

**TRIANGLE**

*Building better lives together*

LOG BOOK

James Buick


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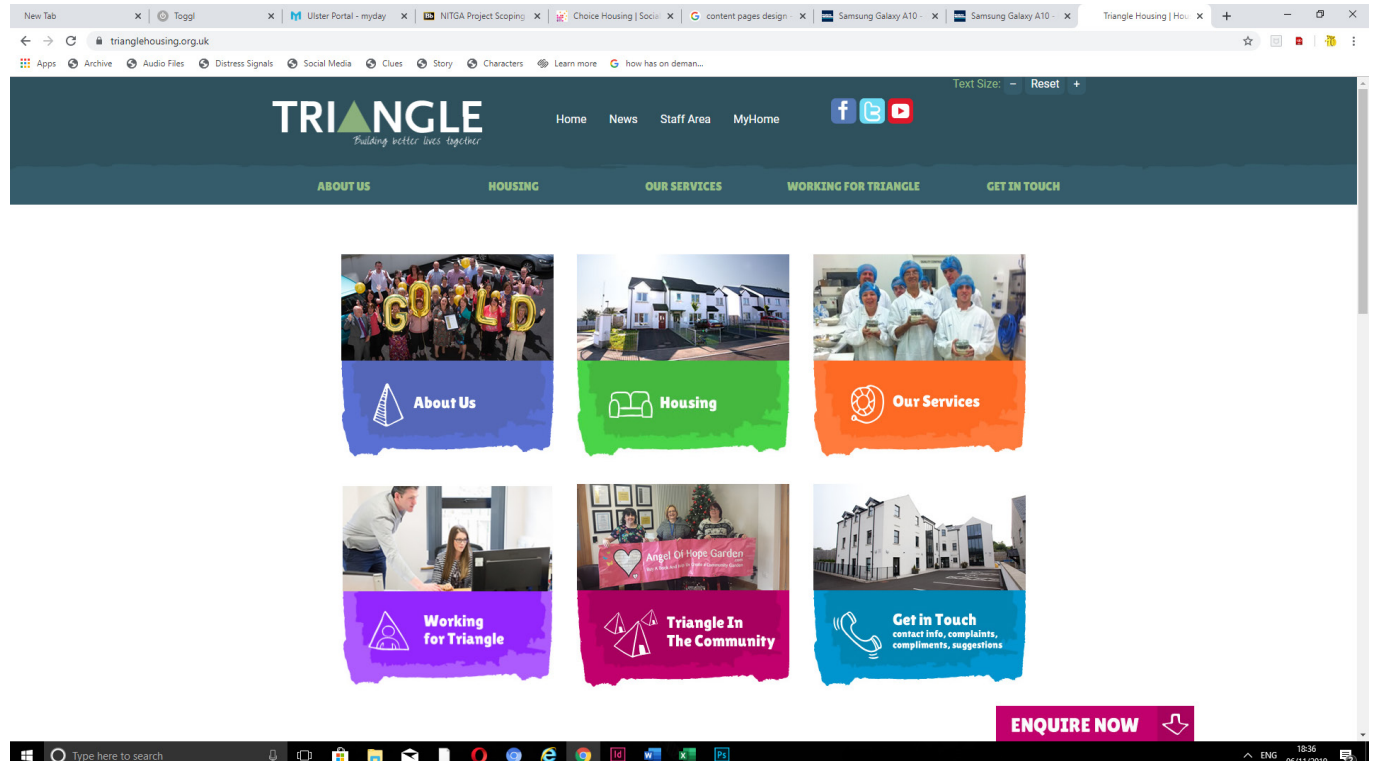
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# Introduction

## Background of Triangle



Triangle is a housing association that have their head quarters situated in the centre of Ballymoney town. They are an housing association that work with the poor and disabled by providing them with homes and for the getting people with a disability fit for employment. They are also an housing association that have been running for 42 years. They are known for having an reputation for coming out as a high performing housing association and they are noticed for being one of the top housing association within Ireland. Also they are an company that have support on 4 things for example respect and empowerment, values of choice, dignity and inclusion.



# Brief

## Who are Triangle

Triangle Housing Association is known for being a registered Housing Association within the Department for Communities in Northern Ireland. Triangle are a non-for-profit organisation and are known for being a registered charity. They are an association that provides supported accommodation, family housing, specialised care and support services and supported employment programmes for tenants across Northern Ireland. Triangle is a service provider that has progressed, promoted social inclusion through a list of partnerships that are strategic. Triangle are involved in a government scheme, Progression to Employment, which provides the necessary support systems to enable people with learning disabilities to achieve and maintain employment. Part of the service involves enterprise activities - "Alternative Angles", with facilities in Antrim, Ballymena, Coleraine, Magherafelt and Newtownabbey.



# Project Objectives Project Summary



The aim of this project is to improve the brand of Triangle and create a visual identity that relates to the work they do. We aim to make Alternative Angles, the social enterprise arm of Triangle, well known within the NI community and make it clear that it is part of Triangle's brand so that when people see or hear the name Triangle, they're already aware of all the work they do across NI.

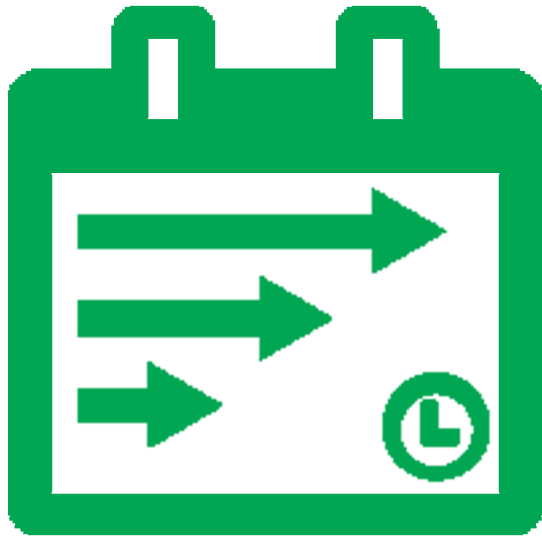
We are going to redesign the visual identity of Triangle, in order to improve the brand and represent a more contemporary style. We will also create new logos for Alternative Angles and to help improve their recognition in the community. We will also revamp the website and make it accessible for service users, professionals and funders involved with Triangle.

# Target Audience

The target audience is current residents who use Triangle services. We are also targeting potential residents so we will need the necessary info that they should require. Parents of young adults with disabilities will also want to access the site to perhaps find information about the 'Progression to Employment' scheme. Public funders will access this site to explore the services that Triangle provides. As a result, it's important the website is professional.



# Deliverables



We aim to create a website with clear sections for Residents, Staff, and Service pages while containing all the information which is required. As Triangle has grown so much in the past few years, this is a perfect time to overhaul the website so we can start from fresh and include everything they have recently done which the public are not aware about. The homepage will introduce Triangle and from there the user will be able to click on the Residents, Staff, or Services section depending on what they are interested in. Word Press is probably the best tool to create the site, as anyone from the company could make changes and we will create a user guide to aid them. We are developing a new visual identity, which can be used for print and digital work including an annual report.

This will help boost the Triangle brand recognisable across Northern Ireland. We will update the Triangle social media pages. We will create a showreel showcasing all the community work that Triangle and Alternative Angles does. This video can be used on the Facebook and Twitter pages to help spread awareness of their charitable work. We are looking for consistency across the Triangle visual identity, so we will be creating brand guidelines, so staff know what typefaces, and to use. We will also create a user guide for the website, so all staff are aware of how to make changes after this project ends.

# Team Members



Claire Mulrone- Project Manager



Adrian Hickey- Creative Director



Kyle Crawford- Web Design, Graphic Design,  
Social Media.

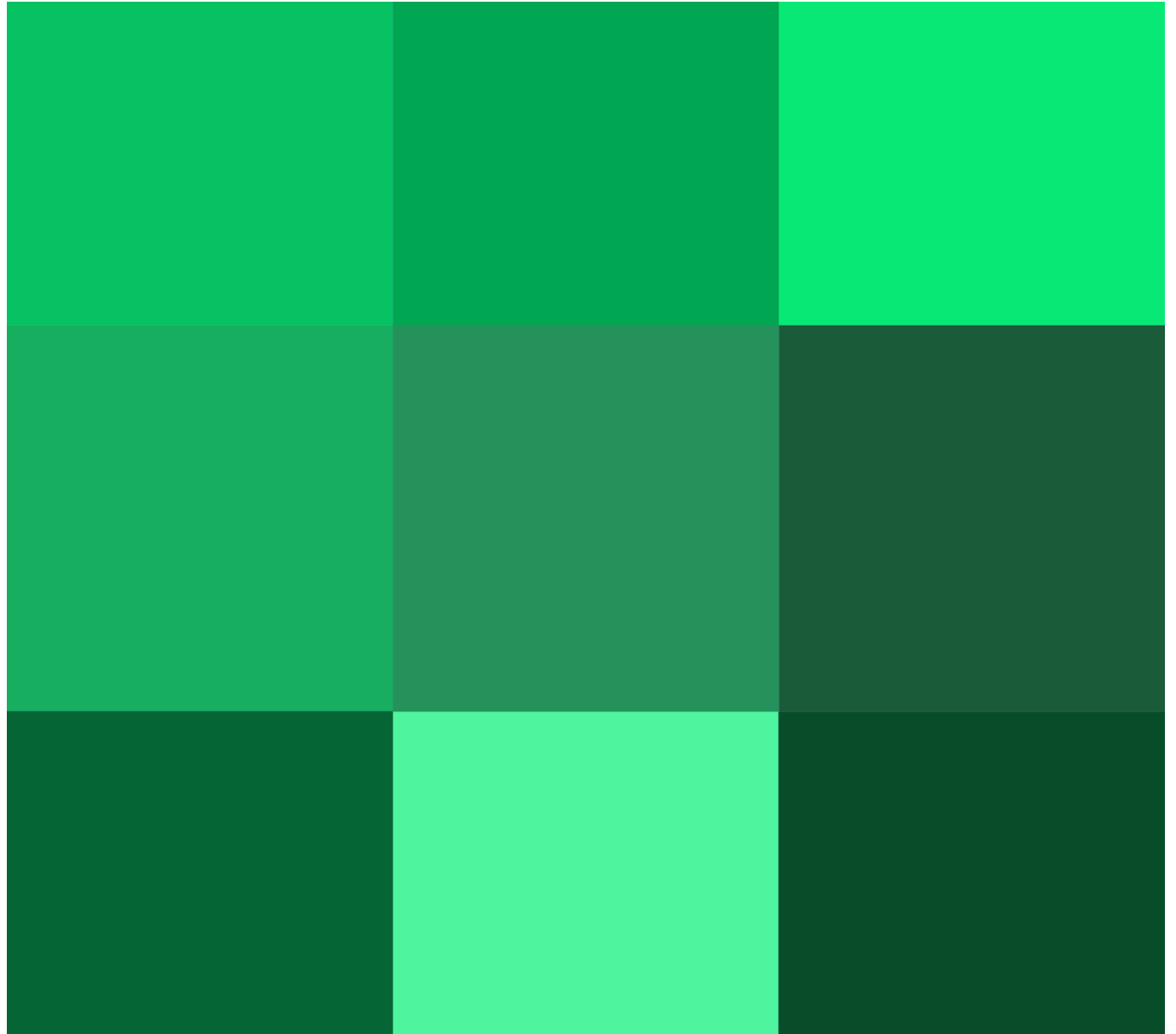
James Buick:- Graphic Design, Editing, Video

James Caulfield- Graphic Design, Visual  
Identity



# Tone

For the tone, it will be lively, welcoming and represent a community feel that is for everyone. Content Management Guidelines will be produced as part of the design process and colours palettes and typefaces will be documented so in future there will a consistent design across all Triangle reports and documents.



# Competitors

In terms of competitors, we've benchmarked several social housing organisations such as Choice, Home Group and Sanctuary Housing. Similar trends we've noticed are that all the logos are simple and easy to interpret. In terms of the website, the resident portals are clear to spot and easily accessible which is key. Where we feel Triangle could branch out from the rest is to include a staff section and each member of staff and explain their role, so it portrays a more community and less corporate feel.



# Budget

## Quotes



### Digital Printing

50x50  
A4 Portrait Booklets: £128.03

300x300  
Business Cards: £17.02

### Fiverr

60 sec  
Promotional Video: from £83.09

### Doxzo

30x30  
A4 Portrait Booklets: £87.60

30x30  
Business Cards: £4.63

### Biteable

Any Duration  
Promotional Video: Free

### Hello Print

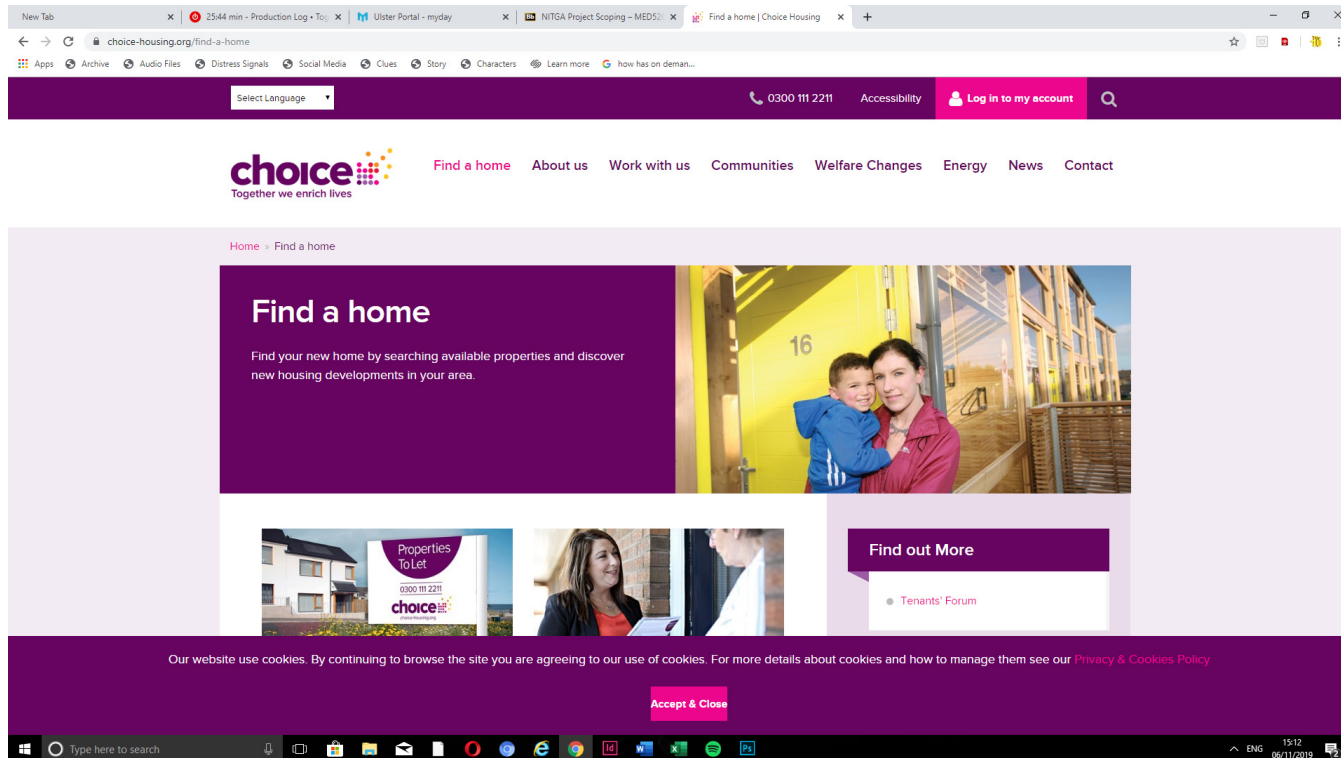
25x25  
A4 Portrait Booklets: £171.95

500x500  
Business Cards: £12.25

### Magisto

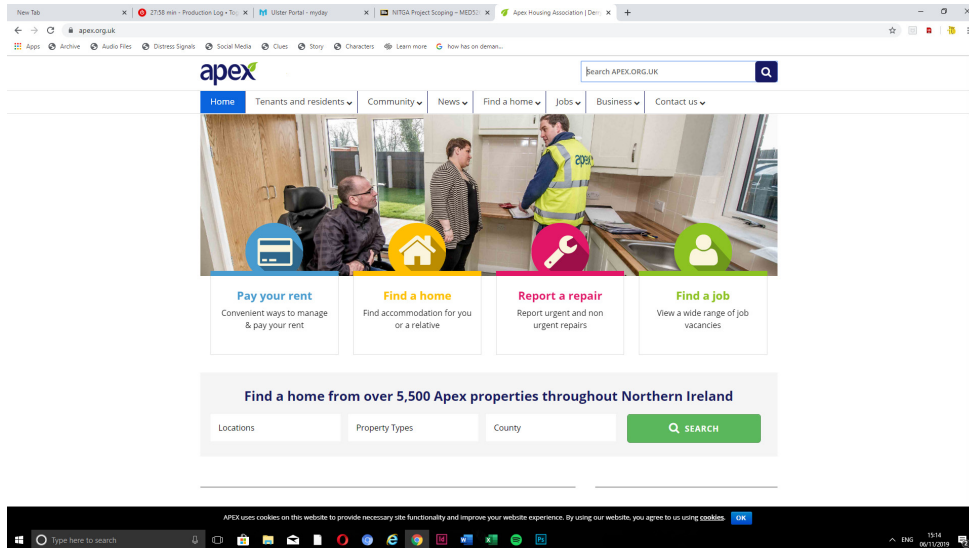
Any Duration/Yearly  
Promotional Video: From £394.96

# Benchmarking Competitors

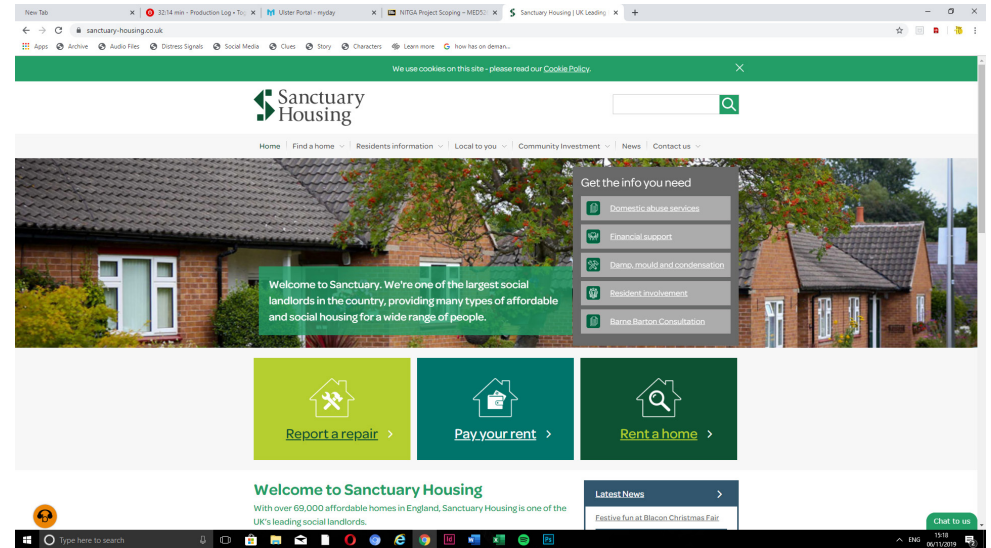


Choice Housing  
www.choice-housing.org

(Choice Housing, 2019)



Apex Housing  
www.apex.org.uk  
(McKenna, 2019)



Sanctuary Housing  
www.sanctuary-housing.co.uk  
(Sanctuary Housing, 2019)

# Benchmarking Housing Association Websites

Category	Feature	Choice Housing Association	Apex Housing Association	Santaury Housing Association
<b>First impression</b>	Aesthetics	Front page is used for targeting audiences	Front page is used for targeting audiences	Text heavy
	Identifiable Target Audience	Experience images to represent tourists	Experience images to represent tourists	On front page
	Identifiable Chief Aim	Homepage is the chief aim	Homepage is the chief aim	On homepage
<b>Look &amp; feel</b>	Retina (HD Ready)	All images have retina HD ready display and logo is good quality	Some images do not have a HD ready	Some images do not have a HD ready
	Responsive	Website is responsive	Website is responsive	Website is responsive
	Content in Prime Position	Image slider	Image slider	Welcome text
	Body Text Font	Sans serif	Sans serif	Sans serif
	Logo placement	Top left	Top right	Top left
<b>Technical</b>	Book Online	Pay online, request for repairs	Pay your house rent and report about a repair online	Pay online for house rent
	Content Management System	Designed and coded from scratch	Designed and coded from scratch	Open source
	Analytics Embedded	Google analytics	Google analytics	Google analytics
<b>Navigation</b>	Primary Menu Format	Fully exposed click through	Fully exposed click through primary menu	Drop down
	Primary Menu Position	Drop down menu at the top	Horizontal top	Horizontal top
	Means of Getting to Top of Page	No way	No way	No way
	Sitemap	Broken sitemap	No sitemap	No sitemap
	Breadcrumbs	Top of header image	It has breadcrumbs	breadcrumbs under header

	No of Clicks to Contact Us	None	One Click away to contact us	None
<b>Content</b>	Explanation of Service	On homepage	On homepage	One click away
	Evidence of Outdated Content	No outdated content on the site	No outdated content on the site	No outdated content on the site
	Social Media	Links in header	Links in footer	Links in header are embedded in footer
	FAQ Section	Contact with FAQ	No FAQ	No FAQ
	Privacy Policy	Privacy policy with one click away in footer	Privacy policy with one click away in footer	Privacy policy with one click away in footer
	Search	Search icon is imbedded on the homepage	Embedded in homepage	Embedded in homepage
<b>Search</b>	Type of Search Button	It has a search box	It has a search box	Text and click
<b>Functionality</b>	Load Time	1.72s	3.14s	1.19s
	Email Subscription	Has no email subscription	Has no email subscription	Has no email subscription
	Multilingual	It has a translator on the click on header	No translation	Google tranlate plugin
	No Languages other than English	50+ other languages	No other languages	80+ Languages
<b>Accessibility</b>	How Many Font Types	4 types of fonts	4 types of fonts	2 font types
	Clear & Accurate Headings	Clear headings	Clear and accurate headings	Clear and accurate headings
	Are Links Visually Distinct	Links are visually distinct	Links are visually distinct	Links are visually distinct
	Link Underlining	No link underlining	Sometimes	Yes
	Hyperlinks Change Colour if Visited	Hyperlinks change colour when visited	Hyperlinks change colour when visited	Hyperlinks don't change colour when visited
<b>Overall Score</b>		71%	59%	65%

# Summary

After bench marking these 3 housing association websites, which help people with disabilities and people that have very little money into homes and setting up in jobs which they can progress higher in, the website that came out with the most overall percentage score was choice. Choice came out with an overall score of 71% and it was a social housing association business that was founded in Belfast. It got the highest score because some of areas of the site came all perfect like the look and feel of the site and the content. For the other areas of the site they came out really well too as they only had a few flaws for example in the navigation it had a site-map of Northern Ireland that was broken when clicking once on it and that there was no way of getting to the top of the web-page. Functionality was other area that came out good with just one flaw, as it was only an email subscription. It came out as the best site with the most translated languages.

The next website was called sanctuary housing association. It came out as the second-best website with an overall score of 65%. It's a housing association that's based in England and it was founded in Hertfordshire, which is a county of the south of England. It's the second highest score because all their areas have flaws in them. Some areas with just few flaws and other areas with more flaws in them. The green areas are good and red area bad on this benchmarking table.

The best areas that this site had was accessibility and functionality as the site came out as the quickest loading website at a speed of 1.19s and it was the only site that used 2 fonts.

Apex housing association had the lowest website score. It came out with an overall score of 59%. This housing association was also founded in Northern Ireland. It was first established in Londonderry back in 1965 and this was to tackle the serious shortage of housing that was happening within the city. It's website came out as the lowest score percentage because it's navigation and functionality came out really bad, as the site had no translation and no language change to suit foreign users, slowest loading website with a spend of 3.14s, no site map and it was only site that didn't have breadcrumbs below or above its header image.

# Conclusion

So through my whole bench marking of housing association websites, I been able to pick out really good sites with really good navigation put to them and really good look and feel that has also been applied, but for showing best practice I found out that the sanctuary housing association website came out as the best for showing good practice as it really gave away it's accessibility and functionality as it came out as the fastest loading website and the only site to have used 2 fonts, but sadly came out in second place at an overall score of 65%. This is because I found out that the housing association called choice had some areas that were consistently good with no flaws and it also having nearly consistently good content with having a FAQ along with an overall score of 71%.

Another thing that I pick out during bench marking the 3 sites, I sadly found out that one site did not show good practices in contemporary website design as it had really bad navigation and functionality, which navigation is a main part of the site and it doesn't meet the needs of foreigners as there is no translator available on it. This was Apex housing association's website that came out last with the lowest score of 59%. So overall, I think that sanctuary's website would compete well with most housing association websites across England Scotland and its own country Northern Ireland during a benchmark.

# Triangle Creative Brief

**TRIANGLE**  
Building better lives together

**Who are Triangle**  
Triangle Housing Association is a registered Housing Association within the Department for Communities in Northern Ireland. Triangle is a non-for-profit organisation and a registered charity. They provide supported accommodation, family housing, specialised care and support services and supported employment programmes for tenants across Northern Ireland. Triangle is a progressive service provider, promoting social inclusion through a range of strategic partnerships. Triangle are involved in a government scheme, Progression to Employment, which provides the necessary support systems to enable people with learning disabilities to achieve and maintain employment. Part of the service involves enterprise activities – 'Alternative Angles', with facilities in Antrim, Ballymena, Coleraine, Magherafelt and Newtownabbey.

**Project Objectives**  
The aim of this project is to improve the brand of Triangle and create a visual identity that relates to the work they do. We aim to make Alternative Angles, the social enterprise arm of Triangle, well known within the NI community and make it clear that it is part of Triangle's brand so that when people see or hear the name Triangle, they're already aware of all the work they do across NI.

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We are going to redesign the visual identity of Triangle, in order to improve the brand and represent a more contemporary style. We will also create new logos for Alternative Angles and to help improve their recognition in the community. We will also revamp the website and make it accessible for service users, professionals and funders involved with Triangle.

**Target Audience**  
The target audience is current residents who use Triangle services. We are also targeting potential residents so we will need the necessary info that they should require. Parents of young adults with disabilities will also want to access the site to perhaps find information about the 'Progression to Employment' scheme. Public funders will access this site to explore the services that Triangle provides. As a result, it's important the website is professional.

**Deliverables**  
We aim to create a website with clear sections for Residents, Staff, and Services pages while containing all the information which is required. As Triangle has grown so much in the past few years, this is a perfect time to overhaul the website so we can start from fresh and include everything they have recently done which the public are not aware about. The homepage will introduce Triangle and from there the user will be able to click on the Residents, Staff, or Services section depending on what they are interested in. Word Press is probably the best tool to create the site, as anyone from the company could make changes and we will create a user guide to aid them.

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Claire Mulone- Project Manager  
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Kyle Crawford- Web Design, Graphic Design, Social Media.  
James Bulck- Graphic Design, Editing, Video  
James Caulfield- Graphic Design, Visual Identity

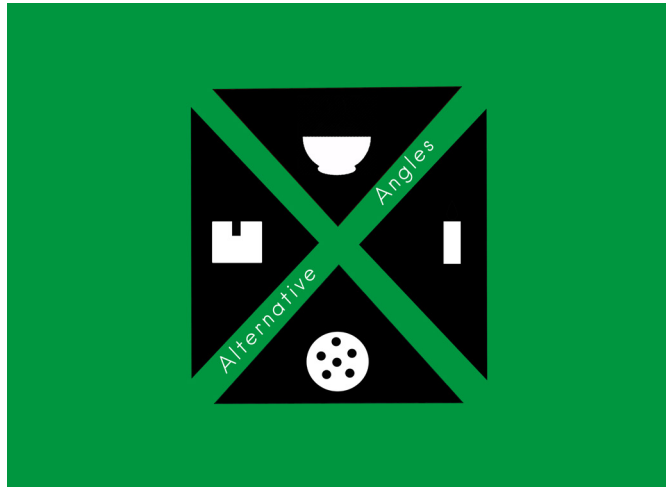
This is a screenshot of what are actual creative brief looks like that's showing information that we need to cover for doing work. We decided to go for the blue that used for their current website to match in with the white text and logo.





# Alternative Angle Logos

Logo 1



Logo 2



Logo 3



So these are my alternative angle logos that I have designed. I used an electric green background, black for the symbols and shapes, plus white for the text and I used an helvlight typography. The reason why I created this first logo idea because I thought putting in these 4 symbol icons would show an representation of the four services that alternative angles provide to their customers. For logo 2 I thought using the triangle in it and large text was a good idea because it would show that alternative angles aren't just on their own but have a joint connection with triangle housing. For the large text that used, it would suit some people that are visually impaired.

Logo 3 I decided to use a large A to show another meaning for alternative angles. I also broke one end of the large A to show that the name Alternative is a single word to Angles. The reason for using the electric green background on all three logo is because it brightens it all up with the white and black colours. For using these logos, they are just going to be ideas, but they are going to be used for triangles new website or within it's new branding stuff.

# Triangle Logos

Logo 1



Logo 2



Logo 3



These are my triangle logos and I used an electric green background to brighten up all the logos with the black colours that I have used for the shapes and white colours that I have used on the text. I have also used the same typography that was used on the alternative angle logos because I think that helvlight type is very modern to use on creating new logos. So for logo 1 I decided to use an triangle shape with four small squares and one small rectangle placed in the centre of it, so that people can recognised triangle as a housing association with the use of these shapes.

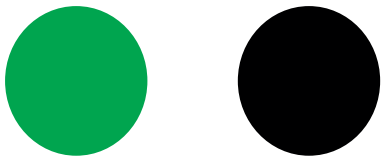
logo 2 I designed two A's and put them side by side to create a shape of a house. I designed this to show that triangle is recognised as an housing association that's joint with alternative angles. Then logo 3 I used four rectangles to create two roofs and used 8 square shapes to create the two windows to design two houses. This was to show that triangle is an association that works for providing homes. Then one logo will be pick out of 9 logos that will be put to use for triangle new branding of a poster, annual report, business card, clothing and it newly designed website.

