



Face to face meetings

All of these have been cancelled. Queries relating to your tenancy or anti-social behaviour will now take place via email, video call or by phone.



Melin Homes offices

All of our offices are closed and staff are working from home.



Repairs

We are only carrying out emergency and urgent repairs.

[Click for more information](#)



Allocations and lettings

We're working on & letting homes to support hospital discharge, homelessness prevention & those in housing need. We're also working on our empty properties, in a Covid-safe way.

[Click for more information](#)



Grounds maintenance

Grounds maintenance are continuing as normal.



Community safety

We are still here to help if you need to report anti-social behaviour. Call **01495 745910** or visit www.melinhomes.co.uk Report criminal acts to Police on **101** or **999** in an emergency.



Safety checks

Fire alarm testing and other safety checks are continuing as normal.



Contact us

We are still here for you. You can call us on the usual number or email enquiries@melinhomes.co.uk or get in touch on social media. Our benefits and debt advice service is continuing as usual. Please don't worry alone, call us we can help.



Communal lounges

Along with guest bedrooms at our sheltered and extra care schemes have been closed.



Independent Living

All sheltered and extra care schemes are closed to non-essential visitors. Repairs work in communal areas only.

[Click for more information](#)



Ending a tenancy

You can drop keys into a drop box at our offices or call us to collect.



Window cleaning

Window cleaning is continuing as normal for general properties and our schemes.



Rent payments

Payments can still be made: Call **01495 745910** and press 1 Log in to your online account – visit www.melinhomes.co.uk Via the Allpay website www.allpay.net Or pay by Direct Debit

Your rent is due on a Monday in advance. If you have any money worries please call us. If we don't know, we can't help. If you're having trouble paying, call our money advisors on **01495 745910**



Gas servicing

Safety inspections are continuing as normal.



Cleaning services

We're continuing to provide essential cleaning and hygiene services where possible.



Melin Homes **Service status**

updated on 6th January, 2021



Repairs

We are now only carrying out emergency and urgent repairs.

More information

- Gas servicing is continuing as normal.
- Adaptation works will continue.
- Fire door upgrades will continue.
- All testing and safety inspections will continue as normal.
- All planned works such as kitchen, boiler and bathroom replacements are suspended.

We are doing all we can to play our part in minimising the spread of coronavirus, please don't call us to try and book in non-urgent repairs, until we are able to take bookings again. As soon as this time arises we will let you know.

Facilities management

- Grounds maintenance services are operating as normal.
- Window cleaning continues, except that no internal windows are being cleaned.
- Weekly fire alarm testing is continuing as normal, as are all other safety-critical inspections.
- Our cleaning contractors are continuing to operate as normal. We are paying particular attention to touch points such as handrails, door handles and lift buttons.



Melin Homes **Service status**

updated on 6th January, 2021



Allocations and lettings

We are continuing to work on and let properties to support those in high housing need.

More information

- We are continuing to work on and let properties to support those in high housing need. We are also working on other empty properties, following social distancing and PPE guidance. We are doing this to make sure that we have properties ready for people to move into when it is safe for them to do so.
- If we do need to arrange a letting with you, we will explain everything over the phone beforehand.



Independent Living

All sheltered and extra care schemes are closed to non-essential visitors. Repairs work in communal areas only

More information

- In our sheltered and extra care schemes communal lounges and activity areas will be closed. Communal laundries will remain open, some schemes already have a rota in place, others don't and we ask that you take a sensible approach to ensure that everyone is able to do their laundry using precautions to limit the use of the laundry to one resident at a time.
- Our scheme managers are working from home. If you need to contact them please do so through the customer contact team.