

RHAWALES

We are here to help you

If you are worried about managing your home, your finances or struggling to pay your rent, we are here to help you.

For further information please contact:



01443 424200



enquiries@rhawales.com



MyAccount@rhawales.com

My

www.rhawales.com/myrha



www.rhawales.com



@RHAWales

HERE TO SUPPORT YOU



We want to make it easy for you to pay your rent and live happily in your home. It is important to let us know if you are struggling to pay your rent, as there are lots of ways we can help you so please don't bury your head in the sand.

Our Payment Advice team are here to help if you are having problems paying your rent or if you are in financial difficulty. They will ensure you are free from worry, help you manage your bills and receiving everything you are entitled to.

HERE'S HOW WE CAN HELP:



- ✓ Support you to claim benefits, including Universal Credit, Housing Benefit & any other entitlements
- ✓ Help you make informed choices with your budgets
- ✓ Ease your financial worries and ensure you are not in rent arrears
- ✓ Help you maintain your tenancy and prevent any potential eviction
- ✓ Refer you for food donations in times of need. And you can access our community fridges in our Little Shed in Tonypany on a daily basis.
- ✓ We can also put you in touch with other partner organisations such as Citizens Advice Bureau RCT or Step Change who can give you free, independent, and confidential advice.

We are committed to hearing your views when we plan our services, so our commitment (promise) is to listen to you and to learn from your feedback.

We want to work with you and have your feedback and ideas on:



1. Policy decisions – changes to the way we work



2. Services tenants receive



3. Plans and priorities

/ **WAYS TO BE INVOLVED**

You can:

Get INFORMED

receive information about our services and important issues or updates, as well as news on event and projects.

You can:

Get TOGETHER

help us improve services by sharing feedback and ideas at tenant events, through RHA On The Road, community meetings or tenant and resident groups.

You can:

Get INVOLVED

review and Influence the way we work and share your thoughts on our plans and services, through completing the surveys we share (quick and easy), or through our Get Involved groups.



01443 424200



Getinvolved@rhawales.com



RHA/GetInvolved

WHO IS MY PAYMENT ADVISOR AND HOUSING OFFICER

We are here to help...

PATCH 1

HOUSING OFFICER

Rachel Sinfield

PAYMENT ADVISOR

Donna Gale

- Tonypandy
- Clydach Vale
- Llwynypia
- Ystrad
- Gelli
- Ton Pentre
- Pentre
- Cwmparc
- Ynyswen
- Treorchy
- Treherbert
- Ty Newydd

PATCH 2

HOUSING OFFICER

Liam Way

PAYMENT ADVISOR

Emma Jones

- Penygraig
- Williamstown
- Dinas
- Porth
- Hopkinstown
- Maesycloed
- Pontypridd
- Treforest
- Thomastown
- Rhydyfelin
- Tonyrefail
- Tonteg
- Talbot Green

PATCH 3

HOUSING OFFICER

Sian Fenaroli

PAYMENT ADVISOR

Mark Richards

- Llantwit Fadre
- Beddau
- Brynna
- Bryncae
- LLantrisant
- Pontyclun
- Llanharry

PATCH 4

HOUSING OFFICER

Tracey Turner

PAYMENT ADVISOR

Emma Burnett

- Trealaw
- Ynyshir
- Pontygwaith
- Wattstown
- Stanleytown
- Tylorstown
- Ferndale
- Maerdy
- Aberdare
- Cwmdare
- Hirwaun
- Cyncoedd

PATCH 5

HOUSING OFFICER

Amanda Anstee

PAYMENT ADVISOR

Amy Morgan

Scheme Name

- Ty Mawr Uchaf
- Bethel Court
- Balaclava Court
- Cwrt Saron
- Watkin Rhys Court
- Compton Road
- St. Andrew's Court
- Ty Alban

Location

Hopkinstown
Trehafod
Penygraig
Williamstown
Tonypandy
Tonypandy
Tonypandy
Llwynypia

Scheme Name

- St. Cynon's Court
- Ty Ebenezer
- Pendyrys Court
- Llys Maendy
- Ty Bethania
- Plas Horeb
- Glenrhondda Court
- Hendreselsig

Location

Llwynypia
Tylorstown
Tylorstown
Ton Pentre
Treorchy
Treherbert
Treherbert
Ty Newydd

PATCH 6

HOUSING OFFICER

Victoria Leach

PAYMENT ADVISOR

Amy Morgan

Scheme Name

- Trem Y Mynydd
- Llys Glanrhondda
- Llys Nazareth
- St Peters Court
- Ty Ddewi

Location

Treherbert
Treorchy
Pentre
Pentre
Ton Pentre

Scheme Name

- Llys Hebron
- Llys Ben Bowen
- Constantine Court
- Llys Bryn Felin
- Llys Yr Onnen

Location

Pentre
Ystrad
Tonypandy
Tonyrefail
Mountain Ash

PAYMENT ADVISOR and HOUSING OFFICER

Susan Osbourne

- Maes Trisant Talbot Green

HERE TO HELP YOU



Take a look at what advice and support is available for you:


Community Fridges

- Our community fridges in Tonypanydy are open to everyone. Food and essential household items are donated daily from local supermarkets that would have gone to landfill.
- Pop in and help yourself we are open every weekday.
- We also partner with Hubbub, take a look at their website that provides you with info or other community fridges in RCT.

