



How did we do?

Customer Performance Report 2022-23

Improving lives and communities through our homes, care and support

We manage over 13,500 homes and support close to 33,000 households across Northern Ireland.

A1 
Moody's
Credit Rating

£97m
TURNOVER

£20
million
FUNDING PACKAGE
Green Term Loan

£50
million+
Property Investment

ACCREDITED AND FINANCIALLY SECURE

Radius
HOUSING

 **Supporting™
Communities**
Empowering Society

Tenant
Participation
Award – Silver Level

 **CUSTOMER
SERVICE
EXCELLENCE**
CSE

Retained
Customer Service
Excellence (CSE)
in 2022/2023

Everyone has a place

Shaping our services together

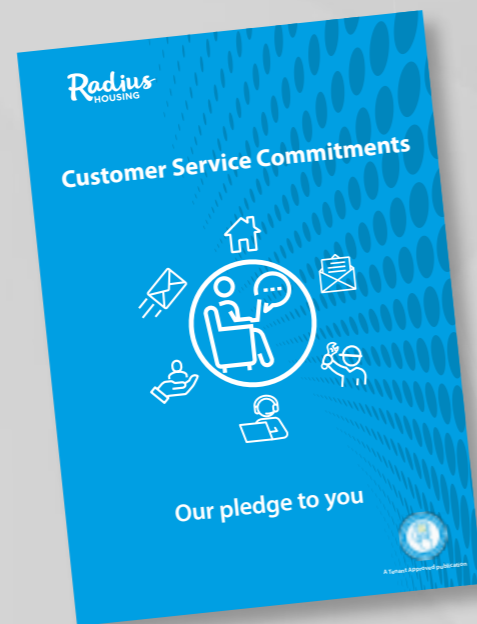
This report provides an overview of how we performed in 2022/2023 against our Customer Service Commitments and key performance indicators.

It is important to us that we are clear and transparent about the standards of service customers can expect from us and that we are open and honest in how we have performed against them.

During the year we revisited our service standards with the Tenant Engagement Panels leading to the launch of our new Customer Service Commitments.

The Tenant Executive Committee and Service Improvement Groups play a key role in reviewing our performance information and Tenant Satisfaction Survey results.

Through their input they help us to better understand what actions we need to take to continuously improve our services and the overall customer experience.

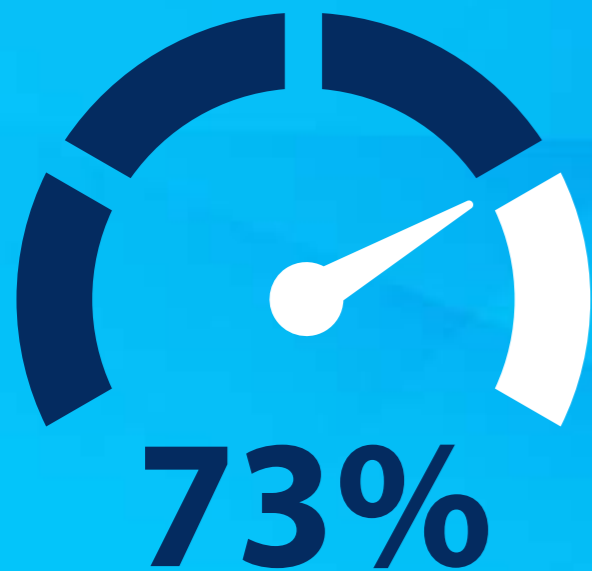


If you are a tenant of Radius and want to get involved in one of our tenant engagement groups send your contact details to tenant.engagement@radiushousing.org

Tenant satisfaction



How did we do?



Overall Tenant Satisfaction for the year*
(Previously 80%)

*Based on 1,307 tenant responses to our telephone survey.

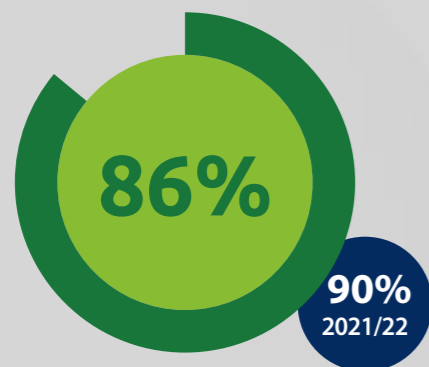
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Your experience contacting Radius

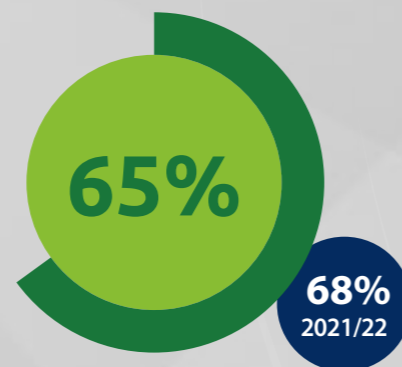
Our Service Standard

“We will answer your call as quickly as we can in a polite and courteous way.”

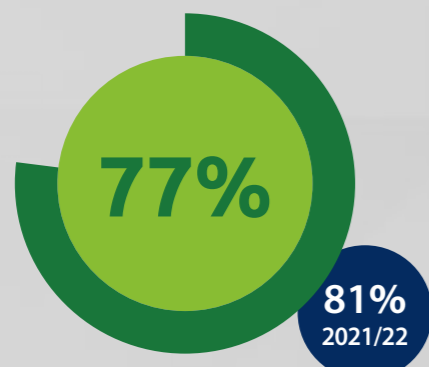
How did we do?



