



wealthy happy homes





Healthy Happy Homes

Our new 'Healthy Happy Homes' Vision, launched in our 25th birthday year, is a real milestone for us. Over the last few years, the number of homes we own and manage has increased by over a quarter, we have moved to our new Head Office in Haddington town centre (and restored a Grade B Listed building, saving it from almost certain dereliction in the process), invested heavily in IT to become the first truly online housing association in the UK, and established our subsidiary maintenance company, R3 Repairs Limited.

All these are achievements to be proud of, but they also represent the conclusion of a number of development plans we started out on a few years ago. We now need a fresh start and new horizons to reach for.

Healthy Happy Homes gives us that. It is a simple concept, but everyone involved in our work, from our staff to our voluntary Management Committee members, understand that at the heart of everything we do, there should be an outcome that makes someone a little healthier or a little happier as a result. Or we should question why we are doing it.

That's why we are here. Gone are our pages of mission statements, guiding principles and other management speak. And in its place, hopefully this simple statement helps everyone we work with understand what we do, how we aim to go about it, and what to expect from us as an organisation.

Our Vision Statement is set out in the centre pages of this leaflet. There are some other carefully chosen words included. We set out what we do - we provide first class affordable rented homes (which also means we do not provide other kinds of housing or develop housing for sale - we want to stick at what we think we are best at). Excellent customer service relates to both our online and offline services, expert maintenance services relates to R3 and support for independent living underpins our Care & Repair East Lothian service.

Our values are the most important part. These set out how you should expect to be treated if you use our services. If our staff are not professional, honest, reliable and friendly, you should complain - it is as simple as that.

I hope Healthy Happy Homes makes us a better business, and I hope you agree. But of course, if there is something we can do for you, let us know - we always want to find new ways to provide even better services!

Robert McNeill, Chairman

...at the heart of everything we do, there should be an outcome that makes someone a little healthier or a little happier as a result. Or we should question why we are doing it.



Healthy Happy Staff

How does Healthy Happy Homes work in practice? Can we really always make people a little healthier or happier in all we do? Well, I may be a little naive, but I think we can.

Take some areas of our work that may appear to be negative - anti-social behaviour for example. Every time we get a report, we respond. And every time we get our response right, people will be happier, and often healthier too, as it is a very stressful thing to be involved in. Or rent arrears - every time we get involved we aim to get someone out of debt - relieving stress, perhaps even depression, and creating a happier home. It may be a bit simplistic, but in some ways, to me, that makes it all the more effective.

Internally, we have a Healthy Happy Staff vision - because at the end of the day if our staff are healthy and happy they will provide a better service - it is human nature. On pages 6 and 7 of this leaflet we've included our supportive "Our People" chart. This approach also has a number of aims.

Firstly it is designed to demonstrate to anyone who does not know anything about elha how we work. It shows that the vast majority of our staffing resources are dedicated to delivering services in the front line. Beneath that, support staff are there to provide the support our service providers need. At the bottom is a small group of senior management, including me.

Most organisation charts have the bosses at the top, with hard lines of control drawn to keep junior staff in their place. This is not how we want to run our business. We are all about the quality of our services, so we need to know, from our frontline staff, what resources we need to run our business. Through our supportive structure, it is up to the rest of us to provide them. That's why, every year, we now ask our staff what they need from us instead of just telling them what to do. Does that sound like the sort of place you would like to work? If so, good - me too!

Of course, we also want to hear the views of everyone that works with us, because that way we can further understand how to make our services better and better - more information about how to get in touch with us is on the back page.

We're not perfect (but every time we accept we get something wrong, we always say sorry and use the experience to improve our services), but most of all we really do want to enjoy a relationship with the people we work with that results in Healthy Happy Homes. I hope this leaflet helps to get that message across.

Martin Pollhammer, Chief Executive



our vision



we provide

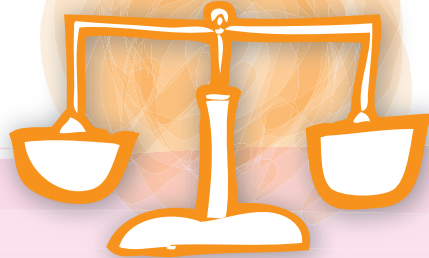
- : First class affordable rented homes
- : Excellent customer care
- : Expert maintenance services
- : Support for independent living

