



self service



our core IT system now has almost 1,000 users only a few of them are ELHA staff

self service means our staff have no work to do (or only work that adds value to the service)

that is very different from a simple digital service





what percentage of the 2,877 homehunt applicants that registered with ELHA last year applied online and went paper free?

>93%





Ref: 865127 27 Coalgate Avenue, Tranent, East Lothian, EH33 1JT



east lothian housing association

- Landlord:
- East Lothian Housing Association
- Letting Type:
- Choice Based Letting
- People bidding: 104
- Rent:
- £424.28 per month

Area:

East Lothian

Description: 3

> Council Tax Band C. Energy Efficiency Rating D. Front & Rear Garden, Car Parking On Street. Gas Heating. Level Access Shower, Platinum Priority Pass Not Valid.

Important Information:

Our properties are completely unfurnished. Rent is due from the start of a tenancy & must be paid. If you cannot pay rent, then given the costs associated with moving into a new home, you really need to consider whether you can afford to take on such a big commitment.

3 Bedroom End-Terraced Bungalow CI.

Live

Closing Date: 22 February 1000 2018 12:00



We are an expanding organisation with a growing reputation for providing first class homes and services. We provide all of our housing services on-line - if you can't find what you are looking for, just click on the 'Need Help' button and chat to us during office hours (or leave a message for us out of hours) and we'll try and help. We hope you like our website, but if you have any questions or comments, or any suggestions for new services we can provide, please let us know!



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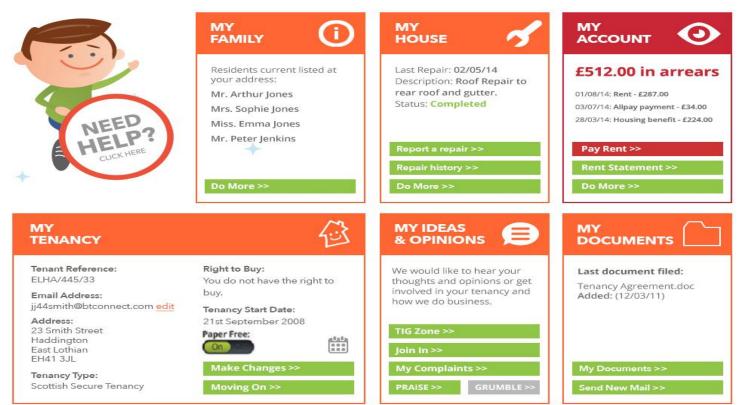
East Lothian Housing Association is a Scottish charity and registered social landlord under the Housing (Scotland) Act 2001 (Scottish Charity No SC028900). Registered under the Co-operative and Community Benefit Societies Act 2014 No. 2266R(S)





MY ACCOUNT LOG OUT

ELHA.COM SERVICES JOIN IN DOWNLOADS ABOUT US CONTACT US







MY HOME

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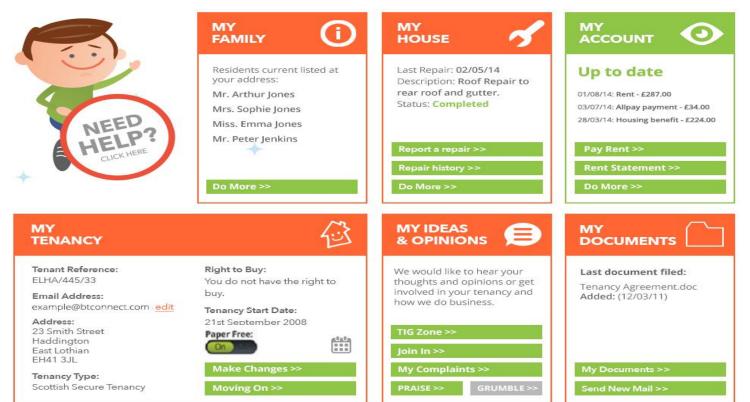
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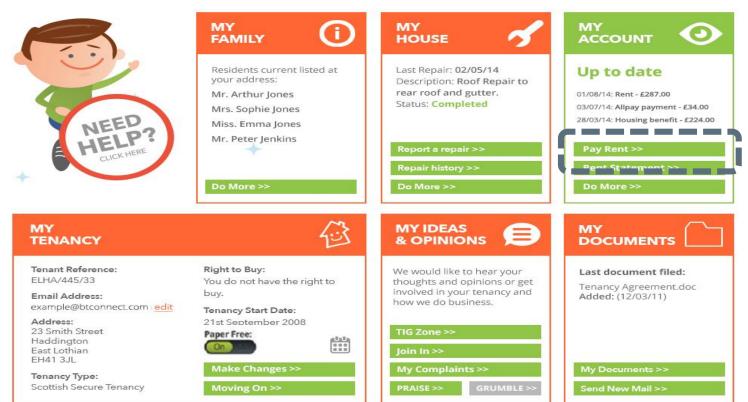
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MY HOME

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MY HOUSE



Apply for an alteration

Apply for a medical adaptation

Apply for compensation

Mr.Jones, 23 Smith Street, Haddington, EH41 3JL

My Home Alterations & Improvements

Apply for Alteration >>

Apply for Medical Adaption >> Apply for Competence

Notes:

Apply for Alteration: Please remember you must get our permission before carrying out any alterations or improvements. If you are considering making an improvement to your property and want more advice before applying, please contact our Asset Management. Department or click the 'need help' buton.

Apply for Medical Adaptations: If you, or someone in your household, is disabled or less able to manage personal and domestic tasks, then equipment or an adaptation might help you. Complete the form and we will arrange an assessment for you.

Apply for Compensation: If you make an improvement to your home, you may be entitled to compensation at the end of your tenancy provided you first obtained our written permission for the improvements.

🖋 My Home Repair History

+	Address: 23 Smith Street	
Name		Added On 👻
	Door not closing properly	Wed, 10 Jun 2015
	Tile fallen from roof, replaced and tested for leaking.	Feedback >> Wed, 10 Jun 2015
0	Paving slab levelled to remove trip hazard.	Wed, 10 Jun 2015

Report a New Repair >>



My Home Information

[C

	+ Address: 23 Smith Street	1 Document
	Name	Added On 👻
+	📣 📄 EPC Document.pdf	Wed, 10 Jun 2015
	Central Heating Instructions.pdf	Wed, 10 Jun 2015
	📣 🗋 Stopcock Location.pdf	Wed, 10 Jun 2015
	📣 🗋 Smoke Detector Instructions.pdf	Wed, 10 Jun 2015

My Home Services Calendar

June	201	5						< Today >
	Mon		Tue	Wed	Thu	Fri	Sat	Sun
£	1 Dec	Ī	2	3	*	5	6	7
	8	Ī	9	10	11	× ¹²	13	14
	15		16	Î ¹⁷	18	19	20	21
	22	Ī	23	24	25	26	27	28
	29	m	30	1 Jul	2	3	4	5

O My Home - Other Services

Apply to join the Garden Care Scheme >>

Notes:

Apply to join the Garden Care Scheme: Our Garden Care Scheme provides basic garden maintenance for older or disabled tenants. The service includes grass cutting, hedge trimming and occasional weed spraying. If you would like to apply to join the Scheme, please complete the application form.



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HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Report A Repair







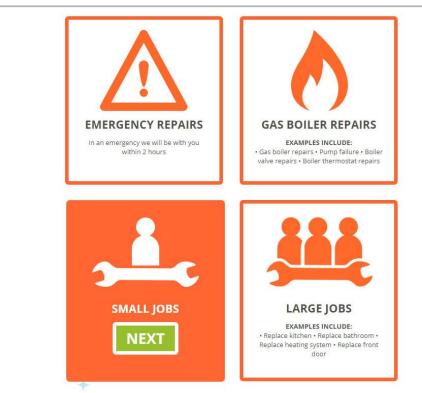


HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Report A Repair









HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Report A Repair







HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Report A Repair

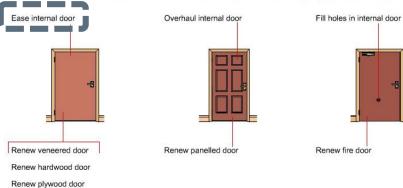


4 BACK

Please click on the descriptions below to identify your repair:

Related Items:

Bolts, padlocks and bathroom locks | Closers, push plates and hinges | Mortice locks and fittings | Numerals, stoppers and pull handles | Rim, Yale and Euro locks







HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Your Contact Details



Contact Name	
Alison Wonderland	
ontact Phone Number	
07981 669933	
	CONTINUE 🛫





HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Appointment Reminder



Use our free appointment reminder service?

