Mount Royal)

Details are set out in individual leasehold agreements.

Radius reserves the right to raise additional charges where the sinking fund is found to be inadequate at that time.

# Sinking Fund FAQs

**Our goal is to ensure that all residents' understand how their contributions protect the long-term value and safety of their homes.**

Below are the most frequently asked questions regarding the sinking fund.

## Must all leaseholders contribute to the sinking fund, regardless of how long they have lived there?

Yes, all leaseholders are required to contribute to the sinking fund based on their Lease Agreement.

In Radius schemes, these payments are typically triggered on the sale or purchase of the property.

Please refer to your leasehold agreement / solicitor for the exact percentage applicable to you.

## How can I check the current balance of the sinking fund?

Balances are reviewed annually during our leaseholder AGM.

However, you can request a copy of the accounts at any time by contacting your Housing Officer.

## Can I request a detailed breakdown of charges and spending?

Yes. While a full overview is provided at the AGM, you may request a detailed breakdown of expenditure at any time by contacting your Housing Officer.

## Do tenants in leasehold buildings also contribute to these costs?

For buildings with Radius tenants, Radius covers the costs on behalf of tenants.

## What happens if the sinking fund doesn't cover the full cost of required works?

If there is a shortfall, leaseholders will be consulted and asked to agree on their contributions recover the remaining costs.

In some cases, Radius may contribute to the capital costs of essential works.

Full engagement with residents will be carried out before any final decisions are made.

## Are leaseholders required to accept the initial repair quotes provided by Radius?

No. While Radius tender for repair works to find the most economical price, leaseholders are welcome to seek alternative quotes.

If you prefer a different contractor, you may agree on the works and price independently, provided you keep Radius informed of the decision.

## Is the sinking fund held in an interest-bearing account?

The sinking fund is held in a dedicated, separate account for your buildings maintenance.

It is not kept in a high-interest account, as those can "lock" funds for set periods.

We maintain immediate access to the funds to ensure we can respond to urgent capital renewal and replacement of buildings, plant and equipment as needed.

# Independent Living

**Our Independent Living Schemes are affordable to heat and maintain, situated in locations close to shops, cafes, places of worship, public transport and other amenities. Residents can also avail of free on-site car parking (spaces may be limited, these parking areas on a first come first served basis).**

## Independent Living for Over 55s

Radius provides unfurnished apartments or bungalows specifically designed for singles and couples aged 55 and over, promoting independent living.

Our services are tailored to enhance your quality of life, reduce social isolation, and support your well-being.

## Maintaining Your Independence

Our primary goal is to support your continued independence. Our Support Planning and Review Process provides the advice and assistance you need to make confident, informed choices. Radius is committed to your long-term well-being in your home.

Should your care needs change or you require hospital treatment, simply contact us; we're here to connect you with appropriate agencies (like carers) and explore the best support solutions together.

## When you move in

Your Scheme Coordinator will provide a warm welcome with a new scheme induction, offering an overview of the scheme's facilities and social activities. This is a great chance to meet them, and for us to understand how we can best support you in settling into your new home.

## Safe & Secure Living

Each apartment has an emergency Radius Connect24 call system for a safe and secure living environment, alerting staff or advisors who will respond.

## Scheme Coordinator Support

Scheme Coordinators are at the heart of delivering a holistic service that provides peace of mind to residents and their families, fostering a supportive community while maintaining professional boundaries, respecting individual dignity and confidentiality.


Their responsibilities include:

- **Promoting Independence:** Supporting residents to maintain their independence through person-centred housing support.
- **Support Planning:** Assessing and regularly reviewing your individual Support Plan.
- **Safety & Security:** Overseeing scheme operations, managing emergency calls during working hours and ensuring a safe environment.
- **Tenant Welfare:** Offering support when needed through welfare checks and liaising with other supporting agencies.
- **Social Engagement:** Encouraging and coordinating scheme activities such as coffee mornings and lunch clubs to enhance residents' social well-being.
- **Housing Management:** assisting with queries, repairs and ensuring compliance.

## Independent Living Service Standards

Most of our independent living schemes offer:

- Scheme Coordinator service (hours vary)
- 24-hour Radius Connect24 Response System
- 6-monthly Support Planning and Review
- Monday-Friday daily welfare texts or calls
- Comprehensive housing management service
- Fully furnished common rooms, equipped laundry rooms, guest room facilities, library/hobbies room, lifts
- Weekly luncheon clubs, coffee mornings, and organised social activities
- Intruder alarm system, induction loop system
- Wi-Fi in the Common Room



Our services are tailored to enhance your quality of life, reduce social isolation, and support your well-being.

# Communal Areas

**Please co-operate with neighbours to keep all common parts (corridors, lifts, bin stores, communal gardens) clean, tidy, and obstruction-free. If these areas are not maintained, Radius will do the work and recover costs via a recoverable charge or the service charge.**

## Parking

Spaces are available but limited and cannot be allocated individually for communal and street parking.

Commercial vehicles, caravans, and untaxed vehicles are prohibited from parking in customer spaces. You should display permits in disabled parking spaces.

## Laundry Facilities

Your Scheme Coordinator or Housing Officer will inform you about the laundry facilities and arrangements specific to your scheme. Please:

- Adhere to scheme arrangements, including any rotas.
- Remember, facilities are for tenants only, not for family or friends.
- Do not clean heavily soiled items or pet bedding in communal machines.
- If you must leave laundry unattended, set a timer to retrieve it promptly after the cycle ends.
- Please afford other customers the privacy to launder their clothes.

## Common Room

**Common Rooms are a valuable shared space that is designed to enhance your experience living in independent living.**

It offers a great opportunity for social connection, relaxation and a variety of activities right on your doorstep. To ensure our common rooms remain a pleasant accessible place for everyone we ask all residents and their guests to:

- Respect others
- Leave the common room clean and tidy
- Don't leave your personal belongings unattended
- Report damage or maintenance issues immediately
- Smoking and vaping is prohibited
- Pets are not permitted in the common room/on communal furniture

We hope you enjoy using your common room, your cooperation in keeping it a welcoming space for all is greatly appreciated.