# Logo Guidelines

Typeface: Helvlight  
AaBbCcDdEeFfGgHh  
1234567890



Colour Palette:



# 00a651    # 000000    # ffffff



For creating my poster, hoodie, annual report, business card, lanyard and badges for branding for triangle housing, I will be using the green and white and black and white logos. Green and white logo will be used for my lanyard, hoodie and the main website idea.

The black and white logo will be used for my annual report, poster and business card idea. For the typeface I will be using it on all the branding and the main website.

# Branding



For branding I designed an annual report and I decided to use a large triangle shape to place the numbers of the current year of the annual report within the centre of triangle shape. I thought using this triangle would match in with the housing association, as there old logo used a triangle. I have also used logo 2 as main logo for the branding ideas.

So I used an black and white version of logo 2 on the annual report, because I think that blends in with the white colours used on the text and shapes and the electric green background. I also used an image showing a list of homes from this housings estate that triangle over in England provide to the disabled and poor.





For my next pieces of branding, I done the hoodies, which I used an green and white version of logo 2, as it was the only way for the logo to match in with the black coloured hoodie.

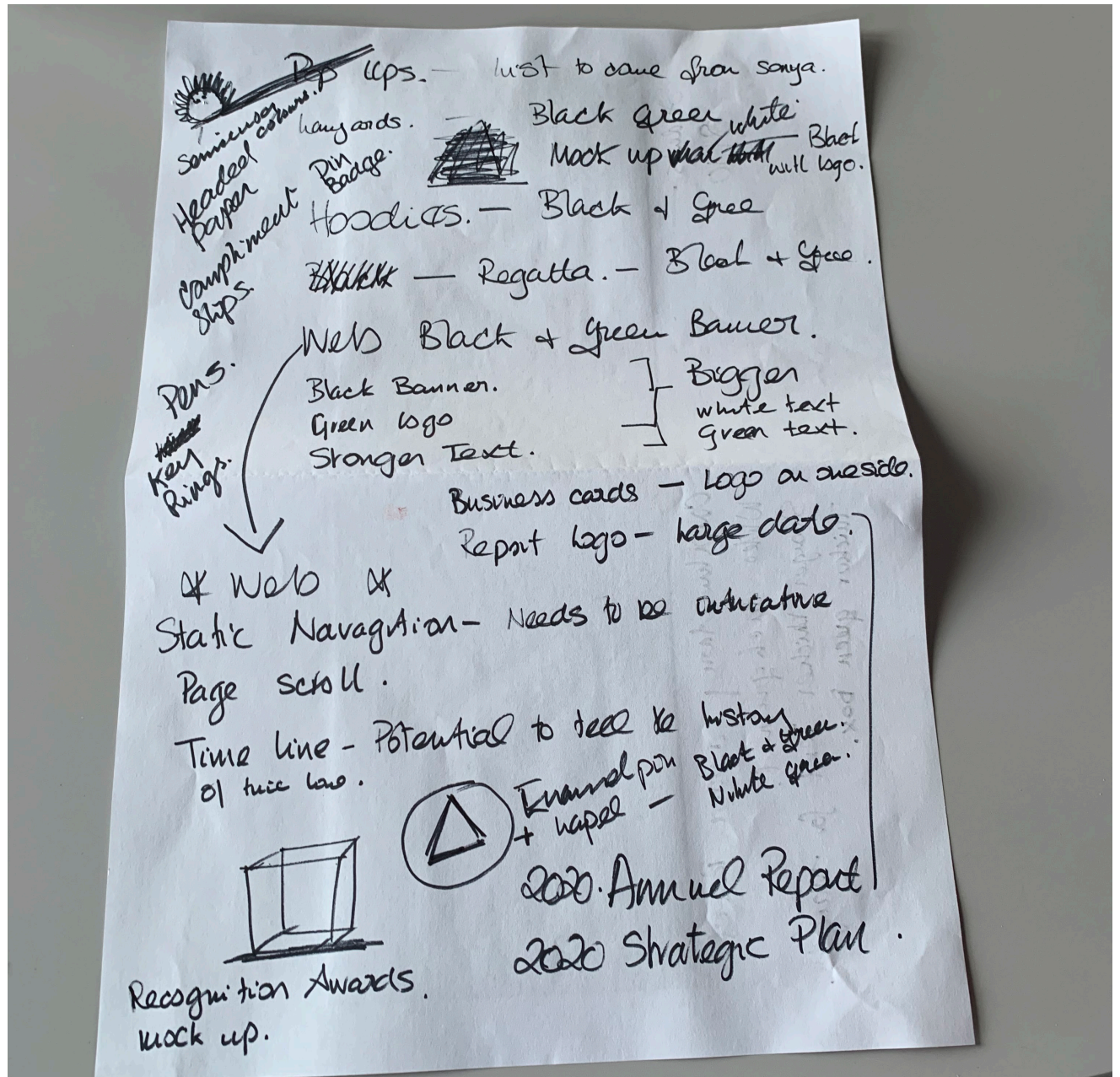
For the other shown below it is a poster of triangle, which I designed and provided with my branding for triangle, so that if triangle wants to use this poster they could use it for displaying it around bus stops around Northern Ireland so they will be seen and notice by the public, so that the public will know what triangle housing really do and to know what they have done as part of their work.

For doing all this branding I have been using adobe photoshop to design them all by using mockup psd file.



# Meeting Feedback

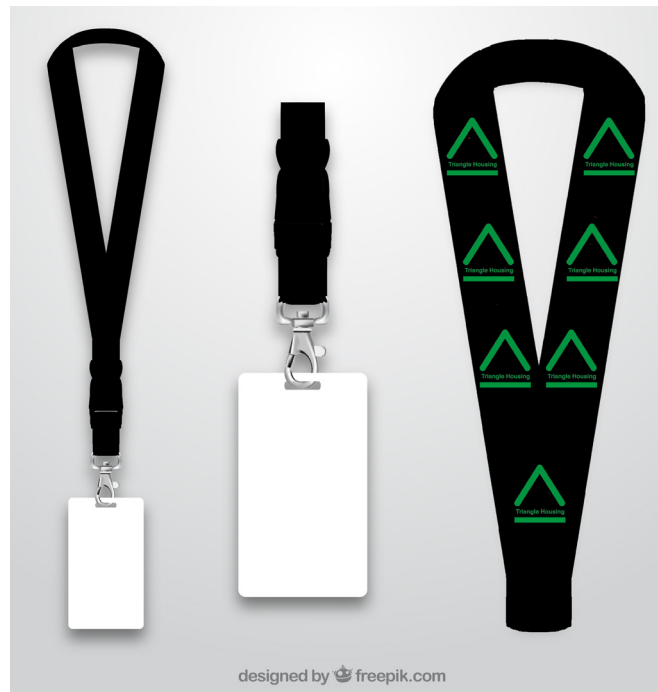
On the meeting feedback, triangle wanted us to do various amount of changes. The changes that we needed to do was to include an new annual report and a corporate booklet along with many other mock-ups like recognition award mock-ups, mock-up of a newly looking timeline of their history, pen mockup's, pop up banners, key ring mock-up's, regatta jacket mock-up and updated mock-ups for the hoodies. For the website, they wanted us to create a navigation bar that will stay static on every webpage and they wanted us to change the text on the triangle logo, which was making the text bigger.



# Updated Branding

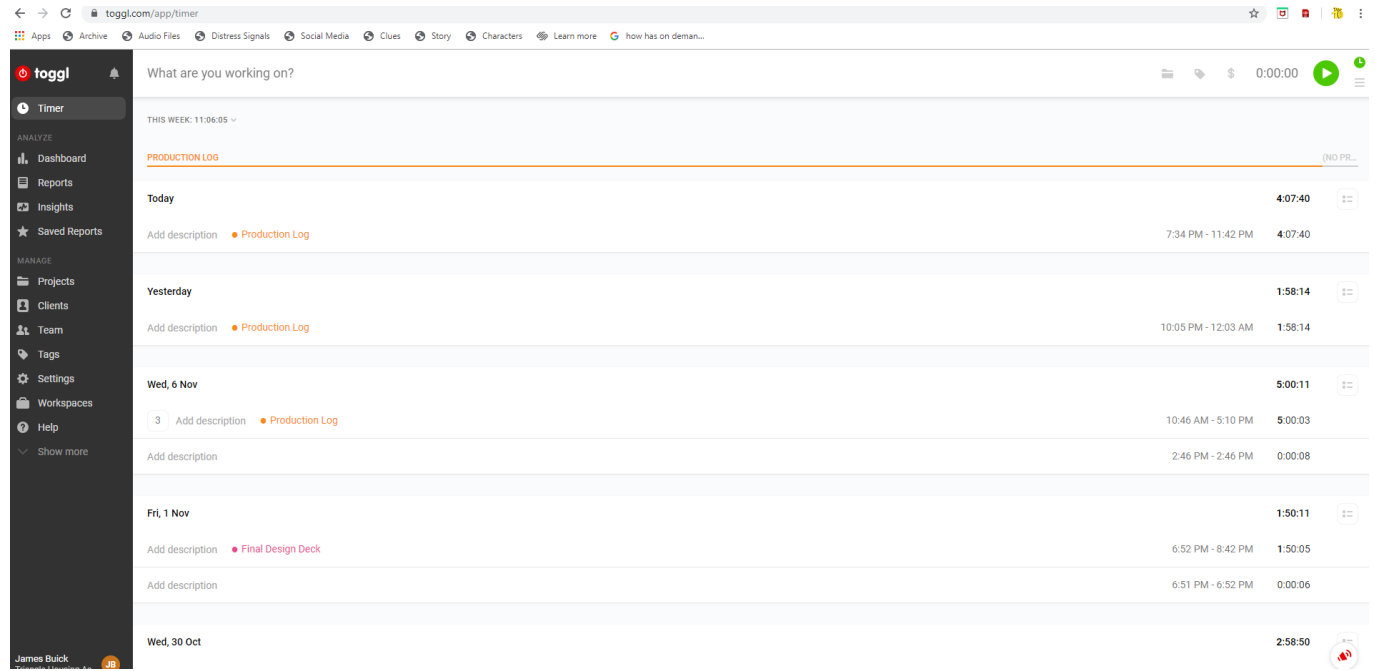


For my updated branding I decided to change the logo of it, as when triangle housing had a meeting with us about the design decks, kyle's logo was picked to be used on the final designs. So for the annual report I decided to use his triangle logo on my annual report. So i decided to use an white version of his logo, as it looked better along with the other white content and electric green background, plus I done this on the business card and badges for the same reason. Lanyards I decided to a electric green version of the logo because it was the only colour that matches in with the black lanyards.



# Toggl

# Timer

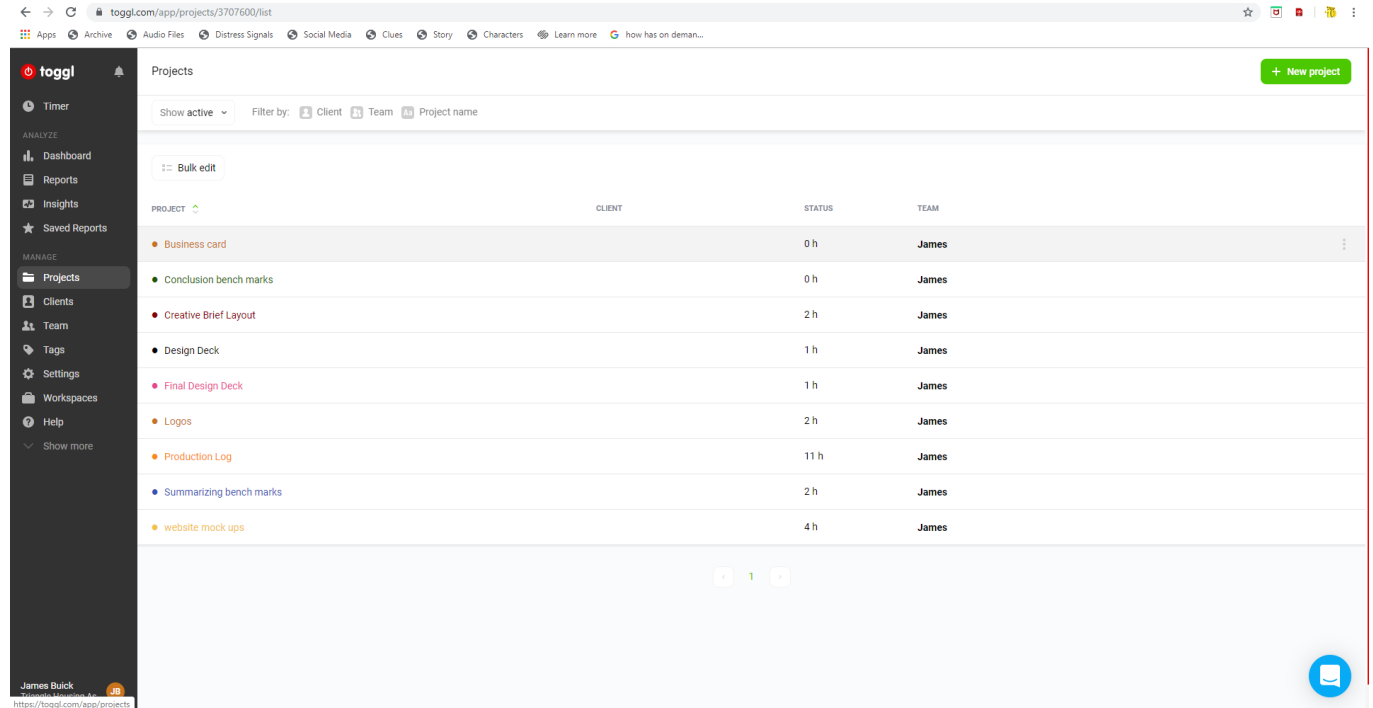


For the timer of toggl, I will be using it for creating an new project by scrolling to the project folder icon and then click on the left button on the mouse and then scroll down to create new project. Once I click on create new project it will ask me to name the new project for example website mock-ups or production log. Then it's just left clicking on the creating project button. This will then create the new project. Once this has been done I will then click on play button to start the timer. So my reason for using this for the final media outs for triangle housing is to allow myself to be monitored of how long I spend working on each

project I created on toggl, so that teachers and external examiners can see how much I have used toggl for them to mark this out of a percentage of 10%. This screenshot above shows two projects that I spend time on. These projects are production log and final design deck. It shows on the screenshot that I have spent 4 hours 7 mins on the production log today, nearly 2 hours on the day before and 5 hours spent working on it on Wednesday the 6th Nov. For the final design deck it shows that I spent 1 hour 50 mins working through it on Friday 1st November. It also shows that I'm not using the timer.



# Projects



The screenshot shows the Toggl Projects page. The left sidebar contains navigation options: Timer, Dashboard, Reports, Insights, Saved Reports, Projects (selected), Clients, Team, Tags, Settings, Workspaces, Help, and Show more. The main content area displays a table of projects. The table has columns for Project, Client, Status, and Team. The projects listed are: Business card (0 h, James), Conclusion bench marks (0 h, James), Creative Brief Layout (2 h, James), Design Deck (1 h, James), Final Design Deck (1 h, James), Logos (2 h, James), Production Log (11 h, James), Summarizing bench marks (2 h, James), and website mock ups (4 h, James). A 'Bulk edit' button is visible above the table. The bottom of the page shows the user's name, James Butch, and a chat icon.

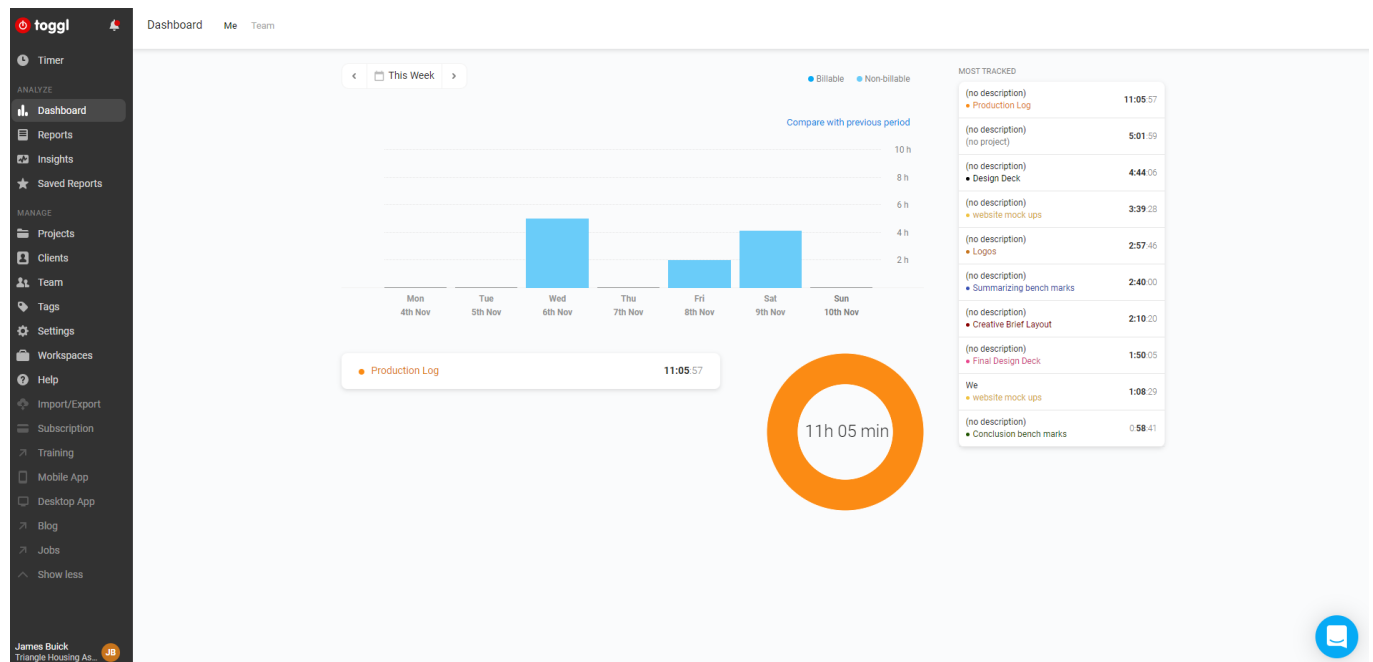
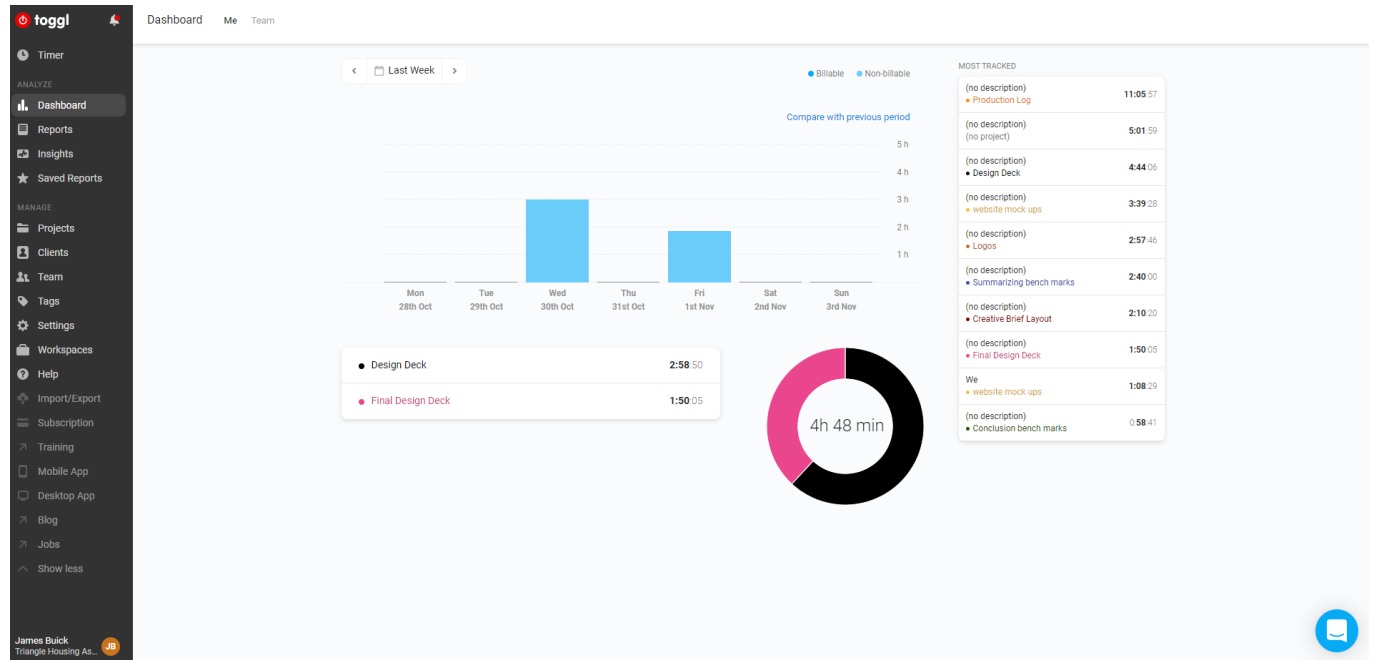
PROJECT	CLIENT	STATUS	TEAM
Business card		0 h	James
Conclusion bench marks		0 h	James
Creative Brief Layout		2 h	James
Design Deck		1 h	James
Final Design Deck		1 h	James
Logos		2 h	James
Production Log		11 h	James
Summarizing bench marks		2 h	James
website mock ups		4 h	James

For the project page on toggl it shows you all the list of projects that you or someone else from your team has been working on and how long they have spent time working on those projects. So on the project your project you or else from the team have created are list in alphabetical order. So in this screenshot of my project page it shows nine projects that I have spent time working on. It shows that I have spent the most time working on the production log with a total of 11 hours

,as for the rest of them, they show that I have spent from 1 hour to 4 hours and smaller projects like the business card and conclusion benchmarks, I have only spent less than 1 hour working on those. It also shows on the screenshot that my projects are listed in alphabetical order and they are list in different colours.4

# Dashboard

So for the dashboard it is used for checking on how long someone has spent working on projects during the present week or how long they spent time working on projects from last week and the week before. Also the bar chart shown in the dashboard also tells you how many hours you have spent working on projects during week days for example 9 hours working on projects on Wednesday 5th October and 4 hours on Thursday 6th November. Also on the dashboard it will tell you what project has been the most tracked, which shows a list of the most tracked projects on the right side of the dashboard page. So for the first screenshot of my dashboard it shows that I have spent 4 hours 48 mins on two projects from last week, which are design deck and my final design deck. Bar chart shown on this screenshot shows that I have worked on the design deck for 2 hours 58 mins on Wednesday 30th October and 1 hour 50 mins on Friday 1st November. For the screenshot below it only shows how many hours I've worked on the production log for this week, which is 11 hours 5 mins. On the bar chart it shows that I have worked on the production log on Wednesday 6th Nov, Fri 8th Nov and Sat 9th Nov. For the most tracked project, it shows that the production log is the most tracked from the list of 10 most tracked projects.

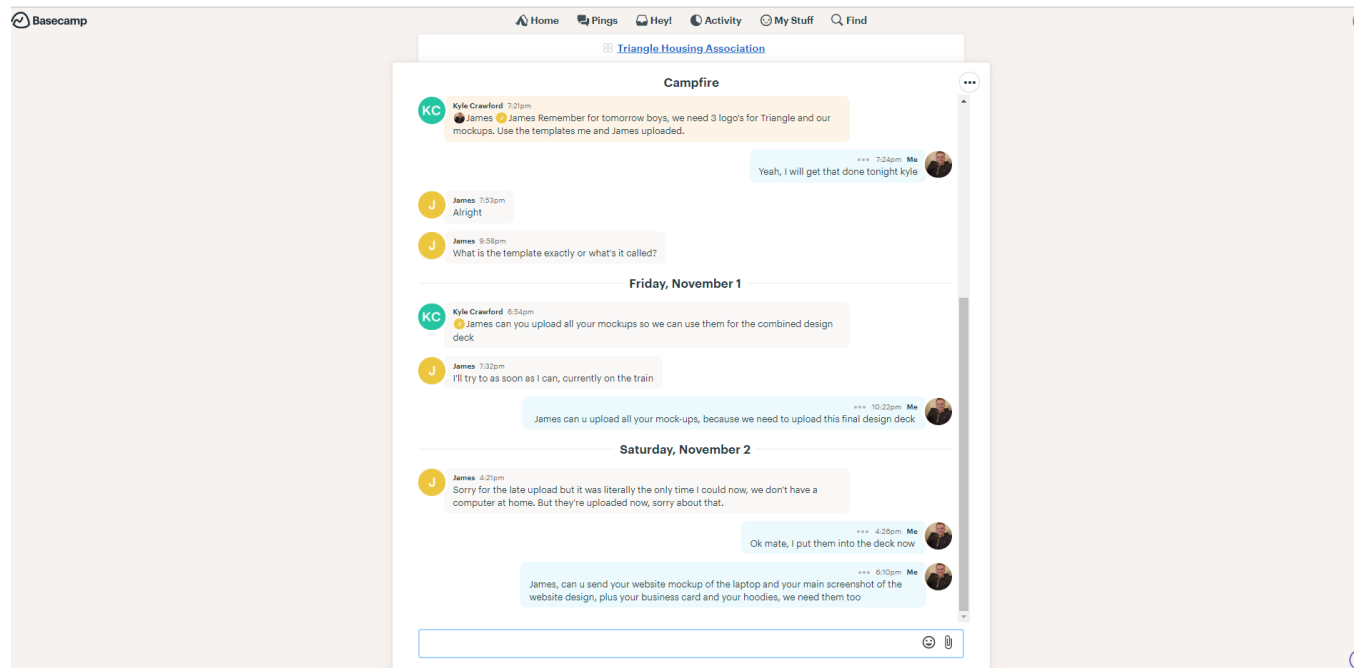


# Basecamp



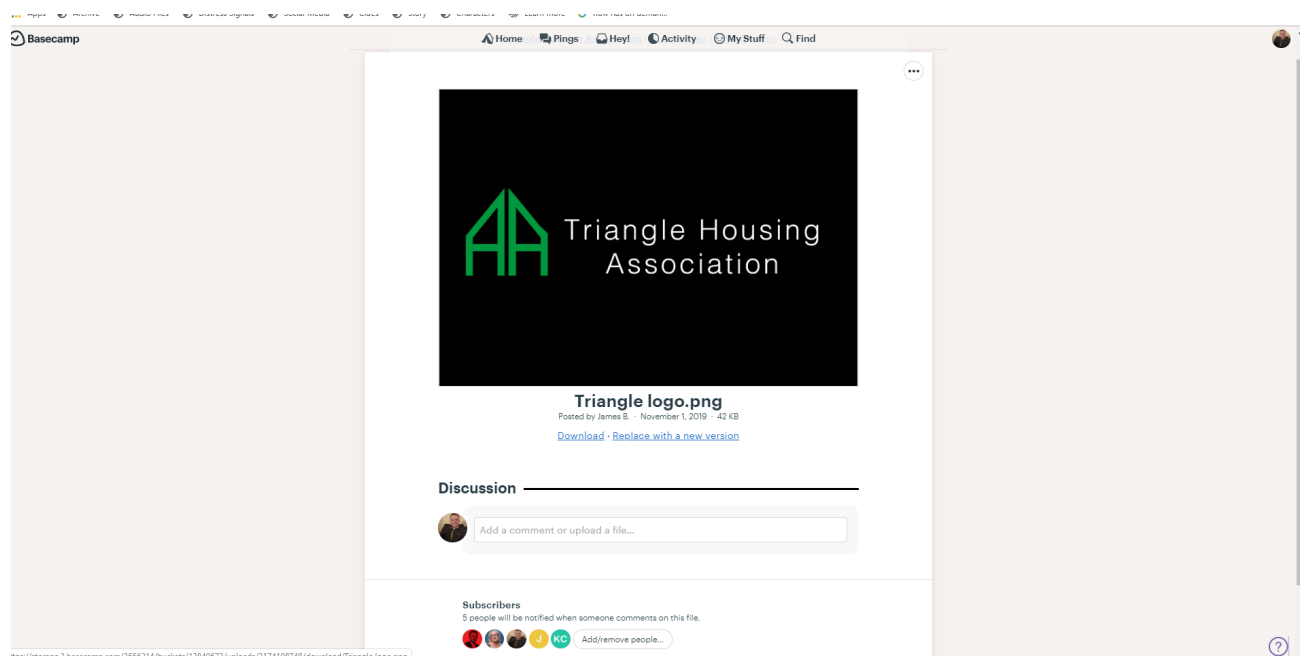
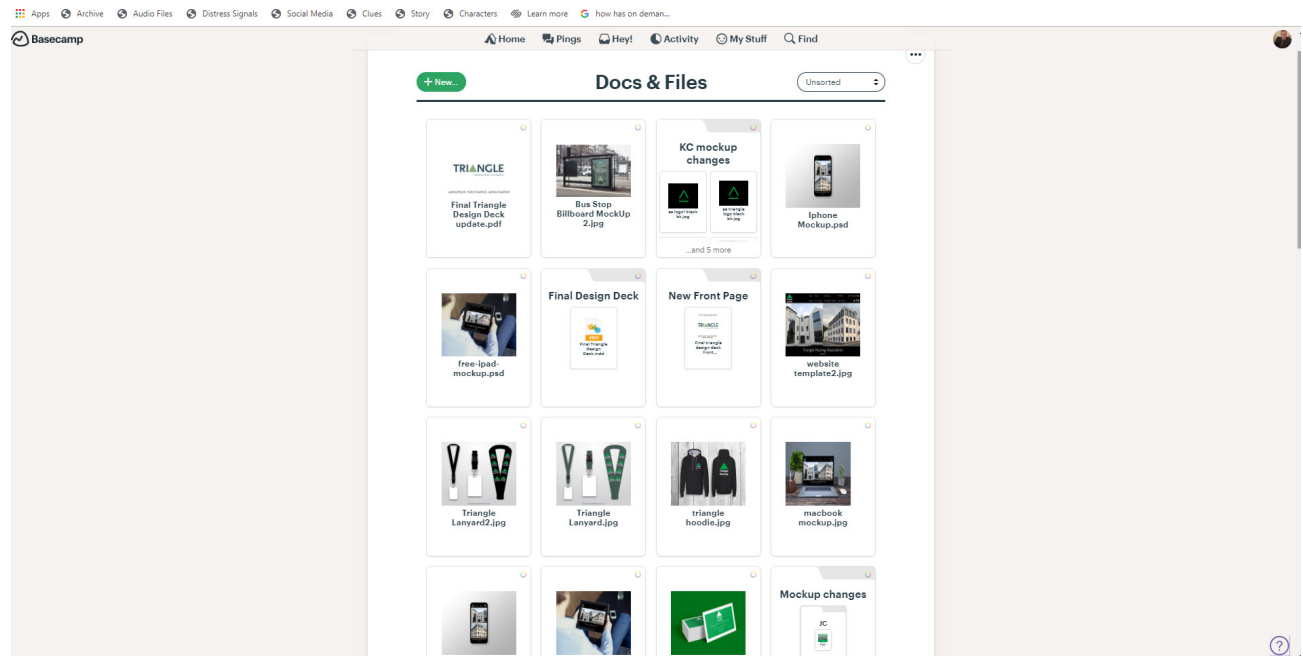
For messages, I will be using the campfire group chat that has been created on basecamp, so I can keep in touch with updates about what the other team members have done for the final media outputs for the triangle project, plus ask them what they want to do for the project, so that it can be confirmed on the production schedule on who's doing what for the final media outputs. This screenshot below shows that I am speaking to my team members called Kyle Crawford and James Caulfield about what needs to be done for the final design deck for Friday 1st November. Also using campfire, so that I can get marked out of 10% for how well I use it and to show I'm working as a good team member by showing good communication skills for helping out my team members to get these final media outputs done to completion.

