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# HAM CLOSE

Summer Newsletter 2023



# Welcome to the summer issue of the Ham Close newsletter.

As Hill, our Development Partner have now received planning permission for the regeneration of Ham Close, we've made this a bumper edition.

Our regeneration team continue to secure vacant possession of land and buildings for the projects' first phase of construction.

Once vacant possession has been achieved and the pre-commencement planning conditions have been completed, we will be in a position for construction to begin this autumn.

As we now have planning permission, we're also able to provide more detail on how we're going to be building your new homes.

Two of the main questions our regeneration team have been asked are "When are you going to start building?" and "Where am I going to live?".

We understand how much your new home means to you, and as such, most of this newsletter is focused on explaining the plans for our three-phased approach to the building programme.

We understand that each household will have their own questions about their offer of a new home at Ham Close.

Therefore, we'll also describe in more detail how our regeneration team will be arranging to meet with every household. Starting this autumn, we'll ensure that we take the time to listen to you before making any arrangements for your move.

To make the most of these meetings, we're working with Tpas (Tenant Participation Advisory Service) and REP (Resident Engagement Panel) over the summer to review our Customer Offer. We'll also be setting out the strategies for delivering our Customer Offer to Ham Close residents in a fair way.

Finally, we have more updates on the progress of the Compulsory Purchase Order, and we'll introduce you to the new members of Hill's team. We'll also have changes to parking arrangements as well as news of a partnership with a local furniture charity.

The RHP regeneration team and Hill attended the Ham Fair on 10 June. It was great to catch up with some of you. If you missed us there, we continue to work from our Ham Close office on Tuesdays and Thursdays, so please come over and say hello.

**Simon Cavanagh** – Regeneration Manager.

# Ham Close phasing plan and the latest timescales for completion of new homes

We've carefully considered the design and the phasing of the new homes for all existing residents. Wherever possible, residents will remain living at Ham Close and will only make one single move into their new home. These are key promises that remain at the heart of our Customer Offer.

Considering this, the demolition of existing apartment buildings, sheds and garages, as well as the design and construction of the new apartment buildings, communal gardens, linear park and parking have been organized into three separate phases.

The four plans (including a final summary plan of all three phases) on pages 3-6 identify:

- the location of the new apartment buildings to be constructed in each phase.
- the location of the demolition of existing apartment buildings, sheds and garages needed to allow construction of the new apartment buildings.

