

RADIUS MAIL

Providing our tenants up-to-date news & advice



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Radius
HOUSING

PANEL MEETING REVAMP FOR 2025

The first Area Panel Meeting took place in September 2017 when tenants and staff from Radius came together to discuss various issues of importance.

Since then the panel meetings have continued to go from strength to strength. During the pandemic the meetings moved fully online, thus allowing tenants from across Northern Ireland to take part for the first time, as we all learnt how to use zoom, mute devices and move into break out rooms!

When restrictions were lifted, it was decided to combine our online meetings with our established in-person meeting in the Boardroom in Holywood, in what became known as hybrid panel meetings.

Both staff and tenants can agree that each hybrid panel meeting is different, coming with the unique challenge technology brings, from joining and taking part and sound issues, plus having tenants and staff together in the Boardroom and online at the same time.

As the popularity of these panel meetings has grown, to ensure tenants continue to have a good experience, both online and in person, a working group exercise was set up with our Tenant Executive Committee (TEC) members to discuss the current panel meeting structure, what works well and what could be changed to improve the overall meeting experience.

The TEC agreed the panel meetings are a great opportunity for tenants to hold Radius accountable on key performance issues and want this to continue.



FEEDBACK & ACTIONS

As a result of this Tenant Working Group feedback, the Tenant Engagement team are going to pilot a number of suggestions as recommended by the TEC, including:

Staff Tenant 1:1

A member of staff will be available to help address individual queries/questions both before and after the meeting. This will help the smooth running of the group meeting.

Quarterly Themed Meetings

Themed panel meetings will be introduced every quarter to discuss in detail Radius Key Performances and focus on one topic.

Separate Meetings

Separate meetings will be trialled - both an **in-person only** and an **online only** meeting. This will help ensure everyone's involvement and reduce technical issues arising from hybrid meetings.

NEXT PANEL MEETING TOPIC: FINANCE

Our first Themed Panel Meeting topic will be on the subject of Finances.

In attendance will be **Alan Thomson**, Radius Director of Finance and **Ciaran Smith**, Area Housing Manager, to discuss how your Rent is spent, how your Service Charges add up and how Radius helps to maximise your income.

In Person Meeting



Thursday 24th April 11am
Holywood Boardroom.
Spaces are limited and you must register your attendance in advance.

Online Meeting



Tuesday 29th April 2.30pm
(Teams Only). To receive a link you must register your attendance in advance.

The Radius Offices will be closed for Easter on Friday 18th, Monday 21st and Tuesday 22nd April

Would you like to feature in the next Radius Mail newsletter?

Please speak to your Scheme Coordinator, Housing Officer or email us at: tenant.engagement@radiushousing.org

THE RADIUS COMMUNITY AWARDS FOR 2025 ARE OPENING SOON!

The Radius Community Awards 2025 will be opening soon, including the following categories: Best Kept Garden, Communal Garden, Communal Urban Garden, Individual Garden within a Fold or General Home, Sustainable/Biodiverse Garden Area and Hanging Baskets/Planters.

So with Spring officially here, it's time to get outside, enjoy the better weather, and with that comes a host of jobs to do around the garden.

It's a **great time to feed your shrubs** to encourage strong growth and help fight pests and disease.

It's not too late to get some **pruning** done but be mindful about what type of plant you are pruning. For helpful information on pruning visit the RHS website.

Many of our tenants and schemes plant and harvest their very own vegetables, which always tastes better than shop bought! Seeds such as peas, broccoli, onions, softneck variety garlic, carrots, parsnips and beetroot can all be sown directly in the ground.



Even try your hand at growing your own potatoes! Just pick up a bag of seed potatoes at any gardening shop, or, if you have a few old potatoes with 'tentacles' growing from them (these are called eyes), plant them in the ground and get ready to harvest in around 12 weeks.

You can also get salad season started by planting lettuce, radishes and spring onions.

Ulster Wildlife have created a fantastic Starter Pack on how to bring nature into your garden with information on helping hedgehogs, providing a pond, plant for pollinators, helping garden birds and much more.

Sign up online to get your Ulster Wildlife gardening starter pack >>>>>>



Radius Community Awards 2025

PICK UP YOUR FREE WILDFLOWER SEEDS

Let nature in! Pollinators are an amazing and varied group of creatures that include bees, flies, beetles, butterflies, wasps and moths.

Pollination happens when these creatures travel from plant to plant transferring the pollen on their bodies enabling fertilisation and the plants to reproduce.

Planting native wildflowers are vital for insects in their early life stages and are

nectar rich for butterflies and other pollinators.

If you would like to claim a FREE packet of Wildflower seeds contact:

tenant.engagement@radiushousing.org



TENANT ENGAGEMENT WINS CIH AWARD!

Well done to Radius Tenant Engagement Team who won the Beyond Housing Award at the recent Chartered Institute of Housing Awards!

This award recognised that our tenants are at the heart of everything we do. This award would not have been possible without the involvement from our tenants engaging with us throughout the year participating in surveys, walkabouts, attending meetings, service improvements and much more.



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.



Report a Repair Online

To report a repair, visit our website and fill in our online Report a Repair form or scan the QR Code.



You can also contact the Radius Office directly on 0330 123 0888 or speak to your Scheme Coordinator.

For Emergency Repairs, contact us immediately on 0330 123 0888

HAPPY BIRTHDAY GEOFFREY!

Congratulations to **Mr Geoffrey May** of Loughview Fold who recently turned 102 years old! Happy Birthday from us all!



Action
cancer
Saving Lives Supporting People

FUNDRAISING IN ACTION

Well done to the tenants of **Ballinascreen Fold** and our Mid-Ulster Floating Support team for organising an Afternoon Tea and raising **£230** for Action Cancer, our corporate charity partner.

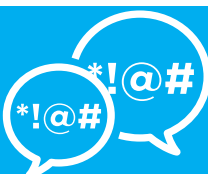
Find us online

Why not keep up to date with Radius Housing news through Facebook?

Simply search for "RadiusHousing"



Anti-Social Behaviour IT HAS NO PLACE!



If you have an emergency repair while our offices are closed, call us on **0330 123 0888**

