



**Triangle Housing Association Ltd**

**CHARGING POLICIES**

**Equality Impact Assessment**

**Final Report**

**February 2010**


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**If you would like an alternative format, please contact:**

**Triangle Housing Association  
60 Eastermeade Gardens  
BALLYMONEY  
BT53 6BD**

**: (028) 2766 6880**

**: (028) 2766 2994**

**: [info@trianglehousing.org.uk](mailto:info@trianglehousing.org.uk)**

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## 1. EXECUTIVE SUMMARY

- 1.1 Triangle Housing Association is committed to fulfilling its responsibilities under Section 75 of the Northern Ireland Act 1998. In its Equality Scheme, the Association gave an undertaking to carry out an Equality Impact Assessment (EQIA) on each policy, or group of related policies, where screening had indicated significant issues in relation to one or more of the nine equality dimensions.
- 1.2 As the representative body for housing associations, the Northern Ireland Federation of Housing Associations (NIFHA) has been assisting its members in the implementation of Section 75 of the Northern Ireland Act 1998 by co-ordinating a joint approach to the equality obligations. Triangle Housing Association is part of this joint exercise which is intended to maximise resources for equality work and to minimise the administrative impact on consultee and/or stakeholder organisations.
- 1.3 The Association screened all of its policies during 2004-05. The results of this exercise, including the proposed EQIA programme, were subject to a 12 week period of public consultation between July and September 2005.
- 1.4 The aim of the Charging policies is:

To operate a schedule of charges for provision of services so as to cover the operating costs for the association while acting in a fair and equitable manner to the service users.

This report provides the following information:

- Background information on the equality duties and Triangle Housing Association
- A description of the Association's current Charging policies
- Information on the scope of this review
- The sources of quantitative and qualitative data considered during the review
- Assessment of the impact of the policy on the 9 equality dimensions. This includes potential differential impacts based on disability and race
- Proposed mitigating measures
- Details on the consultation process
- The next stages of the EQIA.

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## 2. INTRODUCTION

### Statutory Equality Duties

2.1 Section 75 of the Northern Ireland Act requires Triangle Housing Association, in carrying out its functions, to have due regard to the need to promote equality of opportunity between:

- Persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation;
- Men and women generally;
- Persons with a disability and persons without;
- Persons with dependants and persons without.

2.2 The Association must also, in carrying out its functions relating to Northern Ireland, have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

2.3 In line with its equality scheme obligations, the Association screened all of its existing policies to assess whether they impacted on the promotion of equality of opportunity or the duty to promote good relations. The following questions were asked during the screening exercise:

- Is there any evidence of higher or lower participation or uptake by different groups?
- Is there evidence that different groups have different needs, experiences, issues and priorities in relation to the particular policy issue?
- Is there an opportunity to promote equality of opportunity between the relevant different groups, either by altering the policy, or by working with others in government or in the larger community, in the context of the policy?
- Have consultations with relevant groups, organisations or individuals indicated that policies of that type create problems specific to any relevant groups.

A report describing the results of the screening process is available from Alan Crilly (see contact details on page 2).

2.4 Following this screening process and the associated consultation, the Association developed a 5 Year Equality Impact Assessment programme. Charging policies were scheduled for assessment in year four of this programme.

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2.5 This impact assessment has been carried out in accordance with the procedure outlined in the Equality guidance. The eight separate stages of the Equality Impact Assessment are:

1. Determining the aims of the policy
2. Collecting available data
3. Assessing the impact of the policy
4. Consideration of measures to mitigate any adverse impacts and/or alternative policies that might better achieve the promotion of equality of opportunity
5. Formal Consultation
6. Analysis of responses and decision by Association
7. Publication of results of the Equality Impact Assessment
8. Ongoing monitoring of adverse impact.

2.6 The purpose of conducting the Equality Impact Assessment is as follows:

- To identify adverse impacts and to consider mitigating factors which will eliminate adverse impact
- To consider alternative policies which would better promote equality of opportunity.

2.7 This document is a draft for consultation and contains details of the first four elements of the Equality Impact Assessment. The remaining stages will be implemented following consideration of consultation responses.

## 2.8 **About Triangle Housing Association**

Triangle Housing Association was established in November 1977. The Association is registered with the Department for Social Development. It is a Limited company under the Industrial and Provident Societies Act and has charitable status with the HMRC. Triangle's mission is to "Deliver quality housing and appropriate support to people in need, promoting equality and opportunity for all". Triangle employs over 240 staff in housing, direct care & support, administrative, technical and management roles throughout a range of projects and initiatives across the province. Its corporate objectives are:

- To create sustainable growth through strong financial management
- To deliver excellence for everyone affected by our services
- Enabling our people to meet current and future challenges
- To improve key processes supporting organisational success

## 3. **THE POLICY**

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## Description of Policy

Charging policies describe the policies the Association uses to determine charges for services it provides to its service users.

## Policy Aim

3.1 The aim of the Charging policies is:

To operate a schedule of charges for provision of services so as to cover the operating costs for the association while acting in a fair and equitable manner to the service users.

The scope of the charging activities covered in these policies include:

- **Rent Setting** – This is the process associations use to set the rent for their properties.
  - **Service Charges** – This refers to charges levied by the association to cover expenditure on either communal services which benefit a number of tenants or those which are provided for an individual tenant or property.
  - **Support Charges** – These charges relate to the cost of housing support services. They may be paid directly by an individual who is not eligible for supporting people or funded through the supporting people grant\* which is managed by the NIHE. By housing support we mean:
    - sheltered housing for older people
    - supported housing for people with support needs
    - floating support which is outreach services based on the needs of the individual regardless of whether they are a tenant of the association
- \*Please see below for details of the types of people who may be entitled to the Supporting People Grant.*
- **Care Charges** – These charges relate to the cost of personal care provided as part of the association's service. Such charges are normally funded by the health and social care trusts; the department of health and by the individual themselves. By care support we mean personal care e.g. help with daily living tasks.
  - **Rechargeable Repairs** – This refers to charges that are the responsibility of the tenant or Joint Management Partner. Such charges will be detailed in the Tenancy Agreement / Joint Management Agreement.

\* Supporting People funding may be available to help the following types of people:

- Older people

- 
- People with learning difficulties
  - People with mental health problems
  - People with physical disabilities
  - Women fleeing domestic violence
  - Homeless people
  - People struggling to meet their tenancy conditions
  - People leaving institutional care

## Scope of Review

3.2 The main stakeholders in relation to the Charging policies are likely to be the following:

- Association Board Members and Management
- Department for Social Development (DSD)
- Health and Social Care Trusts
- Joint Management Partners
- Northern Ireland Housing Executive (NIHE)
- Ombudsman\*
- Past service users
- Recognised service user groups/organisations
- Relatives and carers
- Staff
- Tenants and residents (or their legal representatives)
- Voluntary and community sector

\*Anyone dissatisfied with the way in which the Association carries out its services (after having exhausted the Association's Complaints Procedure) can make a complaint directly to the Ombudsman for an independent review.

The list shown at 3.2 is not exhaustive. This list is in alphabetical order.

## What this EQIA does not cover

- 3.3 We anticipate that some aspects of Charging policies may be considered during other equality impact assessments. Whilst considered to be important by the Association, the following areas do not come under the scope of this equality impact assessment:
- **Access & Communications generally** - The Year 1 EQIA on this policy dealt with overall issues relating to accessing the association's services (including Charging policies) and communicating with the organisation

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- **Complaints about Service Charges** – This was covered by the Year 1 EQIA on Complaints
  - **Charging policies of a Joint Management Partner** – This is when the association provides the building but another organisation provides the support service.
  - **Maintenance in a Charging policy setting** – This was covered by a Year 2 EQIA
  - **Reimbursement Charges** – This is when the association recovers actual expenditure which it has paid out on behalf of residents or staff e.g.
    - the association has made a purchase on behalf of a number of tenants so they will benefit from economies of scale
  - **Rent Setting for Controlled\* properties** – This policy belongs to the DSD and cannot be altered by housing associations.

