



elha.com
east lothian housing association

East Lothian Housing Association
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Business Reply Plus
Licence Number
RSHA-EBRC-RLAG



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Introducing our

Help Me! Service

We want all of our tenants to benefit from our Key Tenant Scheme, which enables them to unlock benefits including **Cash Discounts** on rents

Whatever is stopping you, our Help Me! service is there for you!



Help Us To Help You

To receive Cash Discounts and other benefits of our Key Tenant scheme you need to upgrade your Key Tenant status. If you are unsure of what to do you can access our Help Me! service.

From getting online to sorting out your rent arrears or tenancy issues, our Help Me! service is there to guide you and help you resolve any problems.

To help us to help you, please fill in the details on the form, tick the boxes that apply to you, then simply tear it off, seal it and post it back to us (postage is pre-paid). We will contact you to discuss what we can do to help.

TEAR OFF

Name _____

Address _____

Postcode _____

Contact Number _____

Email Address _____

Any Additional Information

Help Me!

Go Paper Free

- ☐ Help me activate My Home account
- ☐ Help me get online: ☐ I have no internet access ☐ I don't know how to use the internet

Manage My Rent Account

- ☐ Help me set up a Standing Order or Direct Debit
- ☐ Help me make an arrangement to repay my rent arrears
- ☐ Help me keep my rent arrears repayments
- ☐ Help me manage my money better

Manage My Tenancy

- ☐ Help me resolve the issue[s] that prevent me from upgrading
- ☐ Help me get a better deal on my electricity and/or gas supply

MOISTEN GUMMED EDGE

