CLASS 1 - LOCAL IMPACT ASSESSMENT

Prepared under the Gaming Machines Act 2001

and

the Gaming Machines Regulation 2002

To accompany an application for an increase

Of six in the gaming machine threshold

Of

The Castlereagh Hotel

Prepared for the licensee

Christopher Paul McKechnie

15 September 2017

TABLE OF CONTENTS

EXECUTIVE SUMMARY

1. Introduction

- 1.1 Under the Gaming Machines Act (the Act), certain applications made to the Independent Liquor and Gaming Authority (the Authority) to increase the gaming machine threshold (GMT) of a hotel need to be accompanied by a Local Impact Assessment (LIA). [The GMT establishes the maximum number of gaming machines that can be kept in a hotel]. The Authority must be satisfied that the LIA meets specified criteria before it can approve it and that approval is necessary prerequisite to the Authority approving the application for the GMT increase.
- 1.2 Section 26 of the Act specifies that, for the Authority to approve an LIA, it must be satisfied that;
 - a. The LIA complies with the requirements of the relevant provisions of the Act and the Gaming Machines Regulation (the Regulation);
 - b. The LIA demonstrates the gambling activities in the relevant venue will be conducted in a responsible manner; and
 - c. In the case of a Class 1 LIA (LIA1) related to an established hotel, that:
 - i. The proposed increase in the GMT will provide a positive contribution towards the local community; and
 - ii. The LIA has adequately addressed community concerns arising out of the consultation process required under the Regulation.
- 1.3 Christopher Paul McKechnie, the licensee of the Castlereagh Hotel (the hotel), is applying under Section 34 of the Act to the Authority for approval of a GMT increase of six (6), ie from 17 to 23.
- 1.4 The hotel is in the city of Dubbo (the city) which is classified by the Authority, pursuant to Section 33 of the Act as a Band 2 LGA. Because the increase in GMT sought is in the low range of

increases as defined in clause 34 of the Regulation, an LIA1 is required to accompany Mr McKechnie's application.

2. The Hotel's Location and Surroundings

- 2.1 The hotel is located on the south west corner of the intersection of Talbragar and Brisbane Streets in the Dubbo CBD (See attached map Annexure A). The Dubbo Court House is on the southern boundary of the hotel and the Rivers Clothing Store is on the western boundary.
- 2.2 The area surrounding the hotel consists predominantly of commercial offices and retail shops and cafes.
- 2.3 The area surrounding the hotel has changed little in recent years.
- 2.4 Traffic flow through the intersection of Talbragar and Brisbane Streets is controlled by a two lane roundabout constructed in 2015.

3. The Hotel

- 3.1 The land on which the hotel stands has been occupied by the hotel for in excess of ninety (90) years. The present hotel building was erected in 1923 but substantial additions and renovations have been made to it in subsequent decades. The most recent of these renovations in 2014 have greatly increased the hotel's patronage. The hotel has always been known as the Castlereagh Hotel.
- 3.2 The hotel is a double story building constructed of brick. The hotel provides parking for 21 cars at the rear of the hotel. Access to the hotel's car park is via an entrance Brisbane Street.
- 3.3 The hotel contains a large public bar at its northern end, a gaming lounge in its north western end, a 150 seat bistro in its southern area, an outdoor beer garden in its south western area and 28 hotel accommodation rooms on the first floor.
- 3.4 Patrons can enter the hotel from the car park via the Bistro/Dining Area or via one of five entry/exit doors on Brisbane and Talbragar Streets.
- 3.5 The hotel engages security personnel Friday and Saturday nights from 9pm until closing.
- 3.6 The hotel trades 10.00am 2am Monday to Saturday (depending on patronage) and 10am to midnight on Sunday.
- 3.7 The hotel provides live entertainment Thursday, Friday and Saturday nights/evenings until 12.30am.
- 3.8 The hotel is popular. During the daytime, its clientele consists mainly of business people and tradesmen. In the evenings its clientele consists mainly of local residents many of whom dine in the hotel's dining area. The hotel is also frequented by visitors to Dubbo who either stay at the hotel or one of the many other hotels and motels in the city.
- 3.9 There are in excess of 30 people on the payroll of the hotel.

