

TRIANGLE

Building better lives together

Customer Service Standards and Performance 2023/24



Front Page photo credits:

(Back Row) Hy Staff Members (Front Center) Former Mayor of Mid & East Antrim, Gerardine Mulvenna,
(Front) Hy Trainees at the launch of the new Harmony studio, Ballymena.

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“Commitment
is what transforms a
promise into reality”

Abraham Lincoln

Our Commitment to you



Triangle is committed to achieving excellence in customer service by setting high performance targets, involving and responding to our customers in a helpful and timely manner and providing value for money.

Our staff and contractors will act confidentially and treat all our customers fairly, equally, with respect, courtesy and consideration. Our Customer Service Standards cover all services provided by the organisation and set out the level of performance and customer care the every customer can expect from us.

A handwritten signature in blue ink, which appears to read 'Chris Alexander'. The signature is fluid and cursive, with a horizontal line underneath.

Chris Alexander (Chief Executive)

Our Core Beliefs



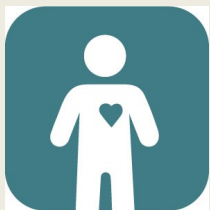
VISION Statement

'Building Better Lives Together'



MISSION Statement

'Triangle enhances lives by providing homes, supporting Individuals and families whilst sustaining communities and promoting equality'



CORE Values

Purpose

We ensure our vision, goals and objectives are clearly understood by all. We constantly share so everyone has the perfect understanding and alignment.

Accountability

We take personal ownership for our actions and are focused on solutions.

Togetherness

We work together within our teams and across other functional areas to support each other.

Empowerment

We constantly strive to involve and equip others, to enable them to grow, develop, learn and progress.

Respect

We are honest, open, and respectful in all our dealings with others. We do what we say we will do. We are conscious of the impact of our actions and words.

What to expect from us:

We recognise that excellent customer service is integral to the delivery of high quality public services and we are committed to meeting the needs of customers in a professional manner.

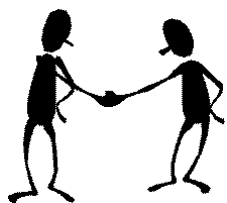
In return we ask you to:



- Treat our staff respectfully
- Provide any information that has been requested within agreed timescales
- Let us know if you are unable to do this or if your circumstances have changed
- Pay rent on time
- Let contractors into your home to carry out repairs
- Keep your home in good condition
- Respect your neighbours and avoid causing a nuisance
- Tell us if you think we have done something wrong and give us a chance to put it right

Customer Communication

Our Staff:



We will treat all customers fairly and with respect. **Target 100%**

Our staff will be polite and helpful at all times. **Target 100%**

2023/24
Results

97%

98%

2022/23
Results

83%

100%

Visiting our offices:



We will publish our opening hours for our head office and inform you of any closures due to bank holidays. **Target 100%**

100%

100%

10
min 

We will see you within 10 mins if you have an appointment. **Target 100%**

100%

100%

Correspondence:



Average speed of answer

If a receptionist is not available you will be automatically transferred to our Fast-Track system which will direct you to your chosen department.

0:00:12
(12 seconds)

Data not
recorded



We will provide a full response within 10 working days to all business related external letters. **Target 90%**

100%

100%



We will respond to all business related emails within 24hrs.

100%

100%

Complaints:

2023/24 Results

24 Complaints received (3 remain open at Stage 1, continuing into 2024/25)
27 in 2022/23

19 Complaints received at Stage 1
24 in 2022/23

1 Complaint received at Stage 2
3 in 2022/23

1 Complaint resolved at Stage 3
0 in 2022/23



We will acknowledge your complaint within 2 working days. Target 100%

2023/24
Results

79%

2022/23
Results

83%



We aim to resolve your complaint within 10 working days Target 80%

50%

25%

The majority of 2023/24 complaints relate to the length of time taken to address repairs. Delays with contractors, materials and parts had a negative impact on maintenance services.

We are committed to transparency in how we handle complaints. Each complaint is carefully analysed to identify opportunities for learning and improvement. The following are some examples of changes implemented during 2023/24 as a result of complainant feedback:

1. Improvements in communication between Property Assets and Housing Management Teams
2. Active review of open orders with contractor at new monthly progress meetings.
3. Implemented single point of contact with Property Assets Team to communicate with tenant on a frequent basis as to status of repair and potential completion date.

Our services

Supporting you:



We will deliver services to meet all regulatory and contractual requirements

2023/24
Results



2022/23
Results



We will deliver services which are person centred and outcome focused to meet your individualised needs.



Involving you:



We will involve you in decisions that affect all aspects of your daily life through assessment and review processes. **Target 98%**

92%

90%



We will support you to be involved in different roles or participate in any groups/activities you may wish to take part in. **Target 95%**

98%

100%

Our staff:



We will ensure that staff working with you demonstrate the core values of the organisation.



We will act as an advocate on your behalf if you want us to.

Your opinions:



We will record and report all accidents and incidents, we will review them to see if we can learn from them.

2023/24
Results



2022/23
Results



Landlord services

Property Assets:

£2,259,944

Total invested in planned and cyclical maintenance
(70% of planned spend)

83%

satisfaction with landlord services
10% decrease on 22/23

86.2% Emergency repairs completed on time (7.3% decrease on 2022/23)
Department for Communities regulatory target 85%

81.9% Urgent repairs completed on time (3.6% decrease on 2022/23)
Department for Communities regulatory target 80%

81.2% Routine repairs completed on time (5.5% decrease on 2022/23)
Department for Communities regulatory target 80%

Housing Management:

3.5% Empty properties pending letting (Target 4%)
(1.8% increase on 2022/23)

5.1% Basic Rent Arrears (Target 5%)
(2.1% increase on 2022/23)

10.1% Rent increase on 2022/23

1442

Total units of General Family and
Supported Living Units

610k

Grants, benefits and other financial awards
secured for tenants & service users



75

New Homes started

41

New Homes finished

