

Are you missing out
on the benefits of **My Home**?

Unable to qualify for rent discounts
through our **Key Tenant Scheme**?



Allowing someone you
know and trust to help you
get the best out of your
My Home account and
qualify for rent discounts



FOR OUR TENANTS

We understand that not everyone wants to use email or the internet but we want all of our tenants to benefit from the convenience of having access to our services 24 hours a day 7 days a week.

Using your My Home account also saves us staff time and the cost of postage and paper, so we can pass some of the savings on to our tenants through our Key Tenant Scheme – including rent discounts of up to £20.00 per month.

Our new Friends & Family Service lets you authorise a friend, family member or perhaps someone who provides you with professional support, as your representative to manage your My Home account on your behalf. They will have full access to your My Home account so they can do everything you can in My Home – from ordering repairs to paying rent. They will also be able to access all of the documents held in the 'My Documents' section of your My Home account, so it's important your representative is someone you trust. Unless your representative has a legal right to act on your behalf – for example if they have Power of Attorney – we will always check with you to make sure the service is right for you before we give them access.

Applying is easy; instructions are on the back of this leaflet. Alternatively, you can telephone us, call into our office, or ask your Housing Officer for help.

All you have to do is decide who you would like to help you and give them this leaflet!

FOR FRIENDS & FAMILY

You can help!

If you have a friend, relative or client who is an East Lothian Housing Association tenant and who isn't keen on using email or internet services, you could help them! They're missing out on our convenient online service,

My Home lets our tenants manage their tenancy (report repairs, pay rent, view all their tenancy related documents and so on). You could access My Home for them and help them do this, and also help them to upgrade to Gold or Platinum Key Tenant status with our Key Tenant Scheme, which rewards them with a rent discount of £10.00 or £20.00 a month if they meet some simple criteria.

Our new Friends & Family Service allows a representative, authorised by our tenant, to manage their tenancy online for them. The representative has their own log in so we can see the actions they have taken on our tenant's behalf. This login also gives full access to our tenant's My Home account including all of the letters and documents we send to them.

Importantly, our tenant stays in control – unless you have a legal right to represent them (such as a Power of Attorney), we will always check with them before activating the service and they can cancel at any time if they wish. Applying is easy; instructions are on the back of this leaflet.

Alternatively, you can telephone us, call into our office, or ask one of our Housing Officers for help.



HOW TO APPLY

APPLICATION

The quickest and easiest way to apply is to visit elha.com and click on the My Home sprite or the Friends and Family icon and follow the instructions. Alternatively, you can telephone us, call into our office, or ask your Housing Officer for help.

APPLYING IS QUICK AND EASY

Click on the Friends & Family icon on the elha.com homepage to take you to the Friends & Family login / registration page.

You can also click the 'My Home' Sprite on the Homepage, then click the Friends & Family icon on the My Home login page.



ASSESSING APPLICATIONS

Where someone has an existing legal right to represent you – for example if they have a Power of Attorney and a copy is attached to the application, we should be able to assess your application within three working days. In other cases, we may want to check details with you to ensure this is the right service for you, and we aim to complete all assessments within ten working days.

We will then e-mail your representative and ask them to activate their login to your My Home account – and that's it!

Complete the details on the Friends & Family registration page



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