

# Ham Close Regeneration

Planning Application:

Statement of Community  
Involvement

Author: Cratus  
March 2022

 **Hill**  
*Created for Living*



 **LONDON BOROUGH OF  
RICHMOND UPON THAMES**



# Contents

Introduction	4
Policy Framework	5
Chapter One	6
RHP and LBRuT Consultation and Engagement	6
Prior to the appointment of a development partner	6
Background	6
Engagement throughout the period	6
Engagement Forums	10
July 2015 Consultation	15
Summer 2016 Workshops	16
Consultation October 2016 - 2017	19
Spring 2018 Community Facilities Engagement	22
Chapter Two	24
Hill Residential, RHP and LBRuT Consultation and Engagement	24
Following the appointment of Hill Residential as a development partner	24
Introduction	24
Overview	24
Engagement throughout the period	26
Ham Close Consultation website, telephone number and email	26
Consultation posters and notice boards	32
Engagement Forums	36
July 2021 Consultation & Engagement	43
Consultation Results	68
August 2021 Consultation and Engagement	74

September 2021 Consultation & Engagement	78
October 2021 Consultation & Engagement	81
Response to Feedback	91
The Masterplan and Homes at Ham Close	91
Landscaping at Ham Close	93
The Community Centre and Richmond Maker Labs	94
February 2022 Engagement	96
Feedback received	124
Conclusion	128

# Introduction

## Purpose of this document

The Statement of Community Involvement (SCI) demonstrates the schedule of pre-submission engagement which has been undertaken by Hill Residential, RHP and LBRuT in preparation for the submission of a planning application for the regeneration of Ham Close, Ham, Richmond Upon Thames, TW10 7PG. This Statement of Community Involvement has been compiled by Cratus on behalf of Hill Residential (the Applicant).

This SCI demonstrates that there has been continuous consultation and engagement with the residents of Ham Close throughout the process, starting with first principles of development in 2015 through to the planning application design which this report accompanies.

Furthermore, this document demonstrates the direct effect resident feedback has had on the design of the proposals through a truly iterative process since the beginning.

## Structure of this document

The SCI is prepared in two chapters.

1. The first chapter provides an overview of the work carried out prior to the appointment of a development partner by RHP and LBRuT.
2. The second chapter covers the consultation carried out in partnership between Hill Residential, RHP and LBRuT, following Hill Residential's appointment as development partner in Spring 2021 for the regeneration of Ham Close.

## Description of Development

“Demolition of existing buildings on-site and phased mixed-use development comprising 452 residential homes (Class C3) up to six storeys, a Community/Leisure Facility (Class F2) of up to three storeys in height, a “Maker Labs” (sui generis) of up to two storeys together with basement car parking and site wide landscaping.”

## Objectives of the consultation

The objectives of the consultation since 2015 have adapted and evolved as the requirements and needs of the project have changed; however, throughout the whole process the primary objective has been to ensure that residents of Ham Close have been consistently consulted and engaged with.

As the process changed from principles, into concept and later design, the consultation has worked to ensure that local residents, community groups, interested parties and elected representatives were made aware of the emerging proposals and had an opportunity to participate in shaping the plans for the regeneration of Ham Close.

## Policy Framework

Planning policy at every level strongly encourages pre-application consultation with the community on proposals for significant developments. The National Planning Policy Framework (NPPF) (July 2021) outlines early engagement has significant potential to improve the efficiency and effectiveness of the planning application system for all parties. Good quality pre-application discussion enables better coordination between public and private resources and improved outcomes for the community. The NPPF also states that participation of other consenting bodies in pre-application discussions should enable early consideration of all the fundamental issues relating to whether a particular development will be acceptable in principle, even where other consents relating to how a development is built or operated are needed at a later stage. Wherever possible, parallel processing of other consents should be encouraged to help speed up the process and resolve any issues as early as possible.

### **London Borough of Richmond upon Thames (LBRuT) Statement of Community Involvement (December 2019)**

states that developers are encouraged to consult neighbours and/or local amenity bodies before submitting an application. The Localism Act (2011) sets out requirements for pre-application consultation and the NPPF also encourages applicants who are not already required to do so by law to engage with the local community before submitting an application. The Local Validation Checklist requires all major developments to be accompanied with a Community Engagement Report. In addition, LBRuT strongly encourages applicants of all other schemes to engage with the local community prior to submission. Developers will then be able to submit a consultation statement with the application, setting out who has been consulted and how, responses that were received and changes to the scheme that were made as a result.



## **Consultation Draft Statement of Community Involvement**

### **(Planning matters)**

*Environment*

*2 December 2019*

**The TPAS (Tenant Participation Advisory Service) Community Engagement Strategy** for Ham Close provides a framework to ensure that Richmond Housing Partnership (RHP) and all of its regeneration partners engage collaboratively and effectively with customers and stakeholders during the regeneration of Ham

Close. This includes: maximising the opportunities for community engagement in the regeneration process; actively supporting a tenure balanced and representative Resident Engagement Panel (REP); agreeing a consistent approach and level of input and influence in decisions related to the regeneration proposals; providing opportunities for wider stakeholders to have an input into the regeneration proposals as they are developed and delivered; and ensuring that decisions about housing design or tenure changes to homes within the estate are being taken by those who live there.

The consultation strategy has been designed to meet the requirements for consultation as laid out in the NPPF, Planning Practice Guidance, LBRuT's Statement of Community Involvement and the TPAS framework.

# Chapter One

## RHP and LBRuT Consultation and Engagement

### Prior to the appointment of a development partner

July 2015 – June 2021

#### Background

During December 2013 and January 2014, RHP, LBRuT and The Prince's Foundation carried out a consultation with local residents, stakeholders and RHP customers, to consider the future of Ham Close. Out of this exercise came five key principles:

1. Remaining in the community (any resident of Ham Close wishing to remain in the community should be able to do so)
2. Retain and enhance green space
3. Create a heart to Ham Close and Ham
4. Retain and support a village feel, better integrate Ham Close
5. Improve community facilities.

Those principles have remained the cornerstone of the development and throughout consultation.

#### Engagement throughout the period

In addition to the public events, drop-in sessions, and forums which this chapter details in depth, RHP have had a number of ways for their customers to engage with the Regeneration Team throughout the entire process. In person near Ham Close (hiring the meeting room at Ham Library) or at their local office in Teddington (walkable for most residents), e-mail ([customer.services@rhp.org.uk](mailto:customer.services@rhp.org.uk)), phone (0800 032 2433) or even by post at Ham Close Regeneration, 8 Waldegrave Road, Teddington TW11 8GT. In addition to this, there is an easy to navigate Ham Close website ([hamclose.co.uk](http://hamclose.co.uk)) established in 2015, which contains everything a resident would need to know about the project, it includes all of the previous copies of the residents regular newsletters that are delivered to each household and there are in depth frequently asked questions sheets (FAQs). The [hamclose.co.uk](http://hamclose.co.uk) website also now signposts people to the newer [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk) planning application website, which is the website established by Hill Residential following their selection as development partner. It is also important to note the RHP uses the noticeboards at Ham Close and in each block for engagement and updates on the project.

A timeline visualising all of the engagement events undertaken between 2015 and 2021 can be viewed here: [Click Here Timeline pdf \(hamcloseconsultation.co.uk\)](#)

## HAM CLOSE CONSULTATION TIMELINES 2015 TO JULY 2021

The below timeline outlines consultation and engagement which took place between 2015 and June 2021, for the regeneration of Ham Close.

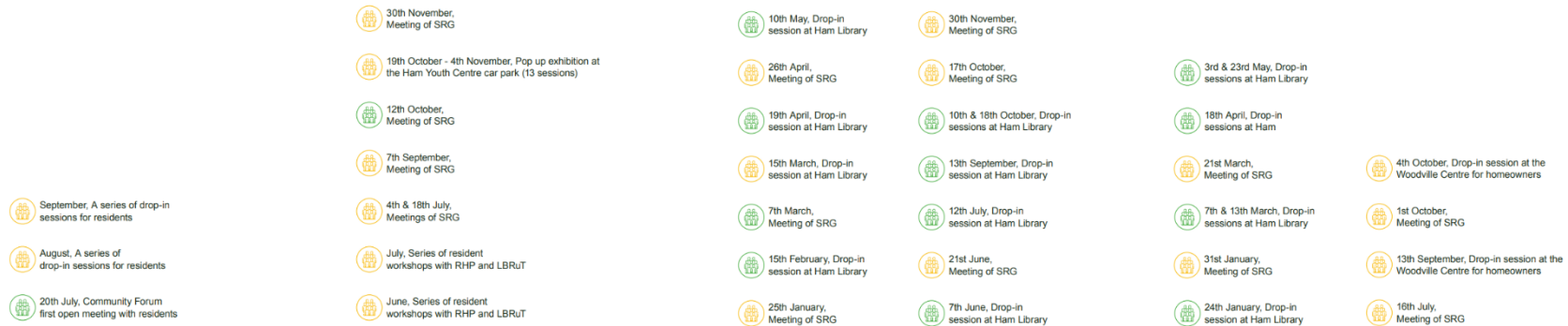
Throughout this time, engagement took place with residents of Ham Close, local residents and community groups. This was done through a combination of different methods including, door knocking, posters in notice boards, workshops, regular newsletters, website updates and drop-in sessions.

Groups which were regularly engaged with during this period included:

- Ham Close residents
- Ham residents
- Resident Engagement Panel (REP)
- Stakeholder Reference Group (SRG)

Newsletters were regularly prepared and delivered to Ham Close residents as well as uploaded to the Ham Close website in:

2015	2016	2017	2018	2019	2020	2021
March	January	January	May	March	March	June
April	June	March	October	May	July	December
May	November	April		July	October	
July		July		October	December	
August		August		December		
September		October				
November		December				



2015

2016

2017

2018



**KEY**

-  Virtual Event (Targeted Engagement Event, invited Attendees Only)
-  In Person Event (Targeted Engagement Event, invited Attendees Only)
-  In Person Event (Public Engagement Event, Open to All)





[Click here to view timeline PDF \(hamcloseconsultation.co.uk\)](http://hamcloseconsultation.co.uk)

### Newsletters and FAQs

Since the start of the project RHP has been consistently keeping residents of Ham Close up to date with developments and events taking place. The organisation has been doing this through a combination of different methods, including door knocking, posters in notice boards and with regular newsletters as a key staple of the communications strategy. Below are links to all the newsletters sent out from July 2015 to June 2021.