## Communal Kitchens

You may have access to a communal kitchen in your scheme; your Scheme Coordinator can tell you if this service is available where you live.

If you do have access to a communal kitchen, please remember to follow the most up to date guidelines displayed within it.

These rules help ensure the kitchen remains a clean, safe, and enjoyable space for everyone. Unfortunately, if the kitchen guidelines are consistently ignored, we may have to close the kitchen for all residents.

We want you to get the most out of this shared facility! If you have any questions about using the communal kitchen, please chat with your Scheme Coordinator.

## Guest Room (if applicable)

Guest rooms are available for family and friends of residents to stay overnight, for a charge.

Contact your Scheme Coordinator or Housing Officer for availability and current rates. Continuous use by the same guests is generally limited to 14 days.

The guest room is occupied on the understanding that the guest may be asked to vacate at short notice in an emergency.

## Gardens

### Individual Gardens

If you have an individual garden, you must keep it tidy and well-maintained. If not, Radius will carry out necessary work, and you may be charged for the cost.

### Communal Areas

Radius takes care of maintaining communal garden areas, with costs covered by your service charge and/or rent. To ensure these spaces thrive for everyone, please contact us before doing any planting or removing anything.

If you're a keen gardener and would love to get involved, we'd be delighted!

Just speak with your Scheme Coordinator, Housing Officer or Assets Officer to explore how you can participate.

## Insurance

Radius provides building insurance for communal areas.

You are responsible for taking out your own Contents Insurance for your own home.

## Upholding Water Hygiene

At Radius, we take water hygiene seriously to protect your health and safety.

We regularly test and monitor our water systems to prevent the growth of bacteria, which in rare and extreme cases can cause Legionnaires' disease.

Our water hygiene contractor ensures that hot water is consistently above 50°C and cold water is below 20°C.

They also make sure the water keeps moving to avoid stagnation, which is a key factor in preventing bacteria from growing.

### Your Simple Steps for Safety

You play a key role in preventing Legionella growth. Here's how:

- Flush taps and showers for a few minutes each week if they're not used often.
- If you're away for more than a week, flush taps and showers for several minutes before using them.
- Clean your shower head every six months.
- Report any water problems to your Scheme Coordinator or Customer Service Centre at 0330 123 0888.

Radius has a statutory responsibility to manage water hygiene and the risk of legionella. By following these simple precautions, you help us keep everyone safe!

## Pets in Communal Areas

Dogs should be kept on a lead at all times in communal areas, including gardens and corridors of the scheme and, if applicable, are not allowed in the Common Room or Communal Kitchen (except guide dogs).

Pets are not permitted on communal furniture, and owners must ensure any fouling is removed from the grounds. Under no circumstances should tenants engage in ball games etc with their dogs in common rooms or corridors.

## Wildlife

We understand the enjoyment of feeding wildlife, but please do so carefully to avoid nuisance or vermin.

Only feed small amounts in proper feeders, remove uneaten food in the evening, and do not use domestic food waste.

## CCTV & Video Doorbells

For the safety and privacy of all residents, Radius does not permit residents in apartment blocks to install CCTV or video doorbells in communal areas, including on individual apartment doors.

If you live in an apartment block and have security concerns, please contact your Housing Officer. They can arrange a review of the scheme's existing security and CCTV setup to ensure it remains adequate.

Full details are available on our website in our CCTV & Video Doorbell Policy.

# Repairs & Maintenance

**This guide outlines the maintenance responsibilities for both Radius and residents, ensuring our communities are well-maintained and comfortable for everyone.**

This information should be read alongside your lease agreement.

## Your Responsibilities

**As a Radius resident, you are responsible for maintaining your home.**

It's important to know what you need to take care of to ensure your living space stays in great shape.

Radius is obliged to carry out certain planned maintenance and responsive repairs to communal areas when necessary.

As a leasehold resident you are obliged to act responsibly in the care and repair of the property and avoid neglect and damage to the property either directly or indirectly.

Where intentional or unintentional neglect or damage occurs to the property, Radius expects you as the leaseholder to carry out the repairs.

Where the repair is not carried out and Radius has to carry out the repair on your behalf, you may be subject to recharge with the cost of the repair being passed on to you.

## Improvements and Alterations

**Alterations and improvements are defined as anything that alters the structure, appearance, size or any other construction type work to the accommodation or to the grounds in which they are situated.**

Any alterations to your accommodation must be approved by Radius before works commencing.

You must write to us to obtain permission for the works, to allow us to assess the proposals and to ensure your accommodation is not damaged or made unsafe.

In some cases, the improvements or alterations you propose, may require building control approval and/or planning permission, which you will be responsible for obtaining.

## Repair Priorities

**When you report a repair, we will identify if the repair is the responsibility of Radius or you, the tenant.**

If it is the responsibility of Radius, we will log a relevant repair order under one of the below priorities:

Priority Type	Target	Examples
<b>Emergency</b>	<b>24 hours</b> to make safe (Follow up repairs may be required)	Burst pipes Entire loss of power to property
<b>Urgent</b>	<b>4</b> Working Days	Blocked bath/shower Leak from water, heating pipes
<b>Routine</b>	<b>20</b> Working Days	Internal doors not closing Plaster repairs

We always strive to beat our target times for all repairs. However, please understand that exceptional circumstances can sometimes affect our response times.

Factors like severe weather, holiday periods, or issues with contractor and material availability might lead to a temporary reduction in service. Even so, Radius works hard to ensure such delays are kept to a minimum.



