



**elha.com**  
east lothian housing association

**digital revolution**





PRAISE



GRUMBLE

USERNAME

PASSWORD

SIGN IN

RENT

REPAIRS

PROPERTY  
SEARCH

MY  
HOME



We are an expanding organisation with a growing reputation for providing first class homes and services. We provide all of our housing services on-line - if you can't find what you are looking for, just click on the 'Need Help' button and chat to us during office hours (or leave a message for us out of hours) and we'll try and help. We hope you like our website, but if you have any questions or comments, or any suggestions for new services we can provide, please let us know!



LATEST  
PERFORMANCE



Every year we publish our How We're Doing report along with other regular performance information.

DOWNLOAD LATEST REPORTS

GOOD  
IDEAS



Handy hints and tips to get the best from your tenancy including how to get help to reduce your fuel bills

SEND US YOUR GOOD IDEAS!

LATEST  
NEWS



Complaints Analysis  
Latest Complaints Analysis

The End of "Bedroom Tax"?  
Affected tenants to apply for Discretionary Housing Payments

VIEW ALL NEWS



Select Language

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FIND US ON GOOGLE MAPS

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



OFFICE OPENING TIMES

MON 9.00am - 4.30pm  
TUES 10.00am - 4.30pm  
WED 9.00am - 4.30pm  
THURS 9.00am - 4.30pm  
FRI 9.00am - 4.00pm



USEFUL NUMBERS

GENERAL ENQUIRIES  
01620 825032  
REPAIR LINE  
03000 999 247



ON FACEBOOK

Latest NEWS from @incresatives  
<http://t.co/OkTncPPyKZ> About 3 hours ago  
An unlucky golfer finishing fast from winning a set of golf clubs at @incresatives client day @worldwidehelen1 <http://t.co/te68Z26mm1> Y



RENT

REPAIRS

PROPERTY  
SEARCH



We are an expanding organisation with a growing portfolio of properties, first care homes and services. We provide all of our housing services on-line - if you can't find what you are looking for, just click on the 'Need Help' button and chat to us during office hours (or leave a message for us outside of hours) and we'll be happy to help. We hope you like our website, but if you have any questions or comments, or any suggestions for what we can provide, please let us know!



**LAST YEAR'S PERFORMANCE**

Every year we publish our How We're Doing report along with other regular performance information.

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**GOOD IDEAS**

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An unlucky golfer finishing fast from winning a set of golf clubs at @incresives client day. @wdsdwidabulen1 <http://t.co/twd8L26mm1> Y

MY HOME

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PASSWORD  SIGN IN





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MY FAMILY



Residents current listed at your address:

Mr. Arthur Jones  
 Mrs. Sophie Jones  
 Miss. Emma Jones  
 Mr. Peter Jenkins

Do More >>

MY HOUSE



Last Repair: 02/05/14  
 Description: Roof Repair to rear roof and gutter.  
 Status: **Completed**

Report a repair >>

Repair history >>

Do More >>

MY ACCOUNT



**£512.00 in arrears**

01/08/14: Rent - £287.00  
 03/07/14: Allpay payment - £34.00  
 28/03/14: Housing benefit - £234.00

Pay Rent >>

Rent Statement >>

Do More >>

MY TENANCY



Tenant Reference:  
 ELHA/445/33

Email Address:  
 jj44smith@btconnect.com [edit](#)

Address:  
 23 Smith Street  
 Haddington  
 East Lothian  
 EH41 3JL

Tenancy Type:  
 Scottish Secure Tenancy

Right to Buy:  
 You do not have the right to buy.

Tenancy Start Date:  
 21st September 2008

Paper Free:



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MY IDEAS & OPINIONS



We would like to hear your thoughts and opinions or get involved in your tenancy and how we do business.