Contact:  GetInvolved@rhawales.com
or visit 97a Dunraven Street, Tonypanydy, CF40 1BE
Or take a look at:
www.hubbub.org.uk/community-fridge-network

Rent and benefit advice

It is really important to let us know if you are struggling to pay your rent as there are lots of ways we can help you and your family, so please don't bury your head in the sand.

Contact: Payment Advisor. Call **01443424200** (option 1, then press option 3)
 PaymentAdvice@rhawales.com

Cost of Living online help centre

We have put together information and guidance to help you throughout this time, includes: food, travel, bills, child support, benefits plus more.

Contact: Visit our website: www.rhawales.com/cost-of-living-support

RHA / Be Active

Be Active is our health and wellbeing project, offering help to:

- Become more active
- Improve your health
- Understand nutrition
- Increase wellbeing

Contact: **Steph** – our Health and Wellbeing Advisor on:
Be.Active@rhawales.com
Or call **01443424200**, option 1, then option 4.

Get Connected

Get Connected is our digital skills project which offers help for tenants who are interested in learning how to get online and access services digitally.

Contact:  GetInvolved@rhawales.com

Or call **01443 424200**, press option 1, then option 4

Repair Cafes

Do you need things fixed? Repairs Café Rhondda is a volunteer-led service which hosts events in our communities and can help you repair household items and save pennies so you don't need to buy new. We regularly hold events at our Little Shed in Tonypanyd.

Contact:  GetInvolved@rhawales.com

Or follow them on Facebook, search **@RepairCafeRhondda**

Fuel Bank Foundation

If you need urgent help with heating and lighting your home, then speak to your Payment Advisor. They can assess your situation and arrange a Fuel Bank voucher so you can get back on your feet.

Contact: Payment Advisor. Call **01443424200** (option 1, option 3)
Or email PaymentAdvice@rhawales.com

Food Support

If you are struggling and need help with food then get in touch with your Payment Advisor who can support you and arrange for foodbank vouchers and/or donations in times of need.

Contact: Payment Advisor. Call **01443424200** (option 1, option 3)
 PaymentAdvice@rhawales.com

Warm Safe Spaces

- There are lots of community hubs in RCT that offer ways to connect with members of your community and enjoy safe warm spaces.
- Join us at our Little Shed in Tonypanyd, or search online for a space near to you.

Contact:  GetInvolved@rhawales.com

or visit 97a Dunraven Street, Tonypanyd, CF40 1BE Or find a space local to you: www.buffy4rhondda.org.uk/warm-hubs

Remake Valleys & Library of Things

This community repair and reuse hub which is changing the way we shop. You can borrow fun and essential items for use around your home at low cost.

Contact: Check out their page on Facebook: **@Re:makeValleys**
Or visit: www.remakevalleys.co.uk

GETTING IN TOUCH WITH US

There are a lot of ways to get in touch with us at RHA Wales. Please take a look at the different ways you can contact us:



In person:

If you would like to speak to us face to face, then our colleagues can visit you at your home, or somewhere in your community or book in a time at the Tonypandy office that suits you.

Our Tonypandy offices are available for meetings with our colleagues' by booking in advance. Give us call on **01443 424200** or use your **MyRHA account** to make an appointment to see a staff member.



Call us for a chat:

Telephone us on **01443 424200**:
We are open Monday – Friday:
9.00am until 4.00pm
(excluding bank holidays)

PRESS OPTION ONE FOR TENANTS, then press:

- **Option 1** – Gas, boiler or central heating queries
- **Option 2** – Report or get an update on a repair
- **Option 3** – Speak to someone about your rent, tenancy queries and support or to report anti-social behaviour
- **Option 4 and 5** – This will put you through to the Community Engagement teams to get involved



your online account:

You can also get in touch via MyRHA – which is your online account giving you 24/7 access to report repairs, book appointments, report anti-social behaviour. Please visit:
www.rhawales.com/myrha



Video chat with us:

You can also video chat with your Housing Officer or Payment Advisor. All you have to do is visit:
www.rhawales.com/videochat/
Follow our step-by-step guide and book in to meet online.



Easier by email:

Just drop us an email to:
MyAccount@rhawales.com
Or **Enquiries@rhawales.com**



Website:

You can contact us via our website:
www.rhawales.com

Or drop us a message on our social media channels, search for **@RHAWales** on:

