

Tenant Handbook

2026 Edition - 26.2

Everyone has a place

Radius HOUSING



We understand that some tenants 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 would like to take this opportunity to extend a sincere and warm welcome to your new home. We hope you will thoroughly enjoy your home and that the information contained within this handbook will provide assistance and guidance with regards to all aspects of your tenancy with us.

Radius is dedicated to the provision of high-quality and affordable social housing and associated support services. We aim to provide modern, comfortable and secure accommodation to meet the housing needs of families, singles and older people.

We seek to build sustainable communities where tenants can enjoy living in their homes with the mutual respect of neighbours. Through the provision of energy efficient housing designs we will protect the environment and reduce living costs.

Building a strong community is a shared responsibility. We expect our tenants to actively contribute to a respectful and inclusive environment by showing courtesy to neighbours and Radius staff. This includes refraining from any form of harassment or discrimination, being mindful of noise and keeping shared spaces clean. By working together, we can ensure our community is a place where everyone feels safe and valued.

Key to our service delivery is the role of our trained and experienced staff who respond sensitively to the needs of tenants; in a way that promotes and encourages independence, social well-being and greater participation in the delivery of a comprehensive housing management service.

After acceptance of a tenancy with Radius, you will receive a copy of your Tenancy Agreement. This document is legally binding between you, the tenant, and Radius Housing Association and sets out our respective obligations and responsibilities. This handbook provides you with explanatory information relating to the terms of your tenancy and should be read in conjunction with your Tenancy Agreement.

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 will do the following:

Repairs

Radius is committed to providing you with a safe, secure, and well-maintained home.

You can report a repair by calling us on 0330 123 0888 or via our website 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 shared areas of your building and estate clean and tidy including maintaining any shared lifts or doors.

Security

We promise not to enter your home without your permission or without a court order. We don't keep any spare keys!

Insurance

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

Rent, Service and Heating Charges

We will review your rent, service and heating charges annually, with changes normally taking place in April.

We will only change charges mid-year in exceptional circumstances, such as sudden unexpected cost increases or decreases. Doing this protects you from a much larger increase or build-up of costs the following April.

We will always give you 28 days written notice before any changes take effect.



Your promise to Radius

As a Radius tenant you promise to:

- ✔ Pay your weekly / monthly rent and other charges in advance
- ✔ Pay for your other bills separately — such as gas, electricity and water
- ✔ Keep your home and garden clean and tidy
- ✔ Regularly check your smoke detector. We recommend testing it once a week
- ✔ Be aware of the fire safety rules for your building
- ✔ Let us know if your home needs a repair
- ✔ Live in the property as your only home
- ✔ Allow us to come into your home with a pre-agreed appointment
- ✔ Allow us to service your boiler once a year
- ✔ Tell us if you will be away from your home for more than a month
- ✔ Keep your vehicles taxed, repaired and insured
- ✔ Give us at least four weeks' written notice when you wish to end your tenancy and leave your home
- ✔ Clear and clean your home of all belongings and return all your keys to us when moving out.
- ✔ Treat our staff with respect
- ✔ Provide access to your home when required, e.g. to carry out a repair
- ✔ Pay for any damage or rechargeable costs incurred promptly
- ✔ Do not get involved in any antisocial or inappropriate behaviour and be a good neighbour

You promise not to:

- ✘ Cause nuisance or use violent or threatening behaviour to your neighbours, our staff or others
- ✘ Overcrowd or damage your home
- ✘ Ignore or disregard the domestic waste and recycling guidelines set by your local council in the use of your individual or common bin stores
- ✘ Smoke 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

If you would like to:



Keep Pets



Run a business from your home



Make any home improvements or alterations



Keep a Mobility Scooter



Install an Electric Vehicle (EV) Charging Point



Park caravans or other large vehicles by your home or on your street



Transfer or swap to another social housing property



Take in sub-letters or lodgers



Succeed a tenancy

You will need to get permission from Radius first.

Full details are available in the Matters that Require Written Permission section

Pay your rent the easy way

The easiest way to pay your rent is by Direct Debit, as payments are automatically taken.

If you prefer to make a manual payment each week this can be done over the phone or via your PayPoint pay card in a local shop or post office or the AllPay website or App (www.allpay.net).

You must pay your rent in advance. This means you will need to make a payment before your regular payments commence.

If you are waiting on **Housing Benefit** or **Universal Credit**, you are responsible for paying the rent yourself until those payments start. Payments should be made directly to Radius.

Get in touch

Call Us

Call **0330 123 0888** for all tenancy enquiries and repairs.

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

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

For urgent support or advice outside these hours, our Connect 24 team can assist with emergency repairs, dispatching contractors within 24 hours to make your home safe.

Prefer to go online?

Visit: **www.radiushousing.org**

Our website is available for self-service. You can easily report repairs, report anti-social behaviour, pay rent, access policies and more.

Visiting our offices

Our offices are open Monday - Thursday, 9am - 5pm, and Friday, 9am - 4:30pm.

Head Office 3-7 Redburn Square, Holywood BT18 9HZ

North West Office 7 Racecourse Road, Derry-Londonderry BT48 7RB

Southern Office Ballybot House, 22 Cornmarket, Newry BT35 8BG

North East Office Deerfin Fold, Wakehurst Road, Ballymena BT42 3JL (visits by appointment only)

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



Your Tenancy

Moving In Checklist

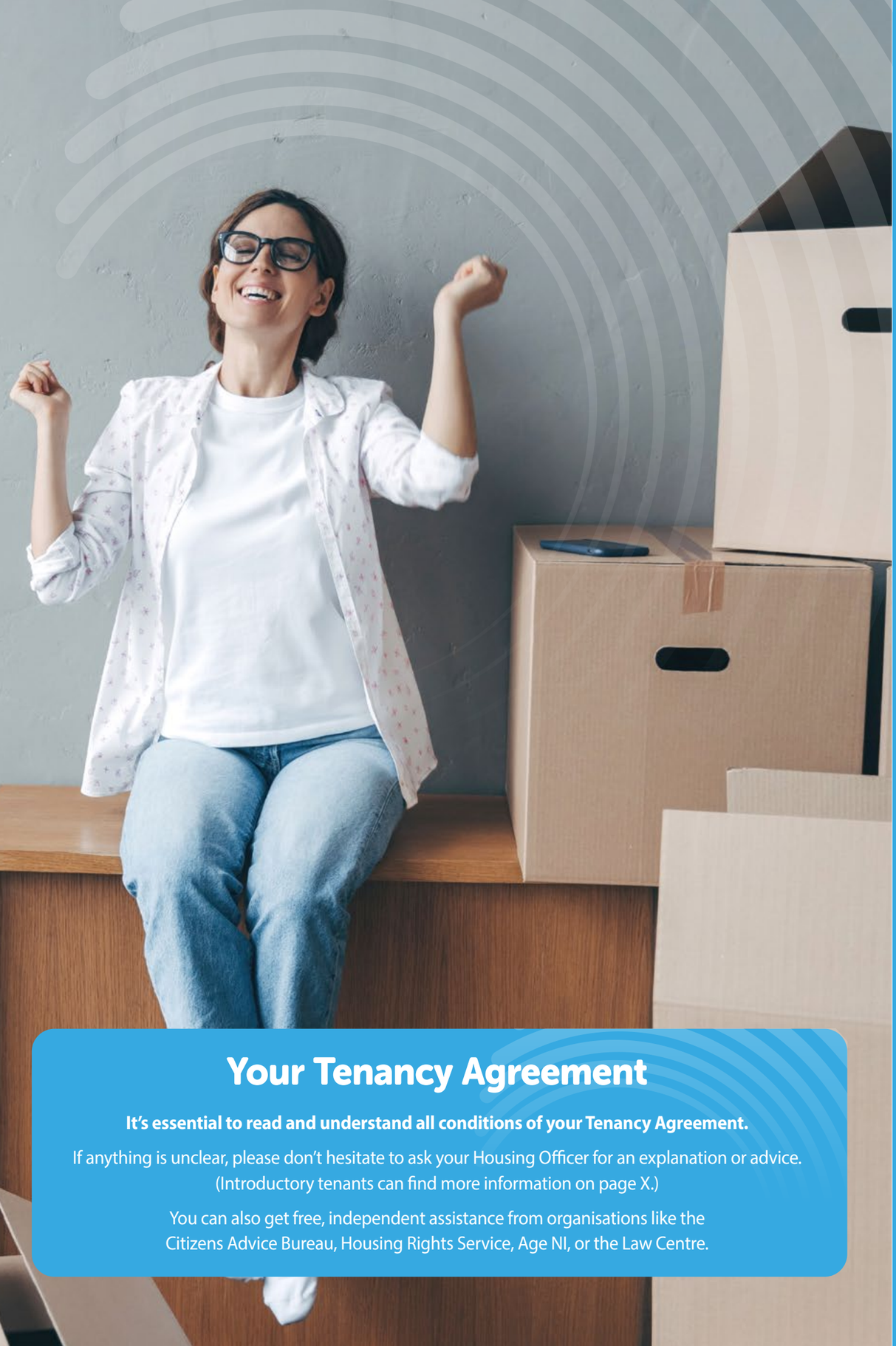
To help you settle into your new home, please remember the following:

- Notify your previous landlord of your move.
- Redirect your mail with essential contacts (e.g., benefits, bank, doctor, phone company).
- You will receive keys and information on electricity and heating at sign-up.
- Contact your electricity and gas supplier directly (or if applicable, arrange fuel for your oil tank). Radius leaves gas and water installations serviced and ready; you only need to arrange your supplier accounts.
- **Report any gas smell**: 0800 002 001 (evacuate property immediately)
- Arrange Home Contents Insurance to protect your possessions.
- You are responsible for decorating, fitting floor coverings (except kitchen/bathroom), and certain repairs.
- For alterations to your home (e.g., structural changes, installing new fixtures), you must request written permission from Radius.

