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# Welcome to our tenant magazine

**Luke Takeuchi,**  
RHA Chief Executive



I hope that you and your families have been keeping well. During the past 18 months we have had to adapt the way we work and communicate with you and we have continued to learn a great deal about how we can improve our services. I am very proud of the way that our colleagues across RHA have demonstrated their dedication and commitment to offering our tenants the best possible services. We know we don't always get it right and there will be times when we need to learn and change how we operate but our overall performance over the past year has been very pleasing and there is some great work happening which we are hoping to highlight during this latest edition.

Finally, I would like to take this opportunity to say thank you to our outgoing Chair Dave Power. Dave retired from his role as Chair in August after 8 years' service with RHA. Dave has given his time and expertise to RHA over a number of years, and we are all very grateful for this. Dave has always been an advocate for tenants and has been very passionate about ensuring tenants remain at the forefront of our work. Our new Chair Peter Hughes was appointed following a robust interview process which also involved members of our tenant scrutiny panel. Peter brings a wealth of experience and expertise and we are delighted that Peter has joined our Board.

**Luke Takeuchi**

**Peter Hughes,**  
Chair of the Board of  
Management



It was a privilege to be appointed RHA Chair at the AGM and I am excited at the opportunity of working alongside a dedicated and talented team who are committed to improving the lives of tenants in the Rhondda communities. I would echo Luke's thank you to Dave Power - somebody who placed the interests of tenant's front and centre of the board's thinking and I will work very hard to maintain that emphasis.

Clearly this letter is written against the background of a pandemic which has proved exceptionally difficult to grip and continues to cause significant distress and anxiety. Rest assured the team acknowledge this and even in my short time as Chair I can see how hard colleagues are working to maintain "business as usual" in trying circumstances. I have been particularly taken by the efforts made to reach out to our tenant through different means and be sympathetic to individual circumstances. I feel fortunate to have joined an organisation which is in a really good place and support a team which has the energy and ambition to make a difference. I am really looking forward to playing a part in this".

**Peter Hughes**

# RHA / Giving back



Every year, we work with our contractors and suppliers to look at how they can help us to support our communities. This is often called Community Benefits, and now we need your help!

## We support communities because we want to see everyone in our communities thrive.

We know that by spending money locally, we can help boost local business and increase employment opportunities for local residents– supporting our communities to become even stronger.

We want to work with tenants and communities to better understand what is important and make sure the contractors we use, and our suppliers work with us to **‘Give Back’** to our communities.

This could be anything from providing employment or training opportunities, to supporting a local project or refurbishing a community building.

We would really appreciate you taking the time to share your thoughts with us.



[www.rhawales.com/about-us/community-benefits](http://www.rhawales.com/about-us/community-benefits)



01443 424200



Join our **Get Involved** tenant group on Facebook



[givingback@rhawales.com](mailto:givingback@rhawales.com)

Thanks to our Get Involved tenants for naming RHA’s community benefits ‘Giving Back’.

# BUILDING NEW HOMES

## Welcome to our all new tenants in 2021.

We would like to say a very warm welcome to all our new tenants who have moved in to our existing homes and new build homes.

Despite challenges during the pandemic in 2020/21, we worked closely with our contractors to continue to deliver our new build homes. We have safely handed over 84 homes in Llanharran and Williamstown and we wish all our new tenants every happiness in their new communities.

**RHA's Director of Development and Regeneration – Rhianydd Jenkins said:**

“We're delighted these schemes have been completed and it's a real pleasure to see the delight on the new tenants faces when they saw their homes for the first time.

We thank them for their patience with delays caused by the pandemic and wish them happiness in their new homes.”



These include:

**Ffordd Llanerch - Llanharry**  
**22 homes**

To be completed in Spring 2022

## New homes and future plans:

We are currently building more much needed across RCT.

**Cross Inn Road & Cwrt Tafarn - Llantrisant**  
**26 homes**

To be completed Spring/ Summer 2022

**5 Hughes Street in Tonypany**  
**supported living homes**

To be completed in Summer 22

# TONYPANDY TOWN CENTRE REGENERATION

As you will have seen in previous editions of the newsletter, we are committed to work with our existing tenants and the wider community to deliver projects in Tonypany town centre that will have a positive and lasting impact on the town. We can't do this on our own, and we work closely with community groups and partner agencies, engaged tenants, Rhondda Cynon Taf County Borough council and the local business community to design projects that will bring that enhancement and create opportunities for our communities.

