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Ham Close newsletter December 2021

Hello and welcome to the December issue of your newsletter, keeping you updated on all the latest news on the regeneration project. This is our first newsletter since June. Normally, we would send out one every three months but this year, with so much information on the regeneration being shared with you in other ways, we wanted to wait until now to write to you.

In this issue you will find all the latest news on the emerging designs for your new homes, ways you can get involved, how to stay in contact with the RHP regeneration project team (Rob Cummins, Tracey Elliott, Brett Wild & Simon Cavanagh), some great project milestones reached this year, survey results, a Homeowner update and finally what the next steps are in 2022. You will also find a further copy of the Initial Demolition Notice (IDN). The IDN was published, hand delivered and posted on noticeboards in October, but we also wanted to share it here so as many people as possible could see it.

A few weeks ago, when Tracey, Brett and I were at Ham Close delivering the November issue of the Ham & Petersham magazine, we were struck by the beautiful wreaths displayed on front doors and the fabulous planting. It was a reminder that Ham Close is first and foremost your home. These personal touches come about by your presence and the pride you have in being a resident of Ham Close. Whether it is by answering a survey, coming to a Resident Engagement Panel (REP) meeting or taking the time to share your interests with the regeneration project team on how to preserve the best of Ham Close in the future, you make this project come alive.

Personal choice has been an area that REP has highlighted this year. Hill, our development partner, are drawing upon this feedback in their emerging designs, as well as reviewing whether the Customer Offer could support a greater level of personal preferences, subject to planning permission.

Some of those answers will come early next year in a public exhibition of the Ham Close designs, so keep an eye out on notice boards, hamclose.co.uk and hamcloseconsultation.co.uk for dates.

For anyone interested in attending a REP meeting, the next one will be on 31 January 2022, so keep an eye out for further details on your notice board. As in October and November, Hill and their architects will attend to make sure Ham Close customers see how their promised new homes and the landscaping are progressing.

Finally, a big thank you to everyone that took time to be part of this project this year. For me, 2021 has been about meeting people in person for the first time and sharing my excitement to be part of such a wonderful project. I look forward to seeing even more of you in 2022 because there will be even more reasons to share the excitement. Having just been to Kingston Odeon to see Steven Spielberg's wonderful and very relevant West Side Story, I will leave you with this:

*"Could it be? Yes, it could.
Somethin's comin', somethin' good".*

Simon Cavanagh, Regeneration Manager

**RICHMOND HOUSING PARTNERSHIP LIMITED
INITIAL DEMOLITION NOTICE**

Under Schedule 5A of the Housing Act 1985 as inserted by clause 182 of the Housing Act 2004 and amended by the Housing and Regeneration Act 2008

This Notice is given by RICHMOND HOUSING PARTNERSHIP LIMITED of 8 Waldegrave Road, Teddington, Middlesex, TW11 8GT

Richmond Housing Partnership Limited is required by Schedule 5A of the Housing Act 1985 to publish the following information:

Intention to demolish

Richmond Housing Partnership Limited intends to demolish the following properties, including flats and where applicable garages, sheds and commercial premises ("the Relevant Premises):-

Flats 1-12	Benson House	Ham Close	TW10 7PQ
Flats 13-24	Bentinck House	Ham Close	TW10 7PG
Flats 25-36	Bowes Lyon House	Ham Close	TW10 7PH
Flats 37-48	Cavendish House	Ham Close	TW10 7PJ
Flats 49-68	Clarke House	Ham Close	TW10 7PF
Flats 69-80	Edwards House	Ham Close	TW10 7PB
Flats 81-92	Field House	Ham Close	TW10 7PN
Flats 93-112	Greig House	Ham Close	TW10 7PA
Flats 113-124	Hatch House	Ham Close	TW10 7NX
Flats 125-136	Hawkins House	Ham Close	TW10 7NY
Flats 137-156	Hornby House	Ham Close	TW10 7NU
Flats 157-168	Leyland house	Ham Close	TW10 7PD
Flats 169-180	Newman House	Ham Close	TW10 7NT
Flats 181-192	Secrett House	Ham Close	TW10 7PE
Little House	Ham Close	TW10 7NU	

Reason for Demolition

Richmond Housing Partnership intends to demolish the Relevant Premises in Ham Close, a housing estate in Ham, Richmond, in order to redevelop and regenerate the site. The project will generate new homes for existing households, additional homes including affordable homes, new community facilities and associated amenities, landscaping, roads and parking.

Demolition Period

Richmond Housing Partnership Limited intends to demolish the Relevant Premises by 27 October 2028, being no more than seven years after the date of service of this Notice and being a reasonable period within which to carry out the proposed demolition.

