



**Notes of Resident Engagement Panel
on Thursday 26th August 2021 at 6.30pm – 8.30pm**

1. Present:

Residents: Lynn Gunter, Philippa Harlow (RA), Jen Francis and Jason Ash, Chris Sanders, Glenn Murphy

RHP: Simon Cavanagh and Brett Wild from 7pm

Hill: Kirsty Dougan, Senior Development Manager, Caroline Donnet, BPTW Architects, Vinitia Slanky, Kratus Communications

TPAS: Jane Eyles and Derek Doran (Customer Advisors)

Apologies: Marco Malpelli, Mandy Sadler, Tracey Elliot (RHP)

2. Pre-meet: Special welcome to Chris who joined for the first time, A discussion was held about the REP response to Simon. Issues discussed:

- 75 petition response
- Discussion around studio flats – JE explained that studio flats no longer meet the expected standard
- Issues around “like for like” – wanting choice
- Wait and see how Hill responds tonight
- Richmond Council have planning guidance – must have windows that open in bathroom and kitchen
- Keep a plan B for REP
- 5 minutes at the end to discuss
- October meeting face to face

3. Welcome to Simon, Brett, Kirsty, Caroline and Vinitia

4. Minutes of the last meeting – agreed

5. Stakeholders meeting: DD and SC reported that the meeting showed some concerns from Ham residents rather than the Close customers. Marco attended on behalf of REP.

6. Kirsty from Hill and team response to issues raised by residents:

Q2. Concerns about the sixth storeys



- Planning policy allows 6 storeys in some cases
- The 6th storey helps viability of the project and there is nowhere else to put the additional homes being developed
- The sensitive nature of 6 storeys mean that they will be set back and only in some locations
- Take concerns about service charges and fire safety costs on board – working with *AffinityFire* consultants and the buildings must be fire safe
- KD offered to do benchmarking of similar scheme service charges in December after planning permission. **ACTION**
- Working on the master plan which will be subject to technical testing which will lead to changes that will not be able to be contested. By Nov/Dec 2021 Hill will know more of the masterplan from the planners so will be able to try and take on board residents' views.

Questions: *CS pushed back on “viability” noting that the number of homes had already increased.*

Q3 ***Reductions in room sizes***

- Ham Close currently have rooms that do not meet national space standards so no reductions in room sizes. KD: *“That’s a promise”*
- Individual room sizes have not been worked through yet – just 3 prototypes not to scale. Will meet detailed designers who will even look at door handles. Google Riba stage 3 and 4.

Questions:

- *PH: Will we have the same storage space as now?*
- CD: There is a minimum standard for storage space, KD: Workshop can focus on this and need to measure existing.
- *LG: What about pram sheds?* KD: depends on how many there are and can design once known. SC: Will also look at bike storage/cages at the detailed stage with *Velocity* consultants.

Q4 ***Residents need to have the choice of open plan or divided rooms, kitchen and bathroom designs***

- KD thanked PH for the surveys which are really helpful after the pre-planning stage. They will do their best to offer options and are listening at



this stage. Will note preferences. Will be able to make possible, numbers to be considered.

Q5. Reluctance for internal bathrooms/kitchens without windows – costs of extractors

- Bathroom windows will be the default option and the whole issue will be tested for light, noise, ventilation and overheating (Energist consultants) and tests will determine size and location of windows. Hill cannot promise until the modelling has been completed but the subject is still open and Hill know resident's view that windows should be available.

Q6. Residents need to be given choice of aspect/location

- KD explained that it was too soon. Once planners have agreed, then Hill can do floor plans and layouts. These can be a subject of the December workshops.

Questions

- JF: Want to be given a choice of location and floor
- JA: Wants a choice not just one offer
- SC: RHP cannot make a fair offer until after planning but do need to accept that residents will live in a different part of Ham Close – will be part of separate “Tenancy Strategy” and “Leaseholder strategy” which will also be signed off by RHP Board. The strategies will spell out how it will work whether residents choose to stay or leave.
- DD: Need the option of residents moving twice? – SC: RHP will meet each household before January to inform the strategy within the parameters of the Customer Offer 2016. RHP needs to understand individual needs, issue still under consideration.

Q9 Location of Homes and no cherry picking

- KD explained that 3 phases with RHP homes built in every phase with no cherry picking
- CD: Location will be down to phasing and is a big juggle – planners very sensitive about poor doors in 2021 so will be pepperpotted.
- IMPORTANT to keep this issue an important matter until it is resolved.



- Hill will provide a Tenancy Liaison Officer during the actual construction phase who will act as Customer Advisor, replacing Jane and Tpas.

Q12 Parking, requests for gym and service charges

- There will be a service charge strategy
- Turning and delivery and emergency vehicles have all been factored into the design
- Gym is not in the current plans and would have a big impact on residents' service charges

Q13 Underground parking

- Will design out security and safety issues with police "Secured by Design" team. Many different ways of allocating parking spaces and Velocity will explore in the workshop.
- KD residents views collated – planning conditions will also determine

Questions: CS – CCTV? SC most certainly and will be service chargeable

7. Next steps (post meeting note included)

- KD shared the timeline and agreed to send to JE **ACTION**
- **11th September Ham Fair** 11am – 4.30pm Ham Common
- **Next REP meeting 23rd September** (with DD as JE is away)
- **Saturday 2nd October 10am – 1.30pm** workshops for RHP customers only at ST Richard's Church for 90 minutes (landscape/liveable streets) and (buildings types, indicative layouts, materials and facades. Essentially "the feel of Ham Close")
- JE to contact Hill re visit for Saturday am post planning
- Phase 2 consultation **Friday 19th November 1pm – 6pm** and **20th November 10am – 3pm** – St Richard's Church

There are two other workshops planned up to December on the following themes :

- One Planet Living – looking at sustainability with areas including travel, parking, energy, household waste, health and wellbeing. This is planned to be open to all and will likely be virtual. Date to be Confirmed for early October.



- Living at Ham Close – RHP Customers only. This will include Fire Safety, Phasing, Build programme and rehousing to provide confidence and clarity to customers. This is planned for December and will again be hosted at St.Richards Church. Date To be Confirmed.