

Bringing a fresh look into 2026

This year will be an exciting year for everyone at Radius, with some changes in how we communicate with you.

Tenant Handbook 2026 Edition

We recognise how important it is that the handbook is practical, relevant, and useful for everyone living in Radius communities.

As the previous edition was last printed in 2018, it was well overdue for a refresh!

Information has been reviewed and updated to reflect current policies, services and legislation, ensuring tenants have access to accurate and up-to-date guidance.

Content has been rewritten in plain, straightforward language, making it easier to understand and more accessible for all readers.

The handbook has been shaped by a working group of staff and tenants collaborating throughout the last six months of 2025.

Support will be available to tenants who may need help accessing the digital version and individual sections of the handbook can be printed on request.



Website

Also undergoing a makeover is the Radius website which has been redeveloped with our tenants and customers front of mind.

The layout and design of both the handbook and website have been enhanced with improved structures and signposting, making it quicker and easier for tenants to find the relevant information they require such as repairs, rent and responsibilities plus access to support services.

Before the website goes live in early 2026, the Tenant Executive Committee will be involved in testing and reviewing, helping ensure it will be user friendly for every visitor.

Magazine

Finally, 2026 will see the launch of our first ever digital tenant magazine. Every Radius tenant will have access to the new **Your Place** magazine.

Your Place will complement the monthly Radius Mail newsletter, and feature key updates on strategic developments across Radius communities, planned maintenance and redecoration works, as well as useful information about the range of services we provide.

In line with Radius' commitment to being more environmentally friendly, the updated Handbook and Your Place will be available primarily in a digital format as we work to reduce paper use.

Working together

New Corporate Charity Partner



Radius are delighted to announce Autism NI as our new corporate charity partner.

Autism NI does vital work supporting autistic people and their families across Northern Ireland, helping to promote understanding, inclusion, and acceptance in our communities.

Next Panel Meeting

Our upcoming themed Panel Meeting will focus on Communities.

In attendance will be Loma Wilson, Director of Communities, and Linzi Webb, Senior Housing Officer (ASB Intervention & Prevention) who will give an update on the work taking place within local Radius communities.

In Person Meeting

Thursday 22nd January 11am
Holywood Boardroom.

Spaces are limited and you must register your attendance in advance.

Online Meeting

Thursday 22nd 2pm (Teams Only).

To receive a link you must register your attendance in advance.

How to Report a Repair

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

You can Report a Repair online via our website



Digital Skills Training

We continue to help tenants and residents to become more digitally savvy and confident online.

Since 2023, we have been working closely with AbilityNet, a local charity that supports people to get online and develop digital skills.

To date, they have delivered digital skills training to 163 tenants, either one-to-one or in small groups.

The training covers a range of practical skills, including using tablets and smartphones, shopping online safely, and using social media.

Our Volunteer Digital Champion is available to provide 1-to-1 digital support



for those who need extra guidance.

If you would like to take part in digital skills training, please speak to your Scheme Coordinator or contact the Tenant Engagement Team.

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 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.

Fundraising in Action

Well done to Cairns Hill Court who raised **£500 for Action Cancer** with an Afternoon Tea Party

A big thank you to the Foyle Knitting Group who raised an amazing £400 for Foyle Search & Rescue!

Your hard work and dedication are truly appreciated and will make a real difference in the local community!



Food Safety Awareness

Last year we organised a Food Safety & Hygiene Awareness Training course, with 11 tenants from various schemes participating in this pilot.

The course was specifically designed to equip tenants with essential knowledge and skills required to safely support events within Radius schemes.

Feedback from participants was very positive and subject to demand we may run this course again in the spring.

Anyone interested in attending a future Food Safety & Hygiene Awareness Training course should speak with their Scheme Coordinator or Housing Officer.

Participants must be willing to travel to Radius Head Office in Holywood with transport provided.



Your Community

Estate Walkabouts

Tuesday 27th January 10am Neillsbrook Fold



Find us online

Keep up to date with Radius news through our social channels. Simply search for Radius Housing

