



Melin Homes Self-evaluation 2016–17



This is a summary of Melin's Self-evaluation for 2016–17. As a Housing Association in Wales, Melin has to meet standards set by Welsh Government. These standards are split into two groups, Part A: Governance and Financial Viability and Part B: Landlord Services. We have spoken to staff and our Residents' Panel to identify how we are doing.

Part A: Governance and Financial Viability

We place the people who want to use our services at the heart of our work – putting the citizen first

1

 Customer Services Group

- We have continued to embed resident involvement into how we are governed. The work of our Customer Services Group has made sure that a clear 'resident voice' has been central to improving our services this year.
- We have continued to make our services accessible to all and we monitor them to make sure they are fair and open.
- We now have a new approach on how we gather and use feedback from you. We did this by sending out more SMS and emails. We had over 3,000 responses from you and we use them to improve our services and quickly resolve queries.
- We have improved our standards of acknowledging and investigating formal complaints. This year we acknowledged 100% and responded to 80% of complaints by our service standard.
- We continue to be accountable to you by carrying out a STAR survey and using the results to improve what we do. We achieved 89.2% overall satisfaction and have a plan to be a top performing housing association.



We live public sector values, by conducting our affairs with honesty and integrity and demonstrate good governance through our behaviour

2

- We continue to publish information about our activities.
- We know that we can improve our approach to Equality and Diversity so we have partnered up with Tai Pawb, Wales' leading charity on Equality and Social Justice in Housing. Working with them to produce an accreditation that will make sure we are industry leaders.

- We continue to support you to communicate with us in Welsh.



- We continue to demonstrate our impact on the economic, social and environmental outcomes. That's across all our activities including our Being Greener work on energy, YPrentis with apprenticeships, Care and Repair supporting older and vulnerable people as well as our core housing activities. In 2016/17 our Melin Works team got 98 people into work and training.



We make sure our purpose is clear and we achieve what we set out to do – knowing who does what and why

3

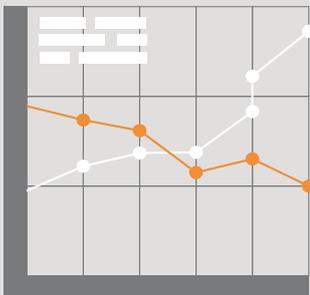
- We continue to have a strong board who continue to challenge what we do. We will carry out a review of how we are governed to make sure we are operating effectively.
- We continue to develop our approach to Value for Money (VFM) and have plans to measure the social value of our activities and make the most of what we do.
- We will engage with stakeholders as part of our business planning cycle to find out what they think about how we operate.



- We have developed our culture and values and will make sure that they continue to drive how we operate. We were placed 20th in the Best Companies housing list in 2016, and 37th in the Sunday Times top 100 not-for-profit organisations to work for.

We are a financially sound and viable business

4



- We are a financially sound business and have high standards of integrity.
- We are well aware of our business risks and takes steps to deal with any threats.
- We manage our risks effectively and continue to develop high quality homes and services in a demanding economic environment.

We engage with others to enhance and maximise outcomes for our residents and the community

5

- We have effective partnerships with a range of stakeholders and have engaged with the third sector organisations to maximise outcomes for our residents. We have worked closely with Torfaen Carers' Centre this year to improve the support they give.
- We continue to work collaboratively and effectively to make sure our core business is protected.
- We continue to work closely with partners in local authorities, health, police and social care. We also continue to support 'In One Place' with the Aneurin Bevan University Health Board to develop accommodation that meets specific support needs.

collaboration

Part B: Landlord Services

We build and renovate homes to a good quality

1

- We continue to build multi-tenure quality homes and brought 128 new homes into management in 2016/17.



We let homes in a fair, transparent and effective way

2

- We let our homes in a fair and transparent way and publicise this on our website.
- We have improved how we manage our empty properties and have lowered turnaround times from 80 days empty to 39 days during 2016/17.
- Our Customer Services Group completed a review of the standard that we let our new homes in. Their findings will be implemented to make sure we are letting homes that we are even more proud of.

We manage our homes effectively

3

- We continue to offer the most secure forms of tenancy to our residents.
- We set and collect our rents and service charges effectively. We use SMS to contact residents and remind them to pay their rent. We have also installed a 24-hour payment link to support further payment methods.
- We have reduced the number of failed tenancies by 19% in 2016/17 and also reduced the number of residents with rent arrears that we take to court by 59%.
- We continue to offer financial support to our residents and in 2016/17 managed to put just over £2 million back into their pockets.



We repair and maintain homes in an efficient, timely and cost effective way.

4



- We have continued to invest in our properties and want to improve how our properties are performing financially and will be developing this as part of our Asset Management strategy.
- Our repairs and maintenance was carried out by an external contractor, we've brought this in house to make sure the service is more efficient, higher quality and better value for money.
- We want to improve our reactive repairs service so we can invest in more planned works such as new kitchens, bathrooms and boilers.

We provide fair and efficient services for owners.

5

- We continue to support residents with Right to Buy and Right to Acquire.
- We continue to provide effective management services to our leasehold and shared ownership customers.



If you have an opinion that you would like to share on any of the issues in this Self-evaluation you can get in touch on Facebook or Twitter   /melinhomes

You can email us: enquiries@melinhomes.co.uk or call us on 01495 745910