Our two main projects are progressing at pace and since the last newsletter, we have completed demolition works and submitted our planning application for 122-126 Dunraven Street. And subject to planning permission we hope to start building 13 new homes on the site next Spring. All new homes will be for rent.



122-126 Dunraven Street Pre-build



122-126 Dunraven Street Plans

The Big Shed project which is a little further along Dunraven Street is also picking up pace. We shared our plans for 52 new homes and some commercial spaces with the community in November to get their feedback and views of our plans. We will now move to submit a full planning application and hope to commence building works next spring. All new homes will be for rent.



• DEVELOPMENT SITES TO DUNRAVEN ST  
WOLFRUMMANA Awdolwedi September 2021

Big Shed Project

Please keep an eye out on our Facebook page as we will be providing regular updates on our projects, any work and training opportunities that will become available on these sites in 2022. We will also be working closely with our tenants and the community of Tonypany to design some of our spaces and get involved in the scheme. **More on this soon!**

# YOUR PERSONAL INFORMATION AND EQUALITY MONITORING

Have you ever wondered why RHA ask you for personal information about yourself? We aren't being nosy, it's important to us so we can build up a picture of who our tenants are and make sure we deliver the best possible services to everyone. Here is some more information to help you understand why we ask for your information and how we might use it.



## What information will we ask you for?

At the start of your tenancy with RHA, we will ask you for some personal information. This will include:

- Your age
- Your gender identity and whether this is the same as registered at birth
- Your gender identity and whether this is the same as the sex registered at birth
- Your sexual orientation e.g., whether you are gay, straight, bisexual etc
- Your religion
- Your marital or civil partnership status
- Whether you are currently doing any paid work
- Whether you consider yourself to be disabled and the type(s) of disability
- Any adjustments you might need when we are dealing with you e.g., large print, help with reading
- The language you prefer to communicate in

During your tenancy, we might check on some of this information now and again to make sure it is still up to date.

## Why are we asking for it?

We want to make all our services and projects easy to access and to make sure we remove any form of discrimination and collecting your information can help us achieve this. We can use this information to make sure our ways of working are fair and promote equal opportunities for all RHA tenants. We need to know who our tenants are so that we can make things better. By giving us this information, you are helping us to plan and deliver better services and find out the needs of different groups of people. It helps to show us if certain groups of people aren't using our services and then we can find out what we need to do to make things better.



## How might we use your information

Here are some real-life examples of how we might use this information to make our services better:

- If you tell us you have trouble with your vision, we can send letters out to you in large print.
- If you tell us you have mobility issues, we can let our contractors know that you might need longer to answer the door
- If we identify that older tenants are not using our repair services as much as younger tenants, we can look into this and make sure we are not making it difficult to report a repair.
- If we find that a large number of complaints are from tenants in minority ethnic groups, we can look into this and make sure our services are fair to everyone.

## Do I have to share my personal information?

It is completely your choice whether you wish to provide us with your information. For any personal questions, you can always answer 'I Prefer Not to Say'. You can also choose to answer some of the questions and not others – any answers you give will be helpful.

However, if you do choose to give us this information, it helps us to make sure that our services are delivered fairly and that nobody is being excluded.

## Who will have access to it?

There are strict laws covering this type of information to make sure that we protect it and deal with it responsibly. For more information on GDPR (General Data Protection Regulation) and how we manage your data then get in touch with us.

# COMPLAINTS

## How we deal with Complaints at RHA

We are committed to not only dealing with complaints made to us, but also learning and improving our services from any complaints made. If we make mistakes, we will acknowledge this, apologise and, where possible, put things right.

### Reporting Complaints

Complaints can be made by phone, email, via our website, in letter or in person.

**Phone:** 01443 424200

**E-mail:** enquiries@rhawales.com

**Our website:** www.rhawales.com

**In writing:** 9 Compton Rd, Tonypany, RCT, CF40 1BE

We will always aim to rectify a concern with our service straight away. Tenants also have the opportunity to have their complaint investigated by Heads of Service, Directors and Chief Executive and board members through a three-step formal process. Our complaints policy is available upon demand, give us a call if you would like us to share it with you.