Consumer Council

You can find out more about electricity, gas and oil suppliers and price comparisons in Northern Ireland via the Consumer Council Website. The Consumer Council also has information on home contents insurance.

Click or scan the QR Code



Your Tenancy Agreement

It's essential to read and understand all conditions of your Tenancy Agreement.

If anything is unclear, please don't hesitate to ask your Housing Officer for an explanation or advice. (Introductory tenants can find more information on page X.)

You can also get free, independent assistance from organisations like the Citizens Advice Bureau, Housing Rights Service, Age NI, or the Law Centre.

Introductory Tenancies

Your Introductory Tenancy

Under the Housing (NI) Order 2003, all new Radius tenants who haven't previously held a secure social tenancy will start with a 12-month Introductory Tenancy.

This is a trial period designed to ensure you can look after your home and live peacefully with your neighbours, adhering to the conditions set out in your Tenancy Agreement.

Your Tenancy Agreement, which you'll sign before moving in, details both your rights and responsibilities and those of Radius.

These terms ensure you can enjoy your home while also allowing Radius to address any breaches of conditions, including anti-social behaviour.

If your Introductory Tenancy period is problem-free, you'll automatically become a Secure Tenant with full secure tenancy rights.

We hope you have a smooth start, and we're here to help if you face any difficulties.

However, it's important to know that an Introductory Tenancy means you have fewer rights than a Secure Tenant, and you could face quicker and easier eviction if you break your Tenancy Agreement.

As an introductory tenant, you do not automatically have the right to:

- ✘ Take in lodgers
- ✘ Sub-let any part of your property
- ✘ Make improvements to your home
- ✘ Exchange your home with another tenant
- ✘ Join the transfer list

However, in exceptional circumstances, you may apply in writing to Radius for permission to take in lodgers, improve your home, or apply for a transfer/exchange.

Our Area Housing Manager will assess your request based on your specific situation.

What if there are any problems?

We aim for all our tenants to successfully move from an Introductory Tenancy to a Secure Tenancy. However, Radius will take action if the Tenancy Agreement is broken.

If a breach occurs, we will investigate to understand the circumstances and determine the best course of action.

If the problem is serious, or if a tenant doesn't cooperate with our attempts to find a solution, **Radius may pursue legal action to evict the tenant**.

As an Introductory Tenant, such actions can be taken for issues including, but not limited to, unpaid rent or charges, anti-social behaviour, or other tenancy breaches like denying access for gas boiler servicing.

What if there is a report of anti-social behaviour in my Introductory Tenancy period?

Radius is committed to protecting our communities and properties.

If we receive a report that you, someone living with you, or a visitor to your home has been acting in an anti-social way, Radius will conduct a thorough investigation. This can include:

- Collecting evidence
- Interviewing witnesses
- Speaking with the police

If a complaint is justified, we'll take any necessary action, depending on the circumstances. We might bring in a mediation expert to help find a solution.

It's important to be mindful of your behaviour. If your actions are extreme or if you don't adjust your behaviour, we will seek to evict you.

Please remember, we can take action whether the anti-social behaviour occurs in your home, outside of it, or anywhere in the local area.

What happens if Radius seeks to end my Introductory Tenancy?

If Radius finds that the terms of your Introductory Tenancy have been broken we will serve a 'Notice to Quit'. This means we intend to seek a decision from the court to obtain an order for possession, and this will lead to your eviction.

Seek Independent Advice

You should seek independent advice on the 'Notice to Quit' by contacting the Citizens Advice Bureau, Housing Rights Service or a solicitor.

Appealing a Notice to Quit

To appeal a decision, you must submit a written request within 14 days of receiving your 'Notice to Quit', or you'll lose your right to appeal.

The review is usually through correspondence, but you can request a personal hearing, for which we'll give you 5 days' notice.

You have the right to:

- Be accompanied (e.g., by a solicitor)
- Call and question witnesses
- Submit written evidence

Send your appeal request to:
Senior Head of Housing,
3-7 Redburn Square,
Holywood BT18 9HZ.

An independent Radius Review Panel will consider all information.

If the Panel upholds the decision to end your Introductory Tenancy, Radius will seek a Court Order for Possession, which cannot be appealed.

If the court terminates your tenancy and you don't vacate, Radius will enforce the order, potentially impacting your future social housing assistance eligibility.

Rent, Charges & Payments

Your Payments

Rent and other charges to your home are charged weekly.

Paying rent is a core requirement of your tenancy.

Non-payment will lead to arrears, legal action, and could result in the repossession of your home.

Your rent, service charges and heating charges apply for the full length of your tenancy. This means the charges remain payable as normal even when you are away from home. For example, if your home has a communal boiler, your standard heating charge still applies if you are away on holiday.

Making a Payment

There are several ways you can pay your rent:

- **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 rent changes. Contact your Income Officer if you need to cancel.
- **Smartphone:**
  Pay using the AllPay App, free to download from your App store (Apple, Google Play).
- **Telephone:**
  Call our office at 0330 123 0888 (Option 2) 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." Please write your full name, address, and Tenancy Reference on the back.
- **Direct to Staff/Office:**
  Pay by cash or cheque directly to your Scheme Coordinator or Housing Officer, or at your regional Radius office. You'll receive a receipt for your records.

Service Charges

We apply service charges to ensure that communal facilities, shared spaces, common services and other key amenities are safely maintained and available for the collective benefit of all tenants, all year round.

Service charges are shared equally among all tenants so that everyone can enjoy well-maintained communal spaces and facilities. Depending on where you live, these costs help cover everyday services such as:

- Lighting and heating in shared corridors, halls and common rooms.
- Gardening, grounds maintenance and maintaining car parks.
- Cleaning communal areas, including deep cleaning bin stores.
- Pest control and security services when needed.

We aim to get the best value for money for your service charges. We carefully select contractors who share our values and balance quality, price, and environmental care to give you the best service. If you ever notice that work isn't up to standard, please speak to your Scheme Coordinator, Housing Officer or Assets officer.

Your service charge is based on what your scheme actually spent in the last year. Working together with your neighbours to look after shared spaces and manage energy use helps keep charges lower for everyone.

Heating Charges

Depending on where you live, you may have a weekly heating charge. This charge has two parts:

- **Energy Units Used:**
  To ensure energy costs are fair for everyone, we split energy bills across your whole scheme. This covers energy used in your individual apartment as well as shared areas like corridors, outdoor lighting etc.
- **Cost of Heat & Light:**
  These percentages are applied to the total annual cost of heating and light for the communal areas of the scheme. The cost for communal areas is included in your Service Charge.

Our Income Officers are here to help

Our Income Team will monitor your rent account to check that the charges for your property are paid. They are your "go to" team if you have any queries or concerns about your rent account.

If You're Struggling to Pay

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

Failing to pay rent breaches your tenancy conditions and puts your home at risk.

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, usually with your Income Officer.

However, if this agreement is broken, we will take further debt recovery action, which may include a Notice Seeking Possession of your home and legal proceedings. We may also apply for direct deductions from your Social Security Benefits.

Consequences of Court Action

If legal action begins, you could face:

- Eviction from your home.
- Responsibility for all legal costs, in addition to your arrears.
- Difficulty getting future credit or loans.
- Disqualification from the Common Waiting List, affecting future rehousing with NI Housing Executive or other Housing Associations.
- Inability to get a reference for mortgage lenders.
- Debt and Welfare Support.