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MY DOCUMENTS



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FOR RENT



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Latest NEWS from @lothaous  
<http://k.co/OTmCFF5KZ> About 3 hours ago  
 An unlikely gather: bushing bear from serving a seal of golf 3 days at @lothaous about 4 days  
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[Pay Rent >>](#)

[Rent Statement >>](#)

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jj44smith@btconnect.com [edit](#)

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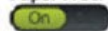
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[My Documents >>](#)

[Send New Mail >>](#)



**MY HOUSE**

Mr. Jones, 23 Smith Street, Haddington, EH41 3JL



- Apply for an alteration
- Apply for a medical adaptation
- Apply for compensation

**My Home Alterations & Improvements**

- [Apply for Alteration >>](#)
- [Apply for Medical Adaptation >>](#)
- [Apply for Compensation >>](#)

**Notes**  
**Apply for Alteration:** Please remember you must get our permission before carrying out any alterations or improvements. If you are considering making an improvement to your property and want more advice before applying, please contact our Asset Management Department on this web page below.  
**Apply for Medical Adaptations:** If you, or someone in your household, is disabled or less able to manage personal and domestic tasks, then equipment or an adaptation might help you. Complete the form and we will arrange an assessment for you.  
**Apply for Compensation:** If you make an improvement to your home, you may be entitled to compensation at the end of your tenancy provided you first obtained our written permission for the improvement.

**My Home Repair History**

| + Address: 23 Smith Street                              |                                   | Added On         |
|---|-----------------------------------|------------------|
| Name  |                                   |                  |
| Door not closing properly                               |                                   | Wed, 10 Jun 2015 |
| Tile fallen from roof, replaced and tested for leaking. | <a href="#">Feedback &gt;&gt;</a> | Wed, 10 Jun 2015 |
| Paving slab levelled to remove trip hazard.             |                                   | Wed, 10 Jun 2015 |

[Report a New Repair >>](#)

**My Home Information**

| + Address: 23 Smith Street       |  | 1 Document       |
|----------------------------------|--|------------------|
| Name                             |  | Added On         |
| EPC Document.pdf                 |  | Wed, 10 Jun 2015 |
| Central Heating Instructions.pdf |  | Wed, 10 Jun 2015 |
| Stopcock Location.pdf            |  | Wed, 10 Jun 2015 |
| Smoke Detector Instructions.pdf  |  | Wed, 10 Jun 2015 |

**My Home Services Calendar**

| June 2015 |     |       |     |     |     |     | Calendar |
|-----------|-----|-------|-----|-----|-----|-----|----------|
| Mon       | Tue | Wed   | Thu | Fri | Sat | Sun |          |
| 1 Dec     | 2   | 3     | 4   | 5   | 6   | 7   |          |
| 8         | 9   | 10    | 11  | 12  | 13  | 14  |          |
| 15        | 16  | 17    | 18  | 19  | 20  | 21  |          |
| 22        | 23  | 24    | 25  | 26  | 27  | 28  |          |
| 29        | 30  | 1 Jul | 2   | 3   | 4   | 5   |          |

**My Home - Other Services**

[Apply to join the Garden Care Scheme >>](#)

**Notes**  
**Apply to join the Garden Care Scheme:** Our Garden Care Scheme provides basic garden maintenance for older or disabled tenants. The service includes grass cutting, hedge trimming and occasional weed spraying. If you would like to apply to join the Scheme, please complete the application form.



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**ON FACEBOOK**  
 Latest NEWS from @elhamoves  
<http://www.elha.org.uk/About-3-house-agg>  
 An exciting garden facility has been awarded  
 a set of golf clubs at @elhamoves about day  
<https://www.facebook.com/elhamoves>



## MY HOUSE

- Apply for an alteration
- Apply for a medical adaptation
- Apply for compensation



Mr.Jones, 23 Smith Street, Haddington, EH41 3JL

### My Home Alterations & Improvements

[Apply for Alteration >>](#)

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[Apply for Compensation >>](#)

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June 2015 < Today >

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| 1 Dec  |  | 2  | 3   | 4   | 5   | 6   | 7  |
| 8      | 9   | 10   | 11  | 12  | 13  | 14  |    |
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Up to date

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## Application to Take in a Lodger

Please complete the application form below. Once you have submitted the form, we must give you a decision within 28 days of receiving your application. For example, if you submit this form when the office is closed, the 28 days would start from the next working day.

