Radius Mail

Radius HOUSING

PROVIDING OUR TENANTS WITH UP-TO-DATE NEWS & ADVICE | NOVEMBER 2026 | ISSUE NO. 72

Are You Winter Ready?

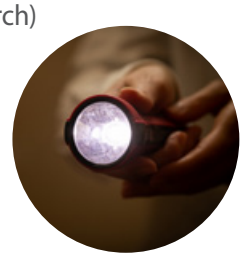
As winter approaches, now is a good time to prepare for unpredictable weather, including storms, freezing temperatures and possible power cuts.

Taking a few simple steps now can help keep you, your household and your home safe throughout the winter months.

Emergency Home & Power Cut Kit

It's a good idea to keep a few essential items together in case of an emergency or disruption to your usual services.

- **Torch and spare batteries**
  (Or a wind-up torch)
  Safer than using candles.



- **Mobile phone power bank (charged)**
  So you can keep your phone charged.
- **Battery-powered or wind-up Radio**
  To listen to local weather forecasts and emergency updates.
- **First Aid Kit**
- **Medicines and Prescriptions**
  Make sure you have enough of your regular medication.



- **Non-perishable food & snacks**
  Enough for at least three days, along with a manual tin opener.
- **Drinking Water**
  Aim to store around 4.5 litres per person per day.
- **Blankets and Warm Clothing**
  To help keep you warm if your heating is disrupted.
- **Wet Wipes & Hand Sanitiser**
  Useful if your water supply is affected.



Emergency Repairs During Storms

During severe weather and storms, our priority is to keep tenants safe and prevent further damage to homes wherever possible.

Radius will prioritise the most urgent repairs, particularly those that pose an immediate risk to health and safety or could cause significant property damage.

Some non-urgent repairs may take longer to complete during periods of severe weather, as our teams focus on emergencies first.

We appreciate your patience and understanding.

If you need to report an Emergency Repair contact Radius Housing immediately on 0330 123 0888.

Look Out for Each Other

Winter can be particularly challenging for some people, so looking out for one another can make a real difference.



- Check on friends, relatives and neighbours who may need extra support during cold weather.
- If you are going away, let someone you trust know and consider how your home will be kept safe while you are away.
- Keep up to date with local weather and follow official safety advice.

STAY SAFE, STAY WARM AND GET WINTER READY!

Emergency Contact Information

ELECTRICITY

If your electricity goes off, you should contact NIE Networks.

Call: 03457 643 643

Report or check for updates online: www.nienetworks.co.uk

WATER SUPPLY

If your water supply goes off during a storm, you should contact NI Water.

Call: 03457 440 088

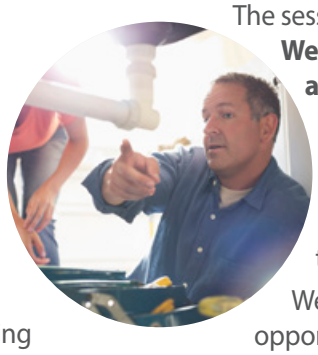
COMMUNITY CHEST 2026/27 IS OPEN FOR APPLICATIONS

For more information visit the Radius website, speak to your Scheme Coordinator, or to request an application form, please contact: tenant.engagement@radiushousing.org

Have Your Say on...

Your Recent Repairs Experience

A recommendation from the recent improvement focus groups was for us to have a Customer Journey Mapping Exercise.



This exercise will bring together Radius staff from the Assets team and the Customer Contact Centre, as well as tenants, plus our MTC contractors, including D Martin, CTS and CFM, who are responsible for the repairs contracts.

We are asking tenants who have reported a repair within the last 6 months if they would like to get involved and participate in the mapping exercise.

The session taking place on **Weds 25th November 1 - 3pm at our Holywood offices**, will focus on identifying gaps and inconsistencies within current processes and improving communication at key touchpoints.

We will also explore opportunities to streamline services to deliver a more consistent and positive customer experience.

The DfC Tenant Participation Strategy

The Department for Communities (DfC) is reviewing its Tenant Participation (TP) Strategy to ensure tenants have a stronger voice in decisions affecting their homes and the services they receive.



The updated strategy aims to create more opportunities for tenants to share their views, influence decisions and shape housing services in Northern Ireland.

Radius is inviting tenants to take part in a feedback session.

This will help inform the review of the DfC Tenant Participation Strategy and shape the renewal of our own Tenant Engagement Strategy.

The session will take place on: **Thursday 16 November, from 11am to 1pm**, with the option to attend in person at our Holywood office, at one of our regional offices in Newry or Derry/Londonderry, or take part online.

Our Social Value

Radius is undertaking a study to better understand and measure the social value we create for our tenants, residents and stakeholders.

To ensure tenants' voices are heard, we will be sending out a short survey by text message during November.

The survey will ask about the difference Radius services and support make to your life and the positive impact they have on you. All responses will be anonymous.



Please look out for the survey in the coming weeks and take a few minutes to complete it.

Your feedback is important and will help us better understand the difference we make and where we can continue to improve.

We want to hear from you.

To have your say on any of the above issues, register your interest by emailing: tenant.engagement@radiushousing.org or call 0330 123 0888 and ask to speak to a member of the Tenant Engagement Team.

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.

£100 home heating oil support scheme

If you live in Northern Ireland, you may be eligible for a £100 voucher towards the cost of home heating oil.

Eligibility Guidelines

- You need to use home heating oil as your main heating source.
- You must be a resident in Northern Ireland
- Annual income below £30,000 (after tax, National Insurance or pension contributions - this includes pensioners.)

Please Note:

Under the DfC guidelines, tenants living in sheltered accommodation with communal heating systems are **NOT** eligible for the voucher.

We appreciate how important support with energy costs is and recognise the frustration this decision may cause.

To find out if you are eligible for the scheme, scan the QR Code or visit: nidirect.gov.uk