4. The Hotel's Gaming

- 4.1 The hotel's gaming room is regular in shape with all the machines located in a part where players can smoke. Annexure B contains a plan of the gaming room showing the locations of the machines currently in operation and the proposed locations of the six additional machines when the GMT is increased is the shaded area on the plan.
- 4.2 The hotel's GMT is 17 this was established in 2013. The hotel currently keeps 17 gaming machines.

- 4.3 The hotels gaming machines are all located in the gaming room which complies with the provisions of Clause 9 of the Regulation in that:-
 - The gaming room is located in/off a bar area;
 - The gaming room is physically separated from the general bar area by walls and doors;
 - o Patrons are not compelled to pass through the gaming room in order to enter or leave the hotel or in order to gain access to another part of it;
 - Entry to the gaming room is free of charge;
 - The gaming machines cannot be seen or heard from any place outside the hotel that is used by the public or to which the public has access.
 - All gaming machines are suitably spaced in order to facilitate access; the gaming room is supervised at all times by electronic means and/or the physical presence of the licensee or an employee; and
 - o The gaming room cannot be accessed directly from a public street.
- 4.4 The 20.5% increase in Dubbo's population between 2011 and 2016 together with the renovations to the hotel in 2014 have resulted in a substantial increase in patronage. Consequently, during the majority of trading periods the capacity of the hotel's existing gaming machines to cope with player demand is being taxed regularly. This means the hotel is failing to meet the reasonable expectations of those of its patrons who wish to play, and that in turn affects its business. The GMT increase sought would assist the hotel in meeting player demands and should improve its profitability, thereby enabling it to finance further improvements to its premises and/or its operations and also to contribute more to the local community.

5. Competitive Facilities

- 5.1 In the City of Dubbo there are eleven (11) hotels and six (6) registered clubs with gaming machines.
- 5.2 The total number of gaming machines in the eleven hotels is approximately 200. The total number of gaming machines in the six registered clubs is approximately 420.

6. The Local Community

- 6.1 For the purposes of this application, the area being adopted as the local community lives in the City of Dubbo.
- 6.2 At the 2016 census the population of the local community was 38,943. An increase of 6,616 (20.5%) on the 2011 census total of 32,327.
 - i. The percentages of children aged 0-4 was 7.3% (NSW 6.2%).
 - ii. The percentages of people aged over 75 years was 7.3% (NSW 7.2%).
 - iii. The percentages of Aboriginal and/or Torres Strait Islander persons was 14.6% (NSW 2.9%)
 - iv. The percentages of people born overseas was 15.5% (NSW 24.5%).
 - v. The percentages of people who speak only English was 87.6% (NSW 68.5%).
 - vi. The percentages of people who also speak another language was 12.4% (NSW 31.5%).
- vii. The percentages of people with University degrees was 13.7% (NSW 22.7%).

- viii. The percentages of people with Certificate III trade qualifications or above was 16.3% (NSW 13.3%).
- ix. The percentage of low income households (ie less than \$650 per week) was 17.8% (NSW 9.5%).
- x. The percentage of lone person households was 25.8% NSW 23.8%).
- xi. The percentage of one parent families with dependent children was 11.9% (NSW 8.0%).
- xii. The percentage of rented accommodation was 32.6% (NSW 31.8%).
- xiii. In 2011 the SEIFA score for relative advantaged and disadvantaged was 950 (compared to the state of NSW score of 977). The minimum score being 516 and the maximum score 1137.