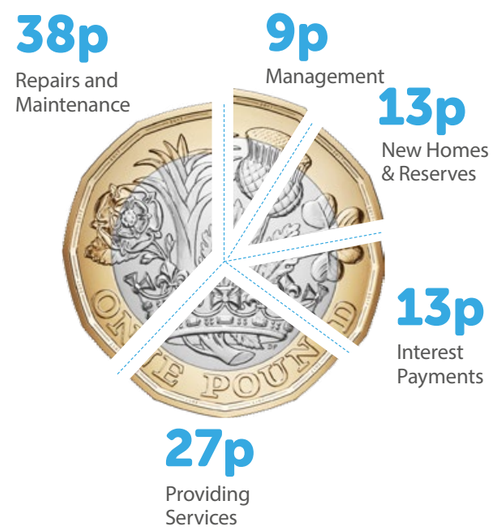
Housing Benefit and Welfare Changes

Benefit rules are changing. If you previously received Housing Benefit, your entitlement may have changed. It's crucial to immediately inform your Income Officer of any changes to your circumstances or benefit entitlement.

Radius has dedicated Financial Inclusion Officers who can assist you with benefits, money advice, or connect you with other independent services. Contact your Income Officer

How your Rent & Service Charges are spent

Repairs & Maintenance	**38p**
This is the largest portion, dedicated to keeping your home safe, secure, and in good condition. It covers everything from fixing leaks to ensuring your heating works properly.	
Providing Services	**27p**
This ensures essential services that make your living environment better. Think of it as covering the costs for cleaning communal areas, maintaining the communal grounds around your home, and other support services that enhance your community.	
New Homes	**13p**
A portion of your rent goes towards building new homes. This helps to meet the ongoing housing demand and contributes to maintaining financial reserves. These reserves are crucial for safeguarding the current and future services you receive.	
Interest	**13p**
This covers the costs associated with borrowing money. Housing providers often borrow to fund the construction of new homes and to maintain existing properties, ensuring they remain in good shape for tenants like you.	
Management Costs	**9p**
This covers the day-to-day running of housing operations. It includes staffing (the people who help you with your queries and issues), customer service, and all the administrative tasks needed to manage your tenancy and property effectively.	



*These are indicative costs, which may vary from scheme to scheme

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.

Any work done without prior approval may result in you being recharged for the cost of restoring the property to its original condition.



Pets

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

Permission is unlikely 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.



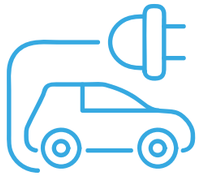
Mobility Scooters

If you live in an apartment and plan to have a mobility scooter at the scheme, you must get written permission from Radius first.

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.



Electric Vehicles

If you plan to install an EV charging point at your Radius home, you must get written permission first.

This generally requires private off-road parking (e.g., a driveway). If approved, you are responsible for all installation, maintenance, and removal costs. Tenants without private parking are advised to use public charging.



Sub-Letting and Lodgers

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



Transfer to Another Social Housing Property

We understand that your household's needs can change, and you may wish to transfer to a different social housing property.

If you're interested in applying for a transfer, please contact our office. We'll arrange a meeting to assess your needs and add you to the social housing waiting list for alternative accommodation.

Radius processes transfer applications in line with the Housing Selection Scheme. Please note that your request will normally not be considered if any of the following apply:

- You have lived in your current home for less than 2 years.
- You have rent arrears of 4 weeks or more.
- You have not kept your home in good condition, or we have charged you for repairs.
- You have been found guilty of a serious breach of tenancy.

If you are offered a new property, you will be required to follow our normal process to end your tenancy with us.



Mutual Exchanges

As a social housing tenant, you can arrange a mutual exchange (also known as a direct exchange) to swap homes with another social housing tenant.

This is a great option if you need a different size home, want to move to a new area, are looking for a more suitable property, or prefer not to wait for a traditional transfer. You must get our permission before exchanging your tenancy, we may not approve your exchange if:

- You owe us rent.
- The new property is too big or too small for your household.
- Your current home is adopted or part of an independent living scheme and the new tenant doesn't need this type of accommodation.
- Your home is subject to a court order for possession.
- You've made unapproved improvements or alterations to your current home.

When you accept a new property through a mutual exchange, you take it in its current condition. We won't carry out any repairs unless they're necessary for health and safety.

If you would like to find out more about mutual exchange please contact our Housing Team.

Apartment Living

Living in apartments and shared building space comes with unique responsibilities and expectations.

Please review the terms of your tenancy agreement carefully. It outlines your responsibilities and rights as a tenant, including further information on the subjects stated below.

Noise

- Keep noise to a minimum, especially between the hours of 11PM & 7AM. Please report excessive noise to your local council.
- Be mindful of neighbours above and below you, this includes minding your steps. You can fit appropriate flooring which can limit noise made whilst walking.
- Do not pull/push furniture, for example chairs, especially if you have an apartment below you.
- Be mindful of noise if you are having a social gathering and ensure no disruptive noise after 11pm. Consider making neighbours aware that you intend on having a gathering.
- Consider other residents when ringing doorbells. Do not call other residents to gain access to the block via the communal door. Please ensure you bring your communal door key when you leave your apartment.
- Whilst in the communal area please ensure all children are supervised.
- Consider buying high-quality headphones/keeping the volume low if you enjoy watching TV and listening to music late into the night.
- Be considerate and try not to use washing machines and tumble dryers at night, as neighbours may be trying to sleep.

Pets

- All tenants must apply to keep a pet and sign/adhere to the Responsible Pet Owner Agreement, if their application is successful.
- Please contact your local council/dog warden if you are experiencing noise issues or have concerns around a neighbour's pets' welfare.

Parking

- Use allocated parking spaces (if applicable), and ensure any visitors follow parking rules.
- Park between the lines and be considerate to others.
- Do not park your car blocking others, even if it's just for 5 minutes.

Safety and Security

- Keep shared entrances and exits clear – This will enable a safe exit in the case of an emergency.
- Do not allow strangers into the building unless they are verified visitors.
- Familiarise yourself with fire safety procedures. Know the location of fire exits & alarms.

Anti-Social Behaviour

- Report any antisocial behaviour or suspicious activity to Radius Housing or local authorities, if necessary. Radius Anti-Social Behaviour Toolkit can provide assistance and advise on how to identify and report incidents. (This can be found on the Radius website)
- If there are any incidents of a criminal nature, please ensure these are reported to the PSNI.
- We may temporarily appoint a security operative to attend a housing scheme for the comfort and safety of tenants living there and/or to manage disturbances and incidents of ASB. The cost of this additional service will generally be recovered through the Service Charge.

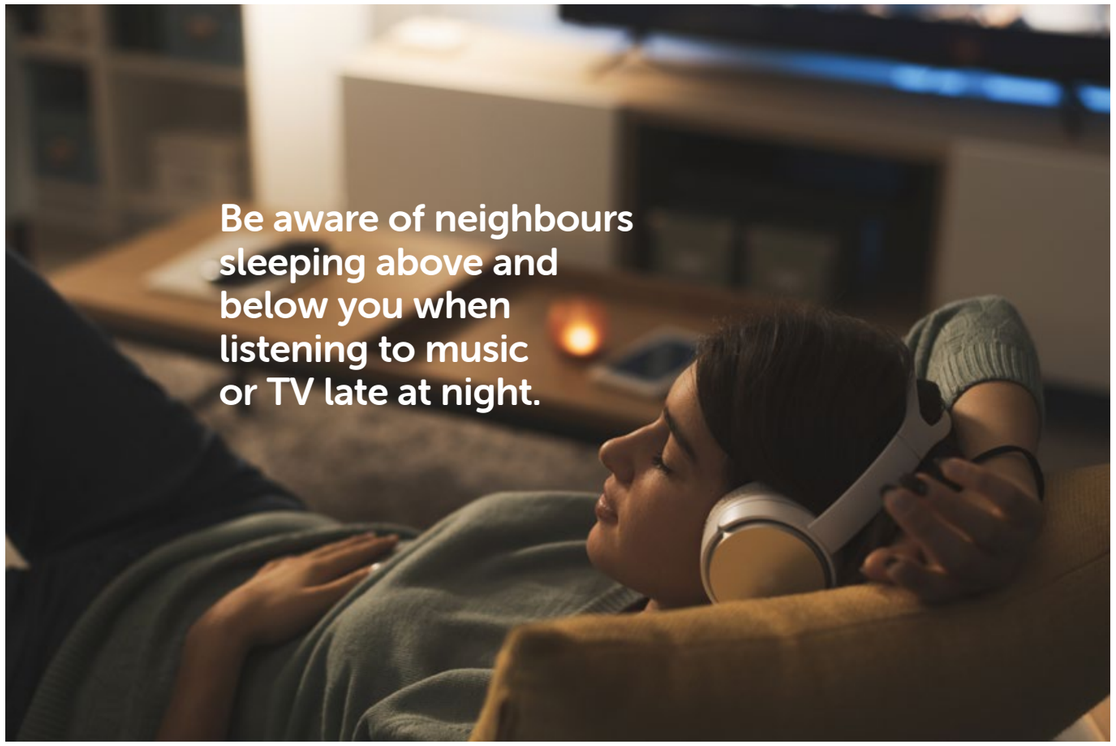
Communal Areas

- Avoid leaving personal belongings (e.g., bikes, electric bikes, prams, electric scooters) in hallways or shared spaces.
- Drying clothes and storing items is not permitted in communal spaces.
- Do not throw things out from your balcony or windows.
- Do not over fill the lift. It has a weight limit.
- It is not permitted to use communal sockets for any purpose.