🖲 Yes 🛛 🔍 No

Your mobile phone number

07981 669933

BOOK APPOINTMENT





HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Schedule Your Order

Please click ONCE only. It may take a few moments to confirm your appointment time.

	June 2018					← Today →
		4th Jun Monday	5th Jun Tuesday	6th Jun Wednesday	7th Jun Thursday	8th Jun Friday
?	08:00 - 13:00	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
	12:00 - 16:00	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
	10:00 - 15:00	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
	07:59 - 16:00	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE

NEED HELLP? CLICK HERE



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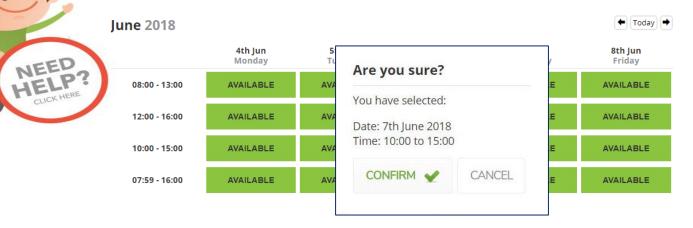
MY HOME MY ACCOUNT LOG OUT

HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Schedule Your Order

Please click ONCE only. It may take a few moments to confirm your appointment time.







LOG OUT

HOME HOUSING RENT REPAIRS ABOUT US INFO CONTACT US



Schedule Your Order



Thank you for using our online repair service

ORDER NUMBER: 8100025 TENANT NUMBER: 010198 ADDRESS: 18 White Rabbit Road Tranent East Lothian EH41 3JL CONTACT NAME: Alison Wonderland CONTACT NUMBER: 07981 669933 APPOINTMENT DATE: 07/06/2018 APPOINTMENT SLOT: 10:00 - 15:00 DESCRIPTION: Ease internal door COMMENTS: Door is sticking

Report Another Repair Return to My Home

To print this page, please click on the printer icon.



100% self service

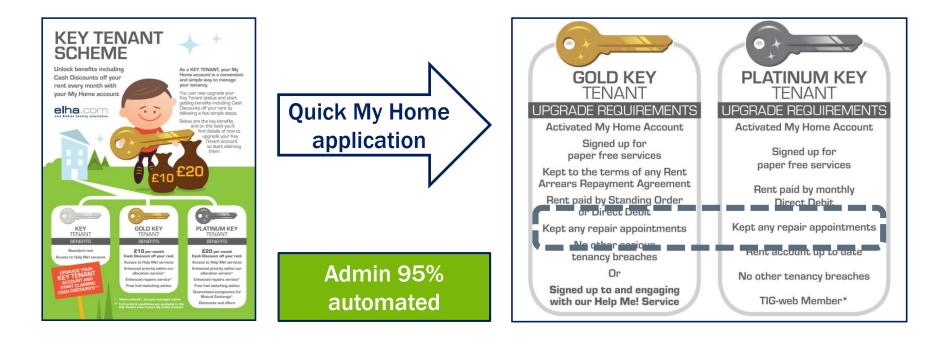
















We want all of our tenants to qualify for Gold or Platinum Key Tenant status, unlocking benefits including **Cash Discounts** on your rent.

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









of our tenants would be paper free within five years





We want all of our tenants to qualify for Gold or Platinum Key Tenant status, unlocking benefits including **Cash Discounts** on your rent.

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



Tenants using their My Home accounts:





March 2017





We want all of our tenants to qualify for Gold or Platinum Key Tenant status, unlocking benefits including **Cash Discounts** on your rent.

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Paper Free Tenants:





March 2017

June 2018





We want all of our tenants to qualify for Gold or Platinum Key Tenant status, unlocking benefits including **Cash Discounts** on your rent.