7. Harm Minimisation and Responsible Gaming

- 7.1 Under Clause 37c of the Regulation, details of the harm minimisation and responsible gambling measures that are in place at the hotel must be provided.
- 7.2 The applicant conducts gaming in the hotel in compliance with the provisions of the Act and Regulations as well as the policies and guidelines adopted by the Australian hotels Association (AHA) NSW. It has a standard arrangement with the AHA/Gamecare Gambling Counselling Program if counselling is required.
- 7.3 Thus, gaming in the hotel is conducted in accord with the provisions of the Act and Regulation in that:-
 - The applicant and all staff involved in gaming duties hold Responsible Conduct of Gambling
 Certificates. Copies of these certificates are kept on the premises and are available for inspection by
 relevant authorities.
 - The hotel operates a self exclusion scheme which complies with the provisions of the legislation through AHA/Gamecare.
 - The hotel has an arrangement with that organization in relation to the provision of problem gambling counselling and patrons are advised of the gambling HELP service.
 - Relevant staff members have training in self exclusion and on referral to counselling services.
 - All required signage and notices are displayed in conspicuous positions and are maintained.
 - Gambling counselling service contact cards are freely available and are on display in the gaming room.
 - A clock is clearly visible from any gaming machine in the gaming room.
 - No ATM is located in the gaming room.
 - The hotel does not provide credit.
 - There is a \$5,000 limit on cash payment on winnings, any remaining balance is paid by crossed cheque.
 - No cheques are cashed at the hotel.
 - The hotel does not offer promotional prizes that are indecent or offensive.
 - No gambling inducements are offered.
 - There is no external advertising of the hotel's gaming machines.
 - The hotel's gaming machines cannot be seen from outside the hotel.
- 7.4 These practices will be maintained.
- 7.5 The applicant observes self-exclusions from relevant patrons at his hotel and those from other premises.

8. Community Benefit.

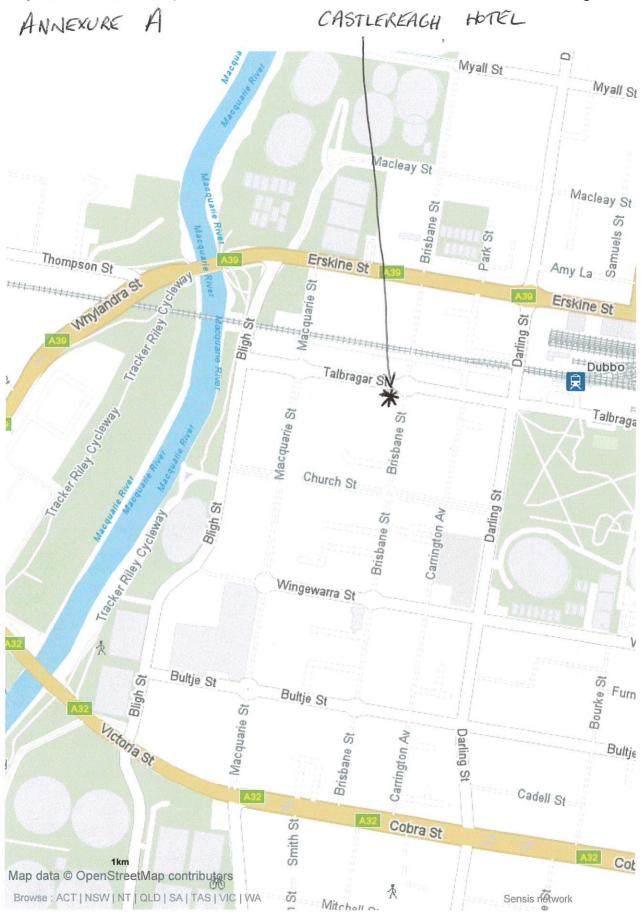
- 8.1 If the application is approved in full the applicant will arrange for six separate donations totalling \$40,000 to be made to the following local organisations. (Annexure C contains copies of correspondence regarding these donations).
- 8.2 The Rotary Club of South Dubbo (\$6,000) which will be directed to Orana Support Services in Dubbo to assist the homeless and victims of domestic violence.
- 8.3 Inland Waterways Rejuvenation Association (\$12,000) to improve and maintain the health of the Macquarie River and other local waterways as well as continuing to provide assistance in work for the dole projects for both indigenous and non indigenous members of the local community.
- 8.4 Dubbo Neighbourhood Centre (\$11,000) to assist with security measures for a new Youth Centre in Wingewarra Street Dubbo and a BBQ trailer to help with community fundraising activities.
- 8.5 Westhaven Association (\$3,000) to assist in the support of over 200 adults and children with disabilities.
- 8.6 Give Me 5 for Kids (\$6,000) which will be donated to the Children's Ward at Dubbo Base Hospital for the purchase of much needed equipment.
- 8.7 Dubbo Base Hospital Pink Ladies Auxilliary \$2,000) to provide daily service to patients by providing meals, doing washing and doing errands as required.

