

## Our Contact Details

### Through your My Home account:

<https://myhome.elha.com>

**Website:** [www.elha.com](http://www.elha.com)  
[www.thesehomes.com](http://www.thesehomes.com)

**E-mail:** [enquiries@elha.com](mailto:enquiries@elha.com)  
(general enquiries)  
[thesehomes@elha.com](mailto:thesehomes@elha.com)

### By post or in person:

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

**Telephone:** 01620 825032 (Main switchboard)  
03000 999 247 (Repairline)

**SMS:** 'elha' and then your message to 88222  
(message charged at standard rates)

### Office opening hours:

Monday, Wednesday & Thursday:  
9am to 4.30pm

Tuesday: 10am to 4.30pm

Friday: 9am to 4pm

### Live Help opening hours:

Monday, Wednesday & Thursday:  
9.30am to 12 noon and  
2pm to 4.30pm

Tuesday: 2pm to 4.30pm.

Friday: 9.30am to 12 noon and  
2pm to 4pm

**elha.com**  
east lothian housing association

## How our star ratings work



**elha.com**  
east lothian housing association



## How our star ratings work

We grade all of our homes between 1★ and 5★, to give you an idea of their quality and popularity. All our homes are at least 4★, and we will upgrade any 3★ homes before they are re-let

All our properties meet the Energy Efficiency Standard for Social Housing, and we will carry out regular work to ensure that all our homes continue to meet or exceed the EESSH and the Scottish Housing Quality Standard (SHQS)

## Quality Rating

The table below shows how properties are rated. A property must meet all of the criteria to qualify for that star rating.

Grading	Meets SHQS*	Meets EESSH*	Kitchen & heating	Doors & Windows	EER*	Demand Effect (see opposite)
★★★★★	✓	✓	under 20 years old	Secured by design standard*	A or B	★★★★★+
★★★★	✓	✓	under 20 years old	Secured by design standard*	C or D	★★★★★- ★★★★+
★★★	✓	✗	under 20 years old	under 30 years old	E or F	★★★★-
★★	✗	✗	over 20 years old	over 30 years old	G	n/a
★	✗	✗	BTS*	BTS*	H	n/a

\* Notes: **EESSH** – Energy Efficiency Standard for Social Housing  
**SHQS** – Scottish Housing Quality Standard  
**EER** – Energy Efficiency Rating  
**Secured by Design** – the official Police standard for home security and designing out crime

## Demand Effect

A 3★, 4★ or 5★ home can be rated in the star category above or below its quality rating based on demand as follows:

Demand Effect	Change	Criteria
★★★★★-	5★ to 4★	5★ property with anticipated demand of under 30 applicants
★★★★+	4★ to 5★	4★ property with anticipated demand of over 100 applicants
★★★★-	4★ to 3★	4★ property with anticipated demand of under 30 applicants

Anticipated demand is the number of applications we expect to get when the property is advertised for rent. This is based on our experience and previous demand for similar properties in that area.

1★, 2★ and 3★ homes are not given demand weighting since we aim to have all our homes reach 4★ standard as a minimum.



## Using the Star Grades

The star grade we give is intended only to give a general indication of the quality and likely demand for that house. The grading is not linked to the rental charge for the property, and the information we give is accurate to the best of our knowledge. The rating may be based on a similar property in the same area rather than an assessment of the individual property, therefore we cannot guarantee that any particular house meets all of the criteria we have set out.

**BTS** – Below Tolerable Standard – the Tolerable Standard sets out basic minimum standards for housing which all our homes must meet

For more details on the EESSH, SHQS, Energy Efficiency Ratings, Tolerable Standard and Secured by Design, visit our website, [elha.com](http://elha.com).