

# RADIUS MAIL

Providing our tenants up-to-date news & advice



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Radius  
HOUSING

## DONARD FOLD WINS BEST KEPT IN 2024!



**Well done to Donard Fold in Newcastle who have won the prestigious Best Kept Sheltered Housing Area Award in 2024.**

This competition has been running for 24 years and this year there were 19 other schemes from different Housing Associations and facilities across Northern Ireland who entered this competition, so this is a great achievement for Donard Fold who have won 4 times and for Radius schemes who have won this competition 12 of those years.

This is what the judge had to say "From the moment I pulled up to Donard Fold, the first impression was of a beautifully kept facility, both grounds and building, there was not a dead leaf or weed in sight, water features and beautifully planted tubs and baskets everywhere. Congratulations and good luck with increasing the amount of wildflower planting, it was a privilege and joy to visit this facility".

Well done to everyone involved!

## CUSTOMER SERVICE CENTRE EXTENDS OPENING HOURS TO 8.00PM MON-FRI

**As Radius continue to work hard and listen to feedback received from our customers we are delighted to announce that our Customer Service Centre has extended its hours to suit your needs.**

We are now open for phone calls from 8.00am to 8.00pm Monday – Friday to report repairs. The CSC is the first point of contact when looking to report a repair or to follow up on an existing repair.



## RURAL RESIDENTS FORUM UPDATE

**A number of Radius tenants from rural areas attended an information session organised by the Rural Community Network on joining the already established Rural Residents Forum.**

This Forum supports rural tenants and residents to scrutinise housing issues from a rural perspective.

Going forward Radius will have representatives who will attend these meetings to represent the voices of Radius tenants. If you would like to hear more information on the Rural Residents Forum contact Tenant Engagement.

During this first session, attendees received a talk on life growing up in different parts of Ireland and the houses that families lived in with film footage shown from the Digital Film Archive.

This was a really thought provoking session seeing footage of large families living in small houses with little to no toilet facilities compared to the quality of homes we are living in today.

The Digital Film Archive has a vast collection of over 127 years of old broadcast news stories, football footage, footage from the shipyards and the linen industry and much, much, more.

Scan the QR code to enjoy spending hours watching all the archive film footage and photographs!



**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](mailto:tenant.engagement@radiushousing.org)

# RADIUS HOUSING PETS POLICY UPDATE

The Radius Housing Pets Policy has been recently reviewed due to legislative changes made to The Dogs (Northern Ireland) Order 1983 and approved by the Tenant Executive Committee.

Radius understands and recognises that keeping pets offers significant benefits to owners. In accordance with the conditions of tenancy, tenants are required to seek written permission from Radius before bringing a pet onto their property.

All tenants are required to complete an Application for a Pet and Responsible Pet Owner Agreement before approval to allow a pet to be kept in Radius property will be given.

Permission for a pet will depend on the location of the property and suitability of the pet for their environment in which they will be living, also considering the impact on their neighbours.



For tenants who are already pet owners please speak to your Scheme Coordinator/Housing Officer to complete a Responsible Pets Owners Agreement.

This agreement will contain information about your pet and details of suitable pet carers who will acquire responsibility for your pet if you become unable to care for your pet (such as hospital admission).



## 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

# COMMUNITY CHEST FUNDING REMINDER

Information session to help you with ideas and suggestions on what to apply for and tips on completing your application will take place via Teams on 12th Nov 11am and 14th Nov 2pm.

Speak to your Scheme Coordinator/Housing Officer or contact tenant.engagement@radiushousing.org to register your place.

The Community Chest is open for groups to apply for funding from £250 - £1000.

We are particularly keen to receive applications from groups who haven't received Community Chest funding previously.



Speak to your Scheme Coordinator or contact: Tenant.engagement@radiushousing.org for more information or to apply.

## ARE YOU FIRE SAFETY AWARE?

We take our responsibility for fire safety seriously and want all our tenants to be happy, healthy and safe in their homes.

Keep an eye out for our Fire Safety campaign online and in our schemes.

If you are concerned about fire safety in your home, scheme or fold, speak to your Housing Officer.

To find out more about Fire Safety in the home, visit: [www.nifrs.org](http://www.nifrs.org)

## Fire Safety Awareness

- Dispose of rubbish correctly in the bins provided.
- Don't block hallways and communal areas.
- Never cover or tamper with your smoke alarms.



## FUNDRAISING IN ACTION! Action Cancer Saving Lives Supporting People



Our older tenants continue to prove time and time again that age is no barrier.

Peter Hirthe, of Forthriver Fold in Belfast, recently went over the top and completed a charity abseil at the Crumlin Road prison.

Peter's daredevilry and zest for adventure helped raise over £150 for our charity partner Action Cancer! Well done Peter!

Shout out to the ladies of Hamilton Fold, Ballynahinch who have been busy knitting hats and blankets for babies.

These much needed items will be donated and distributed amongst charities working in Vietnam, Zambia and Eswatina, as well as various Christmas Shoe Boxes.

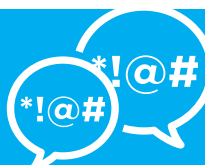
## Find us online

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