## Reporting a Repair

**If you identify a repair in your home, it is your responsibility to inform Radius as soon as possible.**

You can report a repair via:

Customer Service Centre: **0330 123 0888**

Our [website](https://www.radiushousing.org): **radiushousing.org**

Or, through a member of Radius staff, such as your Scheme Coordinator

# Repair Responsibilities

Internal Apartment		
Repair	Description	Responsibility
<b>Bathroom fixtures &amp; fittings</b>	Including WC seats, bathroom medicine cabinets, towel rails, grab rails and toilet roll holders	Resident
<b>Heating</b>	Gas Servicing (if applicable)	Radius
	Gas Repairs/Faults	Radius
	Economy 7 Heaters will be maintained, but not replaced with the exception of any additional or replacement units installed by the resident	Radius
<b>Kitchen fittings &amp; fixtures</b>	Sink, storage cupboards, white goods, extractor fans etc	Resident
<b>Essential Systems</b>	Including the Connect 24 call system, and the main service pipes and wires that connect to your home's consumer unit or water supply.	Radius
<b>Structural Elements</b>	Including repairs and maintenance for your roof and its structure, exterior walls, foundations, and communal pathways.	Radius
<b>Communal Entry</b>	Including maintaining the locking system for your front door	Radius
<b>Communal Electrics</b>	The communal television, aerial system, WIFI.	
<b>Internal Apartment Decoration</b>		Resident
<b>Glass</b>		Resident
<b>Front door locks</b>		Resident

Communal Areas		
Repair	Description	Responsibility
<b>Communal Flooring</b>		Radius
<b>Communal Heating</b>		Radius
<b>Communal internal decoration</b>		Radius
<b>Communal Kitchens</b>		Radius
<b>Domestic Appliances</b>		Radius
<b>Communal Laundry Equipment</b>		Radius
<b>Corridor Fire Doors</b>		Radius
<b>Corridor Lights</b>		Radius
<b>Emergency lighting</b>		Radius
<b>Fire alarm equipment</b>		Radius
<b>Passenger Lift</b>		Radius
<b>Gardening Maintenance</b>	Including bins and refuse spaces	Radius
<b>SCO Call equipment/ door entry</b>		Radius

# Emergency Repairs

## What is an Emergency Repair

**Emergency repairs are things that require immediate attention causing risk to life or property.**

For example:

<b>Serious Injury</b>	<ul style="list-style-type: none"> <li>- escape of gas or fumes</li> <li>- collapse of walls, floors or ceilings</li> <li>- electrical fittings in contact with water</li> <li>- live, bare wires in accessible places</li> <li>- total failure of lighting in area where risk of fall or injury is high</li> </ul>
<b>Major health hazard</b>	<ul style="list-style-type: none"> <li>- sewage overflowing or backing up into the dwelling</li> <li>- blockages to WCs or soil pipes causing sewage to back up and enter dwelling</li> </ul>
<b>Extensive property damage</b>	<ul style="list-style-type: none"> <li>- faults which may lead to a fire</li> <li>- securing properties after void, vandalism or forced entry</li> <li>- external doors which cannot be secured</li> <li>- burst tanks, pipes or cylinders</li> <li>- water penetration from another property</li> <li>- major water penetration via roof</li> </ul>
<b>Major inconvenience</b>	<ul style="list-style-type: none"> <li>- failure of all lights or all power</li> <li>- failure of heating system in severe weather where no back up is available</li> <li>- failure of communal door entry system</li> <li>- failure of all communal lights</li> </ul>

Please note that where damage or water ingress occurs due to storms and extreme weather, contractors will only be able to undertake external repairs when it is safe to do so.

## Responding to Emergency Repairs

**If you identify an emergency repair you must contact us immediately.**

Our contractors do not arrange appointments for emergency repairs and you will be expected to remain in the property (if it is safe to do so) until the contractor attends to make the repair safe. If you are not home, you will be charged for missing the appointment.

Depending on the type of emergency you may also need to contact one of the below organisations:

Emergency Services	<b>999 or 112</b>
Crimestoppers	0800 555 111
<b>If you smell gas, call Phoenix Natural Gas FREEPHONE:</b>	<b>0800 002 001</b>
National Gas Emergencies	0800 111 999
NI Electricity (NIE)	03457 643 643
Water Service	0845 440 088
Flooding Incident Line	0300 2000 100

## Repairs due to Crime or Forced Entry

**If your home suffers criminal damage and you are an innocent victim, you must report it to the police and provide us with the case reference number.**

You may be able to claim for loss or damage (e.g., from forced entry/exit due to theft) through your own home contents insurance, please check with your provider.

If the police force entry to your home to detect or prevent crime:

- You are responsible for the repair costs if the crime is linked to you, your household or your visitor.
- You will not be charged for the repairs if you, a household member or visitor is not linked to the crime.

## Emergency Repairs

**If you require an emergency repair, please inform Radius as soon as possible.**

**Call us immediately on 0330 123 0888**

# Your Safety & Security

## At Radius, the safety and security of you and your neighbours are paramount. Health and safety is a key part of our daily housing management.

While our schemes have built-in security features, your active role and vigilance is crucial for overall safety within your home and the wider scheme. Taking simple, sensible precautions can significantly enhance your home's security and safety.