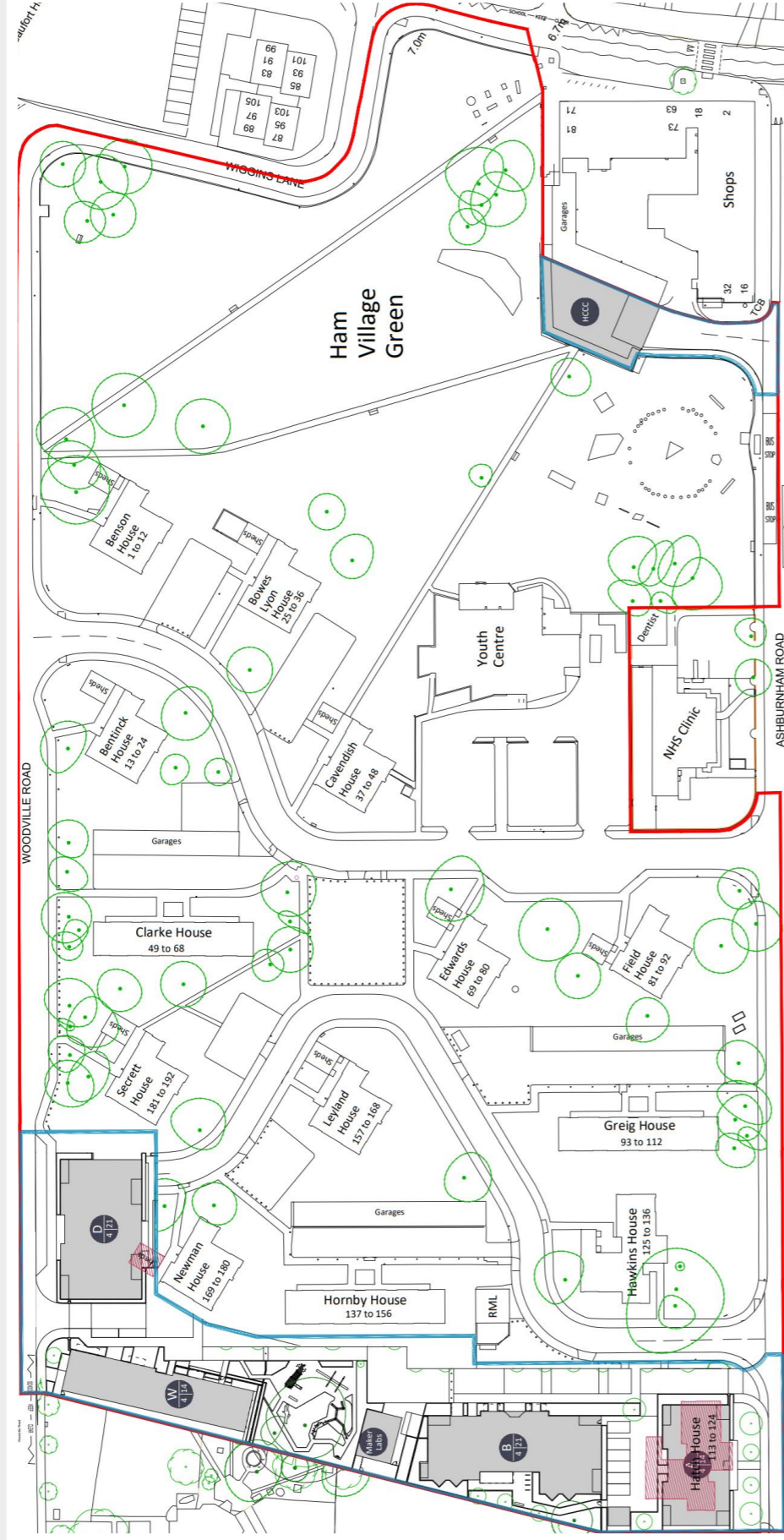
The dates of the construction periods for each of the three phases are based on the current build programme. These dates are subject to achieving vacant possession of the land and buildings for each phase and completing the pre-commencement planning conditions for each phase.

The phasing plans, and therefore the locations of new apartment buildings are unlikely to change. However, it's possible that the dates could do, due to the developing nature of the project.

If you have any questions regarding the phasing of Ham Close, the regeneration team will be happy to answer them ahead of the planned one-to-one meetings later this autumn.

# Construction of Phase 1 homes and community facilities: October 2023 - May 2025

The first phase of new homes are located along the western boundary of Ham Close. This includes apartment buildings A, B, D and W. The RHP regeneration team will begin engaging with all affected tenants and leaseholders regarding their new homes in Phase 1 this autumn. The community centre and MakerLabs are also included in phase 1.