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





Gold & Platinum Tenants:



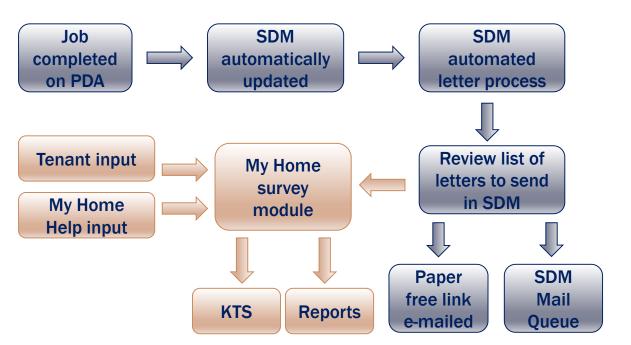


March 2017

June 2018











COMMERCIAL





Set up in 2010:

Control Quality Profit

Digital company from the start

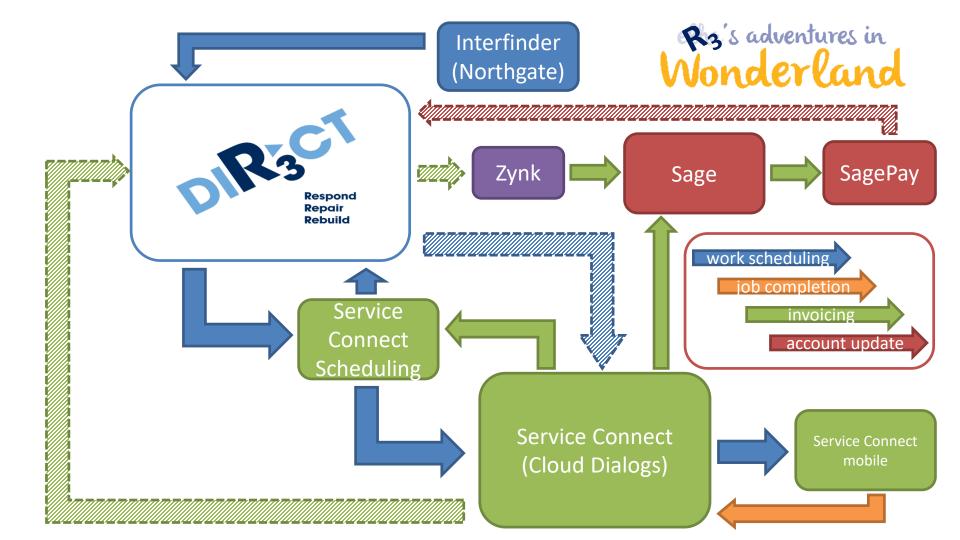
Full self-service repairs ordering since 2011

Works for other HAs and in the private sector













Builds on R3 Direct site

Additional admin and ordering functionality

Growing base of Commercial clients

Lidl, Apex Hotels, Barratt Homes, Cala, Student accommodation providers, factors, Hillcrest, Link PRS, etc.

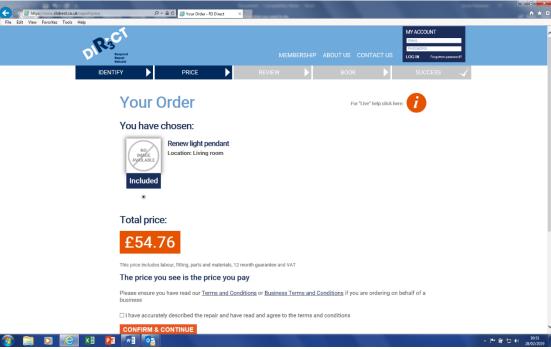
R3D & R3C are our main areas of business growth



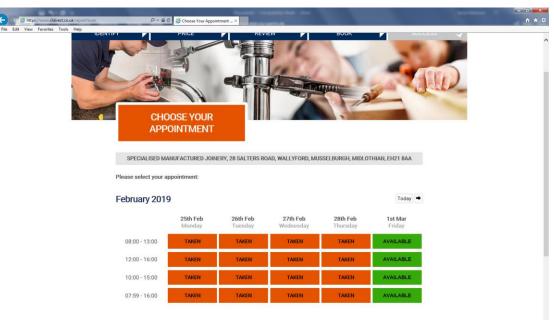
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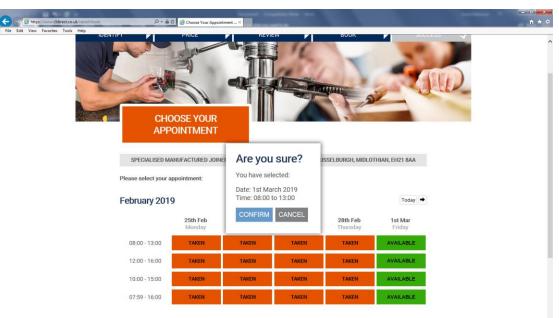


















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£64.75 inc VAT

The price above includes attendance by one of our friendly tradesmen to help diagnose the repair, and up to half an hour's labour if the problem can be fixed there and then.