### Family Details

Please confirm that your household details are correct (if they are not, please update them in My Family, then return to this form)

[My Family](#)

My details are correct

**(Required field)**

Yes

### Lodger Details

Name of proposed lodger

**(Required field)**

Name of proposed lodger is a required field

Current address of proposed lodger

**(Required field)**



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[My Complaints >>](#)

[PRAISE >>](#)

[GRUMBLE >>](#)

### MY DOCUMENTS



**Last document filed:**  
Tenancy Agreement.doc  
Added: (12/03/11)

[My Documents >>](#)

[Send New Mail >>](#)

**MY  
DOCUMENTS**



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Tenancy Agreement.doc  
Added: (12/03/11)

[My Documents >>](#)

[Send New Mail >>](#)

**MY  
DOCUMENTS**



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Tenancy Agreement.doc  
Added: (12/03/11)

[My Documents >>](#)

[Send New Mail >>](#)

[My Documents >>](#)

**access all tenancy files from 1 April 2015**

**view all data held by elha, except:**

**very sensitive data**

**complaints made by neighbours**

**any file that would be redacted**

**view files the instant they are added**

**MY DOCUMENTS** 

**Last document filed:**  
Tenancy Agreement.doc  
Added: (12/03/11)

[My Documents >>](#)

[Send New Mail >>](#)

[My Documents >>](#)

[Send New Mail >>](#)

send letters, photos, videos, forms etc.  
tenant files directly to their tenancy file  
staff get a workflow  
reply sent electronically  
**tenants can track progress**

**MY DOCUMENTS** 

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[My Documents >>](#)

[Send New Mail >>](#)

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staff scan and attach to tenancy file




staff get a workflow

reply sent electronically

tenants can track progress



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[My Documents >>](#)

[Send New Mail >>](#)

[My Documents >>](#)

[Send New Mail >>](#)

**offline**

send letters, photos, videos, forms etc.

staff scan and attach to tenancy file

staff get a workflow

reply sent ~~electronically~~ by post

**tenants can't track progress**





send letters, photos, videos, forms etc.

staff scan and attach to tenancy file

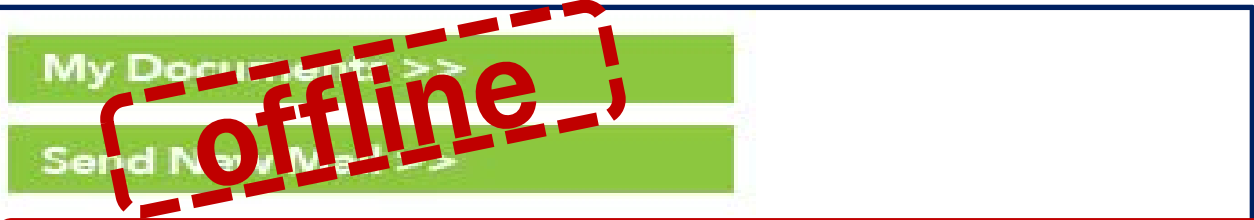
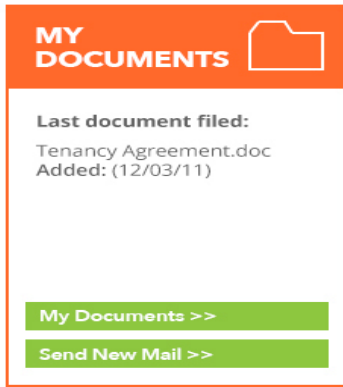
staff get a workflow

reply sent ~~electronically~~ by post

tenants can't track progress



offline – slight service improvement



send letters, photos, videos, forms etc. + 2 days

staff scan and attach to tenancy file + 1 day

staff get a workflow

reply sent ~~electronically~~ by post + 2 days

tenants can't track progress

offline – slight service improvement



send letters, photos, videos, forms etc.

staff scan and attach to tenancy file

staff get a workflow

reply sent ~~electronically~~ by post

tenants can't track progress

offline – slight service improvement

online – 5 days quicker, real time tracking



PRAISE



GRUMBLE



Welcome to your personal 'My Home' page. 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 current listed at your address:

Mr. Arthur Jones  
Mrs. Sophie Jones  
Miss. Emma Jones  
Mr. Peter Jenkins

Do More >>

MY HOUSE



Last Repair: 02/05/14  
Description: Roof Repair to rear roof and gutter.  
Status: **Completed**