### Some examples of lessons learned from Complaints:

- Maintaining a personal service by improving our standards of digital communication.
- We are improving how we store tenancy documentation.
- Improved our communication channels with our Out-of-Hours service.

## Overview of RHA complaints 2020/21

The 2020/21 financial year presented us with some challenges due to the pandemic in how we deliver our services at RHA. This has meant that feedback from tenants through our complaints process has been very important to understand so we can ensure that our services continue to meet your expectations.

We have aimed to meet our commitment to dealing fairly, openly, honestly, and effectively by improving our complaints procedures. Our process has clear deadlines, and the opportunity for tenant's concerns to be dealt with by senior staff in a written response when complaints are escalated (need to be dealt with more formally).

# HOMEGROWN: GARDENS AND COMMUNITY GROUPS



## HOMEGROWN



Our Homegrown project started in early 2020 and is run in partnership with Men's Sheds in Treorchy and Treherbert. We kicked the project off by offering home delivery of small gardening kits which contained soil and seeds for tenants to 'Grow their own' and have something new to do during lockdown. But since that time the project has gone from strength to strength and now, we have enthusiastic community groups creating their own wildlife havens and amazing gardens!



Our tenant led Homegrown community garden projects in Dinas and Treorchy have worked so hard to ensure their community's bloomed!

Both groups have been successfully awarded funded packages by environmental charity Keep Wales Tidy and these gardens are also nature projects and creating spaces to bring tenants together to plant flowers, trees, vegetables and encourage our local wildlife to enjoy these safe spaces.



We hope other communities will be inspired to get involved. If you are interested in taking part in beginners gardening projects or have an idea for a small community space or if you have gardening skills, you can share please get in touch.

 **01443 424200 - Get Involved team**

 **[Getinvolved@rhawales.com](mailto:Getinvolved@rhawales.com)**

# CO-WORKING SPACE LAUNCHES AT RHA



Our new  
co-working  
space is  
called the

## WORKSHED

The Workshed is a new community office space at our office in Tonypany. It is available for hire to anyone who needs somewhere to work from or to hold work meetings. It will also hold events for people who are starting up their own business or for people who want to meet others who are doing similar work in our communities.

It has meeting rooms, a space for making refreshments or chatting informally and desk spaces for hire.



**As tenants you can use the Workshed and will receive a discounted rate. The Workshed is getting ready to open, so please spread the word and tell your friends and family. And make sure you follow our Facebook page to keep up to date on the launch. Get in touch:**

 **01443 424218**

 **workshed@rhawales.com**

## Why is it important?

The way we all work and use office spaces has changed due to Covid-19, many people have needed to work from home and may not be returning to their old place of work. We want to offer local people an option to work more closely to where they live and avoid long commutes to get to work, or if working from home to have an option to work somewhere other than their spare bedroom or kitchen table.

RHA staff will still be working from the office, but you will more often than not see them out and about in your local area.

## How has this been funded?

We've been lucky in receiving funding from Welsh Government for this work and you can be assured that none of your rent payments will be used for this project. We felt this was really important to share with you as we know your priorities are the way we maintain your homes and the services we offer to you as tenants.

## How will it **WORK**

At first the Workshed will be open during office hours, we will have open days where you can visit and see the space, if you want to use the space you can book a desk or meeting room for a day or time that suits you.

# YOUR WELLBEING

Every time we're physically active we are doing our body and mind a huge favour. We're investing in our long-term health.



The benefits that our body gains from the gentlest of exercise or movement releases happy hormones from our brain which can make us feel brighter, motivated, and able to cope with life's challenges.

## Where do you start?

You could start with a small manageable goal for yourself and build slowly. Choose an activity you enjoy such as:

Joining a walking group

Go swimming

Listen to your favourite music

Join a gym or yoga class

## Connecting with others

Feeling connected or close with friends and family is positive for our mental health. How we feel is important and is an essential part of keeping well. To take care of our emotional health, why not try:

- Learn a new hobby with someone
- Gardening
- Volunteer locally
- Spend time with friends
- Try an online class to learn something new



Our Be Active wellbeing programme can provide 1-1 support to improve your health and wellbeing. We have lots of activities that you can join for free.



## Get involved:

 [beactive@rhawales.com](mailto:beactive@rhawales.com)

 01443 424272

 [h@BeActiveRCT](https://www.facebook.com/h@BeActiveRCT)

# ACTIVITIES FOR YOUNG PEOPLE

Are you aged between 11 and 25?

Are you looking for something to do or a group to get involved with?

The YEPS teams (Rhondda Cynon Taf Youth Engagement and Participation Service) have lots on offer.



You may have seen their new youth club vans over the summer – with sofas, TVs, games consoles and free Wi-Fi. Check them out at [www.wicid.tv](http://www.wicid.tv) and find out what else is going on!

YEPS run an activity programme during term time, have a Mental Health and Well-being Officer and a Youth Homelessness Officer for specialist support.

## Where will the van will be?

You can find out by following YEPS on social media [@yepsrct](https://www.facebook.com/yepsrct), or by calling YEPS on **01443 281436**

# BLACK SHEEP & THE LITTLE SHED



Our Little Shed project is our old office in Tonypanydy (97a Dunraven Street) but with a new look and purpose. We have been working with an organisation called Black Sheep to

refurbish it and launch an exciting space in the heart of Tonypanydy.

The Black Sheep are a youth skills project organised with Arc Training that support young people to learn skills for construction by giving them hands on, real life experience through refurbishing buildings, community spaces, gardens and peoples homes.

The young people involved have been able to complete Level 1 qualifications in Health and Safety in Construction, Level 1 in Asbestos Awareness and Level 2 in Manual Handling. Some have now finished school and enrolled in college to work towards a career in construction. We are thrilled to have played a small part in their journey.

Black Sheep have supported us to turn our old office into a beautiful new community space, where we will run our Grub Hub food project, health and wellbeing classes with Be Active RCT, digital skills and IT classes, craft sessions, a Repair Café and tenant meetings.

Our Little Shed will soon be open for classes, activities and volunteering opportunities.

**Check out our Facebook page** or you can call **07969 227223**, or email [Getinvolved@rhawales.com](mailto:Getinvolved@rhawales.com)

# GET INVOLVED

Throughout the year we take every opportunity to ask you for feedback on RHA and our services. We have used surveys, events, meeting face to face through RHA On The Road and our tenant volunteer groups to ask what you think of our services and what's important to you. **Here's what we have done this year, using your feedback to make our services even better.**

**Our Get Involved groups are there to make sure we regularly talk to you and listen to your opinion on our services (services like repairs and support).**

## You SAID

## We DID



<p>You told us that you want RHA to come to you, for us to visit you where you live</p>	<ul style="list-style-type: none"> <li>In August we took RHA On The Road.</li> <li>We visited 25 estates and met with 200 tenants, you told us you overall you were happy with our services but there were still some areas for improvement. We will use your feedback to work on these areas.</li> </ul>
<p>You were concerned over hygiene in shared areas</p>	<ul style="list-style-type: none"> <li>We made sure we shared regular communication with all tenants on the importance of social distancing and good hand hygiene, and we reinforced this by placing hygiene notices in shared areas.</li> </ul>
<p>You wanted to know more about our plans to safely deliver our repairs services</p>	<ul style="list-style-type: none"> <li>We have followed all Government guidelines and risk assessed all our work.</li> <li>We have written to you regularly to keep you up to date on our plans and how we will make sure our service are delivered safely.</li> </ul>
<p>You told us it was important to take care of our tenants who are lonely or isolated</p>	<ul style="list-style-type: none"> <li>Continue to call the tenants we know are lonely and isolated.</li> <li>Continue to work with community groups to run projects like ReConnect 50+ and Get Connected.</li> </ul>
<p>We should continue to modernise and improve existing homes</p>	<ul style="list-style-type: none"> <li>We are continuing to invest in our existing homes.</li> <li>We spend over £2million each year on repairs and maintenance including the installation of new bathrooms, external doors, fire doors, kitchens, windows etc.</li> </ul>
<p>We should continue to build new homes</p>	<ul style="list-style-type: none"> <li>We delivered 92 new homes last year.</li> <li>We will deliver 53 high quality new homes in areas of need during the year ahead.</li> </ul>
<p>We should continue to help improve local communities</p>	<ul style="list-style-type: none"> <li>We are working to regenerate Tonypany town centre and will continue working together with local projects like Cambrian Village Trust, Arts Factory, Welcome To Our Woods and Llanharan Drop In Centre to improve communities.</li> </ul>
<p>35 tenants also asked us to call them back and discuss their feedback in more detail</p>	<ul style="list-style-type: none"> <li>We called each tenant back and responded to their queries.</li> </ul>

## RHA / Get INFORMED

If you decide to Get Informed, we keep you up to date with what's going on at RHA and sometimes ask you to share your thoughts on the work we do.