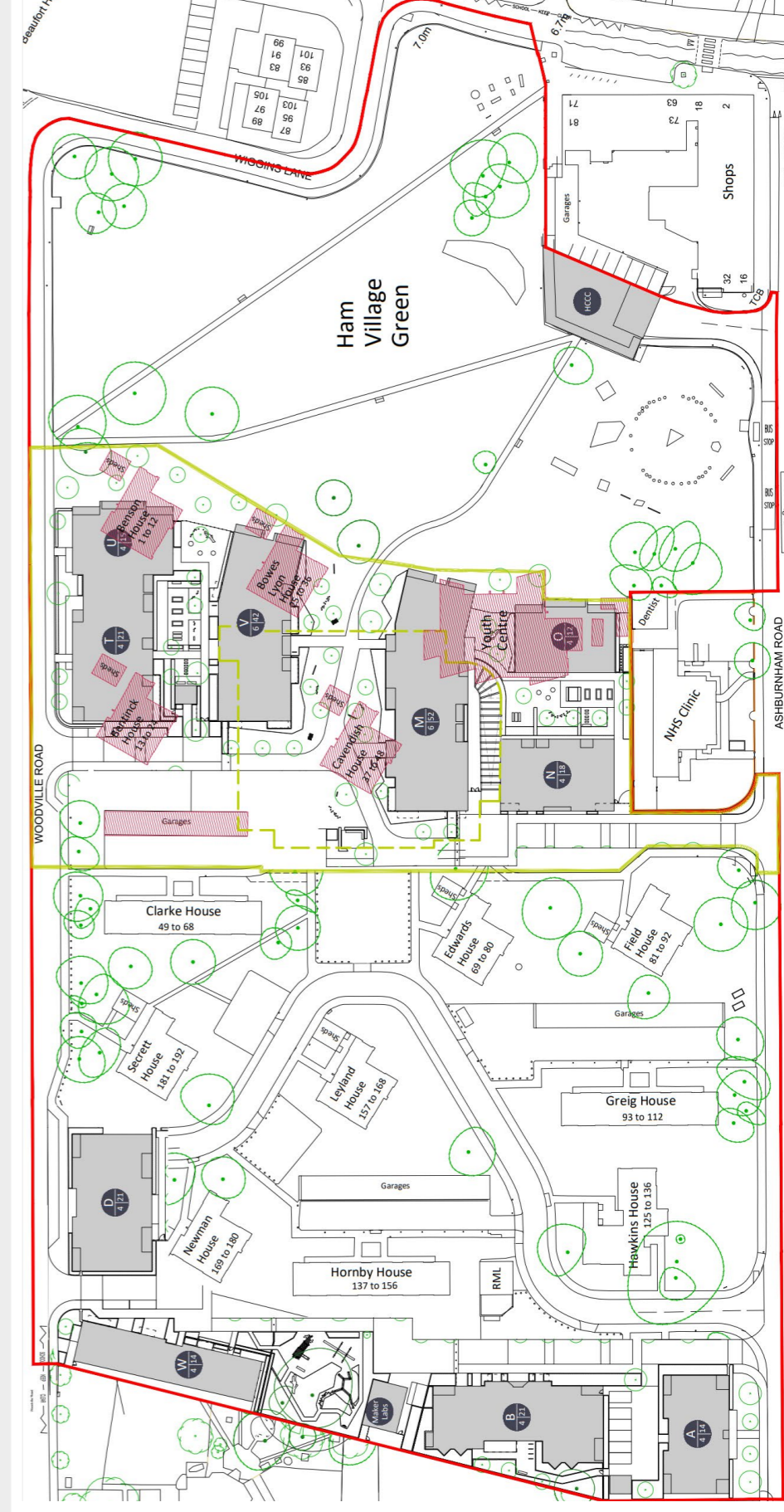
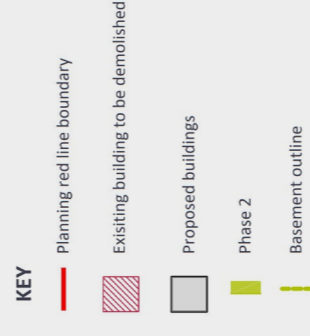


# Construction of Phase 2 homes:

## August 2025 – January 2028

Phase 2 homes are located along the eastern boundary of Ham Close and include apartment buildings M, N, O, T, U & V. The construction of the basement car park is also included within Phase 2.

The RHP regeneration team will begin engaging all affected tenants and leaseholders regarding their new homes in Phase 2 this autumn. Some homes in Phase 2 will be sold on the open market.








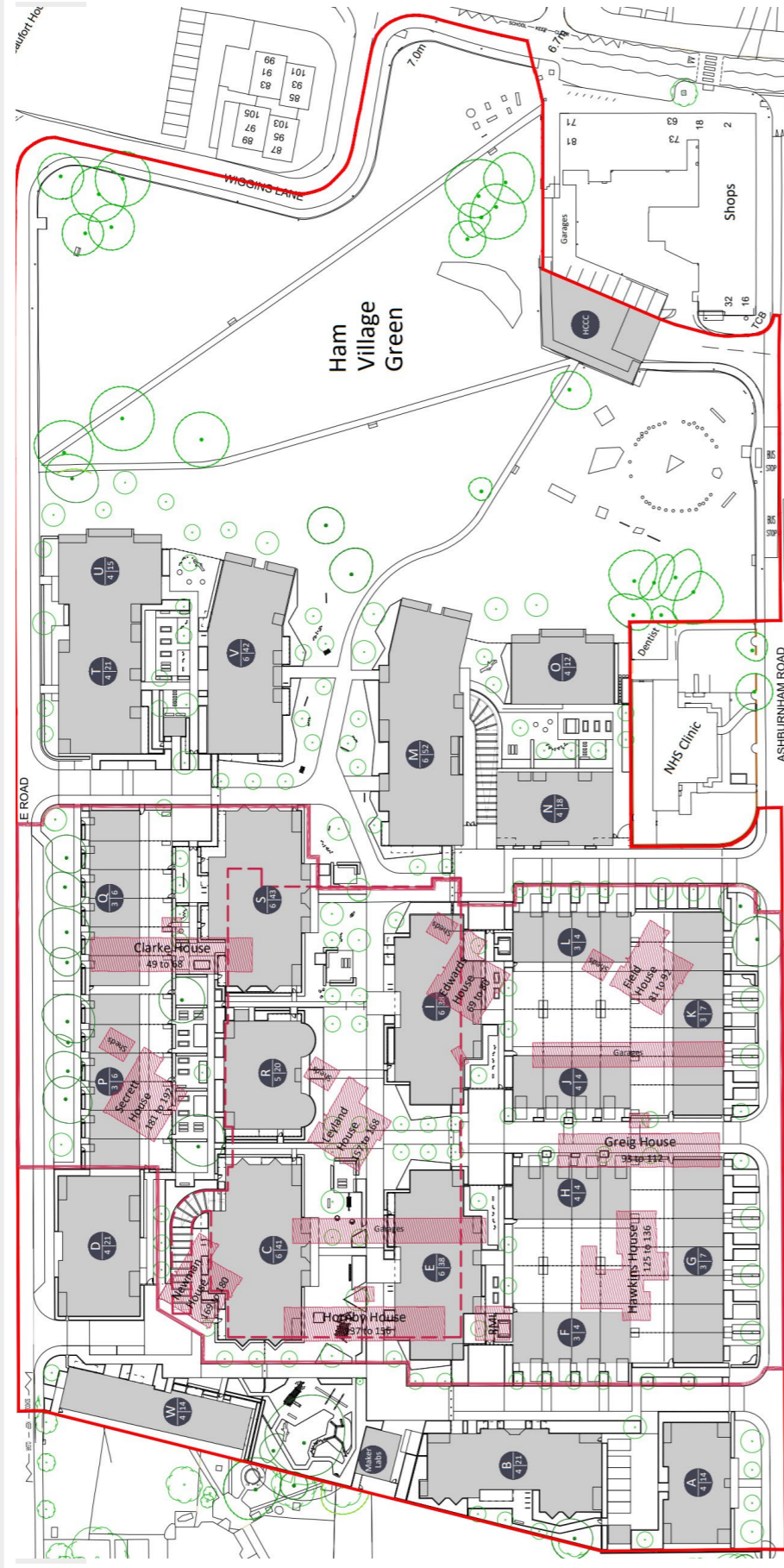
# Construction of Phase 3 homes:

April 2028 – April 2031

Phase 3 homes are located in the center of Ham Close and include houses in buildings G, K, F, H, J, L, P and Q and apartments in buildings C, E, I, S and R. The construction of the final section of the basement car park is also included within Phase 3. Phase 3 homes will provide additional affordable homes for rent or purchase, with the remaining homes to be sold on the open market.

