

Improving Repairs & Communications

Our All Trades Contract Service has now been running successfully for two years, supported by our three key contractors: CFM Combined Facilities Management, CTS Projects and D Martin Building Contracts.

These contractors deliver a wide range of essential works, focusing on core services such as responsive repairs across all trades, including: carpentry, plastering, painting, roofing, plumbing, electrical, glazing, and more.

WORKING TOGETHER TO IMPROVE PERFORMANCE

Our Assets Team handles over 60,000 repairs annually.

We've been working closely with our contractors to improve service delivery across emergency, urgent, and routine repairs.

Recently, at a Tenant Executive Committee (TEC) meeting, the contractors provided an update on the services they deliver to Radius.

TEC members took the opportunity to hold them to account on key issues raised by tenants, including:

- Cold calling concerns
- Delays in completing jobs
- Lack of appropriate tools or parts
- Additional time required when more than one tradesperson is needed



REPAIR TIMEFRAMES

Contractors aim to meet the following response targets:

- **Emergency Repairs**
– within 24 hours
- **Urgent Repairs**
– within 4 working days
- **Routine Repairs**
– within 20 working days

HELP US HELP YOU. BE REPAIR READY.

To improve first-time fix rates and help contractors arrive fully prepared, tenants are encouraged to:

- Provide as much detail as possible about the issue when calling the Customer Contact Centre
- Update your phone number to ensure the contractor can reach you

Please also be aware:

Contractors have reported low response rates when calling tenants to arrange appointments.

If you've reported a repair, expect a call from an unknown number or the contractor's head office. We ask that you answer these calls to avoid delays.

Radius AGM 2025

Radius recently held our AGM where the past year's performance was reviewed along with sharing plans for the upcoming year.

The Board reflected on positive progress around sustaining tenancies and increasing community development, modernising and keeping safe their existing housing stock, while building more energy efficient social homes.

We also recognised the hard work and success of staff who consistently demonstrate high levels of commitment and made a difference to the lives of colleagues and tenants, particularly in the aftermath of Storm Éowyn.

Find out more on our website by scanning the QR Code here. >>>



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 Charity Partner



Well done to Rathain Fold who raised £713 for Action Cancer

Congratulations to **Hillbank Fold** who raised £1030 for the Mary's Meals Charity who serve life changing school meals to some of the world's poorest children.

Make your money go further with Age NI

OCTOBER IS FREE WILLS MONTH

Age NI supporters aged 55 or over can have a simple Will written or updated for free during October.

Free Wills Month brings together a group of charities who offer older members of the public the opportunity to have their Wills written or updated free of charge.

Free Will Month begins 1st October 2025. To register your interest visit the "Free Wills Month" website or give them a call on 0333 022 0396.

They will send you a reminder nearer the time and a list of participating solicitors within your local area.

Free Wills Month is very popular, and appointments are allocated on a first come, first served basis.



Age NI have updated their "More Money in Your Pocket Guide for 2025-26". This guide will help ensure you're getting the money you are entitled to.

The guide explains the various benefits along with a benefits calculator.

Scan the QR Code or ask your scheme coordinator to print out a paper copy.



Worried about your rent?

If you have questions or concerns about your rent account, 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 Welfare Advice 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.

Your Community

Help Shape the New Tenant Handbook

We are currently reviewing the Tenant Handbook to ensure it's accurate, easy to understand, and truly reflects the services we provide.

While a team of staff is already working on updating and amending the new handbook, we believe the most important voices in this process are yours - the tenants.

You experience our services every day, so your feedback is vital to making the handbook genuinely helpful and relevant. That's why we're inviting you to be part of the process.

We are setting up a Tenant Working Group to review the draft handbook and share thoughts, ideas, and suggestions.

The first meeting will take place on Wednesday 21st August at 11am via Microsoft Teams.

If you're interested in getting involved or want to find out more, please speak to your Scheme Coordinator or Housing Officer, or contact our Tenant Engagement team directly at: tenant.engagement@radiushousing.org

2025 Tenant Conference

This year's Tenant Conference will be taking place on Wednesday 1st October in Clayton Hotel Belfast.

We would like to have your input into what the focus and content should be for this year's conference and have organised a working group meeting to take place on Wednesday 13th August on Teams at 2pm.

If you would like to be part of this group and shape the agenda for the conference please contact: tenant.engagement@radiushousing.org

Estate Walkabouts

Friday 1st August 10am **Faugh a Ballagh Court**

Friday 1st August 10am **Barrack Hill**

Friday 1st August 10am **Georges Street**



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