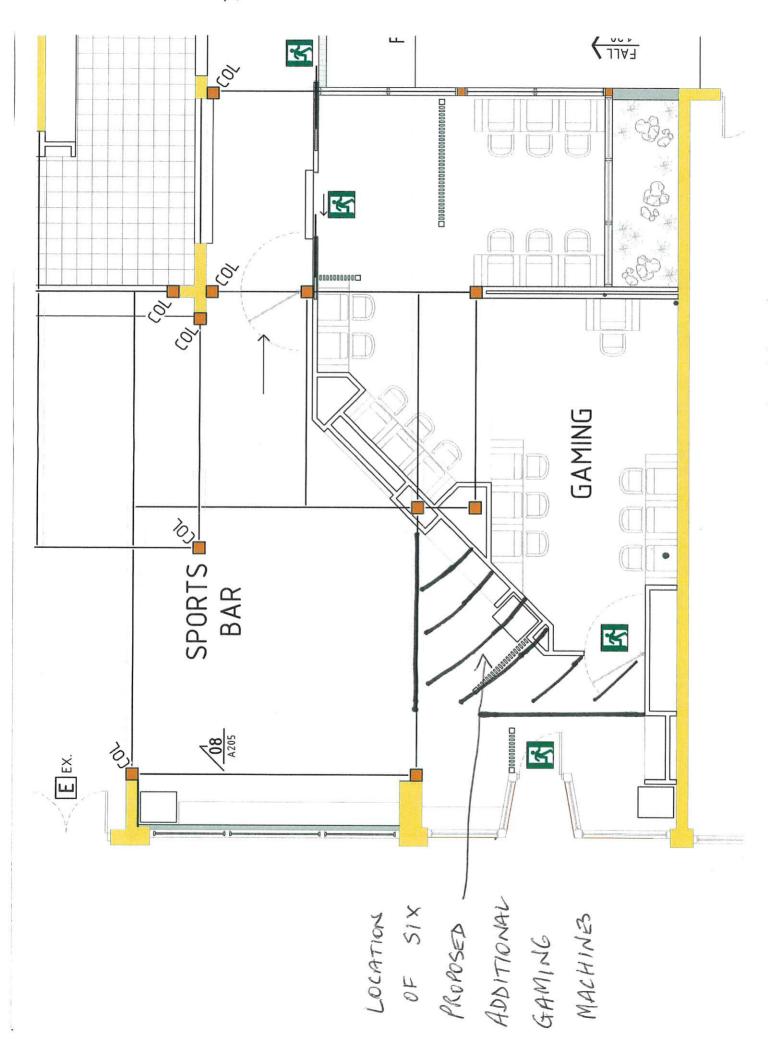
9. Conclusion.

- 9.1 The information in this Class 1 LIA complies with the Authority's Guidelines. In particular it:-
 - Addresses the responsible gambling and harm minimisation measures to be undertaken by the hotel.
 - Identifies the local community.
 - Provides information to show that a positive contribution will be made to that local community if this LIA is approved and the hotel's GMT threshold is increased by six (6).

10. Consultation.

- 10.1 In accordance with Clause 39 of the regulation, within 2 working days of the application being lodged with the NSW Liquor and Gaming Authority copies of the application and this LIA will be provided to Dubbo Regional Council and to Dubbo Police. Notification of the application will be provided to the Council of Social Services NSW and the Western NSW Local Health District. The organizations in the Dubbo LGA funded by the Responsible Gambling Fund for the purpose of providing gambling-relates counselling or treatment services will be notified of the application. In addition an advertisement will be placed in a local newspaper and a notice will be placed on display in a conspicuous location outside the hotel.
- 10.2 All notifications and the advertisement will outline and explain the nature of the application, that this LIA accompanies it, that the application and this LIA may be inspected on the NSW Liquor and Gaming website and that any person may make a submission to NSW Liquor and Gaming in relation to the application within 30 days of the date specified on the advertisement or in the notice.
- 10.3 If NSW Liquor and Gaming forwards any submissions it may receive to the applicant endeavours will be made to resolve any relevant concerns that may be raised.





