

A photograph of a man and a young girl playing with wooden blocks in a public square. The man is crouching and looking at the girl, who is also crouching and touching the blocks. A woman and another child are also present, watching the activity. The background shows other people walking in the square.

How did we do?

Customer Performance Report 2023-24

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

 **£104m**
TURNOVER

 **732**
New Homes
Under construction



Retained
Customer Service
Excellence (CSE)
in 2023/2024

Radius
HOUSING

Everyone has a place

Shaping our services together

This report provides an overview of how we performed in 2023/2024 against our Customer Service Commitments and key performance indicators and helps our customers to see how we are performing.

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.

Our Tenant Executive Panel and Service Improvement Groups play an important part in holding us to account by reviewing our performance information and customer survey satisfaction 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.

Thank you to the Tenant Executive Panel and all our other customers, who helped us by giving feedback and sharing their views, whether this was through satisfaction surveys, estate walkabouts or getting involved in tenant panels, workshops or forums.



Read our
Customer Service
Commitments



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



Supporting[™]
Communities
Empowering Society

Tenant
Participation
Award – Gold Level

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We are listening to and learning from your feedback



How did we do?



Overall Customer Satisfaction*

(Based on our most recent bi-annual survey 2023)

*1,307 tenant responses to our telephone survey.

It's good to hear that customers are broadly happy, but we want to do better and a score of 74% means there is room to improve. The next sections of the report provide examples of what we have learned from customer feedback and how we are improving our services as a result.

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Your experience contacting Radius

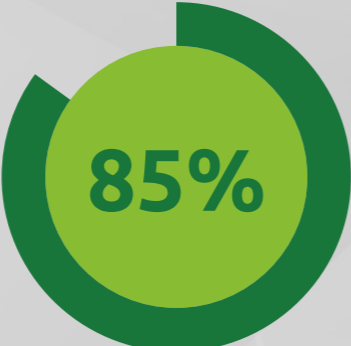
Our Customer Service Commitment is to:

“Answer your call as quickly as we can in a polite and courteous way.”

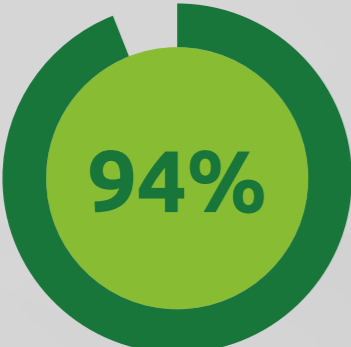
How did we do?*



Radius answered on the first attempt



Calls answered within one minute



Staff were quick and efficient



Staff were polite and courteous



Radius Customer Service Centre answered **97,562 calls** during the year

*Results from Mystery Shopping October 2023

Changes we've made to improve



We know from comments made by customers during the year that sometimes it can take longer than usual to get through to us on the phone at busy or peak times of the day.

- We have added call-back functions to our phone systems so that customers can request a call-back without losing their place in the queue.
- We have extended the opening hours of the Customer Service Centre and now operate from 8.00am to 8.00pm enabling customers to call us earlier and later in the day to make enquiries and report repairs.
- In April 2025 we will launch our NEW Customer Portal enabling tenants to self-serve and transact with us online.

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Putting things right

Our Service Standard

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

How did we do?



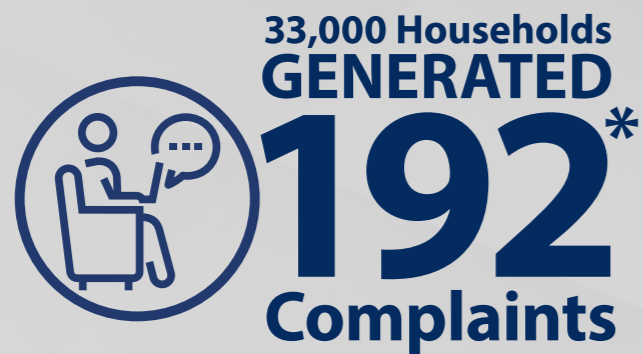
Stage 1 complaints were responded to in full within our target timescale of 20 days



Stage 2 complaints were responded to in full within our target timescale of 20 days



Complaints were referred to the Ombudsman



This total was made up of 171 Stage 1 complaints and 21 Stage 2 complaints.

*152 in previous year.



Changes we've made to improve

Customers in some of our independent living schemes told us they were not satisfied with the quality of the gardening and grass cutting at their schemes.

In response to this we have appointed a new grounds maintenance contractor and have set key performance indicators (KPIs) to closely measure and monitor their performance.

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Keeping our communities safe for you



How did we do?

