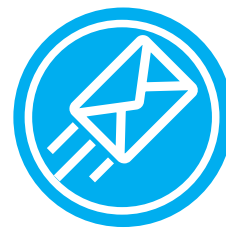


# RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 025

DEC 2022

Radius  
HOUSING



## CHRISTMAS MONEY SAVING TIPS

**The countdown to Christmas has well and truly started, so here are a few Money Saving Tips for this Christmas.**

- Avoid overspending this Christmas by planning and deciding what you can afford and stay within your budget.
- Consider not giving a present and don't feel obliged to give presents to people you have previously bought presents for.
- Visit the local charity shops and car boot sales, there are loads of unopened gifts for sale at low prices.
- Instead of buying a gift you could pledge to do something nice such as babysitting little ones or cooking a nice meal.

• Consider buying lower own brands when it comes to gifts and food. Remember goods aren't made to last and own brand foods can taste as good as Name Brands at a fraction of the price.

• If you are considering giving gift cards there are four key things you should be aware of:

- Sometimes retailers go bust
- Gift cards have expiry dates
- Beware of admin fees
- They could forget or lose them

Giving cash might sometimes be a better alternative than gift cards.

### Office Christmas Opening Hours

Radius Offices will be closed on the below dates:

- Monday, 26th December 2022
- Tuesday, 27th December 2022
- Wednesday, 28th December 2022
- Monday, 2nd January 2023

#### OUT OF HOURS

If you have an emergency repair while our offices are closed call us on: 028 90 42 10 10

### Royal Mail strike dates in December

The dates include the 9,11,14,15,23, and 24 December so if you are posting Christmas Cards post early to avoid cards not arriving on time.

Even better, instead of sending Christmas Cards and paying the postage which is expensive. You could have a catch up over the phone or send a personalised text message.

### What's Happening?

#### Radius Christmas Quiz Friday 9th Dec

**You are invited to join us for our annual Radius Christmas Quiz on Friday, 9th December at 2pm on zoom.**

You can join individually or as a group of tenants together. We have prizes up for grabs for 1st, 2nd and 3rd place winners!

To book your place:

- Contact your Scheme Coordinator
- Email Tenant Engagement Team at [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)
- Call us on 07471 136685

**Want to be in our next newsletter?**

**Please speak to your Scheme Coordinator, Housing Officer or email us at: [tenant.engagement@radiushousing.org](mailto:tenant.engagement@radiushousing.org)**



## SURVEY RESULTS ARE IN!

During the Tenant Conference in October, we asked attendees to complete a short survey to evaluate the conference facilities and programme of events. Here are the results!

- 99%** Respondents stated the conference facilities were either excellent or good.
- 96%** Respondents stated the refreshments and lunch were either excellent or good.
- 99%** Respondents stated the exhibition stands we either extremely interesting or interesting.
- 95%** Found the Tenant Engagement Panel was either extremely interesting or interesting.
- 97%** Found the Cost-of-Living Panel extremely interesting or interesting
- 91%** Respondents found the Navigating the Sustainability Panel extremely interesting or interesting
- 82%** Respondents enjoyed the ceremony a great deal.



We will take on board some of the thoughts and suggestions from everyone on the day to include the distance required to travel, more refreshments and more time to interact throughout the day.

**Thank you to everyone who completed the survey.**

## WE WANT TO ASK YOU HOW WE'RE DOING

**If you get a call from a company called IFF Research don't worry, it's not a scam. It's on behalf of Radius Housing.**

We want to hear more from our customers about how we are doing and have asked a company called IFF Research to contact customers every month on a random basis, to gain your views on the service provided when you contact us.



Calls will come from the telephone number 0203 148 7717 and will be between 9am -8pm Monday - Friday and 11am-4pm on Saturdays.

IFF Research will ask questions about a number of services we deliver to customers which might include repairs, antisocial behaviour and communal cleaning.

## ADVICE SHOP



### Welfare Advice

*Providing advice, support and advocacy on all aspects of benefit entitlement.*

*Radius Welfare Advice Officers are on hand to support and assist you with:*

- **Benefits**
- **Universal Credit**
- **Budgeting**

*Get in touch with your Scheme Coordinator or Housing Officer if you would like a referral.*



### Reporting a Repair Online

[www.tinyurl.com/RadRepairs](http://www.tinyurl.com/RadRepairs) or email:

[responserepairs@radiushousing.org](mailto:responserepairs@radiushousing.org)



### Radius Community Chest

## COMMUNITY CHEST IS NOW OPEN

Funding projects in Radius Communities with grants available from £250-£1000.

To apply contact our Tenant Engagement Team on 0330 123 0888 or email: [tenany.engagement@radiushousing.org](mailto:tenany.engagement@radiushousing.org)

## AREA PANEL MEETING

The October Meeting minutes are available on the Radius Website or ask your Scheme Coordinator to print a paper copy, helping you keep up to date on how to be involved in shaping the services you receive.

## AIR AMBULANCE

Tenants from Lavery Fold held a Halloween party and collected £180 towards AANI.

Cromlyn Fold tenants held a jumble sale & coffee morning and raised £488 for AANI.

## IT HAS NO PLACE!



### Anti-Social Behaviour



## Don't forget...

Help Air Ambulance NI, who require £5500 per day to sustain their great service!

If you have an emergency repair while our offices are closed, call us on

**028 9042 1010**