ANNEXURE

Glen Cook Pty Limited

ACN 140 459 338 ABN 65 140 459 338 PO Box 5038 Empire Bay NSW 2257 **Email** cookglenn@gmail.com C

DIRECTOR
Glenn W Cook
JP 179891
Tel 0414239101
Fax: (02) 4311 2602

Mr Robert Male President The Rotary Club of South Dubbo PO Box 544 DUBBO NSW 2830

RE The Castlereagh Hotel Talbragar Street Dubbo.

Dear Robert

I am writing to confirm that the business owner of the Castlereagh Hotel, Mr Nelson Kelly proposes to make a donation of \$6,000 to your organisation to demonstrate to the Liquor and Gaming Authority that a 'positive contribution towards the local community' will arise should his application to increase his gaming machine holdings by six be approved.

Mr Kelly does not seek any publicity in relation to the donation and as such the donation will not be mentioned in any of his hotel's advertising either internal or external.

Would you please confirm in writing on your organisation's letterhead that you will accept Mr Kelly's donation should his application be approved. It would also be of assistance if you would outline how this donation would benefit your organisation.

Should you wish to discuss this matter please don't hesitate to telephone me 0414239101.

Yours faithfully

Glenn Cook



ROTARY CLUB OF DUBBO SOUTH INC.

District 9670 Club 17966

PO Box 544 Dubbo NSW 2830

ABN 69 397 839 870

Web:Facebook.com/rotaryclubdubbosouth



Dear Glenn

Please extend our thanks to the Castlereagh Hotel for their generous donation.

We have approved this donation to be directed to the Orana Support Services in Dubbo.

This organisation is the first respondents for homelessness and victims of domestic violence. They provide shelter, clothing and personal needs for those in need. Although they have some government funding it isn't enough to cater for their needs.

This donation will be greatly received by this organisation.

Again, thanks to Nelson of the Castlereagh Hotel for his support.

Bob Male

President

Rotary Club of Dubbo South

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Mr Matt Hansen Inland Waterways Rejuvenation Association PO Box 1336 DUBBO NSW 2830

RE The Castlereagh Hotel Talbragar Street Dubbo.

Dear Matt

I am writing to confirm that the business owner of the Castlereagh Hotel, Mr Nelson Kelly proposes to make a donation of \$12,000 to your organisation to demonstrate to the Liquor and Gaming Authority that a 'positive contribution towards the local community' will arise should his application to increase his gaming machine holdings by six be approved.

Mr Kelly does not seek any publicity in relation to the donation and as such the donation will not be mentioned in any of his hotel's advertising either internal or external.

Would you please confirm in writing on your organisation's letterhead that you will accept Mr Kelly's donation should his application be approved. It would also be of assistance if you would outline how this donation would benefit your organisation.

Should you wish to discuss this matter please don't hesitate to telephone me 0414239101.

Yours faithfully

Glenn Cook



Inland Waterways Rejuvenation Association

P.O Box 1336 Dubbo NSW 2830

www.iwra.com.au

iwrainc@hotmail.com

September 8th 2017

Dear Mr Kelly,

The volunteer committee of the Inland Waterways would like to accept, and extend our sincere thanks for your offer to donate \$12,000.

Inland Waterways has been working to better the health of the region's waterways for almost a decade, and this contribution would help our community organisation grow significantly. We will also be better able to continue to provide work for the dole project options for both indigenous and non-indigenous job seekers.

This donation will be used to further our local community work to improve the health of the Macquarie River, remove rubbish on local reserves, and also to inspire and educate future generations of children to look after the health of our Inland Waterways. To date, our local volunteer committee has removed tonnes of rubbish from the waterways, worked closely with work for the dole participants to help them forge towards a better future, and has restocked hundreds of thousands of native fish.

We would like to thank the Castlereagh Hotel for considering our organisation for this financial contribution.

Yours Sincerely,

Matt Hansen

Phone: 0427 454 357

President-Inland Waterways. www.iwra.com.au

For and on behalf of the volunteer committee.

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Ms Venessa Creed Manager Dubbo Neighbourhood Centre Unit 1, 80 Gipps Street DUBBO NSW 2830

RE The Castlereagh Hotel Talbragar Street Dubbo.