**KEY**


-  Planning red line boundary
-  Existing building to be demolished
-  Proposed buildings
-  Phase 3
-  Basement outline

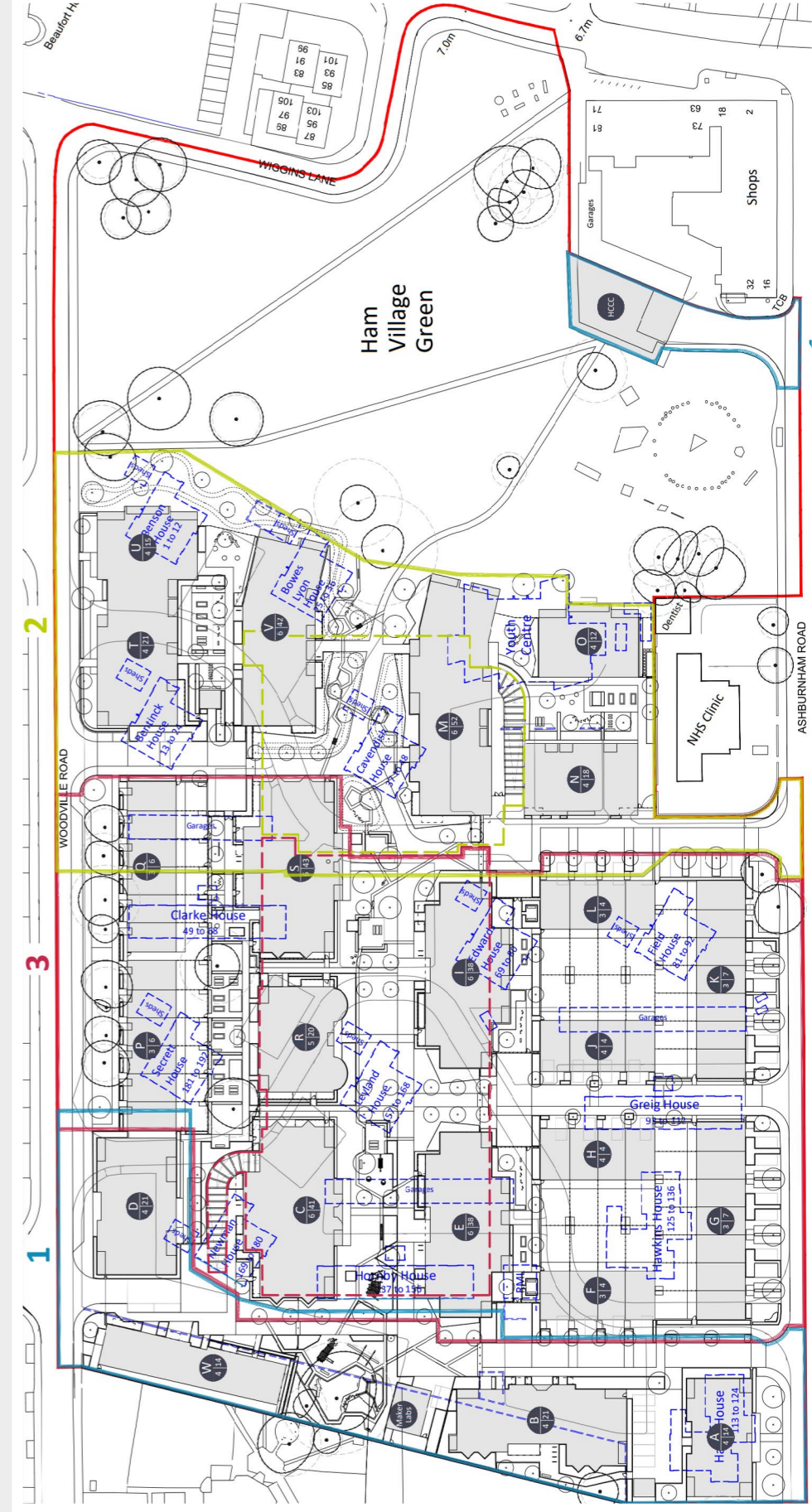


# Phases 1,2,3:

September 2023 – January 2031

**KEY**

-  Planning red line boundary
-  Existing building to be demolished
-  Existing roads to be demolished
-  Proposed buildings
-  Phase 1
-  Phase 2
-  Phase 3
-  Basement outline



## Customer Offer for resident and non-resident homeowners

Our Customer Offer details that resident and non-resident homeowners can choose to purchase a new home at Ham Close. However, we understand that some homeowners may want to sell their home to RHP ahead of the development.

