

HAM CLOSE REDEVELOPMENT STAKEHOLDER REFERENCE GROUP

Record of meeting held on Wednesday 21 June 2017 at Grey Court School.

PRESENT:

Maggie Bailey (Chair)	Headteacher, Grey Court School
Adam Tucker	Project Director, RHP
Tracey Elliott	Development Project Manager, RHP
Sara Tutton (part)	Head of Health and Safety, RHP
Mandy Skinner	Assistant Chief Executive, Customers and Partnerships, LBRUT
Ellen Taplin (Secretary)	Project Support Officer, LBRUT
Elizabeth Blishen	Ham Close Resident
Petra Braun	Ashburnham Road / Ham Street Traders
Mandy Jenkins	Ham Close Resident
Councillor Jean Loveland	Ward Councillor
Marco Mapeli	Ham Close Resident
Danny McBride	Ham Close Resident
Andres Muniz-Piniella	Ham Close Resident (and founder of Richmond Makerlabs)
Lorraine Russell	Ham Close Resident
Anthony Russell	Ham Close Resident
Councillor Sarah Tippett	Ward Councillor

APOLOGIES:

Ward Councillors
Councillor Penny Frost

Geoff Bond	Ham and Petersham Association
Philippe D'Imperio	Ham Close Resident
Djenko Djenkov	Ham Close Resident
Sarah Filby	Programme Manager, LBRUT
Amelia Forbes	Ham Close Resident
Justine Glynn	Ham and Petersham Neighbourhood Forum
David Lamb	Friends of Ham Library
Jill Lamb	Ham United Group
Andres Muniz-Piniella	Ham Close Resident (and founder of Richmond Makerlabs)
Briony Rowland	Ham Close Resident
Chris Sanders	Ham Close Resident
Stan Shaw	Ham Parade Traders
Julia Van Den Bosch	Friends of Ham Village Green
David Williams	Ham Amenities Group
Omar Zekri	Ham Close Resident

1. WELCOME, INTRODUCTIONS AND NOTES OF THE LAST MEETING

MB welcomed the group to Grey Court School and opened the meeting. MB confirmed she had received an email from a member of the group asking for amendments to the minutes of the last meeting. However, as this person was not present at the meeting on the 26th April MB felt it was unreasonable to make changes. MB encouraged the group to speak up if they do not agree with what is minuted.

ET explained that RHP and LBRUT have developed an action tracker to show the progress of actions and highlight those which are outstanding and those that have been closed. Going forward, RHP and LBRUT propose using this to keep a clear log of all actions.

ACTION:

1.1. MB to meet with this member of the group separately to discuss issues raised in the email.

2. SPECIAL ITEM: SARA TUTTON, HEAD OF HEALTH AND SAFETY, RHP

ST reaffirmed to the group that fire safety and keeping residents safe is a key priority for RHP. The group was informed that fire risk assessments for each of the blocks on Ham Close are available on the RHP website. The assessments were carried out in 2015 and are due to be reassessed again in 2018. Where a fire risk assessment makes recommendations (e.g. replacing doors with fire safe doors, removing belongings from communal areas) RHP has taken appropriate action.

The group asked ST a number of questions about fire safety. MB asked the group to email RHP directly with their queries so that they could be logged on the system and responded to accordingly.

ACTION:

2.1. All to email RHP directly with fire safety questions.

3. PRESENTATION FROM HAM CLOSE RHP TENANTS

A concerned Ham Close resident gave a presentation to the group, highlighting some of the issues on the Close but also emphasised the strong community spirit of residents. The group thanked the resident for their presentation and it was agreed that the presentation would be circulated via email following the meeting and would be added to the Ham Close website.

The presentation highlighted that a number of SORN cars have been left on the estate. RHP is aware of this issue and taking appropriate action. It also highlighted fly tipping issues, which MS will take back to discuss with colleagues at the Council.

ACTIONS:

3.1. ET to add presentation to Ham Close website and circulate to the group.

3.2. MS to discuss fly tipping issues with colleagues at LBRUT.

4. PROPOSED APPROACH TO UPDATING WEBSITE FAQs

ET provided a brief overview of the changes made to the general FAQ page and the proposed approach to updating the resident FAQ page.

ACTIONS:

- 4.1. ET to update the resident FAQ page using the proposed approach.
- 4.2. All to 'test' the site (particularly using different devices) and provide feedback to the group at the next meeting.
- 4.3. ET to create an 'archive' section to include all previous FAQ documents.

5. UPDATES FROM ADAM TUCKER, RHP:

a) INDICATIVE RENT LEVELS

AT provided information on current affordable rents as a percentage of open market rent:

- A one bed property may cost up to £186 per week at the moment. This represents 73.5% of the open market rent.
- A two bed property may cost between £192 and £230 per week. This represents between 67% and 80% of the open market rent.