[June 2021](#), [December 2020](#), [October 2020](#), [July 2020](#), [March 2020](#), [December 2019](#), [October 2019](#), [July 2019](#), [May 2019](#), [March 2019](#), [October 2018](#), [May 2018](#), [December 2017](#), [October 2017](#), [August 2017](#), [July 2017](#), [April 2017](#), [March 2017](#), [January 2017](#), [November 2016](#), [June 2016](#), [January 2016](#), [November 2015](#), [September 2015](#), [August 2015](#), [July 2015](#), [May 2015](#), [April 2015](#), [March 2015](#)

Hardcopy and electronic FAQs have also been a very important method of helping to communicate and clarify any questions or issues residents may have had.

Resident FAQs:

[Regeneration Update Meeting Q&A responses \(November 2020\)](#)

[Homeowner FAQs \(July 2017\)](#)

[Resident FAQs \(April 2017\)](#)

[Homeowner FAQs \(January 2017\)](#)

[Resident FAQs \(November 2016\)](#)

General FAQs:

[Regeneration Update Meeting Q&A responses \(November 2020\)](#)

[General FAQs \(November 2016\)](#)

[General FAQs \(September 2015\)](#)

### Engagement through drop in sessions

Post the Autumn 2016 consultation RHP put on monthly drop-in sessions at Ham Library, to help keep residents up to date with how they were progressing with the project and to allow the residents the opportunity to ask any questions they might have had. To make sure they were convenient for everyone, they alternated between evenings and daytimes.

Drop in dates 2017: 15 February: 6.00pm – 8.00pm, 15 March: 2.00pm – 4.00pm, 19 April: 6.00pm – 8.00pm, 10 May: 2.00pm – 4.00pm, 7 June: 6.00pm – 8.00pm, 12 July: 2.00pm – 6.00pm, 13 September: 2.00pm – 4.00pm, 10 October: 6pm – 8pm, 18 October: 6.00pm – 8.00pm

In 2018 : 24 January 6pm – 8pm, 7 March 2pm – 4pm, 18 April 6pm – 8pm, 23 May 2018 2pm – 4pm

During this process they received feedback that the homeowners would appreciate a specific drop-in session just for them, so RHP created sessions on 3<sup>rd</sup> May between 6pm – 8pm, 13<sup>th</sup> September 6pm – 8pm, 4<sup>th</sup> October 6pm – 8pm (The Woodville Centre).

## Engagement Forums

There were two main engagement forums for stakeholders and residents to engage with the project team on a regular basis which have continued to be engaged from their creation through to planning application submission. The Stakeholder Reference Group (SRG) which was established in 2016 and the Resident Engagement Panel (REP) which was established in 2020. Below details their purpose along with dates and a brief overview of the meetings that took place during the period before a development partner was chosen. Further details of the meetings following the selection of a development partner are covered in Chapter Two.

### Stakeholder Reference Group

The purpose of the Stakeholder Reference Group (SRG) is to represent the views of local people (particularly Ham Close residents), local groups and other stakeholders regarding the potential redevelopment of Ham Close. The Group also have had an opportunity to learn more about the proposals for Ham Close as they have been developed and have had a preview of consultation material prior to going out to the public. Those attending the Stakeholder Reference Group are also regularly asked to feed information back to their members and local residents and encourage them to take part in the various consultation and engagement opportunities.

The official minutes of the SRG meetings can be found at the [hamclose.co.uk](http://hamclose.co.uk) website.

Membership:

Ham Close residents (RHP residents and leaseholders, and tenants) form part of the group. Ham Close residents who would like to become a member of the group, were encouraged to email: [hamclose@rhp.org.uk](mailto:hamclose@rhp.org.uk)

The Community Representatives of the Forum are:

- Ham Amenities Group
- Ham and Petersham Neighbourhood Forum
- Ham and Petersham Association
- Ham United Group
- Friends of Ham Village Green
- Friends of Ham Library
- Ham Parade Traders
- Ashburnham Road/Ham Street Traders

Ward Councillors are invited to attend meetings as elected representatives of the local community.

## Meeting dates and notes

**4 July 2016** – Inaugural SRG held at Grey Court School, Maggie Bailey the school's headteacher was unanimously voted as Chair, the Terms of Reference of the group were discussed along with the Communications and engagement programme

**18 July 2016** – Subject to amends, the Terms of Reference were agreed, feedback from the design workshops were discussed

**7 September 2016** – Next phase of consultation and the approach was discussed

**12 October 2016** - Steve Handley, Associate Director from BMG Research, gave a presentation to the group to explain the standards that they work to; give examples of previous consultations they have been involved in; describe how the consultation process for the new proposal on Ham Close will work. How to engage with Ham Close residents was also discussed

**30 November 2016** – An update from RHP and LBRuT on consultation activity. This covered the following aspects; Materials received (e.g. letters, flyers) received by RHP Ham Close Customers and by the wider community; Social media and website presence; Pop-up exhibition attendance; Description of other bespoke engagement activities carried out; Number of survey responses received; Next steps. There was also feedback from the group on the update, further discussions on engagement and the Ham Close Website.

**25 January 2017** – A detailed breakdown of the results of the consultation.

**20 February 2017 (sub-group meeting)** – Agreed to a new minute taking approach, the Group gave feedback to the *Future of Ham Close: Research Report Draft (BMG Research)*

**7 March 2017** – Discussed the new approach to minute taking from the Sub-Group and agreed it. Discussed forward planning and the timeline going forward. Discussed the Community Projects Grid, the Ham Close drop-in sessions. In addition to this the stakeholder Sub-Group meeting from 20<sup>th</sup> February was discussed, and residents and homeowners' feedback was agreed as a standing item.

**26 April 2017** – Introduction to Adam Tucker, Project Director at RHP. Affordable housing on the project was discussed. AT explained that RHP and LBRUT want to ensure everyone is clear on the numbers and expectations of affordable housing available on the new development: with the key message being there will be more affordable housing on the site than there is at present. There will be 78 additional affordable homes on the development (the 143 existing rented homes will also be replaced).

**21 June 2017** – There was a 'special item' with the Head of Health and Safety at RHP. She reaffirmed to the group that fire safety and residents' safety are key priorities for RHP.

**17 October 2017** – There was a redevelopment update, along with feedback. There was a presentation on the school playing field process and community projects were discussed.

**30 November 2017** – Redevelopment programme update, feedback and community projects discussed.

**31 January 2018** – An introduction to 'Friendly Parks for All', Frances Bennett introduced herself and provided an overview of the 'Friendly Parks for All' project. There was a redevelopment programme update and feedback.

**21 March 2018** – Redevelopment programme update, there was an overview of the engagement on the re-provision of community facilities that had taken place at the recent drop-in events, including detail on the dates, times, and number of attendees as well as how they were promoted.

**16 July 2018** – Redevelopment programme update, an item on the accessibility and the liveable neighbourhoods fund.

**1 October 2018** – Redevelopment programme update, the engagement events that RHP were planning were discussed, these included the Ham Christmas event; Events inviting residents of Ham Close to meet and interview the three shortlisted companies and visit some of the projects they have worked on previously. With a session being run in advance with those attending the interview to develop the questions to ask.

**5 February 2019** – There was a project update, and the s77 application as Anna Sadler (LBRUT) informed the Group that the s77 application for the disposal of part of St Richard’s C of E school’s playing field, required for the regeneration, had been submitted. It is likely that the decision will take six months. There was an update on community engagement, and an update on the community facilities specification.

**2 April 2019** – There were updates on the project, s77 application, upcoming engagement, community facilities engagement.

**9 September 2019** – Anna Sadler (LBRuT) informed the Group that the previous chair had left and asked who they would like to be the next Chair. The Group suggested the new Headteacher from Grey Court. There was a project update as well as communication and engagement.

**18 August 2020** – RHP introduced their new team including Simon Cavanagh, Regeneration Manager, and Rob Cummins, Head of New Business and Regeneration. A procurement update was provided, explaining that RHP are now half-way through their procurement of a Development Partner and further detail on a number of key issues including the successful outcome of the s77 application and the community facilities brief developed Richmond Makerspace and Ham Youth Centre, including TAG, a youth club for disabled young people.

**4 November 2020** – There was an update from RHP as they ran through RHP’s Customer Offer following comments at the previous meeting that there were concerns from residents regarding their rights to stay on Ham Close. The Customer Offer set out the different offers made by RHP to homeowners and non-resident homeowners if full redevelopment went ahead. For non-resident homeowners, this included, amongst other things, home-loss compensation, and the offer of a new larger home at full market value. For homeowners, this included, amongst other things, the offer to remain at Ham Close in a new home compliant with London housing design standards, compensation for home-loss, and the offer of a new lease. The Customer Offer, written in Autumn 2016, is available on the Ham Close website and can be found in full [here](#). It has been independently reviewed by TPAS who viewed it positively. It was explained that residents are currently on a number of different tenancies and that they will be offered individual meetings to discuss the new properties and their needs. RHP went on to discuss the offer to homeowners. RHP explained that further information can be found on the Ham Close website, including a detailed FAQ document.

## Resident Engagement Panel

The establishment of a Resident Engagement Panel ensures that the residents of Ham Close have a specific forum where they could have their voices clearly heard and any questions or topics they wanted discussed as well as providing them a chance to put forward questions they want answered. TPAS (Tenant Participation Advisory Service) were appointed in August 2020 to support the REP and provide independent customer advice to residents of Ham Close.

## The Meetings

### Thursday 10th September 2020 at 6.30pm – 8pm

There was an update from RHP on the project. A number of questions were answered including:

1. Are we guaranteed high sound insulation and space standards?

*The standards stipulated for the proposed Ham Close scheme are those set out in the current London Plan and RHP's own quality guidance and will need to be compliant for a successful planning application.*

2. What about the aspect – the current layout gets east/west sunlight?

*The new homes that are North facing and/or three bedrooms or more will need to be dual aspect wherever possible and all homes will be designed to maximise access to natural light. The details of the scheme and flat layouts will be consulted on through the planning process but indicative layouts of different sized flats are available in the Customer Offer.*

3. Will residents be split up into owners and residents?

*As per the Customer Offer, existing residents are moving once and they will out of necessity move in the earlier phases. Further consultation will be undertaken once a Developer, a proposal and a phasing plan has been chosen. The scheme is a mixed use multi-tenure primarily residential development designed to be tenure blind with all re-provided homes located on Ham Close.*

4. What is the scope for choice of flats in the allocation process?

*Details are contained in the Customer Offer for both residents and leaseholder customers and further consultation will result from the planning process and closer to when an offer for individual customers is required.*

There was then an explanation of the role of the REP, clarification that it would be established with a Terms of Reference, Code of Conduct etc to give it some formal status. The role will be to improve the development by inputting customer views and by being a critical friend. RHP believe that developments are always better if they are shaped by customers. TPAS will provide support by chairing and taking notes of the meetings, helping write a report which collates comments and providing some training workshops to explain how things work as well as checking in with panel members on the phone, by Zoom etc.