3.4 Charging policies are linked to Care and Support, Housing Management and Maintenance policies and processes.

### **Legislative and Regulatory Requirements**

3.5 The Association is required to comply with a range of legislative and regulatory requirements. Those listed below are relevant to the development of charging for services:

- Health & Personal Social Services (NI) Order 1972
- Enduring Powers of Attorney (NI) Order 1987
- Social Security Claims and Payments Regulations (NI) 1987
- Registered Homes (NI) Order 1992
- Housing Support Services (NI) Order 2002
- Health & Personal Social Services (Quality, Improvement and Regulation) (NI) Order 2003 and associated regulations
- Residential Care Homes Regulations (NI) Order 2005
- Domiciliary Care Regulations (NI) 2007

This list is not exhaustive.

3.6 In addition to charging policies generally, Triangle must also meet certain obligations, under its Equality Scheme, to ensure that complaints made about failure to meet its equality duties are dealt with effectively.

### **Reasons for Equality Impact Assessment**

3.7 The screening report gave the following reasons for carrying out an impact assessment on the policy:

- 
- (a) Whilst there are Charging policies in place, as part of our commitment to delivering an excellent customer service the Equality Impact Assessment presented an opportunity to improve the existing policies.
  - (b) The Association believes that access to services, in particular those where charges apply, is of high importance to S75 groups.
  - (c) Triangle also believes that its Charging policies merited an equality impact assessment to demonstrate its commitment to providing an efficient and effective service to its tenants. The Association provides services to a diverse range of customers including many client groups with special needs.
  - (d) Due to the absence of available data at the time of screening the policy, the decision was taken to assess actual adverse impacts during the conduct of the equality impact assessment.

### **Implementation of the policy**

3.8 Triangle's charging policies have been defined by its senior management team and approved by the Association's Board. They are implemented by relevant staff throughout the Association.

3.9 Charging policies are developed in compliance with legal requirements and agreed by Triangle Board and Senior Management Team. The association policies and procedures are managed within the ISO 9001 2008 quality management system. They are available to all staff once logged onto our website.

3.10 Triangle Housing Association is an independent voluntary organisation which provides accommodation for people with a variety of housing needs and support needs. It is a not-for-profit social economy business so any charges are formulated on the basis of the operating costs for the association.

#### **3.11 Rent Setting**

Following the Housing Order (NI) 1992, which deregulated rents for new tenancies provided by housing associations, there are two different ways of setting rents.

- (a) Rents for those properties let before 16 September 1992 are based on a points system laid down by the Department for Social Development. (\*These are known as Controlled rents) A property is given a number of points depending on its age, type, number and size of rooms and facilities such as heating. Rents are then calculated on a value per point as set by the Department. Rents are reviewed each April.

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- (b) Rents for all properties let after 16 September 1992 are based on a broadly similar points system as above, however the rents are then calculated on a value per point which is determined by the Board of the association. In addition to the above, the Association must consider the need to cover the cost of management and maintenance and the requirement to make provision for future repairs and to ensure loan charges from private sources are paid. The points value is reviewed on an annual basis (and increased in April) after considering the total running costs to be recovered together with the other objectives outlined above.

While the points value determined by the Board remains distinct from that determined by the DSD each association aims to set economic rents that are within benchmarks / guidance set by the DSD, and:

- are affordable for people on low incomes, or in receipt of welfare benefits,
- provide sufficient income to enable the Association to manage, maintain, repair and improve its properties and to meet its financial commitments to lenders.

The weekly rent payable by each tenant will be the number of points for their dwelling multiplied by the appropriate rent value per point.

**Notes:**

1. For re-lets in schemes originally let before 16 September 1992, the rents will be determined by using the association's value per point rather than the DSD's points value.
2. Triangle Housing Association's rent setting policy is detailed at Appendix 4
- 3.

### 3.12 Service Charges

Triangle Housing Association applies charges for expenditure on services that benefit a number of tenants, for example, heating communal areas, maintaining the safety of shared equipment or providing window cleaning for a block of properties. Such charges are apportioned between all tenants who benefit from the service and may vary depending of the type of accommodation. At Triangle Housing Association these include the following:

- maintenance and servicing of:-
  - boilers
  - communal heating and lighting systems
  - door entry systems
  - emergency lighting
  - fire alarms and extinguishers

- 
- gate entry system
  - intruder alarms
  - laundry equipment
  - lift
  - refuge alarm
  - semi-automatic doors
  - provision of:-
    - communal cleaning
    - communal grounds maintenance
    - heating & lighting
    - insurance
    - line rental (lifts / fire alarms)
    - white goods (replacement cost of items supplied by association)
    - window cleaning

Charges may also be applied for maintenance and servicing of equipment or in relation to a service that is provided for a particular individual, for example, a lift or bath hoist.

Services charges may be applicable to former tenants who have purchased their property. In such cases the service charge may include further items such as:

- contribution towards sinking fund
- maintenance of guttering and drainage systems
- redecoration - external and communal areas
- renewal of floor coverings to common areas
- replacement of communal equipment e.g. lift
- road resurfacing

### 3.13 Housing Support

In Triangle charges applied for Housing Support services relate to a range of activities including some or all of the following:

- arranging activities for tenants
- giving general counselling
- life skills training such as budgeting, shopping, cooking
- making daily calls
- maintaining safety of equipment,
- maintaining the security of dwellings
- offering help with benefits
- providing advice and support

### 3.14 Care Support

In Triangle charges applied for Care support services relate to a range of activities including some or all of the following:

- assistance with meals

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- dressing
  - medication
  - personal care plans
  - personal development
  - personal hygiene
  - travel

### 3.15 Rechargeable Repairs

These are costs which are the responsibility of tenants such as replacement of glass in broken windows, repairs to locks or as a result of damage caused by the tenant, their family or visitors. Full details of these obligations are listed in Triangle HA's Tenancy Agreement and housing Maintenance policy which is shown at Appendix 7.

## 4. CONSIDERATION OF AVAILABLE DATA AND RESEARCH

### Sources of information

4.1 The following were used in considering available data relevant to the impact of the Charging policy policies:

- a) Targeted pre-consultation meetings with representative bodies held during June – July 2009 as part of the joint exercise co-ordinated by NIFHA
- b) Internal events to assess the impact of Charging policies held during April – July 2009
- c) A general pre-consultation exercise co-ordinated by NIFHA during July 2009
- d) Reports from the NICORE Database
- e) The Association's internal management information on the profile of tenants and service users
- f) 2001 Northern Ireland Census Data
- g) Office for National Statistics
- h) Northern Ireland Research and Statistics Agency data
- i) NIFHA benchmarking
- j) SITRA benchmarking information
- k) Annual Regulatory Returns
- l) Qualitative Feedback from association staff
- m) Triangle Housing Association's Tenant Satisfaction Surveys
- n) Triangle Housing Association's Service Reviews
- o) Supporting People Scheme reviews
- p) RQIA Inspection reports
- q) Complaints and compliments relating to Charging policies

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## Pre-consultation data collection

- 4.2 Volunteers from NIFHA's Forum groups held targeted preliminary consultation sessions were held with a number of representative organisations. Participants included Carers NI, Disability Action, Gingerbread, Multi-Cultural Resource Centre. Their comments are listed at Appendix 2.
- 4.3 Invitations were also made to and apologies received from the Age Concern / Help the Aged, NIHE, the political spokespersons of the Alliance, Democratic Unionist, Ulster Unionist, Sinn Fein, Social Democratic and Labour Parties.
- 4.4 NIFHA also invited all 142 organisations listed at Appendix 3 to participate in the pre-consultation using the policy documentation provided on [www.nifha.org](http://www.nifha.org). Interested organisations and individuals were asked to review the policy information and consider the following three issues:
- Do you agree with our assessment of impacts?
  - In terms of the group you represent have we missed anything?
  - Is there anything we could do to improve this policy for the group you represent?

