

RADIUS MAIL

Providing our tenants up-to-date news & advice



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Radius
HOUSING



WE ARE LOOKING FOR DIGITAL CHAMPIONS!

Volunteering has many benefits which include meeting new people, sharing your skills and experience with others, being more active and increased wellbeing.

As part of Radius's Digital Inclusion Strategy, we want to promote a range of opportunities for our tenants and residents which include gaining access to online services and help to learn the essential skills and confidence required to participate in using technology.

Are you digitally savvy? Radius are recruiting volunteer Digital Champions. You don't need qualifications or be a technical whizz to become a Digital Champion.

All you need is time, patience, enthusiasm and be willing to motivate others to get online and gain digital skills.

As a volunteer Digital Champion, you can help give others the confidence to use a mobile phone and digital devices, staying safe online and to gain skills on:

- Sending texts and emails
- Search Engines for online shopping
- Social Media such as Facebook
- How to join a video Meeting (eg. Zoom)

We will provide you with the support and training that you require.

If you would like to give something back to those in need then we want to hear from you.

To find out more information or to become a volunteer Digital Champion please contact Tenant Engagement or register your interest online at <https://form.jotform.com/230024431101028>

What's Happening?

AREA PANEL MEETING

Thursday 26th Jan

**Thursday 26th January 11am
Holywood Boardroom and Zoom.**

Spaces are limited at the Holywood Boardroom and must be registered in advance of meeting.

**Thursday 26th January 7pm
Zoom only.**

Please register your attendance to receive a link. Devices are available by letting the Tenant Engagement Team know in advance of the meetings.

Rural Action has launched a Rural Action Awards Scheme, aimed at supporting rural communities celebrate their own achievements.



The scheme is open to rural community-based groups/ organisations with a population of 5,000 or less who will have the opportunity to apply for funding up to £1,000 towards their project.

The scheme is open to constituted rural community groups who have projects that are volunteer led and supports wider community engagement and celebration.

Full terms and conditions are available on the website www.ruralaction.co

rural ACTION
MAKING IT HAPPEN

Want to be in our next newsletter?

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



£600 ENERGY BILL SUPPORT

This Energy Bill will see households in Northern Ireland receive a single non-repayable payment totalling £600 to help with their energy bills, regardless of how they heat their home.

The payment is made up of the Energy Bills Support Scheme (£400) and the Alternative Fuel Payment (£200) and may be provided by the UK government through electricity suppliers.

The details on how this payment will be made has been confirmed by the UK government. Please find important details below about how you will receive this payment.

Direct Debit Customers

If you pay your electricity bill by Direct Debit, you will get £600 deposited directly into your bank account from January 2023. You do not need to apply for this, and this transaction will be completed automatically by your supplier.

You should not be asked to provide any further details to receive this payment – if you receive a request for bank details or personal information then this could be a scam. Do not disclose any of this personal information.

Standard Credit Account Customer (without a direct debit arrangement) or a Pre-Pay (keypad) Meter Customer

If you pre-pay your electricity bill, your supplier will send you a £600 voucher from mid-January 2023, in the form of a letter containing a barcode. If a voucher is lost, it can be reissued.

You will need to bring this voucher to a Post Office where you can either deposit the payment directly into your bank or credit union account if you provide your bank card or account details. Alternatively the Post Office can provide cash, subject to cash availability at your Post Office branch.

You need to provide verification to redeem the voucher (see the checklist and acceptable forms of verification below):

- If you request your payment to be deposited into an account, you need your bank card/ account details
- If you request your payment in cash, you need to provide photo ID which must match the name on the voucher
- If you are a keypad customer, your proof of address must match the name on the voucher

*You must redeem the voucher by **31 March 2023**.
It will no longer be valid after this date.*



CHECKLIST OF WHAT YOU NEED TO TAKE TO THE POST OFFICE

1. The letter containing the voucher.
2. Proof of address - this must show your address and be dated between 1 January 2022 and 1 January 2023. Acceptable proof of address includes (but is not limited to):
 - Utility bill such as phone, water, electricity, TV licence
 - Bank statement
 - Rental or mortgage agreement
 - Letter from a UK government or Northern Ireland department
3. If you are requesting payment into an account - your bank card and / or account details.
4. Photo ID - only required if you are redeeming your voucher as cash.
Your ID must be valid at the time you redeem your voucher, and must be one of the following:
 - Passport
 - UK or EU / EEA photo Driving Licence
 - Armed Forces ID card or Police Warrant card
 - Northern Ireland Electoral Identity Card
 - Translink SmartPass (senior / 60+ / war disabled / blind person)
 - Asylum ID card

If you do not have photo ID, you will need to obtain it or contact your electricity supplier.

5. Keypad customers only also need to bring their keypad app or top up card, in addition to the voucher and proof of address.

If you are not able to provide your top up card or app, you will not be able to redeem the voucher for the keypad.

If you have any queries please contact your electricity supplier for more information.



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
or email:
responserepairs@radiushousing.org*

WE WANT TO KNOW, HOW ARE WE 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 have asked IFF Research to contact customers on a random basis to gain your views on a number of services provided by us, such as repairs and communal cleaning.

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

WELL DONE!

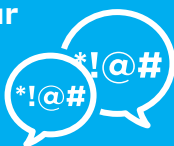
Grahamsbridge Manor who raised **£500** for Cancer Fund for Children

AIR AMBULANCE

Well done to Forthriver Fold for raising **£2,347** for Air Ambulance.

Tullaghmurry Fold have raised **£408** by having a fireside quiz and a bingo afternoon.

**Anti-Social Behaviour
IT HAS NO
PLACE!**



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