## Messages



# Docs and Files

For the docs and files on basecamp it's used for creating news folders and uploading new files into these new folders. So for to do this you will need to left click on the new button first, that's situated on the far upper left and then it's clicking on create new folder and then naming the new folder and then click save or either cancel if you decide to not want a new folder in the docs and files. Uploading new files to your new folder, you need to left click on the new folder first, then it's clicking on the + new button and then it's clicking on upload files, which will then take you to your documents that's stored on your laptop drive. It's then left clicking on the folder that you want to upload to your new folder. Once you have it uploaded, it gives you an option if you want to post it without notifying anyone or to choose who want to notify this file to. Once it 's posted you can then download the file to your laptop downloads or replace it with newer version from your laptop drive. So the top screenshot shows the folders and files that have been created and uploaded by me and the other two team members. The screenshot below shows my new triangle logo posted to my team members and the screenshot shows that my new posted logo is ready for any of my team members download it to their own laptop drives or to replace it with a newer version.



# Website Idea

# Homepage

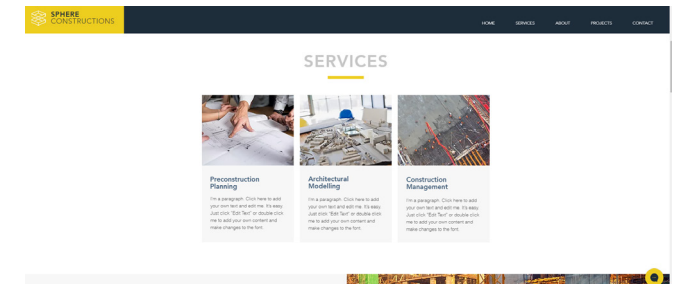


(Wix, 2019)

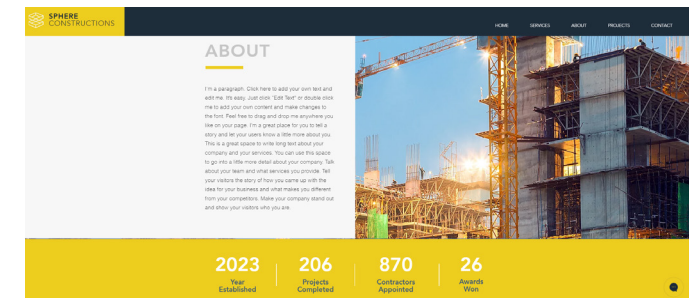
This is my first website idea and it's called Sphere Construction. I decided to go for this theme of website because it has a very clean navigation bar as it's only got 5 pages linked to it. They are known as Home, Services, About, Products and Contact. I got this website theme from Wix and the website theme is using avenir typography. For the services page I used it because I thought the layout of images were placed in it were neat and tidy along with title names and text for each image that's also placed below it. I also used this theme because I thought the name of the site was placed in the site in a good position. For the About us page I decided to use this idea because I liked the way the big image is placed on the right side of the page and the left side of the page with

the title name in bold and the body text below it. So below the main body of the page, I like the facts that are placed in it for example year established, number of projects completed, contractors appointed and the number of awards that have been won. So I decided to use these facts so that, users will find out what year it was it was established and the what number of project they have completed, awards won and to know how many employees have been appointed, rather than trying to find the history page for finding out this information, that the current site of triangle have. For the projects page idea I going to use it , as it also has great layout of images placed in it to place in your own images and placing title names above them.

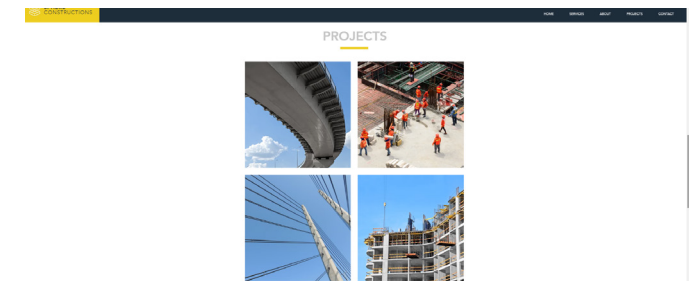
# Services Page



# About us Page

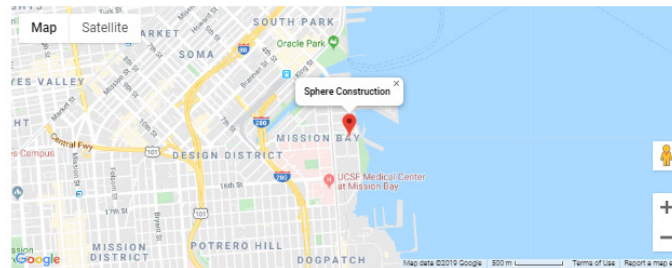


# Projects Page



# Contacts Page

## CONTACT



### Inquiries

For any inquiries, questions or commendations, please call: 123-456-7890 or fill out the following form

Submit

### Head Office

500 Terry Francois Street  
San Francisco, CA 94118

info@mysite.com  
Tel: 123-456-7890  
Fax: 123-456-7890

### Employment

To apply for a job with Sphere Constructions, please send a cover letter together with your C.V. to: info@mysite.com

Get a quote: 123-456-7890

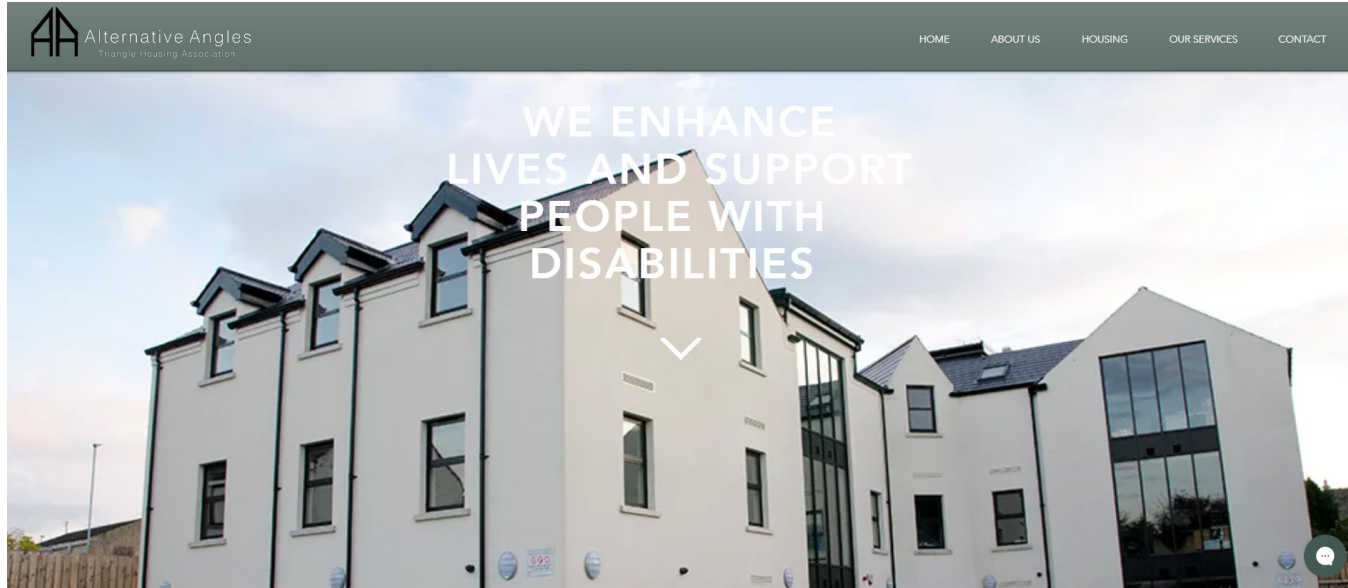
For the contact page I decided to use this one because I like the way it has an map of the location to tell the user where the company is actually situated at and know where their head office is.

Also using it because so the user will know what number to call the head office for inquiries and show a email address for the user send a CV to them if they are looking work.

# Old Website

# Homepage Mock-up

# About Us Mock-up




## About Us




**Who we are**

I'm a paragraph. Click here to add your own text and edit me. It's easy. Just click "Edit Text" or double click me to add your own content and make changes to the font.



**What we do**

I'm a paragraph. Click here to add your own text and edit me. It's easy. Just click "Edit Text" or double click me to add your own content and make changes to the font.



**Our core values**

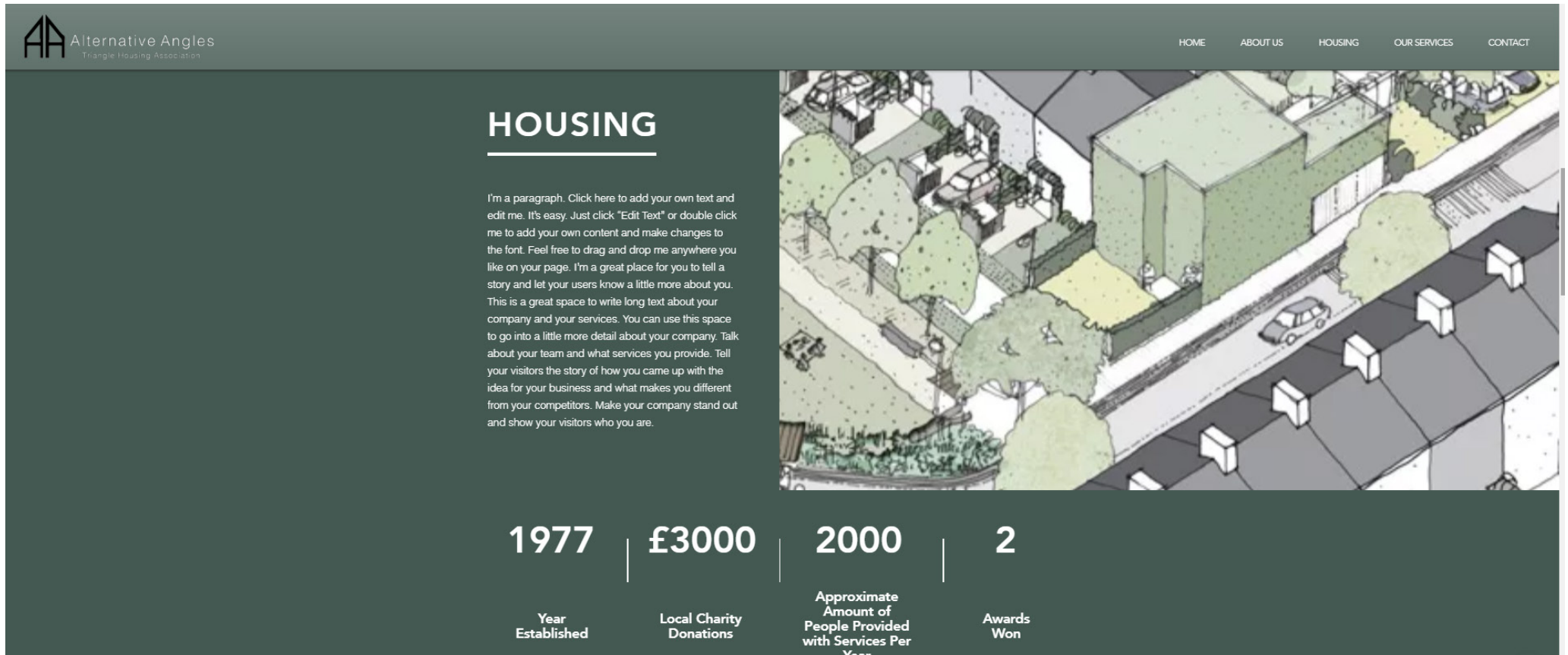
I'm a paragraph. Click here to add your own text and edit me. It's easy. Just click "Edit Text" or double click me to add your own content and make changes to the font.

For my homepage I changed the name sphere construction to alternative angles triangle housing association to show off it's new logo on the site. For the navigation bar It's still link to five pages, but a few of the page names are change for example project page is named as our services, About page is change to housing and the services page is change about us. Also the typography that's used in my first customised site of triangle is using the same typography as what the sphere construction site used. Also the arrow that is placed below the large text above it, it's used for navigating the user to the about us page. Also the large text above it is used for letting the user know what triangle goal simply is. For colour I decided to use dark green for the navbar so that the white avenir text that used and black and white logo will match in with the green navbar

For the about us page I have included three things about triangle for example, Who they are, What they do and what their core values are. So for colours I decided to use black for the icons that represent the three things about triangle housing association and I also used black on the title name of the page along with green square blocks were the body text is placed in below icons, as it was the only way I could match all the colours together.



# Housing Mock-up

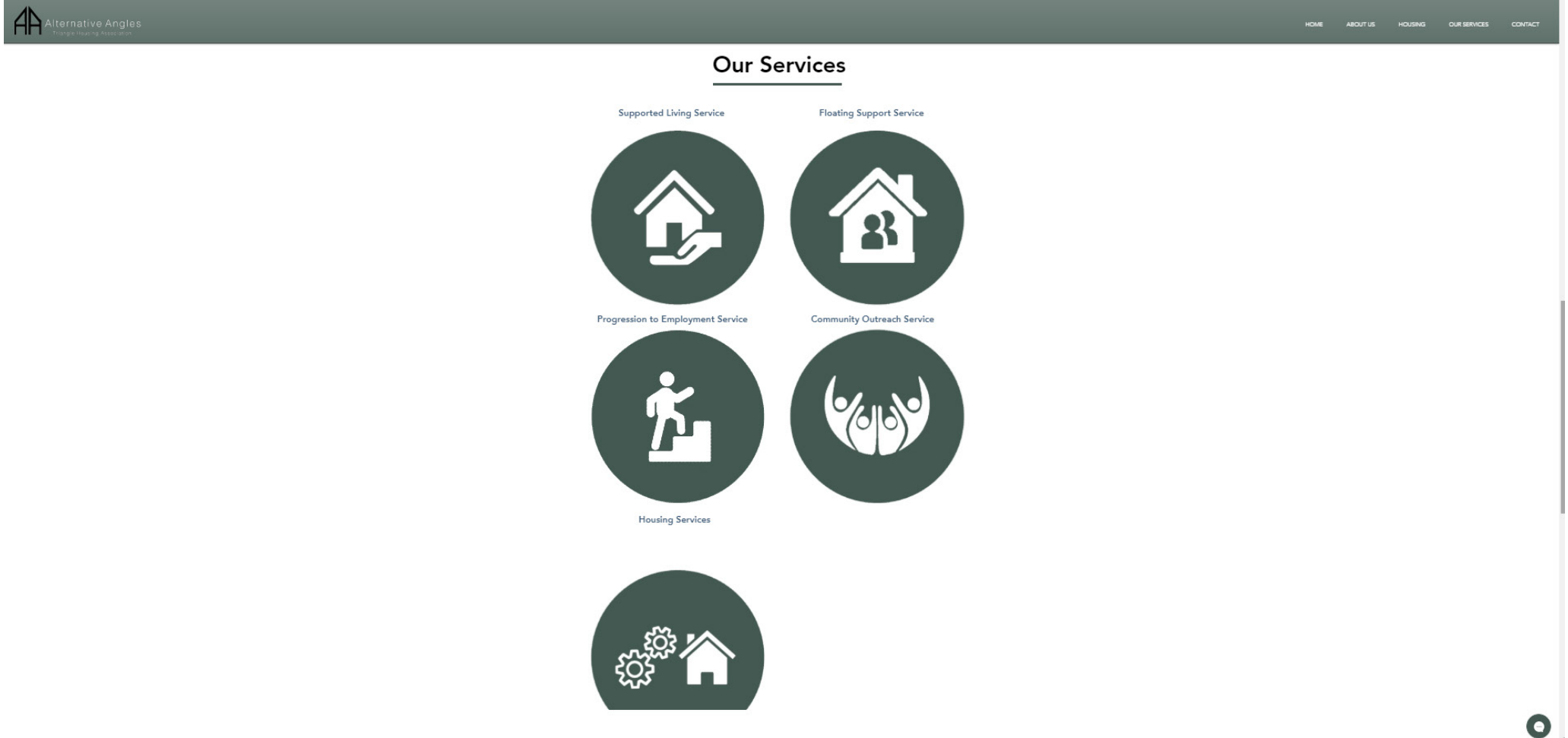


For the housing page I kepted the same layout by keeping a large image on the right side and the title name and body text on the left side. For the large image on the right, I used an animated photo of one of the housing estates that triangle use for providing homes to the poor and the disabled. Also for the facts about triangle housing association that situated below the body text and the large image I

have changed the year establishment to 1977, project completed is renamed as local charity donations saying that they donated £3000, number of contractors appointed is change to 2000 approx amount of people provided with services per year and award won is change from being 26 awards to 2 awards won.



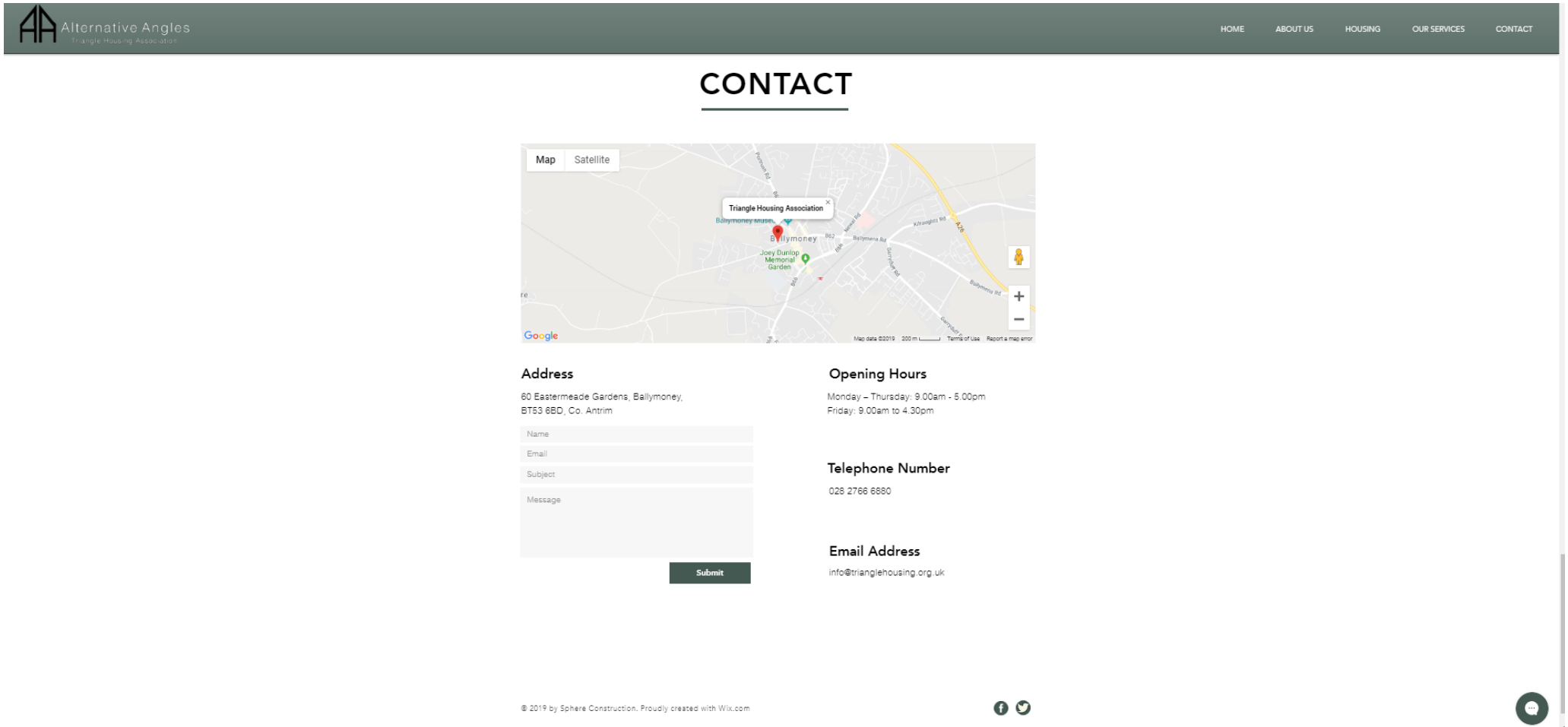
# Our Services Mock-up



For the services page I placed in 5 services that triangle provide along with 1 icon for each one. For the service names I placed them above each service icon and centre them with the icons. For colours I decided to use dark green and white for icons along with the black text that's used on the icon names and title

name as it was the only way I could match the icons with the black and white background, plus matching with the navigation bar colours. The font size that I used for the title is 55 px and for the service names I used 22 px. For designing my icon I used Photoshop to design them and for giving them these two colours.

# Contact Mock-up



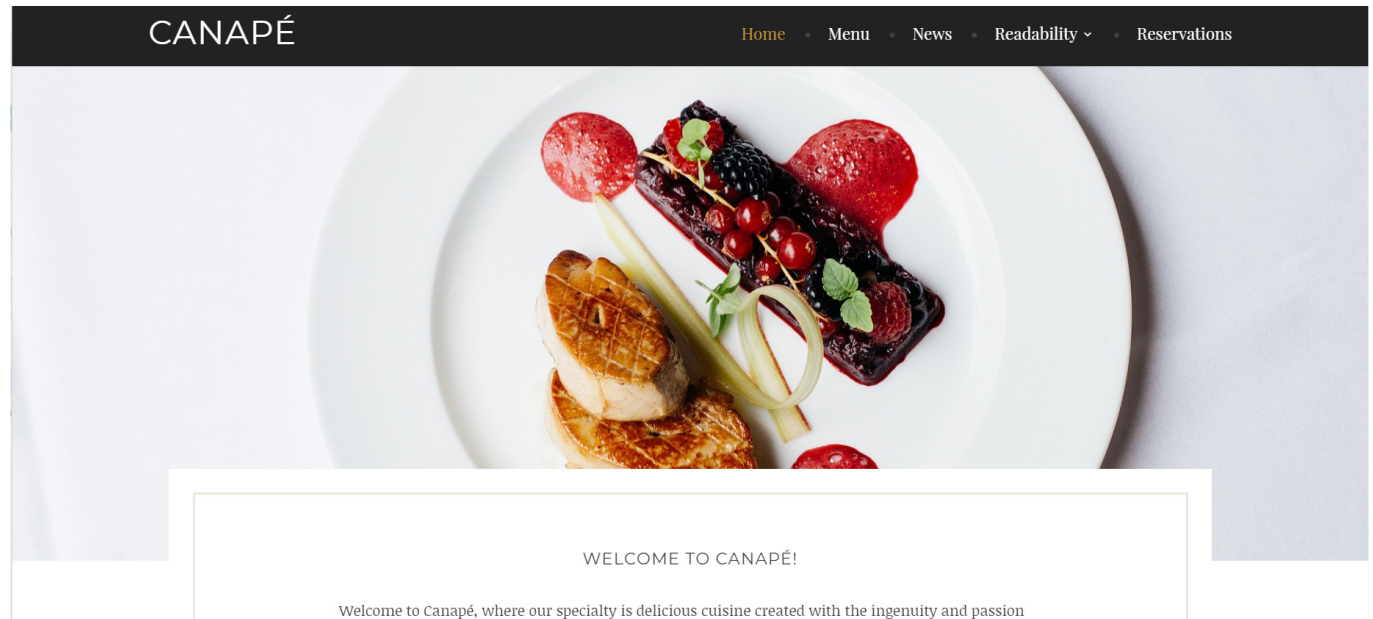
For the contacts page I replaced the map for sphere construction to a map of showing where triangle housing association headquarters is situated at. So this map shows that the head courters is situated in the centre of

Ballymoney. So for replacing this map I went to find out what the headquarters address is on their current website. Once I found it on their current contact page, I copied and paste it from their current site and then I went back to my wix site map and click on manage locations and I then paste the address into it and the title name location and then published for it to

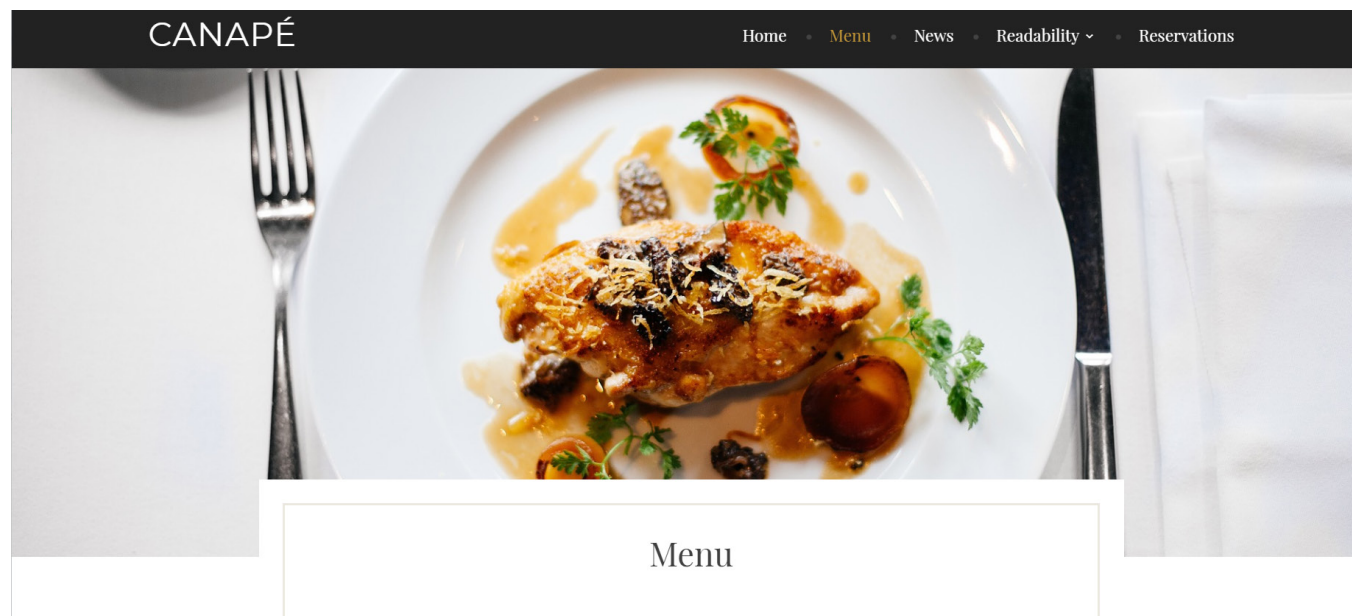
pop up. For other information to get in touch with triangle housing I provided a telephone number ,email address and the opening hours, plus I provided two social media links, which users can use for linking to triangles Facebook and Instagram page for knowing their latest news and upcoming events.

# Updated Website Idea

This is my updated website idea. I'm using this idea from wordpress, which is named as Canapé. The reason why I'm using this new updated idea for the new triangle website is because I cannot use ideas from Wix or customise a new website on Wix, as it can only be done on wordpress, which triangle housing wanted me to use for customising a new website. This site theme is also link to five pages, but their is one link that has a drop menu, which is readability. I thought of this theme because it has a black and white navigation bar, as it will allow me to use a green and white logo for triangle on the upper left side.