Bins and Recycling

- Rubbish Disposal: Use the designated bin store and recycling facilities - Do not leave rubbish in communal areas.
- Put your rubbish in the proper bins provided and recycle whenever you can. Please make sure to follow your local council guidelines so your rubbish is collected on time.

  When waste is not sorted correctly, the council may refuse to pick it up, resulting in extra deep cleans that increase Service Charges for everyone. Working together keeps our shared spaces tidy and avoids unnecessary costs. Repeated violations of council waste guidelines may result in legal action
- Do not leave rubbish/unwanted furniture/electrical items in the communal areas. Large items can be collected by your local council.



Independent Living

Independent Living for Over 55s

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

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 tenant 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 Connect 24 call system for a safe and secure living environment, alerting staff or advisors who will respond.



Independent Living

Scheme Coordinator Support

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

Their responsibilities include:

- **Promoting Independence:** Supporting tenants 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 a coffee mornings and lunch clubs to enhance tenants' 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 Connect 24 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

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 in communal machines.
- If you must leave laundry unattended, set a timer to retrieve it promptly after the cycle ends.

Guest Room

Guest rooms are available for family and friends of tenants 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.

Guests may be asked to vacate the guest room at short notice in the event of an emergency.

Common Room

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

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 tenants 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 kitchen the 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 tenants.

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.

Keys & Security

When you move in, you will be issued with 2 keys and/or fobs to access your apartment.

A third key can be requested via your Scheme Coordinator.

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 in order to allow 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 or Housing Officer.
- You must pay for replacement keys in advance before any keys are ordered.
- You are limited to 3 keys per apartment.
- You should not seek to have copies of the main communal front door key made

Contents Insurance

It's vital to take out your own contents insurance to cover your belongings, especially if you have items valued at £500 or more. Speak to your Scheme Coordinator or Housing Officer for more details.

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 with regular bleach every six months.
- Report any water problems to your Scheme Coordinator or Customer Service at 0330 123 0888.

Radius is legally responsible for preventing Legionella, and by following these simple precautions, you help us keep everyone safe!

Repairs & Maintenance

Our Shared Commitment to Your Home

Radius is committed to providing you with a safe, secure, and well-maintained home. While we handle essential planned maintenance and responsive repairs, your cooperation is key.

Your Responsibilities

As a tenant, you are responsible for:

- Taking good care of your home, preventing neglect and damage caused by yourself, your family, or visitors.
- Paying any rechargeable repairs where Radius has had to rectify any repairs caused by your neglect/damage, whether accidental or not.
- Provide access to our staff/contractors with access kept clear to your home or the area requiring repair.
- Being available for appointments: It's essential that you're available at pre-arranged times to allow us access for repairs and inspections.

  If you deny or ignore up to two access requests for essential works (like gas boiler checks), Radius may have to seek legal action.
- Reporting repairs promptly in your home as soon as possible.
- Maintaining adequate fuel for heating systems: Please ensure you have enough gas or oil for testing during breakdowns or services (we recommend a minimum of $20m^3$ of gas or 100 litres of oil).

  If our contractors attend a breakdown and there's no fuel, you may be recharged.
- Keeping your contact details updated so we can arrange appointments and contact you efficiently.
- Ventilating your home to help reduce condensation & mould.
- Seeking written permission for improvements or alterations to the property, work done without prior approval will result in a recharge for the cost of restoring the property to its original condition.
- Leaving your home clean and clear when you end your tenancy with us.

  If it's not left in good condition, you will be recharged for cleaning/clearance costs, and this could impact your eligibility for future social housing in Northern Ireland.



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: **radiushousing.org**

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

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- Customer Service Centre: 0330 123 0888
- Our website
- A member of Radius staff, such as your Scheme Coordinator

Out of Hours Repairs

Our Connect24 team are available outside of normal working hours via 028 9042 1010 to respond to out of hours emergency repairs only.

In many cases the contractor will 'make safe' the repair with further works completed during normal working hours.

Please note: if you call our out of hours service and it is established there is to be a recharge, we will make safe and write to you to confirm the cost of the recharge.

This will include the call out charge on top of any fees included, examples include:

- Attending an emergency call out and you are not in.
- An appliance has tripped the main fuse and you didn't check it before calling us.
- A smashed wash hand basin or toilet.
- Blocked toilet, sink or bath through inappropriate use.
- A boiler reported as not working but has run out of fuel.

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
Emergency	**24 hours** to make safe (Follow up repairs may be required)	Burst pipes Entire loss of power to property
Urgent	**4** Working Days	Blocked bath/shower Leak from water, heating pipes
Routine	**20** 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.

Rechargeable Repairs

While most of our tenants keep their homes in excellent condition, sometimes damage occurs due to deliberate actions or neglect.

When this happens, the cost of fixing these issues falls to the tenant responsible – these are known as 'rechargeable repairs.' You can find out more about rechargeable repairs in our Repairs Manual.

Emergency Repairs

What is an emergency Repair

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

For example:

Serious Injury	- escape of gas or fumes - collapse of walls, floors or ceilings - electrical fittings in contact with water - live, bare wires in accessible places - total failure of lighting in area where risk of fall or injury is high
Major health hazard	- sewage overflowing or backing up into the dwelling - blockages to WCs or soil pipes causing sewage to back up and enter dwelling
Extensive property damage	- faults which may lead to a fire - securing properties after void, vandalism or forced entry - external doors which cannot be secured - burst tanks, pipes or cylinders - water penetration from another property - major water penetration via roof
Major inconvenience	- failure of all lights or all power - failure of heating system in severe weather where no back up is available - failure of communal door entry system - failure of all communal lights

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	**999 or 112**
Crimestoppers	0800 555 111
If you smell gas, call Phoenix Natural Gas FREEPHONE:	**0800 002 001**
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**

Servicing and Home Maintenance

Planned Maintenance & Servicing

Beyond day-to-day repairs, Radius carries out an annual program of replacement and servicing maintenance.

Replacement works happen when building elements like windows, wiring, boilers, bathrooms, or kitchens reach the end of their lifespan, or when legislative changes require updates.

Boiler Servicing

For components requiring regular attention, such as gas and oil boilers, servicing is done on an annual basis.

This isn't just about efficiency; it's a **legal requirement** to ensure their safe operation for you and your neighbours.

Under your Tenancy Conditions, you are required to provide full access for all these essential works.

If access cannot be gained for gas servicing, your gas supply may be capped or legal action pursued to ensure safety is maintained.

Vermin/Pest Control

Radius only takes responsibility for vermin/pest control in our Independent Living accommodation for over 55s on a case-by-case basis. This means that while we often handle pest control in these schemes, sometimes responsibility may fall to the tenant, depending on the circumstances.

For example, if a pest issue (such as bed bugs or other infestations) appears to be caused by the tenants lifestyle choices or specific living habits, the tenant may be held responsible for treatment. Each case is considered individually to establish whether it is Radius' or the tenant's responsibility.

If you live in a different type of accommodation vermin/pest control is your responsibility and must be reported directly to your local councils Pest Control Department directly.

If building defects are identified during eradication, please let us know, Radius will repair them to prevent future issues.

Pest control in communal areas such as bin stores, corridors etc is paid for through the Service Charge.

Disabled & Home Adaptations



Empowering your Independence at Home

We're here to support your independence at home, and disabled adaptations can make a real difference.

Your first step is to consult your GP, who can then refer you to an Occupational Therapist (OT). The OT will visit your home to understand your needs and assess what modifications—like grab rails, level access showers, or even property extensions—would best support your daily life.

Once we receive the OT's expert recommendation, we may visit your property to discuss how we can make these positive changes a reality.

Please note that adaptations are subject to eligibility criteria, including registration or eligibility under Section 1 of the Chronically Sick and Disabled Persons (NI) Act 1978 and meeting NIHE/DPG criteria. Applications won't be approved if you're already on a transfer waiting list.

Condensation & Ventilation

Condensation

Condensation is not normally a building fault.

Water vapour is formed as the materials dry out when the home is lived in and heated. This is a slow process that takes some time to complete.

New Builds & Modern Buildings

In new builds, materials like mortar and plaster contain significant moisture, which can cause condensation as they dry.

Modern buildings are also highly energy-efficient with strong insulation and draft-proofing.

While this is beneficial for warmth, it can trap moisture and increase the risk of condensation.

It is essential that you do not turn off any equipment installed to manage moisture in your home.

Heat & Ventilation

Condensation is directly linked to how we heat, ventilate, and insulate our homes.

Everyday activities like showering, cooking, and drying clothes release a lot of warm, moist air.

When this air can't escape through a window or vent, it circulates until it hits a cold surface, where it cools and turns into condensation.

