

## Your Satisfaction Matters

Thank you to all of our tenants who help us to improve Radius services by taking part in our annual Tenant Satisfaction Survey.

Overall the 2026 survey results indicate that Radius deliver positive levels of tenant satisfaction, particularly in areas such as safety, fairness and communication.

1,401 tenants shared their feedback during February and March 2026.

Findings also highlight opportunities for improvement, particularly in complaints handling, aspects of repairs (including timeliness) and demonstrating responsiveness to tenant feedback.



**"The last two issues I had were dealt with very professionally. I'm very satisfied with our coordinators."**

- Satisfied Tenant Survey Respondent

### 2026 SURVEY RESULTS - KEY FINDINGS

#### Overall Service Satisfaction

**72.0%** Overall satisfaction with Radius Housing (2025 Survey: 71.7%)

#### Listening to Tenants

**67.9%** are satisfied Radius listens to your views and acts upon them (2025 Survey: 66.6%)

#### Handling Repairs

**76.5%** satisfied with the way your repair was handled (2025 Survey: 76.0%)

#### Anti-Social Behaviour Cases

**65.2%** satisfied with the way your case was handled (2025 Survey: 66.8%)

#### Understanding Your Needs

**80.5%** satisfied Radius keeps you informed about things that matter (2025 Survey: 73.4%)

#### Looking after Your Home

**77.0%** satisfied Radius provides a well maintained home (2025 Survey: 76.1%)

#### Complaints Service

**34.8%** satisfied with how your complaint was handled (2025 Survey: 34.9%)

**"Something broke and it took time to fix it."**

- Dissatisfied Tenant Survey Respondent

### Working Together

## Next Panel Meeting Thursday 9<sup>th</sup> July Theme: Tenant Engagement - What's Next?

Our next Panel Meeting will take place on Thursday 9th July, in the Hollywood Boardroom and online.

The session will focus on Tenant Engagement, with Senior Engagement Officer **Lesla Flanagan** sharing an overview of the recent Tenant Satisfaction results and actions to help prepare for the next Radius Tenant Engagement Strategy.

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](mailto:tenant.engagement@radiushousing.org).

## Radius Achieves Platinum Award

We are delighted to report that Radius Housing attained Supporting Communities Tenant Participation Accreditation Platinum Award.

Platinum is awarded to organisations that demonstrate sector leading excellence across all Tenant Participation standards and is the benchmark which shows that a landlord exceeds regulatory requirements.

We are proud that Radius is recognised as a leader in tenant participation across NI & ROI.

This achievement wouldn't have been possible without our tenants who continue to help shape our services.

To support our efforts in identifying areas for improvement we will host workshops with tenants and staff during July focused on the theme of "Improving Customer Satisfaction in Radius Housing".

# Help to shape the next Older People's Parliament



The Speaker of the Northern Ireland Assembly is encouraging older people across Northern Ireland to take part in a survey to help shape the agenda for the 2026 Older People's Parliament.

The results will inform the debate at the Older People's Parliament taking place on 15 Oct 2026 in Parliament Buildings.

The survey is open until Friday 24 July and invites responses from older people across Northern Ireland, as well as carers, family members, organisations and anyone with an interest in issues affecting older people.

The survey can be accessed online by scanning the QR Code.



Paper copies of the survey are also available by email: [OPP@niassembly.gov.uk](mailto:OPP@niassembly.gov.uk) or in writing to:

Participation and Outreach Team, Northern Ireland Assembly, Parliament Buildings, Ballymiscaw, Stormont BT4 3XX

## Tenant Training Supports Our Communities

Well done to the Mount Vernon Silverthreads and Sherbrook Close Tenant Associations, who recently took part in a Good Governance training session.

The session covered everything from understanding different roles and responsibilities to running effective meetings and exploring new funding opportunities.

Everyone involved has now built up more confidence in their roles, helping them support their communities.

## Inverary Fold are double tops!

A huge well done to everyone who took part in the first Radius Darts Competition.

Tenants and Staff enjoyed a day packed with great craic, impressive throws, and just the right amount of competitive spirit.

A special highlight was meeting local celebrity and GAA All Star Conor Glass who took time to chat with attendees and pose for photographs.



Whether it was a perfect score or a near miss, it was brilliant to see everyone getting involved, cheering each other on, and having a laugh along the way.

After some closely fought matches, **Inverary Fold** kept their nerve and took home the team trophy!! Massive congratulations to them and their well-deserved bragging rights!

Scan the QR Code to visit our website and see more pics from the day!



## Estate Walkabouts

Thursday 2<sup>nd</sup> 2.00pm  
Glenabbey (All areas), Derry

Tuesday 28<sup>th</sup> 10.30am  
Millenium Way, Belfast

Friday 31<sup>st</sup> 10.00am  
Ardgowan Street, Belfast

Friday 31<sup>st</sup> 11.30am  
Candahar Lodge, Belfast



## 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