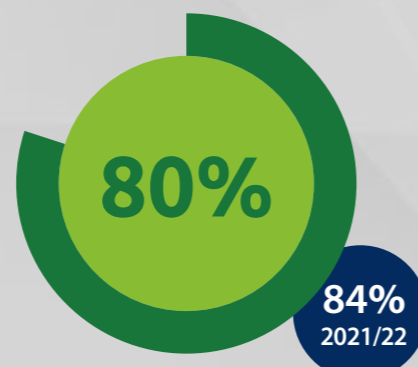
Radius has friendly and approachable staff



Time taken to answer a query was reasonable



Staff were helpful



Satisfaction with approach to enquiries generally



Getting in touch?

Don't forget if you need to get in touch you can do so easily any time of the day by visiting the website or by phone on 0330 123 0888 during office hours.

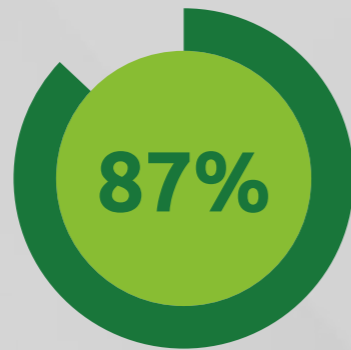
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Putting things right

Our Service Standard

“We will always try our best to put things right”

How did we do?

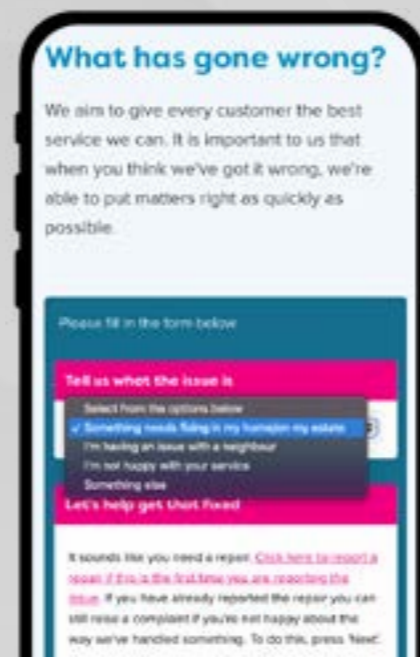


Complaints resolved within 20 days

Improvements we have made

With the involvement of our Tenant Executive Committee and Service Improvement Group, we have made our enquiries and complaints process easier to follow.

We created a new enquiries section on our website with an online form that takes customers through the enquiries and complaints process. This ensures issues are directed to the right place, helping us respond promptly and within our service standard targets. Click to visit.



152 ^{*Complaints from}
33,000
Households

*180 in previous year

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Keeping our communities safe for you



How did we do?

92% of ASB cases resolved within target

436 Anti-Social Behaviour (ASB) cases reported
(was 468 in previous year)

4 Injunctions as a result of ASB
(was 1 in previous year)

1 Eviction as a result of ASB
(was 1 in previous year)



Our ASB toolkit provides practical guidance and advice on what to do if you are experiencing anti-social behaviour. Click to visit.

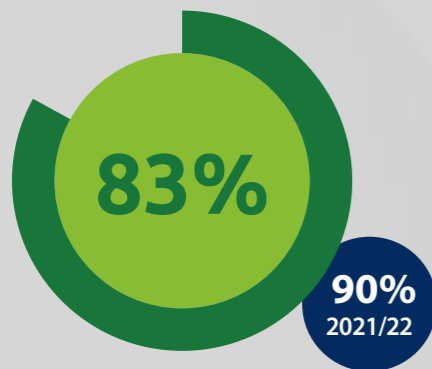
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Looking after your home

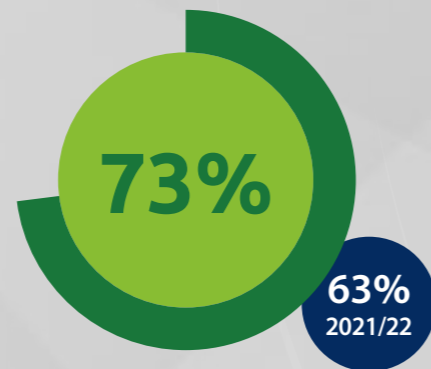
Our Service Standard

“We will keep your home well maintained”

How did we do?



of customers feel Radius provides a home that is safe and secure



satisfaction with repairs and maintenance

19,905
EMERGENCY REPAIRS
REPORTED



Completed within 24 hours

25,926
URGENT REPAIRS
REPORTED



Completed within 4 days

21,812
ROUTINE REPAIRS
REPORTED



Completed within 20 days



Need to report a repair?

Customers can report a repair to us any time of the day using the Report a Repair Form on the website or by calling us on 0330 123 0888 during office hours.



Click to use our Report a Repair Form

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Keeping your home safe for you and your family



How we performed

Performance on safety checks carried out in tenant homes.



GAS
FIRE
ELECTRICAL
WATER
ASBESTOS

£15.2million
spent on Major and Planned works

(Was £11.7m in the previous year.)

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Providing homes across Northern Ireland



How we performed



New Homes Built



Adaptations Completed in Radius Homes



Average Time to Re-Let Vacant Properties*

*Our target is 25 days



£50million+ Property Investment

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How your rent is spent

For every £1 of rent and service charge income we receive, we spend...



Radius continues to invest in new and existing housing in Northern Ireland



84%
of tenants felt rent was good value for money*

*Based on 1,037 tenent responses to our telephone survey.

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Keeping you in the picture

Key publications keep you informed on our promises and performance.

These documents provide more detailed information on our services, financial statements and other key aspects of what we do.



Click the documents to view online or download

Everyone has a place



Want to know more?

If you would like further information
on how we provide our services
please visit our website
www.radiushousing.org

Radius
HOUSING

Head Office: 3-7 Redburn Square
Holywood BT18 9HZ
t: 0330 123 0888
e: info@radiushousing.org



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