

# Ham Close Newsletter

May 2019



## It's good to talk

Last month RHP held two drop-in sessions on Monday 29 and Tuesday 30th April with one taking place in the afternoon and the other in the evening.

These sessions gave Ham Close residents the opportunity to meet with our Repairs Service, Grounds Maintenance and Estate Services Teams. Over the course of the two events six customers attended and a few common themes arose. We thought it would be useful to share what these themes were as you might have these same queries yourself. They were as follows:

### Damp/Mould

Appointments were booked to clean mould from two properties. One was completed the next day and the customer was really pleased with the results.

### Overcrowding

Customers that move into a new home at Ham Close will be offered a home that meets their housing needs. This was confirmed in the Customer Offer in 2017 and is available to view at [www.hamclose.co.uk](http://www.hamclose.co.uk).



## Programme timeline

At this stage we anticipate the delay due to procurement issues will mean that we will start on site in Autumn 2020, with initial planning engagement with residents and the community in Spring 2020. We can firm up these timelines as the project progresses.

## Lease extensions

We have received enquiries about extending the term of the lease in the current homes. This is under review however the remaining lease term is not particularly low at this time.

If you are interested in selling your home before the redevelopment, RHP will purchase your home at full market value. The length of the lease will not be detrimental in the valuation. Please contact Tracey Elliott ([hamclose@rhp.org.uk](mailto:hamclose@rhp.org.uk)) if you would like more information.

## Next steps

If you were unable to attend either of these drop-ins or have further questions, please contact [hamclose@rhp.org.uk](mailto:hamclose@rhp.org.uk). We will continue to keep you informed of any further news.

Off the back of these sessions, we've put plans in motion to have a dedicated drop-in session around damp and condensation issues just before the autumn months set in.



If you would like to see previous newsletters and consultation documents, please go to [www.hamclose.co.uk](http://www.hamclose.co.uk)