Homes with intermittent heating are more prone to condensation issues. Keeping your home heated continuously, significantly reduces the places where condensation can form.

If you are finding it hard to afford to heat your home, please contact us.

Further advice on dealing with Condensation and Mould is available on our website

What you can do to control condensation

As a tenant, it's in your best interest to properly ventilate your rooms to minimise condensation.

Here are some ways you can do this:

- Keep trickle vents open and when possible open your windows
- Dry windowsills and window frames, especially during cooler months to remove excess moisture
- Use extractor fans in your bathroom and kitchen when generating steam and for a further 20 minutes after
- Report any broken extractor fans to Radius
- Close the bathroom door when showering and the kitchen door when cooking
- Keep pan lids on when cooking
- Close the door of any rooms you are drying clothes in and use an extractor fan or dehumidifier if possible.
- Ensure your tumble dryer is appropriately ventilated.
- Keep a consistent temperature in your home

You should not:

- Block or conceal any vents or extractor fans
- Dry laundry on your radiators
- Turn off any equipment installed in your home to manage moisture

Mould

If you have concerns about mould in your home, despite your best efforts to manage moisture, please contact us.

Radius will:

- Inspect all reports of mould in our properties
- Provide advice and guidance if the mould has been caused by condensation
- Help you clean the mould and provide you with equipment to minimise future condensation build up
- Offer advice for those who may need additional support to ensure they are in receipt of eligible benefits for heating their home.

Special Ventilation Systems

Newer Radius properties will be fitted with a special ventilation system such as an MVHR (Mechanical Ventilation with Heat Recovery) or PIV (Positive Input Ventilation System).

Both these systems keep the air in your home fresh and help stop damp and mould.

MVHR:
Brings in fresh air and removed stale air using the heat from the outgoing air to warm the incoming air.

PIV:
Gently pumps fresh, filtered air into your home, pushing the old, moist air out.

How to Use These Systems

Always Leave it ON:
It is designed to run non-stop and uses very little power. Turning it off can cause mould to grow.

Do not Block Vents or Grilles:
Keep all openings clear so the air can flow freely around your home.

Using your system correctly helps stop damp and mould and saves you money on heating (especially MVHR units).

If you notice strange sounds, have ongoing condensation or weak air flow, please contact our Customer Service Centre.



Repair Responsibilities

Repair	Description	General Housing	Independent Living
Bath	Bath tap washers	Radius	Radius
	Bath taps excluding washers	Radius	Radius
	Bath Unit	Radius	Radius
	Bath wastes including blockages	Tenant	Radius
Bathroom fixtures & fittings	WC Seats	Tenant	Radius
	Bathroom medicine cabinets (if fitted by Radius)	Radius	Radius
	Towel Rails	Tenant	Radius
	Grab Rails (if fitted by Radius)	Radius	Radius
	Grab Rails (if fitted by tenant)	Tenant	Tenant
	Toilet roll holders (if fitted by Radius)	Tenant	Radius
	Toilet roll holders (if fitted by tenant)	Tenant	Tenant
	Not including: towel rails, toilet roll holders etc.	Radius	Radius
	Plug & chain	Tenant	Radius
	Bathroom medicine cabinets (if fitted by tenant)	Tenant	Tenant
Chimneys	Chimney Pots & Flues	Radius	Radius
	Sweeping of chimneys (due to fire risk)	Tenant	N/A
Communal Areas	Communal Areas	Radius	Radius
	Communal flooring	Radius	Radius
	Communal heating	Radius	Radius
	Communal internal & external decoration	Radius	Radius
	Communal kitchens	Radius	Radius
	Communal laundry equipment	Radius	Radius
	Corridor fire doors	Radius	Radius
	Corridor lighting	Radius	Radius
	Emergency Lighting	Radius	Radius
	Garden Maintenance	Radius	Radius
Decoration	External	Radius	Radius
	Internal	Tenant	Tenant

Repair	Description	General Housing	Independent Living
Domestic Appliances	E.g. cookers, washing machines, dishwashers, fridges	Tenant	Tenant
Door Entry System		Radius	Radius
Doors	Including frames, hinges, locks, door jambs, thresholds & handles	Radius	Radius
	Internal & external	Radius	Radius
Draught Proofing		Tenant	Radius
External Stores		Tenant	Radius
Fences & Gates		Radius	Radius
Fire & grate surroundings		Radius	Radius
Fire alarm equipment	Fire alarm systems	Radius	Radius
	Testing smoke alarm within own property	Tenant	Tenant
Fixtures & fittings	E.g. coat hooks, curtains, curtain rails	Tenant	Tenant
Floor Boards		Radius	Radius
Floor covering	Including adapting doors to accommodate carpets	Tenant	Tenant
	Kitchen & bathroom flooring (if fitted by Radius)	Radius	Radius
	Kitchen & bathroom flooring (if fitted by Tenant)	Tenant	Tenant
Fuel supply	Run out of communal oil or gas	Radius	Radius
	Run out of oil or gas in individual boiler	Tenant	Tenant
Fuses	Consumer Units	Radius	Radius
	Plugs and appliances	Tenant	Tenant
Garages	Including doors (but only after inspection)	Radius	Radius
Garden Maintenance	Including dustbins & the supply of replacement dustbins & refuse areas	Tenant	Radius
	Individual Gardens	Tenant	Tenant
	Dustbins, replacement bins and refuse areas (individual)	Tenant	Tenant
	Communal Refuse Area & Bins	Radius	Radius
	Including dustbins and refuse areas	Tenant	Radius
	Drainage	Tenant	Radius
Gas	Reporting Leaks - tenant must report immediately via emergency GAS line 0800 002 001	Tenant	Tenant
	Repairs & Servicing of gas appliances (installed by Radius)	Radius	Radius

Repair Responsibilities (cont.)

Repair	Description	General Housing	Independent Living
Glazing	In an emergency, making safe broken glazing with boarding pending replacement by tenant (May be reviewed in exceptional circumstances).	Radius	Radius
	Reglazing of broken glass in windows and/or doors (may be recharged depending on circumstances)	Tenant	Radius
Guttering	Gutters & Downspouts	Radius	Radius
Handrails	Where fitted by Radius	Radius	Radius
Heating & Hot Water	Bleeding radiators	Tenant	Radius
	Including storage heaters & fitted electric fires	Radius	Radius
	Immersion heaters	Radius	Radius
Hot water cylinders	Including cylinder insulation	Radius	Radius
Internal Plastering	Small plaster crack on walls including ceilings	Tenant	Tenant
	Large plaster repairs (following inspection to identify cause)	Radius	Radius
Kitchens	Base unit (only after inspection)	Radius	Radius
	Base unit doors (only after inspection)	Radius	Radius
	Drawers (only after inspection)	Radius	Radius
	Extractor fan (excluding filter)	Radius	Radius
	Wall cupboards, refit doors (only after inspection)	Radius	Radius
	Wall cupboards, re-secure	Radius	Radius
	Worktops including burns, scratches, chipped melamine (may be recharged for replacement)	Tenant	Tenant
	Kitchen appliances including connections e.g. gas cookers, fridges installed by the tenant	Tenant	Tenant
Letter boxes	Communal letter boxes	Radius	Radius
	Replacement keys for letterboxes (ordered via Radius)	Tenant	Tenant
Light fittings	Except light bulbs, dimmer switches, fluorescent tubes and starters band non-standard light fittings fitted by the tenant	Radius	Radius
Locks & Keys	Defective external locks	Radius	Radius
	Suited Keys: Tenant responsible for cost, only Radius can order replacement suited keys.	Tenant	Tenant
	External/internal doors to dwelling	Tenant	Tenant
	Including repairs to force entry if you get locked out and including broken keys in lock	Tenant	Tenant
	Lock changes due to loss of keys	Tenant	Tenant
	Ordering replacement key, fobs or lock changes following advance payment from the tenant.	Radius	Radius

Repair	Description	General Housing	Independent Living
Out buildings	Only if provided by Radius	Radius	Radius
Passenger lift		Radius	Radius
Paths	Including steps , footpaths and ramps	Radius	Radius
Plumbing repairs and leaks	Except for tenants own appliances e.g. washing machine, dishwashers etc.	Radius	Radius
Porches		Radius	Radius
Rain water gullies		Tenant	Radius
Render/external façade	External (only after inspection)	Radius	Radius
Roofs		Radius	Radius
Showers (if provided by Radius)	Shower doors	Radius	Radius
	Shower grab rails	Radius	Radius
	Shower units and trays	Radius	Radius
	Shower wastes	Radius	Radius
	Shower curtain including fittings and rail	Tenant	Radius
	Over bath showers (if fitted by tenant)	Tenant	Tenant
Sinks & Wash hand Basins	Blockages	Tenant	Radius
	Plug and chain	Tenant	Radius
	Sink taps	Radius	Radius
	Sink waste	Radius	Radius
	Wash hand basin unit	Radius	Radius
	Sink unit (only after inspection)	Radius	Radius
Skirting boards		Radius	Radius
Smoke/Carbon Monoxide detectors		Radius	Radius
Stair lift		Radius	Radius
Washing lines		Tenant	Radius
WC, cistern and seat	Blockages to WC and waste pipe (dependant on cause)	Tenant	Radius
	WC and cistern	Radius	Radius
	WC seat	Tenant	Radius

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 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.

