

Focusing on our repairs for your reassurance

Underlining our customer commitments

Maintaining the quality and safety of customer homes is at the heart of how we maintain, improve and manage our properties.

EMERGENCY REPAIRS

We will complete or make safe emergency repairs **within 24 hours** of being reported to us.
(Gas leaks, uncontrollable water leaks and serious electrical faults)

ALWAYS REPORT EMERGENCY REPAIRS IMMEDIATELY. CALL: 0330 123 0888

URGENT REPAIRS

We will complete urgent repairs as quickly as possible and usually **within 4 working days**.
(Faulty shower or single radiator)

ROUTINE REPAIRS

We will complete routine repairs at a time that suits you and usually **within 20 working days**.
(Minor inconveniences, leaking gutter)

Post inspections ensure repairs have been completed to a high standard, and that incomplete or additional works have been identified and logged.

[Does every repair receive a post inspection?](#)

Due to the resources required in terms of staffing costs and time, Radius are unable to inspect every single repair.

All large repairs with a cost of £1000 or over receive a post inspection.

For repairs under £1000, Radius maintain a post inspection rate of 10%, allowing us to monitor an appropriately large sample of repairs using the resources available.

[What happens when a repair fails a post inspection?](#)

When a post inspection identifies an issue, we require the contractor to rectify the work within 10 days.

Working Together



This year, tenant and staff focus groups have explored the theme of Improving Customer Satisfaction in Radius Housing.

Three key areas were identified for improvements in service performance:

1. Tenant Expectations

Ensuring customers understand what to expect from Radius and the services we provide.

2. Communications

Improve communication between teams, contractors and tenants.

3. Consistency

Ensuring customers receive a reliable and consistent service standard.

This month, we are focusing on Repairs, and answering some of the queries raised in our focus groups.

Manage your home from your phone.

Did you know you can report repairs, check your existing repair status, and view your repair history instantly?

This can be done by downloading the My Radius Housing App.

You will need your Tenancy Reference Number to register for My Radius Housing. This can be found on a rent letter or by speaking to one of our customer service team members.

You can also continue to report a repair by calling the Customer Service Centre on 0330 123 0888

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**



We are committed to providing the highest standards of customer care and experience at all times.

Our five customer service commitments set out what you can expect from us and our partners.

- 1) Make it easy for you to deal with us
- 2) Listen and act with openness, honesty and transparency
- 3) Always try our best to put things right
- 4) Keep your home well maintained
- 5) Provide information and support to help you manage your home

Your Home

Our Customer Service team sets the standard

Did you know? Our Customer Service Centre received 9,853 calls during July. That's almost 500 enquiries a day from people across Northern Ireland.



These enquiries vary greatly in terms of complexity and can include reporting repairs or checking the status of repairs as well as housing enquiries, such as transfer requests, and housing availability information.

We encourage customers to contact the Customer Service Centre for enquiries wherever possible.

To help us manage our resources, please do not contact individual staff members directly by phone or email.

Our customer service team are always best placed to:

- Make sure your enquiry is logged, tracked, and allocated to the correct team or service department.
- Ensure you receive a response within a reasonable timeframe.
- Provide greater accountability for enquiries.

Our Customer Service team are available from 8am - 8pm Monday to Friday on 0330 123 0888

Your Community

Radius Community Awards Winners

We're delighted to announce the winners of this year's Radius Community Awards, which celebrate the fantastic efforts of tenants, residents and communities who help make our neighbourhoods greener, brighter and wonderful places to live.

Senior Radius staff, including Chief Executive John McLean, travelled to schemes across Northern Ireland to present prizes and spend time with our various award winners.

Congratulations to our winners:

Best Communal Garden

Brookvale Fold

Best Individual Garden

Alice Gibson, Donard Fold

Best Urban Garden

Lavery Fold

Best Biodiverse & Sustainable Garden

Fruithill Fold

Hanging Baskets & Planters

Hillbank Fold

Good Neighbour Award

Diane Donaghy, Scrabo Fold and

John Adair, Neillsbrook Fold

Positive Impact Award

Susan Byrne, Gordan Porter and

Mary McCullagh, Brownhill Fold



Scan the QR Code to view more photos.

Thank you to everyone who entered and helped make this year's awards such a success. We hope the awards inspire even more people to get involved, share ideas and take pride in where they live.

Supporting You

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.

The Radius Annual Review 2026 is now available online.

This review details how Radius invests in homes, services and communities while supporting our customers in challenging economic conditions.

Within the review are a number of the success stories from the last 12 months as well as an insight into the strategic themes for the year ahead.

Our statement of income for the year ended 31 March 2026 is also included.

Scan the QR Code to read online or download a copy.



Find us online

Keep up to date with Radius news through our social channels. Simply search for Radius Housing