## Profile of Service Users

- 4.5 The principal sources of equality information about tenants are tenant surveys and NICORE lettings statistics. Appendix 1 gives a statistical breakdown of housing association tenants based on information in the NICORE database. The **N**orthern **I**reland **C**ontinuous **R**ecording of new lettings records and analyses the socio-economic characteristics of new housing association tenants in relation to property size and rent level of their new homes.

New tenants are asked to provide information on the composition and socio-economic circumstances of their households whilst the housing associations add data on the property to be rented and the reason for housing the new tenant. As NICORE information is collected on a face-to-face basis it is not appropriate to ask for personal details in relation to all nine Section 75 groups. This information remains totally confidential and is entirely used for research purposes.

NIFHA is responsible for co-ordinating this survey, inputting the data onto a computerised data-base and providing periodic reports to all

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housing associations. The datasets shown for General Needs, Sheltered and Supported housing cover seven of the S75 categories.

4.6 The Association does not provide a secure tenancy to anyone under the age of 16 years due to the restrictions of the statutory Housing Selection Scheme.

4.7 The Association's tenant base in relation to Section 75 Categories is as set out in Appendix 6

### **Complaints**

4.9 As stated at 3.3 the overall handling of complaints was dealt with in a previous EQIA. However, during the last 3 years the Association:

- has received no complaints about its Charging policy

### **Ombudsman Report**

4.10 There have been no complaints raised where Triangle Housing Association was found to be at fault by the Ombudsman in relation to the Charging policy practices of this association.

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## 5. ASSESSMENT OF IMPACT

- 5.1 This section outlines our assessment of the impact of the Association's Charging policies on the 9 Section 75 groups based on the evidence considered above. It is our preliminary view there are few adverse impacts that are directly related to the Charging policies.
- 5.2 We also feel it is important to state that the very nature of some charging policies will bring a certain amount of adverse (financial) impact as they apply to a certain group of people for example those who need support services. However, these charges arise from the service received by the person and in most cases are calculated on the basis of the cost of provision of a service or for maintenance to / services in a property which benefit all tenants.
- 5.3 Where we indicate that there is no evidence of adverse impact, this does not mean that no action will be taken. The Association is committed to promoting equality of opportunity for all and excellence in customer service, and will seek, where possible, to put measures in place to ensure that all sections of society have an equal opportunity to access appropriate redress when problems occur. We welcome any information which helps us to identify adverse impacts.

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## **6. CONSIDERATION OF MEASURES TO MITIGATE AGAINST ADVERSE IMPACT**

The following are options that potentially could mitigate adverse impact arising from the association's Charging policies:

- Provision of information in alternative formats where appropriate so tenants of all abilities and from all backgrounds can understand how charges are calculated
- Continue to set housing and care charges sufficient to break even only
- Lobby for consistency of approach from Health Trusts
- Lobby Health Trusts not to increase personal care charges
- Continue to monitor charge levels and maintain them within benefit levels
- For the tenants we provide benefit advice and support ensure the appropriate benefits are claimed to cover any charges
- Ensure each service demonstrates top quartile performance on available value for money benchmarks
- Maintain 100% of rents below NIHE regional reference levels

## **7. CONSULTATION**

- 7.1 Triangle has endeavoured to give careful consideration to the measures that might be taken to make the Charging policy most efficient, effective and equitable. The measures outlined in section 6 are not intended to be definitive or exhaustive. The Association is planning to formally consult on its findings over a 12 week period and would welcome feedback on these proposals and any other comments that would assist us to improve the policy.
- 7.2 Triangle will ensure that it consults effectively with those groups directly affected by its Charging policy policies, and their representatives.
- 7.3 Tenants and service users will be available to discuss these proposals in person, by telephone, or by e-mail, as requested. Meetings may also be arranged to discuss the way forward and the Equality Impacts of this document, if required.

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7.4 The period of consultation will end on Friday 18 December 2009

7.5 Comments in relation to this report should be submitted in writing to:

**Alan Crilly**  
**Triangle Housing Association Ltd**  
**60 Eastermeade Gardens**  
**Ballymoney**  
**Co Antrim**

**Tel No: 028 2766 6880**

**Fax No: 028 2766 2994**

**E Mail: [alan.crilly@trianglehousing.org.uk](mailto:alan.crilly@trianglehousing.org.uk)**

7.6 Comments in any other format will also be accepted.

7.7 If you require any further information, you may contact the Association using the contact details given in 7.5.

7.8 If you require information about housing associations generally or about the Joint Equality Exercise co-ordinated by NIFHA please contact:

**The Northern Ireland Federation of housing Associations**

**38 Hill Street**

**Belfast**

**BT1 2LB**

**T: 028 9023 0446**

**E: [equality@nifha.org](mailto:equality@nifha.org)**

**W: [www.nifha.org](http://www.nifha.org)**

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## 8. Consultee Feedback

- 8.1 Triangle has seriously considered all comments received when making a final decision on the recommendations of this EQIA.
- 8.2 The results of the EQIA will be published in the final report, which will be made available to all consultees. Alternative formats will be available on request.
- 8.3 Systems will be established to ensure the ongoing monitoring of the impact of the policy on relevant groups.

### EQIA Consultation Processes

Northern Ireland Federation of Housing Associations (NIFHA), the umbrella body for the 33 registered and 7 non-registered housing associations in Northern Ireland facilitated the participation in a joint approach to the consultation throughout the housing association sector. The Federation assisted members in this process by:

- Developing specific response templates to ensure consistency of draft EQIA's across the 33 designated associations
- organising pre-consultation training at it's forums
- publicising the 12 week consultation period in the three main Northern Ireland daily papers
- issuing a composite disk containing the draft EQIA's of all designated housing associations to the organisations listed at Appendix A (additional discs were also issued on request)
- Acting as a conduit for information and consultee responses

Triangle participated fully in this joint approach and the Director of Finance & Corporate Services and Human Resources Manager sat on the NIFHA Equality working Groups.

Responses from one organisation was received and a summary of its response is summarised below.

To publish information in different formats; Charges are clear; list stakeholders in a different order; Commends the reasons & techniques for carrying out the EQIA; additional data is available and altering processes
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Anecdotal feedback was received from service users around lobbying trusts and reviewing charges
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## Triangle response

Publication of information and forms in different formats was covered in an EQIA on Access and Communications in year one of our equality scheme. Triangle is continuing to implement the recommendations which arose then, which address these issues. Triangle will ensure charges are clear and will enhance monitoring systems. Triangle will continue to continue additional data. Triangle has also formed a lobbying group and will continue to lobby trusts on charging policies. These measures and the mitigating measures above will be incorporated into the association's strategic and operational plans from April 2010.

### **Staff Consultation**

All staff of Triangle Housing Association were invited to discuss the draft EQIA at their staff team meetings. A letter outlining the consultation was sent to each member of staff and questionnaires were circulated through each manager. There were no responses.

