Radius Mail

Radius HOUSING

PROVIDING OUR TENANTS WITH UP-TO-DATE NEWS & ADVICE | MARCH 2026 | ISSUE NO. 64

Your local library is a lot more than just books!

We are fortunate to have 98 local libraries serving in both rural and urban communities and multiple mobile stops across Northern Ireland offering a warm and welcoming hub for those who like to read, follow an activity and connect with others.

Each library has a timetable showcasing featured Go On Events and Activities that take place throughout the year so check out what's on offer and maybe give something new a go.

Activities include Knit and Natter groups, Mindful Colouring/Cryptic Corner, Tea and Newspapers, Computer and Tablet Skills Classes.

Library membership is FREE. Just visit your local library to get a membership card or complete the online form via the QR Code.

Visit: librariesni.org.uk

Reading for adults is a crucial, evidence-based tool for reducing stress, boosting mental health benefits, including stress reduction, improved empathy and a lower risk of cognitive decline.

Heritage Week returns to libraries across Northern Ireland from 9th - 14th March with a rich programme of free talks, workshops, exhibitions and online events exploring the stories that shape where we live.

This year's theme **Know Your Place**, invites you to discover local history, language, archives, music, migration and family stories through engaging sessions led by historians, writers and heritage specialists.

Whether you want to explore family roots, learn something new, or simply enjoy an interesting talk, there are plenty of opportunities to get involved.

Events are taking place in libraries and online so you don't have to miss out!

Community Chest Closing Soon!

So far we have funded 23 projects totalling £20,000 with groups receiving funding from £250-£1000.

Projects varied with Radius schemes applying for reminiscence sessions, musical therapy and common room resources, including bingo equipment, board games, arts & crafts, outdoor gardening equipment and furniture.

Are you a tenant or resident living within a Radius Community and not sure the project you would like to apply for meets the criteria?

For more information, speak to your Scheme Coordinator/Housing Officer or visit the Radius website. To request an application form contact: tenant.engagement@radiushousing.org

We are particularly keen to hear from groups that are applying for the first time or haven't applied for funding in the last 12 months.

Working together

We're on the road in 2026 with Tenant Engagement!

This year, the Tenant Engagement Team are going on a roadshow! We want to make sure every community has the chance to meet us, learn what we do, and help shape the future of our services.

When we visit, we'll be taking the time to chat with you, answer questions, listen to your ideas and hear what matters most to you.

Whether it's suggestions for improvements, thoughts on activities, or simply how to get involved, we're here to listen.

Our aim is to build stronger relationships across all schemes and ensure that every tenant and resident feels informed, included, and heard.

Keep an eye out for details of when we'll be visiting your community.

How to Report a Repair

For **Emergency Repairs**, call us immediately on 0330 123 0888

You can Report a Repair online via our website

*** OUR OFFICES WILL BE CLOSED ON TUESDAY 17TH MARCH FOR ST PATRICK'S DAY ***

Supporting You

Valuing and empowering older people in our society

Northern Ireland is on course to becoming the oldest region in the UK by 2025. And by 2040, the number of people reaching retirement age will exceed those entering the workforce.

The Commissioner for Older People for Northern Ireland, Siobhan Casey, has published a Corporate Plan 2025-2029.

This plan sets out the priorities that will guide her work over the coming years and how she will use her role to advocate, influence and drive change for older people.

By law, the Commissioner must take reasonable steps to ensure that older people are made aware of the functions and role of the office.

The Commissioner is also responsible for ensuring that older people are encouraged to communicate with the Commissioner and that their services are made available to older persons in the locality in which they live.

The outcomes set out in the corporate plan focuses on three areas:

Advocating for change to support people to age well, including in health and social care, housing, transport and community planning;

Empowering older people to have choice and control in their lives, by promoting rights, access to information and advocacy;

Changing how we all think, feel and act towards older people and ageing, by challenging ageism and promoting a culture that values older people.

To read the full Corporate Plan, scan the QR Code or ask your Scheme Coordinator for a printed copy.

Your Community

Estate Walkabouts

We are committed to creating safe, welcoming and well-maintained communities. As part of this commitment, we carry out estate walkabouts in at least 10% of Radius communities each year.

An Estate Walkabout involves relevant Radius staff including your Housing Officer and Asset Officer walking through shared areas of a community to identify any issues, such as fly-tipping, overgrown gardens, or other concerns such as Anti-Social Behaviour.

As a Radius tenant or resident, you have the opportunity to raise any concerns about your community and share ideas for improvements.

If you would like an Estate Walkabout to take place in your community, please speak to your Scheme Coordinator or Housing Officer, or contact Tenant Engagement at:
tenant.engagement@radiushousing.org

Following the walkabout, an action plan will be developed, and you will receive a follow-up letter outlining all communal actions raised.

Worried about your bills?

If you have questions or concerns about your bills, please reach out to your Income Officer, or contact the office.

We are here to assist you with any issues related to your rent payments and can help you explore available support options.

Call 0330 123 0888 (9am - 5pm, Mon to Fri)

Financial Advice

Our Financial Inclusion team are here to offer support and expertise to assist you with:

- Benefits
- Budgeting
- Universal Credit Switch
- Pensions
- PIP Advice and more

Get in touch with our team via our website.

2026 Tenant Satisfaction Survey

Radius Housing has appointed independent research agency Service Insights based in England to carry out our large-scale annual satisfaction survey.

The survey will take place from the beginning of March until mid-April. During this time, tenants will be contacted by telephone and invited to share feedback on services we provide.

The survey takes approximately 10 minutes to complete, and tenants will be randomly selected to participate.

We encourage anyone contacted to take part and your feedback helps us improve our services.

Find us online

Keep up to date with Radius news through our social channels

Simply search for Radius Housing