

WELCOME TO

'MY HOME'?

Designed to make your life as an elha tenant easier by being an online, one-stop place to organise and access all your tenancy services.

From booking your own repair appointment slot to viewing, managing and updating all the information we hold about you, your tenancy is yours to control - 24 hours a day, 365 days a year.

NEED HELP?

We are just a click away!



NOW DISCOVER
'MY HOME'?
FOR YOURSELF

Start enjoying the convenience and advantages of your digital tenant account at **elha.com**



'MY HOME'

Putting you in control 24 hours a day, 365 days a year!



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

Scottish Charity Number
SC026900

elha.com
east lothian housing association

introducing

'My Home'

Your digital tenant account where you can manage your

TENANCY **RENT**

and **REPAIRS**

plus much more!



elha.com

WHAT CAN I DO WITH 'MY HOME'?

Lots. Here are just a few of the things you can do:

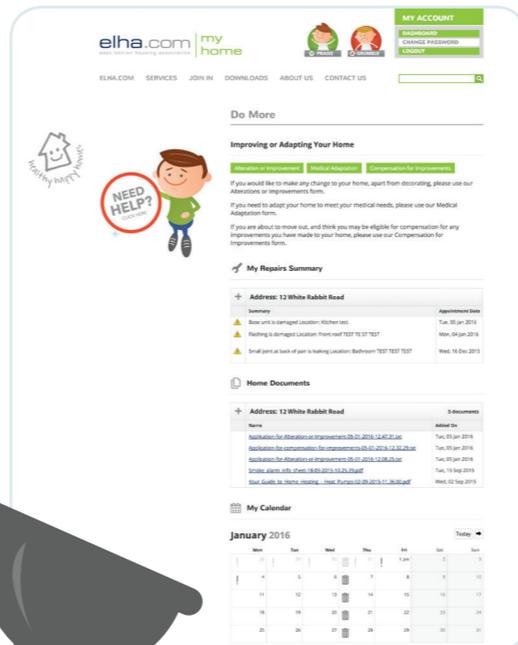
- Manage all aspects of your tenancy
- Check your rent account and manage payments
- Send us letters, photos, feedback, comments and complaints
- Access all your tenancy letters and documents
- View and update your family details
- Check the status of your enquiries
- Get involved with our Tenant Involvement Group
- Click the 'Help' button to chat to us or leave a message
- Go paper-free and get a faster, greener and more cost-effective service



SAVE A TREE & GO PAPER-FREE

MANAGE 'REPAIRS' WITH 'MY HOME'?

- Book a repair and choose an appointment that suits you best
- Check your calendar for bin days, stair cleaning days, repair appointments and more!
- Get practical information about your home, like heating system instructions or how to turn the water off in an emergency



HOW DO I ACCESS 'MY HOME'?

All you need to do is go to **elha.com** click on 'My Account' and follow the instructions.



You can even change the colour scheme of your 'My Home' page.



Yes
The security of your personal information is just as important to us as it is to you
Here are some FAQs:



SECURE?

- What if someone hacks into your systems – would they be able to take my rent money or end my tenancy?
No – we don't hold any bank details in 'My Home', and all passwords are encrypted. Even if they managed to get in, we need your actual signature to end a tenancy – it can't be done online.
- Could someone register as me?
No – there can only be one login for each account. The registration process asks for personal tenancy details only the tenant and our staff should know.
- Has anyone ever logged in and got the wrong person's information?
Nope, never.
- Can anyone else access my account?
Only if you give them your details. If you think someone else has your login details, you can change them at any time.
- If my name is on the internet, could people stalk me?
The only person who can see your name on the elha.com website is you.