### **Tenant and Service User Consultation**

All tenants and service users of Triangle Housing Association were invited to discuss the EQIA at their tenant meetings or make a direct response. An easy read letter outlining the consultation was circulated through each manager to tenants with learning disabilities. The responses are summarised below.

To keep lobbying trusts around charging policies and keep charges under review.
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## Triangle response

Triangle will keep lobbying trusts around charging policies and keep all charges under review.

### **Stakeholder Consultation**

The association's partner organisations were also invited to respond.

Triangle Housing Association would like to take this opportunity to record their thanks to all individuals and/or organisations that took the trouble to share their experience and submit their comments.

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## Appendix 1

### **NICORE Equality Statistics**

#### **NEW LETTINGS – 2008/9, 2007/08, 2006/07**

**Table 1 – Mainstream**

**Table 2 – Sheltered**

**Table 3 – Supported**

**Table 4 – Mainstream, Sheltered & Supported**

**Table 1 - Mainstream Schemes**

	2008/09 (Prov)	2007/08	2006/07
<b>Age of Head of Household</b>			
16 - 24	28.9%	28.1%	28.9%
25 - 34	27.6%	28.4%	26.0%
35 - 44	19.2%	19.8%	19.4%
45 - 59	15.2%	15.0%	16.1%
60 - 74	7.0%	7.2%	7.2%
75 plus	2.2%	1.5%	2.4%
TOTAL	100.0%	100.0%	100.0%
<b>Caring Responsibilities of Head of Household</b>			
For children	43.1%	42.7%	47.3%
A person with a disability	5.1%	6.3%	6.7%
An elderly person	1.1%	1.7%	1.6%
<b>Head of Household with Disability</b>			
Yes	20.4%	24.2%	22.3%
No	79.6%	75.8%	77.7%
TOTAL	100.0%	100.0%	100.0%
<b>Gender of Head of Household</b>			
Male	38.5%	39.6%	38.4%
Female	61.5%	60.4%	61.6%
TOTAL	100.0%	100.0%	100.0%
<b>Marital Status</b>			
Married	11.7%	11.6%	11.0%
Unmarried	67.4%	66.1%	64.9%
Separated	11.4%	11.8%	11.4%
Divorced	6.1%	7.0%	8.4%
Widowed	3.3%	3.5%	4.3%
TOTAL	100.0%	100.0%	100.0%
<b>Ethnicity of Household</b>			
White	96.2%	97.1%	98.1%
Irish Traveller	0.7%	0.3%	0.3%
Chinese	0.5%	1.1%	0.5%
Indian	0.3%	0.1%	0.1%
Pakistani	0.0%	0.0%	0.0%
Bangladeshi	0.0%	0.0%	0.0%
Black Carribean	0.2%	0.1%	0.2%
Black African	0.6%	0.3%	0.4%
Black Other	0.2%	0.0%	0.0%
Mixed	0.5%	0.5%	0.2%
Other	0.8%	0.5%	0.2%
TOTAL	100.0%	100.0%	100.0%
<b>Community to which Household Belongs</b>			
Protestant	31.9%	34.2%	36.6%
Catholic	57.1%	55.5%	56.0%
Mixed	0.5%	0.5%	0.3%
Hindu	0.0%	0.0%	0.1%
Jewish	0.0%	0.0%	0.0%
Sikh	0.1%	0.0%	0.0%
Islam	0.1%	0.2%	0.2%
Bhuddist	0.0%	0.1%	0.0%
Orthodox	0.0%	0.0%	0.0%
Falun Gong	0.0%	0.0%	0.0%
Other not stated	3.6%	3.1%	1.9%
No religious belief	6.8%	6.4%	4.9%
TOTAL	100.0%	100.0%	100.0%

**Table 2 - Sheltered Schemes**

	2008/09 (Prov)	2007/08	2006/07
<b>Age of Head of Household</b>			
16 - 24	0.3%	0.3%	1.2%
25 - 34	0.5%	0.5%	0.4%
35 - 44	1.1%	1.1%	1.3%
45 - 59	15.0%	14.0%	13.1%
60 - 74	42.2%	44.3%	40.9%
75 plus	40.9%	39.8%	43.1%
TOTAL	100.0%	100.0%	100.0%
<b>Caring Responsibilities of Head of Household</b>			
For children	0.0%	0.0%	0.0%
A person with a disability	1.0%	2.1%	1.9%
An elderly person	0.8%	1.0%	1.2%
<b>Head of Household with Disability</b>			
Yes	32.9%	35.2%	30.8%
No	67.1%	64.8%	69.2%
TOTAL	100.0%	100.0%	100.0%
<b>Gender of Head of Household</b>			
Male	45.8%	49.0%	44.7%
Female	54.2%	51.0%	55.3%
TOTAL	100.0%	100.0%	100.0%
<b>Marital Status</b>			
Married	13.4%	15.4%	11.3%
Unmarried	22.5%	22.4%	23.7%
Separated	11.0%	9.9%	8.5%
Divorced	8.3%	8.8%	9.7%
Widowed	44.8%	43.5%	46.9%
TOTAL	100.0%	100.0%	100.0%
<b>Ethnicity of Household</b>			
White	99.6%	99.6%	99.5%
Irish Traveller	0.0%	0.0%	0.0%
Chinese	0.3%	0.4%	0.3%
Indian	0.0%	0.0%	0.1%
Pakistani	0.0%	0.0%	0.0%
Bangladeshi	0.0%	0.0%	0.0%
Black Carribean	0.0%	0.0%	0.0%
Black African	0.0%	0.0%	0.0%
Black Other	0.0%	0.0%	0.0%
Mixed	0.1%	0.0%	0.1%
Other	0.0%	0.0%	0.0%
TOTAL	100.0%	100.0%	100.0%
<b>Community to which Household Belongs</b>			
Protestant	60.6%	59.2%	62.7%
Catholic	31.1%	34.0%	31.2%
Mixed	0.1%	0.7%	0.1%
Hindu	0.0%	0.0%	0.1%
Jewish	0.0%	0.0%	0.1%
Sikh	0.0%	0.0%	0.0%
Islam	0.0%	0.0%	0.1%
Bhuddist	0.0%	0.0%	0.0%
Orthodox	0.0%	0.0%	0.1%
Falun Gong	0.0%	0.0%	0.0%
Other not stated	3.3%	3.1%	2.2%
No religious belief	4.9%	3.0%	3.4%
TOTAL	100.0%	100.0%	100.0%

