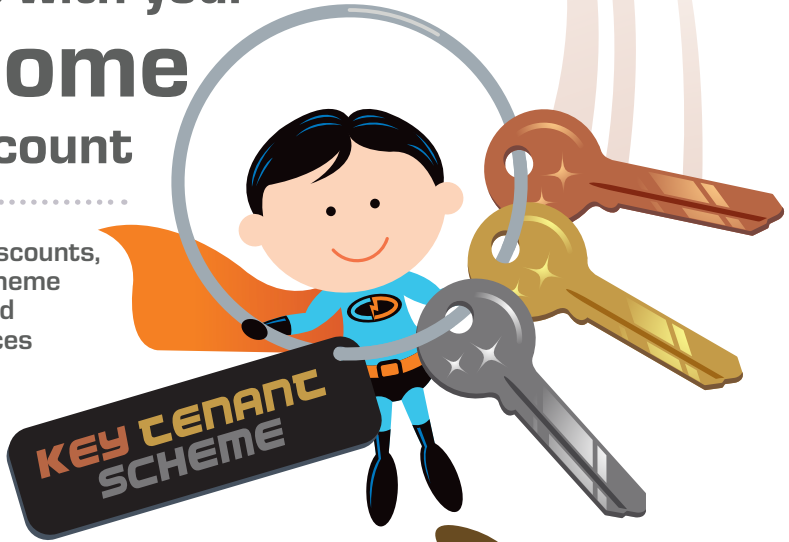




wants you
to unlock Key Tenant
Cash Discounts off
your rent with your
My Home
online account

As well as Cash Discounts,
our Key Tenant Scheme
also provides added
benefits and services
for our tenants




How do I get Cash Discounts?

First you'll need to activate your My Home online account and go 'paper free'. You will automatically be upgraded from 'Key Tenant' to 'Bronze Key Tenant' and you'll start receiving a Rent Discount of **£10 each month**.

If you want to, you can upgrade further to **Gold** or **Platinum Key Tenant** status which unlocks higher Rent Discounts.

Below is a summary of the Cash Discounts and the upgrade requirements for each Key Tenant status.



BRONZE KEY TENANT

£10 per month
Cash Discount off your rent

AUTO-UPGRADE REQUIREMENTS

Activated My Home Account
Switch on 'Paper Free'

Paper Free:
On Off



GOLD KEY TENANT

£20 per month
Cash Discount off your rent

UPGRADE REQUIREMENTS

Activated My Home Account
Switch on 'paper free'

Kept to the terms of any Rent Arrears Repayment Agreement

Rent paid by Rent Collector or Direct Debit

Kept any repair appointments

No other serious tenancy breaches

Or

Signed up to and engaging with our Help Me! Service



PLATINUM KEY TENANT

£30 per month
Cash Discount off your rent

UPGRADE REQUIREMENTS

Activated My Home Account
Switch on 'paper free'

Rent paid by Rent Collector

Kept any repair appointments

Rent account up to date

No other tenancy breaches


TIG-web Member*

Key Tenant benefits

More information about the added benefits and services for each of the Key Tenant stages can be found in your My Home account at elha.com



Simply click here to find out how to upgrade your Key Tenant status



KEY TENANT



Upgrade NOW and unlock 'Cash Discounts' >>

The screenshot shows the 'my home' dashboard with the following sections:

- MY FAMILY:** Residents currently listed at your address: Alison Wonderland, White rabbit. Includes a 'Do More' button.
- MY HOUSE:** Last Repair: 25/10/2016. Summary: fix sticking door in main bedroom. Status: In Progress. Includes buttons for 'Report a Repair', 'Repair History', and 'Do More'.
- MY ACCOUNT:** Up to date. 03/02/2017: Payment £200.00. 07/10/2016: Rent Debit £100.00. 01/09/2016: Rent Debit £100.00. Includes buttons for 'Send Statement', 'Pay Your Rent', and 'Do More'.
- MY TENANCY:** Tenant Reference: 11502. Tenancy Start Date: 10 January 2015. Email Address: customer.services@elha.com. Address: 100 Rabbit Road, Tenack, East Lothian, EH41 3JL. Tenancy Type: Scottish Secured Tenancy. Includes a 'Making Changes' button.
- MY IDEAS & OPINIONS:** Your ideas & opinions are how we shape our future. Includes buttons for 'Getting Started', 'Share Progression', and 'My Comments'.
- MY DOCUMENTS:** Last Document Filed: 15 January 2017. Includes buttons for 'Send Statement' and 'My Documents'.

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18-20 Market Street, Haddington
East Lothian, EH41 3JL



*TIG-web members help us improve our services by responding to our consultations.
More info at: elha.com/join-in