

## Melville Housing Association

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This inspection was carried out by Communities Scotland under section 69 of the Housing (Scotland) Act 2001 on behalf of Scottish Ministers. Our purpose in inspection is to provide an independent external assessment of the effectiveness of housing service delivery and make recommendations to help improvement. Inspections are conducted within a published framework of Performance Standards. The inspection of Melville took place in November 2005. We awarded Melville the following grades:

Housing management	B	Good	Many strengths and some areas where improvement is needed.
Property maintenance	B	Good	Many strengths and some areas where improvement is needed.

Melville Housing Association, based in Dalkeith, Midlothian, owns 1,624 properties, most of which are in Midlothian. It also owns 48 properties in Forth, South Lanarkshire. Melville acquired its stock through transfers from Scottish Homes. It has a small development programme, and participates in Communities Scotland's Mortgage to Rent scheme.

The Association is run by a management committee, three of whom are tenants. Committee members have a wide range of skills and experience. The Association is aware that it needs to continue its work to support and strengthen its arrangements for the governance of the Association. Melville has a good financial management framework and its financial projections indicate that it is financially viable in the medium term.

Melville listens to its tenants and applicants and acts on feedback to improve services. It is taking steps to improve its performance management systems, and its approach to strategic and operational planning. It is committed to achieving continuous improvement across the organisation.

### Inspection Findings

Key strengths are:

- it is meeting housing need through the way it allocates its houses;
- it maintains its houses to a good standard;
- it is committed to maximising access and choice for applicants;
- it supports vulnerable tenants well to help them stay in their homes;
- it performs well in maximising its rental income and reletting its empty houses; and
- its repairs service is accessible and repairs are completed to a high standard.

Key areas for improvement are:

- its performance in the completion of emergency and routine repairs;

- its approach to the procurement of contractors;
- its management of cancelled applications;
- its practice of bypassing applicants who have not had a home visit; and
- the way that it uses Notices of Proceedings and legal action.

### Next steps

Melville should respond to our findings by submitting an improvement plan in respect of governance for agreement with us within eight weeks of the publication of this report. We require the Association to give this summary of the inspection report to all its tenants.

### How to get more information and contact details

If you would like to see a copy of Melville's improvement plan you should contact:

Melville Housing Association  
7 Eskdail Court  
Dalkeith  
Midlothian  
EH22 1AG

Telephone: 0131 654 2733  
E-mail: info@melville.org.uk

The full report is on our website at [www.communitiesscotland.gov.uk](http://www.communitiesscotland.gov.uk). The summary can also be made available on tape, in Braille, large print and community languages. For information please contact Janette Campbell on 0131 479 5163 or email [janette.campbell@communitiesscotland.gsi.gov.uk](mailto:janette.campbell@communitiesscotland.gsi.gov.uk).

اپنی کمیونٹی میں بولی جانے والی زبان میں اس دستاویز کے ترجمے کے بارے میں معلومات کیلئے برائے مہربانی  
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如果索取這文件的翻譯版本，請致電 **Janette Campbell**  
**0131 479 5162**，或電郵以下地址  
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করবেন।

لمزيد من المعلومات عن ترجمة هذا المستند الى لغة جاليتكم، الرجاء الإتصال بـ:  
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