It does not include any materials that may be required - but if we need to charge any extra for materials, or if the job will take more than half an hour, or if the problem cannot be fixed there and then and we need to arrange a further visit to complete the repair, we will agree all that with you (including a fixed price for any additional costs) before doing any of that work.

Plumber	~			
Description				
Diagnose & F	Fix - Plumber			
More information	*			
No water to b	athroom sink			

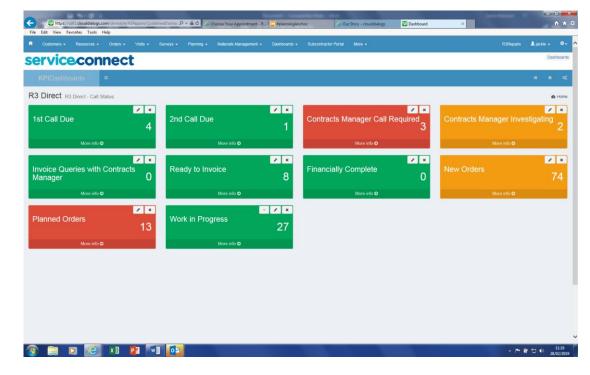
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elha.com my home

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Order Details - R3D3009396					Hold Order Create Visit
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ler Value		£161.00	Primary Order No.	R3D3009396	
e of Completed Work		£161.00	Secondary Order No.		
e Variance		0.0%			
our Cost	£102.67		Contract	R3 Direct Change Contract	
Stock Cost	£0.00		Work Stream	R	~
ect Purchases - Actual	£0.00		Team		
ect Purchases - Committed	£36.34		1 can	Not Set	~
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contracts - Committed	£0.00		Billing Mode	Job codes	~
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st Variance	-£21.99		Recall		
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			Invoice Batch	Set Invoice Batch	
calculate			Manually Allocate Posting Assignments		
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"Well, now that we have seen each other," said the unicorn. "If you'll believe in me, I'll believe in you"





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20	37102	Travis Perkins	755960	COMPRESSION ELBOW 8MM COMPRESSION ELBOW 8MM	Completed	Received	21/Feb/2019 12:28	22/Feb/2019	EA	1	1	0	£1.44	£1.44	EA	0	200		Standard Rate	
21	37102	Travis Perkins	960966	1/2" PT1 BALLVALVE HP BS STD TAIL 1/2" PT1 BALLVALVE HP BS STD TAIL	Completed	Received	21/Feb/2019 12:28	22/Feb/2019	EA	1	1	0	£6.35	£6.35	EA	0	200		Standard Rate	
22	37102	Travis Perkins	813896	SENTINEL X100 INHIBITOR 1L SENTINEL X100 INHIBITOR 1L	Completed	Received	21/Feb/2019 12:28	22/Feb/2019	EA	1	1	0	£11.99	£11.99	EA	0	200		Standard Rate	
85	37322	Travis Perkins	953069	COMPRESSION INT REDUCER 15X8MM DZR COMPRESSION INT REDUCER 15X8MM DZR	Completed	Received	27/Feb/2019 15:10	27/Feb/2019	EA	2	2	0	£1.09	£2.18	EA	0	200		Standard Rate	
86	37322	Travis Perkins	950051	COMPRESSION INT RED 15X10MM DZR P168DR02 COMPRESSION INT RED 15X10MM DZR P168DR02	Completed	Received	27/Feb/2019 15:10	27/Feb/2019	EA	2	2	0	£0.59	£1.18	EA	0	200		Standard Rate	
87	37322	Travis Perkins	954355	COMPRESSION ELBOW 10MM COMPRESSION ELBOW 10MM	Completed	Received	27/Feb/2019 15:10	27/Feb/2019	EA	1	1	0	£1.51	£1.51	EA	0	200		Standard Rate	
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Any Questions?