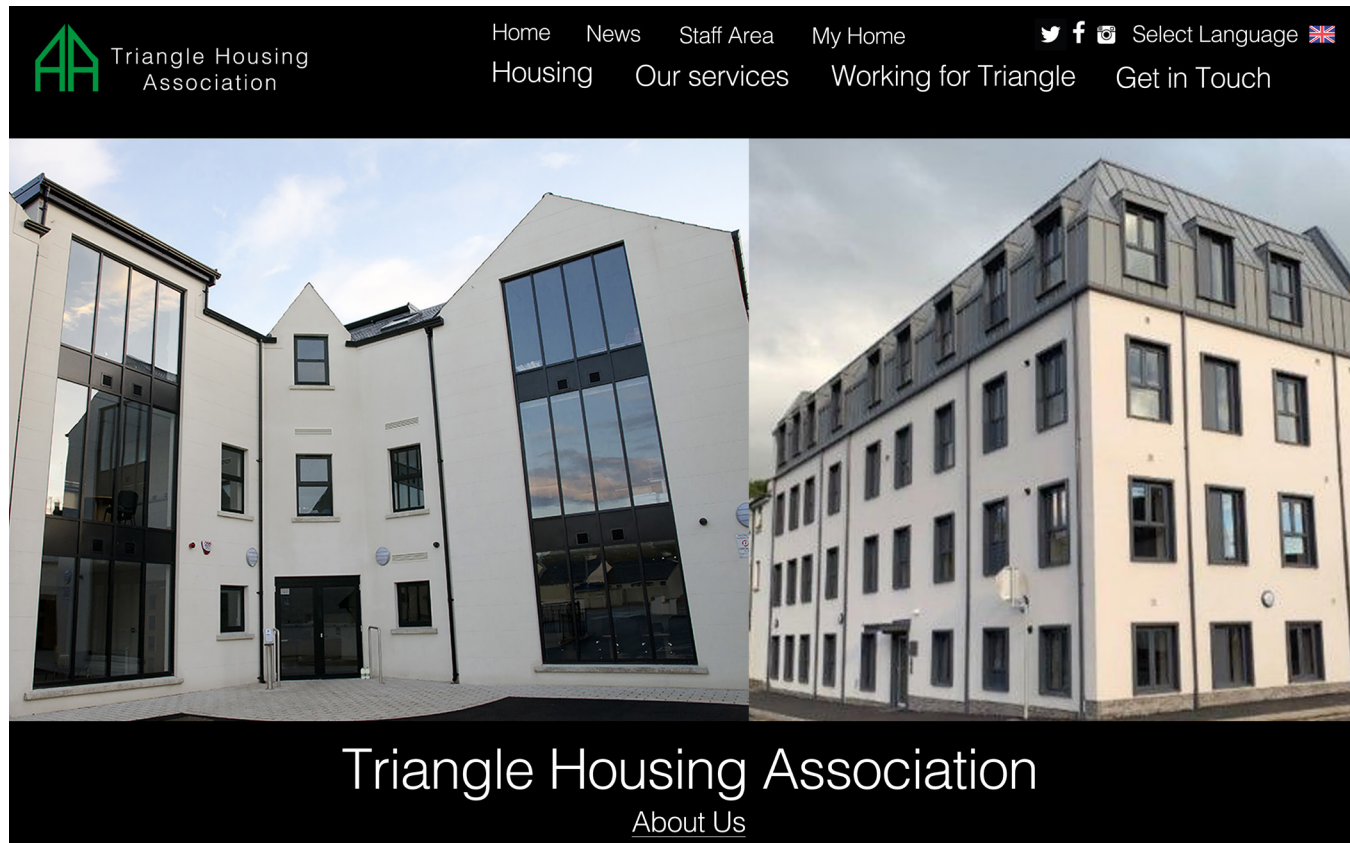
(WordPress.org, 2019)



The typography that used within this wordpress site is just it's default font. So this screenshot of the homepage of this themed site welcomes the food restaurant called Canape. This is another reason why I picked it because I was thinking of creating a homepage to welcome triangle housing association of what they do.

The next screenshot just shows the menu page with an image of a dish that they serve customers to within their restaurant, so I thought of using an image on the services page of one of the services that triangle provide to the poor and disabled.

# Updated Website

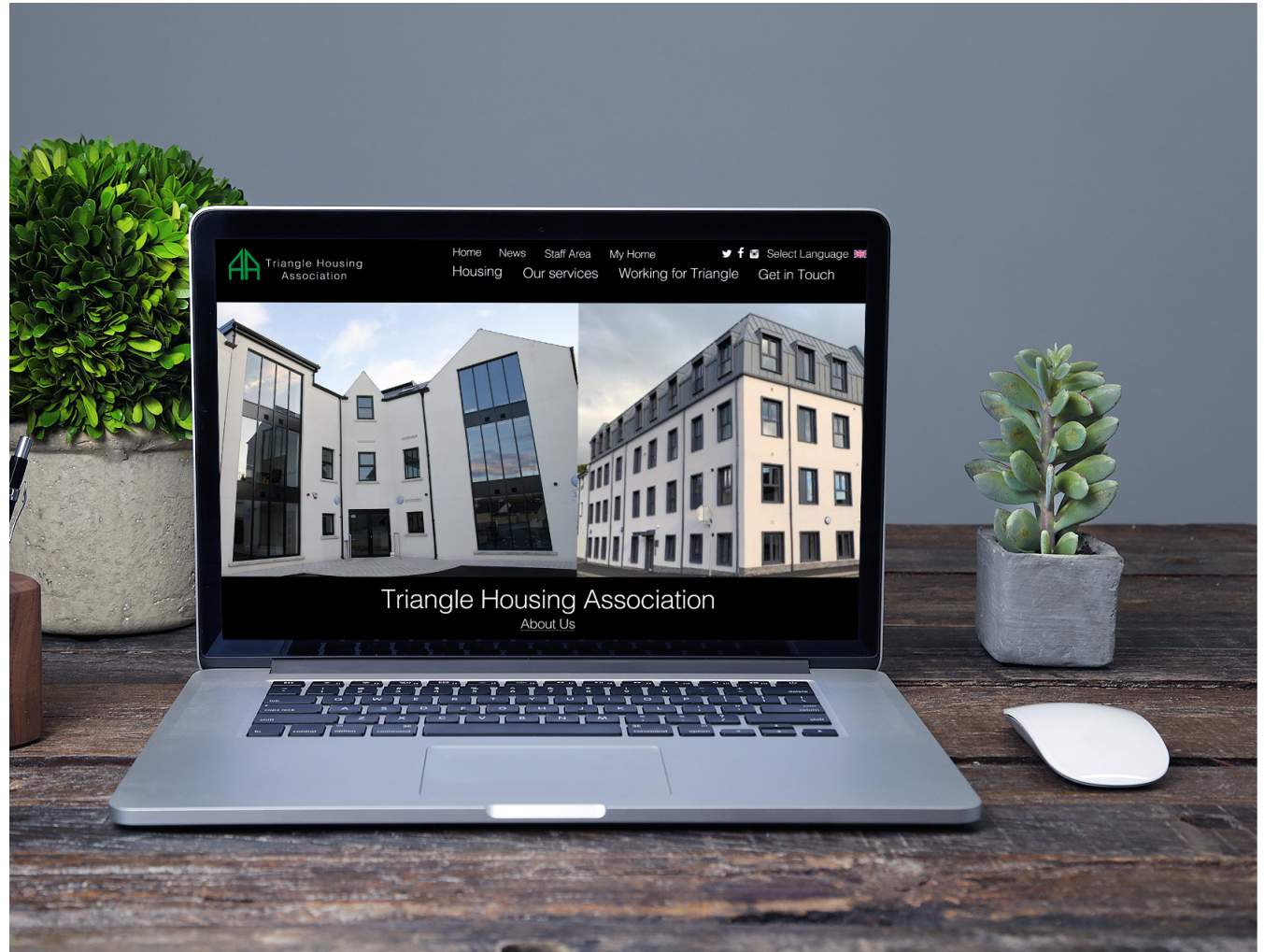
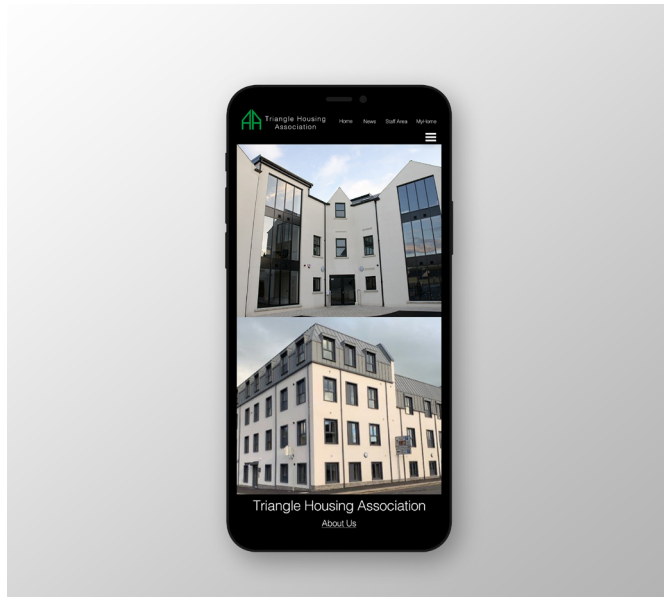


This is a screenshot of my updated website homepage mock-up. For doing this homepage mock-up I didn't use wordpress to do it, I just used photoshop to create it. So do this mock-up I didn't really take the idea from the canape website, I just decided to create a new updated mock-up of the homepage. So the typography that's used on it was helvlight.

This mock-up also shows that the navigation bar links to 8 pages. For social media, I have included 3 social media links, which will link the user to their facebook, Instagram and twitter page on Triangle housing to know latest feed about triangle housing. For languages, I have also included a language translator to suit foreigners from national countries to be able to read the titles and names of the site, so it will make things easier for them to navigate around the site. Also the union jack

that I have also included on this site shows the user that the language is set to english. The images that are shown on this mock-up are two apartments that triangle provide to the people who are disabled and poor. So the way I done this mock-up is that I created a place holder first to store all my layers within it as a folder. The next thing I done was the navigation bar. So I created a list of text layers for it and I set the text size for the top row of names to 48pt and the bottom row of names to 60.2pt. For the main title of the website, the text size for it was set to 118pt. The next thing I done was the social media links, the two images and the triangle logo and the union jack flag. The way I done them on photoshop, was that I went to file open to take me to my window documents on the d drive on my laptop. Next I clicked on my med 526 folder and then clicked on the logos folder. This then took me to the updated social media image files and the flag file plus the main logo file. I then clicked on one of them and it then open it on photoshop. Once they were open up in photoshop I drag the all over to the mock-up page then resized them by using free transform to fit them within the mock-up homepage. For the two images I done the same thing to them for it to fit side by side within the mock-up homepage. For the other pages of this updated website I didn't do them as it would take to long as I had to have it ready for the design deck for the triangle clients. So the last thing I done with this mock-up I saved as psd first and then saved it as PNG file, to allow me to place it into the design deck that I was creating with my group for the client.

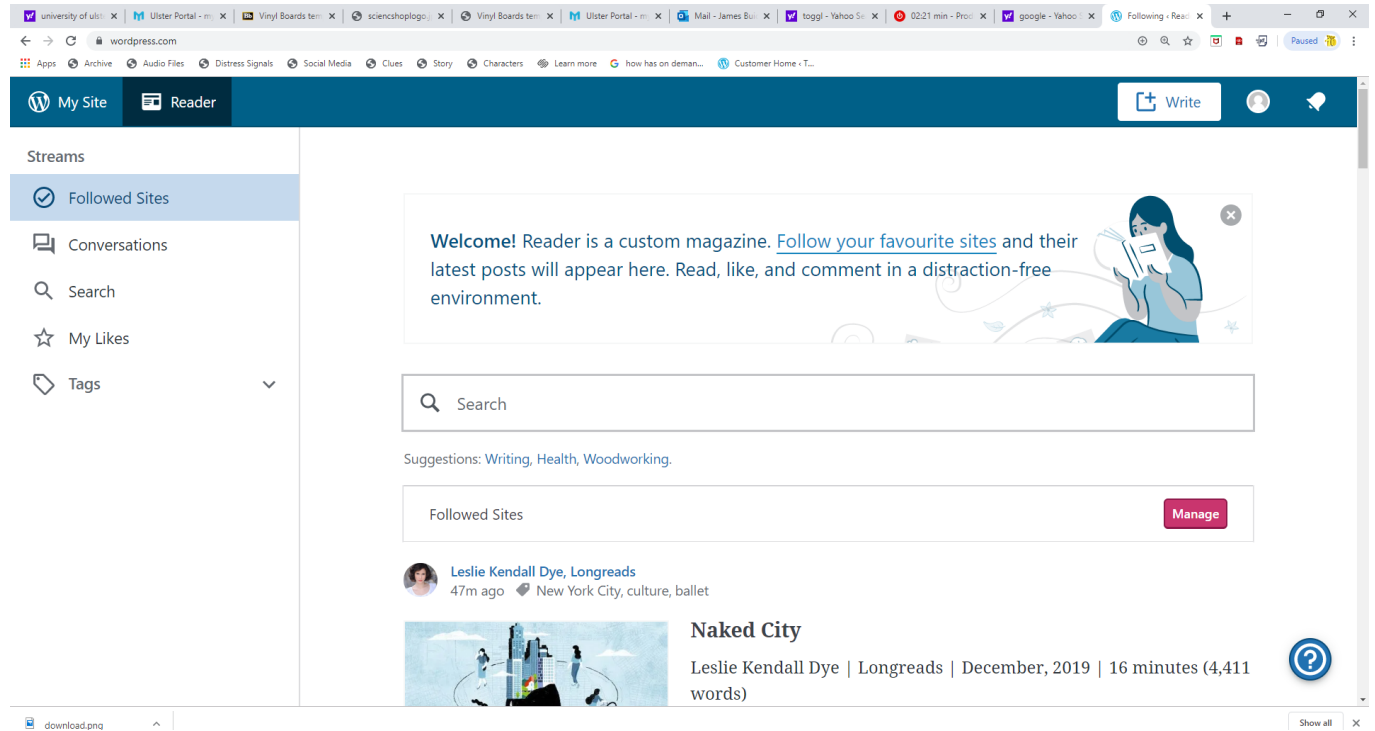
# Web Presence



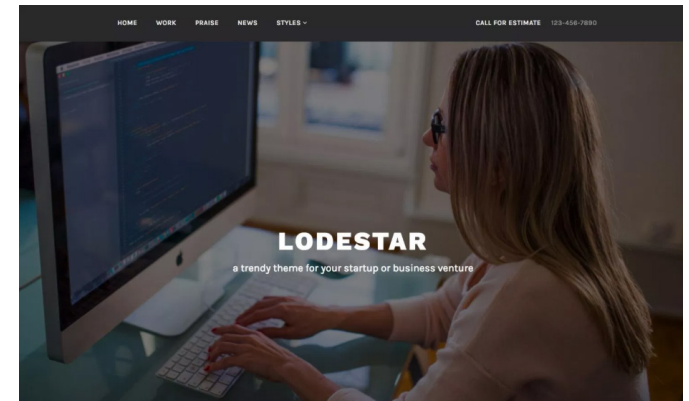
For the web presence, it shows you what this looks like when it's shown on macbook, ipad and iphone. So the way I done these is that I also used photoshop to do these three mock-ups. So the first thing I done was to download a 3 mock-up psds, so I could edit them with my own content. Once they were downloaded, I open them and then I got rid of the content that was already on the project folder. Then I went

to file open and then clicked on the med 526 folder and then clicked on the website mock-up folder and then open up each png folder one by one until all three png images where open up on photoshop. Next I open up all the psd mock-ups and then place the png images into each project folder from the psd file and used free transformed to fit it within the square space for each project folder.

# Website Creator



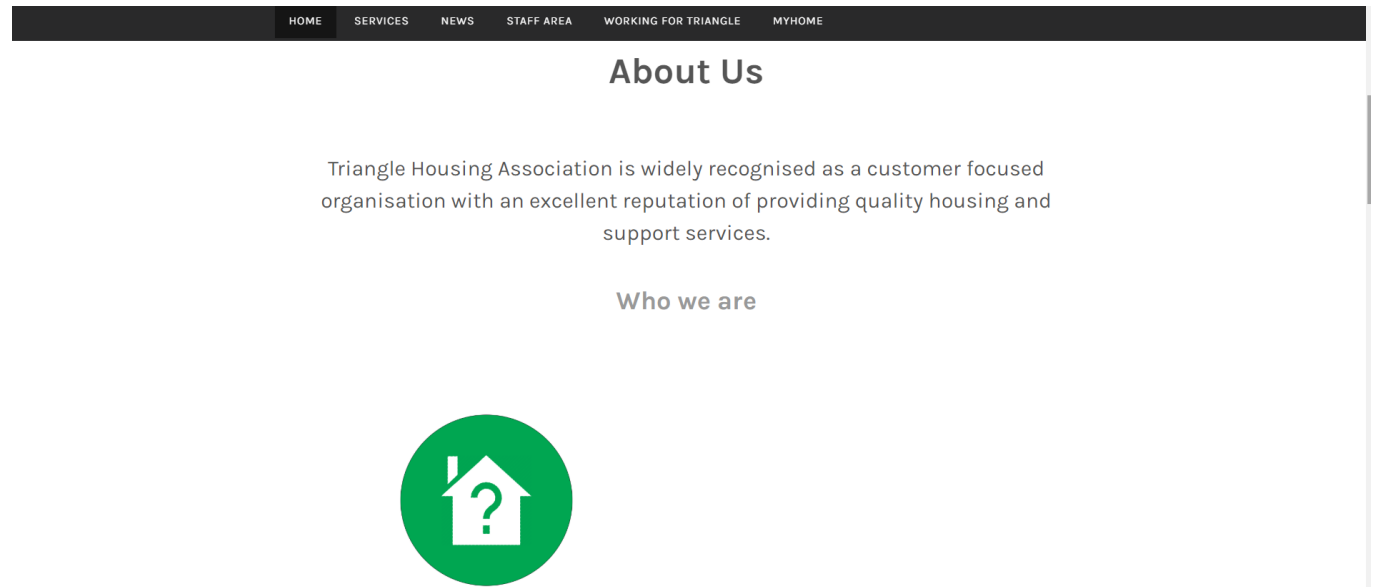
Wordpress will be used for customising are actual new website for Triangle Housing Association. We will also be setting up an domain name for it to go live on wordpress when it done to completion. We are planning of naming it trianglehousing@wordpress.com, so that other users can access it, if they know it. The website theme I will be using is lodestar on wordpress because it is a website design theme that will have a static navigation bar, which triangle actual wanted for their new branding of their own website, plus it will be black and white, the same as the latest mock-ups of the triangle site. I will also be using url links to link each web-page when clicking on the services and housing services names.



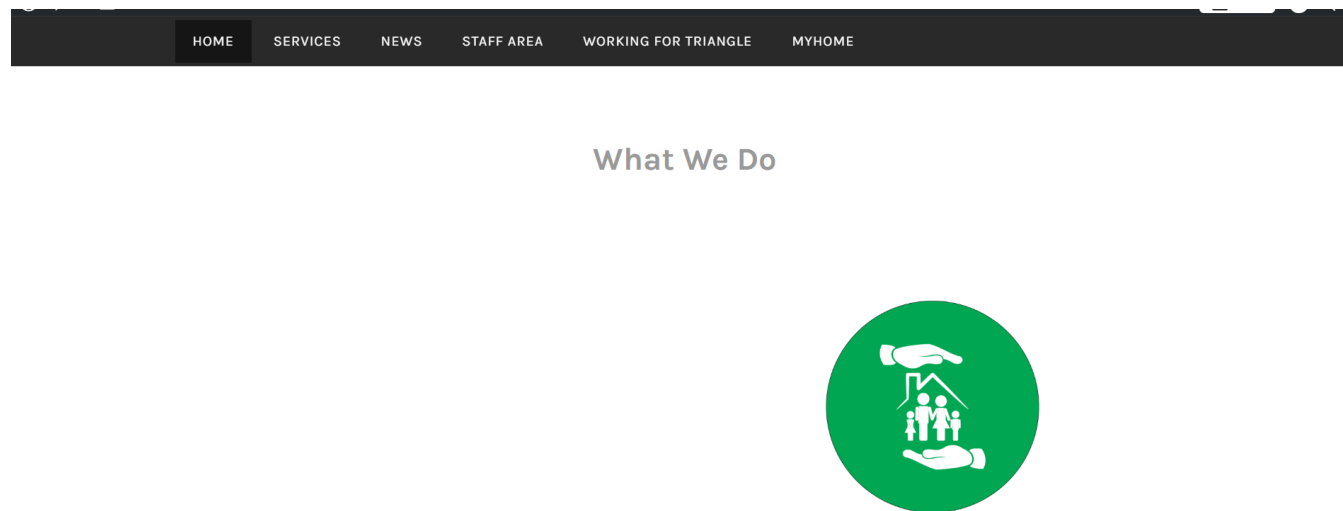
# Our New Triangle Website

These are screen shots of the new Home page for triangle housing association. So this new homepage is still using the same information from triangle's current website for explaining about who they are. Also for icons, I change the who we are icon from being a pyramid with a question mark beside to a house with a question mark in the centre of it and for the what we do icon I change it from just being a house with one person inside it to a icon showing two hands, a house with a family inside it to show that triangle provide homes to poor families. The colours I used on these icons was white and electric green, as I thought electric green brightens up the website along with the

## Homepage



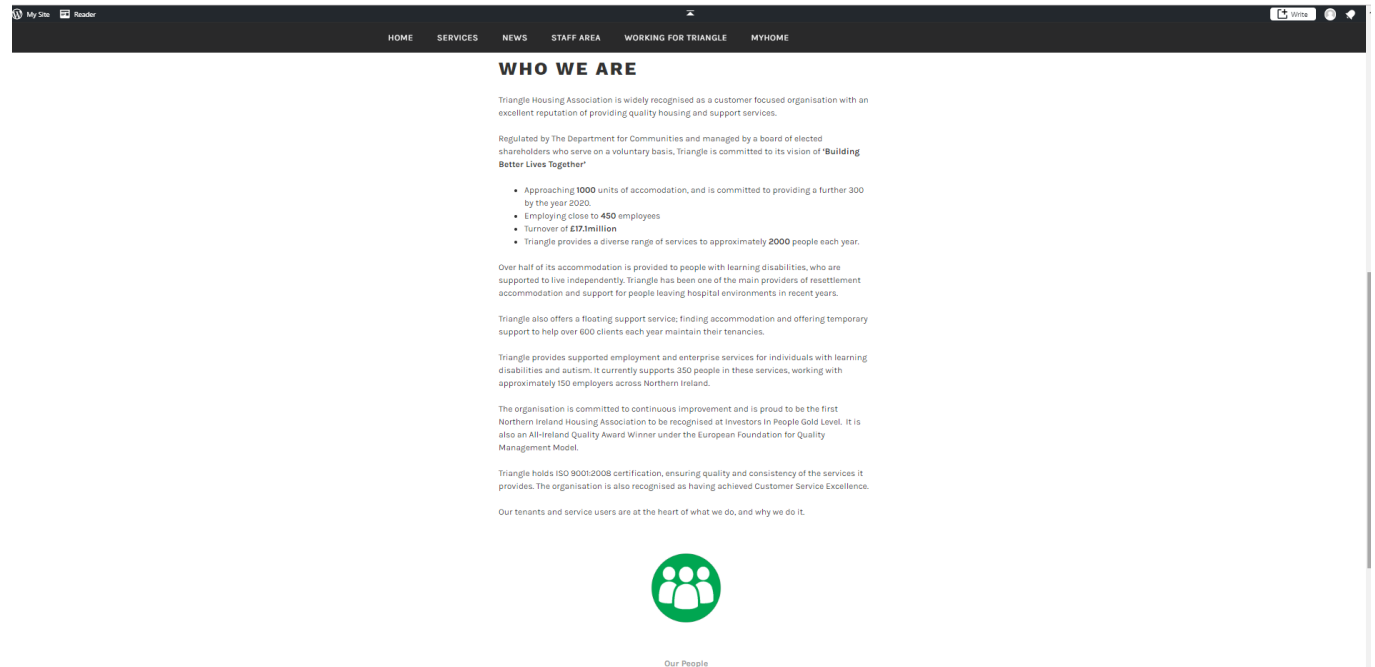
## What We Do



## About Us Page

white background, black text and the black and white navigation bar. Also I have link the names of these two icons by using the url from the who we are page that I have customised and designed for allowing users to access the who we are page for finding out more information about what triangle housing are known as and for the other icon name, I done the same thing to it by just using the housing services url to link the what we do icon's name to the actual housing services web page that would tell the user what housing services they provide to the poor and disabled and what they specialise in. Also for these icons I have also used photoshop to design them and to change the colours on them. Url's are also embedded into these names.

# Who We Are



On this homepage it is used for explaining to the user what triangle housing association is known as for example the webpage goes on about how widely recognised the organisation has become when working with customers along with a reputation that is superb for providing services in housing for the poor and disabled people. It's a webpage for encouraging people to follow them or to even start working for them, when the webpage explains about the number of accommodations they have provided for the poor and disabled, and what number of accommodations they will provide in the future, the number of employees they currently employ, which is close to 450. The user will also find out on this homepage how much triangle care about people with disabilities that can't look after themselves, when the webpage talks

about an approximate 2000 people getting a range of diverse services provided to them by triangle housing per annum, providing half of their housing accommodations to people with disabilities for them to live independently by their support and they also hold their certification keep this support for disability people consistent and with the best quality of services. So at the bottom of this webpage it shows on this screenshot of it that I have provided another icon, which represents people of triangle housing. So I have link the icon's name to the our people's page by embedding it the url from our peoples page for it link. This will then link the user to that page for knowing who work at triangle housing. This icon has also been designed on photoshop.



# Our People

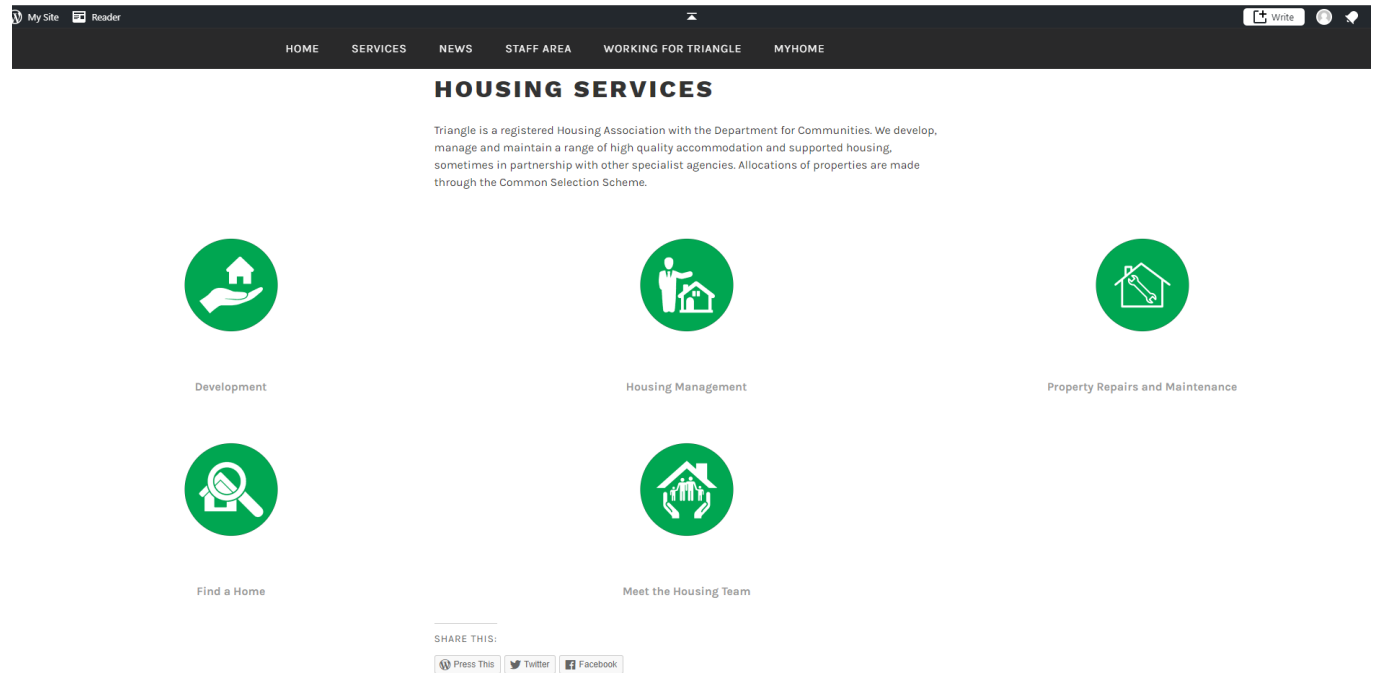


A screenshot of a website's 'OUR PEOPLE' section. The page has a dark navigation bar with links: HOME, SERVICES, NEWS, STAFF AREA, WORKING FOR TRIANGLE, MYHOME. The main heading is 'OUR PEOPLE' and the sub-heading is 'Our Senior Management Team'. A large portrait of a man in a dark suit and glasses is shown. To the right of the portrait is a list of details: Name: Chris Alexander, Position: Chief Executive, Email: info@trianglehousing.org.uk, Tel: 028 2766 6880, Website: (blank). At the bottom right of the page are links for 'Customise', 'Edit', and 'Statistics'.

A screenshot of the same website's 'OUR PEOPLE' section, showing the profile of Alan Crilly. The navigation bar is identical. The main heading is 'OUR PEOPLE' and the sub-heading is 'Our Senior Management Team'. A large portrait of a man in a blue shirt and glasses is shown. To the right of the portrait is a list of details: Name: Alan Crilly, Position: Director of Finance, Email: info@trianglehousing.org.uk, Tel: 028 2766 6880, Website: (blank). At the bottom right of the page are links for 'Customise', 'Edit', and 'Statistics'.

These are screen shots of the people who work for triangle housing and these screen shots are showing the people who work for the management team. They are known as Chris Alexander and Alan Crilly. So this our people page it explains what their position, their email address, telephone number and that they have website, but have no information on it. So it say's on this webpage that Chris Alexander position is the Chief Executive, which is the highest ranking in the company, which he needs to make major corporate decisions and for Alan Crilly he is the Director of Finance, which he reviews the budget of the company. The purpose of this webpage is for users to get in-touch with these management workers for job enquiries by using their email and telephone number.

# Housing Services



For housing services I have also created an icon for it by using adobe photoshop. On this screenshot of the housing service webpage I have also designed 5 icons using photoshop and placed them into the housing webpage by just uploading them to wordpress from my documents on the windows d drive. So I used the housing service names from triangle's current website. So for the first icon it was named as Development and I used an small house and a large hand below it to represent housing development. For the second icon it was named as housing management and for the icon I used an executive man along with

a house to represent housing management. Third icon was named as property repairs and maintenance and I used an house with a ranch placed in the centre of it to represent the property repairs and maintenance. Fourth icon I named it find a home and I used a house with a search icon to represent this. Last housing icon, it was named as meet the housing team and I used a housing roof along with a team inside it with two hands holding it to represent it. For the housing names I have also used 5 urls to embed them into each housing service name, one url for the development page, one for the housing management page, one for the property repairs and maintenance page, one for the find a home page and url for the meet the housing team page, so that it links

the user to the development page, housing management page, property repairs and maintenance page, find a home page and to the meet the housing team page. This will then allow the user to find out information about the housing services that triangle provide. The information that is provided above the housing icons, it just explains about that triangle is a registered housing association that provide and manage a list of accommodations and supported housing that's high quality along with the department of communities. It also mentions that when triangle are in partnership agencies that are specialist, it means that allocations are made for properties through the common selection scheme.