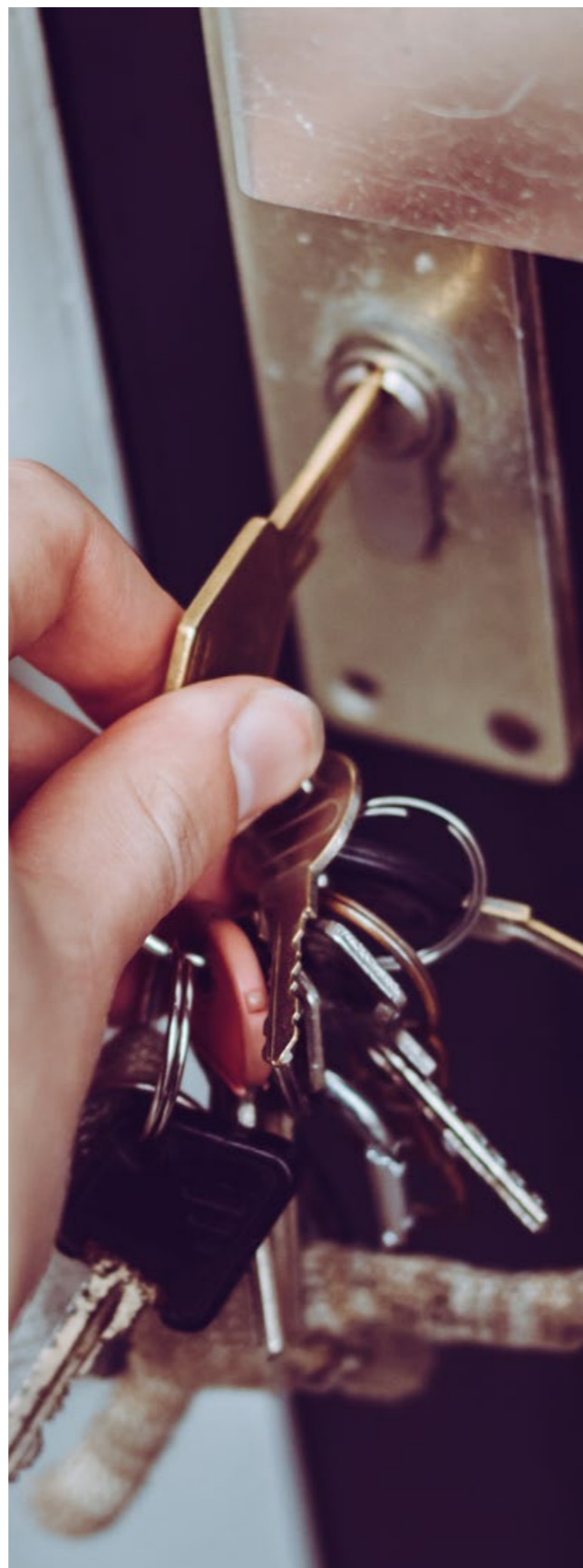
### Keys & Security

Access in an emergency:

- We will record details of any key holders who may need access in an emergency.
- Do NOT fix additional bolts or chains to your door as this will prevent access in an emergency.
- Your Scheme Coordinator will only enter your apartment if invited; if access is required in an emergency situation, they will follow our Master Key Procedure to gain access if required.

### Lost & Replacement Keys

- Report immediately to your Scheme Coordinator, Housing Officer or call us on 0330 123 0888.
- You must pay for replacement keys in advance before any keys are ordered.
- You are not permitted to have copies of the main communal front door key made



### Staying Safe in Your Home

**You should always take necessary precautions to prevent fire, safety and security risks.**

Here are some key actions you can take to minimise risks in your home:

#### Fire Safety & Evacuation:

- Plan your escape and know your escape routes in case of fire.
- Ensure smoke, heat and carbon monoxide detectors are not covered or obstructed.
- Allow access for Radius to service smoke, heat and carbon monoxide alarms and detectors.
- Keep all exit routes clear at all times.
- Never use the lift when evacuating during a fire.
- Be vigilant with naked flames like cigarettes and candles.
- Avoid unnecessary fire alarms from burning toast or unattended grill pans.
- Never use or store bottled paraffin (this is prohibited and breaches your leaseholder agreement).
- Never leave a saucepan unattended on a lit cooker.
- Never smoke in bed.
- Let us know if your circumstances change in a way that would make it difficult for you to evacuate your home in an emergency.

#### Electrical Safety:

- Before bed, check all appliances are switched off and unplugged.
- Don't leave loose wires or cords trailing across the floor.
- Avoid overloading electrical sockets; ensure plugs are correctly wired and fused.
- In a power cut, do not use candles; use a torch instead.

### Home Security:

- Never leave your home unlocked, even for a moment, or leave keys in your front door.
- Never let anyone into your home unless you know who they are. Always ask for identification. Radius staff or those acting on our behalf will gladly show ID. If you have any doubt, pull your emergency cord.
- When you go out, close all windows and lock both front and back doors (where applicable).
- Don't leave carpets or linoleum turned up at the edges (to prevent trips).
- Immediately report any faulty equipment or problems to your Assets Officer.
- If you have a door entry system, this enables you to identify visitors prior to permitting or refusing entry.

**NEVER permit entry to strangers into the scheme or your home. Before letting anyone into your home, ask yourself:**

- Can you see them?
- Do you know them?
- Do you know why they are calling?
- Have they an appointment to see you?
- Have you asked for their ID?

#### Pendants & Pull Cords (where applicable)

- Wear your emergency pendant at home and around the scheme so you can call for assistance in an emergency.
- Do not tie up pull cords on the call system; this could prevent vital contact with your Scheme Coordinator or Radius Connect 24 staff when you need them
- Keep your emergency contact information updated with us. This ensures we can reach them quickly in case of an emergency.

# Fire Safety

## All Radius properties are designed to meet fire regulations.

Where appropriate, your Scheme Coordinator will organise fire drills twice a year.

It's essential that all residents attend and cooperate fully. If you have guests staying, please inform your Scheme Coordinator for evacuation planning.

Radius is committed to fire safety, and conducts regular Fire Risk Assessments of communal areas by competent assessors.

## Emergency Information

If your circumstances change, making it difficult for you to evacuate your home in a fire, please contact us as soon as possible.

We'll conduct a person-centred fire risk assessment to identify the support you need in the event of a fire emergency.

Additionally, if you're unsure about your home's fire strategy or designated assembly point, please speak with your Housing Officer or Scheme Coordinator for clarification.

## Risk Assessment

A Risk Assessment is all about making sure your home is a safe place.

It means looking for anything that could potentially cause harm to you or others and then making sure the right steps are taken to prevent accidents.

You play an important part in this! Please let Radius know if you spot any potential risks or hazards in your home. Your safety is our priority.

For more detailed information, our Risk Assessment Policies and Procedures are available upon request.

## Smoking in Communal Areas

Smoking is prohibited by law in all communal areas of Radius premises, as per the Smoking (Northern Ireland) Order 2006.

This includes use of e-cigarettes/vapes.

## E-Bikes, E-Scooters & Mobility Scooters

Radius understands the fire risks associated with lithium-ion batteries in e-bikes, e-scooters, and mobility scooters.

