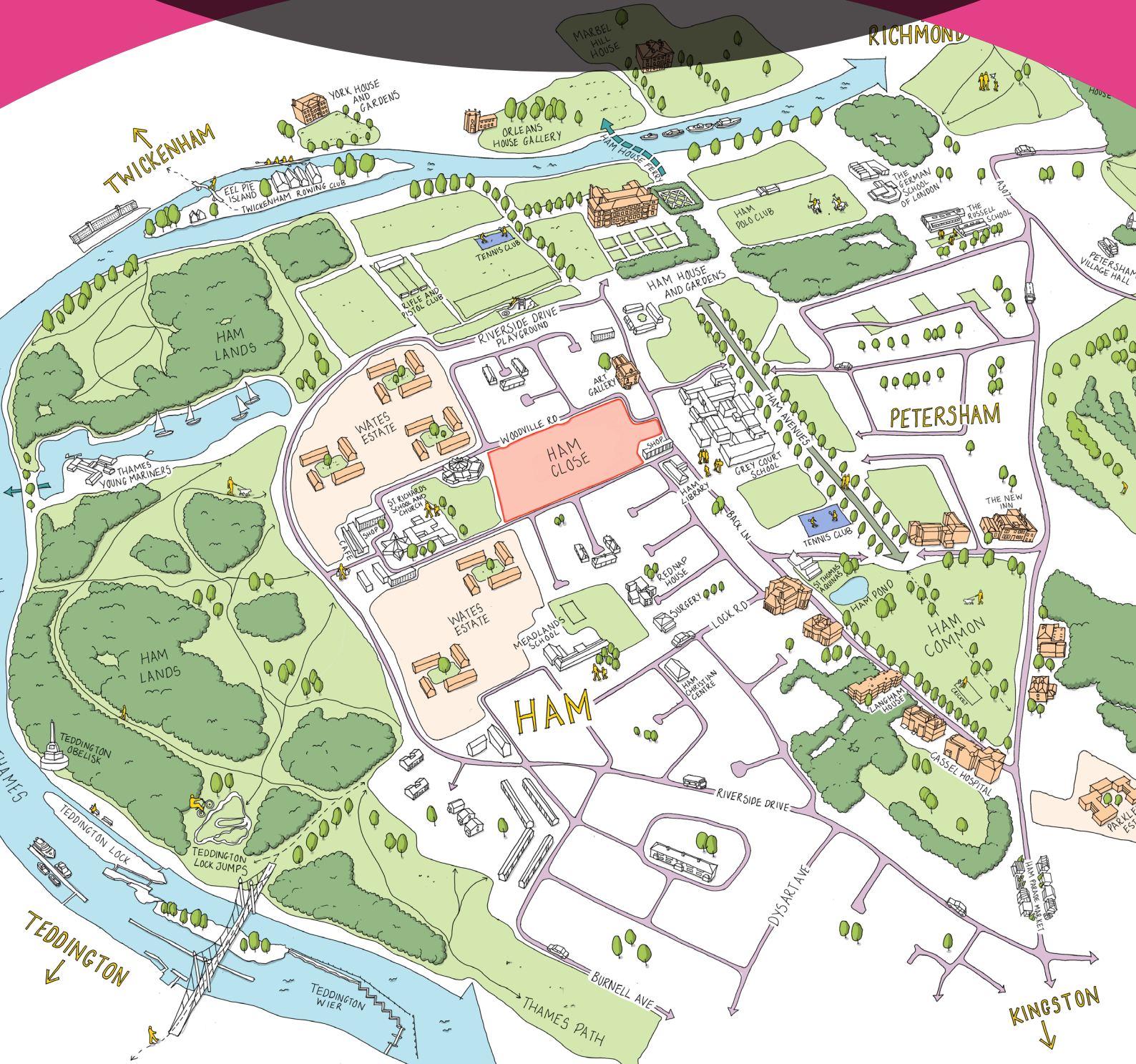


Connect with

# HAM CLOSE

Ham Close Newsletter | June '21



## HAM LOWDOWN

Over the last fifteen months RHP, with the support of our partner Richmond Council, have been selecting a Developer partner for the regeneration of Ham Close, by following a legally compliant two-stage procurement process, allowing for a period of negotiation before final selection.

Newsletters in March, July, October and December 2020 and regular Resident Engagement Panel (REP) meetings have allowed RHP customers at Ham Close to stay updated on our progress.

The involvement of the REP and RHP customers' attendance at November's Regeneration Update meeting also provided valuable feedback to the final bidders and RHP's Regeneration Team, ahead of the scoring of the developers' submission in February 2021.