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 tenancy).
- 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.
- 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 all times (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.

Contents Insurance

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

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

For example, is a leak in your bathroom causes your living room ceiling to collapse responsibilities will be as follows:

- **Radius will** repair the initial leak and any resulting damage to the property itself.
- **You will** replace any damaged personal items, like your sofa or TV. These possessions would be covered if you have your own contents insurance.

CCTV & Doorbells

If you have a video doorbell or CCTV installed, you are responsible for its installation, repair, and removal. If the installation requires electrical work, you must obtain written permission in advance.

Where possible, your cameras should be positioned to only capture your own property.

If your CCTV captures images of someone else's property, a public area or a communal space, you must comply with data protection laws.

This is because video and audio recordings of other people are considered their personal information.

For the safety and privacy of all residents, Radius does not permit tenants 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.



Fire Safety

All Radius properties are designed to meet fire regulations.

Apartments

When you move into your new home your Housing Officer will ask you if you or any of your household members would require evacuation assistance in the case of an emergency.

If assistance is required, your Housing Officer will complete a Personal Emergency Evacuation Plan (PEEP).

Depending on your circumstances you may be referred for a Person-Centred Fire Risk Assessment which can help put practical measures in place to ensure you have the ability to hear or respond to a fire alarm.

Changes in Circumstances
Should your circumstances change you are responsible for informing us as soon as possible so that the right support can be put in place.

For example, if you lose your hearing, sight or develop another condition that may affect your ability to hear or respond to a fire alarm, or evacuate your home in the event of a fire.

We will conduct a person-centred fire risk assessment to identify the support you need to ensure your safety.

Communal Areas
Radius is committed to fire safety, conducting regular Fire Risk Assessments of communal areas with competent assessors.

You must not store personal belonging in communal spaces as this could obstruct safe evacuation in the event of an emergency.

Fire Drills
It is important to participate in fire drills in your apartment building. These drills are important safety measures designed to identify if you can evacuate safely in the event of a fire.

Fire drills are generally unannounced, so please be prepared to participate whenever they occur.

If you fail to respond to the alarm our team will be in touch to identify if any support is required to help you to respond to an emergency.

General Family Accommodation

Your home is fitted with smoke, heat, and carbon monoxide detectors (if gas is installed).

It's your responsibility to test these detectors regularly, report any faults and provide access for us to service this equipment.

Independent Living Schemes

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

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

Radius is committed to fire safety, conducting regular Fire Risk Assessments of communal areas with competent assessors.

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.

This is also a breach of your tenancy.

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.

Tenants 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 advise please contact our office.

Hoarding

Excessive clutter increases fire, structural, and health risks. If you're struggling with clutter or have concerns about a neighbour, please let us know, Radius is here to offer support.



The Environment, Wildlife & Outdoors

Major incidents, storms and bad weather

Being prepared for Northern Irelands 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 of 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.



Gardens & Conservation

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'll 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.

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.

Parking

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

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

Energy & Water Conservation

Radius is committed to reducing our carbon footprint and you can help by using your utilities efficiently. This not only helps the benefits but can reduce costs such as your electric bill.

When using electrical items:

- Turn off lights, heaters, and appliances when not in use.
- Avoid leaving electrical items on standby.
- Consider purchasing energy-efficient appliances (A-rated for fridges, freezers, washing machines, and dishwashers; C-rated for washer-dryers and tumble dryers).

When you have the heating on:

- Keep doors and windows closed to retain the heat
- Closing your curtains can help reduce heat escaping through windows

Water consumption

- Report any dripping taps or other water wastage immediately.
- Don't leave taps running while washing, brushing your teeth, or shaving.
- Only boil the amount of water you need in the kettle.
- Keep a bottle of water in the fridge instead of running the tap for cold water.
- Dispose of baby wipes and sanitary products in the bin, not the toilet.

Bins & Recycling

Recycling & Waste Disposal

You are responsible for using the correct bins for all your household waste and recycling.

Your Responsibilities:

- **Using the Right Bin:**
  You are responsible for using the correct bins for all your household waste and recycling, based on your council's rules.

  Contamination of recycling bins is a serious problem.
- **Keep Communal Areas/Gardens Clear:**
  Never leave any waste, including large items like furniture or appliances, in communal areas or anywhere else around the property.

  If Radius has to arrange for removal, you will be charged for the cost.
- **Large Items Disposal:**
  You are responsible for arranging and paying for the removal of any large items directly with your local council.
- **Bin Collection:**
  If you have an individual bin, you are responsible for making sure it is put out on the correct day and brought back in promptly.

  Check your local council's website for specific collection days.

  You can find links to all Northern Ireland councils on the nidirect website.
- **Safe Disposal of Medical Waste:**
  You are responsible for the safe disposal of any medical refuse as per health and safety regulations.

  Radius does not provide medical waste bins.

Why is this so important?

- **Environmental Protection:**
  Correctly sorting your waste reduces the amount sent to landfill, which helps protect our environment.
- **Reduces Costs:**
  When recycling bins are contaminated with the wrong items, the entire contents may be rejected and sent to landfill. Similarly, if rubbish is left outside the bins, we have to pay for its removal. These additional costs will lead to an increase in the service charge where you live.
- **Hygiene & Pest Control:**
  Disposing of waste properly prevents unhygienic conditions, foul smells and pest infestations, helping to keep our community a clean and healthy place to live.

Who provides my bin?

- **Individual Bins:**
  Bins are provided by your local council. If you need a new bin (or replacement for damaged/lost ones), contact your council directly.

  Your local council can provide collection frequency information for your development.
- **Communal Bins:**
  Radius provides designated refuse areas, and we ask for your cooperation in keeping them tidy at all times.

  In communal blocks, councils manage collections for both individual bins and these refuse areas. Your Scheme Coordinator or Housing Officer will inform you of the specific arrangements for your scheme.

Your Local Council

You can find out more about how waste is managed on your local council's website.

Communal Areas

Communal Areas

Please cooperate with neighbours to keep all common parts (corridors, lifts, bin stores, communal gardens) clean, tidy, and obstruction-free. If these areas aren't maintained, Radius will do the work and recover costs via the Service Charge.

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, 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.

Play Parks & Green Space

If you are in a new housing development, you'll normally find landscaped green spaces and, depending on the size, a children's play park.

Even if you don't personally use the play park, it is a vital part of a thriving community and offers benefits to many residents.

Play Parks & Service Charges

If there is a playpark in your development and it is managed by Radius, your Service Charge contributes towards the park's upkeep and safety which covers:

- Staff costs for opening & closing the park
- Maintaining the equipment, fencing and surfaces
- Insurance for the play park
- Routine replacement of equipment

This Service Charge is for your development's play park and/or green spaces only, separate from council facilities. All residents have access to, and benefit from, shared spaces and services, so the cost of keeping them clean, safe, and well-maintained is shared equally across the entire community.

Using the Play Park Responsibly

To ensure the play park is safe and fun, always supervise your children; Radius is not responsible for this.

We ask that you, your children and any of your guests use the equipment safely and respectfully.

Radius' Anti-Social Behaviour Policy applies here, meaning that behaviour causing nuisance or harassment to others will not be tolerated.

If you notice any issues or faults with play park equipment please report this to Radius on 0330 123 0888 or via Report a Repair on our website www.radiushousing.org.



Your Community & Neighbourhood

Our Shared Commitment

At Radius, we're dedicated to creating safer and better communities for everyone.

Tackling anti-social behaviour is a team effort, and your support is vital. By being a good neighbour, you'll not only help prevent nuisance but also contribute to a more welcoming, positive and confident community.

What is a "Good Neighbour" in Radius Housing?

Being a good neighbour means:

- Treating everyone with respect, regardless of their background, beliefs, or abilities.
- Looking out for others, especially the vulnerable and elderly.
- Being tolerant of different lifestyles and noise levels.
- Being responsible for the behaviour of your children and visitors.
- Respecting children's rights to play safely.
- Keeping your neighbourhood clean and tidy.
- Contributing to a strong community spirit through positive interaction and mutual support.
- Addressing problems amicably, by contacting tenant groups, Radius Housing, or other relevant bodies.
- Respecting each individual's choice about their level of community engagement.

Radius encourages all tenants to commit to our Good Neighbour Agreement.

By signing you promise that you, member of your household and visitors to your home will not behave in a way that disturbs your neighbours peace and enjoyment, or that is considered anti-social.



Children, Young People & Play

We believe that outdoor play is crucial for children's social and physical development, and that includes playing ball games.