# Development

## DEVELOPMENT



Development at Triangle



Future Developments



Developments Under Construction



Recently Completed Developments



Development & Tender Opportunities

On the Development page it's showing all the developments that triangle housing have been working So I have included 5 icons and I designed them by using adobe photoshop. For the Names of these icons, the first icon was named, development at triangle, the second icon was named, future developments, third icon was named, developments under construction , fourth icon was named, recently completed developments and for

the fifth icon it was named, developments & Tender Opportunities. Next is urls and for them I embedded a different url into each development name, so that they will link to their correct webpage for enabling the user to find out more about all these developments that triangle have been working on.

# Development At Triangle



W My Site Reader Write

## DEVELOPMENT AT TRIANGLE

Triangle was founded with the aim to provide housing for woman and children suffering from domestic violence on the North Coast.

This aim evolved to include developing properties for those with a learning disability and in later years accommodation for general families across Northern Ireland.

### The development team continue to add to our housing stock through a number of means:

- Developing schemes for families and or persons with a learning disability from design stage to completed home.
- Purpose built homes for applicants nominated by NIHE.
- Purchasing Existing Satisfactory Purchases, (ESP) from the open market. These properties meet government requirements for social housing.
- Purchasing Off The Shelf (OTS), from the open market. These newly completed properties meet government requirements for social housing.

W My Site Reader Write

HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

Areas which properties can be purchased or developed depend on social need as identified by Northern Ireland Housing Executive in their Unmet Need Prospectus.

Staff within the Development team have a wealth of experience and are happy to answer questions about potential development opportunities.

SHARE THIS:

Press This Twitter Facebook

★ Like  
Be the first to like this.

Edit Page

f t i

The purpose of the development page of triangle is to let the user know why triangle started to development housing for the people with the learning disabilities, as it explained about triangle being founded for the reason of women and children suffering from domestic violence within the north coast. Another purpose of this webpage is to show the user what the development team that work for triangle will continue to add for their housing stock by number of ways for example, Purpose of building homes for applicants nominated by NIHE.

# Future Developments



## FUTURE DEVELOPMENTS

List of Developments that have received project approval and or are purchased with support break down and anticipated completion date.

Property Area	House Mix	No of Units	Anticipated Completion Date
Doury Road, Ballymena	New Build General Family	10	2020/21
Harpurs Hill, Coleraine Phase 2	New Build General Family may include complex needs properties.	3 – 5	2020/21
Ardmore Hill Armagh	New Build General Family which may include complex needs properties	23	2020/21
Portstewart Road, Coleraine	New Build General Needs properties	6	2020/21
Ballycastle Road, Coleraine	New Build General Needs properties	3	2020/21

SHARE THIS:



Be the first to like this.

On this webpage, it will be used for showing the user what triangle's housing developments will be in the future for example, 5 properties, but one development in each property area, which they are dated for completion from 2020-

2021. The property areas will be in Ballymena, Coleraine, Armagh. The user will also find out that they will be build for general needs and general famalies, which some properties will have more apartments than others.

# Developments Under Construction



HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

## DEVELOPMENTS UNDER CONSTRUCTION

List of developments that have on site claims received with support break down and anticipated completion date.

Property Area	House Mix	No of Units	Anticipated Completion Date
Main St, Broughshane	8no 3Person 2Bedroom Apartments, General Needs Elderly	8	October 2019
Connbrook Ave, Belfast	Apartments for general needs elderly16 no 3 Person 2 Bed6 no 2 Person 1 Bed3 no 1 Person 1 Bed2 no 1 Person 1 Bed (Wheelchair)	27	July 2020
Broadway Ave, Ballymena	Apartments for general needs elderly14 no 3 Person 2 Bed9 no 2Person 1 Bed4 no 1 Person 1 Bed	27	February 2021

Developments under construction webpage will be used for the user to find out what properties triangle have under construction and to find out what they will be developed for and the areas each development under construction is in. So, in this webpage it shows that one property is based in Bourghshane, Belfast and Ballymena and each property is planned to be completed in different years for example, Bourghshane apartment is to be completed

by October 2019, Ballymena apartment to be completed by February 2021 and for Belfast, it's to be completed by July 2020. The user will also find out that these apartments will be built for the general needs of the elderly, so that the user can get a elderly person from their family to live in one, if that elderly person cannot walk and not able to get up the stairs, as may have a bad back.

# Recently Completed Developments



## RECENTLY COMPLETED DEVELOPMENTS

Property Area	House Mix	No of Units	Date Completed
Westbrook Mews, Coleraine	2no 4Person 2Bedroom, Townhouses	2	October 2018
Upper Newfownards Road, Dundonald	15no 1 bedroom 2 person apartments	15	October 2018
Hawkin Street Derry	7no 1Person 1Bedroom Apartments	7	September 2018
Quarry Hill, Ahoghill	2no 3 bedroom 5 person Semi – Detached Houses	2	September 2018
24b Castlecoole Park Belfast	1no 3Person 2Bedroom Apartment	1	August 2018
Ballymena Road, Doagh	4no 4Person 2Bedroom, Semi – Detached Houses	4	August 2018
Quarry Hill, Ahoghill	3no 3 bedroom 5 person Semi – Detached Houses	3	August 2018
Carndale Meadows Ballymena	5no 3Person 2Bedroom Houses and 3no 4Person 3Bedroom houses	8	July 2018
Adair Manor, Ballymena	3no 4Person 3Bedroom, Semi -Detached House1no 6Person 4Bedroom, Semi – Detached House1no 5Person 3Bedroom, Semi – Detached House	5	July 2018
John St / Café Lane	13no 1Person 1Bedroom Apartments2no 2Person 1Bedroom Apartments	15	May 2018
Adair Manor, Ballymena	4no 4Person 3Bedroom, Semi -Detached House1no 6Person 4Bedroom, Semi – Detached House1no 5Person 3Bedroom, Semi – Detached House	6	May 2018
Mill Water Mews,	2no 5Person 3Bedroom Semi-Detached House	2	May 2018

This is a webpage, which the user can use for knowing what developments are completed and what they will be used for. This will mean that the user can make plans for moving if he

or she had a family that wasn't happen with the house that they currently live in. Also, the user will find out what areas these developments are completed in, so that he or she can pick

an apartment or detached house that's not far from their current house.

# Development & Tender Opportunities



[HOME](#) [SERVICES](#) [NEWS](#) [STAFF AREA](#) [WORKING FOR TRIANGLE](#) [MYHOME](#)

## DEVELOPMENT & TENDER OPPORTUNITIES

From time to time Triangle Housing Association will place tender opportunities for services and works on the NIHFA website; Tenders section.

Triangle Housing Association would like to continually grow their housing portfolio and build more communities for all in Northern Ireland.

We work closely with the Northern Ireland Housing Executive to identify areas of social housing need and welcome all proposals from developers and landowners.

If you have a development or site opportunity you wish to discuss contact us on 028 2766 6880 to arrange a call back from the development team.

SHARE THIS:



Be the first to like this.

[Edit Page](#)

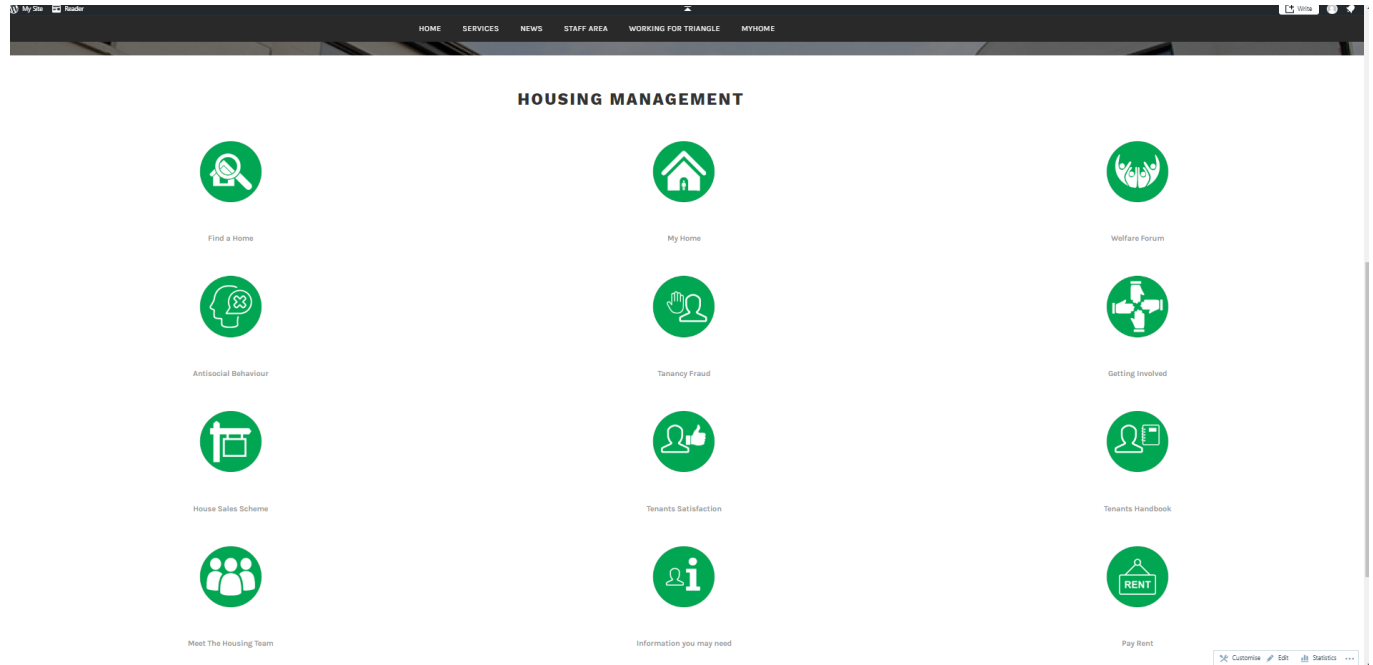


This webpage on development & tender opportunities is used for purposes of someone that have an opportunity on a certain site which they can ring up triangle's development team

by using this webpage to get their contact number for discussing about site that they have opportunity to build on.



# Housing Management



This is a screenshot of the housing management page showing you all the icons that take part in the housing management of triangle. So I have provided 12 icons and I have designed them all by using adobe photoshop. For the names of these icons, I named the first row, find a home, my home and welfare forum. Second row of icons I named them antisocial behaviour, tenancy fraud and getting involved. Third row of icons, I named them, house sales scheme, tenancy satisfaction and tenants handbook. Last row of icons I named them, meet the housing team, information you may use and pay rent. For the urls, I also embedded different urls into each of these housing management names, so that each housing management name is linked to their correct webpage. For the housing management icons I have change

a few of them from triangles current website. These icons are known as find a home, which I have used a house to replace the pyramid that was used in their current icon that was placed beside the search icon, antisocial behaviour icon I used a 2d face along with a speech bubble with a x inside it to replace the current icon that just had a x in the centre of it. Another icon was meet the housing team, which was originally a house with one person beside it, but I change it to a team of housing executives and I also change the current logo of getting involved, as the current icon just had one hand icon inside it. I change it to a icon of four hands join together for showing 4 people getting involved and used a pay rent icon, which triangle's current housing management webpage didn't use.

# Find a Home



For find a home, these screen shots that I have taken of the find a home webpage will give the user a list of information for finding a home that triangle provide. So this webpage it explains on how to apply for renting a house that part of the social housing, which is filling in a single application form, so that the user will be accepted on the basis of all social landlords that own these rented homes and also rented homes that you may want to live in. It's also says on the webpage that if have this single application sign off, you will be eligible for applying to specialised accommodation. The webpage also talks about what triangle get privately home owners to do if they have register their house with them, which is obtaining a general housing application form from them.

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## FIND A HOME

Triangle Housing Association works with the Housing Executive and other registered Housing Associations in Northern Ireland to make it easier for you to apply for housing.

Any Housing Executive or Housing Association office will be able to provide details of the housing that is provided by social landlords in the area(s) in which you want to live.

### How do I apply?

There is a Common Waiting List and Common Selection Scheme for all social rented housing in Northern Ireland.

Therefore, for all social housing which is let on a permanent basis, one single application form will allow you to be considered by all social landlords who have housing in the areas in which you want to live. It will also allow you to apply for specialised accommodation for people with support, care and special needs.

### For applicants who live in privately owned or privately rented accommodation:

You can obtain a *General Housing Application Form* from Triangle Housing Association, any other registered Housing Association or the Housing Executive.

When you have completed the form you should return it to your local Housing Executive District Office together with proof of your identity.

On receipt of your application form you will receive a letter to acknowledge your application. A Housing Officer from the Housing Executive will then contact you to determine if you are eligible for social housing and to assess your housing circumstances under the rules of the Housing Selection Scheme. They will also discuss the areas in which you wish to be re-housed and provide advice and assistance on the various landlords operating in your areas of choice. Following the visit, you will receive written confirmation of the level of points awarded to you in accordance with the rules of the Housing Selection Scheme and waiting lists your name has been placed on by the Housing Executive.

My Site Reader

HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

You can obtain a *General Housing Application Form* from Triangle Housing Association, any other registered Housing Association or the Housing Executive.

When you have completed the form you should return it to your local Housing Executive District Office together with proof of your identity.

On receipt of your application form you will receive a letter to acknowledge your application. A Housing Officer from the Housing Executive will then contact you to determine if you are eligible for social housing and to assess your housing circumstances under the rules of the Housing Selection Scheme. They will also discuss the areas in which you wish to be re-housed and provide advice and assistance on the various landlords operating in your areas of choice. Following the visit, you will receive written confirmation of the level of points awarded to you in accordance with the rules of the Housing Selection Scheme and waiting lists your name has been placed on by the Housing Executive.

### For applicants who are currently a tenant of Triangle, the Housing Executive or any other Registered Housing Associations:

You can obtain a *Transfer Application Form* from your landlord, any other registered Housing Association or the Housing Executive.

When you have completed the form you should return it to your landlord with proof of your identity.

On receipt of your application form you will receive a letter to acknowledge your application. A Housing Officer from your current landlord's housing department will then visit you to determine if you are eligible to apply for a transfer and to assess your housing circumstances under the rules of the Housing Selection Scheme. They will also discuss the areas in which you wish to be re-housed and provide advice and assistance on the various landlords operating in your areas of choice. Following the visit, you will receive written confirmation of the level of points awarded to you in accordance with the rules of the Housing Selection Scheme and waiting lists your name has been placed on by your landlord.

Download the Selection Scheme Booklet

### Can I apply from outside Northern Ireland?

Your eligibility for housing in Northern Ireland and your housing needs will be assessed in the same way as any other applicant under the rules of the Housing Selection Scheme. However, as the Housing Executive is unable to carry out a home visit, you will be asked to complete a separate self-assessment form. Your housing needs will be assessed by the Housing Executive responsible for the area in which you wish to live and if you are eligible you will be placed on the Waiting List for the areas and landlords of your choice.

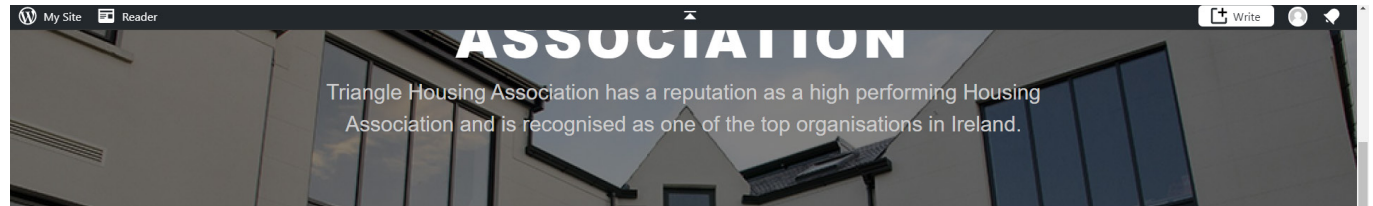
### Advice and Assistance

Applicants or tenants who wish to seek advice on, or assistance with the completion of application forms, or need any information on the types of accommodation, landlords or any other matter relating to Housing should contact the Association, Housing Executive or any of the Registered Housing Associations.

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# My Home



## MYHOME

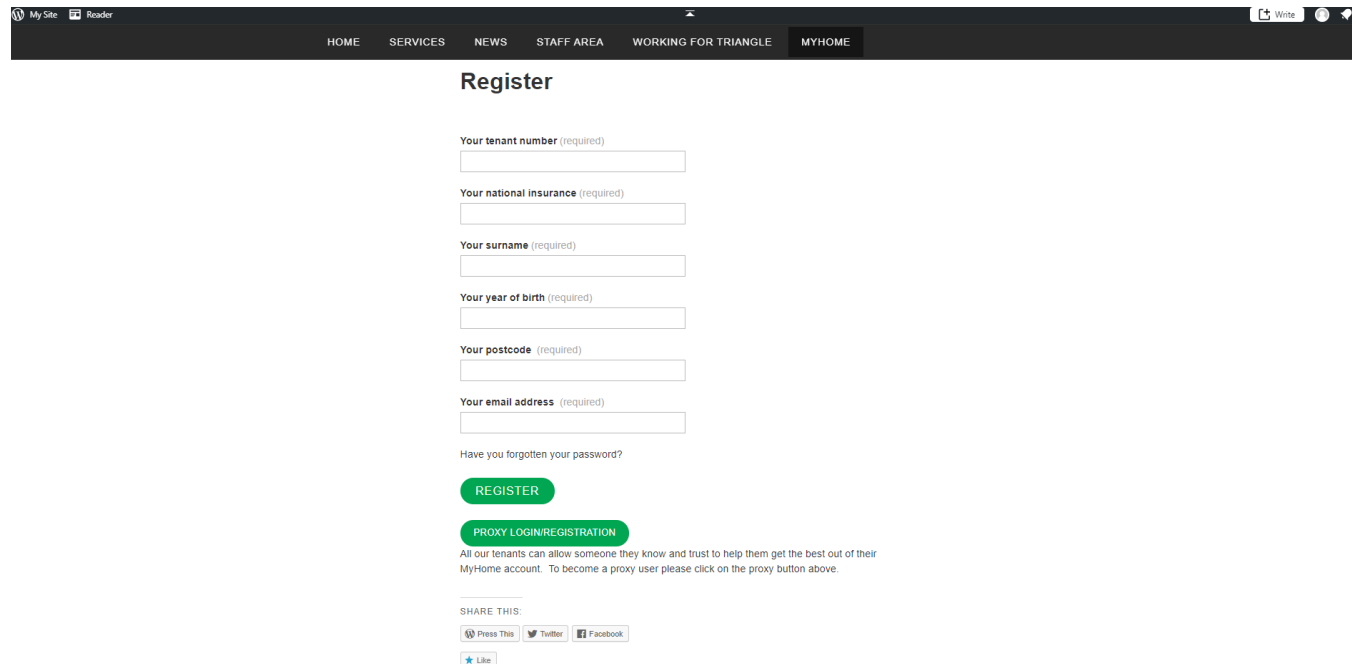
### Login

Your email address (required)

Your password (required)

Have you forgotten your password?

LOGIN



For the my home webpage it is used for showing the user how to login into there triangle housing account for finding out there resent details on their home that triangle has provided for them or a home they own themselves with triangle being their registered housing executive. Also this webpage will show the user how register for a my home account. So the webpage gives the user a list of the information that is required for registering for this account such as your tenant number, your national insurance number for direct debits, your surname, your year of birth, your postcode and your email address. Once the user has done this they just need to click register and that's them done.

# Welfare Forum



The welfare reform webpage, the user can find out what changes will be made to the benefit system, so that he or she will know how it might affect their own income of benefits or to find out what their own ability will be in the coming future for being able to afford what has change in their overall income of benefits. So this welfare reform webpage will also show the user a list of 4 things that could change their overall income of benefits such as, the introduction of the benefit cap, introduction of universal credit, which could have effect in their overall income, introduction of personal independent payments and changes made to housing benefits. So if the user that receives benefits is having trouble with the changes made to their overall income, they should use the welfare change helpline number to find how to deal with their change of overall benefit income.

My Site Reader Write

## WELFARE REFORM

Subject to approval by the Northern Ireland Assembly and the Northern Ireland Executive, a new Welfare Reform Bill for Northern Ireland will result in changes to the benefits system. Many of the current benefits will cease to exist and new benefits and payment systems will be introduced.

Some of these changes might affect your overall income, or your future ability to afford the charges previously outlined. We would draw your attention to changes to benefits currently under consideration including:

- Introduction of Universal Credit, this could have implication in and around benefits that cover service charges
- Introduction of Personal Independence Payments
- Changes to Housing Benefit, including "bedroom tax", when the Welfare Reform bill is made law, these changes could affect Housing Association tenants from 16 to 61 years old.
- Introduction of a Benefit Cap

Further information can be found on the NIdirect website, ([www.nidirect.gov.uk/campaigns/welfare-changes](http://www.nidirect.gov.uk/campaigns/welfare-changes)) or by contacting your local jobs and benefits office.

Recent changes regarding social size related criteria

Are you one of our tenants and did you receive a letter about the social size related criteria?

My Site Reader Write

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Further information can be found on the NIdirect website, ([www.nidirect.gov.uk/campaigns/welfare-changes](http://www.nidirect.gov.uk/campaigns/welfare-changes)) or by contacting your local jobs and benefits office.

Recent changes regarding social size related criteria

Are you one of our tenants and did you receive a letter about the social size related criteria?  
Click [here](#) for further information.

Also, please find a Q&A advice note from the Department for Communities, available [here](#), regarding the recently introduced Social Sector Size Criteria.

Welfare Change Helpline **0808 802 0020**

The Welfare Change Helpline is operated (Mon-Fri from 9am-5pm) by the Welfare Reform Advice Services Consortium (Citizen's Advice, Advice NI and the Law Centre NI) and is available for anyone who needs help or advice with any of the changes to the welfare system.

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# Antisocial Behaviour



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## ANTISOCIAL BEHAVIOUR

Anti-social behaviour is any conduct by any individual which causes or is likely to cause a nuisance or annoyance to a person residing, visiting or otherwise engaging in a lawful activity in the locality of the dwelling house.

Anti-social Behaviour covers a wide range of activities, from minor disputes to more serious problems, such as harassment or violence.

Triangle will make every effort to resolve instances in a timely and effective manner however we need your help and support.

### Reporting Incidents of Anti-Social Behaviour

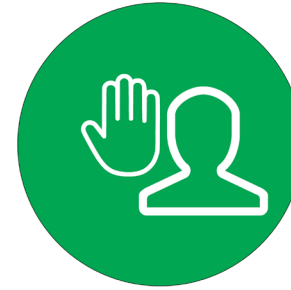
When reporting anti social behaviour, please provide as much information as possible, for example, name and address of the accused, name and address of witnesses (if appropriate), details of the anti-social behaviour and any other agencies that have been contacted. Standard incident report forms should be completed and returned to your housing officer. These are available [Here](#).

A complaint does not have to come from the individual experiencing the Anti-Social Behaviour. A political representative, police, council officer, social worker, any of Triangle support staff or indeed an advocate on behalf of those with complex needs may report the complaint initially. Anonymous complaints will also be taken seriously and investigated as far as possible. Many such complaints can be acted on, for instance the physical condition of properties and gardens.

However, in the absence of direct evidence from a complainant it may prove difficult to investigate many cases.

On this webpage it's purpose is for users that works for triangle, as they can use this webpage on how to deal with anybody that is causing annoyance to anybody within a locality of a dwelling house that is visiting. Another purpose is for staff users to know how to report any anti social behaviour that occurred, as the webpage say's that loads of information as possible should be provided for example,

name and address of who was accused and the name and address of the witness and to include other agencies that have been contacted. Also this webpage will also explain to tenants that rent a house from triangle housing that they will have to complete and return a incident report form, which on this webpage, tenant to click on this word link known as here.



## TENANCY FRAUD

### What is Tenancy Fraud?

Triangle defines Tenancy Fraud as “any intentional false representation, including failure to declare information or abuse of position that is carried out to make gain, cause loss or expose another to risk of loss”

### Types of Tenancy Fraud include:

- Not living in your house as your main home.
- Letting ALL of your house to others without permission.
- “Key Selling” to third parties,
- Advertising your Triangle home to let or arranging someone else to live in your home.
- Giving the wrong information either about yourself, your circumstances or housing conditions to get a Triangle property,
- Giving your tenancy to someone else or others who are not allowed or without official permission.
- Giving the wrong information in order to gain a succession upon the death of a tenant.
- Multiple Occupation; living in more than one property
- Not informing Triangle of the correct number of people making up your household.
- Having more people living in the property than the property can accommodate.

In addition to Triangle staff preventing Tenancy Fraud we welcome feedback from anyone. If you suspect tenancy fraud in your area. You can report this either via email at; [tenancy.fraud@trianglehousing.org.uk](mailto:tenancy.fraud@trianglehousing.org.uk)

Or by Telephoning the Duty Housing Officer: **028 2766 6880**

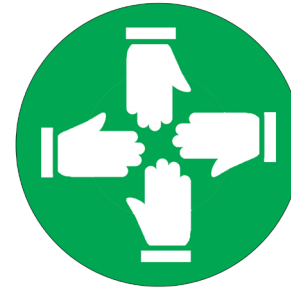
Or by Writing to: 60 Eastermeade Gardens, Ballymoney, BT53 6BD

This webpage on tenancy fraud is used for the purposes of preventing tenancy fraud from

happening, as it will be showing tenants that rent a house with triangle to be aware of tenancy fraud that may be happening in their area, so that they can report it to triangle housing with a list of feedback. So to do that, this webpage

will explain to them how they should do it for example, use their tenancy fraud email or report to a duty housing officer from triangle on their telephone number or even write a report about it to triangle housing’s full address.

# Getting Involved



## GETTING INVOLVED

Tenant involvement is a way for tenants and landlords to share information and ideas to improve the standard of housing conditions and services.

Effective tenant involvement benefits both tenants and landlords. It gives tenants an opportunity to influence decisions about the housing service they receive.

Triangle is committed to ensuring that tenants receive the best service possible and recognises that tenant involvement is vital in delivering responsive, efficient and effective services. Triangle also believes that tenant participation and effective community involvement can play a significant role in developing communities.

The Association believes that tenants should be allowed to choose the level and type of involvement they want and will offer a range of options for involvement.

**There are a number of ways to get involved. These include:**

- Join the Tenant Advisory Panel
- You can write to us with your views via letter or email or call the office
- Getting involved in focus groups to review key processes and services
- Home visits such as settling in visits
- Giving your views in the annual tenants survey
- Helping us to review tenant information such as newsletters and forms

### Tenant Advisory Panel

The Tenant Advisory Panel is an advisory group of Tenants established by Triangle for the purpose of consultation. The panel is advisory in nature.

The purpose of this webpage on getting involved is that tenants can use this for knowing how getting involved works and to know ways of how to get involved for example, join a tenant advisory panel, home visits such as settling in visits and giving your views in the annual tenants survey.

# House Sales Scheme



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## HOUSE SALES SCHEME

### House Sales

Triangle operates the "statutory house sales scheme" approved by the Department for Communities. The scheme offers tenants the opportunity to purchase their home outright or buy a percentage equity share, providing they meet the eligibility criteria set out within the scheme.

### Who can Buy?

If you want to purchase your home you must have a minimum of five years tenancy, with Triangle, the Housing Executive or another qualifying landlord.

Introductory tenants are not eligible to purchase until they have completed 1 years tenancy. However once completed this year till count towards eligibility and discount.

### The Price

The price of buying your home will be its current market value, which will be determined by an independent valuer, less if appropriate a discount entitlement. This valuation will stand for 6 months.

### Equity Sharing

From 31 December 2008, eligible tenants are able to apply to purchase part of their home. For further information on the rules and regulations regarding equity sharing contact the housing association before applying under the scheme.

### Eligibility of Equity Sharing

Tenants wishing to purchase part of their home under the equity sharing scheme must fulfil all of the criteria and will be subject to the same rules set out in the statutory House Sales Scheme.

### Minimum Equity and Staircasing

Tenants are entitled to purchase a minimum initial equity of 25% and can then increase their equity in steps of as little as 5%.

### The below Triangle properties are exempt

- Sheltered dwelling units
- Dwellings which are part of a Group Housing Scheme

The webpage on house sales scheme will have a purpose for tenants knowing if they are eligible for buying a house from triangle and to what triangle housing scheme offers to them if they are eligible such as, tenants will have the opportunity to purchase their home outright

or to buy their home on a percentage equity share. Also when a tenant is paying off their home outright, this webpage will tell them how the price, equity sharing and eligibility of equity sharing works so they know where they stand within these.



# Tenants Satisfaction



A screenshot of a WordPress page. The top navigation bar is dark with icons for 'My Site', 'Reader', a search icon, 'Write', a user profile icon, and a notification bell. The main content area has a large heading 'TENANCY SATISFACTION' in bold black letters. Below the heading is the text 'Info coming soon.' followed by a horizontal line. Underneath is the 'SHARE THIS:' section with buttons for 'Press This', 'Twitter', 'Facebook', and 'Like'. Below the 'Like' button is the text 'Be the first to like this.' and an 'Edit Page' link. At the bottom of the content area are three social media icons: Facebook, Twitter, and Instagram. The footer is a solid black bar.

For the tenancy satisfaction webpage, the user will not be able to get anything from it or any information, as it says on the webpage that

info is coming soon. This means the user get nothing out of this webpage.

# Tenants Handbook



This is 3 screenshots of the handbook of triangle housing. So the purpose of this handbook, tenants can use it, so that they will know how being an tenant with triangle works, when renting a house, doing repairs and maintenance to the home, eviction, safety and security, transfers and exchanges.

