



Melin Homes **Service status**

updated on 14th May, 2020



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

Emergency repairs only



Allocations and lettings

We are prioritising moves for the homeless and hospital discharges



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



Gas servicing

Safety inspections are continuing as normal



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



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 will resume for our schemes from 1st June



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
If you're having trouble paying, call our money advisors on **01495 745910**



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



Cleaning services

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