



Our Ref: SDC 221223

22 December 2023

RHP Customer
Ham Close
Ham
Richmond
TW10

DELIVERED BY HAND

Dear RHP Customer

Ham Close Regeneration – December 2023 Update

Before we close the local office after another busy year, I wanted to write and thank you for your patience and support in 2023 as we prepare to start construction in the New Year.

The key achievements of 2023 including the detailed planning permission, vacant possession and the review of the Customer Offer relied on the understanding and cooperation of customers and resident groups such as REP.

When our office reopens on the 2 January 2024 you will find the Regeneration Team ready to start on some exciting work that will focus on your Customer Offer promise of a new home at Ham Close.

Our first priority will be making appointments to meet every RHP household in person to explain how an offer of a new home will be made, your involvement in the process and the support and compensation you will receive as an RHP customer.

Look out in the New Year for the next edition of your newsletter: Connect with Ham Close.

It will have the very latest information of what to expect in 2024 and beyond including parking, maintaining a safe and healthy environment during construction, welcoming your new Independent Resident Advisor and how you can keep in contact with Hill once they start working at Ham Close.

As ever, please feel free to contact the Regeneration Team if you have any questions.



In person: 141 Hornby House TW10 7NU Tuesdays: 9am-5pm
E-mail: customer.services@rhp.org.uk
Phone number: 0800 032 2433

Yours sincerely

A handwritten signature in black ink, appearing to read 'SC', written in a cursive style.

Simon Cavanagh
Regeneration Manager