

KEY TENANT SCHEME



Unlock benefits including Cash Discounts off your rent every month with your My Home account

elha.com
east lothian housing association



As a KEY TENANT, your My Home account is a convenient and simple way to manage your tenancy.

You can now upgrade your Key Tenant status and start getting benefits including Cash Discounts off your rent by following a few simple steps.

Below are the key benefits and on the back you'll find details of how to upgrade your Key Tenant account to start claiming them.



KEY TENANT BENEFITS

Standard rent
Access to Help Me! services



GOLD KEY TENANT BENEFITS

£10 per month
Cash Discount off your rent
Access to Help Me! services
Enhanced priority within our allocation service*
Enhanced repairs service*
Free fuel switching advice



PLATINUM KEY TENANT BENEFITS

£20 per month
Cash Discount off your rent
Access to Help Me! services
Enhanced priority within our allocation service*
Enhanced repairs service*
Free fuel switching advice
Guaranteed acceptance for Mutual Exchange*
Discounts and offers

UPGRADE YOUR KEY TENANT ACCOUNT AND START CLAIMING CASH DISCOUNTS**

* When ordered / account managed online

** Full terms & conditions are available in the Key Tenant area of your My Home account

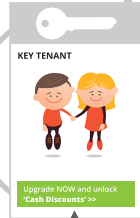
How to start claiming Cash Discounts



To upgrade your Key Tenant account go to your My Home page and click on the 'Upgrade Now' link. This will take you to your Key Tenant account which gives you all the information you need to upgrade.

Once you've registered, your Key Tenant account will show you details of Cash Discounts received and a running total to date, along with any additional upgrade options or special offers you may have.

Full terms & conditions are available in your Key Tenant account, but a summary of the upgrade requirements are listed below.



Simply click here to find out how to upgrade your Key Tenant account

The screenshot shows the 'my home' dashboard with various sections: MY FAMILY, MY HOUSE, MY ACCOUNT, MY TENANCY, MY IDEAS & OPINIONS, and MY DOCUMENTS. A 'NEED HELP?' button is visible in the bottom left of the dashboard area.



GOLD KEY TENANT

UPGRADE REQUIREMENTS

- Activated My Home Account
- Signed up for paper free services
- Kept to the terms of any Rent Arrears Repayment Agreement
- Rent paid by Standing Order or Direct Debit
- Kept any repair appointments
- No other serious tenancy breaches
- Or
- Signed up to and engaging with our Help Me! Service



PLATINUM KEY TENANT

UPGRADE REQUIREMENTS

- Activated My Home Account
- Signed up for paper free services
- Rent paid by monthly Direct Debit
- Kept any repair appointments
- Rent account up to date
- No other tenancy breaches
- TIG-web Member*



*TIG-web members help us improve our services by responding to our consultations. More info at elha.com/join-in

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