

Welcome to your  
**NEW HOME**

– how about your first month's  
**rent for free** and rent discounts  
of up to **£360 a year** after that?



**WE'RE  
DELIGHTED...**

**...that you have just become  
our newest tenant!**

**We hope you enjoy your new home for many years to come. There's just a few things we need to go through to make sure you know all you need to know about your new home and your tenancy with us before you move in.**

First of all you need to decide whether to use our My New Home service, and to upgrade to Gold or Platinum Key Tenant status – so you can qualify for our New Tenant Discount (to get your first month's rent for free), and to get up to £30 rent discount every month after that.

Our My New Home service means you can go through important pre-tenancy information at your own pace, wherever and whenever you like.

Once you have completed it, you'll choose whether to upgrade to become a Gold or Platinum Key Tenant, and all you have to do then is maintain at least a Gold level upgrade for your first three months as a tenant. You'll then get your New Tenant Discount (as well as your Gold or Platinum discounts in months two and three).



# GO DIGITAL AND ENJOY THE BENEFITS

To use our My New Home service you will need a smartphone or other device with internet access. To upgrade to Gold or Platinum Key Tenant status you will need to do things like manage your tenancy online through your My Home account, go paper-free, and pay your rent by Direct Debit or Rent Collector (Rent Collector only for Platinum Key Tenant Status).

This means that if you receive any money towards your rent from Housing Benefit or Universal Credit, you will need to have this money paid into your bank account, and then make arrangements to pay your rent to us. Your Housing Benefit or Universal Credit will be calculated using your full rent though, so as you only need to pay us your discounted rent, you get to keep the difference, in full, every month.



The illustration shows three devices displaying the elha.com website. The laptop screen shows the full desktop version with navigation menus (HOME, SERVICES, JOIN US, KNOWLEDGES, ABOUT US, CONTACT US) and service buttons (RENT, REPAIRS, PROPERTY SEARCH, MY HOME). Below the buttons are cartoon characters representing different services: a person with a key for rent, a person with a wrench for repairs, a person with a magnifying glass for property search, and a person with a laptop for my home. A green checkmark is next to the laptop. The smartphone and tablet show the mobile-optimized version of the site with a simplified layout and a 'MENU' button. Green checkmarks are also next to the smartphone and tablet. A keyboard is visible in front of the laptop.

**My Home is your one stop shop designed to help you organise and access all your tenancy services - 24 hours a day, 365 days a year on PC, smart phone or tablet!**

## HOW TO USE

# MY NEW HOME

Once you click the “Accept Offer” button in your New Home Offer e-mail, you will be asked to setup your My Home account, read through a few documents, complete your household details and watch a video. You’ll also choose whether to apply for Gold or Platinum Key Tenant status. You have to do all this before you can formally sign up for your tenancy and get your keys.

There are then some other documents to read through. You need to have read these by the 28th day of the month your tenancy starts – but you can read them straight away if you wish.

Once your tenancy has started, instead of the normal My Home dashboard, you will have a special “My New Home” dashboard. If you have still to read through some documents, some features of My Home will be switched off and you will get a message to complete your My New Home process.

The screenshot shows the My Home dashboard with the following sections:

- WELCOME MESSAGE:** 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.
- COMPLETING YOUR MY NEW TENANCY PROCESS:** TO UNLOCK YOUR NEW TENANT DISCOUNT. Click here to complete the sign up process.
- COMPLETING THE TENANCY PROCESS WILL ALSO GIVE YOU ACCESS TO ALL OF THE LOCKED PANELS OF YOUR 'MY HOME' DASHBOARD.**
- GOLD KEY TENANT:** Provisional Discount: £300. Provisional Balance: Up To Date. Go to your GOLD KEY TENANT page.
- MY FAMILY:** Residents currently listed at your address: Mr. Arthur Jones, Mrs. Sophie Jones. Do More >>>
- MY HOUSE:** Will be available when you have completed reading your tenancy sign up documents. Repairs & repair >>>, Repair history >>>, Do More >>>
- MY ACCOUNT:** Balance: £300. Pay Bills >>>, View Statements >>>, Do More >>>

**The screen will look like this:**

**Some panels will be locked until you have completed the sign up process**

# WHAT HAPPENS AFTER YOU'VE COMPLETED YOUR MY NEW HOME PROCESS

Once you have completed your My New Home process, all My Home features will be unlocked and your My New Home dashboard will remind you what you need to do for the first three months of your tenancy, to make sure you get your New Tenant Discount.

The Key Tenant Scheme box will show your Provisional New Tenant Discount, and what your balance will be if you maintain at least Gold Key Tenant status for the first three months of your tenancy.

You will only get your New Tenant Discount after three months. If you don't maintain your upgrade you will not get the discount and the full balance will immediately become due – so get in touch with us straight away if you have any problems.

**elha.com** my home  
WAKE TOWNHAM HOUSING ASSOCIATION

HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US

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.

**MAKE SURE YOU SECURE YOUR INTRODUCTORY RENT DISCOUNT**

- ✓ Sign up online
- ✓ Maintain your Gold or Platinum Key Tenant status for your first 3 months
- ✓ Receive your discount

**GOLD KEY TENANT**  
Provisional Discount: £300  
Provisional Balance: Up To Date

**MY FAMILY**  
Residents currently listed at your address:  
Mr. Arthur Jones  
Mrs. Sophie Jones

**MY HOUSE**  
Text:  
Reports a repair  
Repair history

**MY ACCOUNT**  
Balance: £300  
Pay Rent  
Rent Statement  
Do More

**GOLD KEY TENANT**  
Provisional Discount: £300  
Provisional Balance: Up To Date

Go to your GOLD KEY TENANT page



# THE KEY TENANT SCHEME

You can find out more about our Key Tenant Scheme at [elha.com](http://elha.com) or ask for a copy of our Key Tenant Scheme leaflet.

# NOT SURE ABOUT THE DIGITAL WORLD?

Don't worry if the digital world is new or unfamiliar to you – our Friends & Family and Help Me! services can help you to use My Home. My Home is simple and safe to use so it's ideal for internet novices, and you can ask us for help if you are still unsure.

Ultimately it is your choice though, and you do not have to use the My New Home process or upgrade to Gold or Platinum Key Tenant status. If you don't it will take a lot longer to go through the sign-up process with you to give you your keys, and you will not get either your New Tenant Discount or any ongoing Key Tenant Scheme rent discounts.

This also means that you will need to pay one month's rent in full before we can give you your keys – anyone using My New Home will not have to pay anything in advance as their first month's rent should be covered by their New Tenant Discount.



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HAPPY TO TRANSLATE



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