### Tuesday 3rd November 2020 at 6.30pm – 8pm

There was an update on the project, the Terms of Reference were discussed and agreed. There was also a discussion around the upcoming meeting with the 3 shortlisted developers.

#### **Thursday 4th March 2021 at 7pm – 8pm**

There was an update on the project, after which the Chair made the following comments:

- Concerns about what would happen to the youth club during the development
- Covid permitting we should start to market and publicise the project – all agreed. It was agreed in the meantime that REP members would point RHP customers in the direction of the website and newsletters and the FAQs. RHP would develop a refresher pack
- Translations are needed for some residents – Brett Wild who was introduced at the meeting as the newest member of the project team is collating that information through the survey

#### **Thursday 29th April 2021 at 7pm – 8pm**

A project update was given by RHP, out of which came questions from the residents regarding planning timescales, who takes the risk of the regeneration, among others:

How does RHP maintain control?

*Addressed in the contract which stipulates quality, size, floorspace etc. If developer wants to change anything they will need RHP's permission. Developer has submitted a winning scheme that has responded well to the Customer Offer. RHP will be freeholder, manage and maintain all the homes apart from homes sold with a freehold.*

The communication strategy was discussed emphasis was put on understanding those who need to be reached. It was agreed that Derek Doran (TPAS) would run a workshop on Thursday 17th June at 6.30pm – 8.30pm “Working with a developer”

#### **Walkabout – Wednesday 19th May 2021**

TPAS the resident engagement experts facilitated a walkabout with the residents around Ham Close to discuss aspects of the redevelopment and to answer any questions that residents had.

Some of the key points that were discussed:

##### **Design**

- One of the design principles, established in earlier consultation with residents, is to integrate Ham Close into the more traditional street patterns of the surrounding area
- Two of the residents present favoured not having open plan apartments
- Communal staircases of inviting and welcoming design
- Materials / using architectural characteristics of local buildings

RHP's design principle is to achieve a scheme that is exemplar in many aspects, especially in its' energy strategy. Combination gas boilers are not part of the future Ham Close. Alternative energy solutions include Air Source Heat Pumps as an example.

## Landscaping

- A Green Link through Ham Close was a key design principle established in previous consultation with Ham
- High quality communal gardens are typical of the Wates Estate near to Ham Close
- Mature trees – the key design principle is to keep existing mature trees wherever possible
- Village green will not be developed – some of the residents felt it could do with more activities

## Roads/parking

- A key design principle is that there will be no vehicle short cut throughs across the site
- Likely to remove the 2 through roads
- EV Car charging points
- As part of the planning process, local traffic impact will be surveyed

## Thursday 10th June 2021 at 6.30pm – 8.15pm

Minutes of the last meeting and notes of the walkabout were agreed. RHP gave a project update, and the panel were introduced to Hill Residential's Jamie Hunter, Development Director and Callum Kidd, Deputy Regional Director. They gave a presentation explaining the company and the concept design for the project.

A number of questions and comments came out of this presentation from residents below is a sample:

1. Would green roofs be accessible?

*No they would provide water run off and biodiversity. Concept designs for Community Centre proposes a roof garden.*

2. Why is there difference between brickwork in the centre of the scheme and around the edges?

*Helps soften the scheme and celebrate differences.*

## July 2015 Consultation

Through July, August and September 2015, RHP and LBRuT carried out a consultation with residents and the wider community on a proposal for the redevelopment of Ham Close.

Monday 20 July, the Ham Close Community Forum held their first open meeting which all residents were invited to. The Community Forum was set up by RHP and LBRuT with the assistance of Newman Francis, an independent community and regeneration advisor, as a vehicle for communication with local residents and stakeholders. At this public event, residents were able to meet the Ham Close Community Forum and independent Chairman, LBRuT and RHP teams and the Architects BPTW who had been commissioned to move the project forward. The meeting explained the option appraisal process and was the first opportunity to view the draft options and influence the final decision.

The details of the event were as follows:

Location: Grey Court School, Ham Street

18.30: Doors open and exhibition – representatives from the Project Team to answer questions

19.00: Welcome and introductions

19.15: Presentation by BPTW on Ham Close and the design options 1

9.45: Workshop

20.30: Feedback

20.50: Next steps

[Link to the 'Ham Close Uplift Regeneration Study – Consultation Document'](#)

Those unable to attend the meeting could find further information including the survey on LBRuT's website. Additionally, on the day after the event on 21 July, representatives from RHP carried out a door knocking exercise to provide information from the meeting, including how residents could express their views on the different options.

In August 2015, a number of drop-in sessions took place at Ham Library where people could find out more information and share their views. The dates of these sessions are detailed below.

Wednesday 12 August 3pm – 5pm, Tuesday 18 August 2pm – 4pm, Friday 21 August 10am - 12pm, Tuesday 25 August 10am - 12pm, Friday 28 August 2pm – 4pm, Wednesday 02 September 10am – 12pm

In September 2015 RHP also collated the first 100 questions and comments received and provided responses where possible in an FAQs Sheet which can be viewed [here](#).

## Summer 2016 Workshops

Throughout June and July 2016 RHP ran a series of design workshops. These sessions were designed to give residents, RHP and LBRuT the opportunity to work together to come up with the best possible design solution for Ham Close, should redevelopment go ahead.

The workshops were facilitated, and experts were on hand to help attendees understand key issues, any constraints and explore possible ideas. 40 spaces were available at each workshop and all but one of the workshops were repeated.

After the workshops took place, a presentation summarising all the feedback received was produced. This can be found [here](#). Below the feedback of each workshop is summarised. RHP and LBRuT worked with the architects to include feedback in the potential design proposals for the site and continued to do so where possible in further design development. To view the October 2016 proposal, please click [here](#).

## Traffic and Transport

Wed, 29th June 2016, 18:30-20:30 (Woodville Centre)

Sat, 9th July 2016, 10:00-12:00 (Grey Court School)



Number of attendees: 32

This discussed highways, junctions, street design, parking solutions, cycling and sustainable travel.

**What the public said:**

- Common sense approach to parking surveys and transport modelling
- The capacity of Petersham Road, particularly during peak hours and junction capacity at Sandy Lane must be assessed
- The impact of other developments in the local area must be assessed
- Improved cycling facilities must be provided
- Continue to put pressure on local transport providers to improve public transport

**How we responded:**

- We commissioned specialist transport surveyors to complete a number of preliminary traffic surveys and a modelling exercise. This tested the impact of the potential future proposals on key junctions surrounding the site
- The full impact of the proposals will need to be considered further, should redevelopment go ahead, as part of a detailed Transport Assessment
- The following proposals avoid roads bisecting (cutting across the development).
- Should redevelopment go ahead we will ensure that improvements to cycle routes, cycle storage and public cycle racks are a part of the development
- We will also work with transport providers to see what improvements can be made to public transport

[Traffic and Transport workshop feedback](#)

**Design Approach**

Tue, 5th July 2016, 18:30-20:30 (Woodville Centre)

Sat, 16th July 2016, 13:00-15:00 (Grey Court School)

Number of attendees: 44

This considered what makes Ham unique and the local design context that any proposal should respond to. It considered building layout, the concept of character areas and building appearance.

**What the public said:**

- Create a modern look and a mix of design styles
- Provide a variety of routes through but do not carve up the area with cars
- Create dual aspect properties and larger windows wherever possible to achieve the high light in the current flats
- Taller properties should go in the centre of the development
- The redevelopment should leave the green in its current shape and form. But this view was not shared by everyone

### How we responded:

- The spaces between buildings are as important as the buildings themselves – should be green and landscaped
- A variety of pedestrian / car free routes through the development – a green avenue through the Close
- The development should not be carved up by cars – roads should be cul-de-sacs
- Retain existing mature trees (of value) wherever possible and enhance existing green spaces
- A ‘strong edge’ to the green could be explored
- Taller buildings towards the centre of the development
- Must provide private / semi-private amenity space for residents – balconies / gardens / shared gardens
- The parking solution should not overpower / dominate the development
- A modern interpretation of Ham’s unique setting – different character areas / styles

[Design Approach workshop 1 feedback](#)

[Design Approach workshop 2 feedback](#)

### Open space and landscaping

Sat, 9th July 2016, 13:00-15:00 (Grey Court School)

Wed, 20th July 2016, 18:30-20:30 (Ham Youth Centre)

Number of attendees: 27

This discussed the design of open space including the green, garden areas, common space and landscaping.

### What the public said:

- More private amenity space for Ham Close residents (e.g. balconies, private gardens / shared gardens)
- Gaps between buildings are important, these should be green / landscaped
- Retain mature trees where possible and explore planting more
- Explore a green link through the development and use of the land to the rear of the shops

### How we responded:

- In response to residents’ feedback the proposals that follow retain the green and existing mature trees (where possible), provide more private amenity space for Ham Close residents and deliver gaps between buildings. The proposals also explore a ‘green link’ through the development and the provision of community facilities behind the shops

[Open Space and Landscaping workshop feedback](#)

### Community facilities and local services

Mon, 11th July 2016, 18:30-20:30 (St Richard’s School)

Sat, 16th July 2016, 10:00-12:00 (Grey Court School)

Number of attendees: 24

This looked at how community facilities are used and the best arrangement for the future. The workshop also considered any new community facilities and local services that might be desirable.

#### What the public said:

- Ham needs flexible space for a variety of community meeting spaces
- Young people must be involved in designing the future
- Consider the impact of development on school place planning

#### How we responded:

- To ensure that any development provides truly flexible, sustainable space suitable for community use, we are engaging with local organisations on how local services could be improved and provided in the future

#### [Community Facilities and Local Services workshop feedback](#)

#### Impact of construction

Wed, 13th July 2016, 18:30-20:30 (Ham Youth Centre)

Number of attendees: 19

This considered the impact of construction on residents, businesses and the wider community and how this could be mitigated should redevelopment go ahead.

#### What the public said:

- Construction traffic, environmental controls, waste management and the overall sustainability of the development must be considered
- A development could present opportunities – apprenticeships, work experience and training for local residents

#### How we responded:

- Should redevelopment go ahead any planning application will be accompanied by an array of detailed technical assessments, together with a full Environmental Statement. This will assess the impacts of the proposed development and assess whether these are acceptable and, that these can be properly mitigated
- A Construction Management Plan will also be submitted with any planning application. This would include details of measures to control the emission of noise, vibration and dust, including the management of working hours and construction traffic

#### [Impact of Construction workshop feedback](#)

## Consultation October 2016 - 2017

Throughout October and November 2016, RHP and LBRuT carried out a consultation on a revised proposal for the redevelopment of Ham Close following a series of [workshops](#) carried out during the summer of 2016.