For the safety of all residents, e-bikes and e-scooters are not permitted to be stored or charged in internal communal areas.

If you live in an apartment block and wish to keep a mobility scooter, you must seek written permission so we can assess and manage the associated risks.

Residents purchase and use this equipment at their own risk and will be liable for any costs related to storage, removal, or damage to Radius property.

For further guidance or advice please contact our office.

## Hoarding

Excessive clutter increases fire, structural, and health risks.

It also puts at risk those members of the NI Fire & Rescue Service who may be called to your home to fight and extinguish a fire.

If you're struggling with clutter or have concerns about a neighbour, please let us know, Radius is here to offer support.



**Remember,  
if in doubt:  
Get out.  
Stay out.  
Call 999.**

# Major Incidents, Storms and Bad Weather

Being prepared for Northern Ireland's stormy weather helps keep you and your home safe. Your safety is our priority and these simple steps you can take can make a big difference.

## Before the Storm

- **Outside:** Secure or bring in loose items and clear drains if safe to do so.
- **Windows & Doors:** Ensure they close securely and report any issues to Radius.
- **Know your Controls:** Locate your water stopcock and fuse box.
- **Emergency Kit:** Have torches, a radio, first aid kits, enough of your prescribed medication, water/food and a charged phone.

## During a Storm

- **Stay Informed:** Listen/read local weather reports
- **Stay Indoors:** Avoid travel, keep windows and doors closed and stay clear during high winds.
- **Power Cuts:** Unplug non-essentials. Never touch fallen lines. Report to NIE Networks 03457 643 643.
- **Flooding:** Move valuables up. If water enters, turn off electricity/gas immediately and don't touch wet electrics. Flooding can be reported to the Flood Incident Line: 03002000 100.
- **Gas Leaks:** If you smell gas, turn off gas, open windows, leave and call NI Gas Emergency Service: 0800 002 001.
- **Risk to Life:** If there is an emergency/risk to life contact 999

## After a Storm

- **Be cautious:** Watch for debris or slippery areas.
- **Report Damage to Radius:** if your home is damaged (e.g. roof leaks), report it to us:
  - Emergencies (major leaks, no heat, electrical risks) call us **immediately** on 0330 123 0888.
  - For less urgent repairs you can request a repair via our online portal or call us on 0330 123 0888

## Emergency Repairs During Storms

During severe weather or storms, our priority is always to keep everyone safe.

This means Radius will focus on the most urgent repairs first, particularly those that pose an immediate risk to safety or cause significant damage.

We understand that you'll want prompt service, but please be aware major incidents/storms might affect how quickly we can respond to less urgent repairs. Generally, our contractors will attend to repairs once the storm has safely passed.

If there's an absolute emergency that requires our staff or a contractor to attend during a storm, we'll first assess the risk to ensure everyone's safety before sending anyone out.



# Your Community

## As a leaseholder in Independent Living accommodation, you have the choice to take part in a wide range of social activities, events and outings.

These can include a weekly lunch club and coffee morning, providing you with an opportunity to enjoy locally prepared and cooked meals and to enjoy socialising with your neighbours and friends.

A key objective of our service is to actively encourage residents to maintain their independence.

Radius' support planning and review process allows and encourages residents to take decisions and make informed decisions with the benefit of advice and assistance.

### Residents Associations & Groups

**A Residents' Association is a voluntary group of neighbours who work together to enhance their community, represent local views, and collaborate with Radius on issues such as services and performance.**

Radius can provide support and signposting, and residents can contact the Resident Engagement Team to find out if a group already exists: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org).

These groups help bring neighbours together, organise social activities, raise issues collectively, promote a healthier community, and run fundraising events.

New groups that are not yet constituted may also apply for support through the Radius Community Chest Grant.

If residents choose to form a group, a constitution will set out how it operates, including financial responsibilities.

A Treasurer is usually appointed to manage funds, maintain clear records, and ensure all payments are authorised by at least two people.

Financial records must be kept up to date and shared with members annually to ensure transparency.

### Stronger Together: Your Voice in Radius

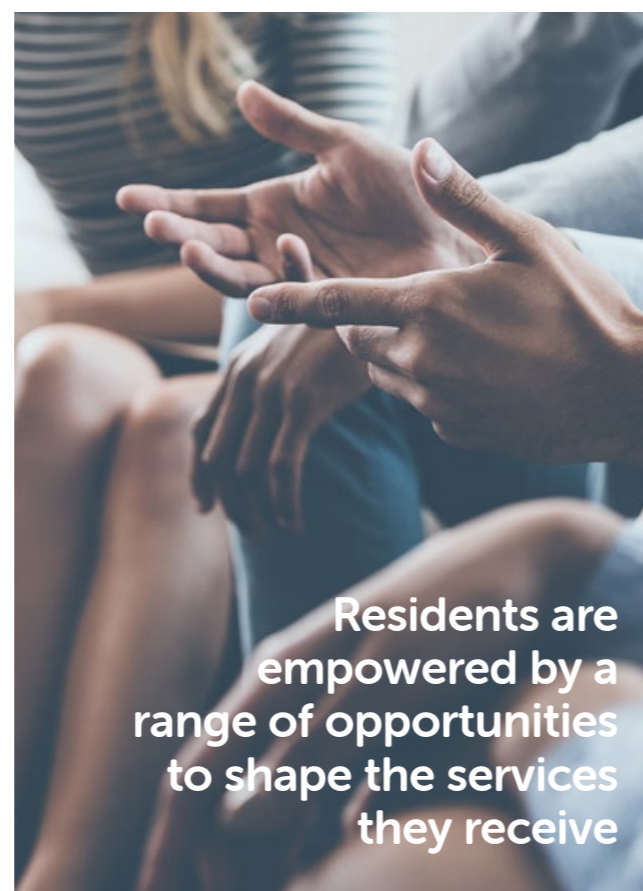
**Radius encourages residents to get involved through our Stronger Together approach, which helps you influence decisions, share feedback, and stay informed.**

By joining the Register of Interest, you'll receive our monthly Radius Mail newsletter with updates, events, and opportunities to participate.

