



**Notes of Resident Engagement Panel  
on Thursday 23<sup>rd</sup> September 2021 at 6.30pm – 8.30pm**

**1. Present:**

**Residents:** Lynn Gunter, Philippa Harlow (RA), Jen Francis and Jason Ash, Chris Sanders, Glenn Murphy, Marco, Derek, Mandy, Phil, Chris, plus two.

**RHP:** Rob Cummins, Head of New Business and Regeneration from 7pm

**Hill:** Calum Kidd, Assistant Director, Kirsty Dougan, Senior Development Manager - Hills.

**TPAS:** Derek Doran (Customer Advisor)

**Apologies:** Jane Eyles (TPAS), Simon Cavanagh (RHP)

**2. Pre-meet:**

- Derek explained the main discussion is around the paper circulated last week, he thanked everyone for the important contributions received.
- The key points were discussed in turn, main concerns are around layout, quality and getting definite answers to the questions in the design paper.
- The issue of the length of the TPAS involvement was discussed, agreed that TPAS should remain involved for another two or three years.
- Key issues are around the number units being developed, is the 452 a real aspiration or merely a tactic for the pre-planning stage.
- RHP have always been committed to replacing dwellings on a like for like basis and community requirements are seen as paramount.
- The REP members may need to speak to planners and councillors BEFORE the application is submitted.
- Issue of a chair of REP raised again by Derek – no takers tonight, not a critical issue.
- The timing of the formal offers was discussed.
- Important that the current valuations are not depressed and/or the new units valuations inflated. Agreed that a fair system is required.
- A key concern is that the overall design does not meet the layout and space requirements of residents.
- The central “walkway” has been reduced in size considerably, to gain more units on the site.
- The original scheme had been for 350 units, it is now about 452 units.
- Local valuations were mentioned.

**3. Welcome to Rob, Calum and Kirsty.**

**4. Minutes of the last meeting – agreed with no changes.**



**5. Rob from RHP, Calum and Kirsty from Hill responded to the issues previously raised by residents:**

**Q1 – What is the tenure breakdown for the additional 231 new dwellings?**

These will be open market for sale units and the 231 new homes will include up to 30 homes for leaseholders who choose to remain on the estate who will be buying on a shared equity basis (as per the leaseholder offer)

The additional 78 affordable units were confirmed, based upon a total of 452.

**Q2 – Will existing leaseholders be able to purchase any unit in the new scheme, in effect, any unit they can afford?**

RHP can buy up to 30 homes, this could change. At the start of the project 49 leaseholders were on the site and it is now down to 30, potentially some of these may sell to RHP before the project starts on site.

Rob explained the approach to valuations and the shared equity model.

Derek asked if the 452 is a “real aspiration” or a starting point for the pre-planning discussions.

Rob explained it is a planning decision, viability is a key concern, the total will be “up to” 452, say 442 to 450 units.

**Q3 – What is the latest thinking on the emerging design ? – is it still that 8 of the 14 blocks will be six storeys high and set back ?**

Yes.

The key issue is where to build the 6 storey units, this is being negotiated with planners.

**Q4 – How would the sixth storey affect fire safety requirements and in particular, what will be the effect on new additional service charges to tenants and leaseholders?**

All blocks will be “sprinklered”, materials will be non-combustible and the designs will be quality assured by a third party – all installations of the fire stopping material will also be confirmed by a third party during construction.

**Q5 – Has it been agreed that a “traditional” apartment block design will now be built?**

In the RHP blocks Hill are working with the design team to see if it would be possible, based on the feedback from RHP customer, for there to be an option of traditional AND an open plan option layout.



Kirsty stressed the forthcoming workshop on Saturday the 2<sup>nd</sup> October , Philippa agreed to publish her most recent survey.

**Q6 – Have the number and location of these “traditional” – non – open plan internal layout apartment blocks been agreed?**

Not yet, the issue to date has been that no one bed traditional units have yet been designed. Kirsty agreed to consider this issue further. Rob stressed that there are constraints that will be contained in the customer offer, this offer had been agreed as a good one by TPAS.

The issue of fairness for ALL residents was mentioned again, this will be dealt with in the coming months.

**Q7 – When will the DRAFT layouts for each property type be available for comment?**

At the workshop session on the 2<sup>nd</sup> October.

**Q8 – Have the external balcony spaces been included in the floor size calculations?**

National space standards are being used, these are larger than the current standards, balconies have not been included and are in addition to the floor size calculations.

**Q9 – Will all kitchens and bathrooms have an opening window?**

**Q10 – If the answer is no, can the units with no natural ventilation been identified separately on any plans?**

Technical testing and building regulations will deal with this issue, not known yet but will be available to consult by the December 2021 workshops. Natural ventilation is the preference.

