

The Community Award Celebrations Are Coming!

Throughout August, members of the Radius Senior Management Team and Board will be visiting schemes that entered this year's Radius Community Awards to celebrate the incredible people and groups who make our communities such special places to live.

During these visits, Directors and Board members will personally present certificates to all nominees in recognition of their contributions.

This includes dedicated gardeners, inspiring Good Neighbours, and the groups and individuals whose efforts have made a positive and lasting impact within their schemes.

While we will not be holding a Tenant Conference this year, these visits provide a wonderful opportunity for each participating scheme to



come together, showcase their achievements, and celebrate the strong community spirit that exists across Radius communities.

We look forward to meeting nominees, hearing their stories, and recognising the valuable role they play in making their communities thrive.

[Watch this space to find out who took home the coveted prizes next month!](#)

Isabelle McAuley



It is with great sadness that we announce the passing of Tenant Executive Committee member, Isabelle McAuley, who lived in Glenravel Fold, Ballymena, for many years.

Isabelle was one of the first tenants to become actively involved in tenant engagement, long before it was formally recognised as it is today.

She attended meetings as a passionate advocate and spokesperson for tenants living in Glenravel Fold and for those living in sheltered accommodation across Radius communities.

Isabelle was extremely proud to become a member of the Tenant Executive Committee in 2022.

Through this role, she embraced opportunities to make new friendships and participate in meetings and conferences.

Her commitment, dedication and willingness to speak up on behalf of others made a lasting difference, and her contribution will be remembered fondly by all who had the privilege of working alongside her.

On behalf of everyone at Radius, we extend our sincere condolences to Isabelle's family, friends and neighbours at this difficult time.

Isabelle will be greatly missed, and her legacy of championing the voices of tenants will not be forgotten.

2026 AGM & Staff Awards

Radius recently held its AGM and Staff Awards event with the Board and staff reflecting on the 50th year of the association along with celebrating the hard work, dedication and achievements of colleagues.

Key achievements included:

- Commencement of 424 new social and affordable homes
- Supporting tenants with over £30 million invested into existing homes, services subsidies of £1.6 million, and Value for Money added services of £3.3 million.

The Staff Awards provided an opportunity to recognise those who demonstrated exceptional commitment, made a meaningful difference to the

lives of colleagues and tenants, and went above and beyond delivering the high service standards we strive for every day.

Scan the QR Code to view the 2026 AGM >>>>>>



Chair Martin Pitt (MBE) delivering AGM address



Improving our services with new tenant participation resources

Radius Housing has joined Tpas England, the largest tenant engagement organisation in the UK.

Tpas is dedicated to bringing tenants and landlords together to find solutions to improve services, save money and bring lasting change to communities.

By joining Tpas tenants and staff have access to a range of membership benefits, including the latest tenant engagement training practices, specialist advice, housing briefings and a free helpline.

As a Radius tenant, membership is free and we encourage as many tenants as possible to become members.



As a member you will receive invites to focus groups and workshops, participate in webinars, opportunities to influence national policy, access to exclusive member resource hub, a newsletter to keep up to date with news and advice on engagement issues.

Scan the QR Code to find out more >>>>>



Customer Satisfaction Research Project

Thank you to the staff and tenants who took part in the independent research project exploring the theme of "Improving Customer Satisfaction in Radius Housing."

The focus groups were designed to identify key challenges and opportunities for service improvement across three important areas: Listening and Acting, Complaints Handling and Responsive Repairs.

This research builds on the findings of the recent Tenant Satisfaction Survey and will help inform a range of recommendations aimed at enhancing services and improving the overall customer experience for tenants across Radius communities.

We would like to thank everyone who contributed their time, experiences and feedback.

Your insights will help shape future service improvements and ensure that tenant voices remain at the heart of decision-making at Radius.

St Paul's Tops £400 for Charity!

St Paul's Fold Tenant Association hosted a tabletop sale to raise funds for Radius' chosen charity, Autism NI, and Alzheimer's Society NI.

It was really well received and created a lovely social atmosphere within the scheme. Tenants enjoyed getting involved and supporting the event throughout the week.

The two charities are very close to the hearts of tenants at St Paul's Fold, with almost all tenants having had a loved one affected by Alzheimer's, and some tenants having children or grandchildren living with autism.

£429.34 was raised in total, with the funds being divided equally between Autism NI and Alzheimer's Society NI.

Estate Walkabouts

Monday 10th 10.00am
Claremont Court, Belfast

Thursday 27th 11.00am
McQuillan Lodge, Bangor



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.

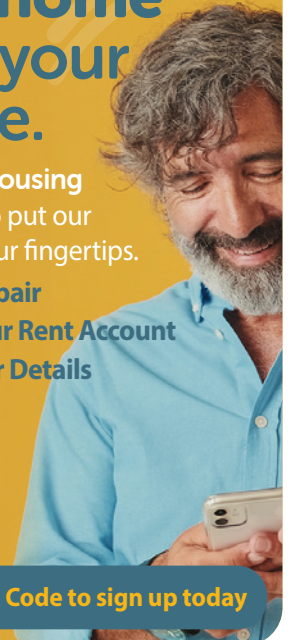
Manage your home from your phone.

My Radius Housing is designed to put our services at your fingertips.

- Report a Repair
- Manage Your Rent Account
- Update Your Details



Scan the QR Code to sign up today



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