65% of ASB cases resolved within target

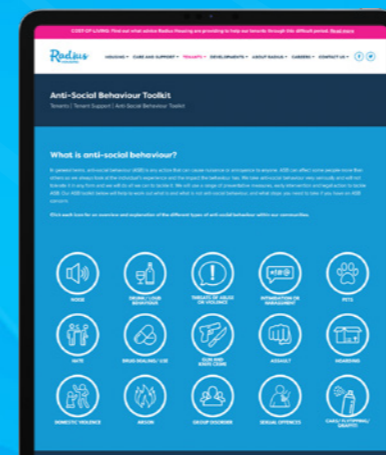
549* Anti-Social Behaviour (ASB) cases reported

(*This is an increase of 21% as was 436 in previous year)

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

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

Changes we've made to improve



We have recruited a new Senior Housing Officer dedicated to ASB to promote sustainable communities and reduce tenancy failure. Our ASB tool kit provides practical guidance and advice on what to do if you are experiencing anti-social behaviour. [\[click\]](#)

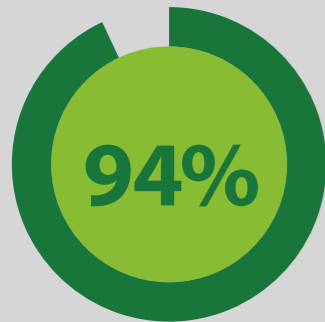
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Looking after your home

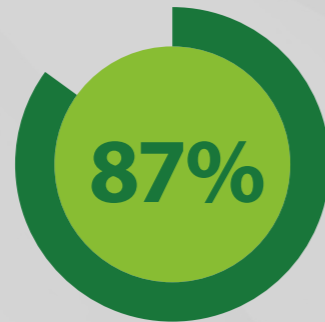
Our Service Standard

“We will keep your home well maintained”

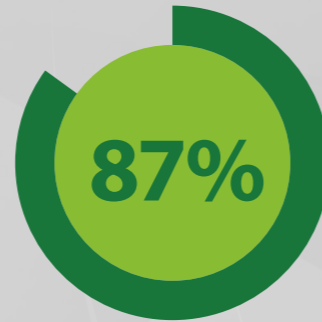
Here's how we did?



Emergency repairs completed within 24 hours (Target 91%)



Urgent repairs completed within 4 days (Target 91%)



Routine repairs completed within 20 days (Target 90%)

During the year we introduced six new maintenance contracts. As a result of this, and the settling in of these arrangements, our performance has dipped slightly.



TOTAL REPAIRS REPORTED

65,497

19,434

EMERGENCY REPAIRS REPORTED

45,163

URGENT & ROUTINE REPAIRS REPORTED



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**

£15.5million
spent on Major and Planned Works
(£7.3million on Routine Repairs.)

Changes we've made to improve

During the year we undertook a big project to review our damp and mould processes. As part of this work, we launched a new Condensation, Damp and Mould online reporting form on our website alongside easy access to information and resources to help customers better understand what they can do to reduce condensation in their homes.



[Click to view our website section on Condensation, Damp & Mould](#)

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Providing homes across Northern Ireland



How we performed



New Homes Built During the Year



Adaptations Completed in Radius Homes



Average Time to Re-Let Vacant Properties*

*Our target is 25 days

£797,901
spent on Major Adaptations

(£506,386 spent on Minor Adaptations.)



£50million+
Property Investment

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Promoting respectful and shared communities



Together we plan, organise and deliver a broad range of events created to engage with everyone. Here are just a few of the highlights:

- Ballymena Women's Wellbeing: Yoga, Zumba, Arts & Social programme
- Turning Point NI Mental Health & Wellbeing Counselling
- Traveller Education Programme, Dungannon and South Tyrone
- Bosco Holocaust Programme, Newry
- Northern Lights - NI Good Relations Week in the Waterfront Hall, Belfast
- Confederation Cup 2023 - Multi-cultural Soccer Tournament

We've
Run
OVER **200**
Community Events
Programmes & Projects
Across Northern Ireland
with more than 10,000 attendees

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



Provide information, support and advice to help you manage your home

Our Customer Service Commitment is to:
"Help make managing your home simple and easy!"

Here's how we did:

- Customers provided with an individual letter 28 days in advance of changes being made, explaining how their annual rent and service charge is set.
- 1,479 tenants supported by our Welfare Advice Team to maximise their income to a total value of £2.7m.

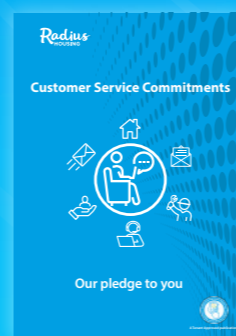
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Keeping you in the picture



**Key publications keeping you up-to-date
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

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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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