We are now very pleased to confirm that RHP have chosen Hill as our Developer. Hill join Richmond Council as the final partner in our ambitious plans to deliver new and exemplar homes, community facilities and amenities to benefit both RHP customers living in Ham Close and their neighbours.

Hill has an enviable track record in delivering complex regeneration projects in London, Cambridge and the South-east, producing outstanding homes for residents. Our new partner has recently been named Housebuilder of the Year at the prestigious WhatHouse? Awards in November 2020 and is a 5\* Home Builder under the House Building Federation's star rating scheme for customer satisfaction.

In this extended newsletter, we are excited to be able share with RHP customers a summary of Hill's concept designs, prior to commencing a programme of detailed Consultation and Engagement on all aspects of the proposed scheme with RHP customers and the wider community.

It is important to remember that whilst choosing Hill is a key stage in the project to regenerate Ham Close and deliver the homes RHP customers need, there is a lot of important consultation to be undertaken with customers, Richmond Council's planners and key local stakeholders before submitting a planning application later in 2021.

There will be surveys to undertake on Ham Close and its surroundings, some of which have already started. Subject to planning approval, RHP and Hill are on programme to start construction in 2022.

In this edition of your newsletter, we have chosen to focus predominantly on the proposed new homes and landscaping that will help shape a new heart to Ham Close, a place that we know RHP customers love.

The images on pages 4 to 13 should be seen at this pre-planning stage as design concepts which RHP customers will have the opportunity to shape through consultation and engagement.

Other key parts of the regeneration that will benefit everyone in Ham, include the building of new community facilities for Ham Youth Centre, TAG and Richmond Maker Labs, the management and distribution of a generous Social Value fund as well as the design of a Green Link will also be subject to consultation with you. Details on how RHP customers can stay involved and the next steps for the project, including the Customer Offer are on pages 14 to 15.

As part of their final design submission in February, after eleven months competing to be chosen as RHP's Developer partner, Hill with their architects BPTW approached their concept for Ham Close as "homes set within a park". The RHP Regeneration Team have worked to ensure RHP customers receive new homes that compare favourably with the best that Ham and its' setting has to offer. We hope RHP customers do too and RHP, Richmond Council and Hill welcome your thoughts in the weeks and months ahead.

# HAM CLOSE

## Resident Engagement Panel (REP)

Tpas have been appointed as your Independent Customer Advisor to see you through the regeneration now that a developer has been selected.

Jane Eyles (pictured below) will be supporting all RHP customers to have their say and help shape the regeneration.

We are working with a Panel of RHP tenants and leaseholders called the Resident Engagement Panel (REP)

If you want to join the Panel please contact:

[hamclose@tpas.org.uk](mailto:hamclose@tpas.org.uk)

0800 731 1619

**We currently meet "virtually" via Zoom on Thursday evenings approximately every 6 weeks from 6.30pm - 8pm.**

We will be planning to meet in person in the near future. Please get in touch if you would like to join us, for somebody to ring you or to go on our mailing list.



**Jane Eyles**  
Your Independent  
Community Advisor



## HOMES SET WITHIN A PARK

It is proposed that the majority of homes at Ham Close will be apartments occupying buildings of between three and six storeys in height, with the top floor set back. The taller buildings have been located towards the centre of Ham Close and overlooking Ham Village Green, respecting the scale of homes on the surrounding Ashburnham and Woodville roads.

The materials proposed for the buildings at Ham Close include a rich variety of bricks, hung tile and slate with intricately patterned metal for apartment balconies.

*Concept design for a six-storey apartment building positioned alongside the Green Link - a habitat rich linear park connecting to Ham Village Green.*

## PRIORITISING WALKING AND CYCLING

A proposed basement car park will ensure that Ham Close will be a neighbourhood defined by tree lined and healthy streets where it will be safe to dwell, walk, cycle and play. Some surface parking will be located on the edges of Ham Close. Cars will not be able to drive through the new Ham Close.