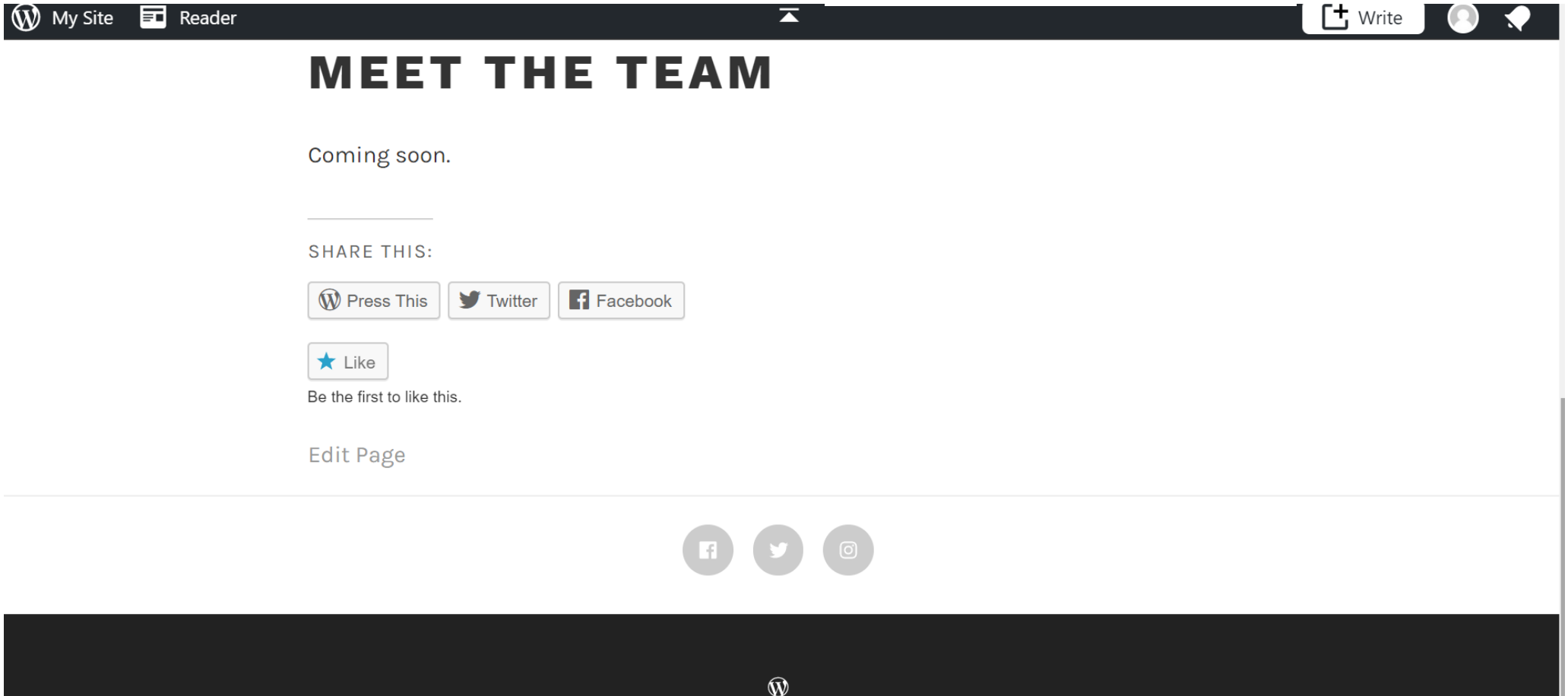


MY QUICK FIND GUIDE

Subject	Page
Introductory Tenancies	1
Rent & Service Charges	4
Repairs & Maintenance	10
Transfers & Exchanges	23
Anti-social Behaviour	27
Eviction	32
House Sales & Equity Sharing	34
Shared Amenities	43
Tenant Participation	47
Community Involvement	48
Ending My Tenancy	49
Access to my Information	55
The GDPR, Privacy, Access to Information	56
Complaints & Compensation	61
Safety & Security	69
Energy Saving Checklist	73
MyHome and MyPlace	75
Housing for All	79
Participatory Budgeting	84
My Useful Contacts & Notes	85



# Meet the Housing Team



Meet the team webpage shows no content of the housing team for users to see and read through as the webpage only give the user information saying coming soon with a fool stop.

# Information you may need



## INFORMATION YOU MAY NEED

### Downloads

- [Universal Credit Fact Sheet Download Now](#)
- [Be Gas Safe Download Now](#)

### SHARE THIS:



Be the first to like this.

[Edit Page](#)

This is a screenshot of the information you may need webpage. So the purpose of this webpage is to allow the user to download a fact sheet of universal credit so that the user will know how universal credit works with triangle housing. The other downloading file below it is

be gas safe for the user to know how to be gas safe in their own home. These files download as a pdf when the user clicks download now on them.

# Pay Rent



On the pay rent webpage, it's purpose is for tenants to use for knowing about their agreement with triangle housing and to request a copy of their legally binding document for proof. This webpage will also show the tenant what way they can pay their housing rent to

- Any Point outlet. Pay Point garages, many of which are open outside office hours and at weekends.

By Direct Debit from your bank or building society.



- Your Housing Officer will provide you with a form to complete in order to set this up. There are advantages of paying by Direct Debit. Triangle will automatically collect the rent due. Furthermore, you will not be required to take any action in the event rent changes e.g. the annual rent increase - this will be automatically increased and you will be notified in writing. If for any reason you wish to cancel your Direct Debit please contact your Housing Officer.

By Telephone. If you have a debit or credit card you can make payments via the phone on telephone number: 0844 557 8315 (AllPay facility coming soon)

By Post. Please do not send cash via post. Cheques should be made payable to Triangle Housing Association and crossed A/C PAYEE ONLY. Please write your name, address and Tenancy Reference (if known) on the back of any cheques sent.

#### Housing Benefit

Housing Benefit is processed and paid by the NIHE (Northern Ireland Housing Executive) and is 'means tested'. Triangle can offer advice and support regarding the completion of Housing Benefit application forms, which are available at our office.

triangle housing for example, pay with card at any post office, any garage with pay point or set it up as a direct debit from a bank that they belong to or by telephone with their debit or credit card to make payments on an all pay facility, which the tenant cannot use, as it say's on the pay rent webpage that it's coming soon. If the tenant is getting housing benefits, they will be processed by the Northern Ireland Housing Executive, plus tenants will get advice from triangle housing regarding the completion of application forms of housing benefits, which the tenants will find out from this webpage that they are available at triangle's office.

# Property Repairs & Maintenance



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## PROPERTY REPAIRS & MAINTENANCE



Reporting a Repair



Refurbishment



Regular Maintenance



Out of Hours



Useful Information

Property repairs & maintenance webpage that I designed, it has every property repairs & maintenance service that triangle housing provide to people which don't have much money. 5 icons have also be provided on this

webpage and they were designed on adobe photoshop. So icon 1 was named as reporting a repair, icon 2 was named as refurbishment, third icon was named as regular maintenance, fourth icon was named as out of hours and the fifth icon was named as useful information. Website page urls, I've embedded in a different url into each of these repair service names.

This will then allows each repair service name to link to their actual webpage for allowing the tenant user to get to these webpages to find out more information about what these 5 repair services do for them and for people that don't have much money. This will link them to the actual webpage, when they have clicked on each one of these linked repair service names.

# Reporting a Repair



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## REPORTING A REPAIR

### Step 1 - Is the repair my responsibility?

Triangle are responsible for most repairs to properties, however, there are some exceptions.

Some minor repairs are the responsibility of the tenant for example changing a tap washer or a light bulb. For more information regarding tenant repairing obligations please click on the following link....

If a repair is carried out by Triangle which is then proven to be the tenant's responsibility or the result of misuse, the association may recharge the tenant for these works. Any invoices for a rechargeable repair will be accompanied by a letter explaining the recharge as well as a breakdown of the costs. The association will only charge the actual cost of the repair.

If you are still unsure whether a repair is your responsibility, please contact Property Services and our team will be glad to help.

### Step 2 - How urgent is my repair?

#### Emergency Repairs - To be completed within 24 hours.

These are repairs and defects which immediately endanger the health, safety and welfare of tenants or the general public, or could cause serious damage to the fabric of the building. Examples include:-

- Serious fires
- Electric faults
- Burst pipes
- Blocked main drains (not waste pipes)
- Dangerous walls, ceilings or chimney stacks
- Storm, bomb or vandal damage

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### Step 2 - How urgent is my repair?

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- Serious fires
- Electric faults
- Burst pipes
- Blocked main drains (not waste pipes)
- Dangerous walls, ceilings or chimney stacks
- Storm, bomb or vandal damage

If you have to contact the emergency services, gas or electricity boards, you must advise the Association as soon as possible. You may need to contact the water or electricity boards at night or during the weekend in an emergency (see Useful Addresses). You will have to pay for any work carried out which is not essential.

#### Urgent Repairs - To be completed within 4 working days.

These are repairs affecting the comfort and convenience of tenants. Examples include:

- Loss of hot water supply
- Loose or missing roof tiles
- Defective plumbing (including waste pipes and sanitary fittings)
- Defective light fittings or electrical sockets/switches
- Faulty radiators

#### Routine Repairs - To be completed within 20 working days.

These are repairs or faults which do not cause major inconvenience to tenants or staff, or damage to the fabric of the building. Examples include:-

On the reporting a repair webpage, tenants that rent a house from triangle housing, they can use this webpage for knowing the 6 steps of reporting a repair for the rented house. So the webpage say's that the first step that tenants should do is find out if they are responsible for repairing this part of the house that they rent or to know if it triangle's responsibility to fix it.

If it's minor repairs such as light bulbs, it will be the tenants responsibility, but the webpage say's that if a tenant didn't pay for the minor repair and it was carried out by triangle, the tenant could get recharge for it.

The second step is how urgent is your repair, which the tenant should ring up triangle housing for emergency repairs to be done within 24 hours depending on how bad it is because it say's in this webpage that these defects may endanger the safety and welfare of tenants that live in rented houses or may cause serious damage to the fabric for example electric wire or burst pipes.

Third step is that the tenant should mention what type of repair it is and confirm with triangle housing of what this repair come under for example, general maintenance or fire safety repairs, so that triangle housing sends out the right contractor for fixing the repair.

Fourth step is that tenants should make sure that their contact details are up to date to allow contractors to get in-touch with them about appointments on housing repairs.

The fifth step is that if the tenant is still not sure of the nature of the repair, they should get in touch with property services like general family homes, triangle supported living and jointly managed supported living.

For the last step, tenants need to know how to report a repair for example complete a repair form online, but on the webpage it say's that the link is coming soon for it, which means tenants can use this for reporting a repair.

My Site Reader

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- Loose or missing roof tiles
- Defective plumbing (including waste pipes and sanitary fittings)
- Defective light fittings or electrical sockets/switches
- Faulty radiators

**Routine Repairs – To be completed within 20 working days.**

These are repairs or faults which do not cause major inconvenience to tenants or staff, or damage to the fabric of the building. Examples include:

- Repairs to damaged window frames
- Patching and repairing internal plasterwork
- Repairing downpipes and eaves gutters

The urgency category may be downgraded or upgraded by the Property Services Team depending on the information provided.

**Step 3 – What type of repair is it?**

It is important that we send the right contractor to carry out your repair. Please confirm which of the following your repair comes under:

- General maintenance – includes, roof repairs, joinery, building, electrical repairs, general plumbing.
- Fire safety repairs – includes fire alarm repairs, emergency lighting, fire extinguishers.
- Heating repairs – repairs to all forms of heating systems and boilers.
- Other – if you are unsure please provide details either via our online form or by contacting the Property Services team.

**Step 4 – Are my contact details up to date?**

To enable contractors to make an appointment, you should make sure that we have your up to date contact details.

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**Step 5 – I am still not sure?**

If you are still unsure about the nature of your repair you can contact the Property Services department (contact details below). Our helpdesk team will try to answer any questions you may have, they may also refer you to the technical officer or coordinator responsible for your area. Our housing is divided into three main management areas and each area has a dedicated maintenance officer or coordinator.

**General family homes** – William Baird – Maintenance Officer

**Triangle Supported Living** – Jamie Duddy – Maintenance Officer

**Jointly Managed Supported Living** – Peter Knox – Property Services Coordinator

Our technical team can discuss your repair by phone or email. For more technical repairs we can offer a visit to your home to allow full assessment.

**Step 6 – How do I report the repair?**

- Online – complete the form (link coming soon)
- Dedicated maintenance line – 02827661735 (Monday-Thursday 09:00-17:00/ Friday 09:00 – 16:30)
- Out of Hours – FOLD TELECARE – 08007313081/02890421010

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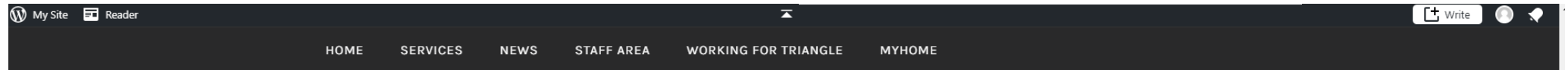
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Edit Page



# Refurbishment



## REFURBISHMENT

Triangle has developed a substantial programme of planned maintenance and refurbishment works for all of its housing stock. Each component within any property is allocated a standard lifecycle and is surveyed regularly to assess its condition. We also take into account information held such as repeat callouts, tenant reports of faulty components or the knowledge and experience of our maintenance team.

Contractors for planned works are sourced from a select list of contractors who all meet rigorous quality standards. The select list is operated and maintained by Accord Maintenance Procurement Group in line with Public Procurement Regulations.

Works are always managed in a way that minimises disruption. Tenant and stakeholder consultation is commenced at the earliest opportunity and tenants will be offered choices of finish such as worktop colours, door finish and handle design. Unfortunately all refurbishment works cause some disruption to tenants therefore in some instances compensation is provided for disruption or redecoration.

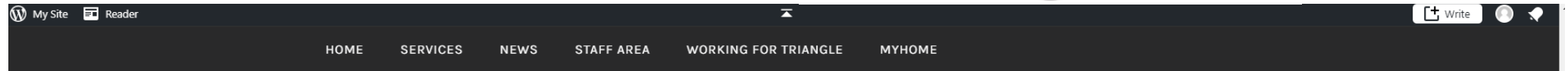
Projects are usually grouped together by work type and location. For example kitchen replacements are usually carried out for the entire scheme rather than individually.

To find out more information about up and coming projects please contact the property services team **028 2766 6880**.

On this webpage, tenants that rent a house from triangle can use this page for the purpose of knowing what triangle housing work with housing refurbishments. So on this webpage the tenants will find out what triangle housing do for them, when it come to refurbishment works. So it says on this webpage that the works provide tenants with an offer of choices

of finishes, as a tenant consultation take place at it's earliest opportunity to allow this for tenants. So the offered finishes that the tenants have are door finishes and handle design. For tenants to find out more information about future projects to be done on their rented homes, they should ring up the number for the property services team.

# Regular Maintenance



## REGULAR MAINTENANCE

Triangle has a number of specialist contracts in place for the regular maintenance and servicing in line with legal and manufacturer requirements.

The following are some of the Association's regular/cyclical maintenance responsibilities:-

External Repainting	Every 5 years
Specialist Equipment	As per manufacturers requirements
Fire Alarms (if installed)	Quarterly
Domestic Smoke Detectors	Annual
Emergency Lighting (if installed)	Twice a year
Gardening/Landscaping	Regularly from April to October
Electrical Inspections	Every 5 years and at each change of tenancy
Oil Fired Central Heating	Annual
Gas Fired Central Heating	Annual mandatory inspection and service and at each change of tenancy
Drains and Gutters	Every two years

For more information about Planned Maintenance to your home please contact the Property Services Team.

This is the webpage for regular maintenance. The purpose of it is to provide tenants with

the information of knowing what triangle provide to them for regular maintenance. So on this webpage it say's that triangle have specialist contracts for their workers to do regular maintenance and servicing that's in-

line with legal and manufacturer requirements. If tenants want to know more information on their maintenance that's planned on their rent homes, they should get in touch with the property services team.

# Out of Hours



HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

Our office hours are:



Monday to Thursday 9am - 5pm  
Friday 9am - 4.30pm

For all out of hours repairs please contact



TELECARE 08007313081 or 02890421010.

This is the out of hours webpage, which the user will use it for finding out the days and times triangle's head office is open on.

For repairs, the user can also get a telephone number from this page and for designing icons on this webpage, I used adobe photoshop.

# Useful Information



HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

## USEFUL INFORMATION

### Useful Links – Repairs

Amber Support  
<http://www.ambersupport.com/>

Atlas Fire & Security  
<http://www.atlasworld.co.uk/>

Biochemica Water Limited  
<http://www.biochemica.co.uk/>

Coral Environmental  
<http://www.coralenvironmental.com/>

CTS Projects  
<http://ctsprojects.net/>

D Martin Building  
<http://www.dmartinbuilding.co.uk/>

Out There Services  
<https://outthereservices.com/>

The Accord Maintenance Procurement Group

This is a joined procurement group which consists of Triangle Housing Association, Fold Housing Association, Alpha Housing Association and Habinteg Housing (Ulster).

<http://www.accordni.org/>

### Useful Documents – Repair

Please see list of available downloads below:

On the useful information webpage, the user will be able to find a list of 8 links that will help out with any repairs that need done to the house for example a link to a website called biochemica water limited which would be useful for the user if the sink in the house was

producing dirty water or a tap was broke. For useful documents there is nothing to show for the user to download for repairing their house. It only says to see the list of available downloads below it, but there is none to show.

# Housing Developments



HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME HOUSING DEVELOPMENTS

## HOUSING DEVELOPMENTS



This is a video shown the footage of the 3 housing estates in Coleraine that triangle developed houses on.

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Housing developments webpage, it has a video embedded into it, which is my video on housing developments that triangle developed in 3 housing estates in Coleraine. I uploaded this video from youtube by inserting a url of the

video from youtube to allow to appear on the webpage. Also on the webpage, I have given a short description about the video on housing developments.

# Our History

HOME

SERVICES

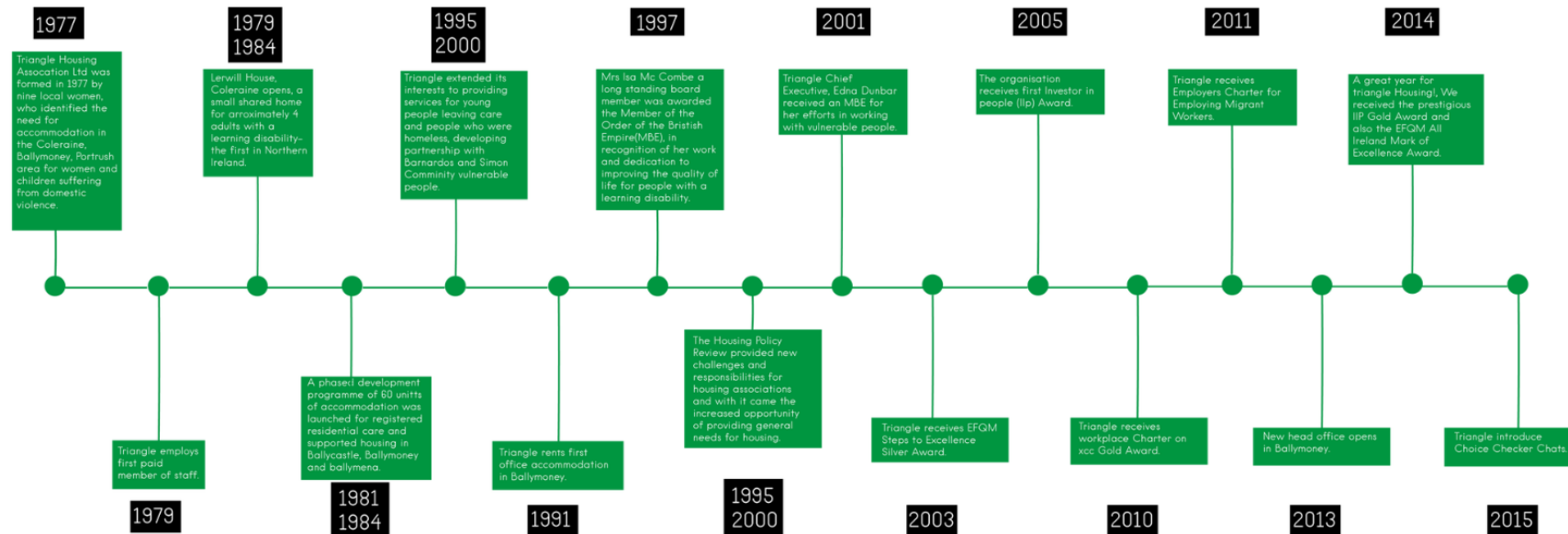
NEWS

STAFF AREA

WORKING FOR TRIANGLE

MYHOME

## Our History



This is a screenshot of the new history timeline that I designed for triangle housing association which dates back to the year 1977 when it was founded to the year 2015. For designing this history timeline of triangle housing, I used adobe illustrator. So I used the rectangle shape tool to create rectangles to place in my body text and the years. I also used the circle shape tool to design a list circles to place in

the centre of the time and I used the line tool to design a list lines to connect the history events of triangle to the line of circles that I layout. The purpose of this timeline is for showing the user what trinagle has been doing over the space of 38 years and how it has progress over the years. For the colours I used the fill colour tool on adobe illustrator to make it black and electric green with white text.

# Services

## SERVICES

Triangle provides a range of initiative services. Our tenants and service users are involved in the way their services are provided.

We are committed to social inclusion and involvement of our tenants and service-users in key decision making. Our 'added-value' activities enhance the richness and quality of people's lives.



Supported Living Service



Floating Support Service



Progression to Employment Services



Community Outreach Service



Housing Services

This is a screenshot of the services page showing you all the services that triangle housing provide to people that are poor and have learning disabilities. So I have provided 5 icons and I have designed them all by using adobe photoshop. The names of these icons, I named the first icon, supported living service, the second icon, floating support service, third icon, progression to employment services, fourth icon, community outreach service and

for the fifth icon, housing services. For the urls, I have embedded a different url into each service name, so that they will link to their correct webpage for allowing the user to find out more about these five services when they click on these linked service names. The text provided above it explains that added value activities increased the quality of people's lives.

# Supported Living Service



## SUPPORTED LIVING SERVICE



Supported Living Accomodation



Positive Behaviour Support



Service User Involvement

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This is the supported living service webpage that shows all the supported living services that triangle housing provide to people that are poor and have learning disabilities. 3 icons have also be provided on this webpage and I designed them on adobe photoshop. The first icon was named supported living accommodation, the second icon was named positive behaviour support and the third icon was named service user involvement. For the website page urls, I

embedded a different url into each supported living service name, which each service name will link to their actual webpage for allowing the user to pick more data about what these 3 supported living services provide to the people that don't have much money and have learning disabilities, when they have clicked on each one of these linked supported living service names.



# Supported Living Accommodation



HOME

SERVICES

NEWS

STAFF AREA

WORKING FOR TRIANGLE

MYHOME

## SUPPORTED LIVING ACCOMMODATION



Causeway Region



Ballymoney Region



Ballymena Region



Belfast Region

Supported living accommodation webpage shows all the regions that triangle housing provide to people that are poor and have learning disabilities. I have also provided 4 icons and they were designed on adobe photoshop. I named the first icon, Causeway

region, the second icon, Ballymoney region, third icon, Ballymena region and the fourth icon, Belfast region. Website page urls, I embedded different a url into each service name, so that each service name would link to their specific webpage for enabling the user to

find out more information about what number of supported living accommodations these 4 regions provide to to people that are poor and have learning disabilities, when they have clicked on these inked service names.<sup>2</sup>

# Causeway Region



These are screenshots of the supported living accommodations within the Causeway region. So it says on this webpage that they have 5 supported living services in that area. So the purpose of this webpage, is for the user to find out information on these 5 supported living accommodations by finding out what the housing address is, postcode, the service managers name is and their telephone number . So if the user was looking to live in the first supported accommodation shown on this webpage, the user would have to get in-touch with the service manager called Marguerite McToal by knowing her telephone number and to drive to Knocklayde House 2, Kilns Road, Ballycastle, Co. Antrim to get to the supported accommodation, so that the user will get setup to live in this supported accommodation with the help of Marguerite McToal. The regional manager within this area is known as Colette Sheppard.


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## CAUSEWAY REGION

There are 5 Supported Living services in the Causeway area.

The Regional Manager for the Causeway area is Colette Sheppard




Knocklayde House 2, Kilns Road, Ballycastle, Co. Antrim, BT54 6QQ  
Service Manager – Marguerite McToal  
028 2076 3566




Kilns Court 2, Kilns Road, Ballycastle, Co. Antrim, BT54 6QQ  
Service Manager – Danielle Madden  
028 2076 3610

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33 – 35 Adelaide Avenue, Coleraine, Co. Londonderry, BT52 1LT  
Service Manager – Lorraine Stewart  
028 7035 7229



29 Market Street, Ballymoney, Co. Antrim, BT53 6EA  
Service Manager – Deirdre McGuile  
028 2766 7978

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# Ballymoney Region


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## BALLYMONEY REGION

There are 7 Supported Living services in the Ballymoney area.

The Regional Manager for the Ballymoney area is Marie Scullion

 2 Garryduff Road, Ballymoney, Co. Antrim, BT53 7AF  
Service Manager – Orlagh McGivern  
028 2766 7686

 2A Garryduff Road Ballymoney, Co. Antrim, BT53 7AF  
Service Manager – Jacqui Peacock  
028 2766 6220

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On these screenshots it shows the supported living accommodations based in the Ballymoney region. It's webpage says that they have 7 supported living services in that area. The purpose on this webpage, is to show the user information on these 7 supported living accommodations by finding out what the housing address is, postcode, the service managers name is and their telephone number . This means that when ever the user is looking to live in the second supported accommodation shown on this webpage, the user needs to get in-touch with the service manager called Jacqui Peacock by knowing his telephone number to arrange a date for getting setup on this supported accommodation and to drive to 2A Garryduff Road Ballymoney, Co. Antrim to get to the supported accommodation, so that the user will get setup to live in this supported accommodation with the help of Jacqui Peacock. The regional manager that takes part in these supported accommodations within the Ballymoney area is known as Marie Scullion.

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 9 Gordonville Park, Ballymoney, Co. Antrim, BT53 7AU  
Service manager – Danielle Dempsey  
028 2766 8310

 37 Castlehill Place, Ballymoney, Co. Antrim, BT53 6TW  
Service manager – Danielle Dempsey  
028 2766 4013

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# Ballymena Region



These screenshots show the supported living accommodations situated in the Ballymena region. The webpage says that they have 5 supported living services in that area. The purpose on this webpage, is to show the user information on these 5 supported living accommodations by finding out what the housing address is, postcode, the service managers name and what their telephone number is. It means when ever the user is looking to live in the first supported accommodation shown on this webpage, the user needs to get in-touch with the service manager called Fra McCartan and to know what his telephone number for arranging a date for getting setup on this supported accommodation and to get a car lift to Tower House, 9 Warden Street, Ballymena, Co. Antrim to get to the supported accommodation, so that the user will get setup to live in this supported accommodation with the help of Fra McCartan. Next, it's knowing the regional managers name for the Ballymena area, which she is known as Alison Simpson.

A screenshot of a webpage titled "BALLYMENA REGION". The page lists five supported living services. The first two are visible in the top screenshot, and the last two are visible in the bottom screenshot. Each entry includes a photograph of the accommodation, the address, the service manager's name, and a telephone number. The webpage has a dark navigation bar at the top with links for HOME, SERVICES, NEWS, STAFF AREA, WORKING FOR TRIANGLE, and MYHOME. At the bottom, there is a "SHARE THIS:" section with buttons for Press This, Twitter, Facebook, and Like.

**BALLYMENA REGION**

There are 5 Supported Living services in the Ballymena area.

