



**elha.com**  
east lothian housing association

East Lothian Housing Association  
18 - 20 Market Street  
HADDINGTON  
East Lothian  
EH41 3JL

Business Reply Plus  
Licence Number  
RSHA-EBRC-RLAG



# Introducing our Help Me! Service

We want all of our tenants to qualify for Gold or Platinum Key Tenant status, unlocking benefits including **Cash Discounts** on your rent.

Whatever is stopping you, our Help Me! service is there for you!

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## Help Us To Help You

To receive Cash Discounts and other benefits of our Key Tenant scheme you need to upgrade to Gold or Platinum Key Tenant status. If you are not quite there yet, you can access our Help Me! service.

From getting online to sorting out your rent arrears or tenancy issues, our Help Me! service is there to guide you and help you resolve any problems.

To help us to help you, please fill in the details on the form, tick the boxes that apply to you, then simply tear it off, seal it and post it back to us (postage is pre-paid). We will contact you to discuss what we can do to help.



East Lothian Housing Association  
18-20 Market Street, Haddington  
East Lothian, EH41 3JL



Scottish Charity Number  
SC028900

TEAR OFF

Name \_\_\_\_\_

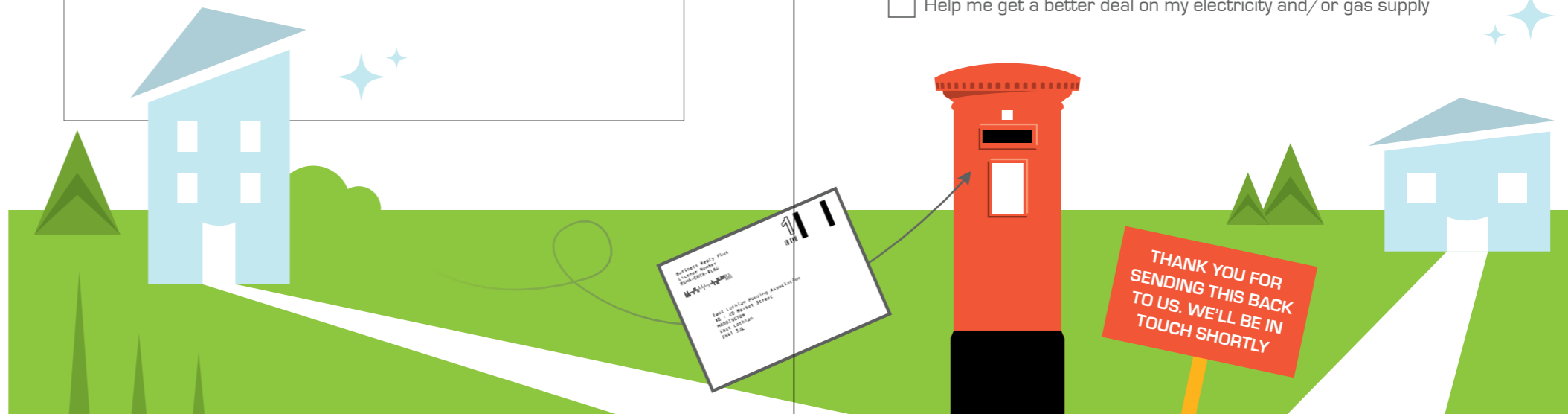
Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

Contact Number \_\_\_\_\_

Email Address \_\_\_\_\_

Any Additional Information



## Help Me!

### Go Paper Free

- Help me activate My Home account
- Help me get online:  I have no internet access  
 I don't know how to use the internet

### Manage My Rent Account

- Help me set up a Standing Order or Direct Debit
- Help me make an arrangement to repay my rent arrears
- Help me keep my rent arrears repayments
- Help me manage my money better

### Manage My Tenancy

- Help me resolve the issue(s) that prevent me from upgrading
- Help me get a better deal on my electricity and/or gas supply

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