**Table 3 - Supported Schemes**

	2008/09 (P)	2007/08	2006/07
<b>Age of Head of Household</b>			
16 - 24	32.9%	31.7%	32.3%
25 - 34	20.0%	21.1%	21.3%
35 - 44	18.6%	16.6%	17.6%
45 - 59	16.1%	16.2%	15.7%
60 - 74	3.7%	5.2%	4.6%
75 plus	8.8%	9.1%	8.6%
TOTAL	100.0%	100.0%	100.0%
<b>Caring Responsibilities of Head of Household</b>			
For children	15.2%	15.7%	12.6%
A person with a disability	0.8%	0.9%	0.6%
An elderly person	0.2%	0.2%	0.2%
<b>Head of Household with Disability</b>			
Yes	36.8%	45.6%	37.2%
No	63.2%	54.4%	62.8%
TOTAL	100.0%	100.0%	100.0%
<b>Gender of Head of Household</b>			
Male	49.5%	44.3%	48.7%
Female	50.5%	55.7%	51.3%
TOTAL	100.0%	100.0%	100.0%
<b>Marital Status</b>			
Married	8.5%	9.3%	8.6%
Unmarried	70.0%	68.4%	70.4%
Separated	9.9%	10.0%	8.3%
Divorced	4.4%	4.2%	7.9%
Widowed	7.1%	8.0%	4.8%
TOTAL	100.0%	100.0%	100.0%
<b>Ethnicity of Household</b>			
White	95.3%	95.4%	97.1%
Irish Traveller	1.9%	2.1%	1.3%
Chinese	0.4%	0.4%	0.2%
Indian	0.0%	0.2%	0.1%
Pakistani	0.0%	0.2%	0.1%
Bangladeshi	0.0%	0.0%	0.0%
Black Caribbean	0.1%	0.1%	0.1%
Black African	0.7%	0.3%	0.4%
Black Other	0.1%	0.2%	0.2%
Mixed	0.4%	0.2%	0.2%
Other	1.0%	1.0%	0.3%
TOTAL	100.0%	100.0%	100.0%
<b>Community to which Household Belongs</b>			
Protestant	43.8%	40.8%	42.1%
Catholic	47.9%	48.1%	49.0%
Mixed	0.0%	0.2%	0.2%
Hindu	0.0%	0.0%	0.0%
Jewish	0.0%	0.0%	0.0%
Sikh	0.0%	0.0%	0.0%
Islam	0.0%	0.2%	0.3%
Bhuddist	0.0%	0.0%	0.0%
Orthodox	0.0%	0.0%	0.0%
Falun Gong	0.0%	0.0%	0.0%
Other not stated	2.3%	3.9%	2.3%
No religious belief	6.0%	6.7%	6.1%
TOTAL	100.0%	100.0%	100.0%

**Table 4 - Mainstream, Sheltered & Supported Schemes**

	2008/09 (Prov)	2007/08	2006/07
<b>Age of Head of Household</b>			
16 - 24	25.4%	25.2%	26.4%
25 - 34	19.4%	20.7%	20.0%
35 - 44	15.6%	15.4%	15.9%
45 - 59	15.6%	15.4%	15.4%
60 - 74	12.0%	12.3%	10.9%
75 plus	12.1%	10.9%	11.3%
TOTAL	100.0%	100.0%	100.0%
<b>Caring Responsibilities of Head of Household</b>			
For children	23.5%	24.3%	23.9%
A person with a disability	2.6%	3.3%	3.1%
An elderly person	0.7%	1.0%	0.9%
<b>Head of Household with Disability</b>			
Yes	29.6%	35.1%	30.6%
No	70.4%	64.9%	69.4%
TOTAL	100.0%	100.0%	100.0%
<b>Gender of Head of Household</b>			
Male	44.6%	43.1%	44.2%
Female	55.4%	56.9%	55.8%
TOTAL	100.0%	100.0%	100.0%
<b>Marital Status</b>			
Married	10.7%	11.2%	9.9%
Unmarried	60.5%	60.2%	61.4%
Separated	10.7%	10.7%	9.5%
Divorced	5.8%	6.1%	8.4%
Widowed	12.4%	11.8%	10.8%
TOTAL	100.0%	100.0%	100.0%
<b>Ethnicity of Household</b>			
White	96.4%	96.8%	97.8%
Irish Traveller	1.1%	1.0%	0.8%
Chinese	0.4%	0.7%	0.3%
Indian	0.1%	0.1%	0.1%
Pakistani	0.0%	0.1%	0.1%
Bangladeshi	0.0%	0.0%	0.0%
Black Carribean	0.1%	0.1%	0.1%
Black African	0.6%	0.3%	0.3%
Black Other	0.1%	0.1%	0.1%
Mixed	0.4%	0.3%	0.2%
Other	0.7%	0.6%	0.2%
TOTAL	100.0%	100.0%	100.0%
<b>Community to which Household Belongs</b>			
Protestant	42.4%	41.1%	43.0%
Catholic	48.3%	48.8%	49.0%
Mixed	0.2%	0.4%	0.2%
Hindu	0.0%	0.0%	0.1%
Jewish	0.0%	0.0%	0.0%
Sikh	0.0%	0.0%	0.0%
Islam	0.1%	0.2%	0.2%
Bhuddist	0.0%	0.1%	0.0%
Orthodox	0.0%	0.0%	0.0%
Falun Gong	0.0%	0.0%	0.0%
Other not stated	3.0%	3.5%	2.1%
No religious belief	6.1%	6.0%	5.2%
TOTAL	100.0%	100.0%	100.0%

## Appendix 2: Consultee comments pre-consultation

Organisation	Summary of comments received	Association's response
<b>Carers NI</b>	It is useful to have more detailed explanation of actual policies	
	More interested in Support and Care charges – looking for fairness and consistency	
	Would like to see consistency across HAs and within HA as well as with the regime in the community – aware this is difficult as not always within control of HA	
	Attendance and DLA should not be used to pay support / car	
	Practice in Health Trusts may vary but the policy should be the same	
	Welcomes EQIA on Charging policies and attempt to be as consistent as is possible in the current operational circumstances	
	Slight concern about blanket charging as this assumes there will be equal impact which is not always the case	
	If someone wants support through a Trust they are assessed and if accepted a financial assessment is done and the service provided. How do HAs determine who gets service or what is required?	
	Assumptions about individual income should not be made on the basis of household income. Person may only get Carers Allowance of £53 pw - their income is generally much smaller proportionate to household figure.	
	If disabled person has a carer living with and supporting them then carer is providing a lot of service free but disabled person is still being charged	
<b>Disability Action (DA)</b>	The relationship between poverty and disability and age must be drawn in the EQIA	
	The preferred term is refuge alarm not "disabled" refuge alarm in 3.12	Has been amended as requested
	Issues such as Affordability need to be specifically addressed	

Organisation	Summary of comments received	Association's response
	There is no section on Consultation with tenants specifically in accessible ways	
<b>Gingerbread</b>	Did not comment specifically on the Charging policies but shared general information relating to lone parents	
	<p>Useful Statistics</p> <ul style="list-style-type: none"> <li>• 25% of families are headed by lone parents</li> <li>• 92,000 lone parent families in N Ireland, incorporating 150,000 children</li> <li>• 90% of lone parents are lone mothers</li> <li>• 56% of lone parents are in work</li> </ul>	
<b>Multi-Cultural Resource Centre (MCRC)</b>	Charging policies are not the problem – MCRC felt the policy as detailed would not cause adverse impact for those of different races	
	Real issue for people from different countries is getting onto NIHE list so they can be housed – need to be in a hostel first to achieve this.	
	Perception that Asylum Seekers get prioritised but they do not.	
	Same problems as everyone else plus communications	
	Difficulty is getting deposits, securities and references	
	Rents are high which impacts on those who have to pay top up	
	Private rents are high compared to social housing	
	People from other countries who have travelled here to work are often at the lower end of economy so affordability is a real issue	
	<p>Suggested improvements:</p> <ul style="list-style-type: none"> <li>• Communications</li> <li>• Network and support</li> <li>• Help and sign-posting for accessing systems / knowledge</li> <li>• Some unaware that benefits exist</li> </ul>	
	Some people may be wary of trusting any government systems	

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## Appendix 3 – Equality Consultation List