These activities are not considered anti-social behaviour, and families in our community have the right to expect their children can play freely in their own neighbourhoods.

Our open green spaces are designed for everyone to enjoy, including children at play. We encourage residents to enjoy playing ball games while always being respectful of others in the community.

If you have any concerns about ball games, we recommend talking it over directly with your neighbours first. If the problem persists, please don't hesitate to contact us for advice.

By working together, we can ensure our community remains a vibrant and welcoming place for everyone.

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 tenants.

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 figure out if the behaviour is reasonable or unreasonable – for example, a cooking smell is usually reasonable, but serious incidents 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.

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.

Privacy Complaints

It's crucial to respect the privacy of everyone in our community. Taking or sharing photos and videos of others without their consent, whether on social media or elsewhere, is a serious violation of privacy and a breach of the General Data Protection Regulation (GDPR). Violating GDPR can lead to legal action, including civil lawsuits and criminal charges which if found guilty will put your tenancy at risk.

If we receive a complaint that you have photographed or filmed another individual without their consent, we will investigate the matter. This may be considered a breach of your tenancy agreement and will be handled in line with our Anti-Social Behaviour Policy.

Please note: As a landlord, Radius is bound by data protection laws. We will not accept photos, videos or CCTV footage from tenants unless it meets one of the six lawful reasons under Article 6 of the GDPR. This is handled on a case-by-case basis.

What are low-level incidents?

Low level incidents can often be managed by the tenant 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 tenants 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 tenants;
- 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 tenants who are the victims of anti-social behaviour;
- Seek to respond to instances of anti-social behaviour in Radius' schemes and properties whether the complainant is a tenant, private tenant or owner occupier; and
- 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 Communities are No Place for Hate

Radius aims to provide a safe environment for tenants, their families and visitors where they can live in peace and quiet, free from hate crime & harassment.

Radius will work together with tenant, the PSNI and other agencies to provide support to victims of hate crime in the Radius community.

Hate crimes harm victims and communities. Reporting incidents of hate crime helps identify problems, improve safety and arrange support. Victims, witnesses or anyone who suspects hate or prejudice can report hate crimes directly to the PSNI or contacting our office.

Get involved

Stronger Together: Your Voice in Radius

At Radius, we believe in putting our tenants and residents at the heart of everything we do.

Our 'Stronger Together' approach to tenant engagement creates meaningful opportunities for you to get involved. By working together, tenants, residents, and staff can collaborate, influence key decisions, and enhance overall satisfaction with our services.

Tenant engagement is all about Radius and tenants working with you to make our services even better. We truly want to hear what matters most to you, so you can help shape the services you receive.

To support this, we encourage tenants and residents to join our Register of Interest by contacting: tenant.engagement@radiushousing.org.

Those who register will receive a monthly Newsletter, Radius Mail, with relevant information and updates about Radius.

This includes opportunities to get involved and information on current, relevant events in other Radius areas and within the organisation. The Newsletter and the Register of Interest are valuable ways to stay informed, have your voice heard, and play an active role in the Radius communities.

Our Tenant Engagement Strategy

At Radius, our Tenant Engagement Strategy is all about empowering you – our tenants and residents – to actively shape the services you receive.

This strategy has been co-designed together with our tenants as we believe that by placing you at the heart of our decision-making, we can truly understand and meet your needs, leading to greater satisfaction with your home and community.

Our Tenant Engagement Strategy, accessible on our website, is driven by these core initiatives:

- **Tenant-Centred**: Prioritising your involvement in all service and decision-making.
- **Collaboration**: Fostering strong partnerships with tenants, residents, staff, and stakeholders.
- **Empowerment**: Providing genuine opportunities to influence and shape services.
- **Improvement**: Focusing on enhancing tenant satisfaction and service quality.

The effectiveness of our Tenant Engagement Strategy is regularly monitored by the Tenant Executive Committee.

How You Can Make a Difference

Get involved through tenant engagement so you can:

- Influence decisions that directly affect your housing and maintenance services.
- Improve communication between tenants and staff.
- Develop your understanding of our services and what you're entitled to.
- Meet new people and share your ideas.
- Increase satisfaction levels within your home and neighbourhood.

Ways to Get Involved

There are several ways you can help shape and improve the services you receive from Radius:

- **Tenant Engagement Register**

  Join this register to receive updates on local events and meetings, and provide feedback when it suits you.

- **Panel Meetings**

  Meet quarterly with Radius Communities, Corporate Services, and Assets staff to discuss important strategic topics.

- **Estate Walkabouts**

  Join Radius staff on visits in your area to identify improvements. These usually take about two hours and can be arranged annually upon request.

- **Service Improvement/Working Groups**

  Collaborate with staff on specific areas, sharing ideas to help us deliver better services.

- **Tenant Associations and Groups**

  These are formal or informal groups of tenants who come together to represent their community and make a positive difference in their local area.

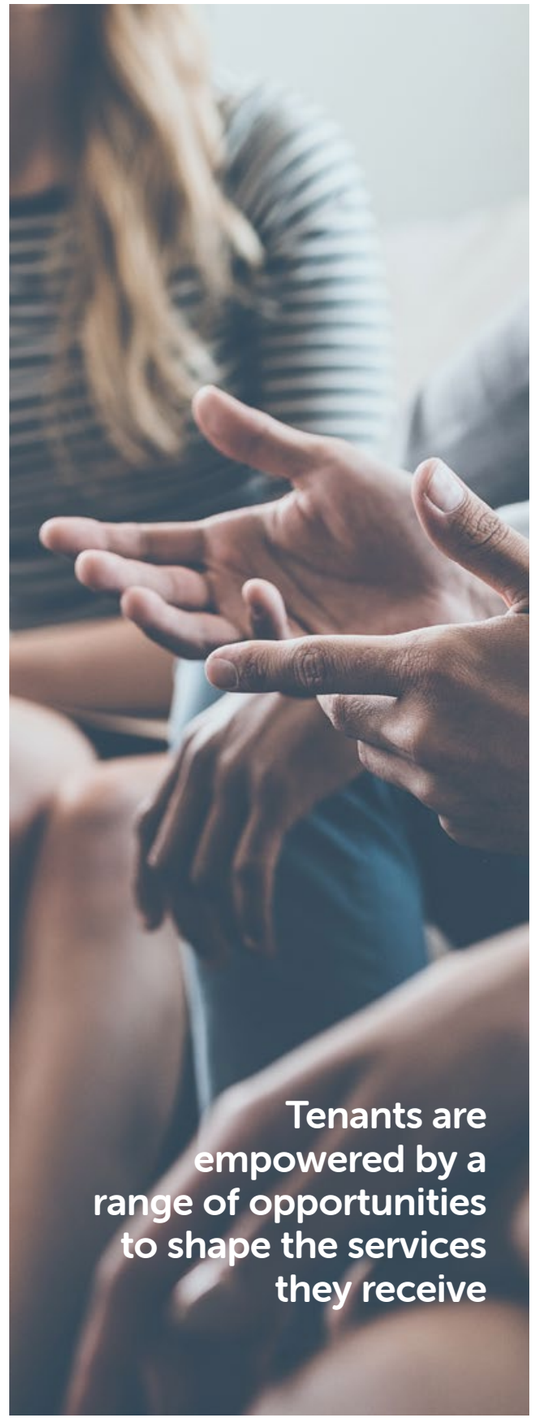
- **Tenant Representatives**

  These dedicated tenants act as a vital link between their neighbours and Radius, ensuring that local concerns, needs, and interests are effectively communicated and addressed.

