

Ham Close regeneration

FAQs for Local Residents



Below we've summarised the latest frequently asked questions that are relevant for all RHP customers at Ham Close.

Please note that any additional questions or amended answers that have been updated during the Autumn 2016 consultation period are highlighted in blue. We're working hard to find out the answers to any outstanding questions and will publish as soon as we can.

1. When was it decided that redevelopment would not be decided by a formal resident vote?

RHP have always said that we will measure support for any proposal and this would be provided to the RHP Board before a final decision is made and this has not changed.

2. Much of the negative publicity surrounding the proposed redevelopment has come from people who do not live on Ham Close. How will RHP ensure that residents who want the redevelopment to take place have their voices heard?

When we measure local support we will register who lives on Ham Close. We recognise that any proposals for redevelopment affect our customer's homes and their views are important.

3. Will residents be given 'like-for-like' in terms of the number of bedrooms in their new property?

Yes. However, if you are an RHP tenant living in overcrowded conditions, you would be offered larger accommodation to meet your current needs.

4. Can residents move into new properties on their current site (i.e. a new property overlooking the same green space as the current property)?

The exact location of your new home would depend on the phasing arrangements for construction. We cannot guarantee you will end up in the same spot as you are now.

5. How will the amenities and services in Ham (i.e. schools, roads, etc) cope with a large increase in density?

Council planning officers would assess the extent of the increased demand on local community facilities as part of a planning application. Where applicable, a financial contribution can be made as part of the overall redevelopment costs towards local services and improvements to infrastructure such as road improvements, creation of a car club, and contributions towards new class rooms.

6. Has RHP discussed with TFL, the local authority, and other services (i.e. health services) the impact that the redevelopment will have on existing services and infrastructure?

As part of this process, the Council and RHP will undertake studies to look at the impact of additional homes on local services and infrastructure. We will discuss these issues with other agencies such as TFL and Health Services to ensure the

impacts of redevelopment are understood and opportunities to work together are identified. [Conversations are underway with the Lock Road GP surgery, HRCH NHS Trust \(the owners of Ham Clinic\) and Achieving for Children \(AfC\).](#)

7. Will extra removals/relocation support be offered for people with disabilities/vulnerable residents?

Yes we will offer additional support to vulnerable customers who need it.

8. How were the architects appointed?

A competition was undertaken amongst eight different architects. A combination of quality, experience and cost was used to select the winning architect.

9. How many properties in the new development will be for private sale?

[Of the additional 233 new homes, 155 would be for private sale at this time.](#)

10. How will RHP work with shop owners to improve the aesthetics of the shop fronts?

RHP and the Council will talk to the shop owners to see if it is possible to improve the outside of the shop frontage.

11. Will RHP offer study visits to other schemes to show good design concepts (homes, environment and communities)?

[Ham Close residents have had an opportunity to visit a new building at Cave Road. This shows the standard to which new rental homes are built.](#)

12. Is the Customer Offer an example of an offer? Can it be negotiated?

Yes it is an example but is based on what RHP is prepared to offer. We are willing to help any leaseholder that believes the offer creates challenges for them or will make them worse off. We want to be able to help all owner occupiers stay at Ham Close if they choose to do so. However we will not be negotiating with each leaseholder as we need a consistent and fair approach to all.

To see further FAQs regarding the wider development, [click here](#).

13. Will there be compensation provided to residents whilst building work is taking place?

Every customer is entitled to a homeloss and disturbance payment when they move home but no additional payments will be made.

14. What expenses are covered in the disturbance allowance?

Disturbance payments include the costs of moving and associated costs such as removals, changing utilities, redirecting post. Homeowners will also be able to claim for legal conveyancy costs, stamp duty etc.

15. What happens if the scheme goes bust midway through the project?

On any development project there is a risk that the contractor goes into liquidation. We will do all we can to make sure we choose a financially sound contractor. If this still did happen then we would appoint another contractor as soon as possible in order to finish the scheme.

16. Will residents be able to choose between having an open plan kitchen or a separate kitchen?

An example layout of a flat is shown in the consultation proposal. This shows an open plan kitchen. At this stage these images are indicative of what a flat could look like and we are open to feedback and further discussion with residents.

17. Can tenants downsize to a smaller property?

Yes, if you are currently in a larger property and would like to downsize this would be possible. RHP will work with you on an individual basis to understand your needs and listen to your concerns.

18. Will there be a 'sinking' fund for leaseholders?

A sinking fund is an amount of money which is set aside to cover any major work which is needed on a property in the future. These funds can be common amongst leasehold properties. RHP is currently considering this as an option for leaseholders on Ham Close who wish to stay in the new development. No decision has yet been made.

19. Is the shared equity offer made to leaseholders and non-resident landlords something that could change over time? What happens if RHP no longer exists in the future or RHP's equity is handed over to another organisation?

The leaseholder and tenant offer is for current leaseholders and tenants of Ham Close and our intention is that this will be a legally binding agreement between RHP and the individual leaseholders and tenants of Ham Close at the time of the redevelopment. The intention is that this agreement could then only be varied in the future by another legal process which was agreed between RHP (or successor body) and the individual leaseholders and tenants of Ham Close. This would be the case if RHP was in existence or not in the future. The current offer will not apply to future tenants and leaseholders of Ham Close.

20. What is the Council's position on the use of Compulsory Purchase Orders (CPOs) in the potential redevelopment of Ham Close?

The Council and RHP are of course hopeful that the scheme can proceed via agreement with all of the landowning parties involved, that is the overall objective. If circumstances ever become such that the wider delivery of the scheme with its regenerative benefits for many are being frustrated by a few, then that is when the Council would actively consider the pursuit of CPO powers.

21. I live in a Studio. Can I have a guarantee that I will get a one bedroom flat if I choose?

Should regeneration go ahead, we can confirm that any customer currently living in a studio that wishes to move to a one bedroom apartment will be able to do so.