

HAM CLOSE UPLIFT PROGRAMME

JUNE 2016



Since last July, RHP and Richmond Council together with local people and community groups have engaged in intensive discussions about the future development of Ham Close. We want to thank everyone who has contributed to the process so far. We have consolidated all that we have heard to date but there is much more to be done - together we now want to identify and develop the best possible design solution for the Close should redevelopment go ahead. Over the coming months we are providing a range of opportunities to enable you to have your say, input into the development of proposals and help us and the Council shape the way forward.

We have set out the latest information connected to the Ham Uplift programme in this newsletter. To keep up to date with all the latest news visit our dedicated website at www.hamclose.co.uk.

Design workshops

As a result of resident and community group's feedback, it has been agreed further engagement would be launched this summer to support the development of a proposal for Ham Close in partnership with the local community. This will be followed by further consultation in the autumn on the revised proposals. The first stage of this engagement are a series of design workshops. Throughout June and July these sessions will enable residents, RHP and the Council to work together to come up with the best possible design solution for the Close should redevelopment go ahead. The workshops will be facilitated and there will be experts on hand to help attendees understand key issues, any constraints and possible ideas. There are 40 spaces available at each workshop and all but two of the workshops will be repeated. You only need to attend one session on each topic. If there is more demand we will look at holding additional workshops. We have enclosed a flyer with this newsletter which sets out the themes of each workshop and the relevant dates and times. We are reserving half of the places for RHP Ham Close customers. You can let us know which workshop you'd like to attend by going to www.hamclose.co.uk to reserve your space or if you don't have internet access by calling RHP free on 0800 032 2433 or from a mobile on 020 3166 2200.

Customer offer

Late last year we sent you a customer offer booklet which set out the offer you would be entitled to (specific to tenants and homeowners) if redevelopment should go ahead. We received customer feedback on some areas of the offer which we have listened to and reviewed as a result.

The areas which will be adjusted due to this customer feedback are set out below however all Ham Close customers will receive an updated offer booklet in the next few weeks.

Affordability:

There were some concerns over the affordability of the new homes. As a result, we're going to include a number of studio flats on offer to provide more affordable options for different people's needs.

Lease for homeowners:

We're now going to offer all homeowners a new 125 year lease.

Offer for non-resident homeowners:

The original offer stated that non-resident homeowners would be offered 7.5% above market value for their current home. On reviewing the offer we've increased this to 10% of market value to bring it in line with all other homeowners.

In addition, non-resident homeowners will now be offered the option of Shared Equity in the new property. Again bringing it in line with what's being offered to owner occupiers, this group will now be able to purchase the remaining equity at the time of the regeneration project or later if their circumstances allow.

Stakeholder reference group

To run alongside the design workshops, RHP and Richmond Council are setting up a key Stakeholder Reference Group, which will meet during the summer and early autumn to support our engagement and consultation with residents. The key objectives for the Group are to:

- Communicate the views of local people (including RHP tenants and leaseholders), local groups and other key stakeholders to the Project Team via the Chair of the reference group
- Disseminate information to local residents and all stakeholder group members and consult them regularly
- Work with RHP and the Council to improve the housing and other services (including, but not limited to health, youth, recreation and culture) in the local area

We know through experience and learning that it is better if membership of this type of group consists of no more than 15-20 members, so that all voices can be heard and discussions are manageable. RHP customers (including tenants and leaseholders) will make up around half (8-10 individuals) of the membership.

This is a great opportunity to help represent and share the views of your particular customer group (tenant or homeowner) and have your say.

If you'd like to put yourself forward to be a member of the group please email hamclose@rhp.org.uk or phone RHP free on 0800 032 2433 or 020 3166 2200 from a mobile by Monday 27 June.

Customer Charter

Together with Richmond Council we have put together a customer charter which sets out our commitment to you during the engagement process. We presented the charter at the last Ham Close residents' association meeting to check it included the things that matter most to our customers. We have enclosed the charter with this newsletter for your reference. If you have any comments on the charter, please email them to hamclose@rhp.org.uk or or phone RHP free on 0800 032 2433 or 0203 166 2200 by Monday 27 June.

Visit to a development

In order to provide you with the opportunity to see what other regeneration schemes of this nature look like, we're arranging a visit to the Rectory Estate in the London Borough of Ealing. Although this scheme doesn't have the same architecture as Ham Close would have, it is a similar size and there'd be an opportunity to look inside a finished home.

To help as many people to come as possible we are arranging the visit for Saturday 23 July and transport will be provided to and from Ham.

If you'd like to put your name down to come on the trip please let us know by emailing hamclose@rhp.org.uk or phoning RHP free on 0800 032 2433 or 0203 166 2200 from a mobile by Monday 27 June.

Customer charter | Draft for discussion

- RHP will work with you on an individual basis to help you to understand how the redevelopment proposals will affect you and understand your housing needs and preferences and listen to your concerns.
- RHP will understand any additional care and support requirements you may have and offer extra help and support where required.
- RHP will offer extra help and support for older people and/or disabled residents throughout the development.
- RHP and LBRuT will provide information on a regular basis in a variety of formats using clear language that is easy to understand. This includes a website where you can access all of the latest information as well as newsletters.
- RHP tenants will be able to remain at Ham Close, with only one move into their new home wherever possible.
- RHP tenants will maintain the same tenancy rights as they do now.
- RHP Homeowners will be entitled to at least the market value of their home, plus home loss payments and disbursements.
- Leaseholders will be offered the services of a Mortgage specialist.
- RHP will continue to maintain and repair the homes of tenants and provide Estate services to Ham Close throughout the redevelopment process.
- RHP and Richmond Council will encourage you to participate fully in the engagement and consultation process. It would be great for as many existing customers to be involved in this process as possible.
- We will not tolerate verbal or physical abuse or inappropriate behaviour (including discrimination on the basis of Race or Ethnicity, Age, Gender, Transgender, Sexual Orientation, Disability or Religion or Belief).