Date by which the Initial Demolition Notice shall no longer have effect

Richmond Housing Partnership Limited will be serving an Initial Demolition Notice upon the tenants of the Relevant Premises. This Notice will cease to be in force on 27 October 2028, unless previously revoked under the provisions of paragraph 3 of Schedule 5A of the Housing Act 1985.

Effect of the Initial Demolition Notice

Whilst this Notice is in force Richmond Housing Partnership Limited will not be under an obligation to make such a grant as is mentioned in section 138(1) of the Housing Act 1985 in respect of any claim to exercise the Right to Buy in respect of any of the Relevant Premises.

However, Right to Buy claims submitted to Richmond Housing Partnership Limited for any of the Relevant Premises whilst this Notice is in force will still be processed by Richmond Housing Partnership Limited, so that, if the demolition plans cannot be implemented, the application can be completed. This Notice does not prevent a tenant of any of the Relevant Premises submitting a Right to Buy claim.

Should Richmond Housing Partnership Limited subsequently serve a Final Demolition Notice in respect of the Relevant Premises, the Right to Buy will not arise in respect of the Relevant Premises while that Notice is in force and any existing claim will cease to be effective.

Right to Compensation

There may be a right to compensation under section 138C of the Housing Act 1985 in respect of certain expenditure incurred in relation to any existing Right to Buy claim. Any claim for compensation should be served on Richmond Housing Partnership Limited within the period of three months beginning with the date when the Notice comes into force ("the Operative Date").

The Operative Date of this Notice is 28 October 2021 being the date on which the Initial Demolition Notice was served on the tenants of the Relevant Premises.

Dated: 28 October 2021

Signed:



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Tim Willcocks – Executive Director of Development
Richmond Housing Partnership Limited

Homeowner update: December 2021



It has now been exactly two years since RHP offered Homeowners (Resident or non-Resident Leaseholders) who want to move from Ham Close by negotiated agreement access to the Customer Offer. In summary, the offer consists of full Market Value for their home, plus 10% of that value and disbursements. This offer is still available to all Homeowners, whether you live at Ham Close as your main home or rent out the property.

Disbursements cover things like removal costs, conveyancing fees (for the sale of your home at Ham Close and also the cost if you buy a replacement home) and Stamp Duty on your replacement property (up to the value of the home you are selling at Ham Close) plus other relevant costs associated with moving.

If you rent out your home, you will be responsible for ending the tenancy with your Tenant as we will need vacant possession (an empty home) to finalise the purchase.

The full Customer Offer is available on the 'residents' section of hamclose.co.uk and a printed copy can be posted on request. TPAS (Tenant Participation Advisory Service) reviewed the Customer Offer in October 2017 and found that it met and in some points exceeded legal requirements.

Many homeowners have contacted with RHP since December 2019, and we have completed the purchase on several homes. If you are interested in having a no-commitment independent valuation from a Royal Institute of Chartered Surveyors (RICS) valuer, please contact us and we can arrange this for you. Further information on how to contact RHP/TPAS are in the 'Your direct RHP contact' section of the newsletter.

Some homeowners haven't yet decided whether they would like to sell their home and move from Ham Close or purchase one of the new homes at Ham Close. Our Customer Offer, subject to receiving a deliverable and viable planning permission, promises to offer you a new home with the same number of bedrooms as you currently have and purchased on a Shared Equity basis.

At this time, we cannot provide further details on the new homes to be offered. This is because the detailed design, subject to receiving a deliverable and viable planning permission, are still to be worked up.

However, the concept designs of typical flats to be built at Ham Close have been available to view since July on the hamcloseconsultation.co.uk website and are in the June 2021 edition of the Ham Close newsletter on the 'news' section of hamclose.co.uk.

These concept designs will be updated in February/March on hamcloseconsultation.co.uk and will be

available to discuss with their architects at a future two-day public exhibition, planned for February/March 2022.

In September 2021, RHP approached Richmond Council for clarification on the use of their Compulsory Purchase powers, to make sure RHP can have vacant possession should this project be granted Planning Permission.

Richmond Council have confirmed their 'in principle' agreement to use their CPO powers subject to a number of conditions, including RHP providing more details on the project later next year. We will keep you updated on RHP's progress later in 2022.

There is still plenty of time before you need to decide, and a Homeowner strategy is being drafted in the Spring to explain more. If you do decide to sell your home and leave Ham Close, we remain committed to purchasing your home through the negotiated agreement.

Further information on how to contact RHP/TPAS are in the 'your direct RHP contact' section of the newsletter.

