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Key Performance Report 2022/23

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

1404
Social homes owned

Rents and Charges

Total charges collected
£6,520,468

Average weekly rent increase
4.60%

Voids

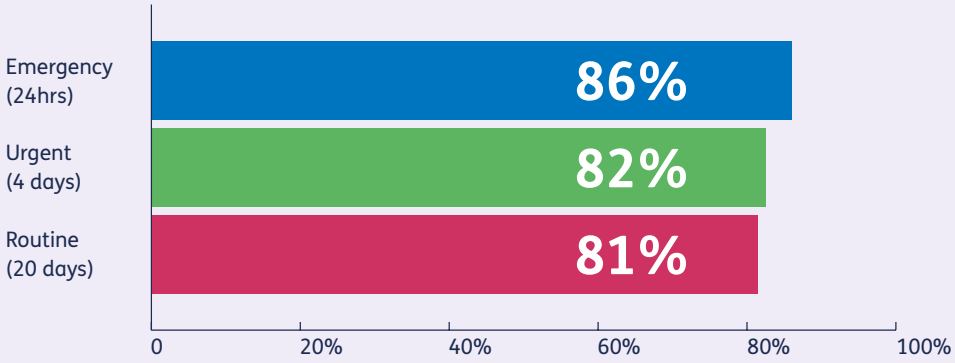
Charges not collected due to voids
3.54%

The average amount of days it took to re-let voids
80

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	93	£91.80	245	£81.56	48	£100.31
2 Bedrooms	286	£104.49	12	£68.87	86	£108.50
3 Bedrooms	305	£112.67	2	£123.69	-	-
4 Bedrooms	35	£120.93	-	-	-	-
5 Bedrooms	2	£144.39	-	-	-	-
6 or more Bedrooms	-	-	-	-	-	-

Maintenance which met the Association targets



% of occupied stock meeting Decent Home Standard
100%

Complaints

1st Stage Complaints	2nd Stage Complaints	Ombudsman Referrals
27	4	0

Anti-Social Behaviour

320
cases of anti-social behaviour were reported

203
cases of anti-social behaviour were resolved

Adaptations

33
minor adaptations completed in this year

0
major adaptations completed in this year

Compliance with Statutory Obligations

Gas Safety Certificates (CP-12) up-to-date

99.3%

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	4	1	-
Over 6 weeks to 6 months	1	12	-	-
Void over 6 months to 1 year	1	3	-	9
Void over 1 year	1	1	13	11

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.