



**Press Release**  
**6 April 2009**

### **Melin residents urged to help shape future services**

Melin Homes has launched its 'Your home, your say' campaign to encourage its residents to have their say about how to improve the services that it offers them.

The campaign supports the organisation's resident participation strategy, which was produced with co-operation from residents, resident groups, staff and other key stakeholders, and it reflects Melin's commitment to developing effective consultation and participation.

Residents can get involved in a number of ways depending on how much time they can spare. These include focus groups, telephone, postal and e-mail surveys. They can comment on a range of issues including repairs and maintenance, rent and service charges, anti-social behaviour and community development.

Director of Customer Services, Dave Cook, explained: "At Melin we are committed to providing services that suit the needs of our residents. We act on what people tell us and we recently changed to the way we provide plumbing and heating repairs following feedback from residents. This has resulted in us being able to offer more flexibility in appointment times and a better response if an emergency arises."

If you are a Melin resident and would like to have your say, please contact Melin's Customer First Officer, Keith Jones, on 01495 745948.

**ENDS**

**Photo caption: Melin is urging its residents to help shape its future services**

For more information contact Laura Maddrell, Communications Officer, on 01495 745929 or email [laura.maddrell@melinhomes.co.uk](mailto:laura.maddrell@melinhomes.co.uk)

**Notes to editors:**

Melin Homes is a not-for-profit landlord providing quality homes and services across Blaenau Gwent, Monmouthshire, Newport, Powys and Torfaen. For further information please visit [www.melinhomes.co.uk](http://www.melinhomes.co.uk)