

Connect with Ham Close



Ham Close Newsletter
December '20



At this time of the year, it is traditional to send out 'Round Robin' letters to let friends and relatives know what we have been up to over the last twelve months. I expect that some common themes for this year will be about adapting to change and finding new ways to be together.

For the Ham Close Regeneration Team, 2020 meant adapting very quickly to a new way of working together and more importantly finding new ways to connect and work with customers at Ham Close.

Your ability to adapt with us, despite all the other challenges you faced has played a major part in how far we have come this year to deliver on the regeneration project. The commitment you have shown, whether by volunteering your evenings to attend Resident Engagement Panel meetings, taking the time to speak with Tracey and Simon over the summer or making your voice heard at last month's public meeting has been really helpful and we are very grateful.

This combined commitment to regenerating Ham Close will serve us well next year when we are joined in the spring by either Hills, Countryside or London Square: the three developers we introduced in November who are bidding to be our partner.

In this edition of your newsletter and alongside the regular features, we also focus on what we have learned from the questions you raised and the feedback we received following the Regeneration update meeting in November, the next stages for the project and a survey to be completed by Ham Close customers that rent from RHP.

As we end this year and look forward to the next, the Team recognises that at the heart of the Ham Close regeneration project is a commitment to strengthen a long-established community of friends, families and neighbours, not all of whom are confident or have chosen not to engage with the technology some of us have come to rely on this year.

Despite the progress that has been made, what has been understandably absent has been our ability to physically meet and talk, listen and share ideas that

can flow freely when not having to click computer or mobile keypads to un-mute ourselves.

So, while we have had to adapt and find new and safer ways to be together whilst still apart, our hope for 2021 is that we will soon be able to gather and share our combined skills and experience to help shape a new Ham Close.

Back in 1944, the movie Meet Me in St. Louis introduced a song that expresses a hope that we all share right now: "Someday soon we all will be together, if the fates allow. Until then, we'll have to muddle through somehow. So have yourself a merry little Christmas now".

The Ham lowdown and timeline

Since our last newsletter in October 2020, we scored the shortlisted Developers' Ham Close proposals and have taken the three highest scorers forward. The three Developers (in no particular order) are: London Square, Countryside and Hills.

All three Developers attended the Regeneration update meeting in November 2020 and provided a presentation on their approach to Consultation & Engagement and Social Value to over 100 customers and local stakeholders who attended via Zoom. A recording of the meeting has been uploaded onto the Ham Close website and a printed copy of the Developer presentations have been posted to customers without internet access.

A further FAQ document containing our responses to questions asked at or following the November meeting will soon be available on the Ham Close website, along with the document version of the Developers' presentations referred to earlier. If you would like a paper copy of either document sent to you or would like to discuss any area of the project, please contact Tracey and Simon by calling 0800 032 2433 or emailing customer.services@rhp.org.uk. We would still welcome your feedback following the meeting so please send your questions or comments either by e-mailing hamclose@rhp.org.uk or our postal address: Ham Close Regeneration, 8 Waldegrave Road, Teddington, TW1 8GT.

Following on from the public meeting in November, we have now met each of the Developers twice and provided our feedback to enable each to finalise their proposals. In February 2021 we will receive their final proposals which we will score with the intention of selecting one as our Development partner. We hope to appoint one by late March 2021.

RHP and the selected Developer will start the planning stage of the project soon after their appointment. An important part of the planning approach will be to consult with our customers on the proposal, including initial designs and we will be providing more details on those arrangements in the next few months.

Subject to planning approval, we are committed to start construction stages in March 2022.

Resident Engagement Panel (REP).

The REP is your opportunity to get more involved in the Ham Close Regeneration project, whether now, or in the future planning or construction stages. The REP is supported by Jane Eyles, an Independent Resident Advisor.

Last month, the REP met with each of the three shortlisted Developers and were able to preview and give their feedback on their Consultation & Engagement presentations ahead of the Regeneration update meeting. Their assistance made sure that each Developer had the opportunity to shape their final presentation to the intended audience and we hope helped to make the public meeting a useful event for those that attended.

The REP also met in December to review the Regeneration Team's responses to the questions raised at the public meeting. They provided valuable insight into how we can be clearer in our responses as well as highlighting the areas of the project including rent & service charge levels, flat layouts, tenancy rights and parking where Ham Close customers need more certainty in any future consultation. They were also clear that we need to provide more information to explain the planning process for Ham Close.

RHP tenant survey

Ham Close customers that rent their home from RHP will soon receive a short survey about their household to complete and return in pre-paid envelopes to the Regeneration Team. The completed surveys will help the Team confirm our understanding of the number, types and sizes of the homes we are re-providing for RHP tenanted customers and our ability to provide one move into the new homes. Please get in touch if you need help to complete the survey which we will need back by the end of January 2021.

Please note: if you are a market rent tenant, you will not receive the survey. The Customer Offer for Ham Close does not apply to your housing situation.

Homeowners and buybacks

Homeowners at Ham Close will receive a short survey early in the New Year to complete and post back in pre-paid envelopes to the Regeneration Team. The completed surveys will help the Team's understanding of homeowners' requirements and will assist in planning not just the homes we are looking to re-provide but our ability to provide one move into the new homes. Please get in touch if you need help to complete the survey which we will need back by the end of February 2021.

In December 2019 we wrote to all homeowners with the Customer Offer to start buying homes from homeowners who may wish to sell now. We will soon be writing to remind all homeowners of the detail of the offer, which remains the full market value plus an additional 10% plus disbursements.

If you are interested in selling to RHP or want to know more, please contact 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.

Ham Closer | Bringing you closer to the latest on the Ham Close regeneration project