Report a repair >>

Repair history >>

Do More >>

MY ACCOUNT



Up to date

01/08/14: Rent - £287.00  
03/07/14: Allpay payment - £34.00  
28/03/14: Housing benefit - £224.00

Pay Rent >>

Rent Statement >>

Do More >>

MY TENANCY



Tenant Reference:  
ELHA/445/33

Email Address:  
example@btconnect.com [edit](#)

Address:  
23 Smith Street  
Haddington  
East Lothian  
EH41 3JL

Tenancy Type:  
Scottish Secure Tenancy

Right to Buy:  
You do not have the right to buy.

Tenancy Start Date:  
21st September 2008

Paper Free:



Make Changes >>

Moving On >>

MY IDEAS & OPINIONS



We would like to hear your thoughts and opinions or get involved in your tenancy and how we do business.

TIG Zone >>

Join In >>

My Complaints >>

PRAISE >>

GRUMBLE >>

MY DOCUMENTS



Last document filed:  
Tenancy Agreement.doc  
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My Documents >>

Send New Mail >>



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**ALERT! MY NEW HOME**

Click here to complete your tenancy sign up, fully unlock your digital tenant account and to claim your £10 Amazon voucher reward.



**MY FAMILY**



Residents current listed at your address:

- Mr. Arthur Jones
- Mrs. Sophie Jones
- Miss. Emma Jones
- Mr. Peter Jenkins

[Do More >>](#)

**MY HOUSE**



**MY HOUSE**

Will be available when you complete our "My New Home" survey.

[Report a repair >>](#)

[Repair history >>](#)

[Do More >>](#)

**MY ACCOUNT**



**Up to date**

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- 28/03/14: Housing benefit - £224.00

[Pay Rent >>](#)

[Rent Statement >>](#)

[Do More >>](#)

**MY TENANCY**



**Tenant Reference:**  
ELHA/445/33

**Email Address:**  
jj44smith@btconnect.com [edit](#)

**Address:**  
23 Smith Street  
Haddington  
East Lothian  
EH41 3JL

**Tenancy Type:**  
Scottish Secure Tenancy

**Right to Buy:**  
You do not have the right to buy.

**Tenancy Start Date:**  
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**Paper Free:**

[Make Changes >>](#)

[Moving On >>](#)

**MY IDEAS & OPINIONS**



**MY IDEAS & OPINIONS**

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[PRAISE >>](#)

[GRUMBLE >>](#)

**MY DOCUMENTS**



**MY DOCUMENTS**

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[My Documents >>](#)

[Send New Mail >>](#)







all responses are saved  
automatically to the tenancy file  
**and e-mailed to the tenant**





PRAISE



GRUMBLE

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Moving On >>

MY IDEAS & OPINIONS



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**On**



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[Moving On >>](#)

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[Moving On >>](#)

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PRAISE



GRUMBLE

MY HOME

MY ACCOUNT

LOG OUT

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[My Complaints >>](#)

[PRAISE >>](#)

[GRUMBLE >>](#)

### MY DOCUMENTS



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[Send New Mail >>](#)





**MY  
FAMILY**



Residents current listed at  
your address:

