

HAM CLOSE REGENERATION

SEPTEMBER 2015



100 of your questions answered

Over the past few months Richmond Council and RHP have asked for your views and feedback on the draft options for the potential regeneration of Ham Close. Throughout this period we've been committed to finding out the answers to the questions you've asked. We've collated the first 100 questions and comments we've received from you and provided responses where we can, with another set of answers to be provided in the next few weeks. In order to be completely transparent the comments/ questions have been included exactly as we received them. You can still submit your feedback and questions by emailing hamclose@rhp.org.uk. We've enclosed a printed copy of these FAQs with this update.

Thank you for sharing your views!

We're committed to providing a range of different ways for you have your say and tell us what you think so that you can pick the channel that's easiest for you. All of the comments and questions we receive from customers and the wider community will be taken into consideration and will help to inform the final options. The 100 FAQs provide responses to comments we've received so far and we will be providing a further set of answers in the next few weeks.

Library drop-in sessions

Throughout August and the beginning of September, we worked with the Council to hold a number of drop-in sessions at Ham library. A large number of people came along to these sessions to share their views and ask questions – thank you if you were one of them.

Ham Close Inbox

Thank you to everyone who has submitted their comments and questions via the Ham Close email address – these emails go to key representatives from the Council and RHP. You can still submit your views in this way by emailing hamclose@rhp.org.uk. We're aware of the redevelopment online petitions and it's important to us that residents and local people's views are heard and not eclipsed by the views of people who do not live in the area.

We've been coming to you

To make it even easier for you to tell us what you think and gain further information, in August we spent time visiting Ham Close and door-knocking to speak to as many residents as possible. We've enjoyed speaking to a large number of people, collecting views and giving out hard copies of the consultation document. Any questions from these sessions will also be included in the regular update we are doing of questions and answers about the proposals for Ham Close.

Community Forum

Don't forget that you can also feed your views in via the Ham Close Community Forum. There are two customer representatives for the forum: Danny McBride (tenants) and Ike Rust (Homeowners). You can contact them via the Ham Close Resident Association website at www.hamclosera.co.uk. The next Community Forum meeting will be held on 30 September.

Independent Community Consultation

In response to feedback we've received that some customers would like an independent party to be more involved in gathering people's views and in order to provide you with as much support as possible, the Council and RHP have appointed an independent consultation company called Newman Francis who will lead on this work. Newman Francis are experienced in working with customer groups during consultation and delivery of regeneration schemes. You can find out more about them at www.newmanfrancis.org.uk. In the coming weeks and months they will be knocking on doors and phoning customers to help gain further clarity what people's thoughts are on regeneration of the estate. Views gathered during this process, along with everything submitted through the other consultation channels, will influence the design of the final re-development proposal. Newman Francis will also be able to provide independent advice to tenants and leaseholders on your rights during regeneration.



What's next?

RHP and the Council are now looking at revised design options that take on board some of the comments we have received to date on the associated financial viability prior to coming back with a final idea of what a deliverable scheme might look like.

Our aim is to conclude this process during the autumn prior to arranging any future meetings with you and the wider community.