Our Customer Offer remains in place, offering market value for their home plus 10% of that value and disbursements. The full offer is available to view on the 'residents' section of [hamclose.co.uk](http://hamclose.co.uk), and Tracey from our regeneration team is available to answer any questions you may have.

## Compulsory Purchase Order (CPO) update

We continue to work with Richmond Council and our legal teams in preparation for the making of the CPO, to ensure vacant possession.

If you are either a resident or non-resident homeowner, you would've received a letter in April to check that we have the most up to date contact information.

We can confirm that Richmond Council will be making the CPO later this year. All information needed to respond to the Notice of Making will be part of the correspondence you will receive later this year.

## Customer Offer review and tenant & leaseholder strategies

The Customer Offer has been in place since Autumn 2016. This was provided as an example, based on the masterplan for Ham Close that had yet to be tested by a planning application.

At that time, the Customer Offer was independently reviewed by Tpas. Their feedback was that it met or exceeded good practice in the offers it made to RHP customers. The review document is still available on the [hamclose.co.uk](http://hamclose.co.uk) website under the 'residents' section.

In the years since, RHP have ensured that the design at the centre of the subsequent planning application for Ham Close could deliver on the Customer Offer.

Now that planning permission for the design of Ham Close has been secured, RHP have re-appointed Tpas to independently review the Customer Offer. By Tpas reviewing the Customer Offer again, we want to reassure residents that we have kept our promises in an open and transparent way, and we feel as though this is the best way of demonstrating this.

Once the Customer Offer review is complete, we will be sharing Tpas' findings later this year. This will then prepare us for a formal consultation with every household that is subject to the Customer Offer.

Alongside the Customer Offer will be a strategy for how RHP will deliver on the offer, both for tenants, and for homeowners (resident and non-resident).

Simply put, the strategies will clearly set out the steps RHP will take towards making an offer of a new home at Ham Close. This includes how statutory compensation and disturbance payments will be provided, and how arrangements will be made for each move, guaranteeing fairness for all.

The drafting of each strategy will be shared with Tpas and REP members this summer/autumn so that they can comment on both before they are finalised.

If you have any questions about the Customer Offer or are interested in becoming a REP member, please contact the regeneration team who will be happy to assist.



## Recycling Bins

As part of vacating the above carparks, the large re-cycling bins behind Hornby House and Newman House (next to the brick wall) will be removed before the 31 July. You will receive a letter shortly with exact dates. The nearest re-cycling bins are located behind the Makerlabs/Little House.