## RHA / Get TOGETHER

If you like to meet other people and care about where you live then taking part in our Get Together activities would suit you. We will run coffee mornings and drop-in sessions in your area, as well as support tenants groups.

## RHA / Get INVOLVED

If you decide to Get Involved you can help us review our services and improve the way we work, you can give us feedback issues that interest you like – Tenancy Matters, Repairs and Maintenance, New Development, Health and Safety or Community Projects.

There are lots of ways you can Get Involved, to find our more you can contact **Kris on 07497178124** or **Leigh on 07969 227223**, or email [Getinvolved@rhawales.com](mailto:Getinvolved@rhawales.com)

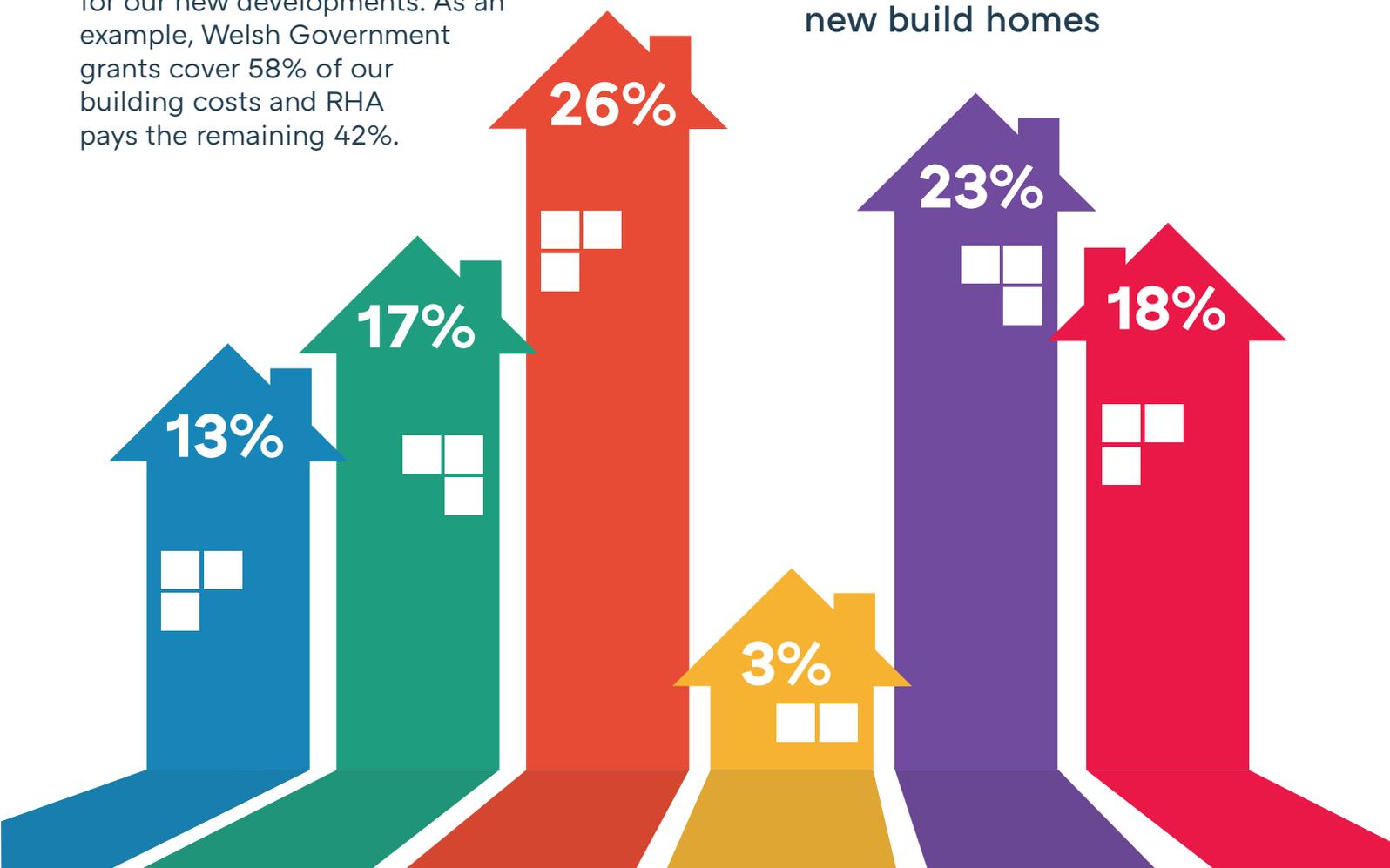
# HOW WE USE RENTAL INCOME AT RHA

Last year, those of you who took part in satisfaction surveys told us you wanted to know more about the way we use rent payments to deliver important services, services like repairs, improvements to your home (such as new kitchens and bathrooms), and community projects.

Below is a breakdown of how the money we receive through rent payments is spent.

We use some rental income to build new build new homes across RCT. We also access grant funding from Welsh Government which also helps pay for our new developments. As an example, Welsh Government grants cover 58% of our building costs and RHA pays the remaining 42%.

-  Repairs
-  Maintenance
-  Staff costs
-  Community activities
-  Other running costs  
e.g. Insurance, legal, council tax and our sustainability fund
-  Development of new build homes



To view our full annual accounts please visit our website:

 [www.rhawales.com/wp-content/uploads/2021/09/2020-21-Financial-Statements-1.pdf](http://www.rhawales.com/wp-content/uploads/2021/09/2020-21-Financial-Statements-1.pdf)

Or if you would like to know more about how then please get in touch us:

 [enquiries@rhawales.com](mailto:enquiries@rhawales.com)

 01443 424200

# FINANCIAL SUPPORT AND ADVICE

As some of you will be aware, Universal Credit (UC) changed in October. The temporary uplift of £20 a week has stopped.



In April 2020, at the start of the COVID-19 pandemic, the Government brought in a temporary uplift in UC of £20 per week. It was brought in as extra support for claimants during the peak of the pandemic and increased the standard allowance of UC by £86.67 every month.

