



Melin Homes Self-evaluation 2015–16

Part A: Governance and
Financial Viability

Part B: Landlord Services



030216_003

Our self-evaluation for 2015–16

Here is a summary of Melin's Self-Evaluation for 2015/16. As a Housing Association in Wales Melin has to meet standards set by Welsh Government. These standards are split into two groups. 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

The Board agree with the self-evaluation conclusion and believe that:

- We have improved how we supported direct resident involvement.
- We have continued to make our services accessible.
- We have improved how information is communicated to residents.
- We have improved how we use feedback with STAR and changes to our wider surveys.
- We have provided more information on our performance to ensure it is accountable.
- We have revised our complaints resolution approach based on feedback from residents.

1

The Melin Board will monitor how these improvements are fully implemented and ensure they are effective in continuing to meet this standard.



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

2

The Board agree with the self-evaluation conclusion and believe that:

- We support residents with the supply of information where appropriate.
- We are working towards a new equality and diversity standard to ensure they meet sector best practice.
- We enable residents to communicate through the medium of Welsh.
- We have clearly demonstrated how we improve the economic, social and environmental circumstances of their area.

The Melin Board will monitor actions against the requirements and ensure current services are maintained to a high standard.



- equality
- diversity
- support
- integrity



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

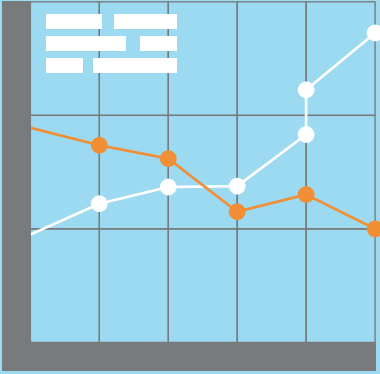
3

The Board agree with the self-evaluation conclusion and believe that:

- We have strong governance, and support effective challenge to support the best interest of our residents and customers.
- We are developing and improving our approach to Value for Money (VFM).
- We have developed our culture to ensure we can effectively support the delivery of our purpose.

The Melin Board will continue to self-assess its governance arrangements to ensure it operates effective governance standards. Our Board will monitor the development of VFM and how it integrates within the wider governance process.





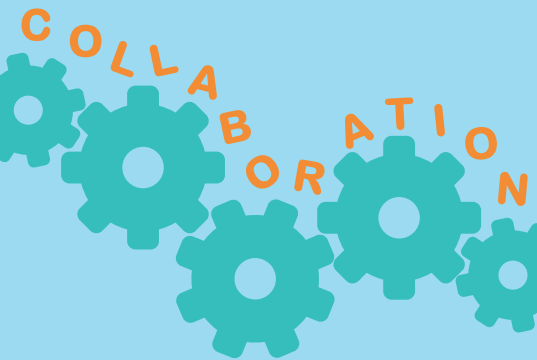
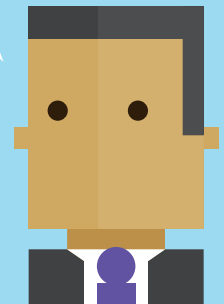
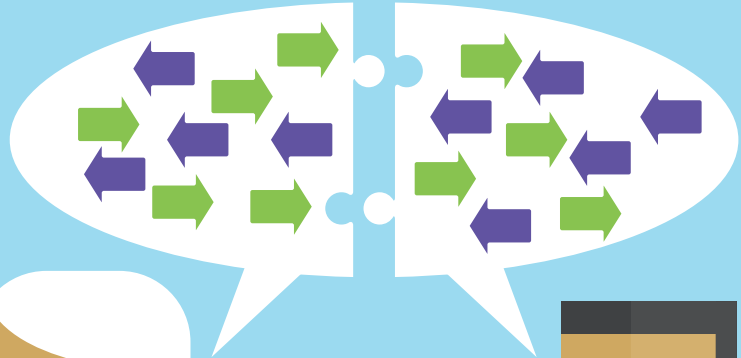
We are a financially sound and viable business

The Board agree with the self-evaluation conclusion and believe that:

- Melin is a financially sound business.

The Melin Board will monitor to ensure that current financial viability is effectively maintained.

4



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

The Board agree with the self-evaluation conclusion and believe that:

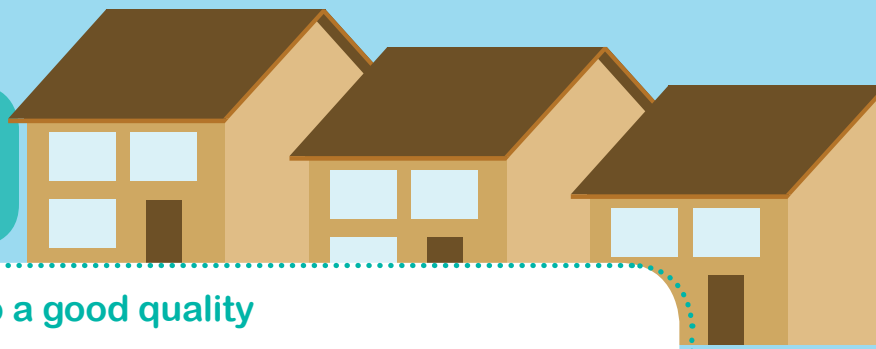
- We work effectively in partnership with other organisations to maximise the outcomes for our residents.
- We continue to work collaboratively, and effectively manage risks to ensure our core business is protected.
- We have maintained strong relationships with our local authority and health partners to collaborate in supporting communities.

The Melin Board will continue to support partnership working and collaborations to continue maximising outcomes for residents in their communities.

5



Part B: Landlord Services



We build and renovate homes to a good quality

The Board agree with the self-evaluation conclusion and believe that:

- We continue to provide excellent quality homes.
- We have a strong development programme.

The Melin Board will continue to support the development and renovation of new homes to provide affordable housing across our development areas.

1

We let homes in a fair, transparent and effective way

The Board agree with the self-evaluation conclusion and believe that:

- We let our homes in a fair way and publicise the allocations of our homes.
- We need to improve our empty property service and ensure we manage residents' expectation.
- We support the prevention and alleviation of homelessness effectively by providing leased temporary accommodation and supporting homeless lettings.

The Melin Board will support the resident involvement project looking at void management and continue to improve how Melin let homes.

2

We manage our homes effectively

The Board agree with the self-evaluation conclusion and believe that:

- We offer secure forms of tenancy, and communicate rights and responsibilities.
- We set, apportion and collect rent effectively, with good recovery methods.
- We support tenancies through our Living Well team and tenancy sustainability projects.

The Melin Board will continue to support initiatives to support tenancies. Our Board will monitor the effects of welfare reform on Melin residents to ensure the organisation is supporting households through this transition.

3



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

4

The Board agree with the self-evaluation conclusion and believe that:

- We have a robust Asset Management Strategy to inform ongoing maintenance of our stock.
- We are improving how we look at Value for Money and return on assets with our stock.
- We are continuing to improve our repair and maintenance service through working together.

The Melin Board will continue to monitor asset management activities to ensure they offer excellent customer service and value for money.



We provide fair and efficient services for owners.

5

The Board agree with the self-evaluation conclusion and believe that:

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

The Melin Board will continue to monitor improvements to how the organisation engages with leasehold and shared owner and homeowner customers.



Do you have an opinion that you would like to share on any of the above issues?

You can get in touch on Facebook or Twitter

  /melinhomes

visit the website at www.melinhomes.co.uk

email us: enquiries@melinhomes.co.uk

or call 01495 745910