Revised July 2009

Age Concern Northern Ireland
Age Sector Platform
Alliance Party for Northern Ireland
Amalgamated Engineering & Electrical Union
Amalgamated Transport & General Workers Union
An Munia Tober
Antrim Borough Council
Ards Borough Council
Armagh District Council
Association of Independent Advice Centres
Bahai Council for Northern Ireland
Ballymena Borough Council
Ballymoney Borough Council
Banbridge District Council
Barnardos
Belfast City Council
Belfast Health & Social Services Board
Belfast Hebrew Congregation
Belfast Islamic Centre
Belfast Trade Unions Council
Brainwaves Northern Ireland
British Deaf Association (NI)
Carafriend
Carers Northern Ireland
Carrickfergus Borough Council
Castlereagh Borough Council
Central Services Agency
Chartered Institute of Housing
Child Poverty Action Group (NI)
Children's Law Centre
Chinese Welfare Association
Citizens Advice Regional Office (Belfast)
CO3 Chief Officers Third Sector
Coalition on Sexual Orientation (CoSO)
Coleraine Borough Council
Committee on the Administration of Justice (CAJ)
Community Development & Health Network (NI)
Community Relations Council (CRC)
Cookstown District Council
Council for the Homeless (NI)
Craigavon Borough Council
Democratic Unionist Party
Department for Social Development
Derry City Council
Derry Well Woman

Disability Action, Belfast
Disability Action, Derry
Down District Council
Down's Syndrome Association
Dungannon & South Tyrone District Council
East Belfast Community Development Agency
Eastern Health & Social Services Board
Equality Commission for NI
Equality Forum NI
Falls Community Council
Family Planning Association (NI)
Fermanagh District Council
Gay & Lesbian Youth Northern Ireland
General Consumer Council
Gingerbread Northern Ireland
Help the Aged Northern Ireland
Housing Rights Service
Indian Community Centre
Irish Council of Churches
Larne Borough Council
Lesbian Line
Limavady District Council
Lisburn Borough Council
Magherafelt District Council
Magherafelt Women's Group
MENCAP
Methodist Church in Ireland
Mind Yourself
Moyle District Council
Multi-Cultural Resource Centre
Newtownabbey Borough Council
NIGRA (Northern Ireland Gay Rights Association)
NIPSA
North Down Borough Council
North West Community Network
North West Forum of People with Disabilities
Northern Health & Social Care Trust
Northern Health & Social Services Board
Northern Ireland Anti-Poverty Network
Northern Ireland Association for Mental Health
Northern Ireland Committee for Refugees & Asylum Seekers (NICRAS)
Northern Ireland Committee, Irish Congress of Trade Unions (NIC-ICTU)
Northern Ireland Council for Ethnic Minorities (NICEM)
Northern Ireland Council for Voluntary Action (NICVA)
Northern Ireland Housing Council
Northern Ireland Housing Executive
Northern Ireland Human Rights Commission (NIHRC)

Northern Ireland Mixed Marriage Association
Northern Ireland Office
Northern Ireland Women's Aid Federation
Northern Ireland Women's European Platform (NIWEP)
Northern Ireland Youth Forum
NUS USI
Office of the First Minister & Deputy First Minister
Omagh District Council
Omagh Women's Area Network
Parents & Professionals & Autism
POBAL
Polish Welfare Association
PRAXIS
Press for Change
Probation Board for Northern Ireland
Progressive Unionist Party
Royal Institute for Deaf People (NI)
Royal National Institute for the Blind (NI)
Rural Community Network
SEEDS
Sense NI
Simon Community
Sinn Fein
Social Democratic & Labour Party
Southern Health & Social Care Trust
Southern Health & Social Services Board
Staff Commission for Education & Library Boards
Strabane District Council
Supporting Communities NI
The Cedar Foundation
The Guide Dogs for the Blind Association
The Rainbow Project
The Women's Centre
Traveller Movement Northern Ireland
UCATT
Ulster Democratic Party
Ulster Scots Heritage Council
Ulster Unionist Party
Western Health & Social Care Trust
Western Health & Social Services Board
Women's Forum Northern Ireland
Women's Information Group
Women's Resource & Development Agency (WRDA)
Women's Support Network
Workers Party
Youth Action
Youth Council for NI

### RENT SETTING POLICY-H3

When setting rents, Triangle aims to ensure that rent levels:

- Are affordable for people on low incomes, or in receipt of welfare benefits, by ensuring that rents are within housing benefit levels.
- Provide sufficient income to enable the Association to manage, maintain, repair and improve its properties and to meet its financial commitments to lenders.

Rent levels for all tenancies are based on a rent points system. The Association reviews its rents in February of each year and implements rent increases from the first Monday in April. The Association will give one months notice in writing of any increase in rent.

Service charges for supported housing are based on actual and anticipated expenditure for each scheme and are reviewed annually. Triangle aims to break even on service charges and would expect its joint management partners to do the same. The Association does not set service charges for general needs housing.

### REVENUE INCOME SETTING AND COLLECTION POLICY

### REVENUE INCOME SETTING AND COLLECTION POLICY-F1

#### **Purpose**

The purpose of the Association's Revenue Income Setting and Collection Policy is to collect the correct amount of income and to collect all revenue incomes in an efficient manner.

#### **Policy Statement**

Revenue income is the money that is brought into the association by its business activities. These would include rent, support and care charges and any other revenue grant incomes. The timely recovery of debt is important to the Association's cash flow. The Association's rent setting policy is in line with NIHE points system, including an amount to cover loan interest. The rents should be at a level which is sufficient to meet the Associations anticipated running costs, while maintaining affordable social rents. Personal care charges are set in line with certain DHSS benefits. Other charges are set to ensure business activities have sufficient to function and are affordable.

#### **Process Map**

Credit Control Stage

Budget Stage

Collection Stage

Billing Stage

Department Finance

Name F1 Revenue Income Setting and Collection Policy

Version 2 Issue Date Sep 2008

Approved by Board Page 3 of 3

#### **Procedure Index**

This policy is implemented through:

#### **Procedure Index**

Budget F1-1

Rent Ledger Billing F1-2

Rent Ledger Collection F1-3

Rent Ledger Credit Control F1-4

Sales Ledger Billing F1-5

Sales/Nominal Ledger Collection F1-6

Sales Ledger Credit Control F1-7

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## Appendix 5 – Housing Maintenance Policy

### **Tenant Recharges-H2**

In certain circumstances the Association may pass on the cost of abortive call outs to the tenant if suitable access arrangements are not made or tenants fail to keep to an arrangement. If any repairs are required because of tenant abuse of the property, the cost will also be passed on to the tenant.

## Appendix 6 –Tenant and Service User Base

**YEAR = 2008**

		Scheme	Area	Tenancy Type	YEAR	Community Background	Sex	Ethnic Group	Nationality
N	Valid	329	329	329	329	312	309	324	25
	Missing	0	0	0	0	17	20	5	7

a. YEAR = 2008

### Frequency Table

**Scheme<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	4 Garryduff B4Bung	2	.6	.6	.6
	2Garryduff B2H	7	2.1	2.1	2.7
	Charlotte St BCS	9	2.7	2.7	5.5
	Castlehill BCH	3	.9	.9	6.4
	Gordonville BG	3	.9	.9	7.3
	Lerwill CLH	11	3.3	3.3	10.6
	Kilns Court BKC	8	2.4	2.4	13.1
	Sandown Rd BSR	10	3.0	3.0	16.1
	Grays Pk BGPC	8	2.4	2.4	18.5
	Tower House BTH	13	4.0	4.0	22.5
	Tower Court BTC	1	.3	.3	22.8
	Downe Res Project DRP	3	.9	.9	23.7
	SEBT MH	3	.9	.9	24.6
	Positive futures	5	1.5	1.5	26.1
	Reg Unit BRU	7	2.1	2.1	28.3
	General Needs Family	19	5.8	5.8	34.0
	Baronscourt	3	.9	.9	35.0
	Community Outreach	16	4.9	4.9	39.8
	Alternative Angles	46	14.0	14.0	53.8
	SE - Adult Service	144	43.8	43.8	97.6
	SE - Transition	8	2.4	2.4	100.0
	Total	329	100.0	100.0	