The consultation, consisting of a proposal and questionnaire, asked for feedback on the principle of a redevelopment. The consultation was carried out and analysed by BMG Research, an independent research company. The Ham Close Stakeholder Reference Group commented on the draft survey questions before the consultation launched.

## **Communications**

### **RHP customers**

- A letter was posted to each of the 192 households on Ham Close – it invited residents to have their say by filling out a hard copy form or online
- An RHP newsletter was sent to all Ham Close households
- RHP knocked on all doors in the Close to make sure people were aware
- A follow up letter was sent to residents near to the deadline as a reminder
- BMG carried out 40 face-to-face interviews

### **Wider community**

- Over 3,000 households were sent a flyer about the consultation
- Consultation material sent to households neighbouring the Close and local community groups
- Posters displayed

### **Pop-up exhibition**

RHP and LBRuT installed an exhibition in a temporary building on the Ham Youth Centre car park. The exhibition was open for 13 scheduled sessions between Wednesday 19 October and Friday 4 November. Sessions were open to the whole community with dedicated appointments for RHP customers.

Number of people who signed in: Ham Close customers 79, Wider community 130, Total 209

### **Visit to Cave Road (RHP customers only)**

RHP offered their Ham Close customers the opportunity to visit one of their recent developments on Cave Road in Ham on 20 October and 3 November. 55 customers attended. Attendees were given a guided tour of the development, to see what the inside of a flat built to current standards looks like.

### **Online activity**

Regular updates about the consultation were posted on:

- RHP's Facebook and Twitter feeds
- The dedicated Ham Close Uplift website

### **Other engagement activities**

RHP and LBRuT carried out a number of bespoke engagement sessions during the consultation period, including:

- A coffee morning with parents at St. Richard's CE Primary School
- A meeting with the Ham and Petersham Neighbourhood Forum
- A session with local young people at Ham Youth Centre

### Survey responses

Over 300 residents completed the consultation survey (either online or in hard copy), with 61% (115 respondents) of RHP customers taking part. Overall numbers: Ham Close households 115, Wider community 190, Total: 305

### Key findings

#### Views on affordable housing provision in the Ham area

Overall, more than half (54%) of all respondents agreed or strongly agreed with the following statement: “I think more affordable housing is needed in the Ham area”. Less than a third (29%) disagreed with this statement.

#### Views on the principle of redevelopment

Overall, there was net agreement amongst RHP’s Ham Close customers that a redevelopment of Ham Close would benefit them / their household as well as others living on Ham Close and the wider Ham community.

#### Perceptions of aspects of the proposed design

There was net agreement from respondents for each of the following aspects of the proposed design:

- Proposed ‘Garden Link’
- Proposed modern look of the buildings
- Proposed street pattern
- Proposed phasing of construction

#### Location of community facilities

Levels of support were highest for using the area around the back of the shops on the corner of Ashburnham Road and Ham Street. This would face onto the green. Levels of support were lowest for using the ground floor space of the buildings next to the Woodville Centre on Woodville Road. The following boards provide more detail and summarise the key topics.

#### [Proposal: consultation document October 2016](#)

This document outlines the proposed design for the redevelopment of Ham Close.

#### [Headline consultation results January 2017](#)

This document summarises the results of the autumn 2016 consultation with Ham Close residents and the wider community.

#### [Full consultation results March 2017](#)

This document details the full results of the autumn 2016 consultation including residents' attitudes towards the autumn 2016 redevelopment proposal, the most successful engagement channels and how residents would like to be involved going forwards.

To summarise the key findings of this report:

## Ham Close Residents

Ham Close Residents on balance agree that a redevelopment will benefit them personally, Ham Close residents, and Ham as a community. Specific references are made to the outdated nature of the current properties with corresponding hopes that a redevelopment will deliver improvements. Responses from this group are on balance positive on all specific aspects of the proposals, although slightly less positive in relation to the proposed height of the taller buildings.

## Wider community

Whilst a number of wider community respondents see benefits from a redevelopment for Ham Close residents, this group is much more likely to disagree than agree that a redevelopment will benefit them personally, or Ham as a community. The key concern of this group is the increase in population caused by the proposed additional homes. This is seen to have implications for local infrastructure and services, in particular increased traffic and pressure on schools, public transport and healthcare provision.

## Leader's question time, Ham and Petersham

In November 2017, LBRuT held an event at Grey Court School to give residents the opportunity to quiz the Leader of LBRuT about issues affecting their area. Some of the questions asked related to Ham Close. To view the recording of the event click [here](#) and for the minutes of the meeting click [here](#).

## Spring 2018 Community Facilities Engagement

The autumn 2016 consultation proposals showed a change to the western boundary of Ham Close. This boundary change would involve using a strip (687m<sup>2</sup> or approximately 4%) of LBRuT-owned land, which is currently leased to St. Richard's Church of England Primary School.

This boundary change was needed to enable phase one of the redevelopment to take place on open areas of land. This would allow Ham Close residents to stay on the Close until their new homes are ready, rather than moving off the Close and returning at a later point. LBRuT asked for feedback on this proposed boundary change between the 9 November and 21 December 2017.

RHP promoted the consultation in a variety of ways before and during the six-week consultation period:

- A letter was sent to all 162 families at St. Richard's Church of England Primary School and to all properties facing onto the school playing field
- St. Richard's promoted the consultation in their school newsletter
- Achieving for Children publicised in their schools e-news bulletin
- Drop-in sessions at St. Richard's Church of England Primary School and at Ham Children's Centre
- RHP publicised the consultation to their residents through their Ham Close newsletter
- LBRuT issued a press release for the launch of the consultation
- Local stakeholders were contacted directly via email
- A banner advertising the consultation was added to the homepage of the Ham Close website
- An e-newsflash was distributed to all residents (over 200 email addresses) who had signed up to receive further information about the Ham Close programme

- LBRuT promoted the consultation in their borough e-newsletter
- Both LBRuT and RHP used social media to further promote the consultation

83 surveys were completed. 11 of these responses were from parents or carers at St. Richard's Church of England Primary School (there are 162 families at the school) and 15 responses came from residents in the immediate area (defined as living on Ham Close, Woodville Road or the stretch of Ashburnham Road facing onto St. Richard's Church of England Primary School and the playing field (there are approximately 288 properties in this area).

The number of responses from parents and carers at St. Richard's Church of England Primary School and residents in the immediate vicinity of the site could imply that they are not concerned by the proposed disposal. However, we continued to work with the school and residents to address all the concerns raised.

The consultation overview and supporting documents can be found [here](#).

The document below summarises the key themes from the consultation and provides the survey results.

#### [St. Richard's Church of England Primary School Playing Field Consultation Report \(March 2018\)](#)

As part of the wider Ham Close redevelopment programme, RHP and LBRuT held two drop-in sessions at Ham Library for Ham Close residents and the wider community to have their say on the re-provision of community facilities.

These took place on:

- Wednesday 7th March 2018, 2pm – 4pm (part of the RHP Customers drop-in session)
- Tuesday 13th March 2018, 5.30pm – 7.30pm

These sessions formed part of an ongoing conversation with the local community, with further engagement opportunities.

- [Community Facilities Drop-In Session Information \(March 2018\)](#)
- [Presentation to the Stakeholder Reference Group following the drop-in sessions](#)

## Autumn 2020 regeneration meeting update

On 12 November 2020 at 6.30pm, RHP held an online meeting which provided an update on the regeneration. Due to the restrictions on large public gatherings at the time, RHP held a virtual meeting to provide residents with an update on the progress of the Ham Close Regeneration project, as well as giving them an opportunity to be introduced to the shortlisted Developers. To protect the confidentiality of the ongoing negotiations at the time, the Developers' presentations focused on their previous experience of Regeneration and specifically their approach to consultation and engagement. They did not show the Developers' proposals at this meeting.

To find out more about what happened at the meeting click [here](#). The video was played 210 times.

## Chapter Two



## Hill Residential, RHP and LBRuT Consultation and Engagement

### Following the appointment of Hill Residential as a development partner

July 2021 – Feb 2022

#### Introduction

Following the consultation and engagement carried out by RHP outlined in Chapter One, Hill Residential were selected as the development partner for Ham Close to deliver the new homes, community facilities and amenities to benefit residents of Ham Close and the surrounding area.

#### Overview

Hill Residential and RHP began arranging consultation and engagement immediately with meetings and events throughout July 2021 and onwards.

Following the impact of the Covid-19 pandemic, government guidance precautions were put into place for a safe environment to undertake consultation events. This meant there was a digital first approach with many meetings undertaken virtually via Teams. However, as restrictions began to be lifted in July, these were supplemented with in-person events held outdoors and observing social distancing guidance.

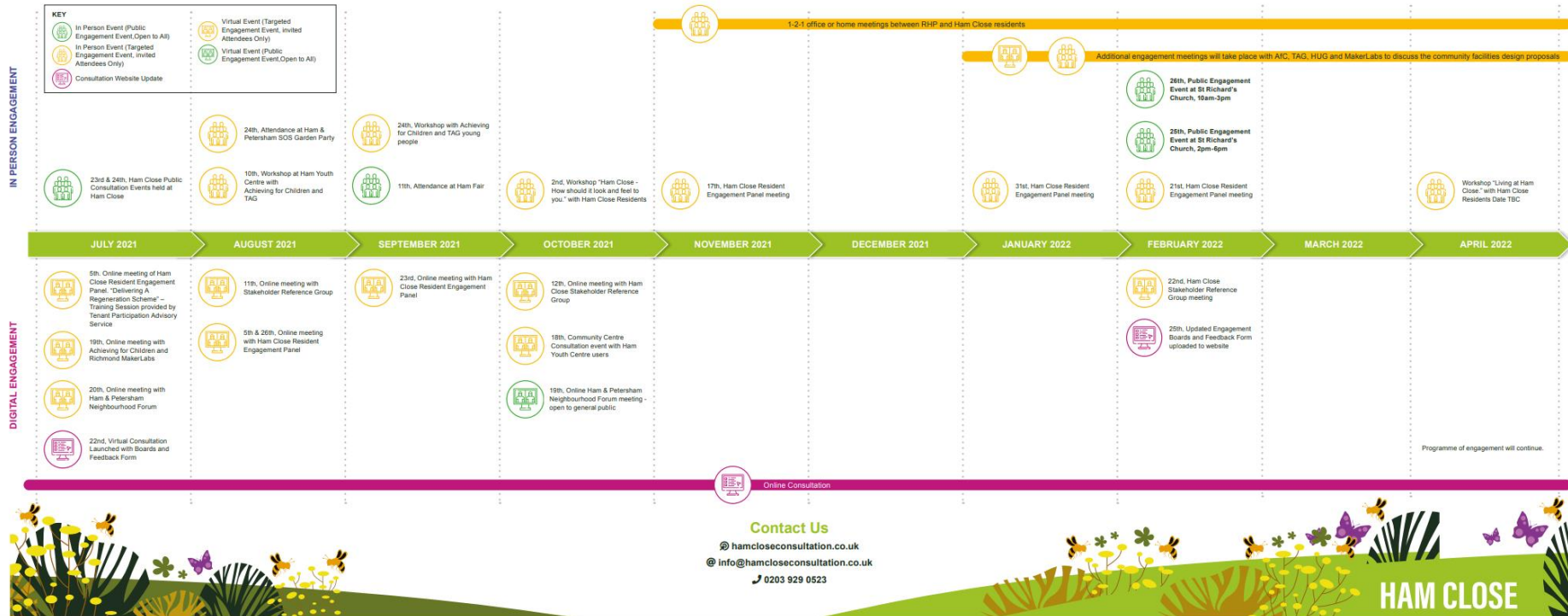
This blended approach to consultation and engagement was maintained throughout the consultation process with a variety of consultation tools utilised including:

- New Consultation Website – [hamcloseconsultation.co.uk](https://hamcloseconsultation.co.uk)
- Stakeholder update emails
- Online meetings
- In-person consultation and engagement events
- In-person workshops
- 1-2-1 meetings organised between RHP and Ham Close residents

The overarching approach and timeline of events for this section of the project is displayed below via the consultation timeline.

## HAM CLOSE CONSULTATION TIMELINE

The below timeline outlines consultation events which have taken place to date and future engagement during 2021 and into 2022, for the regeneration of Ham Close.



[Click Here to View Timeline pdf \(hamcloseconsultation.co.uk\)](https://hamcloseconsultation.co.uk)

## Engagement throughout the period

As with the engagement outlined in Chapter One, there were a number of ways in which Ham Close residents and the wider community remained engaged on the regeneration of Ham Close throughout the period covered in this Chapter.

Alongside the various online meetings, consultation and engagement events, and workshops organised by RHP and Hill Residential for specific purposes, general consultation and engagement tools were used to provide information and an avenue for feedback. This included establishing a dedicated consultation website ([hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)) to accompany [hamclose.co.uk](http://hamclose.co.uk), a specific consultation email address ([info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)) and telephone number (0203 929 0523), continued use of the site notice boards to display consultation update posters, updates in the Ham & Petersham Magazine and continued meetings of the Stakeholder Reference Group and Resident Engagement Panel established during the work in Chapter One.

### Ham Close Consultation website, telephone number and email

The project established a specific consultation website for the Ham Close project, [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk) separate to the existing [hamclose.co.uk](http://hamclose.co.uk) website created by RHP. The consultation website was an important step to demonstrate the joint working of RHP and Hill Residential following the selection of Hill Residential. Therefore, the new website was branded with both logos. It was also important to keep a link to the work that had been done before. Therefore, both websites had links to each other for Ham Close residents and the wider community to easily access information on both.

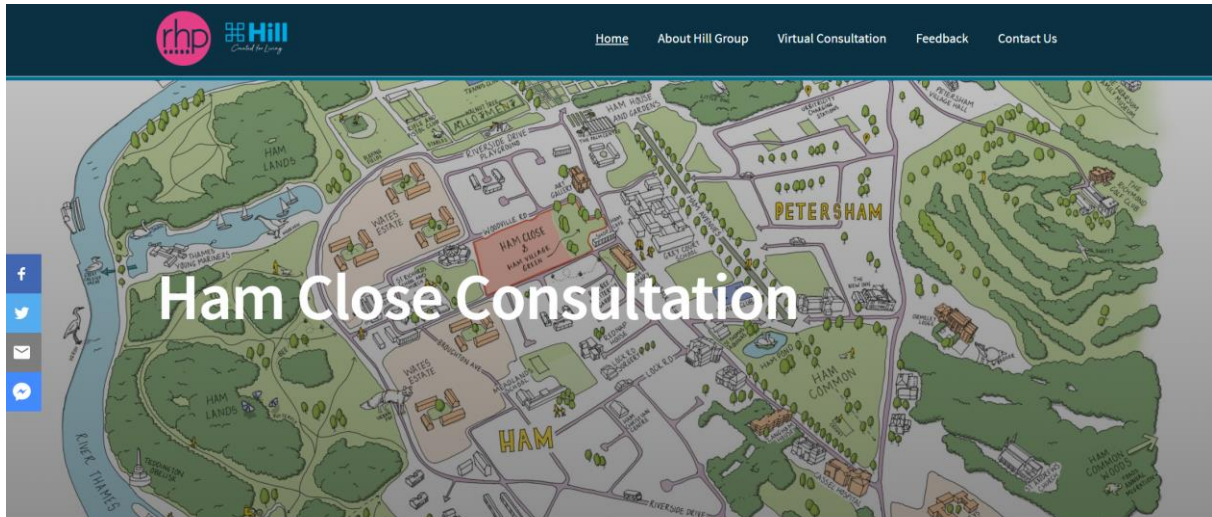
The new consultation website hosted information about the project, in the first instance acting as a holding page with details of the consultation events which were being organised for July. On 22<sup>nd</sup> July the website was updated as part of the digital consultation which accompanied the physical events which took place over the following two days.

The updated website included information about RHP and Hill Residential with links to both organisations' websites. The consultation website also hosted copies of the consultation information boards which were being presented at the in-person events and the associated feedback questionnaire which followed the same structure and format as the feedback form shown later in this chapter.

The consultation website was regularly updated with new information about the consultation and engagement which took place during the period up until submission. The website evolved to allow residents to register their interest and to include new pages such as a [News page](#) (updates on consultation and engagement events), [Consultation Timeline](#) (which was regularly updated) and [Meet the Team](#) page. Residents could also maintain contact with the consultation team through the [Contact Us](#) section of the website which additionally included a telephone number - 0203 929 0523) - and email address – [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk).

The [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk) email was also used as the primary point of contact for email updates to be sent providing updates on the project and invitations/notifications about consultation and engagement events.

## Ham Close Consultation Website Screenshots (July 2021)



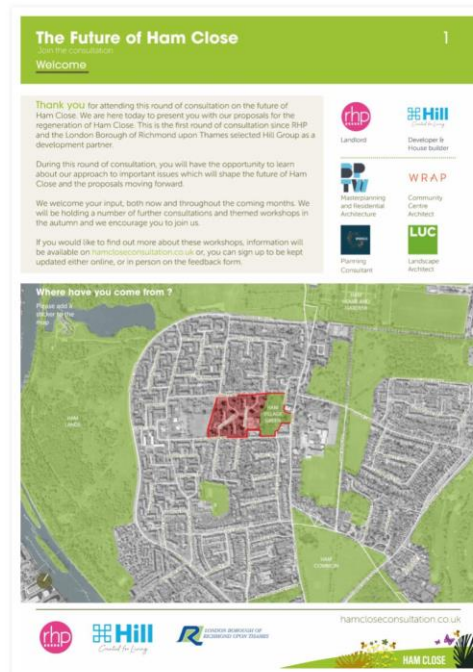
RHP has worked in close consultation with current residents of Ham Close, and the wider community over several years on the vision for the future of Ham Close. This includes ambitious plans to deliver new homes, community facilities and amenities to benefit those living in Ham Close and their neighbours.

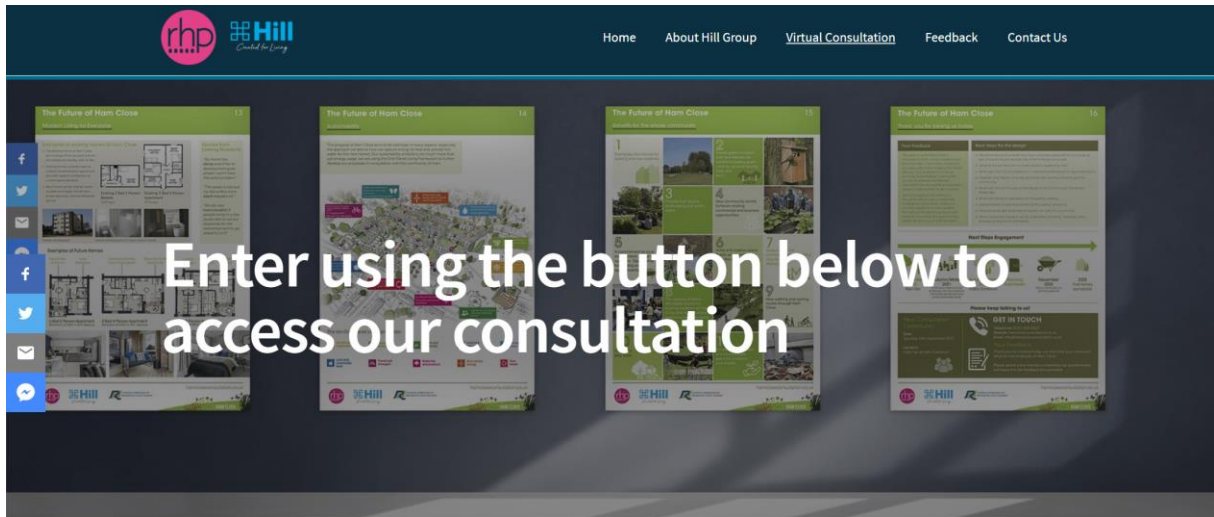
You can find out more information about RHP and their Connect with home initiative from their [website here](#).

Hill has been chosen as the Developer in partnership with RHP. We are keen to meet with you to hear your thoughts and ideas for the Ham Close proposals, of which community, green spaces and sustainability are at the heart.

This website hosts our virtual consultation and provides the opportunity for you to leave your feedback.