Tracey Elliott, Project Manager



2021 - A year in review



2021 was a banner year for the regeneration of Ham Close. Here are some of the highlights:

January: RHP formally appointed Jane Eyles at TPAS as your Independent Customer Advisor, supported by Derek Doran for planning support.

February: Brett Wild joined Rob, Tracey and Simon in the RHP regeneration project team as Project Assistant.

March: Hill were chosen as RHP's Development Partner.

April: Hill met with REP to introduce their project team and provide some details of their concept design.

May: the first in person meeting between REP, TPAS and RHP, with an evening tour of Ham Close.

June: the first of many site surveys at Ham Close commenced to support Hill's future planning application.

July: after REP attended a preview, the public consultation of the concept designs started, including a two-day event at Ham Close and the launch of the hamcloseconsultation.co.uk website.

August: RHP attended the Ham & Petersham SOS summer garden party to explain our approach to designing homes that can support and be accessible for residents of any age.

September: RHP and Hill attended the Ham Fair and Ham Youth Centre to show local young people the concept designs for the new Community Centre. RHP also received an 'in principle' agreement from Richmond Council to use their Compulsory Purchase powers to support the vacant possession necessary to deliver Ham Close's regeneration.

October: contracts between RHP, Hill and Richmond Council were exchanged, meaning all three partners are committed to delivering the Ham Close project, subject to receiving a deliverable and viable planning permission. The Initial Demolition Notices were hand-delivered to homes at Ham Close as well as being published in local newspapers: The Richmond and Twickenham Times and The Surrey & Epsom Comet.

November: the final REP meeting of the year took place at St. Richards Church, the first to be held in person since REP started in September 2020.

December: a formal consultation started for Ham Close residents living in the proposed first phase of the construction of Ham Close. RHP attended the annual Christmas tree lighting event at Ham Library.



Ham Close Survey response and results, as of November 2021

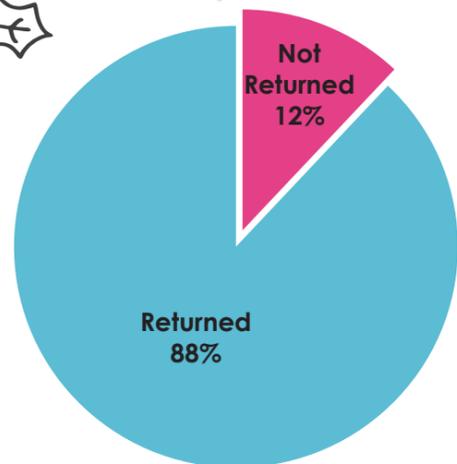


Thank you to everyone who completed their survey and sent it back to us. We originally sent them out in the Housing Needs Survey in December 2020 and our Homeowner Survey in January 2021.

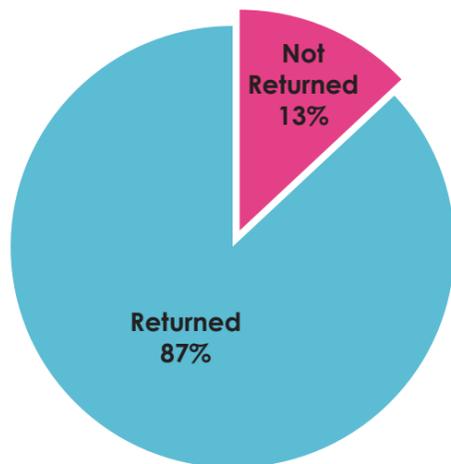
With a couple of reminders during the year, we received an astounding result! We thought that you would like to see the results of your efforts, as well as get a good idea on the make-up of the Ham Close community.

Below you will see the response rate for both surveys:

Housing Needs Survey (Tenant) Response



Homeowner Survey (Leaseholder) Response



The Ham Close Regeneration team have used the response data alongside our existing customer records to plan for future homes. The surveys are held securely on the Customer Relationship Manager system.



Where we did not receive a survey response, we used our existing records in place of a survey response to obtain household make-up figures (RHP Tenant households) and contact information (all RHP customers).



Household member details were not requested in the Homeowner Survey as our Customer Offer to a Homeowner and their July 2017 FAQ states that "we'll offer a Shared Equity scheme for a new flat on a like-for-like basis i.e. the same number of bedrooms as the current home."



