



Ref:BSW 11/03/21

11 March 2021  
MX XX  
XX XX House  
Ham Close  
London XXXXX

Dear Mx XXXX

### **Ham Close Regeneration – Homeowner Customer Offer Survey Reminder**

I would also like to take this opportunity to introduce myself. My name is Brett Wild and I have joined Simon Cavanagh and Tracey Elliott on the Ham Close Regeneration project as a Project Assistant.

As we continue our focus on customer engagement and consultation, at this stage of the project, we decided to improve on our approach by employing a direct contact for you, our customer.

I am excited to be a part of the Ham Close Regeneration and look forward to speaking directly with many of you in the near future.

Whilst we have received great feedback from our residents of Ham Close, I note that we have not received a response from yourself, following the surveys which were sent out in January. We would still like to hear from you, as it is helpful that we understand your current thoughts on the project and how it may affect you.

Our last newsletter, distributed to all of our Ham Close customers in December 2020 included an update on the procurement of a Development Partner. You may have also seen the three final Bidders present at the virtual meeting on 12th November 2020. If you missed it, a recording is available at [www.hamclose.co.uk](http://www.hamclose.co.uk) along with the latest newsletter.

In January, we also uploaded document versions of the three Bidders' presentations and a further FAQ containing questions raised during and following the November 2020 meeting, along with our responses.



A further update will be provided in the coming weeks, by which time we expect to have selected and appointed a Developer. We will then start the planning for the new Ham Close, including extensive consultation and engagement with our customers in the lead up to submission of the planning application.

In light of the progress we have made, we feel it is important to remind our homeowner customers of the options available to them, whether they are planning to remain at Ham Close and purchase a new build property or are considering selling their home now or in the near future.

In December 2019, RHP wrote to all homeowners with an offer to purchase homes at Ham Close in line with the Customer Offer that we published in the Autumn of 2016, which was then independently reviewed by TPAS. TPAS reported that of the 8 promises to homeowners, 4 met legal requirements and 4 exceeded requirements. The three promises specifically to landlords were all over and above requirements.

The Customer Offer is available to view on the Ham Close website in the 'Residents' section. If you would like a paper copy, please let us know. Throughout 2021, RHP will continue to purchase homes from homeowners and making them available to let, via an estate agent, until they are required for the regeneration project.

### **What this means if you are considering selling your home to RHP**

If you would like to sell your home to us, we will arrange for a Royal Institute of Chartered Surveyor (RICS) valuation. We will share their full report with you so that you can see how they arrived at the valuation.

An additional 10% of the valuation will then be added for a home loss payment.

Example:

Home valuation	£300,000
10% home loss	<u>£ 30,000</u>
Total	£330,000

Disbursements will be paid to cover the reasonable costs of moving home within the UK. This will include (but not limited to);



- Removals
- Disconnecting and re-connecting appliances.
- Re-directing post.
- Costs associated with the purchase of a replacement home such as solicitors and surveyors' fees.
- Stamp Duty on a replacement home of the same value.

Exact details and terms for this offer will be confirmed on application.

### **What this means if you are considering staying at Ham Close**

If you would like to stay living at Ham Close after the redevelopment, the Customer Offer still applies, and one option is you will be offered an equivalent new home, with equity to the value of 110% of the value of your existing home.

Example:

Current home value	£ 300,000
Plus home-loss of 10%	£ 30,000
<b>Your total contribution</b>	<b>£ 330,000</b>
New home value	£ 400,000 = 82.5% equity

There will be no rent payable on RHPs Shared Equity element and disbursement payments will be available to assist in the cost of moving.

Further details on this and other options are available both in the Customer Offer and the previous FAQs for homeowners published in July 2017, both of which are available in the 'Residents' section of the Ham Close website.

If possible, could you please complete and return the short survey attached to this letter, with the stamped addressed envelope provided, by the **26<sup>th</sup> of March 2021**.

Whilst there is no obligation for you to make a decision at this time, the responses will help provide valuable insight to any specific needs you may want us to be aware of as we commence the planning of new homes at Ham Close this spring, subject to appointing a Developer.



The information provided will also be used to help establish the number, types and sizes of the homes needed for the early construction phases that will deliver the replacement homes and to support our offer of "one move" to all our customers that choose to continue living at Ham Close.

The completed survey will be held securely in your personal account. Any answers extracted from your completed survey to assist in the planning process for Ham Close will be formatted to ensure that you cannot be identified.

If you would like to discuss the Customer Offer in more detail or need help completing the survey, please do not hesitate to contact me at **customer.services@rhp.org.uk** using the subject 'Ham Close Regeneration- Homeowner Customer Offer and Survey'. You are also welcomed to mark your emails for my attention or call us on 0800 032 2433.

If you are able to return your completed survey, I will be in contact again to confirm receipt or to discuss the responses you have provided.

Thank you in advance for your help.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Brett Wild', with a stylized flourish at the end.

**Brett Wild – Project Assistant**

Cc - Simon Cavanagh – Regeneration Manager  
Cc - Tracey Elliott – Project Manager

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