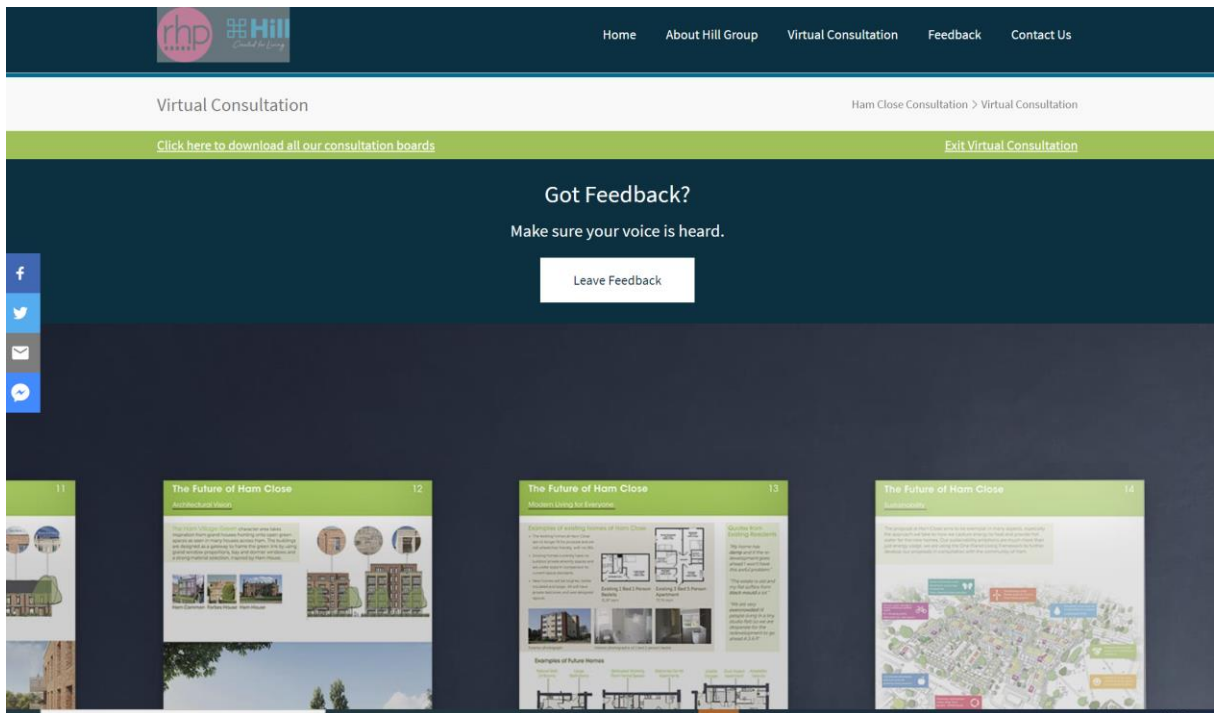
[Click here to view our proposals](#)

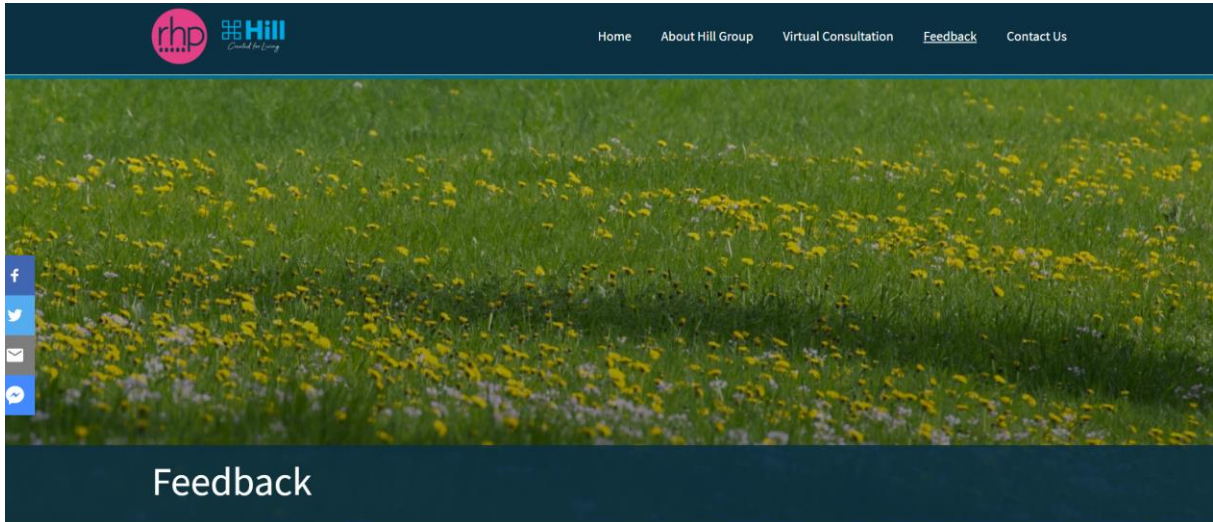




You can find further information about previous consultations on [Ham Close](#) here.

Enter our virtual consultation





If you would like a hard copy of the feedback form below you can either [download it here](#) or request one via the [Contact Us](#) section of the website.

Once you've filled it in, you can return your feedback form to Ham Close Consultation Freepost using: Freepost RTSY-BYYK-CZZT

**Name** *(Required)*

**Address** *(Required)*

Street Address

Address Line 2

City

State / Province / Region

ZIP / Postal Code

Country

**Email** *(Required)*

**Are you a member of a local community group?** *(Required)*

**If yes, which one/s?**



Have you previously been involved with the Ham Close consultation between 2015 - 2020?

Please select an option

Are you a resident of Ham?

Please select an option

Landscaped spaces:

How would you use the outdoor public spaces?

- Outdoor gym
- Play space
- Seating areas
- Covered spaces
- Performance space
- Fitness trail
- Other

Other: please specify

What features can you suggest to help welcome in and support nature and wildlife at Ham Close?

Homes:

Are there any buildings, places or spaces in Ham that are special to you and should be referenced when we design the buildings and public spaces at Ham Close?

We would like to use locally inspired sustainable materials. What brick colours would you like to see used on the buildings?

- Red
- Yellow
- Buff
- Dark tones
- Grey
- White
- Other

Untitled

Other: please specify





**What features would you like to see on building elevations?**

- Different window proportions
- Brick detailing
- Vertical emphasis
- Horizontal emphasis
- Cast stone roundel
- Other

**Other: please specify**

Community centre:

**What locally inspired sustainable materials do you think the community centre should be built from?**

- Timber/Bricks
- Tiles/Concrete/Metal
- Other

**Other: please specify**

**We are keen to provide public access to some spaces within the community centre. How would you see yourself using such a space?**

- Community Meeting Space
- Sport activities
- Group activities (for example meditation)
- Cinema club
- Socialising
- Learning new things
- Making things
- Practicing a hobby
- Other

**See board 7. What do you think of the artist impression of what the community centre could look like?**

Submit



## Consultation update email examples

Ham Close Consultation Update »

**Ham Close Consultation Team** <info@hamcloseconsultation.co.uk>  
to hili

Fri, 10 Sept, 21:35

Dear Ham Riverside Land Ltd.,

Thank you for your interest in keeping up to date with the proposals for Ham Close. This email is an update from the project team providing you with information on the upcoming opportunities to engage on the project.

Further to our consultation events in July, we will be hosting a series of further engagement sessions with local residents, stakeholders and community groups which have been set out on a consultation timeline which is attached.

The project team will be at the Ham Fair on Ham Common tomorrow from 11am till 4.30pm. If you are visiting and would like to speak to us, please do come along.

Attached is a poster with more details of this event as well as our next round of consultation events in November. Which will take place at **St Richard's Church, Ashburnham Road on Friday 19th and Saturday 20th November.**

We are regularly updating the consultation website with news so please do check in regularly at <https://hamcloseconsultation.co.uk/>.

You can also look at our proposals and download our consultation material from our first round of consultation.

If you would like to contact the project team please email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)

We look forward to seeing you at a future event.

The Ham Close Project Team

**2 Attachments**

Ham Close Design Workshop - Saturday 2nd October 2021 »

**Ham Close Consultation Team** <info@hamcloseconsultation.co.uk>  
to [REDACTED]

Wed, 22 Sept, 14:42

As part of our on-going consultation for the regeneration of Ham Close, the design team are pleased to be holding a workshop with Ham Close residents to discuss how Ham Close should look and feel to you. We are keen to hear what you think about the future of Ham Close.

We will be exploring many topics in the workshop including: Landscape areas, design of the buildings, communal parts, building entrances, typical apartments, balconies, gardens, architectural materials and safety and security. We would welcome any other Architectural and Landscape topics you would wish to discuss.

Please find details of the workshop below:

Date: Saturday 2nd October 2021

Time: 11am – 1.30pm (Refreshments will be provided)

Location: St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

Please note that this is not a drop in session. To ensure that we start the workshop promptly please arrive 5 minutes early at 10:55am. You are of course welcome to leave anytime if you are unable to stay for the whole workshop.

We look forward to meeting you on the 2nd October, if you have any questions beforehand please reply to this email.

Kind regards,  
Ham Close Consultation Team

## Consultation posters and notice boards

Throughout the consultation and engagement period covered in this chapter, a number of poster notifications were prepared and posted in the notice boards at Ham Close for residents to act as an update in commonly accessed and regularly visited areas.

These posters were also shared on the [hamcloseconsultation.co.uk](https://hamcloseconsultation.co.uk) website and RHP social media when relevant.

## HAM CLOSE CONSULTATION



There are lots of ways to take part! Visit our website at  
**HAMCLOSECONSULTATION.CO.UK**



## SEE US IN PERSON

We will be available to meet and discuss our plans at the following events:

### HAM FAIR

Saturday 11 September 2021

11.00am until 4.30pm

Ham Common

## OUR NEXT ROUND OF EXHIBITIONS

Friday 19 November 1pm - 6pm

Saturday 20 November 10am - 3pm.

St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

We will also be holding design workshops for RHP customers over the coming months and will be writing to confirm the details for these in the near future.

## CONTACT US

Telephone: 0203 929 0523

Email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)



# HAM CLOSE CONSULTATION



There are lots of ways to take part! Visit our website at  
**HAMCLOSECONSULTATION.CO.UK**



## SEE US IN PERSON

We will be available to meet and discuss our plans at the following events:

### WORKSHOP

Saturday 2 October 2021 11am - 1.30pm

St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

Please note that this is not a pop in session. To ensure that we start the session promptly please arrive 5 minutes early.

### OUR NEXT ROUND OF EXHIBITIONS

Friday 19 November 1pm - 6pm

Saturday 20 November 10am - 3pm.

St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

### CONTACT US

Telephone: 0203 929 0523

Email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)



# HAM CLOSE CONSULTATION



Take part in our consultation by visiting our website at  
**HAMCLOSECONSULTATION.CO.UK**



## CONSULTATION UPDATE

We have had a great many responses to our consultation and are grateful to everyone for taking the time to engage with us.

As part of the design process, we are continuously analysing this feedback so that it informs the ongoing design work of the project.

