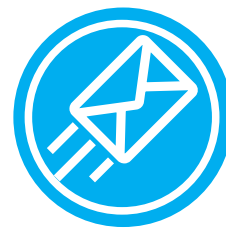


RADIUS MAIL

Providing our tenants up-to-date news & advice



ISSUE NO. 055

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Radius
HOUSING

TACKLING ANTI SOCIAL BEHAVIOUR TOGETHER - YOUR VOICE MATTERS

Radius are committed to creating safe, welcoming communities for all our tenants which is why tackling anti-social behaviour (ASB) is one of our top priorities.

If you are aware of anti-social behaviour in your Radius neighbourhood, please let us know.

We will strive to work with you, your neighbours and, where applicable, the police and other agencies to tackle the issue and prevent further ASB incidents.

Why Reporting Matters

Reporting ASB helps us take action quickly—whether it's dealing with noise nuisance, vandalism, or harassment.

The sooner we know about it, the sooner we can help. Your reports help us protect not just your peace of mind, but that of your neighbours too.

What's New?

We've recently updated our ASB procedures to make the process clearer and more efficient. Our staff have also undergone training to ensure they respond quickly, sensitively, and effectively to every report.

Radius is committed to sustaining communities through good neighbourhood management and empowering tenants to resolve low level issues/disputes themselves.

We have introduced a Neighbourhood Management procedure which explains how low-level neighbour disputes and issues will be handled, empowering tenants to deal with these low level disputes/issues.



Ways to Report ASB

You can now report ASB in the way that works best for you:

Phone: Report to your Housing Officer or our Duty Housing Officer: 0330 123 0888

Online: Visit www.radiushousing.org

In person: Visit your local housing office

Radius ASB Tool Kit

We take anti-social behaviour very seriously and will not tolerate it in any form. We will do all we can to tackle it.

We will use a range of preventative measures, early intervention and legal action to tackle ASB.

Use our online ASB toolkit, via the QR code, to find out what is, or is not, anti-social behaviour, and what steps you need to take if you have an ASB concern.



ANNOUNCING TWO MORE COMMUNITY AWARDS FOR 2025



We're delighted to announce that nominations are now open for two further Radius Community Awards.

Good Neighbour Award

Awarded to an individual living within a Radius community that makes a positive difference where they live through their contributions, commitment, support they offer and or acts of kindness.

Positive Impact Award

Awarded to a group of individuals living within a Radius Community who have made a positive difference working together to build a better community for all.

Do you know someone who deserves some recognition? This is your chance to celebrate those making a positive difference in our Radius communities!

Nominations open from Monday 2nd June and close on Thursday 27th June.

To nominate someone, speak with your Scheme Coordinator, email the Tenant Engagement Team for a nomination form: tenant.engagement@radiushousing.org or complete the nomination form online using the QR Code below.

We look forward to receiving your nominations, and good luck!

Winners will be announced at the Tenant Conference later this year.



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

HELP US CREATE BETTER HOUSING FOR OUR AGEING POPULATION

As part of the Age Friendly Network Northern Ireland, Housing has been identified as one of our strategic priorities for 2024-2026.

To ensure we are creating homes that meet the needs of our ageing population, we are reaching out to those most affected and gain a better understanding of the housing issues facing older people in Northern Ireland.

Your insights will help inform designers, developers, and housing providers, and allow us to influence the development of homes that are better suited for later life.

To support this work, we invite you to complete a short, 10 minute questionnaire.



Use the QR Code below or ask your scheme coordinator for a printed survey.

Please return paper surveys to:

Stephanie Rock
(Age Friendly Officer),
Banbridge & Craigavon
Borough Council,
39 Abbey Street,
Armagh BT61 7DY.



Age Friendly Survey

IMPROVING CONNECTIONS FOR OUR DEAF AND SPEECH IMPAIRED TENANTS

Radius are committed to providing inclusive, accessible communication for all our tenants, including those who are deaf, hard of hearing, or have speech difficulties.

One of the tools we utilise to support this commitment is **Relay UK** - a FREE service (provided by BT) that allows people who are deaf or have hearing loss to communicate over the phone through a relay assistant.

The service can be used via:

The Relay UK mobile app,
(iOS and Android)

Textphones, and integrated into standard phone lines using the **Relay UK prefix** (18001 or 18002).

Visit the Relay UK website to find out more and download the mobile App using the QR Code here.



Relay UK



ESTATE WALKABOUTS

Tuesday 3rd June 11am
Springvale Fold, Belfast

Thursday 5th June 10:30am
Lighthouse View, Newcastle

Thursday 5th June 11am
Forthriver Fold, Belfast

Thursday 5th June 11am
White Rise, Belfast

PLUS: Community Survey

Thursday 5th June 10am-2pm **Candahar Lodge**



Anti-Social Behaviour IT HAS NO PLACE!



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

Action
cancer
Saving Lives Supporting People

FUNDRAISING IN ACTION

Well done to everyone who has helped fundraise for Action Cancer, our charity partner, including **Meadowell Fold** who held a raffle and raised £185!

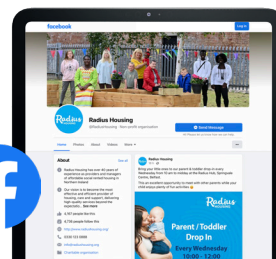


Happy 90th Birthday wishes to Nigel who celebrated with Shoreside and Upper Newtownards Road Residents.

Find us online

Why not keep up to date with Radius Housing news through our Facebook channel?

Simply search for "RadiusHousing"



If you have an emergency repair while our offices are closed, call us on **0330 123 0888**