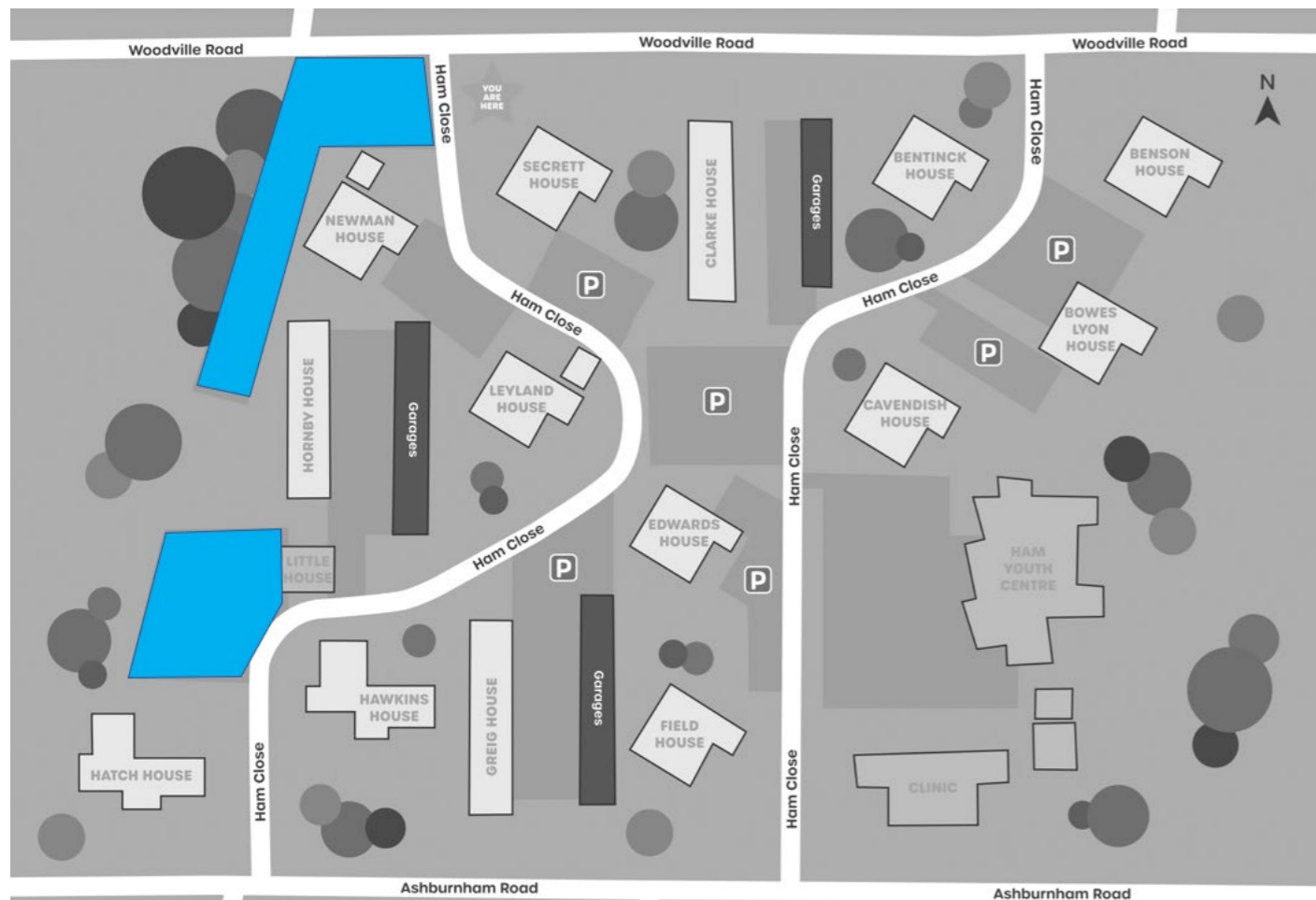


## Parking

The car parks behind Hatch, Hornby and Newman House are on phase 1 land. You would've already received a letter explaining that these car parks are closing on 31 July. Once these car parks are removed cars will need to park elsewhere.

It is therefore essential that all remaining spaces are used appropriately. The regeneration team are working closely with our internal anti-social behaviour team to ensure that abandoned vehicles are removed. Any vehicles abandoned will be served notice and then removed.

To help our colleagues manage this, you have been asked to complete a form with details of your vehicles. This is to ensure that customers living at Ham Close can receive the best use of the remaining spaces. All vehicles parked on RHP land should be roadworthy, taxed and have a valid MOT. Thank you for your co-operation.



## Skills academy – free community courses

RHP are delighted to announce free community courses which are coming soon.

Over the coming months, we'd love to hear what you'd like to see and learn in your community.

Courses will cover business start-ups, childcare, business administration, counselling skills, Construction Skills Certification Scheme (CSCS) training, understanding autism and support work in schools.

RHP's skills academy programme is designed for all residents, regardless of their age. The programme is designed to support those who would like to build on existing knowledge or want to just learn something new. There's something for everyone.

We plan to survey residents to see what courses are popular to ensure we have a varied timetable. If you would like to hear more about these courses or would like to see something added to the programme, please feel free to contact Lauren Robinson. RHP's Employment and training advisor using the [customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk) e-mail address.



## Thank you, Kirsty

For anyone that took the time to attend the consultation & engagement events or a REP meeting over the last two years, you will no doubt have met Kirsty Dougan of Hill. She was remarkable in her role of securing planning permission, and for this we are very grateful.