## EXHIBITION POSTPONED

Given the considerable amount of feedback received and design work being engaged in, we are writing to inform you that the consultation events originally programmed for 19th and 20th November 2021 will be postponed until early 2022.

We will be in touch again with the dates of our in-person event in early 2022.

## CONTACT US

Telephone: 0203 929 0523

Email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)



## Engagement Forums

This period of the project continued with the engagement meetings of the Stakeholder Reference Group and Resident Engagement Panel (outlined in Chapter One) with Hill Residential representatives and other design team members now in attendance.

### Stakeholder Reference Group

As outlined in Chapter One, SRG minutes are available via hyperlink at the dates of the meetings.

**11 August 2021** – A presentation was given by the design team members including [RHP](#), [Hill Residential](#), [BPTW](#), [LUC](#) and [WR-AP](#) on the emerging proposals for the Ham Close regeneration. This was followed by questions which included queries about how the new development would relate to the existing Ham & Petersham built environment with regards to density, the location of the community facilities and about local infrastructure capacity.

It was explained that at this stage in the design process, not all of the questions could be answered and that issues such as the density point would be taken into design considerations, however, questions that could be answered were done so. This included the point around the location of community facilities and local infrastructure planning.

The meeting finished with an update from Hill Residential on the next stages of consultation and engagement.

**12 October 2021** – The agenda for this meeting was tailored to address the issues raised at the previous meeting including updates on infrastructure and community facilities. Also on the agenda was a consultation update, informing the SRG that the next round of engagement was to be postponed and submission delayed, and a presentation about the project's social value fund with questions arising about how the fund would work in practical terms.

The infrastructure update was provided by Anna Sadler from LBRuT and covered the issues of transport upgrades being sought from Transport for London as well as school place provision. Cllr Frieze asked about plans to increase active travel and bear down on parking at the regenerated Ham Close. The design team explained the process around parking assessment for the proposals was ongoing and that the issues raised would be taken up in ongoing technical discussions.

Sean Weston from WR-AP architects provided an update on the design of the community facility which had been altered significantly since the initial consultation, taking into account the views and feedback of local residents. Key alterations included removing the cantilever and setting the building further back while also creating better links to the residential development and improving further the sustainability of the building.

Questions from those present including local ward councillors focused on room availability, storage, safety – especially for young women and girls, and the effect on neighbouring properties' views onto the building.

**22 February 2022** – The meeting was used as a preview session for the engagement event boards, which were presented to the group. It was accepted that previous consultation feedback had been taken into account and further information was sought through questions on matters including traffic movements, construction phasing and management, sustainability and community facilities. These questions were answered by RHP, Hill Residential and LBRuT.

As a result of the meeting a number of changes were made to the engagement boards, including:

- Providing the projected population increase on the boards
- Having the phasing of the project available for discussions at the February events
- Clarifying that the public transport diagram on the transport board was in relation to the wider Ham area
- Including information about the process of a Construction Environmental Management Plan as part of next steps
- Construction timescale estimates

### **Resident Engagement Panel**

#### **5<sup>th</sup> August 2021 at 6.30pm – 8.30pm**

As this meeting followed the July 2021 consultation events, Ham Close residents had the opportunity to feedback on the process thus far and any specific design comments. The next steps of consultation and engagement were outlined.

*“REP members impressed that Hill [Residential] and architects listening and trying to meet their needs but concerned about phasing, tenure neutrality and not having choice of open plan/windows in kitchens and bathrooms.”*

RHP provided a response to previous workshop points around tenure, fully divided spaces in the new homes, heights of the buildings and sizes of new homes – all of which will be larger than the current homes.

#### **26<sup>th</sup> August 2021 at 6.30pm – 8.30pm**

Given the design focus of the previous meeting, BPTW – the masterplan architect, attended the meeting to feedback on design matters raised and to understand Ham Close resident views on arising design matters. This gave the meeting more of a workshop approach.

Design comments raised:

- 6 storey heights – Policy/planning explanation provided and heights set back at certain locations outlined
- Fire safety and service charges – Outlined work with Affinity Fire Engineering
- Apartment size reductions – Promise given that there will be no reduction in sizes of homes
- Open-plan and Divided Rooms Choice – Assurance given that this will be considered and fed into the floorplan designs

- Kitchen/Bathroom windows requested – Assurance given that this will be considered and fed into the design process
- Choice of aspect/location – Explanation that this was too early in the development process for these discussions but will be picked up as part of later meetings
- Cherry-picking – Made clear that this will not happen and that a mix of tenures will be situated throughout the development
- Underground parking security – Assurance given that this will be considered through “Secured by Design” and CCTV

### **23<sup>rd</sup> September 2021 at 6.30pm – 8.30pm**

Similarly to the previous two meetings, design and details around the evolving proposals were the focus of the meeting.

Design comments raised:

- Tenure split of additional 231 homes – Open market including 30 for existing leaseholders should they wish to stay in Ham Close
- Fire Safety – Led on from 6 storey discussion. Outlined that all blocks will have sprinkler systems in all communal areas and apartments, as well as use non-combustible materials and work checked by a third party fire safety specialist
- Open-plan and Divided Rooms Choice – Reported that work was progressing on different layouts which could accommodate both styles of home and that these would form part of the 2<sup>nd</sup> October workshop
- Space standards/balconies – Clarification was given that the new homes would use national space standards and be larger than current homes at Ham Close, not including the balconies which would be in addition to this
- Bathroom/Kitchen Windows – Technical work being carried out to explore possibilities with further information available at a later meeting
- Heating – Clarification on use of air source heat pumps and PV panels for sustainability of the buildings
- Storage – Clarification given that the same level of external storage is unlikely but greater internal storage due to increased size of homes.
- Choice of new home location – RHP provided explanation regarding a tenure blind approach and need to work within phasing of the scheme. Key is that all allocations and offers are in line with allocations policy and housing need.
- Further guarantee given of no gated communities and facilities being available to all residents regardless of tenure
- Moving arrangements – Explanation of the current plan for “one move” to re-house residents and undertaking to discuss possibility of varying this with LBRuT
- Housing offer – Clarification sought on offer of new houses to residents on Ham Close. Response provided that overcrowded houses may move to other parts of the Borough

- Costs of living – Desire to understand when Service Charge and Rents will be finalised and if a significant period of no charge increase be instituted. Process and timelines for new costs were explained and clarification given that a significant period of no cost rises was not financially feasible
- Next steps – October workshops and work to proceed on final agreements to be presented at REP

#### **17<sup>th</sup> November 2021 at 6.30pm – 8.30pm**

Updated designs for the scheme were presented by Hill Residential and RHP. These included:

- Revised masterplan road layouts leading to widening of street scenes and increased light being able to penetrate green spaces as well as increased pedestrianisation allowing for safer spaces for all
- Amendments to the built form which will see a variety of Ham inspired designs across the site, slimmer buildings and reduced height at the corner of the site closest to the existing green and height concentrated at the centre of the site
- Apartment sizes including balcony sizes, ventilation and storage arrangement and options for open plan living
- Parking ramp alterations allowing for 2-way traffic in and out of the underground parking

The comments, questions and responses from the meeting are included below:

- Clarified there are fewer 6-storey blocks in this new design which was considered impressive
- Car parking spaces are a work in progress. It was confirmed that work was ongoing in relation to traffic impact surveys and parking management strategies
- Would there be a choice of apartment? Yes, where possible
- Will there be different layouts in the same block? Yes
- What about adapted homes – It was agreed that designs would be brought to the next workshop
- Questioned about one or two moves – A reminder of the London Mayors good practice guide to estate regeneration

#### **21<sup>st</sup> February 2022 at 6.30pm – 8.30pm**

Engagement event with a preview of the exhibition boards.

Updates on the scheme were presented by Hill and RHP. These updates can be found below.

- Revised masterplan amended to include previous feedback, new plan maximises dual aspect apartments with a variety of layouts, reduced building heights, slimmer buildings that vary in shape, all residents will have outdoor space, using materials that were most popular.
- All apartment buildings will be tenure neutral, and all apartments will meet minimum space standards.
- Landscape proposals were updated to take into account previous feedback. Includes more trees, additional planting, bird and bat boxes, formal play space as well as informal play space.
- Maximise green space which includes clusters of trees, a play route, court yards that all have similar elements and growing beds and fruit trees for community use and maintained by RHP.



- Community facilities, including youth/community centre, was revised based on feedback as well. Changes include a lot more accessible storage, an accessible kitchen, more rooms that can be utilised by the community and more sustainable materials.
- The mass of the building has been reduced and a storey has been removed and two terraces added to break up the building. The ground floor design now uses loggias which take their inspiration from Ham House.
- The changes to the mass of the building were shown to mean the different floors are now laid out as follows:
  - Ground floor: community lounge, reception, kitchen, hygiene facilities and blue badge bays and bike storage
  - First Floor: activity hall, storage, computer room, meeting rooms
  - Second Floor: music studio, art room, meeting rooms and terraces
- An update on the MakerLabs explained that the barn design draws on the heritage of the location and uses sustainable materials.
- Hill has been considering what more could be done to increase the sustainability of Ham Close to go above and beyond the standard requirements. The changes laid on the slides were explained. It was noted that there will be a lot more detail in the planning application which will be available to the public.
- It was highlighted that there will be a firm commitment to providing employment for the local community.
- With respect to transport, it was mentioned that there will be no vehicle movement between the north and south of Ham Close. There will be emergency access only. The basement carpark will create more space for a large and green public realm.
- The future of Ham Close presentation highlighted that approximately 50% of the proposed housing on Ham Close will be affordable.
- The capital receipt from the land sales means that LBRut can build a MUGA at St Richard's C of E School to which there will be some public access. There will be a social impact fund of £2m paid by Hill towards other local projects, and Hill commits to employing people in the local community.
- It was clarified that there would be many opportunities for engagement and outreach projects going forward throughout all the stages of the regeneration. The presentation ended with reiteration that engagement would not stop here.

The comments, questions and responses from the meeting are included below:

- It was noted that two things were not fully addressed thus far: 1. Residents in Ham have a serious problem with access to a single main road. What is being done about this? 2. Concern was raised over the demolition and build time and the disruption to local community. Hill have done a lot of modelling on the traffic and capacity at junctions. The data and modelling are showing that it is not going to have a harmful impact. In terms of demolition, build time and disruption to the local community, there will be a construction environmental management plan to make sure that there is limited impact on. The 'next steps' engagement board was updated to reflect that the construction programme is estimated to be up until 2030.
- Will the sustainability steps you are taking be in keeping with the new Part L standards that are due to be published this year? The planning application will be made before Part L standards come into effect,

but the design proposals satisfy the emerging Part L standards. Additionally, it is estimated that the proposals will achieve a total reduction in regulated CO2 emissions that is 66% over and above the target emissions rate in Approved Document Part L 2013. The proposals will comfortably exceed the emerging Part L 2021 requirements.