*Concept design for the centre of Ham Close. The central path leads to Ham Village Green and will be free of vehicular traffic except emergency vehicles.*



WOODVILLE ROAD

The Woodville Centre

St Richard's CE Primary School

Caretaker Street

Play Space

Maker Lab

Street

Street

Green Link

Car Park Access

Street

Street

ASHBURNHAM ROAD

Ham Clinic

Existing Play Space

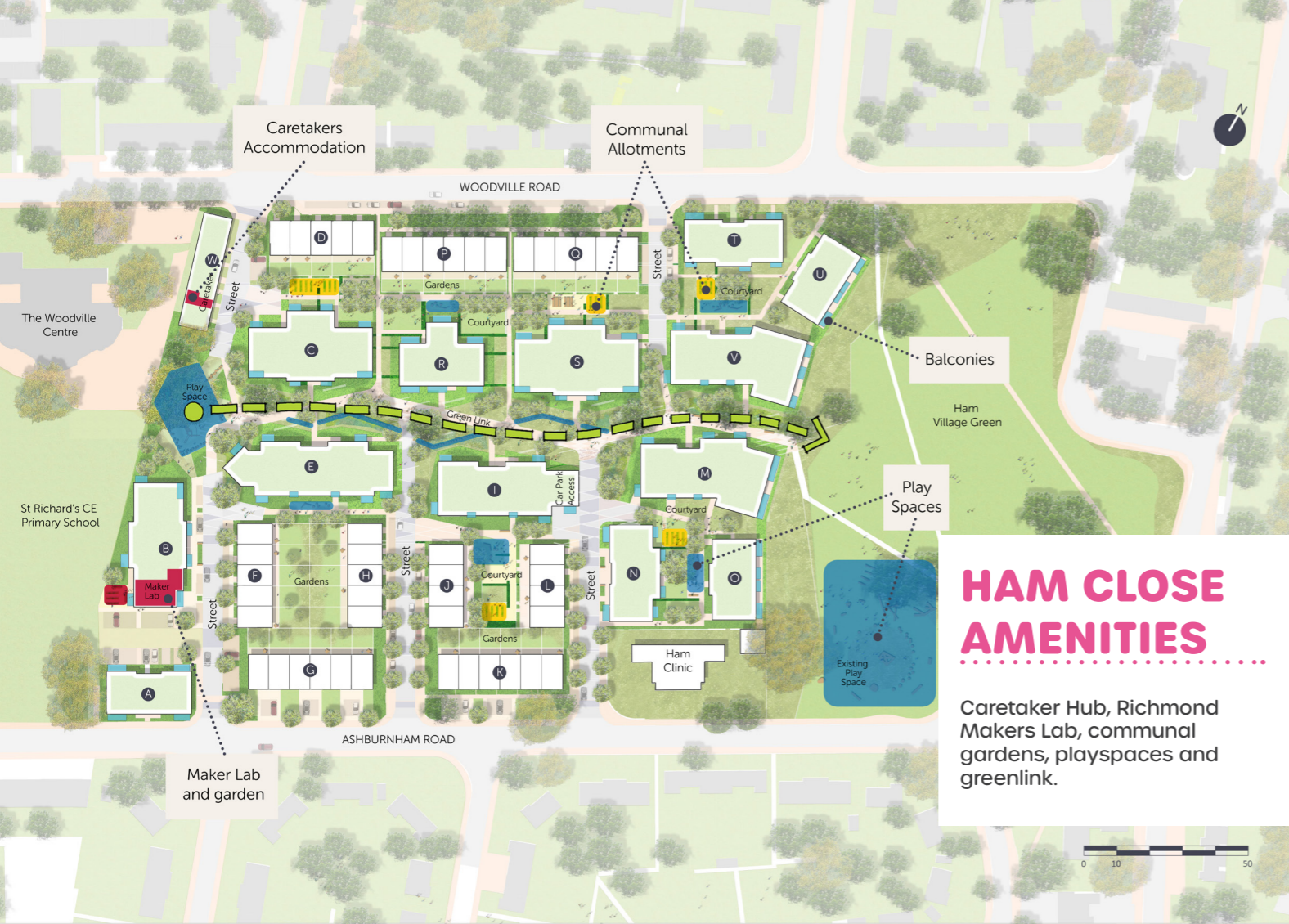
## LANDSCAPING AND AMENITIES FOR HAM CLOSE AND HAM

Key to the landscaping at Ham Close is to preserve the 'open' character found across Ham. A central Green Link drawing on the natural planted character of Ham lands Nature Reserve and Ham Village Green will be an inviting and additional place to walk for Ham's residents.

Safe, tree-planted pedestrianised streets and paths lead to courtyards inspired by Eric Lyon's Parkleys and Wates' Ham Riverside nearby. These semi-private 'garden rooms', arranged between houses and apartments will be for Ham Close residents to gather, play, socialise and grow food. A variety of new play areas and private outdoor gardens, balconies and terraces complete the landscaping for residents.