- **Satisfaction Surveys**

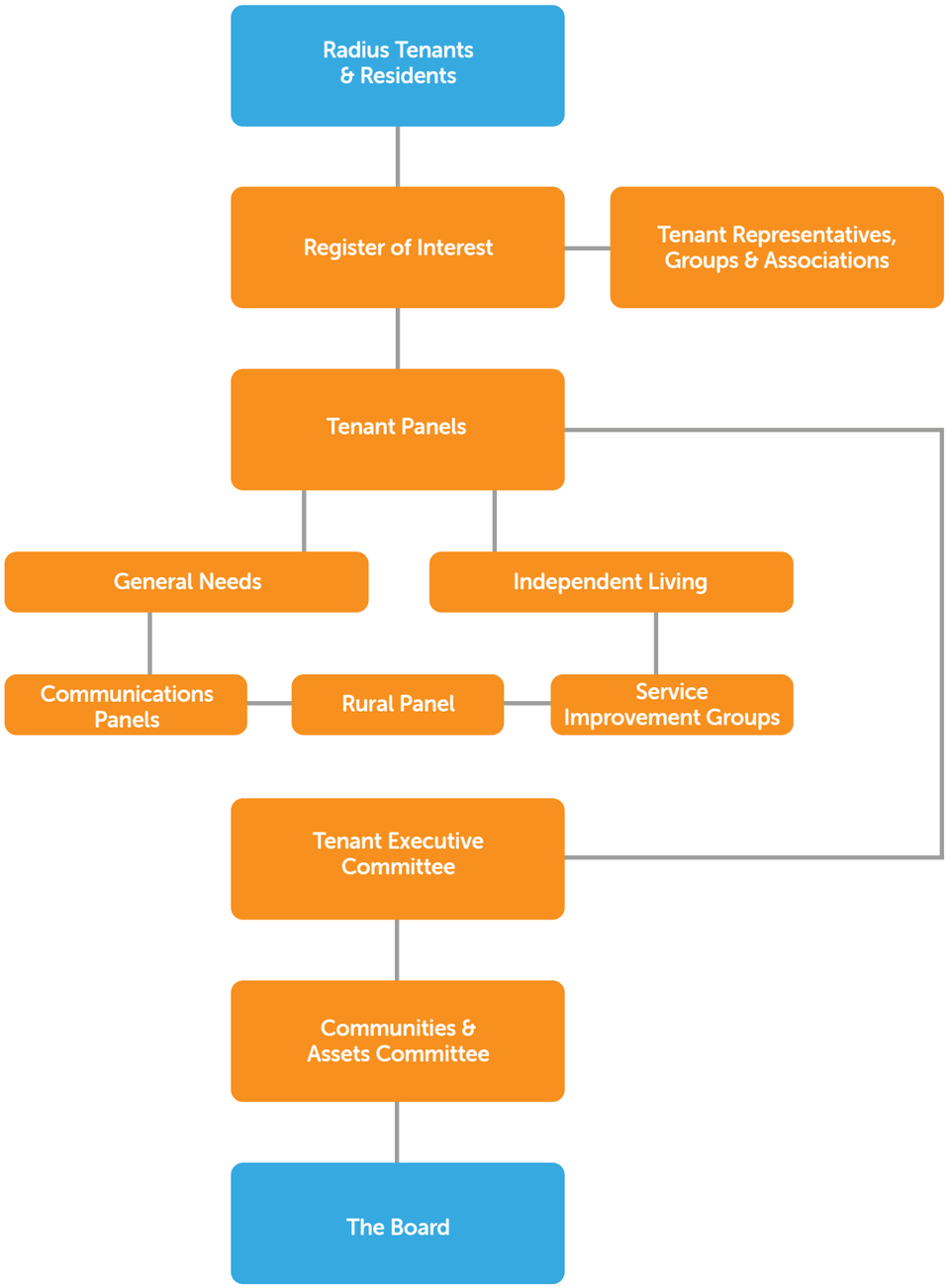
  From time to time you may be contacted to complete satisfaction surveys. Your feedback is incredibly valuable. It helps us understand your perceptions of our services and properties, directly shaping how we improve our services for you.

If you are interested in any of the above tenant engagement opportunities, would like to find out more or would like to get involved, please speak to your Scheme Coordinator or Housing Officer.



Our Tenant Engagement Structure

Our Tenant Engagement Structure was co-designed to ensure that the tenant voice can be heard from doorstep to boardroom.



Tenant Associations & Groups

What is a Tenants' Association?

A Tenant/Residents Group/Association is a group of people who live within the same area.

They work together volunteering their time to represent the views of their neighbours to make their community a better place to live, enable neighbours to get together to discuss common interests, get more involved with Radius and work together on service improvements and performance.

Radius supports setting up Tenants' Associations by providing training and resources. To find out if there is an active group in your area or for more information on how to set a group up please contact our Tenant Engagement team.

The Benefits of a Tenants' Association

It's a good opportunity to meet with your neighbours and arrange social activities.

- You can discuss any issues that need raised with Radius on behalf of your neighbours, such as housing and repair issues.
- Promote a healthier community and make your neighbourhood a better place to live.
- An opportunity to organise fundraising activities to benefit your community.
- For groups that are just becoming established and aren't constituted yet there is an opportunity to apply for funding from Radius Community Chest Grant

Tenant Association Finances

If you and other tenants decide to form a tenants' association, it's important to understand how the money will be managed. The group's constitution, a document that lays out the rules for how the association will operate, will explain who is in charge of the money. Usually, a Treasurer is elected to handle this.

The Treasurer is responsible for keeping a clear record of all the money that comes in (like membership fees or grants) and all the money that goes out. This is for the benefit of everyone in the association.

The constitution will also require that all payments have to be signed off by at least two people, not just the Treasurer. This is a safety measure to protect the group's money.

All of these records must be kept up-to-date and shared with the members, especially at the yearly meeting, to ensure everything is open and honest.



Our Service Standards

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 Tenant Satisfaction Surveys: The results directly inform the development of our new targets, strategies, and projects.
- Tenant 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 tenants.

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 tenants.

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 tenant, we collect and process certain information about you to manage your tenancy 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 tenancy, 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.

Compliments & Complaints

Compliments & Complaints

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.

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, or write to the Director of Communities at:
Radius Housing,
FREEPOST
BEL4018
Holywood
BT18 9BR

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.

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, or you can contact our office for a copy.

How to Make a Formal Complaint:

You can lodge a formal complaint in several ways:

- Telephone: 0330 123 0888
- Email: complaints@radiushousing.org
- Online: Use the complaints section of our website: 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
Website:	nipso.org.uk

Moving out

Ending your tenancy

When it's time for you to move on, we want to work together with you to make the process as smooth as possible.

Give 4 Weeks Notice in Writing

Under the terms of your Tenancy Agreement, you are required to provide Radius with four week's written notice of your intention to end your tenancy.

The termination period of your tenancy will last 4 full weeks ending on a Sunday.

When you send us your termination request you must include details of your forwarding address and up to date contact details.

When Radius receives your written intention to terminate your tenancy we will review your request and confirm with you in writing the date that your tenancy will officially end.

Property Condition & Your Responsibilities

Before you move out, your Housing Officer will arrange to visit you in the property to conduct a "Moving On Assessment" inspection of the property.

They'll inform you of any repairs or works that are your responsibility under the tenancy terms.

It's crucial that the property is left in a clean, tidy, and safe condition, with all personal possessions and furniture removed from both the interior and exterior.

If repairs are required or the necessary clearance/ cleaning is not completed to an acceptable standard before you leave, Radius will charge you for the work needed to bring the property to a lettable standard. This also applies to any damaged items deemed your responsibility.

Radius will not accept any responsibility or liability for anything left in the property once you have moved out.

Gas & Electric Cards

You must leave the gas/electric cards in the property before you leave or when you return your keys to Radius.

Non return of top-up cards may result in a recharge to the tenant.

Returning Keys and Finalising Your Tenancy

Your Housing Officer will agree with you a date, location and time for you to return your keys to Radius.

All keys must be returned to Radius by midday on the last day of your tenancy.

Your tenancy will not be formally terminated until all keys are received, and weekly charges will continue to apply until this happens.

Radius must be given vacant possession of the property, meaning no one should remain living there once the tenancy has ended.

If necessary, Radius will take appropriate action, including legal action, to retrieve the property.

What if I need to extend my termination date?

We understand there may be times your new property isn't ready for your move.

If you need to extend your termination period, please request this in writing with reasonable notice, clearly stating your proposed new end date.

Radius will review your request and let you know if the extension can be approved.

Notifying Other Agencies

When you leave, remember to inform the following agencies:

- Electricity Provider: Power NI/SSE Airtricity
- Gas Supplier: ie. Firmus/SSE Airtricity (as 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
- Northern Ireland Water Service

Ending a Tenancy as a Representative

While the tenant is responsible for ending their own tenancy, we understand there are times an authorised representative (such as someone with Power of Attorney) may need to act on their behalf.

In such cases, the representative must provide explicit clarification of their authority to terminate the tenancy.

Death of a Tenant

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 tenancy, the representative must inform us in writing, and we will confirm the termination date. You will also be asked to provide a copy of the death certificate. Please note that weekly charges will continue until the tenancy is officially ended, all keys are returned, and the property is completely cleared of possessions.

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

Death of a Joint Tenant

Navigating the loss of a loved one who was a joint tenant can bring about many questions, especially regarding your home.

When a joint tenant passes away, their interest in the property automatically transfers to the remaining joint tenant. It's important to be aware that, under the rules of succession, this specific type of tenancy has already been succeeded. This means that if the sole tenant were to pass away in the future, the tenancy would not be eligible for a further succession.

If you have any concerns or need to discuss your specific situation, please don't hesitate to reach out to us. We're here to help clarify these details and support you through this process.

Succession

It's an incredibly difficult time when you lose someone close.

If you're a household member of a tenant who has passed away, you might be wondering about your housing situation. We want to help you through this.

As a household member, you may be entitled to succeed the tenancy through the Housing Selection Scheme. Please reach out to our Housing Team.

They can compassionately guide you through the process, advising you on the necessary steps and information needed for your application.

Please remember, a tenancy can only be succeeded once. Our team is here to provide the support and clarity you need during this challenging period.



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Everyone has a place

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