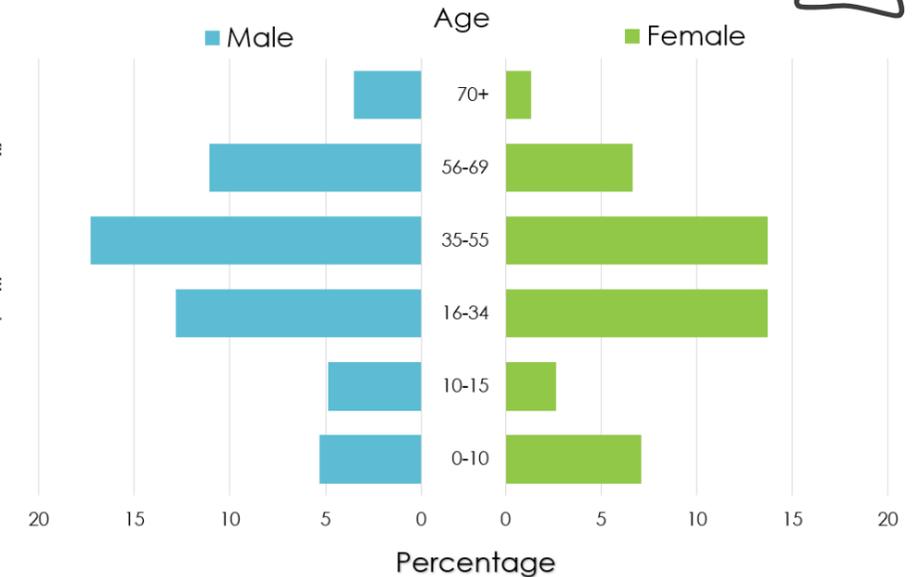
Population statistics in the following graphs have been taken from RHP Tenant households who are subject to the Customer Offer. They make up 81% of all Ham Close households subject to the Customer Offer.

Ham Close RHP Tenant population (%)



These three graphs represent the same information, but in different ways.

- The Average age of the RHP Primary Tenant/s at Ham Close is 48.
- The Average age of an occupant, including the Primary Tenant/s is 36.
- The Average age of an occupant, excluding the Primary Tenant/s is 20.



- 0-9
- 10-15
- 16-34
- 35-55
- 56-69
- 70+

Age	Male	Female
0-10	5.3%	7.1%
11-15	4.9%	2.7%
16-34	12.8%	13.7%
35-55	17.3%	13.7%
56-69	11.1%	6.6%
70+	3.5%	1.3%

- 47.2% of Ham Close Tenanted homes consist of more than one occupant.
- 36% of Ham Close tenanted family-sized homes have children under the age of 18.
- 54.9% Male: 45.1% Female population.
- 57% of Ham Close Homeowners live at Ham Close, 43% Are landlords.
- Languages spoken by households on Ham Close, where English is not their first language: Spanish, Portuguese, Russian, Kurdish and Farsi.

It has been fascinating putting all your responses together and getting a better understanding of the community of our Ham Close customers.

Happy holidays and all the best in the new year.

Brett Wild
Regeneration Project Assistant



YOUR DIRECT RHP CONTACT



Brett Wild joined Tracey Elliott, Simon Cavanagh and Rob Cummins in the Regeneration Team in February, after working for a year in RHP's Customer Service Centre.

Brett is your direct contact for any questions you may have about the regeneration of Ham Close. He has also managed the return of the customer needs and homeowner surveys which were sent to all Ham Close RHP customers between December and January last year. Brett has reported on the results in this newsletter.

Brett's next role in the regeneration team is to support Simon and Tracey with the housing needs assessments of all Ham Close RHP tenanted customers. Brett will use the results of the returned Customer Needs survey as well as one-on-one meetings with you. Assessments have started for a small number of tenants who live where the proposed first phase of the construction of the new Ham Close lies, subject to the project receiving a deliverable and viable planning permission.

If you have not returned your Customer Needs Survey for December, we will write to you to let you know what household details and contact information we currently hold. These were all questions that were included in the Customer Needs survey. If you have yet to return your Homeowner Survey - January 2021, we will write to you at the correspondence address you have most recently provided to confirm your current contact information.

Brett, Tracey, Rob and Simon can be contacted in the following ways:

By e-mail: customer.services@rhp.org.uk. Please use 'Ham Close Regeneration' in the subject heading of your e-mail to make it easier for our customer services team to direct your correspondence straight through to the Regeneration Team.

By phone: **0800 032 2433**. Please mention that you are calling about the Ham Close Regeneration to make it easier for our customer services team to transfer your call or arrange a call back.

By post: Ham Close Regeneration, 8 Waldegrave Road, Teddington TW11 8GT.

Regeneration Team Christmas holiday:
24 December 2021 - 4 January 2022

The regeneration project team will be unavailable to take calls or respond to emails over this period. We will get back to you on any queries received during this period upon our return next year.

Jane Eyles (TPAS), your Independent Customer Advisor and currently the REP organiser, can be contacted by phone on **0800 731 1619** or by emailing hamclose@tpas.org.uk.

Brett Wild Regeneration, Project Assistant