Getting involved helps you influence housing and maintenance decisions, improve communication with staff, understand our services better, meet new people, and help improve your neighbourhood.

There are several ways to participate: join the Engagement Register, contribute to Service Improvement Groups, get involved in Residents' Associations, or complete satisfaction surveys that shape future services.

If you'd like to take part or learn more, please speak to your Housing Officer or Scheme Coordinator.



Residents are empowered by a range of opportunities to shape the services they receive

# Annual General Meetings

## Annual General Meetings (AGM)

AGMs are held every year at your scheme, and they offer an opportunity for you to:

- Stay informed.
- Understand your service charges and financial accounts within your building.
- Have a say in decision making about your scheme
- Meet Radius staff who help manage your scheme and your neighbours.

It's an important part of being a leaseholder, and your participation helps keep the building well-managed and financially healthy.

### What happens at a typical AGM?

#### 1. Residents are advised of meeting date

#### 2. Welcome and Introductions

You'll meet the managing agent, and other leaseholders.

#### 3. Review of Last Year's Accounts

You'll be shown:

- A breakdown of service charge spending and accounts.
- Any savings or overspend (variances) will be highlighted and explained.
- How reserve funds have been used (If applicable) e.g. Sinking fund.

This gives you a clear picture of how money is managed.

#### 4. Update on Building Management

Radius will cover:

- Repairs and maintenance completed – in the past year.
- Any major works carried out in the past year.
- Safety checks and compliance updates (e.g., fire safety, insurance).
- Contractor performance.
- Notify of any future planned works needed and projected costs.

## Do you need to prepare anything?

Radius will provide at least 2 weeks notice of the AGM and send you the agenda and accounts in advance of the meeting and we would encourage you to review these before the meeting. It is up to you how engaged you would like to be. You can:

- Simply come along and listen.
- Bring any questions you want answered or send your queries to us in advance if you are unable to attend.

### If you cannot attend...

Please let us know if you cannot attend. If you have any queries you would like us to raise on your behalf at the AGM, please contact your Housing Officer in advance of the meeting.

#### 5. Budget for the Year Ahead

You'll see the proposed service charge budget for next year, including:

- Planned works.
- Expected cost changes.
- Any upcoming long-term projects.

#### 6. Questions & Feedback

You'll have the chance to raise anything on your mind, big or small.

This might include:

- Cleaning and grounds maintenance
- Parking
- Security
- Repairs
- Social events
- Communication issues

#### 7. Summary & Next Steps

The meeting ends with:

- A list of agreed actions, including sharing of Minutes following the meeting.
- Who's responsible for completing the actions.
- Expected timelines and dates of next meetings.

# Anti-Social Behaviour

**Radius is committed to tackling anti-social behaviour (ASB) and nuisance in order to create safer and better communities for all our leaseholders.**

Anti-social behaviour is defined as acting in a manner that causes, or is likely to cause alarm, harassment or distress to one or more people in another household.

## How Radius Manages your Concerns

We want to make sure we're always taking the right approach to your concerns. Your Housing Officer will strive to understand each situation fully and identify if the concern is actually ASB or a neighbourhood issue.

When you report a complaint of ASB, your Housing Officer will consider:

- Any vulnerabilities involved.
- The severity, frequency, and time of day the incident occurs.
- How you feel about the problem.
- Any support you already have in place.
- Any potential risks.

Your Housing Officer will also help advise whether the behaviour is reasonable or unreasonable – for example, a cooking smell is usually reasonable, but serious incidents or acts of aggression are not.

Based on this assessment, your Housing Officer will establish if the complaint is to be managed by Radius (serious cases) or you, the tenant (lower-level issues).

This approach empowers tenants to resolve minor disputes within the neighbourhood, while ensuring our team has more time to dedicate to the ASB cases that require more resources and support.

In our experience successful resolution of a low level issue in this manner reduces the risk of re-occurrence.

## Anti-Social Behaviour Toolkit

**Our ASB Toolkit, available on our website, offers detailed information on commonly reported anti-social behaviour concerns in our communities.**

It clearly outlines who is responsible for managing each type of issue – for example, reporting criminal activity to the police or concerns about dog welfare to your local council.

## What happens if I report ASB?

**When you contact us to report anti-social behaviour (ASB), we'll acknowledge your report promptly.**

Your Housing Officer will then get in touch to gather a statement, offer advice, and provide support.

It can sometimes be challenging to determine if an incident truly qualifies as anti-social behaviour (ASB), as perceptions can vary greatly based on individual experiences.

However, your Housing Officer will carefully assess each case, working with you to discuss the best steps that you, Radius, and/or other agencies (like the police) can take to resolve the issue.

## Can I make an anonymous complaint?

**Yes, you can make an anonymous complaint.**

However, please be aware that this can sometimes limit the action that Radius or other services can take against the alleged perpetrator and you will not be updated on any progress in the case.

## What are low-level incidents?

**Low level incidents can often be managed by the leaseholder themselves rather than requiring Radius intervention.**

Examples include, but are not limited to:

- One-off party, loud music or barbecues
- Children falling out with one another
- Parking disputes
- Minor lifestyle disagreement (cooking smells etc.)
- Young people playing and gathering socially (unless they are being inconsiderate or intimidating)
- Minor issues with pet noise and fouling.

These are issues where a polite, direct conversation between neighbours can often resolve the matter quickly and amicably, without the need for formal escalation to Radius. We can provide you with advice on having this conversation with your neighbour.

It's important to remember that even persistent low-level complaints can escalate to ASB, and our ASB Policy takes this into account. So, while an initial incident might be low-level, if it continues or worsens please let us know so we can review the case.

## Mediation

If agreed by both parties, Radius can support leaseholders by offering mediation to help find a fair and amicable resolution together.

