



wants you
to unlock Key Tenant
Cash Discounts off
your rent with your
My Home
online account

As well as Cash Discounts,
our Key Tenant Scheme
also provides added
benefits and services
for our tenants



How do I get Cash Discounts?

First you'll need to activate your My Home online account and go 'paper free'. You will automatically be upgraded from 'Key Tenant' to 'Bronze Key Tenant' and you'll start receiving a Rent Discount of **£5 each month**.




BRONZE KEY TENANT

£5 per month
Cash Discount off your rent

AUTO-UPGRADE REQUIREMENTS

Activated My Home Account
Switch on 'Paper Free'

Paper Free:
On **Off**



GOLD KEY TENANT

£15 per month
Cash Discount off your rent

UPGRADE REQUIREMENTS

Activated My Home Account
Switch on 'paper free'

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

£25 per month
Cash Discount off your rent

UPGRADE REQUIREMENTS

Activated My Home Account
Switch on 'paper free'

Rent paid by monthly Direct Debit

Kept any repair appointments

Rent account up to date

No other tenancy breaches


TIG-web Member*

Key Tenant benefits

More information about the added benefits and services for each of the Key Tenant stages can be found in your My Home account at elha.com



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



KEY TENANT

Upgrade NOW and unlock 'Cash Discounts' >>



elha.com my home

Welcome to your personal My Home page, Alison Wonderland. From here you can manage everything to do with your tenancy. And if you need help with anything, just click the help button to chat with staff or leave a message.

MY FAMILY

Residents currently listed at your address:
Alison Wonderland
White rabbit

MY HOUSE

Last Repair: 25/10/2016
Summary: fix sticking door in main bedroom
Status: In Progress

MY ACCOUNT

Up to date
Summary: 03/02/2017: Payment £200.00
01/10/2016: Rent Debit £100.00
01/09/2016: Rent Debit £100.00

MY TENANCY

Tenant Reference: 1140
Tenancy Start Date: 1st January 2015
Email Address: customerservices@elha.com
Address: 100 Rabbit Road
Tenney
East Lothian
EH41 3JL
Tenancy Type: Scottish Secured Tenancy

MY IDEAS & OPINIONS

Your ideas & opinions are how we shape our future.

MY DOCUMENTS

Last document filed:
TS Letter: 14/2/2017
7:35:00 AM
Admin: Tue, 24 Jan 2017

NEED HELP?

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



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