we are

Professional



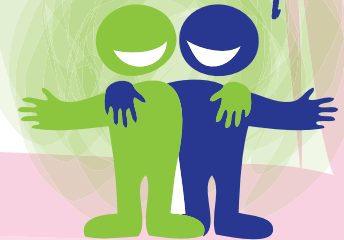
Honest

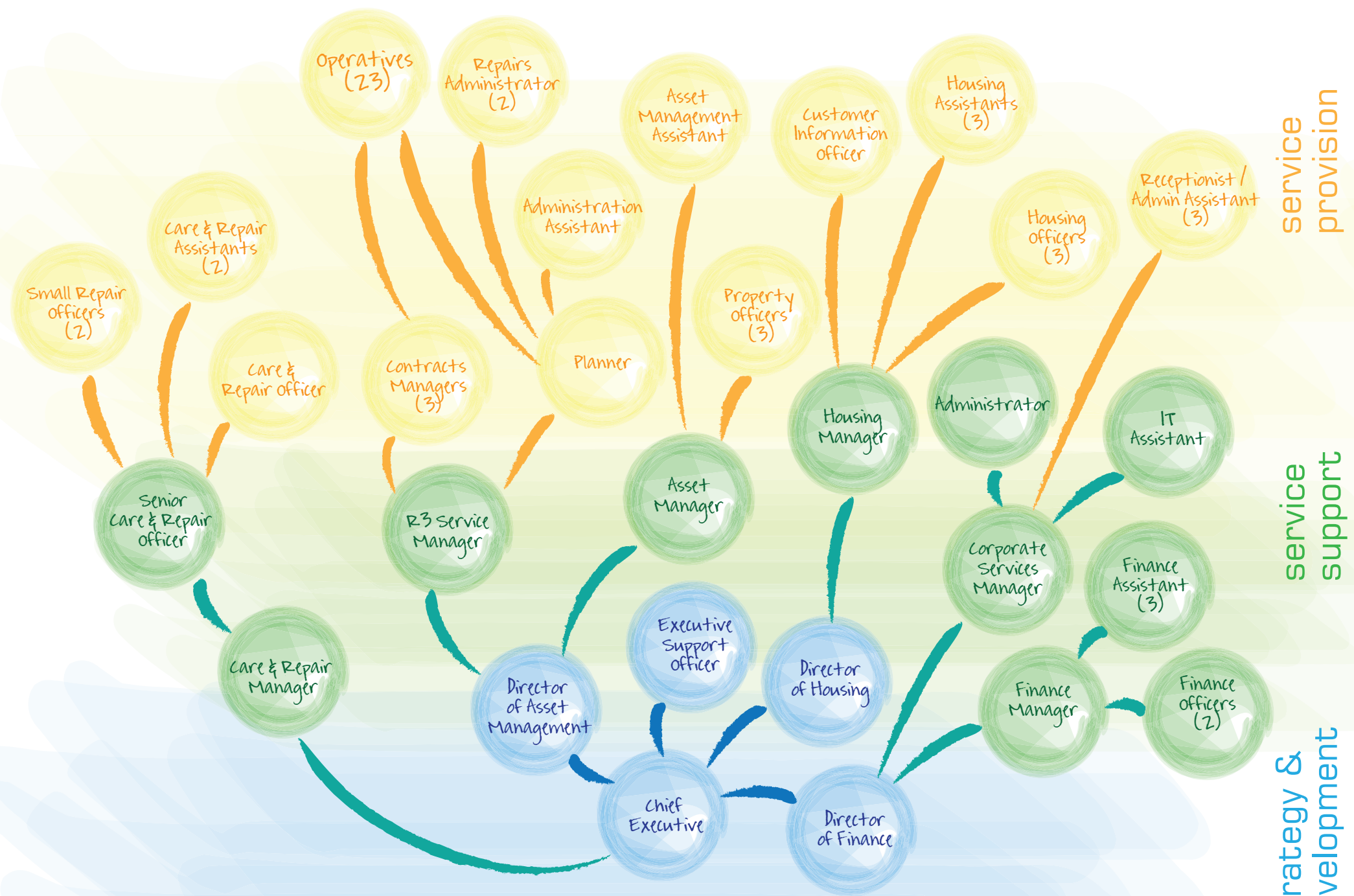


Reliable



Friendly





service provision

service support

strategy & development

let us know what you think

We hope you like our Healthy Happy Homes vision, but we always welcome comments – good or bad (and if you leave us your contact details, we will always get back to you). There are a variety of ways to give us feedback:

You can visit our website, elha.com, and chat to our staff using the big red Live Help button, or you can click on our "Praise or Grumble" service and leave a comment there. We also have a formal complaints process, and full details on this are available on elha.com, or you can ask for a leaflet at our Head Office. You can also e-mail us at enquiries@elha.com, talk to us on 01620 825032, or visit us at our office in Haddington town centre.

If you would like to get involved in our work more generally, our Tenant Involvement Group always welcomes new members, and our Management Committee (our governing body) is a voluntary body which equally is always interested to hear from potential new members. For more information on our tenant participation services and details about membership (which explains how to become a Management Committee member), visit elha.com or pick up a leaflet from our office in Haddington.



our vision and values

elha.com
east lothian housing association



**W: elha.com E: enquiries@elha.com
T: 01620 825032 F: 01620 826596
Text: elha then your message to 88222
(message charged at standard rates)**

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