Hitesh Chouhan and Lauren Kennett are leading on delivering the construction of Ham Close and we can't wait to introduce you in the coming months.

Lauren joined the regeneration team at the Ham Fair on 10 June to meet local people and listen to their ideas about projects they would like to see funded by the Social Value fund. She also explained how local people can benefit from plans for apprenticeships and training opportunities organised by Hill. Look out for details of the Meet the Contractor event that Lauren will be arranging for later this autumn.



# Richmond Furniture scheme

## Who is Richmond Furniture Scheme (RFS)?

Richmond Furniture Scheme (RFS) is a local furniture recycling charity serving Richmond and Twickenham. RFS has worked with RHP for several years by not only collecting pre-loved good quality furniture, but by also providing good quality, value for money second-hand and refurbished products. All items are discounted for those receiving benefits.

## Why is RFS relevant to the regeneration of Ham Close?

RHP customers preparing to be made an offer of a new home at Ham Close, may want to donate good quality furniture they no longer have use for. Alternatively, RHP customers may also want to consider RFS when furnishing their new home.

Residents who live at Ham Close, but are not RHP customers, can also access services from RFS.

## How can RFS support you?

Furniture sales- RFS has a catalogue of their available furniture ready for purchase, directly from their website, [www.rfsonline.co.uk/shop](http://www.rfsonline.co.uk/shop).

They also discount their prices to students, refugees, NHS staff and people on income support. Please contact RFS directly to get more information on how to access this additional discount.

Donated furniture collection - RFS offer free collection from Ham for furniture you would like to donate. Please have a look at the RFS website for more information including what furniture RFS can collect.

## How can you support RFS?

Volunteer - Are you enthusiastic about helping people and the environment? Are you an upcycling expert or want to gain work experience? Or maybe you want to learn a new skill, make new friends and be part of a team helping out a local charity?

RFS volunteers are very important and at the heart of what they do.

## Volunteering activities include:

Helping with sales, upcycling, furniture repairs, cleaning, driving, admin, gardening and shifting furniture.

They are always on the lookout for new volunteers, and everyone is welcome!

To find out more, scan the QR code to access the RFS website.



## RFS Contact:

Address: 1a Fortescue Avenue, Twickenham Middlesex, TW2 5LS

## Opening hours:

09:30 to 16:00 Monday to Friday  
10:00 to 16:00 on Saturday.

Phone: 020 8755 4665

Email: [admin@rfsonline.co.uk](mailto:admin@rfsonline.co.uk)

Website: <https://www.rfsonline.co.uk/>



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# Ham Fair, Saturday 10 June 2023

The Ham Close Regeneration team sponsored the Ham Fair again this year. We set up a stall to introduce RHPs skills academy and were accompanied by Lauren Kennett from Hill to introduce the jobs, training and apprenticeships that will be created by Ham Close's regeneration. Thank you to all of our customers who came to our stall and spent time talking with us.



# Ham Close Gardening Club

As the new Ham Close is planned to have lots of different green spaces, we're looking to relaunch the Ham Close Gardening Club that will be made up of Ham Close Residents interested in gardening. The club will run independently from the grounds maintenance programme and could be focused on particular areas of the new communal green spaces as well as preserving and transplanting some existing plants and shrubs throughout the phasing of the regeneration.

We're looking to you, the residents of Ham Close, to help inform the future of your new gardens. If you are interested in joining the Ham Close Gardening Club, please let Brett Wild know in the usual ways.

# How to contact rhp

Brett Wild is your direct contact for any questions you may have about the regeneration of Ham Close. 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.

## By post:

Ham Close Regeneration,  
8 Waldegrave Road, Teddington TW11 8GT.

## In person:

Regeneration Ham Close office,  
141 Hornby House, Ham Close TW10 7NU,  
on a Tuesday and Thursday 8am-4pm.

# How to contact

## TPAS

Lynda Hance (TPAS), your Independent Tenant Advisor and currently the REP organiser, can be contacted:

By phone: 0800 731 1619

By e-mail: [hamclose@tpas.org.uk](mailto:hamclose@tpas.org.uk)