a. YEAR = 2008

**Area<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Ballymoney	77	23.4	23.4	23.4
Coleraine	60	18.2	18.2	41.6
Ballycastle	8	2.4	2.4	44.1
Belfast	26	7.9	7.9	52.0
Ballymena	47	14.3	14.3	66.3
Omagh PF West	2	.6	.6	66.9
Magherafelt / PF North	18	5.5	5.5	72.3
Portstewart	4	1.2	1.2	73.6
Newtownabbey	10	3.0	3.0	76.6
Cushendall	2	.6	.6	77.2
Downpatrick	3	.9	.9	78.1
Portrush	1	.3	.3	78.4
Ballintoy	1	.3	.3	78.7
Antrim	10	3.0	3.0	81.8
Randalstown	2	.6	.6	82.4
Cookstown	18	5.5	5.5	87.8
Carrickfergus	11	3.3	3.3	91.2
Larne	15	4.6	4.6	95.7
Moyle	14	4.3	4.3	100.0
Total	329	100.0	100.0	

a. YEAR = 2008

**Tenancy Type<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Supported Living	85	25.8	25.8	25.8
General Needs	19	5.8	5.8	31.6
Agency	11	3.3	3.3	35.0
Community Outreach Service	16	4.9	4.9	39.8
Social Enterprise	46	14.0	14.0	53.8
SE Adult Service	144	43.8	43.8	97.6
SE Transitions Service	8	2.4	2.4	100.0
Total	329	100.0	100.0	

a. YEAR = 2008

**Community Background<sup>†</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Protestant Community	188	57.1	60.3	60.3
	Roman Catholic Community	103	31.3	33.0	93.3
	Neither Protestant nor Roman Catholic Community	19	5.8	6.1	99.4
	Dont know	2	.6	.6	100.0
	Total	312	94.8	100.0	
Missing	System	17	5.2		
Total		329	100.0		

a. YEAR = 2008

**Sex<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	158	48.0	51.1	51.1
	Female	151	45.9	48.9	100.0
	Total	309	93.9	100.0	
Missing	System	20	6.1		
Total		329	100.0		

a. YEAR = 2008

**Ethnic Group<sup>‡</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bangladeshi	1	.3	.3	.3
	White	319	97.0	98.5	98.8
	Black Caribbean	1	.3	.3	99.1
	Irish Traveler	2	.6	.6	99.7
	Other	1	.3	.3	100.0
	Total	324	98.5	100.0	
Missing	System	5	1.5		
Total		329	100.0		

a. YEAR = 2008

**Nationality<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Northern Irish	9	2.7	3.6	3.6
	British	196	59.6	77.5	81.0
	Irish	45	13.7	17.8	98.8
	Did not say	1	.3	.4	99.2
	ZINBABIEAN	1	.3	.4	99.6
	German	1	.3	.4	100.0
	Total	253	76.9	100.0	
Missing	System	76	23.1		
Total		329	100.0		

a. YEAR = 2008

**Disability<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	253	76.9	90.4	90.4
	No	27	8.2	9.6	100.0
	Total	280	85.1	100.0	
Missing	System	49	14.9		
Total		329	100.0		

a. YEAR = 2008

**Disability Type<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mental Health Disability	12	3.6	4.2	4.2
	Learning Disability	249	75.7	86.2	90.3
	Physical Disability	28	8.5	9.7	100.0
	Total	289	87.8	100.0	
Missing	System	40	12.2		
Total		329	100.0		

a. YEAR = 2008

**Sexual Orientation<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Of the same sex	6	1.8	2.4	2.4
	A different sex	240	72.9	97.2	99.6
	Both	1	.3	.4	100.0
	Total	247	75.1	100.0	
Missing	System	82	24.9		
Total		329	100.0		

a. YEAR = 2008

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**Married<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	12	3.6	3.8	3.8
	No	307	93.3	96.2	100.0
	Total	319	97.0	100.0	
Missing	System	10	3.0		
Total		329	100.0		

a. YEAR = 2008

**Civil Partnership<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	2.1	2.4	2.4
	No	277	84.2	94.9	97.3
	Divorced/Other	8	2.4	2.7	100.0
	Total	292	88.8	100.0	
Missing	System	37	11.2		
Total		329	100.0		

a. YEAR = 2008

**Children<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27	8.2	29.0	29.0
	No	66	20.1	71.0	100.0
	Total	93	28.3	100.0	
Missing	System	236	71.7		
Total		329	100.0		

a. YEAR = 2008

**If yes, are they at school<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	4.3	6.5	6.5
	No	201	61.1	93.1	99.5
	Divorced/Other	1	.3	.5	100.0
	Total	216	65.7	100.0	
Missing	System	113	34.3		
Total		329	100.0		

a. YEAR = 2008

**Significant caring responsibilities for other relations<sup>g</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	7	2.1	24.1	24.1
	No	22	6.7	75.9	100.0
	Total	29	8.8	100.0	
Missing	System	300	91.2		
Total		329	100.0		

a. YEAR = 2008

**Other caring responsibilities<sup>g</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	1.2	30.8	30.8
	No	8	2.4	61.5	92.3
	3	1	.3	7.7	100.0
	Total	13	4.0	100.0	
Missing	System	316	96.0		
Total		329	100.0		

a. YEAR = 2008

**no Caring responsibilities<sup>g</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	173	52.6	98.3	98.3
	Some caring responsibilities	3	.9	1.7	100.0
	Total	176	53.5	100.0	
Missing	System	153	46.5		
Total		329	100.0		

a. YEAR = 2008

**Date of birth<sup>h</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Given	316	96.0	99.7	99.7
	Not Given	1	.3	.3	100.0
	Total	317	96.4	100.0	
Missing	System	12	3.6		
Total		329	100.0		

a. YEAR = 2008

**Age band<sup>f</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	16-21	44	13.4	13.8	13.8
	22-30	80	24.3	25.0	38.8
	31-40	52	15.8	16.3	55.0
	41-50	53	16.1	16.6	71.6
	51-60	63	19.1	19.7	91.3
	61-65	11	3.3	3.4	94.7
	65+	17	5.2	5.3	100.0
	Total	320	97.3	100.0	
Missing	System	9	2.7		
Total		329	100.0		

a. YEAR = 2008

**Political Opinion<sup>f</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Unionist Parties	61	18.5	46.6	46.6
	Nationalist Parties	12	3.6	9.2	55.7
	Other parties	36	10.9	27.5	83.2
	Did not answer	6	1.8	4.6	87.8
	none	16	4.9	12.2	100.0
	Total	131	39.8	100.0	
Missing	System	198	60.2		
Total		329	100.0		

a. YEAR = 2008

**YEAR = 2009**

		Scheme	Area	Tenancy Type	YEAR	Community Background	Sex	Ethnic Group	Nationality
N	Valid	16	16	16	16	16	15	16	16
	Missing	0	0	0	0	0	1	0	0

a. YEAR = 2009

**Frequency Table**

**Scheme<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Downe Res Project DRP	3	18.8	18.8	18.8
SEBT MH	1	6.3	6.3	25.0
Positive futures	1	6.3	6.3	31.3
Reg Unit BRU	2	12.5	12.5	43.8
General Needs Family	9	56.3	56.3	100.0
Total	16	100.0	100.0	

