

rhp Ham Close: Tenant FAQs

What is the timeline for the proposed redevelopment?

A planning application is expected to be made in spring 2018 with the development unlikely to start on site before spring 2019.

How much profit will RHP and LBRuT make from this redevelopment?

RHP is a not-for-profit organisation. Viability indications show that the scheme won't generate any profit and will require subsidy to be delivered.

Am I guaranteed a home in the new development?

We're committed to keeping the community together and will offer all existing customers a home on the new development.

I need more information on the build /construction quality.

New homes will be built in accordance with the design and construction standards in place at the time the development is built. These are currently in the London Housing Design Guide and offer a substantial improvement on current homes.

Where will I live during the build? I need to stay in Ham Close.

The current plan is to build the first (phase 1) new homes on land that does not require the demolition of existing flats, providing new homes for the residents of the scheme's phase 2. Each phase would provide replacement homes for tenants in the next demolition phase who had confirmed they wish to remain on Ham Close. You can take a look at the current phasing plan in the autumn 2016 Consultation booklet you were sent. You can find a copy of this at www.hamclose.co.uk.

I live in a studio flat. Will you guarantee me a one bedroom flat at Ham Close?

Tenants currently living in a studio flat will be able to upgrade to a one bedroom flat if they choose to do so.

Am I entitled to compensation?

All tenants will receive a home-loss payment of £5,800 per household (as of 1st October 2016). You'll be entitled to this payment if you've lived in your home as your main residence for at least one year prior to the date of having to move. Joint tenants will qualify for one home-loss payment which can be divided between them.

Will my rent go up?

As you will be living in a newly built, modern flat the rent on your home will increase. However you will remain on the same rent structure as your current tenancy. We'll shortly be issuing a guide comparing current rents on Ham Close with proposed rents for the new properties.

Will Housing Benefit still cover the new rent?

The new rents will still be within Housing Benefit limits.

Will I still have the Right To Buy in the new home?

You will have the same tenancy rights as you currently have.

My current flat is a good size. Will the new flats be the same size?

All the flats will be built to the construction standards at the time of the building work taking place. You can take a look at indicative flat layouts and sizes in the autumn 2016 Consultation booklet you were sent. You can find a copy of this at www.hamclose.co.uk.

I am overcrowded. Will I get a bigger home?

We will soon be carrying out assessments of all RHP tenanted households to ensure we provide the types and sizes of new properties that our tenants need.

I am under-occupying. Will I be made to move to a smaller home?

We'll offer an incentive scheme to assist under-occupiers to move into a smaller home.

If I have rent arrears, will I still get a new home?

We expect customers to continue to pay their rent and commit to any repayment plan agreed with RHP. Any remaining arrears at the time of a move would be deducted from any Home loss payment.

Are white goods included in the new homes?

White goods are not included within our tenancies.

Can I choose carpet colours?

There'll be some customer choices available. The exact extent of these has yet to be agreed.

Can I choose which flat I move into?

Flats will be allocated to meet customers' housing needs, and then on a first come first served basis.

What are the criteria for choosing who gets which flat?

The criteria will be based on housing needs (i.e. number of bedrooms required) and any other requirements (e.g. needing an adapted home or one on the ground floor).

How good will the sound proofing be?

The sound proofing will meet the current building regulations that stand at the time the development is built, these are significantly better than those in place at the time of the construction of the existing homes.

Will there be individual or communal boilers?

We're not able to confirm this at the moment as it'll be decided as part of the detailed design process.

Will there be a clothes drying area?

We're not able to confirm this at the moment as it'll be decided as part of the detailed design process.

Will any external storage be available in the new development to store motorbikes, mobility scooters and prams?

We're not able to confirm this at the moment as it'll be decided as part of the detailed design process.

Will garages be provided in the redevelopment?

There is no intention to provide separate garages within the proposed redevelopment. The current proposed scheme provides basement level parking, podium parking at ground level and some street level parking. The basement and podium car parks would be secure.

Will residents be compensated if they lose garage space?

No. Garages do not form part of residents' tenancies or leases, so there'll be no compensation.

Will all residents on Ham have free parking?

There are currently no plans to charge specifically for parking.