This temporary uplift came to an end in September 2021. If you have been affected by the removal of this additional payment and you are concerned about your income, your rent payments or any other bills, then please contact us.

We don't want to worry you, we are here to help you.

Book a confidential chat with your Payment Advisor:



[www.rhawales.com/videochat](http://www.rhawales.com/videochat)



01443 424200



[PaymentAdvice@rhawales.com](mailto:PaymentAdvice@rhawales.com)



[www.rhawales.com/rent/trouble-paying](http://www.rhawales.com/rent/trouble-paying)

# WE ARE HERE TO HELP YOU

It's been another challenging year for so many but we are here to help you. If you need advice then speak to your Housing Officer, or you can get support from the Payment Advice Team on your finances and rent.

You can speak to your Housing Officer or Payment Advisor via confidential video chat, book in a visit to your home or speak to them over the phone.

1

## Housing Officer

Afshan Iqbal

## Payment Advice

Donna Gale



You can book an online video chat with your Housing Officer or Payment Advisor.

Get in touch or visit our website to view our how to guide.

2

## Housing Officer

Liam Way

## Payment Advice

Emma Jones

4

## Housing Officer

Amanda Anstee

## Payment Advice

Amy Morgan

3

## Housing Officer

Tracey Turner

## Payment Advice

Mark Richards

## CONTACT US:

 01443 424200

 [enquiries@rhawales.com](mailto:enquiries@rhawales.com)

 [www.rhawales.com](http://www.rhawales.com)

   @RHAwales

# HOME CONTENTS INSURANCE

RHA Wales does NOT provide insurance cover for your home contents as part of your tenancy agreement. Therefore it's a good idea to consider what a home contents insurance policy would cover, so that you can choose the right cover for your possessions, if you wish to do so.

## 10 reasons to choose My Home Contents Insurance Scheme this winter



### My Home Contents Insurance

Contents insurance is designed to help protect your possessions. No matter how careful you are, there's always a risk that your belongings could be broken, damaged or stolen so Home Contents Insurance can help provide peace of mind.

We do not cover your contents as part of your tenancy agreement.

Contents insurance includes cover for items such as furniture, carpets, curtains, clothes, bedding, electrical items, jewellery, pictures and ornaments.