Mr. Arthur Jones

Mrs. Sophie Jones

Miss. Emma Jones

Mr. Peter Jenkins



**Do More >>**

# the partnership

**ico.**

Information Commissioner's Office

elha.com | my home  
east lothian housing association



  
Department  
for Work &  
Pensions



The Scottish  
Government  
Riaghaltas na h-Alba



Scottish Housing  
Regulator

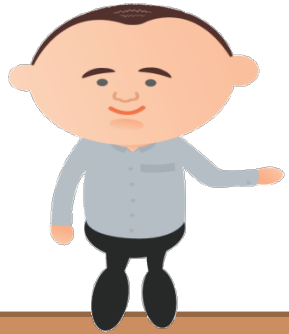


the partnership

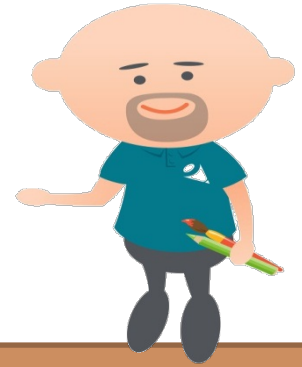
castleton



elha.com | my home  
east lothian housing association



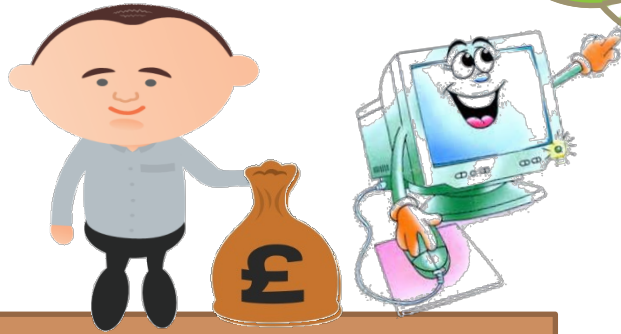
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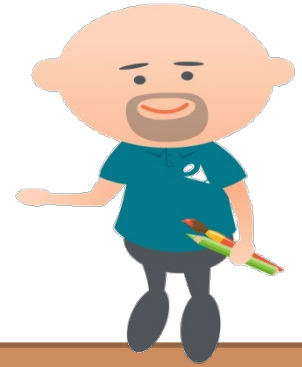
intimation

the partnership

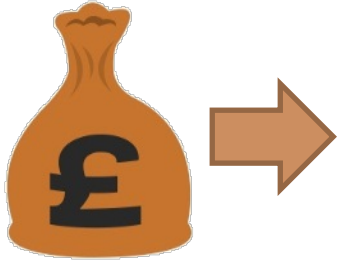
castleton



sdm



intimation



elha.com  
east lothian housing association

PRaise GRUMBLE

MY HOME

USERNAME

PASSWORD  SIGN IN

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RENT REPAIRS PROPERTY SEARCH MY HOME

We are an expanding organisation with a growing reputation for providing first class homes and services. We provide all of our housing services on-line - if you can't find what you are looking for, just click on the 'Need Help' button and chat to us during office hours (or leave a message for us out of hours) and we'll try and help. We hope you like our website, but if you have any questions or comments, or any suggestions for new services we can provide, please let us know!

NEED HELP?  
CLICK HERE

LATEST PERFORMANCE

Every year we publish our How We're Doing report along with other regular performance information.

DOWNLOAD LATEST REPORTS

GOOD IDEAS

Handy hints and tips to get the best from your tenancy including how to get help to reduce your fuel bills.

SEND US YOUR GOOD IDEAS!

LATEST NEWS

Complaints Analysis  
Latest Complaints Analysis

The End of "Bedroom Tax"?  
Affected tenants to apply for Discretionary Housing Payments

VIEW ALL NEWS

Select Language

Powered by Google Translate

FIND US ON GOOGLE MAPS

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

OFFICE OPENING TIMES

MON 9:00am - 4:30pm  
TUES 10:00am - 4:30pm  
WED 9:00am - 4:30pm  
THURS 9:00am - 4:30pm  
FRI 9:00am - 4:00pm

USEFUL NUMBERS

GENERAL ENQUIRIES  
01620 825032  
REPAIR LINE  
03000 999 247

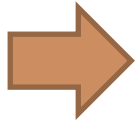
ON FACEBOOK

Latest NEWS from @increatives  
<http://t.co/ONTmCPlyXZ> About 3 hours ago

An unlucky golfer finishing fast from winning a set of golf clubs at @increatives client day @worldwideholen1 <http://t.co/wo08Z9mm1Y>

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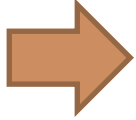
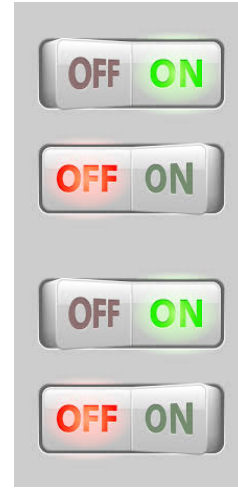
Anytown HA logo

Static website content

MY HOME  
USERNAME  
PASSWORD SIGN IN

MY HOME



| Name   | Added On         |
|--|------------------|
| Door not closing properly                              | Wed, 16 Jun 2015 |
| The fallen from roof, replaced and tested for leaking. | Wed, 16 Jun 2015 |
| Paving slab levelled to remove trip hazard.            | Wed, 16 Jun 2015 |





YOU HAVE THE KEY TO UNLOCK A  
WHOLE NEW WORLD OF DIGITAL  
SERVICES FOR YOUR TENANTS.