The Regional Manager for the Ballymena area is Alison Simpson

**Tower House, 9 Warden Street, Ballymena, Co. Antrim, BT43 7DT**  
Service Manager - Fra McCartan  
028 2565 9074

**Tower Court, 7 Warden Street, Ballymena, Co. Antrim, BT43 7DT**  
Service Manager - Stefanie Garrett  
028 2565 6335

**103 Ballyeaston Road, Ballyclare, Co. Antrim, BT39 9SG**  
Service Manager - Jennifer Morren  
028 9334 4215

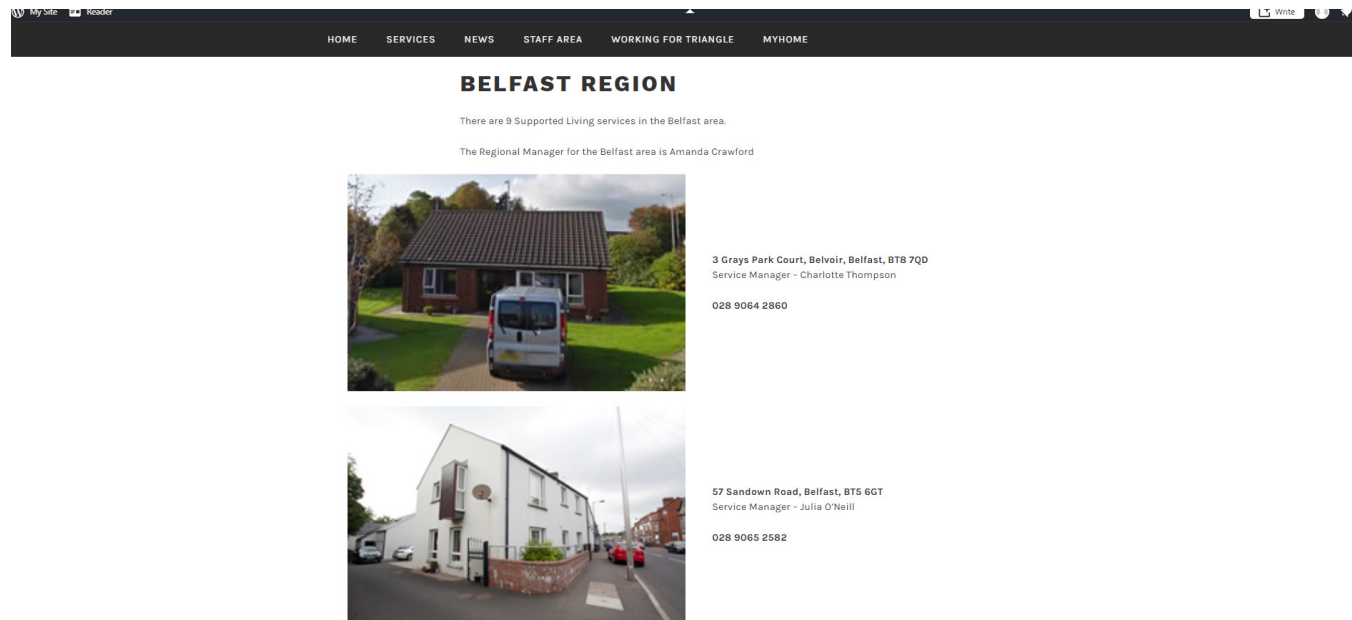
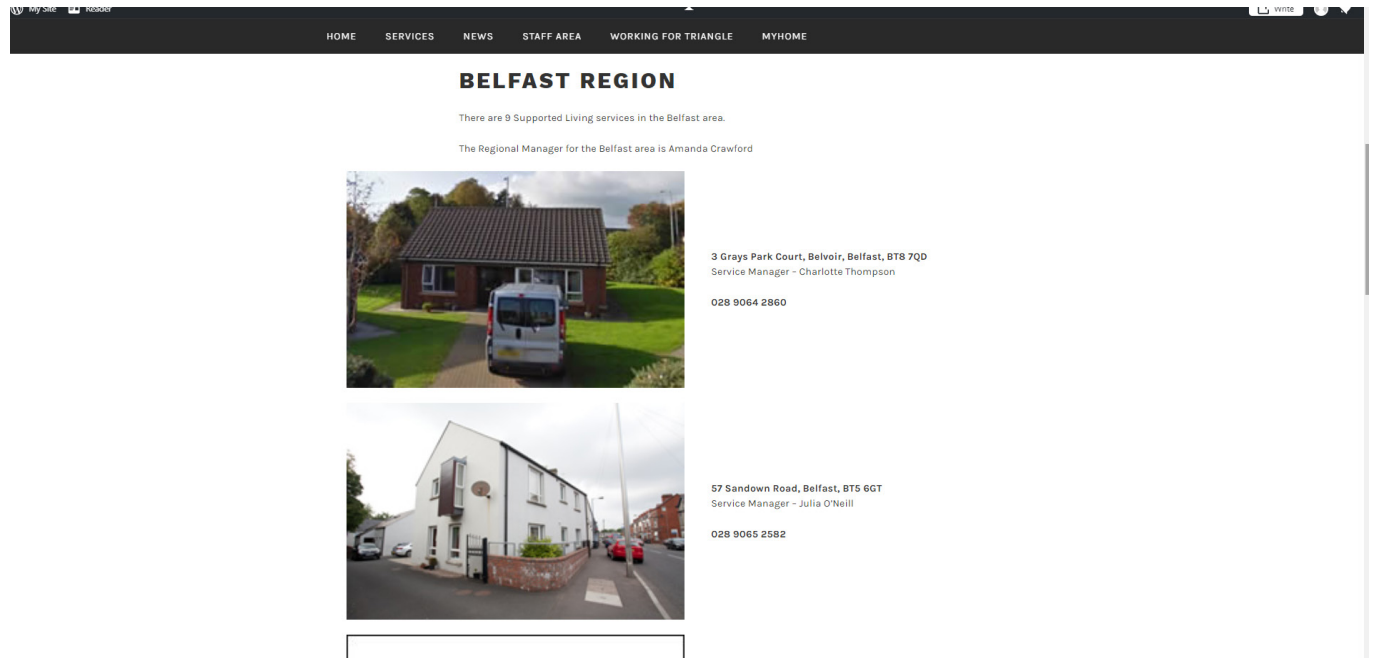
**122 Cushendall Road, Ballymena, BT43 6HB**  
Service Manager - Josie Elliot  
028 2563 0414

SHARE THIS:  
Press This | Twitter | Facebook  
Like

# Belfast Region



This is screenshots showing the supported living accommodations based in the Belfast region. It's webpage says that they have 9 supported living services in that region. The purpose of this webpage, is to show the user information on these 9 supported living accommodations by finding out what the housing address is, postcode, the service managers name and what their telephone number is. This means



when ever the user is looking to live in the second supported accommodation shown on this webpage, the user needs to get in contact with the service manager called Julia O'Neill and to find out what her telephone number is for arranging a date on getting setup on this supported accommodation and the user will need to get someone take them up in the car to 57 Sandown Road, Belfast for getting to the supported accommodation, so that the user will get setup to live in this supported accommodation with the help of Julia O'Neill. The last thing is that the user will also know who the regional managers name is for the Belfast area, which she is known as Amanda Crawford.

# Positive Behaviour Support



[HOME](#) [SERVICES](#) [NEWS](#) [STAFF AREA](#) [WORKING FOR TRIANGLE](#) [MYHOME](#)

## POSITIVE BEHAVIOUR SUPPORT

Positive Behaviour Support (PBS), is the best way of supporting people who display, or are at risk of displaying, challenging behaviour.

Challenging behaviour can arise for different reasons, often personal to the individual.

The aim of PBS is to understand why an individual exhibits challenging behaviour, and address the issues that trigger the behaviour. PBS works best when the individual and everyone involved with their support, work together to develop positive interventions.

The support is person centred and focuses on pro-active approaches, which aim to improve the quality of life and skills of the individual and those who support them.

It is based on the principle that if you teach someone a more effective and acceptable way to have their needs met; the behaviour which challenges will reduce.

Our aim within Triangle is to:

- Achieve a consistent individualised approach for our service users in responding to their needs.
- Respond to service users in a way that focuses on their preferences and choice.
- Work in partnership with service users, staff, families and other agencies.
- Provide training and guidance for staff to support service users in an agreed way.
- Enhance the quality of life for all service users.

SHARE THIS:



Be the first to like this.

On the positive behaviour support webpage the purpose of the user using it is to find out what the positive behaviour support from triangle does for someone they may know that has challenging behaviour problems or for themselves, if they have the same thing, plus

they will know the aims of how triangle will work on these issues, so that they will be encourage to join them as a service user and to give them their trust of making their live better for the future.

# Service User Involvement



[HOME](#) [SERVICES](#) [NEWS](#) [STAFF AREA](#) [WORKING FOR TRIANGLE](#) [MYHOME](#)

## SERVICE USER INVOLVEMENT

### Getting Involved

Our Service User Participation and Engagement Strategy has been discussed and developed with members of Triangle's Tenant Advisory Group (TAG) Triangle's Chief Executive, Mr Chris Alexander the Director of Support Services, Mrs Denise Magill and senior staff.

This strategy sets out our commitment to help service users to 'get involved' in our activities and decision making.

Triangle are committed to ensuring you, our service users, receive the best services possible. We believe that service users' participation and engagement is vital to help us achieve this.

Whether you want to be involved in what we do, or how much you want to be involved is up to you.

Your views are important to us. Many of our service users are already involved but we need your help to make sure that all service users can have their say in Triangle's services.

Each year, with your help, we aim to improve how we meet your needs as service users of Triangle.

### What is Participation & Engagement

#### Participation means:

- We share ideas and information with you
- Service users are involved in making decisions that affect them
- Providing ways for you to 'get involved'
- Listening to what's important to you
- Working with you on issues that matter to you

#### Engagement means

- You care about
- Are delivered in a way that works for you

[Customise](#) [Edit](#) [Statistics](#) [...](#)

This is another webpage I designed and the purpose of it is to encourage service users to get involved within triangle's decision making

and activities that they do. It means that triangle can have the opportunity of participating with the service users for sharing ideas and

information with them and to engage with them by asking questions of how these activities have work for them.

# Floating Support Service



HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

## FLOATING SUPPORT

Floating Support is a flexible service which helps people secure and maintain their tenancy.

Our Floating Support Officers provide practical support and advice to vulnerable people within their own homes and the community. Triangle provides a range of floating support services across Northern Ireland.

Below you will find an application form for your area, please note that (with the exception of the Belfast area) you **MUST** have this form signed by a referral agent (eg: your GP, social worker, housing officer, probation officer).

If you have any difficulty accessing any of the forms please contact Triangle on 028 2766 6880.



### Belfast Area

[Belfast Application Form \(Agent Referral only\)](#)

[Belfast Application Form \(Self Referral\)](#)

### Ballymena Area

[Ballymena Application Form \(Agent referral only\)](#)

### Ballymoney Area

[Ballymoney Application Form \(Agent referral only\)](#)

### Key Project - Northern Trust Area (16-21 year olds)

[Key Project Application Form \(Agent referral only\)](#)

### General Floating Support information

[Floating Support Service User Handbook](#)

On this floating support webpage that I designed, it's for tenants to use for knowing how they can get this support to main their tenancy for example, the webpage say's that they can find a application form to fill in for the referral agent in the area they live in to get this support

for example, the Ballymena area or Ballymoney area ,but if tenants have trouble with this, they can just ring triangle up on there telephone number about getting floating support.



# Progression to Employment



HOME SERVICES NEWS STAFF AREA WORKING FOR TRIANGLE MYHOME

## PROGRESSION TO EMPLOYMENT

Triangle's Progression to Employment Service provides the necessary support systems to enable people with a learning disability to achieve and maintain meaningful employment.

Funding for the service is provided by the Department for the Economy ESF Managing Authority, under the second call of the 2014-2020 Northern Ireland European Social Fund (April 2018- March 2022), and match funded by the Northern Health & Social Care Trust.

The service aims to engage with individuals with an assessed learning disability and/ or autism in the provision of employment services with the objective of promoting participants' social inclusion, combating poverty and challenging discrimination. The service seeks to establish and support individuals' active inclusion within employment environments and promoting their equal opportunities.



This Service is part financed by the European Social Fund & Department for the Economy



Gary – one of our supported employees who secured paid employment at B&M Bargains

This is another webpage that I have designed and it's a webpage that just explains about what progression to employment is and why triangle have this for example, it says in the webpage that triangle provide this service to

people with learning disabilities for supporting them for being able achieved meaningful employment. So it say's that triangle aims for making this happen is they engage with them in the provision of employment services.

This will give them the chance of getting promoted for a job.

# Community Outreach Service



## COMMUNITY OUTREACH SERVICE

Our Community Outreach Service is a one to one flexible support service to assist people to live independently and maintain their tenancy within the local community.

[Community Outreach Information Leaflet](#)

### Application Documents

[Community Outreach Application Form](#)

[Community Outreach Risk Assessment Form](#)

Please note that when making a referral to Outreach, **both** the Application Form and Risk Assessment Form must be completed.

Community outreach service webpage is used for the purpose of tenants that have an rented house with triangle to know how to maintain their own tenancy within a community they live in, plus if tenants want to make an referral on getting this service from triangle housing, this

webpage will show them what documents they need to sign and complete such as, application form and a risk assessment form, if they want a community outreach provided to them in their own area, so that they will know how to live independently.

# News

For the news webpage, it just explains about the latest news about what triangle housing have been up to during 2019.

So this webpage shows and explains that their consumer council , which has partnership with them have been developing a five part video series to learn and to let consumers know how they can work and manage with their home energy, which is consumers that live in accommodations that are provided to them from triangle for supporting their lives.

## NEWS

Educational video series for consumers in supported living accommodation



18 October 2019

The Consumer Council, in partnership with Triangle Housing and Mid & East Antrim Borough Council, has developed a five part video series to educate and inform consumers living in supported living accommodation about managing their home energy.

The short videos give step-by-step instructions and tips to help consumers in supported living accommodation with raising an energy complaint, taking a meter reading, improving energy

Customise Edit Statistics

and YouTube channel.

We still have some apartments available at our new scheme at 6 Café Lane, Ballymoney.



2 August 2019

A brief summary of the apartment block and what it offers to prospective tenants:

- 10 no. 3 Person / 2 Bedroom CAT 1 (over 55) Apartments
- Small communal green area with shared bin store and shared clothes lines.
- Shared parking in courtyard
- Firmus Natural gas with top up meters
- Common areas heated

Also the purpose of this webpage is that prospective tenants can use it for knowing what will be offered to them on this new block of apartments that triangle have development on the 6 cafe lane, Ballymoney road for example firmus natural gas with top up meters and an two bedroom apartment will be provided to each of them.

# Staff Area

My Site Reader Write

## STAFF AREA

TO LOGIN TO THE STAFF AREA, PLEASE ENTER YOUR CREDENTIALS BELOW

User Name (required)

Password (required)

LOG IN

SHARE THIS:

Press This Twitter Facebook

★ Like

Be the first to like this.

[Edit Page](#)

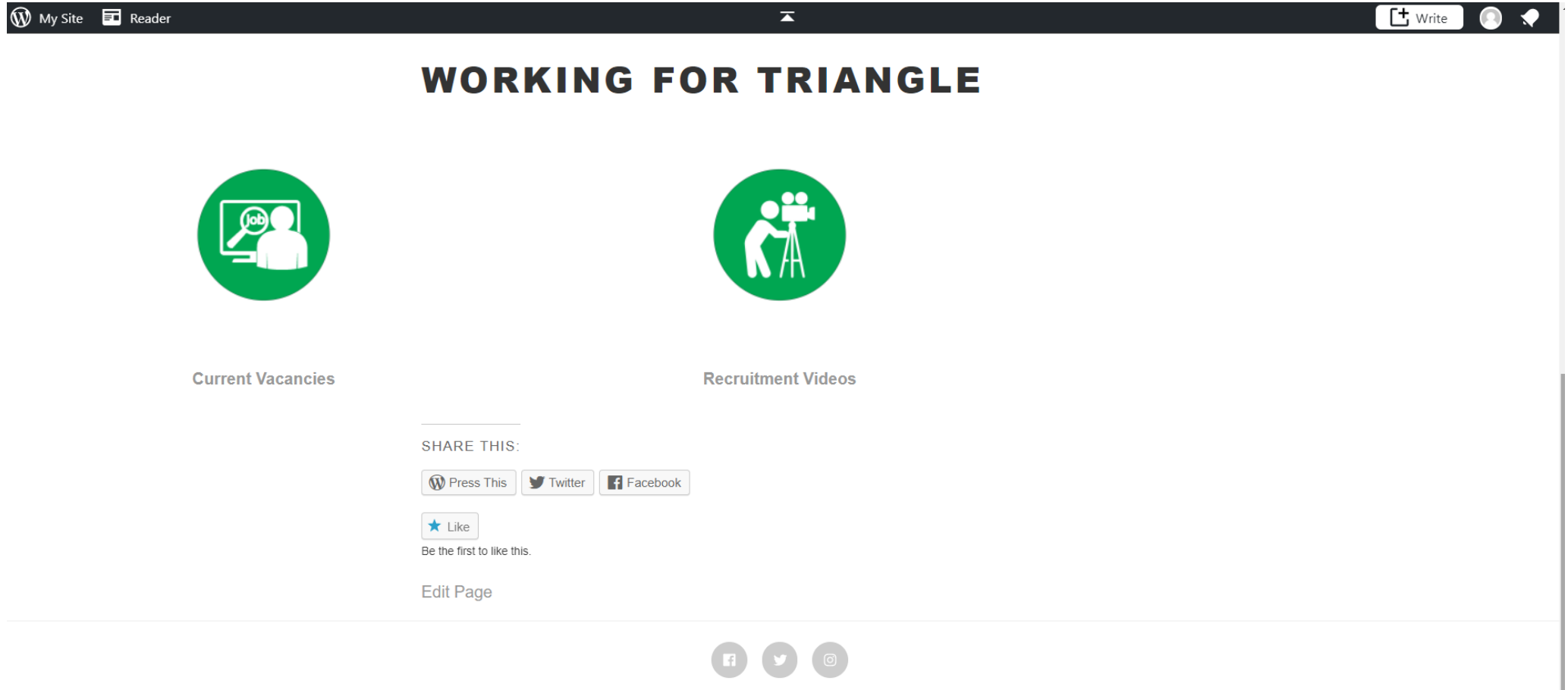
Facebook Twitter Instagram

WordPress

The purpose of this webpage is that the user would need to be a member of staff from triangle housing to log into the staff area. So the user would need to have a staff user name and a password to log into this.

So this page is just for the purposes of logging in triangle staff into their staff area. For designing this staff area log in page, I used the a form block on wordpress to create this staff area logging in system.

# Working For Triangle



In this webpage of working for triangle, I have provided 2 icons and I have designed them all by using adobe photoshop. The names of these icons are current vacancies and recruitment videos, Urls, I have embedded the current vacancies page url into the current vacancies icon name and for the recruitment video I have done the same thing to it.

The purpose of using this webpage, is the user will use it for finding out information about what current vacancies of jobs in triangle housing are available to apply for and to watch recruitment videos on how triangle recruit.

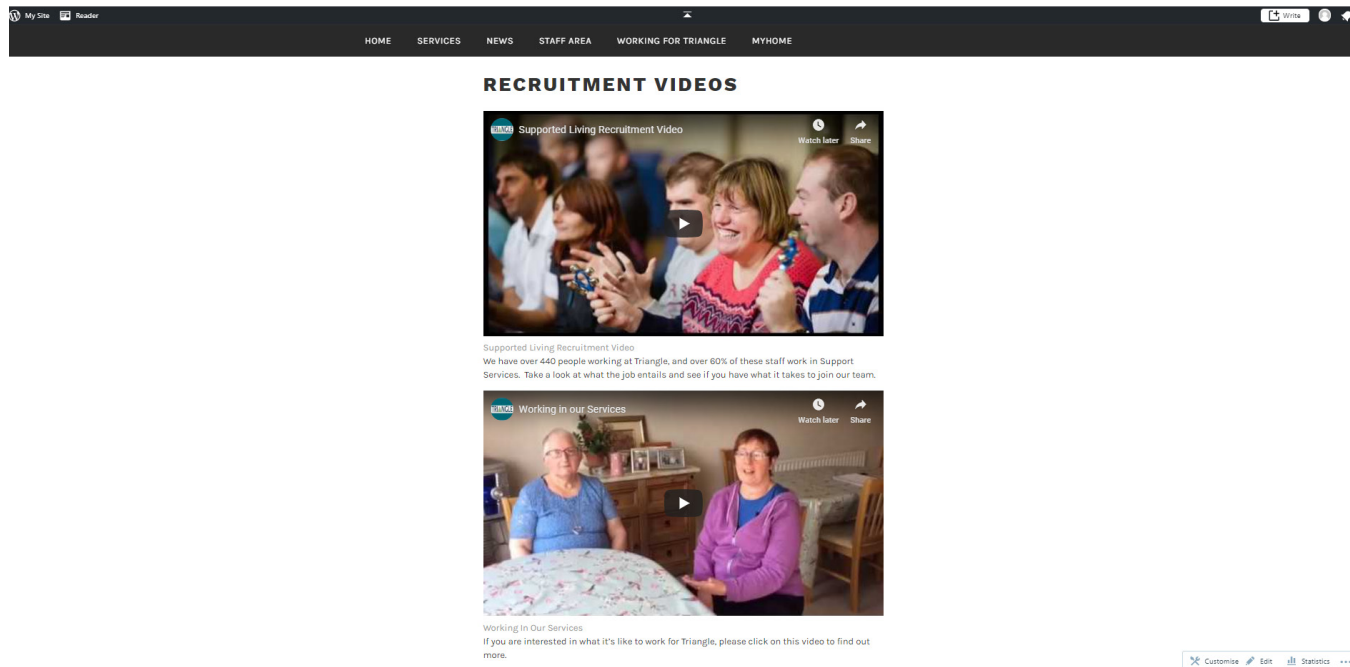
# Current Vacancies



A screenshot of a web application interface. At the top, there is a dark blue header with the text 'GETGOT' in green. On the right side of the header are two buttons: 'Register' and 'Log In'. On the left side, there is a vertical dark blue sidebar with two icons: a house icon labeled 'Dashboard' and a person icon labeled 'Support'. The main content area has a light grey background. At the top left of this area is the logo for 'TRIANGLE Triangle Housing Association'. On the top right, contact information is listed: 'T: 028 2766 6880', 'E: human.resources@trianglehousing.org.uk', and 'W: www.trianglehousing.org.uk'. The main heading is 'Current job openings' with a subtext 'To search for jobs, select a category below'. Below this is a search filter section titled 'Filter available jobs' with 'Total Jobs found: 0'. It includes a dropdown menu set to 'All Categories', and three buttons: 'Filter Jobs' (blue), 'Reset' (orange), and 'Advanced Search' (dark blue). Below the filter section is a table with the following headers: 'Reference', 'Title / Location', 'Advertisement Date', 'Closing Date▲', and 'Actions'. The table body is currently empty.

On this webpage, the purpose of using it, is that the user can search for a current job role that he or she will like to do in the triangle housing association. According to this screenshot that I took of it, it shows on it that there is no jobs available in triangle housing for the user to apply for, as the job filter is set to all categories with no jobs found.

# Recruitment Videos



This is the recruitment videos webpage, which is the purpose of getting the user to know more about what it's like to work for triangle housing and for knowing how many people work within the services of support and knowing how many workers are employed by triangle and the percentage of workers that work for support services. So this webpage has these 2 videos for the user to find out if he or she would like

to join the triangle team and for giving the user the confidence that he or she will know what takes to join the triangle team after watching these videos. The first is called supported living recruitment video and the other one is working in our services

# Video

## Panasonic AC90 Camera



For videoing, we are planning to use a Panasonic AC90 camera to do film work around tower house in Ballymena, which is an building used for supporting people with learning difficulties . So we are planning to film a fire safety drill that will take place at tower house on the 9th december on a monday morning at 10:30am. So we will be filming shots on the man that will be coming into tower house to do a fire safety drill amongs staff that work in tower house. We will also be taken shots outside the tower house building and also

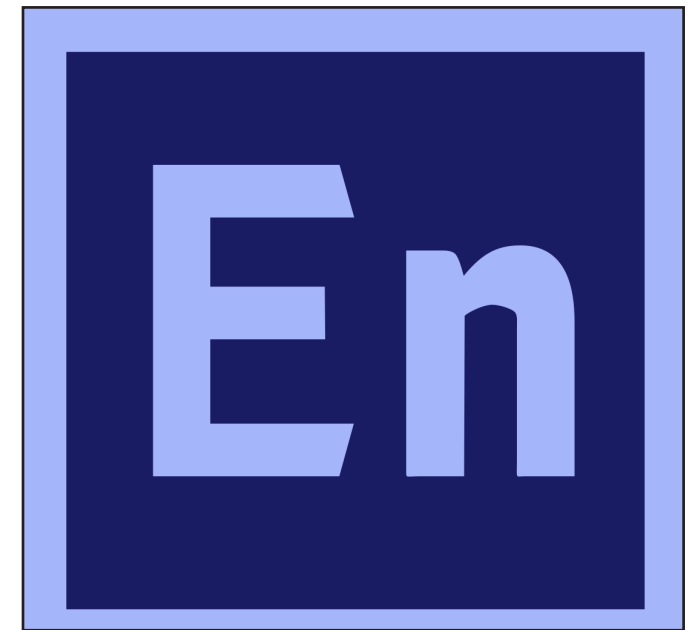
footage on them using the fire extinguisher, if the fire safety man and the staff go outside to use the fire extinguisher. For other footage, we will be using this camera to record videos on 3 housing estates in coleraine that triangle developed houses on. These housing estates will be known as greenhall court, alderbrook gardens and the crescent. We are planning film this on wednesday 11th december in afternoon time. For video quality it will be shot in full hd, which this camera will be perfect for doing this.



Editing Software

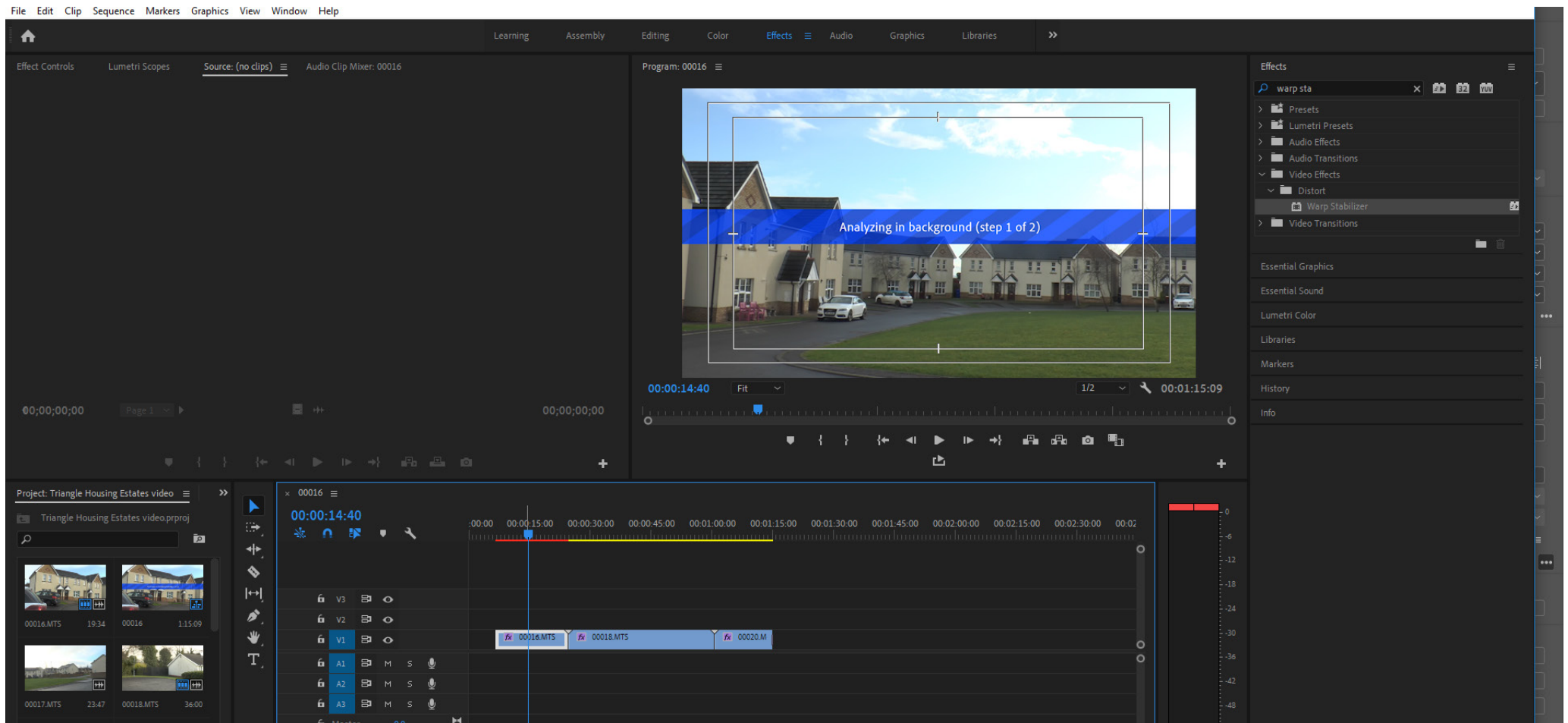
Adobe Premiere

Adobe Encoder



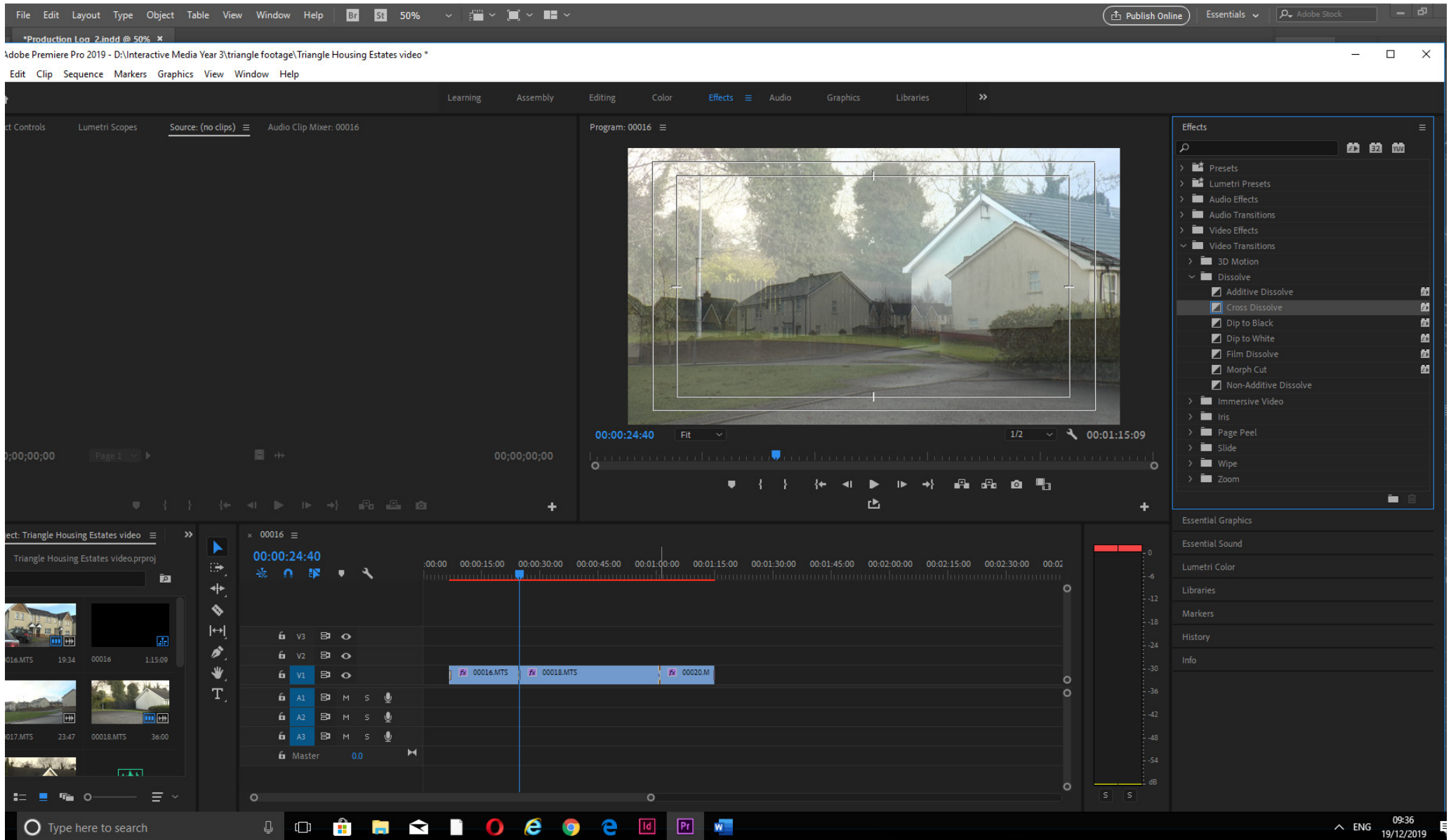
For editing, we are planning to use adobe premiere to edited are videos on the fire safety drill and on the 3 housing estates in coleraine that triangle housing have developed houses on. For duration we are planning to edit the fire safety drill video up to 3 and half minutes and the housing developments video up to 1 minutes 30 seconds. For rendering are videos we are planning to use adobe encoder to render it as a youtube video set to 1080p.