Dear Venessa

I am writing to confirm that the business owner of the Castlereagh Hotel, Mr Nelson Kelly proposes to make a donation of \$11,000 to your organisation to demonstrate to the Liquor and Gaming Authority that a 'positive contribution towards the local community' will arise should his application to increase his gaming machine holdings by six be approved.

Mr Kelly does not seek any publicity in relation to the donation and as such the donation will not be mentioned in any of his hotel's advertising either internal or external.

Would you please confirm in writing on your organisation's letterhead that you will accept Mr Kelly's donation should his application be approved. It would also be of assistance if you would outline how this donation would benefit your organisation.

Should you wish to discuss this matter please don't hesitate to telephone me 0414239101.

Yours faithfully

Glenn Cook

Mr Nelson Kelly Castlereagh Hotel Dubbo NSW 2830



Saturday, 9 September 2017

Dear Mr Kelly

RE: Proposed Donation

Dubbo Neighbourhood Centre would like to offer a sincere thank you for the proposed donation of \$11,000 from the Castlereagh hotel.

This donation would be used to assist with some security measures for a new Youth Centre in Wingewarra Street, a BBQ trailer to help us with community events and some brokerage funds for our Domestic Violence services that work closely with both Victims and perpetrators.

The Dubbo Neighbourhood Centre is a non for profit organisation that has been In Dubbo for over 40 years. During this time we have held many community events and assisted those in our community through our programs. In 2016 we assisted the Dubbo and surrounding areas through 47,140 instances of service, through emailing information, face to face contact or telephone enquiries.

We are very thankful for the chance to use this donation to better our services to the community.

Yours Sincerely

Teagan Martin
Dubbo Neighbourhood Centre

COMMUNITY & ADMINISTRATION SERVICES

ACN 140 459 338 ABN 65 140 459 338 PO Box 5038 Empire Bay NSW 2257 Email cookglenn@gmail.com DIRECTOR
Glenn W Cook
JP 179891
Tel 0414239101
Fax: (02) 4311 2602

Ms Linda Haksteeg Westhaven Association 32 Hawthorn Street DUBBO NSW 2830

RE The Castlereagh Hotel Talbragar Street Dubbo.

Dear Linda

I am writing to confirm that the business owner of the Castlereagh Hotel, Mr Nelson Kelly proposes to make a donation of \$3,000 to your organisation to demonstrate to the Liquor and Gaming Authority that a 'positive contribution towards the local community' will arise should his application to increase his gaming machine holdings by six be approved.

Mr Kelly does not seek any publicity in relation to the donation and as such the donation will not be mentioned in any of his hotel's advertising either internal or external.

Would you please confirm in writing on your organisation's letterhead that you will accept Mr Kelly's donation should his application be approved. It would also be of assistance if you would outline how this donation would benefit your organisation.

Should you wish to discuss this matter please don't hesitate to telephone me 0414239101.

Yours faithfully

Glenn Cook 7 September 2017

Registered Office & Business Services

32 Hawthorn Street DUBBO NSW Email: ellen.zell@westhavendubbo.com.au

Telephone: 02 6882 4111 Fax: 02 6882 4599

Direct All Mail:

PO Box 4695 Dubbo East NSW 2830



Westhaven Accommodation Support Service

475 Wheelers Lane DUBBO NSW Email: <u>wass@westhavendubbo.com.au</u> Telephone: 02 6882 7188

Fax: 02 6884 3032

www.westhavendubbo.com.au

7 September 2017

Nelson Kelly Castlereagh Hotel Talbragar Street DUBBO NSW 2830

Dear Nelson

Westhaven is a registered charity in the Dubbo Region. 2017 sees a milestone for Westhaven in celebrating 60 years of supporting adults and children with disability.

Founded in 1957 by the Late Dr Brian Dickens, Westhaven has been supporting the community is now supporting over 200 adults and children with disability to live life the way they choose, by providing supported accommodation, day programs and employment.

We would like to thank Castlereagh Hotel for considering Westhaven for a donation and this will assist in providing programs in the community to assist in community participation.

If you would like any further information I would gladly assist.