SIMPLY TURN THE PAGE CLOCKWISE TO OPEN THE DOOR

**UN** SIGN UP TODAY FOR ONLY **LOCK**  
**UN** SIGN UP TODAY FOR ONLY **LOCK**  
**UN** SIGN UP TODAY FOR ONLY **LOCK**  
**UN** SIGN UP TODAY FOR ONLY **LOCK**



**CASTLETON**  
TECHNOLOGY PLC

**INTIMATION**  
DESIGN MARKETING BRANDING

**elha.com**  
EAST LONDON HOUSING ASSOCIATION





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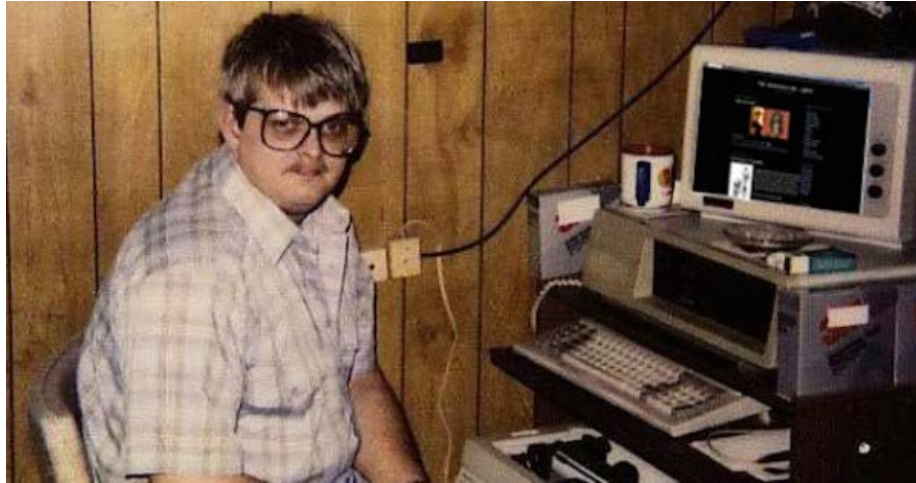
UNLOCK  
UNLOCK  
UNLOCK  
UNLOCK

SIGN UP TODAY FOR ONLY

5.50K

implement in 1 to 3 months

**0,1=1**



**walk before we can run**  
**live 6 January 2016**  
**demonstrate the services work**  
**monitor tenant use**

**channel shift strategy within 12 months**  
**target of 80% paper free within 5 years**

**this is our social purpose**



£19.99

pay as you go





RENT

REPAIRS

PROPERTY  
SEARCH

MY  
HOME



We are an expanding organisation with a growing reputation for providing first class homes and services. We provide all of our housing services on-line - if you can't find what you are looking for, just click on the 'Need Help' button and chat to us during office hours (or leave a message for us out of hours) and we'll try and help. We hope you like our website, but if you have any questions or comments, or any suggestions for new services we can provide, please let us know!



LATEST PERFORMANCE



Every year we publish our How We're Doing report along with other regular performance information.

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Latest Complaints Analysis  
The End of "Bedroom Tax"?  
Affected tenants to apply for Discretionary Housing Payments  
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East Lothian Housing Association  
18-20 Market Street  
Haddington  
East Lothian  
EH41 3JL



OFFICE OPENING TIMES  
MON 9.00am - 4.30pm  
TUES 10.00am - 4.30pm  
WED 9.00am - 4.30pm  
THURS 9.00am - 4.30pm  
FRI 9.00am - 4.00pm



USEFUL NUMBERS  
GENERAL ENQUIRIES  
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