# Housing Developments Video



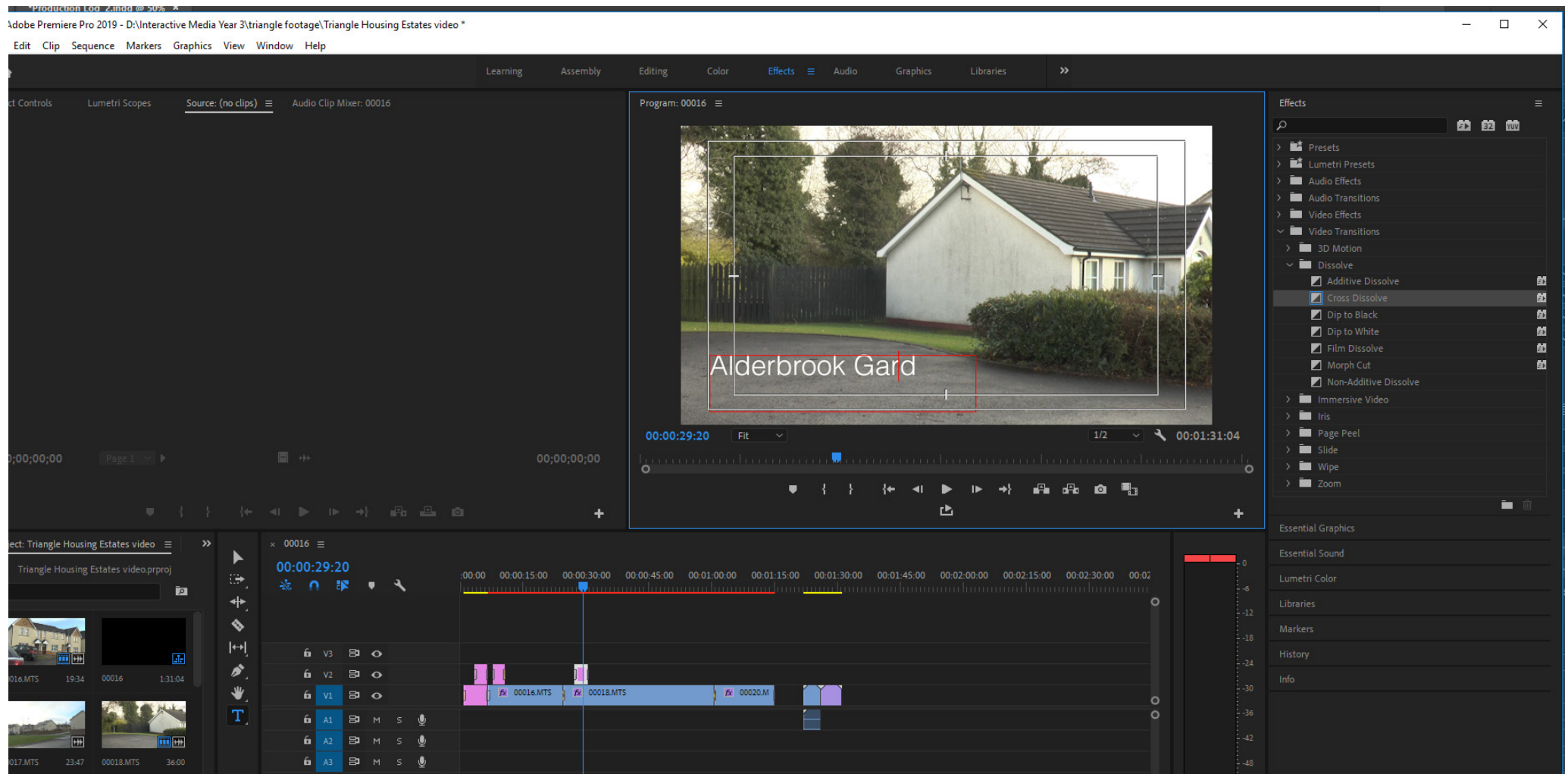
This is a screenshot of stabilizing my video by using warp stabilizer tool. I done this by going to the search bar and then typed in warp stabilizer. Then warp stabilizer came up and then I scrolled down to it and click and drag

each stabilizer into my 3 parts of my video. Once I done this, it started to analyse it and after that was done, it started to stabilize them and then stabilization was complete.



After completing my stabilization on my video, I then started to cross dissolve it by scrolling down to video transitions first and then clicked and drag each cross dissolve and placed it

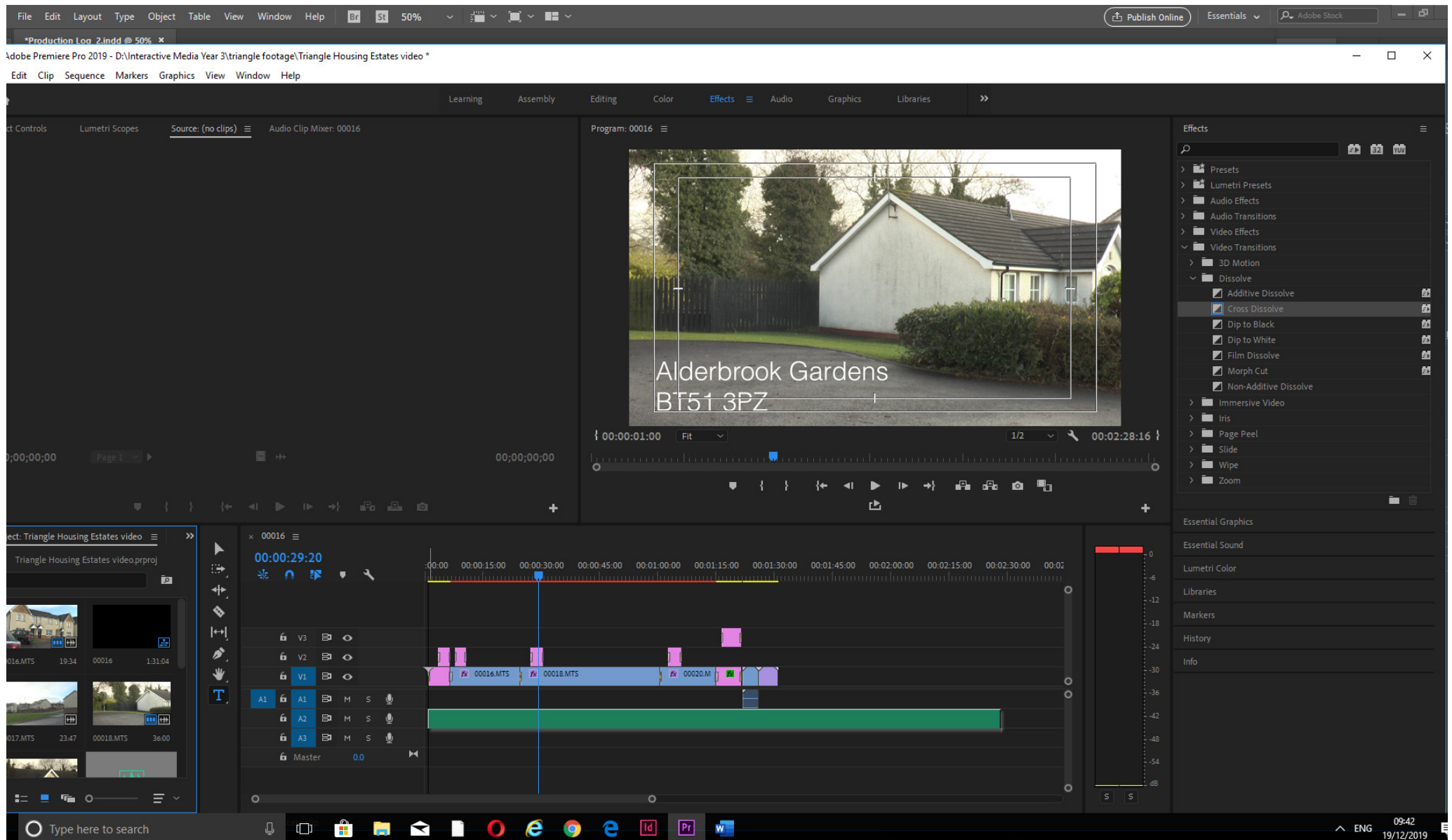
between each of my 3 parts of my housing development video to give an cross dissolve effect when moving to the next housing estate.



Next, it was doing logos and text for my housing development video. So the first thing I done was using the text tool to make a text box and positioned it on the lower left side of the guide to type out my names and post codes for each of these housing estates. The next thing I done

was the science shop logo and gave names of who edited and filmed the video. For doing this I just importing the science shop logo, click and drag it into the middle of the guide and used text tool to type out my name as the editor of the video and my name with kyles name for who filmed it, which I type it out below the science logo. Next I imported the new triangle logo and placed it at the start of the video by

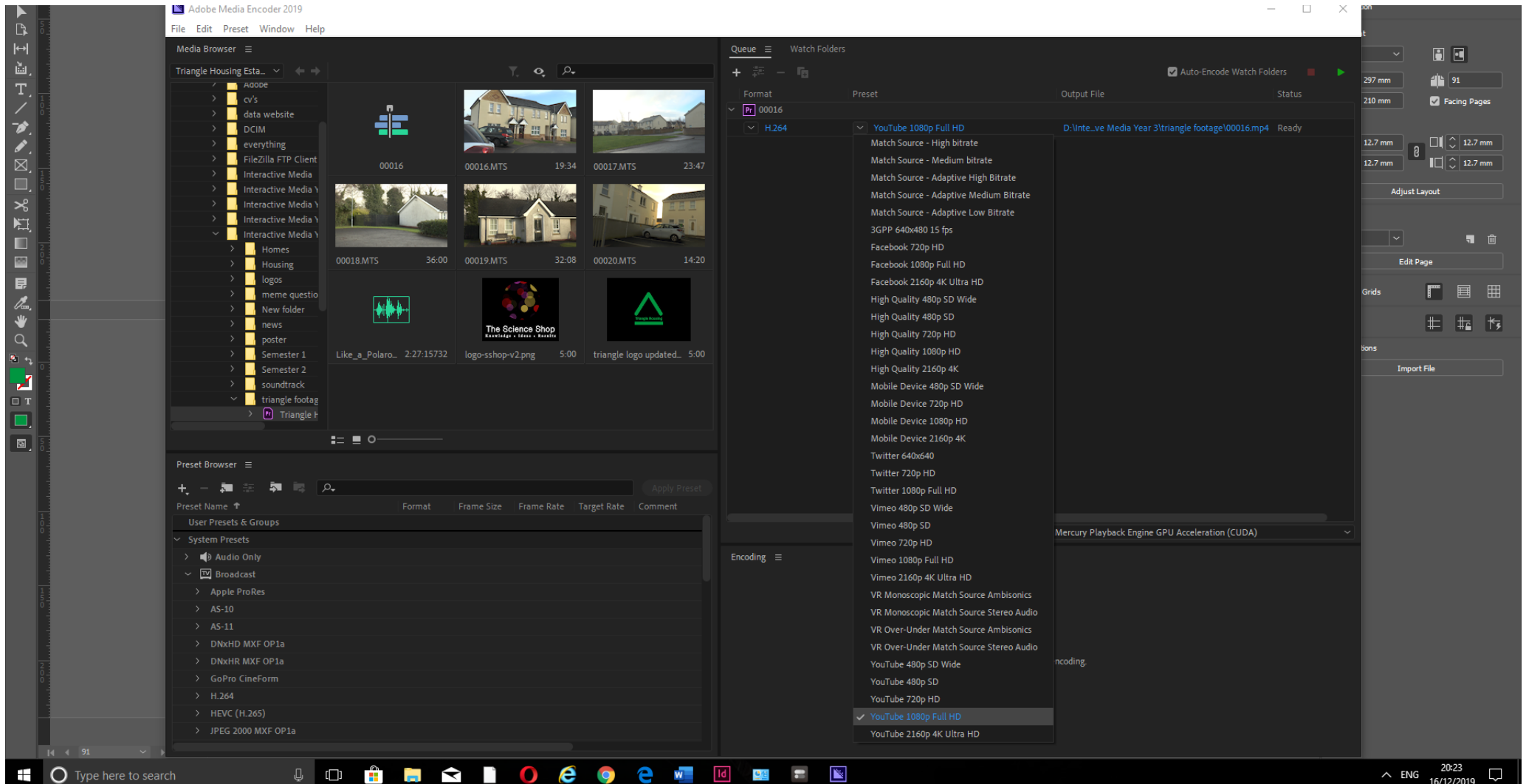
clicking and dragging it into the middle of guide, plus I used the text tool to make another text and type my title name for the video into it below the new triangle logo. After doing this I then just used the cross dissolved tool on all my text and logos.



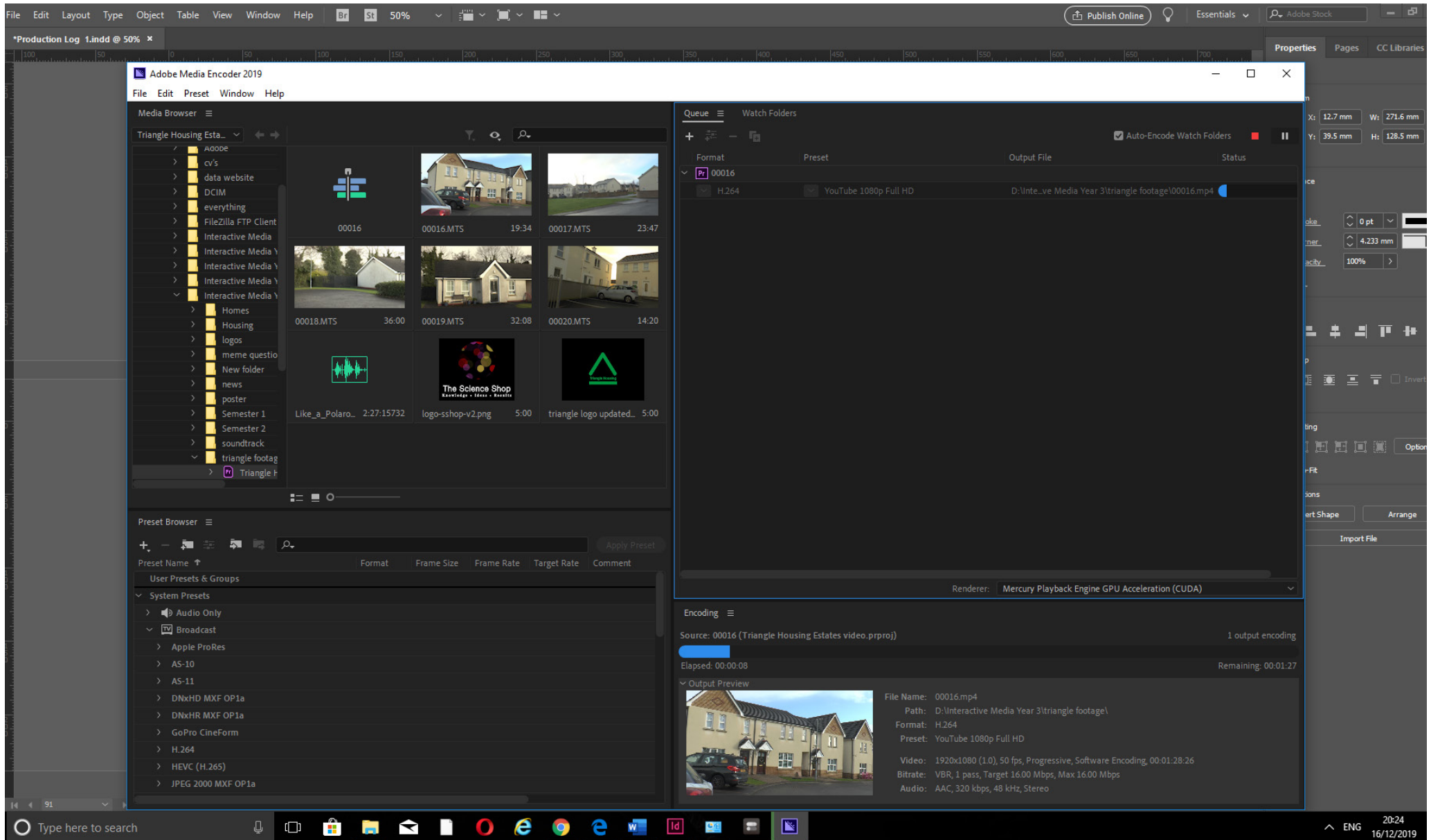
Then, the last thing I done to my video on adobe premiere was that I imported a audio file of the background music, which is suited to this video, as it's real estate music. Once it was imported, I then click and drag it into my

video and then I shortened the video and cross dissolved it at the ending of the music, so that inbetween part of the background music to match in with ending part of the background music.

# Rendering Video



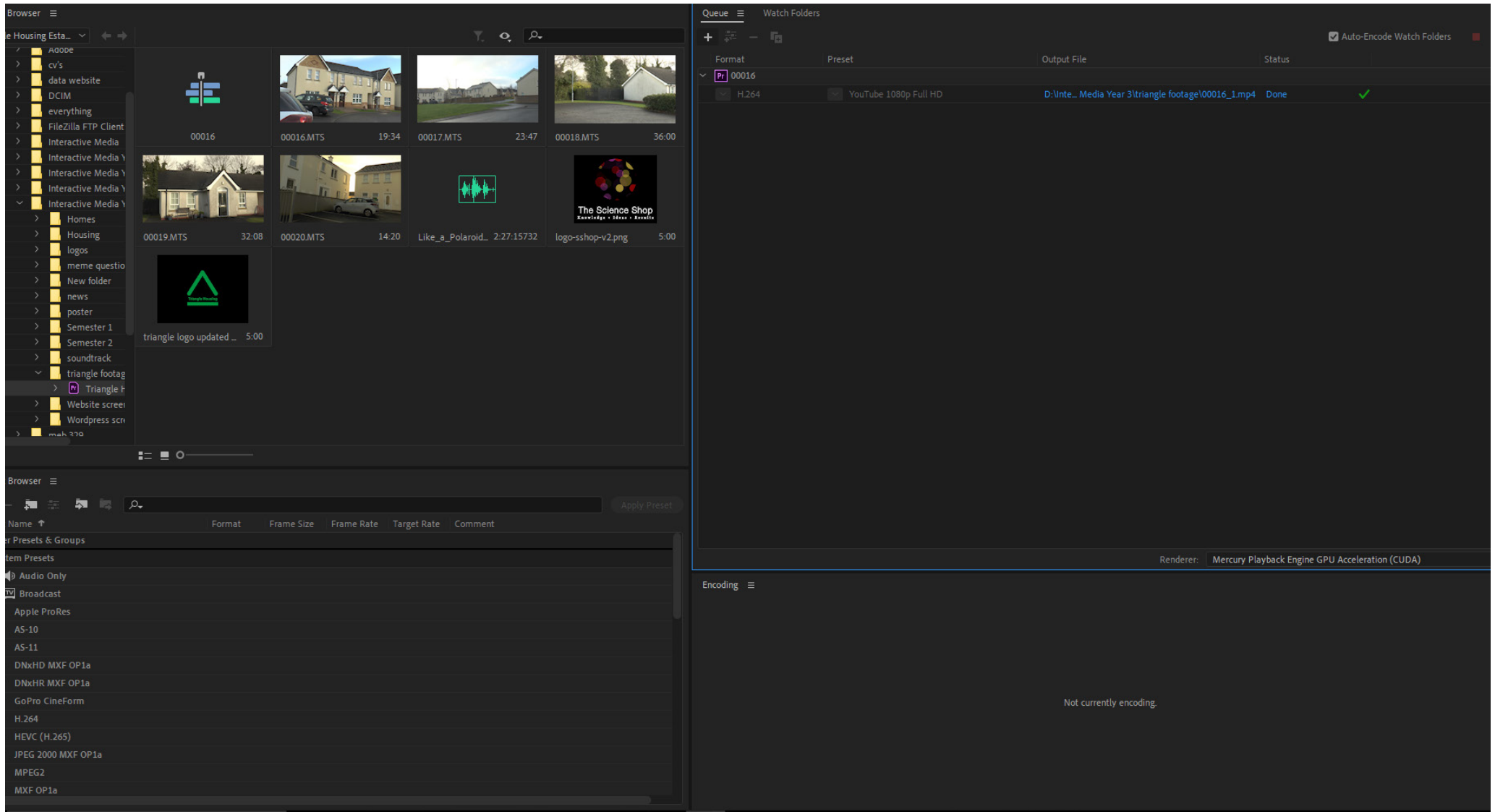
On this screenshot it's showing that I have put youtube video at a resolution of 1080p, plus it says that my video is ready for rendering. it shows that I am setting up my video to a



Next, I then pressed the play button and then it started to render the video. So on this screenshot it shows that my video is a bit rendered, but fully rendered.

Also while my video is rendered, I can also click on the pause button, so I could check my video errors on adobe premiere or I could click on the stop button, if the video that am

rendering isn't edited correctly and there is alot of mistakes done on it.

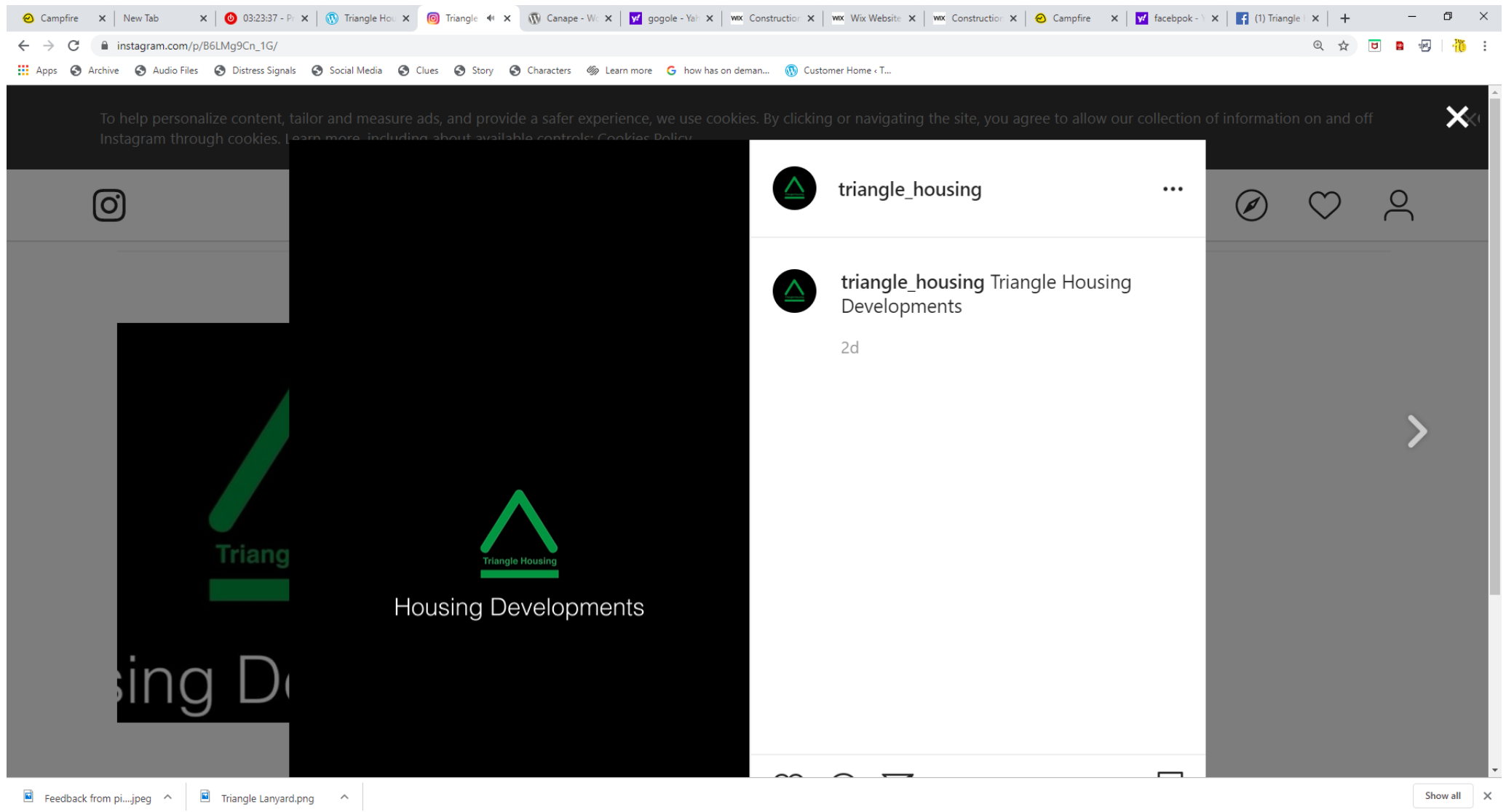


On the screenshot, it shows that the rendering of my housing development video is rendered to completion and the status of it says done along with a tick. This means I will be able to play it on my windows media player on my laptop by going to my documents and clicking on the

interactive media year 3 files and then click on the triangle footage file and then it's just clicking on the triangle housing developments file. This will also allow me to upload it to my youtube channel from my laptop documents.



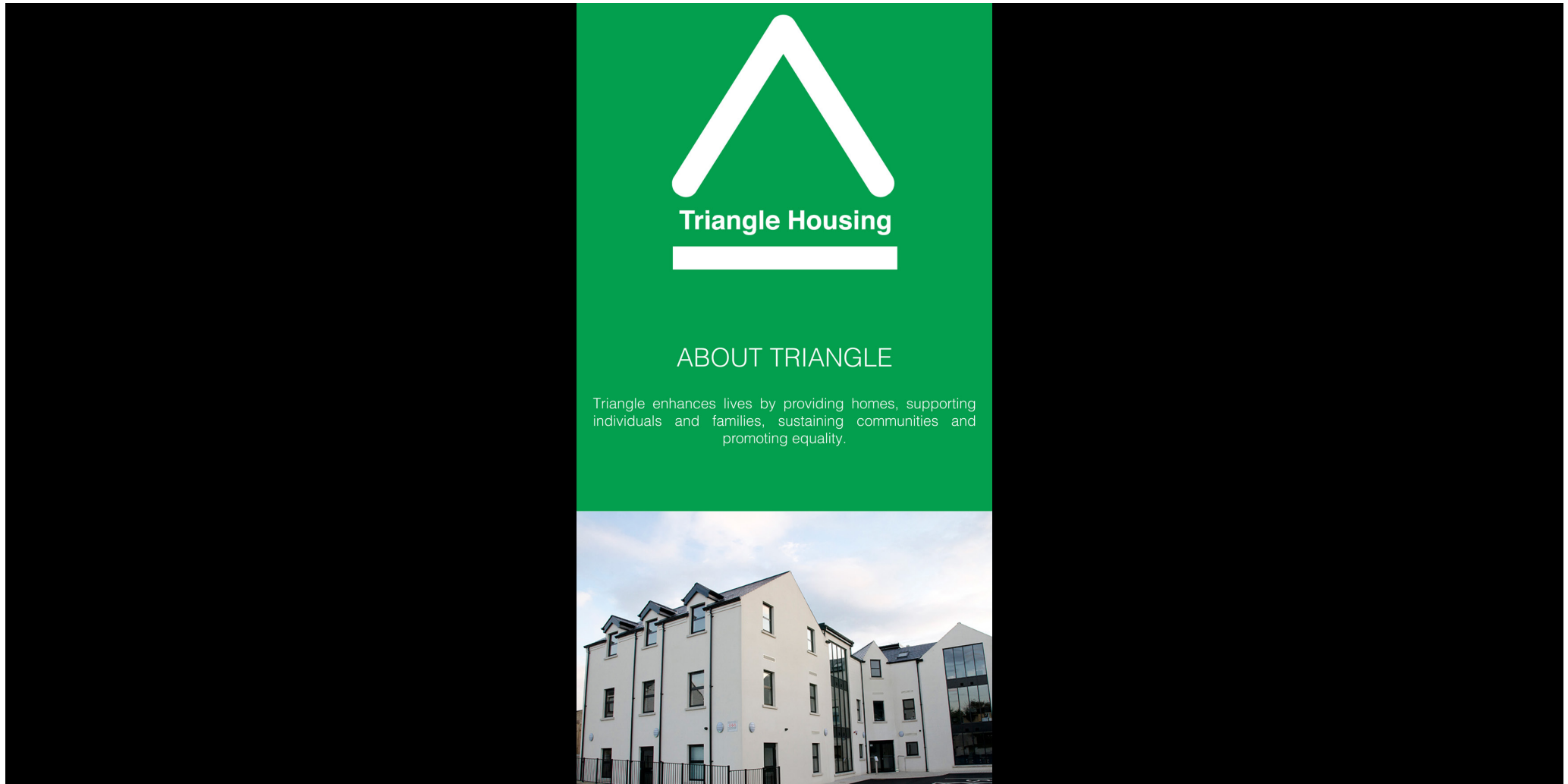
# Video on Instagram



This is an screenshot showing the housing developments video on what it looks like on instagram.

It shows on this screenshot that the video is playing on instagram and that it hasn't been visited on instagram since 2 days ago.

# Vinyl Board 2



This is a screenshot of the second vinyl board that I designed by using adobe photoshop and adobe indesign. I used photoshop for doing the green background on this vinyl board and for setting up the text colour and typography to helvlight I used adobe indesign.

For placing the image into the vinyl board I just made image box and placed it at the bottom of the vinyl board and then clicked on control D to bring me to my housing folder and then clicked on the folder called triangle housing association.

This then placed it into the image box that I designed on indesign. For doing the layout of the vinyl board, I also used indesign.

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