Yours faithfully

The Westhaven Association Lynda Haksteeg

Manager Human Resources and IT







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Fax: (02) 4311 2602

Ms Victoria Duncan Give me 5 for Kids Hits 93.5 47 – 59 Wingewarra Street DUBBO NSW 2830

RE The Castlereagh Hotel Talbragar Street Dubbo.

Dear Victoria

I am writing to confirm that the business owner of the Castlereagh Hotel, Mr Nelson Kelly proposes to make a donation of \$6,000 to your organisation to demonstrate to the Liquor and Gaming Authority that a 'positive contribution towards the local community' will arise should his application to increase his gaming machine holdings by six be approved.

Mr Kelly does not seek any publicity in relation to the donation and as such the donation will not be mentioned in any of his hotel's advertising either internal or external.

Would you please confirm in writing on your organisation's letterhead that you will accept Mr Kelly's donation should his application be approved. It would also be of assistance if you would outline how this donation would benefit your organisation.

Should you wish to discuss this matter please don't hesitate to telephone me 0414239101.

Yours faithfully

Glenn Cook



Southern Cross Austereo Suite 3, Level 1 47-59 Wingewarra Street Dubbo NSW 2830

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T: +612 6881 8104 southerncrossaustereo.com.au

Dubbo FM Radio ABN 95 086 880 873



Nelson Kelly Owner Manager The Castlereagh Hotel Dubbo 79 Talbragar Street Dubbo NSW 2830

Dear Mr Kelly

Thank you for your interest in the Give Me 5 for Kids Campaign (GM5FK) for 2017. Give Me 5 For Kids and hit93.5 would like to sincerely thank you for the proposed donation of \$6,000 from the Castlereagh Hotel, Dubbo to the Children's Ward at Dubbo Base Hospital.

This year with the money we will raise through Give Me 5 For Kids, Dubbo Base Hospital have advised they will be putting the money towards a Phillips Monitor for the Special Care Nursery (worth \$22,000) and various Ear Nose and Throat Surgery Equipment (worth \$20,200).

We are hopeful that through the events we have organised and the generosity of Dubbo and the Central West, we will be able to cover most of the cost for this essential equipment.

If you need any further assistance, please contact Victoria Duncan on (02) 6801 2287 or email victoria.duncan@sca.com.au.

Thank you for your support! We look forward to hearing from you.

Yours sincerely,

Darren Inglis General Manager

Southern Cross Austereo and hit93.5 Dubbo

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Fax: (02) 4311 2602

Mrs Jennifer Kelly Pink Ladies C/- Dubbo Base Hospital Myall Street DUBBO NSW 2830

RE The Castlereagh Hotel Talbragar Street Dubbo.

Dear Jennifer

I am writing to confirm that the business owner of the Castlereagh Hotel, Mr Nelson Kelly proposes to make a donation of \$2,000 to your organisation to demonstrate to the Liquor and Gaming Authority that a 'positive contribution towards the local community' will arise should his application to increase his gaming machine holdings by six be approved.

Mr Kelly does not seek any publicity in relation to the donation and as such the donation will not be mentioned in any of his hotel's advertising either internal or external.

Would you please confirm in writing on your organisation's letterhead that you will accept Mr Kelly's donation should his application be approved. It would also be of assistance if you would outline how this donation would benefit your organisation.

Should you wish to discuss this matter please don't hesitate to telephone me 0414239101.

Yours faithfully

Glenn Cook



DUBBO BASE HOSPITAL PINK LADIES AUXILIARY

Mr Chris McKechnie Castlereagh Hotel 79 Talbragar St Dubbo NSW 2830

Dear Chris

The Dubbo Pink Ladies would like to extend our sincere thanks for the proposed donation from the Castlereagh Hotel.

The Dubbo Pink Ladies have been operating out of the Dubbo base hospital for the past 41 years. At present we have 42 volunteer members and rely totally on donations and the support of the volunteers for the day to day operations.

We provide daily services to patients in the wards as well as the oncology department by providing meals, doing washing and other errands as required. Any donations received go back into the hospital by fulfilling wish lists from all departments in the hospital.

We are extremely grateful for any donations from the local community and send a big thank yo to the Castlereagh Hotel for considering our organisation for this generous donation.

Please contact me for any further information,

Yours Sincerely

Jennifer Kelly

President - 68828629