To help you decide whether Home Contents Insurance is right for you, we have teamed up with Thistle Tenant Risks, an Allianz Insurance plc who provide the My Home Contents Insurance Scheme, a specialist contents insurance policy for tenants.

Their My Home scheme is available for all tenants and residents living in social and affordable housing and can offer insurance on the contents of your home.

The National Housing Federation and Community Housing Cymru are Appointed Representatives of Thistle Insurance Services Ltd. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Ltd is part of the PIB Group.

-  Flexible regular Pay-As-You-Go payment options.
-  Apply over the phone or by completing an application form.
-  You don't need to have special door or window locks (just a lockable front door).
-  Covers theft, water damage, fire.
-  Covers tenants improvements (up to £2,000 or 20% of the sum insured).
-  Accidental damage to TV's and aerials and home computers is covered as standard (excludes items designed to be portable).
-  Covers damage to external glazing for which you are responsible.
-  Covers replacement and installation of locks for outside doors or windows and alarms, if keys are lost or stolen.
-  The sum insured will be increased by £1,500 or 15% for one month before and after Christmas to cover presents bought or received.
-  Covers theft or attempted theft of contents in sheds, outbuildings and garages (up to £3,000).

#### For more information:

 [www.thistlemyhome-cymru.co.uk](http://www.thistlemyhome-cymru.co.uk)

 0345 450 7288

 [myhome@thistleinsurance.co.uk](mailto:myhome@thistleinsurance.co.uk)

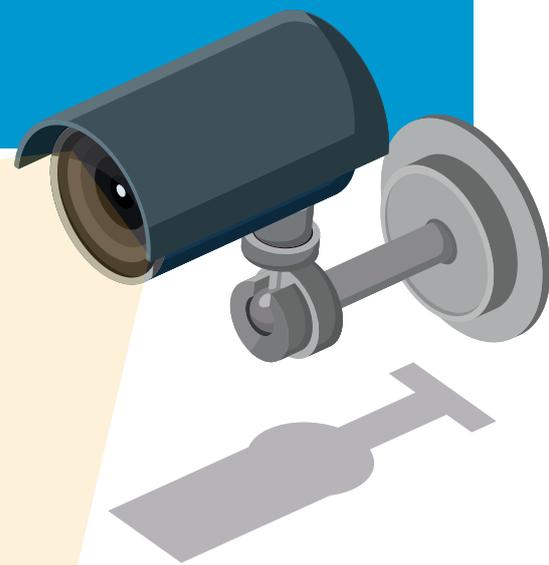
 Thistle Tenant Risks,  
Thistle Insurance Services Limited,  
Southgate House, Southgate Street,  
Gloucester, GL1 1UB

# VIDEO DOORBELLS AND CCTV ADVICE



Video doorbells are becoming increasingly popular for so many of us especially as the technology gets better and more affordable. However, there are some things that you need to be aware of before you buy and install one.

They function in the same way as CCTV, and as such, permission should be sought from RHA before one is installed. Any CCTV or video surveillance system should only collect images from within the boundary of your home, so for instance covering the front garden would be fine, but a public footpath outside of the boundary would not be.



To operate CCTV/Video surveillance in public areas you assume responsibility for processing the personal data of others and must register as a data controller with the Information Commissioner and comply with the CCTV Code of Practice. This is your responsibility as a tenant and not something that RHA can do on your behalf.

**If you are thinking of installing a video doorbell or CCTV system, then please get in touch with your Housing Officer for further advice.**

# WAYS TO CONTACT RHA



01443 424200



[enquiries@rhawales.com](mailto:enquiries@rhawales.com)



[www.rhawales.com](http://www.rhawales.com)



[www.rhawales.com/videochat](http://www.rhawales.com/videochat)

Did you know that you can nominate a friend or family member to support you with your tenancy and speak to us on your behalf? You can nominate someone to deal with your account and all we need is your approval and a signed 'form of authority'.

## DID YOU KNOW

RHA Wales is on **Facebook**, **Twitter**, **YouTube** and **Instagram**?

Just search for **@RHAWales**

Give us a **“Like”** to see what we are up to and keep in touch with us.

You can also keep up to date on our services and information on our website: **[www.rhawales.com](http://www.rhawales.com)**

