



2025 SERVICE CHARGE INCREASES

Service charges in Radius Housing are calculated in accordance with the service charge policy which was approved by Radius Board four years ago. During that time, Radius has absorbed £1.6m, rather than passing this on to tenants.

The implementation plan for the service charge policy set out that Radius would continue to shield tenants from the worst of the cost increases.

This year Radius are shielding tenants from around £1m of additional costs. This is due to the increase in costs of the upkeep and maintenance of our communal areas.

What makes up Service Charges?

Service charges are made up of a number of items in communal areas which include:

- Heat and lighting
- Cleaning
- Security
- Repairs, maintenance and servicing
- Safety and compliance to include fire safety, legionella and lifts
- Scheme co-ordinator costs

The cost of all these categories have unfortunately increased again this year due to a number of factors:

Inflation and Rising Costs

General inflation affects the cost of goods and services, including those required for maintaining and managing residential buildings.

This has led to higher costs for repairs, maintenance, and other services.



One of the main drivers has been the increase in the national minimum wage and employers national insurance.

This increased cost is significant, and it affects all repair and maintenance contractors, caterers, cleaners and security staff – as well as Radius staff.

Energy Costs

While the unprecedented high cost of electric, gas and oil have reduced, due to current global uncertainty, costs are starting to rise again.

As a result, these energy costs make up a large portion of the cost of service and heating charges.

Wherever possible residents can help reduce these costs by working with our assets staff and scheme co-ordinators.

Maintenance and Repairs

The cost of all materials and labour has increased massively over the last 5-years and this has a knock on effect to the level of service charges.

Ageing Schemes

A number of our schemes are now at an age where maintenance is on the increase.

When this reaches the point at which parts needing replaced, it can be costly. Radius covers the costs for items that need replaced at their cost, and this does not impact your service charges.

Our Housing Team will be writing to all tenants over the coming weeks to inform you of changes to rent and service charges with a detailed breakdown of how your service charges are calculated.

A breakdown is available on request from your Housing Officer. Our Welfare Advice Officers are also available to support you.

Sorry we're
CLOSED

PLEASE NOTE:

Radius Offices will be closed
Monday 17th March

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 Big Spring Clean 2025 will be taking place from 1st March to 30th April.

We are inviting Radius communities to join this campaign and get involved to tackle litter and enhance our communities.

If you would like to get participate or organise a litter pick for your area contact Tenant Engagement.

UPCOMING EVENTS

Tenant Association Training

Office Bearers from Cullingtree, Lagan and Tullaghmurphy Folds will be participating in Tenant Association Training on Tuesday 4th March.

If your scheme is interested in setting up a Tenant Association or would like more information speak to your Housing Officer or contact Tenant Engagement.

Tenant Executive Committee Meeting

Thursday 6th March at 11am

Repairs Service Improvement Group

Brainstorming
Thursday 13th March at 11am

** STORM ÉOWYN ** ONGOING RESPONSE

Our Respose Repair and Customer Support teams remain busy following the impact of Storm Éowyn.

We appreciate yor patience as our teams manage repair priorities to ensure the safety and wellbeing of everyone affected.



This poem about the storm was written by **David Charles Munn**, a tenant from **Inis Fold** Enniskillen.

Stormy Weather

*The big blow of twenty-five
Glad to see, we all survived
It started in the dead of night
And caused us such a blooming fright*

*Lying huddled under bedclothes
Storm Eowyn raged and ranted
'Go away... Go away' We chanted
But he wasn't done yet!*

*Uprooted trees and flying branches
Fallen walls and peoples fences
Trampolines tossed and upended
Powers off, schools suspended*

*Erneside's closed so stay at home
Don't drive and do not roam
Eowyn that bad, bad boy
Tossed us around as if a toy*

*On he blew but we'd had enough
So Eowyn gasped and lost his puff
The big blow of twenty-five
Eehh!... it's good to be alive!*



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 BETTY!

Congratulations to **Mrs Betty Moore** of Skerries Fold who recently turned 99 years old! Happy Birthday from all in Radius.

Action
cancer
Saving Lives Supporting People

FUNDRAISING IN ACTION

Thanks to the fundraising efforts by tenants and staff across Radius, we have raised a total of **£28,360** for Action Cancer, our charity partner.

Well done to tenants from **Inverary Fold** who designed and sold seasonal cards raising **£200** for Action Cancer.

A big shout out to **Ken of Winchester Court** who raised **£700** running a sign language course and donating the proceeds to the Tenants Comfort fund.

Find us online

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

Simply search for "RadiusHousing"



ESTATE WALKABOUTS 2025-26

At Radius, we are committed to enhancing the quality of life in our communities and as part of this commitment we conduct estate walkabouts on at least 10% of Radius communities each year.

An arranged Estate Walkabout is when Radius staff walk around the communal areas of a Radius community, identifying issues such as anti-social behaviour, fly-tipping, overgrown gardens, and other communal concerns.

As a Radius tenant you have an opportunity to share any concerns you have about your community and suggest ideas for improvements. An action plan is then created, and you will receive a letter outlining how Radius will address the issues raised during the walkabout.

If you would like to see a walkabout take place in your community speak to your Scheme Coordinator/Housing Officer, or email Tenant Engagement: tenant.engagement@radiushousing.org.



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



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