The proposed Ham Youth Centre and TAG will continue to operate in a new purpose-built Community Centre separate from the residential buildings. The location, looking out and across Ham Village Green, will give greater prominence to a Centre for the Community and is located closer to public transport. A local, emerging architectural practice WR-AP will work with the community to help shape what has the potential to be an important piece of civic architecture for Ham.





## HAM CLOSE AMENITIES

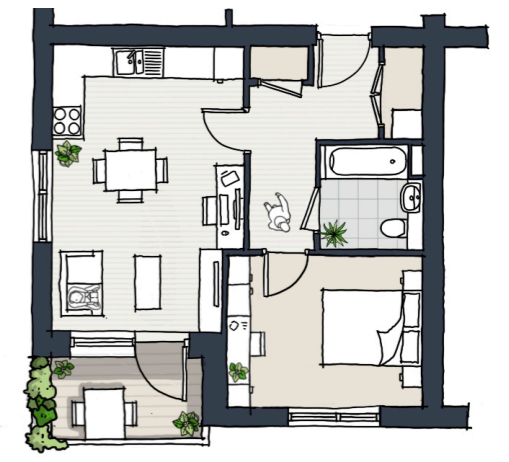
Caretaker Hub, Richmond Makers Lab, communal gardens, playspaces and greenlink.

## HOME LAYOUTS

To the right are three of the indicative layouts for single level apartments. Their design will evolve through engagement with RHP customers and currently show naturally well-lit rooms with balconies, storage and dedicated working from home spaces. The new homes will all be secure, better insulated and larger, with the smallest new home, a 50 SqM one-bedroom two-person apartment, being 18 SqM larger than the current smallest home.

All apartment buildings will be served by lifts and apartments will benefit from a private garden, balcony or terrace.

Indicative 1 Bedroom 2 Person Apartment



Indicative 2 Bedroom 4 Person Apartment



Indicative 3 Bedroom 5 Person Apartment



\*Please note the layouts are not to scale.

## SUSTAINABILITY AT HAM CLOSE

One definition for living more sustainably is meeting RHP customers' own needs without compromising the ability for future generations to meet their own needs. In addition to protecting and preserving natural resources such as air, water and plants, a more sustainable way of life extends to social and economic resources.

The regeneration of Ham Close will aim to be exemplar in many aspects, especially the approach we will take to how we capture energy to heat and provide hot water for the new homes. The proposal for Ham Close's regeneration will be more ambitious than just energy usage, using a One Planet Living framework to develop the right approach to sustainability by working with the community of Ham.

Using this framework, we will work together to create an action plan through community workshops focusing on ten principles: 1) Health and happiness 2) Equity and local economy 3) Culture and community 4) Land and nature 5) Sustainable water 6) Local and sustainable food 7) Travel and transport 8) Materials and products 9) Zero waste 10) Zero carbon energy. See next page for more information.



Green and brown roofs  
Planting to encourage biodiversity  
Majority of trees retained



Photovoltaic Solar Panels assist Air Source Heat Pump systems



Rainwater harvesting fed to balconies for irrigation  
Landscaped SUDS



Secure cycle storage in every building & public realm  
EV charging points  
Allocated car club spaces



Employment of local people for construction workforce



Communal allotments and fruit trees for growing local produce



Provision of new and enhanced green spaces & community facilities



Diverting construction waste away from landfill - SMARTwaste



Locally sourced materials  
Innovative construction techniques



Flagship new community centre and Makerlab facilities



## SUSTAINABILITY AT HAM CLOSE

Ten key steps to making the new Ham Close more sustainable.

## INTRODUCING BRETT



**BRETT WILD**

Regeneration Project Assistant

Brett Wild has joined Tracey Elliott, Simon Cavanagh and Rob Cummins in the Regeneration Team after working for a year in RHP's Customer Service Centre. Brett is your direct contact for any questions you may have about the regeneration of Ham Close. He is also managing the return of the Customer Needs & Homeowner Customer Offer surveys, sent to all Ham Close RHP customers in December last year.

It is very important that each RHP household responds to their survey by 25 June. Brett has provided a second reminder letter and a further copy of the survey alongside the newsletter for any household that has yet to respond.

Brett is ready to help if you need to contact him before completing and sending back the survey in the stamped addressed envelope provided. If Brett has not received a response to the surveys by 25 June, he will be contacting RHP customers directly to ensure that the Regeneration Team has a current record of our customers' needs and contact information ahead of the Consultation & Engagement programme starting later this spring.