RHP have always said residents views were paramount, residents want windows in kitchens (78% preference) and bathrooms (90% preference) – as it is perceived as more healthy.

**Q11 – What types of heating solution are being offered?**

**Q12 – Will there be a choice of heating system?, if so – what are these?**

Air source heat pumps and PV panels will be the solution.

Within the dwelling there will be a heat interface unit, this can be turned off by residents.

Again, more details will be known by December 2021, when the mechanical and electrical issues are known. The new systems are far more energy efficient.

**Q13 – Will all residents be guaranteed the same external space they will be losing from the demolition of the pram stores and garages?**



The new units have considerably more internal storage space, the new units will be serviced by lifts and there will be significantly more bike storage than currently provided on the estate with the location to be determined.

RHP cannot guarantee the same amount of external storage space.

**Q14 – Will the storage spaces be individual, lockable and secure?**

Unlikely to be individual, details to follow. It will meet secured by design standards.

**Q15 – How will residents choice be guaranteed in terms of location?**

Rob reiterated the customer offer that has been agreed as a good one.

Bigger home swill be provided and “where possible” within the allocations policy people will be offered appropriate accommodation, RHP are using a tenure blind approach.

RHP are NOT offering a “free choice” of location, due to the phasing approach required for the project to be constructed.

**Q16 – What procedures will be in place to ensure that tenants are satisfied with their choice of apartment in terms of height, location and aspect?**

This can be confirmed when the phasing is known, it will be like a “huge jigsaw puzzle” – building the unts that are required for the different phases to proceed – decisions will be based upon housing need and the housing allocations policy, ALL AGREED this will need more discussion after tonight, details need to be checked by RHP and agreed.

Like for like for all residents is GUARANTEED from RHP.

Some customers may choose to downsize.

**Q17 – Can existing residents “choose” to live next door to their existing next door neighbours?**

Affordable housing will be available in phases one, two and three.

Pepper-potting is NOT within a specific block ! Some blocks will be mixed tenure some only one tenure. Details will be agreed at a later date. There will eb no “gated communities”, facilities will be available for all residents and design will be tenure blind.

**Q18 – Will residents be made more than one offer of accommodation?**

**Q19 – Will residents be offered a temporary “first move” to a completed phase of the newly built units to allow the project to proceed, then, be offered a second “permanent” move to the actual residential unit of their choice?**



Rob explained the challenges that RHP have and the nomination arrangements with the LB of Richmond. The “process” may mean it is “unlikely” that two moves will be possible, this needs further discussion with a third party (LB Richmond).

**Q20 – Will any of the 6 “houses” that are envisaged be offered to existing tenants or leaseholders?**

There will be more than 6 houses, housing need will be the key. Overcrowded households may move to other places in the Borough.

**Q21 – When will the FINAL service costs be known?**

The new units will have lifts and be accessible.

Estimates will be available after planning and 6-9 months before residents are rehoused, after 12 months in residence costs are reconciled.

**Q22 – Will existing residents be protected by a policy of no service charge increases, say for a period of 5 or 10 years?**

Not a possibility.

**Q23 - When will the FINAL rent costs be known?**

Similar to Q22, rent policy will see people charged on the existing arrangements. Further details on the RHP website. Rents will be fixed.

**Q24 - Will existing tenants be protected by a policy of no rent increases, say for a period of 5 or 10 years?**

Not a possibility.

**Q25 - When will the FINAL draft proposals for tenants, leaseholders , shared ownership owners be presented to REP for agreement?**

These are being summarised in to one document , the consolidated details will be available to each resident.. Planning application will be late 2021 or early 2022.

A fixed point will be agreed between leaseholders and RHP.

Details to be agreed soon, RHP will be completely fair and transparent.

## 6. Next steps

- **WORKSHOPS on October 2<sup>nd</sup> important.**
- Rob will upload details of the Teddington development, pictures were shared and next meeting will be a physical one at RHP’s offices?.- AGREED.



- **Saturday 2<sup>nd</sup> October 11am – 1.30pm** workshops for RHP customers only at ST Richard's Church for 90 minutes (landscape/liveable streets) and (buildings types, indicative layouts, materials and facades. Essentially "the feel of Ham Close")
- **NEXT REP meeting in person Thu 21st October @ 18.30 @ the RHP offices.**
- Phase 2 consultation **Friday 19<sup>th</sup> November 1pm – 6pm** and **20<sup>th</sup> November 10am – 3pm** – St Richard's Church.