

Beat the Bills

Get help tackling the rising cost of living through our Financial Inclusion Services

With ongoing cost-of-living challenges affecting many households, our dedicated Financial Inclusion Team is here to help tenants make the most of their income and access the support available to them.

Our experienced Financial Inclusion Officers offer free, confidential advice and guidance on all aspects of benefit entitlement.

They take the time to understand each tenant's individual circumstances, ensuring that support is personalised and focused on achieving the best possible outcomes for every household.

The team is committed to helping tenants receive all the financial support they are entitled to.

This includes assisting with benefit applications, identifying additional sources of income, and accessing



grants or charitable funds that may be available. By maximising income opportunities, we help tenants manage financial pressures and maintain their tenancies with confidence.

Whether you need help understanding your benefits, completing an application, or exploring additional financial support options, Radius Housing's Financial Inclusion Team is here to help.

Financial Support Case Study

A retired tenant living alone in sheltered accommodation was struggling with heating costs and household bills, resulting in arrears.

Following a referral from the Income Officer, a Financial Inclusion Officer (FIO) identified that the tenant was missing out on valuable disability-related benefits.

The FIO supported the tenant to apply for Attendance Allowance, Pension Credit and Discretionary Support.

As a result, the tenant was awarded



Attendance Allowance of £110.40 p/w and Pension Credit of £82.90 p/w.

They also received a non-repayable Discretionary Support grant of £870 to help with essential household items.

In addition, the Pension Credit entitlement opened access to Winter Fuel Payments and other benefits.

The FIO also provided budgeting support, helping the tenant to manage arrears and improve their long-term financial wellbeing.

Total financial gain: £193.30 per week plus a one-off £870 grant.

Working Together

Next Panel Meeting

Thursday 22nd October

Focus on:

Radius Direct

Our next Panel Meeting will take place on Thursday 22nd October, in the Hollywood Boardroom & online.

The session will focus on Radius Direct, with Service Delivery Manager **John Paul Darragh** joining us to share more about Radius Direct, its role and its aims for the future.

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.

We're taking engagement on the road!



This is your opportunity to help shape what tenant engagement looks like at Radius as we renew our Tenant Engagement Strategy.

Over the coming months, we'll be hosting information sessions at our office in Hollywood, as well as going on the road to different schemes meeting with tenants and residents.

We want to hear directly from you about what has worked well, what could be improved and what you would like to see from tenant engagement in the future.

Keep an eye out for information about when we'll be visiting your area. Come along, have a chat with us and, most importantly, have your voice heard.

Community Chest is Open 2026/27

For the past eight years, Community Chest has helped bring ideas to life in Radius communities across Northern Ireland, providing grants of £250–£1,000 to tenants, residents, leaseholders, service users and small community groups.

Last year, we supported **48** projects, awarding **£38,448.37** to help make a positive difference in local communities.

Have you got a great idea for an activity, event or project that could bring people together, reduce isolation or make your community a better place? Talk to us about it today!

We're happy to discuss your idea with you.

Even if you don't have everything figured out yet, sometimes an idea just needs a friendly conversation to get it off the ground!

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

Community Chest
2026-27



NOW OPEN
TO NEW APPLICATIONS

Be Positive Around Ageing!

October is Positive Ageing month, recognising older adults and celebrating the people, places and services that help us stay active, connected and involved in our communities.

During the month we also shine a light on the barriers that can make these opportunities harder to access.

Delivered in partnership with the Public Health Agency, the campaign begins on October 1st, coinciding with the International Day of Older Persons, and highlights the valuable role that older people play in communities.



Each council area will be running a programme of events and activities. To find out more speak to your scheme coordinator who will be able to reach out to the age friendly coordinator within your local council area.

Older People's Parliament is Back



The Older People's Parliament is back for 2026, taking place on 15 October 2026 in Parliament Buildings.

This is an opportunity for older people, carers, and advocates to engage directly with MLA's and Ministers about key issues affecting daily life in later life.

We had a fantastic response to our public survey, with 1,396 people selecting the issues they wanted the Parliament to focus on.

These include:

- Equal access to appropriate healthcare.
- Tackling poverty in later life.
- Transport, travel and mobility access.
- Tackling loneliness and social isolation.
- Scams, Financial Abuse and more.

If you would like to watch the Older People's Parliament in-person, apply for tickets by scanning the QR Code.



For questions regarding attendance, please call 028 9052 1761 or 028 9052 1440. Phone lines are open Mon to Fri, 10.00am - 2.00pm.

The Parliament will be available to watch live on the Assembly website: www.niassembly.gov.uk

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.

Did you know?

In August, our Customer Service Team handled **9,348** calls, with almost 5,000 jobs logged with our response repair teams and contractors.



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