a. YEAR = 2009

**Area<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Coleraine	5	31.3	31.3	31.3
Ballymena	1	6.3	6.3	37.5
Dundonald	1	6.3	6.3	43.8
Magherafelt / PF North	3	18.8	18.8	62.5
Portstewart	1	6.3	6.3	68.8
Downpatrick	3	18.8	18.8	87.5
Portrush	1	6.3	6.3	93.8
Antrim	1	6.3	6.3	100.0
Total	16	100.0	100.0	

a. YEAR = 2009

**Tenancy Type<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid General Needs	9	56.3	56.3	56.3
Agency	7	43.8	43.8	100.0
Total	16	100.0	100.0	

a. YEAR = 2009

**Community Background<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Protestant Community	5	31.3	31.3	31.3
Roman Catholic Community	10	62.5	62.5	93.8
Neither Protestant nor Roman Catholic Community	1	6.3	6.3	100.0
Total	16	100.0	100.0	

a. YEAR = 2009

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**Sex<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	8	50.0	53.3
	Female	7	43.8	100.0
	Total	15	93.8	
Missing	System	1	6.3	
Total		16	100.0	

a. YEAR = 2009

**Ethnic Group<sup>b</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Black African	1	6.3	6.3
	White	15	93.8	100.0
	Total	16	100.0	

a. YEAR = 2009

**Nationality<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Northern Irish	1	6.3	7.1
	British	10	62.5	78.6
	Irish	3	18.8	100.0
	Total	14	87.5	
Missing	System	2	12.5	
Total		16	100.0	

a. YEAR = 2009

**Disability<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	14	87.5	93.3
	No	1	6.3	100.0
	Total	15	93.8	
Missing	System	1	6.3	
Total		16	100.0	

a. YEAR = 2009

**Disability Type<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Mental Health Disability	1	6.3	7.7	7.7
	Learning Disability	6	37.5	46.2	53.8
	Physical Disability	4	25.0	30.8	84.6
	All	2	12.5	15.4	100.0
	Total	13	81.3	100.0	
Missing	System	3	18.8		
Total		16	100.0		

a. YEAR = 2009

**Sexual Orientation<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	A different sex	15	93.8	100.0	100.0
Missing	System	1	6.3		
Total		16	100.0		

a. YEAR = 2009

**Married<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	18.8	20.0	20.0
	No	11	68.8	73.3	93.3
	3	1	6.3	6.7	100.0
	Total	15	93.8	100.0	
Missing	System	1	6.3		
Total		16	100.0		

a. YEAR = 2009

**Civil Partnership<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	13	81.3	92.9	92.9
	Divorced/Other	1	6.3	7.1	100.0
	Total	14	87.5	100.0	
Missing	System	2	12.5		
Total		16	100.0		

a. YEAR = 2009

**Children<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	3	18.8	75.0	75.0
	No	1	6.3	25.0	100.0
	Total	4	25.0	100.0	
Missing	System	12	75.0		
Total		16	100.0		

a. YEAR = 2009

**If yes, are they at school<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	4	25.0	36.4	36.4
	No	7	43.8	63.6	100.0
	Total	11	68.8	100.0	
Missing	System	5	31.3		
Total		16	100.0		

a. YEAR = 2009

**Significant caring responsibilities for other relations<sup>a</sup>**

		Frequency	Percent
Missing	System	16	100.0

a. YEAR = 2009

**Other caring responsibilities<sup>a</sup>**

		Frequency	Percent
Missing	System	16	100.0

a. YEAR = 2009

**no Caring responsibilities<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	None	8	50.0	100.0	100.0
Missing	System	8	50.0		
Total		16	100.0		

a. YEAR = 2009

**Date of birth<sup>a</sup>**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Given	16	100.0	100.0	100.0

a. YEAR = 2009

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**Age band<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 22-30	1	6.3	6.3	6.3
31-40	6	37.5	37.5	43.8
41-50	5	31.3	31.3	75.0
51-60	2	12.5	12.5	87.5
65+	2	12.5	12.5	100.0
Total	16	100.0	100.0	

a. YEAR = 2009

**Political Opinion<sup>a</sup>**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Unionist Parties	2	12.5	16.7	16.7
Nationalist Parties	1	6.3	8.3	25.0
Other parties	6	37.5	50.0	75.0
none	3	18.8	25.0	100.0
Total	12	75.0	100.0	
Missing System	4	25.0		
Total	16	100.0		

a. YEAR = 2009

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## Appendix 7 –Repairs Responsibilities

### Repair

#### Who is Responsible? Exceptions

Baths THA Where fault is due to misuse  
Boilers and hot water tanks THA  
Care and upkeep of gardens and hedges Tenant  
Ceilings THA  
Central heating pumps, timers etc. THA  
Chains and stoppers for baths, sinks or wash hand basins  
Tenant  
Chimney stacks/pots and cawls THA  
Cleaning of gully traps Tenant  
Cleaning or repair of gutters and downpipes  
THA  
Coal bunkers THA  
Curtain rails Tenant  
Door bells THA  
Door entry systems THA  
Draught proofing Tenant  
Electrical wiring, sockets and switches THA  
External door hinges, locks and handles THA Lock change where the tenant has lost or broken the key  
Floor boards THA  
Floor tiling THA  
Fluorescent tubes Tenant  
Fuses THA Replacement of fuses in plugs  
Garden paths, walls, fences and gates THA  
Glazing Tenant THA will replace if Police can confirm that glass was broken as the result of vandalism  
Immersion heaters THA  
Internal and external doors and frames THA Where the fault is due to misuse  
Internal door hinges, locks and handles Tenant  
Internal plaster cracks on walls Tenant Large cracks  
In new properties, cracks will be repaired by THA at the end of the defects period  
Internal redecoration Tenant  
Kitchen cupboards and worktops THA Where fault is due to misuse  
Letter boxes THA  
Light bulbs Tenant  
Maintenance of Communal landscaped areas  
THA  
Oil boilers THA Airlocks caused by tenant running out of oil  
Pipes THA  
Radiators THA Bleeding air locked radiators  
Repair to walls THA  
Repairs to electrical appliances not installed by THA  
Tenant

## HOUSING SERVICES MANUAL

Department **Housing & Development**

Name **H2 Maintenance Policy**

Version **1** Issue Date **June 2009**

Approved by **Board Page 17 of 17**

Repairs to solid fuel fires THA Replacement of glass panels and fire bars

Replacement of bins Tenant (even if stolen) THA will replace at commencement of tenancy, if missing or damaged

Replacement of fireplace tiles Tenant

Replacement of rotary dryers Tenant (even if stolen)

THA will replace at commencement of tenancy, if

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missing or damaged  
Replacement of toilet seats Tenant  
Roof repairs THA  
Showers THA Where fault is due to misuse  
Sinks THA Where fault is due to misuse  
Skirting Boards THA  
Smoke detectors THA (mains operated only) Maintenance of battery operated  
smoke alarms  
Stair cases THA  
Stair rails THA Where the fault is due to misuse  
Sweeping chimney Tenant Blocked flues causing fire  
hazard  
Taps THA Replacement of washers at  
dripping taps  
Toilet bowls and cistern THA Where fault is due to misuse  
TV aerials Tenant Communal TV aerials in blocks  
of flats  
Unblocking drains/sewers/waste pipes THA THA may recover cost from the  
tenant if the blockage is due to  
misuse  
Wall tiling THA  
Wash hand basins THA Where fault is due to misuse  
Washing lines THA Replacement of washing line  
cord  
Window cills THA  
Window frames, handles, hinges etc. THA Where the fault is due to misuse