Radius Mail

Radius HOUSING

PROVIDING OUR TENANTS WITH UP-TO-DATE NEWS & ADVICE | APRIL 2026 | ISSUE NO. 65

£21 Million Investment in Housing Improvements for 2026/27

An important role within Radius is ensuring the management and delivery of improvement within our customers homes.

Radius intend to invest approximately £21 million in our properties through various workstreams.

Over £11 million is estimated to be invested as shown in the table below.

The remainder of work that Radius will also undertake includes:

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

Project	Scope of Work	Estimate
Sherbrook Close	Multi Element Improvement Works	£1,000,000
Clifton House	Multi Element Improvement Works	£2,500,000
Colman Fold	Multi Element Improvement Works	£2,500,000
Weavers Court	Fire Safety Works	£800,000
Blackstaff Mews	Damp and H&S Works	£1,500,000
Drumcor Court	Multi Element Improvement Works	£2,500,000
Damp Remediation Works	Damp and Refurbishment Works	£750,000

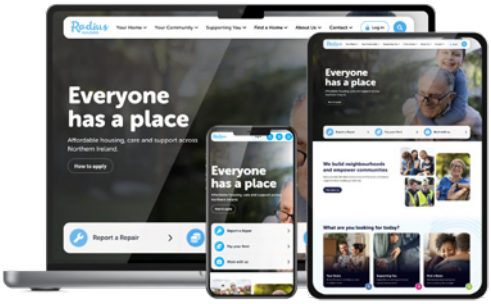
Our website has a great new look!

Over the past year, the Radius Marketing & Communications team have been working hard to develop a refreshed and more accessible website.

In consultation with staff and our Tenant Executive Committee, we have designed a new website with our tenants and residents front of mind.

The new structure, navigation, and visual design aims to provide a clearer, more user-friendly and enhanced customer experience.

You will be able to navigate our site with ease thanks to an intuitive customer focused structure and menu.



Key content has been refreshed, ensuring you have the most up to date information at your fingertips with content presented in a user-friendly way, ensuring you enjoy a consistent experience across our touch points.

Working together

Next Panel Meeting Thursday 23rd April

Theme: Planned Maintenance & Home Adaptations

In Person Panel Meeting due to take place on Thursday 23rd April at 11am, in the Holywood Boardroom.

The theme for the Panel Meeting will be on Radius Planned Maintenance Programme and Home Adaptations.

Jonathan Herdman, Planned Maintenance Manager, will be in attendance and will outline:

- The Planned Maintenance Programme for 2026/27
- How Radius decides which schemes are included in planned works
- How the Stock Condition Survey data is used to prioritise and schedule works

Greg Murray, Senior Asset Officer, will discuss Radius Housing's Staying Put Service, which supports people who need to adapt or modernise their homes to remain living independently.

This includes:

- Help with Disabled Facilities Grant applications
- Support for privately funded home improvements
- Guidance, contractor coordination, and project management

In person spaces are limited.

To register your attendance in person or to receive a link to attend online, speak to your scheme coordinator, phone 0330 123 0888 or email: tenant.engagement@radiushousing.org.

OUR OFFICES WILL BE CLOSED ON FRIDAY 3RD, MONDAY 6TH & TUESDAY 7TH APRIL FOR EASTER

Supporting You

Scams Awareness Courses help you stay safe and informed

Following feedback from some of our tenants, we're delighted to let you know that Advice NI, supported by OFCOM, will be delivering Scam Awareness courses to help our tenants stay informed and protected against scams.

We know that scams, particularly those carried out by phone or online, can be very convincing and, at times, quite frightening.

They often create a sense of urgency or pressure, making it difficult to think clearly in the moment.

This 5-week course is designed to help you feel more confident in recognising and dealing with scams.

During the sessions, you will learn:

- How to identify different types of scams, including phone, email, text, and doorstep scams
- Common techniques used by scammers and how to spot the warning signs
- Ways to protect your personal and financial information
- What steps to take if you think you've been targeted or affected
- Where to find support and how to report scams safely

The sessions are informal, supportive, and focused on practical advice you can use in everyday life.

To run the course at your scheme, we require a minimum of 8 participants per scheme for these in-person sessions.

If you would like to take part, please speak to your Scheme Coordinator or contact: tenant.engagement@radiushousing.org to register your interest.

Your Community

Estate Walkabouts

Thursday 9th April 10.00 am
Mill Brae Fold, Broughshane

Friday 13th April TBC
90, 92 and 96 Springfield Road, Belfast

Thursday 16th April 10.00 am
Curran Fold, Larne

Wednesday 22nd April 10.00 am
Tobar Fold, Cullybackey

Thursday 23rd April 1.00 pm
Deerfin Fold, Ballymena

Thursday 23rd April 10.00 am
Waveney Fold, Ballymena

Thursday 30th April 10.00 am
Maine Fold, Randalstown

Worried about your bills?

If you have questions or concerns about your bills, please reach out to your Income Officer, or contact the office.

We are here to assist you with any issues related to your rent payments and can help you explore available support options.

Call 0330 123 0888 (9am - 5pm, Mon to Fri)

Financial Advice

Our Financial Inclusion team are here to offer support and expertise to assist you with:

- Benefits
- Budgeting
- Universal Credit Switch
- Pensions
- PIP Advice and more

Get in touch with our team via our website.

Food Safety Training gives tenants real skills

Congratulations to the tenants who participated in Bespoke Food Safety and Hygiene awareness training.

Billy Knox, Norman Hanna, Eddie Black, John Montgomery, Fay Maitland, Margaret Millar, Lesley Godfrey, Percy McCord, Helen McCleary, Isabelle McAuley, Sandra McCurry, Colin McCurry, Susan Byrne and Dominic O'Donnell.

This tailored training equips tenants with essential skills to safely assist at events within Radius schemes.

Watch this space for more training and upskilling opportunities taking place in the near future.

How to Report a Repair

For **Emergency Repairs**, call immediately on 0330 123 0888

For out of office hours, call 0330 123 1601

You can Report a Repair online via our website