AT reiterated RHP's commitment that each tenant would stay on the same rent formula following the regeneration. He also provided details on what future rents might be. It was agreed that this information would be circulated following the meeting and added to the Ham Close website. RHP will preface this information explaining that there are a number of rent structures and that these are approximate figures at the moment.

AT added that indicative rents are higher than current rents due to the increase in the size of the property and the value of the property.

Tenants raised the following questions:

- How is the indicative rent calculated? Is my service charge included?
- What are the reasons behind the increase in rent? What is the formula used?
- What assurances can you give me that my rent won't dramatically increase each year and that it will be kept in line with inflation or the relevant government policy?
- Will I be able to afford the new rent?
- Why were rent caps given to some tenants in 2002? Will this affect anyone on Ham Close?
- What evidence can you provide from other regeneration schemes to show residents have not been pushed out and can afford the new rent?

Tenants also asked for a named contact (rather than a generic email address) to be given underneath the answers to these questions. The group agreed that email and phone contact details should be given as well as details for the next drop-in session so that tenants can discuss further with RHP representatives.

Leaseholders raised the following questions:

- How will maintenance charges affect me?

One of the ward councillors commented that the project is not about gentrification, it is about retaining the community and this is something they have always pushed for.

ACTIONS:

5.1. ET to circulate information on current affordable rents and indicative rent levels to the group and to add to the website.

5.1. AT to provide ET with information on how indicative rent formula works so that this can also be added to the website.

b) LEASEHOLDERS' EVENT

AT confirmed RHP will host a leaseholders' event and propose that this takes place in the first week in September following the summer break. AT provided a number of suggestions for the agenda and asked the group for their ideas to add to the list. AT suggested:

- **Shared equity lease model:** for leaseholders to review. RHP will also provide a two page executive summary of key terms of the lease in clear and concise English.
- **Customer offer:** TPAS (Tenant Participation Advisory Service) has been commissioned by RHP to compare RHP's offer with other offers in London. RHP will have the results available for the leaseholders' event.
- **Leaseholder FAQs:** these are currently being updated and improved. RHP will provide short and clear answers (i.e. 'yes' or 'no' where possible).
- **Independent Financial Advisor (IFA):** RHP proposes bringing along an IFA to the event. AT will find an advisor with skills to provide a broad range of advice (e.g. on topics such as capital gains tax). RHP will offer leaseholders appointments with the IFA and will let leaseholders know if they need to bring any documentation with them.
- **Leaseholder acquisition strategy:** RHP has just received approval on this and will provide full details on this in due course (by the next meeting) AT explained that this will enable RHP to make more generous offers to leaseholders.
- **Valuations:** AT confirmed that any valuation will be carried out in accordance with RICS 'red book' practice RHP will bring valuation companies' details along for people to find out more about.

Ideas from the group:

- A leaseholder asked for there to be a presentation with Q&A at the event. AT confirmed that this would be fine.

MB recommended that the leaseholders' event should take place before the next stakeholder reference group meeting so that the next meeting provides an opportunity to feedback following the event.

ACTIONS:

- TE to send invitations to all leaseholders once the date of the event has been organised. TE to also ensure that information is added to the Ham Close website and shared on RHP social media.
- AT to circulate relevant information to leaseholders 7 working days before the event along with the agenda.
- ET to ensure that next stakeholder reference group meeting takes place after the leaseholders' event.

A member of the group thanked RHP for giving leaseholders this opportunity.

6. COMMUNITY PROJECTS

ET explained that RHP and the Council would like this to be a standing item on the agenda. ET confirmed that the Council is in touch with the Woodville Centre regarding the car park and MB added that the logo competition would take place in September.

At the last meeting the group expressed support to hold an event on the green. MS explained that due to capacity it is likely that this will take place next year (possibly Spring 2018) rather than later this year.

A member of the group suggested that there could be Christmas Carols around a Christmas tree in December 2017.

ACTION:

6.1. ET to add Christmas tree and carols idea to Community Projects grid.

7. FEEDBACK

a) DROP-IN SESSIONS

There was no feedback from the group on the drop-in sessions which took place on the 10th May and 7th June. It was noted that 'staircasing' had been explained at the homeowners' drop-in session on the 3rd May.

ACTION:

7.1. TE to highlight in FAQs where a question has been added from a drop-in event.

b) HAM FAIR

AT commented that it was great to be at the Fair with LBRUT and that he was pleasantly surprised by the level of positive interest in the stall.

8. DATE, TIME AND VENUE OF NEXT MEETING

As noted earlier, MB recommended that the leaseholders' event should take place in September and that the next stakeholder reference group meeting should take place after this.

ACTION: ET to email the group with a suggested date once the timing of the leaseholders' event has been agreed.