

Your feedback continues to shape & improve services

In the spring of 2025 Radius carried out a Tenant Satisfaction survey to help shape our services.

After the results of the survey we set up a working group with staff to help support our efforts in identifying and addressing areas in need of improvement, and hosting a session during our Tenant Conference on Start, Stop and Continue discussing Repairs, Complaints, and Communication.

We have now put together an Action Plan to help improve tenant satisfaction, complaints handling, and engagement across our communities.

Focusing on Repairs we have improved our processes with the aim of reducing the length of time it takes to complete repairs, with better follow up on jobs that have fallen out of their target date.

We are committed to following a consistent complaints handling process across all departments, being transparent and improving communication with tenants.

We want you to know what to expect from Radius. That's why we will clearly communicate our service standards, repair timeframes and complaints timelines regularly via our newsletter, social media, and website.

Our staff will provide accurate and consistent information to help you understand our services and what we aim to deliver as your landlord.



We know we don't always get everything right, but we are listening, learning and continually trying to make improvements.

Your feedback helps us understand where we can do better and how we can improve. We want you to participate in surveys and attend tenant meetings, your voice helps shape the services delivered to all our tenants.

Working together

Themed Panel Meeting

Our upcoming Themed Panel Meeting will focus on New Homes.

In attendance will be Denise Quinn, Head of Development, who will outline Radius's future plans for new homes in 2026 and discuss the key issues that shape our development programme.

Denise will also address some of the most common questions raised by tenants including:

- How Radius is working to deliver modern, energy efficient homes that are cheaper to run, environmentally sustainable and designed for long-term use which will ensure our developments are future proofed for generations to come.
- Why new homes are being built in particular areas.
- What planning considerations are involved when selecting and developing sites.
- Plus, the current challenges facing housing developers in Northern Ireland such as limited land availability, funding constraints and wastewater infrastructure issues.

Register your attendance for either our in-person or online sessions below:

In Person Thursday 13th November
11am - Hollywood Boardroom.
Spaces are limited and you must register your attendance in advance.

Online Thursday 13th November 2pm
(Teams Only). To receive a link you must register your attendance in advance.

Bobby shows the winning way for excellence in tenant engagement

We would like to acknowledge our Tenant Board Member Bobby McConnell who won the Tenant Award for Excellence in Tenant Engagement at the recent Supporting Communities Conference.

This award recognises Bobby's leadership, commitment, and tireless dedication to amplifying tenant voices.

Bobby's journey began in 2020, during the pandemic, when he raised concerns about the service he was receiving from Radius.

Bobby joined our Register of Interest attended panel meetings, engaged directly with management, and constructively challenged poor performance where it was identified, before becoming a Tenant Board Member in April 2024.

Beyond Radius, Bobby represents tenants across NI as a member of the



Housing Policy Panel (HPP), convened by Supporting Communities.

In this role, he lobbies local government, consulting directly with the Department for Communities to review and influence statutory regional housing policies.

Bobby has spoken in parliamentary sessions, highlighting critical issues including wastewater infrastructure constraints, limiting housing development and the growing homelessness crisis.

Bobby's journey shows the real impact tenants can have when they get involved.

If you would like to use your voice to help shape service delivery, influence decisions and shape the future of your community you can follow Bobby's example by joining our Register of Interest and attending meetings.

Your experience, ideas and feedback can make a difference. Contact the Tenant Engagement team to find out more.

The awards just keep on coming!

Well done to Neillsbrook Fold who have won the NI Amenity Awards, Best Kept Sheltered Garden.



Judges commented: "Neillsbrook is a wonderful example of what 'Best Kept' really means.

Much thought has gone into everything to ensure that everyone can enjoy the garden whether from their window or in person on one of the many benches adorned with botanical cushions.

Fabulous lighting throughout the planting which must be magical at night.

Well done everyone, keep going!"

Plus, well done to Gortgole Fold who have won Best Kept Community Planting Scheme in the Mid & East Antrim in Bloom competition.

The competition encourages everyone who lives in the Borough to think about their local environment and how attractive flowers, plants and gardens can enhance it, while contributing to Mid & East Antrim's entry to the Translink Ulster in Bloom Competition and the Britain in Bloom Competition.



Join us in wishing a very happy 97th birthday to Wesley in Valley Fold, Fivemiletown



Are You Winter Ready?



Major incidents, storms and bad weather are now common occurrences across Northern Ireland, so it's important to be prepared in advance.

As winter is approaching and our weather can change quickly it's better to be prepared with the following essentials:

- A working torch and spare batteries
- A battery powered radio
- A first aid kit and enough of your prescribed medication
- Bottled water and non perishable food
- A fully charged mobile phone
- During severe weather stay indoors
- Know where to turn off your water, electricity and gas off in case of an emergency.

Electricity

If your electricity goes off, you should contact NIE Networks they are responsible for maintaining the electricity network and handling power cuts.

Power cut emergency number: 03457 643 643

You can also report or check for updates online at: www.nienetworks.co.uk

Water Supply

If your water supply goes off during a storm, you should contact NI Water - they manage and maintain the public water and wastewater network.

Waterline: **03457 440 088**
(24-hour emergency number)

Website: **www.niwater.com**

If your water is off, check if your neighbours are affected.

If you live in a scheme, inform your Scheme Coordinator, pull your cord to inform Connect 24 or call the office on 0330 123 0888