Department for Communities
www.communities-ni.gov.uk
An Roinn Pobal
Depairtment fur Commonities

Key Performance Report 2023/24

How has Triangle Housing Association performed?*

Mission Statement:

'Triangle enhances lives by providing homes, supporting individuals and families, sustaining communities and promoting equality'.

Regulatory Rating 1 – Meets the standards

1442
Social homes owned

Rents and Charges

Total charges collected
£7,002,980

Average weekly rent increase
10.10%

Voids

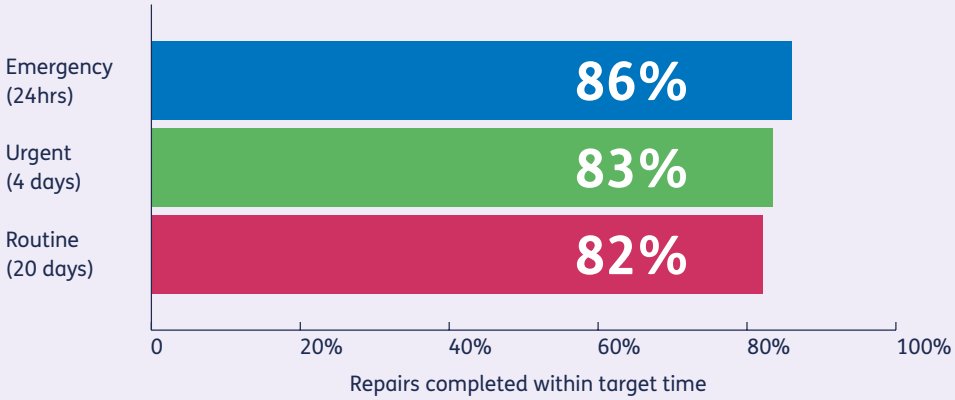
Charges not collected due to voids
4.80%

The average number of days it took to re-let voids
107

Average Weekly Rent

	General Needs		Supported Housing		Sheltered Housing	
Size of home	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates but including Service Charges)	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates but including Service Charges)	Registered Housing Association – total stock owned	Average weekly rent (excluding Rates but including Service Charges)
Non-self contained	-	-	-	-	-	-
Bedsit	-	-	-	-	-	-
1 Bedrooms	160	£101.23	245	£89.67	-	-
2 Bedrooms	389	£115.27	12	£65.86	-	-
3 Bedrooms	307	£124.25	2	£136.19	-	-
4 Bedrooms	35	£133.62	-	-	-	-
5 Bedrooms	2	£158.97	-	-	-	-
6 or more Bedrooms	-	-	-	-	-	-

Response Maintenance Performance



% of occupied stock meeting Decent Home Standard
100%

Complaints Received

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
24	1	1

Anti-Social Behaviour

179
cases of anti-social behaviour were reported

107
cases of anti-social behaviour were resolved

Adaptations

15
minor adaptations completed in this year

0
major adaptations completed in this year

Health and Safety Compliance

Gas Safety Certificates (CP-12) completed on time

68.47%

Required Fire Risk Assessments carried out

100%

Required Carbon Monoxide Alarms fitted

100%

Voids				
	Lettable		Unlettable	
Void time	Shared	Self-Contained	Shared	Self-Contained
Under 6 weeks	1	10	-	-
Over 6 weeks to 6 months	3	24	-	2
Void over 6 months to 1 year	2	7	-	2
Void over 1 year	2	2	11	5

Want to know more?

If you want to find out more about your Associations performance, you can visit their website at: **www.trianglehousing.org.uk** or contact them **info@trianglehousing.org.uk** directly.

You can also visit the Department for Communities Website at **www.communities-ni.gov.uk/articles/housing-regulation** for further information about your Association. There you can:

- compare your Association's performance with other Associations;
- examine your Association's Regulatory Judgement; and
- find out more about our role and how we work.

*Information contained in this KPR is based on data provided by the RHA. We rely on this being accurate and complete and do not accept liability if this is not the case.