## Our Commitment to Addressing ASB

If it is confirmed that the report is more serious and needs to be managed under our ASB Procedure we will:

- Quickly and formally acknowledge reports of anti-social behaviour;
- Seek to investigate reported instances of anti-social behaviour in a timely manner;
- Provide advice and support to leaseholders;
- Establish inter agency working where appropriate;
- Identify, interview all interested parties and take appropriate and affirmative action within our remit as Registered Social Landlord;
- Use legal action when all efforts at conciliation have failed. Action can include possession, injunction and applying to relevant authorities for an Anti Social Behaviour Order;
- Endeavour to take action on behalf of Radius leaseholders who are the victims of anti-social behaviour;
- In the context of re-housing, take full account of any anti-social behaviour carried out by the housing applicant or their household, to the extent that this is permissible.

Each case is regularly reviewed to determine when further action is required and regular updates are provided to those involved.

## Domestic Violence is a Crime

If you or someone you know is experiencing domestic violence or abuse in Northern Ireland, there is help available.

It's crucial to remember that domestic abuse is a crime and should be reported to the Police.

# Our Service Standards & Performance

## Customer Service Standards

### Our customers are at the heart of everything we do.

We are committed to providing the highest standards of customer care and customer experience at all times.

Our customer service commitments set out what you can expect from us and our partners.

These five commitments and their measures will be reviewed and updated over time to make sure they meet your needs and continue to cover your priorities and concerns.

### Our Five Commitments to You

1. Make it easy for you to deal with us.
2. Listen and act with openness, honesty and transparency.
3. Always try our best to put things right.
4. Keep your home well maintained
5. Provide information, support and advice to help you manage your home.

Our Customer Service Standards are regularly reviewed. You can find the full details of these standards on our website.

### Mutual Respect

#### We are committed to fostering a community built on mutual respect.

Just as we promise to treat you with courtesy and professionalism, we expect that you will extend the same respect to our staff, contractors, and anyone working on our behalf.

We have a zero-tolerance policy for any form of abuse directed towards our team members. By working together respectfully, we can ensure a positive and safe environment for everyone.

### Radius Performance

#### Our service standards and performance targets undergo an annual review by our Board of Management and Senior Management Team.

To ensure transparency, we share our performance against these targets with all customers in an Annual Report.

On a monthly basis, our Senior Management Team and Operational Managers closely review performance. This allows us to quickly identify areas needing action or improvement and to monitor progress on all planned initiatives.

### Valuing Your Feedback

#### Your voice is crucial to our continuous improvement.

At Radius, we actively listen to you through several channels:

- **Regular Resident Satisfaction Surveys:** The results directly inform the development of our new targets, strategies, and projects.
- **Resident Meetings:** We consider your valuable input from these discussions.
- **Compliments and Complaints:** Both positive feedback and concerns help us shape our decisions.

This comprehensive approach ensures we continuously enhance and tailor our services based on your feedback, allowing us to prioritise areas needing immediate action and guide our decision-making.

We're always working to improve and ensure the best experience for our tenants.

### Promoting Equality and Diversity

#### Radius is deeply committed to promoting equality of opportunity and fostering good relations.

Our overarching goal is to create an environment that embraces diversity and champions equality for all.

Radius' Equality Scheme clearly communicates this commitment to all our residents.

It's our policy to provide equal opportunity to everyone, irrespective of:

- Gender, marital, or family status
- Religious belief or political opinion
- Disability
- Race, ethnicity, or colour
- Nationality
- Sexual orientation
- Age

### Benchmarking Our Performance

#### We believe in learning from the best.

Radius annually compares its performance against a wide range of other housing providers and regulators. Beyond this formal process, we engage in continuous, informal benchmarking to stay ahead.

We also conduct Best Value Reviews periodically, constantly seeking to enhance our performance and deliver greater value to our residents.

### Quality Assurance and External Recognition

#### Radius understands the significant value of externally assessed quality marks.

These certifications confirm our ability to achieve and maintain high-quality service, benchmarked against nationally agreed and recognised standards. They are a testament to our ongoing commitment to excellence.

Our Gold Tenant Participation Accreditation reflects our unwavering commitment to genuinely engaging with tenants. It shows we're dedicated to delivering high-quality service by actively listening to the voices of those at the heart of everything we do.

### Keeping Your Data Safe

We are committed to protecting your privacy and handling your personal data responsibly. As a resident, we collect and process certain information about you to manage your lease effectively.

Radius adheres to the principles of the General Data Protection Regulation (GDPR) and other applicable data protection laws. We will only use your data for legitimate purposes related to your lease, and we will never share it with unauthorised third parties.

Your data will be stored securely and for no longer than necessary. If you have any questions about how we handle your personal information, please do not hesitate to contact us. Our most up to date Privacy Policy is available on our website.

# Complaints & Compliments

## At Radius, we are dedicated to providing excellent homes, support, and care.

Your feedback is vital, whether you want to recognise exceptional service or you feel we haven't met your expectations.

### Complaints Policy

#### We strive to get it right every time, but if we fall short, we have a clear process to address your concerns and improve our services.

A formal complaint allows us to resolve your issue and investigate what went wrong.

Common reasons for a formal complaint include:

- A service not delivered on time or of poor quality
- Incorrect information provided
- Concerns about a staff member or contractor

Radius aims to resolve complaints efficiently and fairly, always in line with our Complaints Policy.

You can find our comprehensive, three-stage policy on our website at [www.radiushousing.org](http://www.radiushousing.org), or you can contact our office for a copy.

### Expression of Dissatisfaction

#### If you're unhappy with a service or situation, you can raise an Expression of dissatisfaction.

This informal complaint is usually resolved quickly by the staff member involved and won't become a formal complaint unless you ask for it to be escalated.

### How to Make a Formal Complaint:

You can lodge a formal complaint in several ways:

- Telephone: 0330 123 0888
- Email: [complaints@radiushousing.org](mailto:complaints@radiushousing.org)
- Online: Use the complaints section of our website: [radiushousing.org](http://radiushousing.org)
- In Person: At your regional office or sheltered housing scheme
- In Writing: To our Complaints Officer (full address available on our website)
- Via a third party: for example a relative, councillor, MP etc.