Brett, Tracey, Rob and Simon can be contacted in the following ways:

By e-mail: [customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk). Please use "Ham Close Regeneration" in the subject heading of your e-mail to make it easier for our customer services team to direct your correspondence straight through to the Regeneration Team.

By phone: **0800 032 2433**. Please mention that you are calling about the Ham Close Regeneration to make it easier for our customer services team to transfer your call or arrange a call back from a member of the Regeneration Team.

By post: **Ham Close Regeneration, 8 Waldegrave Road, Teddington TW11 8GT.**

## NEXT STEPS FOR RHP CUSTOMERS AT HAM CLOSE

- 1. Complete and return the Customer Needs or Homeowner Customer Offer survey by June 25th. Why?** To help Hill plan now for the right number and size of new homes for Ham Close and to help RHP to prepare to make future offers to RHP customers living at Ham Close.
- 2. Join the Resident Engagement Panel (REP). Why?** This is your opportunity as an RHP customer to come together with your neighbours to help shape how RHP and Hill approach the regeneration of your homes. Details of how to join REP or attend a meeting are: call/e-mail Jane Eyles, your Independent Customer Advisor: **0800 731 1619** or [hamclose@tpas.org.uk](mailto:hamclose@tpas.org.uk).
- 3. Attend the Consultation & Engagement workshops planned for spring, summer and autumn 2021. Why?** If you do not have time to or wish to join REP or attend a meeting, these events are your opportunity as an RHP customer to help shape homes & community facilities before a planning application is submitted later in 2021. Details of dates and how to attend will be provided on the Ham Close website and noticeboards in the coming weeks.
- 4. Give us feedback. Why?** During the recent national lockdown, many of us have struggled or have needed to shift their priorities. If you need us to change how we contact you, please tell us and we will make sure your views as an RHP customer are taken into account.
- 5. Call or e-mail Brett Wild if you have any questions. Why?** The regeneration of Ham Close is a big project and has taken RHP many years to get to where we are now. It is possible you as an RHP Customer have some questions to ask us about how **The Ham Close Customer Offer** applies to you and it has been difficult recently to meet us individually or in groups with our office closed to the public. If Brett can't answer your question over the phone or by e-mail, his RHP colleagues Rob, Tracey or Simon will be able to.

## NEXT KEY MILESTONES FOR THE HAM CLOSE REGENERATION

- 1.** A programme of Consultation and Engagement with RHP customers on the emerging design for Ham Close. Spring-autumn 2021.
- 2.** Planning application to be submitted. Autumn-winter 2021.
- 3. Subject to planning permission being granted,** RHP and Hill will commence construction on the first of three phases in 2022.



## THE RHP HAM CLOSE CUSTOMER OFFER

For RHP Homeowners at Ham Close, you will have received a reminder of our offer to buy your home, as well as a short survey to complete and return in January, with a reminder in March. If you are interested in our offer of a new home at Ham Close, contained in **The Ham Close Customer Offer**, please could you send back the completed survey by 25 June as this will assist us in planning for future homes.

You may also be interested in the current offer to sell your home to RHP, the details of which remain the same as the original offer made to you in December 2019 of full market value plus an additional 10% plus disbursements.

If you are interested in a current valuation of your home or want to know more, please contact [customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk). RHP will require vacant possession, which means that if you currently rent out your home you will need to arrange for your tenants to leave the property.

**Subject to planning permission being granted,** RHP will make formal offers to and manage the re-housing of RHP customers, including the payment of statutory compensation and the reasonable costs of moving. At this time, the dates for when formal offers will be made to RHP customers depends on agreeing a phasing plan, the date for the completion of new homes in the first phase and gaining planning permission. Construction may take between 18-24 months for each of the three phases. RHP will provide greater clarity in the next few months on a phasing plan, both to the REP and through consultation with individual RHP Customer households.

The **RHP Ham Close Customer Offer** is available to view on the "Residents" page of the Ham Close website. A paper copy is available for RHP customers on request.

Should you wish to discuss our plans for Ham Close, you can contact the Regeneration Team (Rob Cummins, Tracey Elliott, Simon Cavanagh and Brett Wild). Or you may wish to contact your Independent Customer Advisor - Jane Eyles.

**Regeneration Team**  
0800 032 2433 or [customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk)

**Independent Customer Advisor - Jane Eyles**  
0800 7310119 or [hamclose@tpas.org.uk](mailto:hamclose@tpas.org.uk)





0800 032 2433 | [customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk)  
Ham Close Regeneration, 8 Waldegrave Road, Teddington TW11 8GT.