



Annual Report to Tenants  
2018/2019

# Welcome to Trinity Housing Association

Trinity Housing Association LTD is a non-profit Registered Provider of Social Housing registered with the Regulator of Social Housing. We provide bespoke accommodation that is designed to meet the needs of vulnerable adults in the community.

This is our first annual report to tenants and is based on our financial accounts to July 2018 but we have included more up to date information where possible to give a more accurate picture of what we do.

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# About us

Trinity was founded in 2006 to develop and manage supported living schemes and currently provides in excess of 1,300 tenancies across 42 different Local Authority areas.

Number of properties being managed by Trinity			
	July 2017	July 2018	December 2018
Supported Housing	155	643	551
Temporary accommodation	795	937	1038

# Our Properties



This year, we had 1,381  
lettings across Trinity  
Housing Association!

In December 2018, we did  
have 143 voids/empty rooms  
across the supported living  
homes that we let



# Our Tenants



We supported 1,381 people to have a tenancy with us!

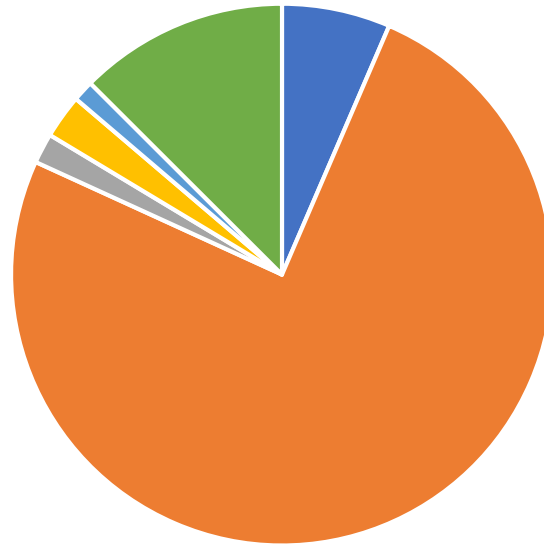
Supported Living	Temporary Accommodation
386	995

We support individuals with a wide range of needs such as learning disabilities, autism, mental health needs and acquired brain injuries

# Value for Money

How was your £1 spent by Trinity in 2018/19?

Your £1.00



- Management
- Rent To Landlords
- Property Costs
- Repairs
- Other Costs
- Debt Owed

# Repairs & Maintenance



Between August 2018 and December 2018, we had **478** repairs reported to our Repairs & Maintenance Team (this would be 1147 in a full year)



**97%** (466 repair jobs) of all routine repairs were completed within timescales



**3%** (12 repair jobs) were outside our target repair timescales

# Average Times Taken To Repair



We had **198** emergency repairs completed within 0-3 days (41%)



We had **75** repairs completed within 4-7 days that were urgent (15%)



We had **193** routine repairs completed within 8-10 days (41%)



# Our Repairs Spend

July 2017 – July 2018	August 2018 – December 2018
£189,702	£168,626



# Complaints

Sometimes things don't always go to plan 😞

We aim to resolve complaints in 14 days or less, but sometimes more time is needed to investigate some complaints.



Between June 2018 and December 2018, we received **17** complaints

**RESOLVED**

95% were resolved on target



5% were resolved late



No complaints required reporting to the Ombudsman

# Compliments

Between June 2018 and December 2018, Trinity Housing Association received **12 compliments!** These compliments were from our tenants, family members, Care Providers and support services!



# Gas Safety



In December 2018, we had 127  
properties with GAS

100% were issued with Gas Safety  
Certificates



# Regulatory Compliance

Discipline	August 2018	December 2018
GAS	80%	100%
EMERGENCY LIGHTING	71%	100%
FIRE RISK ASSESSMENTS	62%	100%
FIRE ALARM	63%	100%
ELECTRICAL	91%	100%
ASBESTOS	79%	100%
LEGIONELLA	71%	100%
EPC	97%	100%

# Rent



Rent Due 2017/18:  
£12.6M



Bad debts July 2018:  
£1.6M

## Supported Living Rent Collected July – December 2018:

	£	%
Housing Benefit	2,346,535	58
Tenant	2,939	1
Care Providers	1,282,424	31
Other	426,486	10
Rent Arrears at end December 2018		£3.02M

# Trinity Employees

We have 21 employees at Trinity Housing Association



Between July 2017 and December 2018, our employees had 23 training days



Between July 2017 and December 2018, there were 120 sickness days



Between July 2017 and December 2018, 6 employees left Trinity Housing Association