

10 November 2015

Dear Customer

Over the past two years we've been working with Richmond Council to understand the improvements that residents in and around Ham Close would like to see in the local area and develop a vision for the Close. In the summer we started consulting on a regeneration proposal for Ham Close, and following your feedback have decided to adjust our approach to communications and engagement.

We've established a dedicated Ham Close website to hold all information about the regeneration proposal in one place. You can find it at [www.hamclose.co.uk](http://www.hamclose.co.uk).

We understand that customers and local residents need more time and information to consider their views on the regeneration proposals, so are extending the consultation process into the New Year and with the Council are working to develop a new timeline for the consultation process. We'll share this timeline with customers and local residents shortly so that everyone is clear exactly what this means for the programme.

We've also received feedback from a number of customers that they would value an independent party to be more involved in the consultation process around the regeneration proposal, to help gather views and provide support on the process where necessary.

In response to that feedback we've appointed an independent consultation company called NewmanFrancis to help gather views and provide support to customers.

### **Who are NewmanFrancis?**

NewmanFrancis are Independent Resident Advisors that work with residents, community groups and landlords during consultation on, and delivery of regeneration schemes. Their prime responsibility is to ensure all RHP customers including tenants and homeowners can be involved in the considerations and are able to feed into the decisions that are being made about their homes and where they live. For more information on the organisation please go to their website at [www.newmanfrancis.org.uk](http://www.newmanfrancis.org.uk).

### **What will NewmanFrancis be doing?**

Over the coming weeks NewmanFrancis will be visiting, phoning, and meeting with customers to find out how you want to be involved in the development of the regeneration proposals for Ham Close, so everyone has the opportunity to help shape the plans.

Information gathered during this process will be reported back to RHP and the Council and used to inform the design process for any regeneration proposals for Ham Close.

Together with the Council, we would like to set out your rights and our responsibilities in a Customer Promise which will capture what you feel should be considered if any regeneration is to go ahead. An example of what will be included in this is our commitment that all Ham Close residents will have the right to a home in the new Ham Close if regeneration goes ahead.

NewmanFrancis will also be able to provide independent support to help you understand the Customer Offer. This will be in the form of one-to-one appointments where it will be possible to discuss the RHP offer and what it means for you. We'll be able to provide more information on when these appointments will be available and how you can book a slot in the next few weeks.

If you would like to contact NewmanFrancis directly, please call Alex Davies or Lisa Stelling on 0208 536 1436 or email [ham@newmanfrancis.org.uk](mailto:ham@newmanfrancis.org.uk).

### **Next steps**

We'll be setting out a revised consultation programme for the regeneration in the next few weeks and this will include dates when NewmanFrancis will be carrying out their work.

Although allowing more time for consultation will mean a decision on the regeneration will come a little later than planned, it is important to us that everyone who is potentially affected by the plans has an opportunity to input their views in a way that best suits them. We'll be able to give an idea of when a decision is likely to be made in the revised timeline.

If you have any questions in the meantime, take a look at the Ham Close website at [www.hamclose.co.uk](http://www.hamclose.co.uk). For any other comments or questions email [hamclose@rhp.org.uk](mailto:hamclose@rhp.org.uk).

Kind regards

A handwritten signature in black ink, appearing to read 'D Done', with a stylized flourish at the end.

**David Done**  
**Chief Executive**