When making a formal complaint, please tell us what we can do to improve things or resolve the issue.

### Stages of a Formal Complaint

In summary, the three formal complaints stages are:

#### Stage 1: Formal Complaint

All formal complaints begin at Stage 1, typically handled by a manager in the relevant department.

We'll acknowledge your complaint and assign a complaint handler within 2 working days, aiming for a full reply within 20 working days.

If we need more time, we'll let you know and provide a new target date.

If you don't respond to our reply within 20 working days, we'll consider the matter resolved.

#### Stage 2: Internal Review

If you're still unhappy after Stage 1, you can request a Stage 2 review by writing to the Chief Executive or relevant Director.

Please submit this request within 20 working days of our first response, including your original complaint reference if possible.

We'll acknowledge your request within 2 working days.

A different officer will investigate, and we aim for a full written response within 20 working days, extending this with notice for more complex cases.

#### Stage 3: Independent Review (Ombudsman)

If your complaint remains unresolved to your satisfaction after Stages 1 and 2, you can ask the Northern Ireland Public Services Ombudsman (NIPSO) to investigate.

The Ombudsman is completely independent of Radius and typically expects you to have completed the previous stages of our complaints process first.

Radius will fully cooperate with any investigation by the Ombudsman.

The Ombudsman Service can be contacted at:

Post: Freepost NIPSO or  
NI Public Services Ombudsman,  
Progressive House  
33 Wellington Place,  
Belfast  
BT1 6HN

Telephone: 028 9023 3821

Text Phone: 028 9089 7789

Freephone: 0800 34 34 24

Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)

Website: [nipso.org.uk](http://nipso.org.uk)

### Compliments

If a Radius staff member has provided exceptional service, or we've exceeded your expectations, we'd love to hear about it!

Your compliments help us showcase great performance and continually improve our standards.

#### To compliment us:

You can call us on 0330 123 0888, email: [info@radiushousing.org](mailto:info@radiushousing.org), or write to the Director of Communities at:  
Radius Housing,  
FREEPOST  
BEL4018  
Holywood  
BT18 9BR

# Moving out

**When the time comes for you to move out of your home, we aim to work with you to ensure the process is managed as smoothly as possible.**

Our Housing Officers are here to guide you through every step of this process.

The way in which a property is sold will depend on the individual Scheme and the terms of your lease. In most cases, properties are sold through an estate agent.

Radius reserves the right to approve any proposed purchaser, and the Housing Officer will normally meet informally with the prospective purchaser in their home as part of this process.

You will remain responsible for paying service charges up to and including the date the sale is legally completed. In addition, there may be costs associated with any necessary repairs or redecoration required before the property can be resold.

Depending on the terms of your lease, a payment to the Sinking Fund may also be due when the property is sold.

## In the Event of Death

**We understand that coping with the loss of a friend or family member is incredibly difficult, and managing their affairs during such a challenging time can be overwhelming and upsetting.**

To formally end the Lease Agreement the representative must inform us in writing. You will also be asked to provide a copy of the death certificate.

Please note that all service charges will continue until the Lease is officially ended.

Where a lease is transferred by gift, will, mortgage, trust, or by operation of law following the death of a leaseholder, Radius has the right to apply the relevant lease provisions regarding valuation and payment.

The open market value of the property will be agreed between Radius and the legal representatives of the estate.

This market value will be treated as the purchase price for the purpose of future calculations under the lease.

## Notifying Other Agencies

When you leave, remember to inform the following agencies:

- Electricity Provider: Power NI/SSE/ Airtricity
- Gas Supplier: Phoenix Natural Gas/SSE Airtricity (if applicable)
- Northern Ireland Housing Executive: if you receive Housing Benefit
- Social Security Agency: if you receive Welfare Benefits
- Telephone Company: if applicable
- Post Office: to redirect your mail



# Glossary of Terms

## Assignment

This is the process of transferring the lease to someone else.

## Audit

An examination, usually of financial accounts.

## Board

This is the voluntary group of members who set our policies and strategies and monitor our activity

## Common areas

The parts of the building or estate that can be used by all the residents.

For example; stairs, corridors, lifts, communal gardens, paths, communal bin stores, car park.

## Consents

Written permission you require from Radius Housing Association to do various things, such as make structural alterations.

## Consultation

This is the process of asking for other people's opinions.

Where possible, we will consult you about anything we do that affects your property.

## Cyclical maintenance

Maintenance work that we usually do on a programme.

## Improvement

Doing more work to a property than is required, to satisfy an obligation to repair.

## Lease Agreement

A legally binding contract granted by a leaseholder to another party, which transfers possession of property for an agreed fixed period of time, usually for the same period as the leaseholder's head lease.

## Leaseholder

A leaseholder (or "lessee") is the owner of a long lease of a property.

The terms "leaseholder" and "lessee" have the same meaning.

For the purposes of this handbook we describe leaseholders as residents.

## Scheme Coordinator

An employee of Radius who manages the day to day running of the Scheme.

## Service Charge

An amount payable by residents for services, repairs, maintenance, improvements, or insurance, which may vary, from year to year, according to the costs incurred.

## Sinking Fund

A fund held in trust by Radius, on behalf of the leaseholders, which is set aside, and represented in cash, to cover the cost of major works or other significant items of future expenditure.

Also known as a reserve fund.

## Sub-letting

A process whereby a leaseholder grants a tenancy to a third party, which is usually a short-hold tenancy.

## Scheme

A Leaseholder Scheme shortened to Scheme for the purposes of this handbook typically comprises apartments or bungalows grouped together around communal spaces and facilities with adjoining car parking and communal gardens.

A scheme may have a name that differs from your postal address and refers to a wider collection of properties in the same development.

# Radius HOUSING



**Central Office:** 3-7 Redburn Square, Hollywood BT18 9HZ

**t:** 0330 123 0888

**e:** [info@radiushousing.org](mailto:info@radiushousing.org)

**w:** [radiushousing.org](http://radiushousing.org)

**Everyone has a place**