- Can you add population increase figures to the boards? Yes. They were updated.
- Will you remove/amend the board on bus services due to the bus routes not servicing Ham Close? Yes, we will amend this board, so it refers to buses service Ham, rather than Ham Close.
- Will you add another board to show how the impact of construction and how this will be managed? 1. The next steps board can be amended to note that this will be managed at the next stages. 2. The construction phases will be closely managed. There needs to be a finalised design before we have a detailed construction plan and decide how best to approach it. 3. The management of construction will be rigorous and well planned. There are a lot of local concerns about cars and parking spaces and capacity. LBRut are working to get the K5 bought onto the estate. The hope is also that Transport for London (TfL) will expand services.
- Could there be more on the construction phasing on the boards? 1. Yes, the phasing strategy will be especially important, and we will be looking at this on approval of the planning application. 2. There will be 3 phases. The first 2 will ensure that the replacement homes for current residents and facilities are replaced. The third phase will be the construction of the additional new homes. 3. To confirm, the entire site will not be in construction for the whole 8-year period. The council is working with RHP very closely on engagement. It is also particularly important that after this period and going forward, engagement will continue to and shape this community.
- Has the reduction in size meant a reduction in facilities? Are the youth centre staff and wider community happy that this will offer us what we need? 1. The design has not meant a loss of facilities but some of them are smaller. For instance, the activity hall, although this is not any smaller than the existing hall. 2. AfC (Achieving for Children) are happy. In an ideal world there would be a larger hall but are very on board with where we have landed. There is now also a community lounge which can be separated off. Youth services can be using the first and second floors at the same time the ground floor facilities are being used by the community. AfC have been positive in conversations. One of their strategies is to develop family hubs. WRAP have designed a very flexible space. 3. The name will also be important. Giving it a name could change perception that it is solely a youth centre.

## Ham Close Residents' Association Survey

Throughout the consultation process in this chapter, the design team received regular updates of an informal survey carried out amongst existing Ham Close residents for the future homes on Ham Close.

Below are the results of the survey. This was outside of the formal consultation work being carried out by Hill Residential and RHP but the results have been considered by the design team during the process.

## Redevelopment Design Preferences Survey

### Findings

Date carried out: 16<sup>th</sup> July 2021 (updated 25.7.21, 2.8.21, 5.8.21 10.8.21, 10.9.21, 1.10.21)

Responses from **104 Residents (figures from October 2021)**

### Design Preference

- Open Plan - 23 / 22.1%
- No Preference - 19 / 18.2%
- Separate kitchen and sitting room - 60 / 57.6%
- More Information - 1 / 0.9%
- Would like option - 1 / 0.9%

### Windows

- Windows in bathroom - 80 / 76.9%
- Windows in kitchen - 96 / 92.3%
- Windows and extractor fan in bathroom - 10 / 9.6%
- Extractor fan in Bathroom - 4 / 3.8%
- Extractor fan in kitchen - 4 / 3.8%
- Window and extractor fan in kitchen - 4 / 3.8%

### Are these things important to you?

- Where your new flat is? 73 / 70.1%
- Direction new flat faces? 69 / 66.3%
- Bike Storage - 68 / 65.3%
- Heating systems - 92 / 88.4%
- Parking Spaces - 72 / 69.2%

***As Chairperson of the Ham Close Residents' Association, I wish to faithfully represent the preferences and views of the residents in discussion with the developers. These are my findings so far.***

## July 2021 Consultation & Engagement

In July, the key events that took place in relation to the project were:

Date	Event
5 <sup>th</sup> July	Online training session for Resident Engagement Panel. “Delivering a regeneration scheme” – training session provided by Tenant Participation Advisory Service (TPAS)
19 <sup>th</sup> July	Online meeting with Achieving for Children, TAG and Richmond Maker Labs
20 <sup>th</sup> July	Online meeting with Ham & Petersham Neighbourhood Forum Committee
22 <sup>nd</sup> July	Virtual consultation launched with boards and feedback form
23 <sup>rd</sup> & 24 <sup>th</sup> July	Ham Close Public Consultation events held at Ham Close

### Meeting with Achieving for Children, TAG and Richmond Maker Labs

RHP, Hill Residential and design team members met with representatives from Achieving for Children, TAG and Richmond Maker Labs as part of an introductory meeting to Hill Residential following their selection as development partner.

### Achieving for Children

Generally positive on plans presented and has advocated coming to meet with young people at the centre during one of their sessions. The main take away was that we should “Bring the consultation to them”. AfC didn’t feel there was a need to amend space requirements. The Sports Hall needed to be designed for 5-a-side/shooting hoops as opposed to Sports England compliant level.

The Youth Club uses the kitchen for group cooking activity/life skills activities and has recently received funding to provide school meals (lunch) during non-term time. In terms of the lounge, it is primarily used as a space to dwell/relax/meet by young people together and with youth workers including informal discussions/relationship building. With regards to music and arts, Makers United use the centre during the day and have classes in the evening with the music studio used three nights a week for lessons/recording and practice (well-regarded locally), new classical music initiative recently launched. In the aspect of storage some bicycles could be removed but not much else. With regards to access, this had changed since the initial discussion in that there are children on site throughout the week now due to outreach work from school. It was explained that there is some use of the IT suite for IT support but that it was moving towards a gaming/game coding use.

## **TAG**

The current uses and requirements for TAG include a Sensory Room, two minibuses, and one electric van for outreach work. Also Changing Places Toilets. The kitchen use needs to be accessible/flexible with adjustable sinks and worktops and slide and hide oven desired.

With regards to lounge they have the same uses as outlined by Achieving for Children and while there is an ambition for a cafe project in the long term with professionals assisting and teaching young people about how to really be a part of delivering a cafe - even more so than Foxes Charity which only allows limited involvement. There is an opportunity to reduce storage as they have to store specialist disabled equipment (much of it seasonal and often taken as part of outreach work). In terms of the minibuses, they are happy to give up ground floor space for accessible drop off for young people. Access is an important area with its links to safeguarding. In terms of management there is a need to understand how the small number of staff can manage the activities over several floors given the issues around access outlined. IT use is primarily gaming including Virtual Reality.

## **Richmond Maker Labs**

Happy to be separate from the community centre given RML's specific requirements. In terms of space, they need to revisit space requirements following discussions around storage and kitchen. They need three spaces: Clean Space - computer coding/IT facilities, Messy Space and Noisy/Clean Space. Current space requirements need to be revised as also have 3D printing and laser cutting machines. Outside Space is important due to the shed used by Friends of Ham Lands and increasing uses especially by community groups (HUG) and for access. Storage is not a major issue as materials in regular use.

## **Additional Comments**

Public access at the community centre - How can this be managed at ground floor level and what can be made available? Need to ensure safeguarding and access issues are at the fore. Can rooms double up - Sensory Room as Cinema? Any chance of a sports hall being used by wider sports groups?

## **Ham & Petersham Neighbourhood Forum Committee**

A meeting with the Ham & Petersham Neighbourhood Forum Committee members took place on Tuesday 20<sup>th</sup> July 2021 ahead of the in-person consultation events.

Below are the questions posed and design comments received during the meeting.

Key consideration for community centre design is the sports pavilion application being brought forward by Grey Court School. The committee felt this important so that there isn't a duplication of facilities. Questions around how sustainability will be included and monitored in design considerations. With regards to the vernacular of the buildings being presented, would like more influence to be taken from Ashburnham Road.

There were a number of questions, including:

1. How will the loss of the recycling centre for the community centre be dealt with?
2. Will there be plenty of natural light for the new apartments?

- Ham & Petersham Neighbourhood Forum have been focusing on raising awareness of dementia friendly approaches to life. How are these being incorporated into the designs?

Given the early stage of consultation, these questions were all taken on board and into consideration as part of the development of the design.

### Consultation Flyer

In order to introduce Hill Residential to the project and notify members of the public about the in-person consultation events, an exhibition flyer was prepared and distributed to Ham Close residents and the wider community.

The flyer is shown here and includes details of the events, details of the consultation website and contact details for the consultation team including dedicated email address and telephone number. Ham Close residents received a copy of the leaflet as part of the general delivery and again via a second hand-delivery by RHP officers.



## Advertisement of the consultation events

To make sure local residents and stakeholders were given notice of the exhibition, the flyer was sent out to 1748 homes in and around the area surrounding Ham Close. The map below shows the delivery area of the flyer.



In addition to this leaflet, the consultation was also advertised via:

- Stakeholder email invitations to all those who had previously registered their interest
- Invitation emails to locally elected officials including the local MP Sarah Olney and ward Councillor
- The event was promoted via RHP's [hamclose.co.uk](http://hamclose.co.uk) website and social media channels
- Community Group and Local Business invitations were issued to the following groups:
  - Ham Library
  - Perfect Smile Dentist
  - SW London Clinical Commissioning Group
  - NHS Hounslow and Richmond Community Healthcare
  - Ham United Group
  - Ham & Petersham Neighbourhood Forum
  - Ham and Petersham Association
  - Ham & Petersham Neighbourhood SOS
  - Woodville Centre
  - Richmond Maker Labs
  - St.Richard's Church
  - Greycourt School
  - St Richard's CE Primary School
  - Meadlands Primary School
  - Friends of Ham Village Green

- Ham Close Residents' Association
- Mervyn Smith
- Ham House and Gardens
- Ham Riverside Land Ltd
- Hansel and Pretzel
- Ham Girl Guides
- Ham Scout Group
- Petersham & Ham Sea Scouts
- Ham and Petersham Magazine
- Ham & Petersham Rifle & Pistol Club
- Richmond Baseball Club
- Ham Polo Club
- The Children's Garden
- The Richmond Society

#### **Ham Close Public Consultation Events**

The first community consultation events took place on:

- Friday 23<sup>rd</sup> July from 2pm – 6pm
- Saturday 24<sup>th</sup> July from 10am – 2pm

These consultation events were held outside at the corner of Ashburnham Road and Ham Close. This location was chosen as it had good passing footfall. This allowed for passing residents to join the consultation as well as making it very accessible for Ham Close residents.

Members of the design team, RHP, LBRuT and TPAS were all present at the event. RHP, Hill Residential and design team members were present to walk members of the public through the exhibition boards, which are included below, discuss the proposals and answer their questions. TPAS were available for further engagement with Ham Close residents.

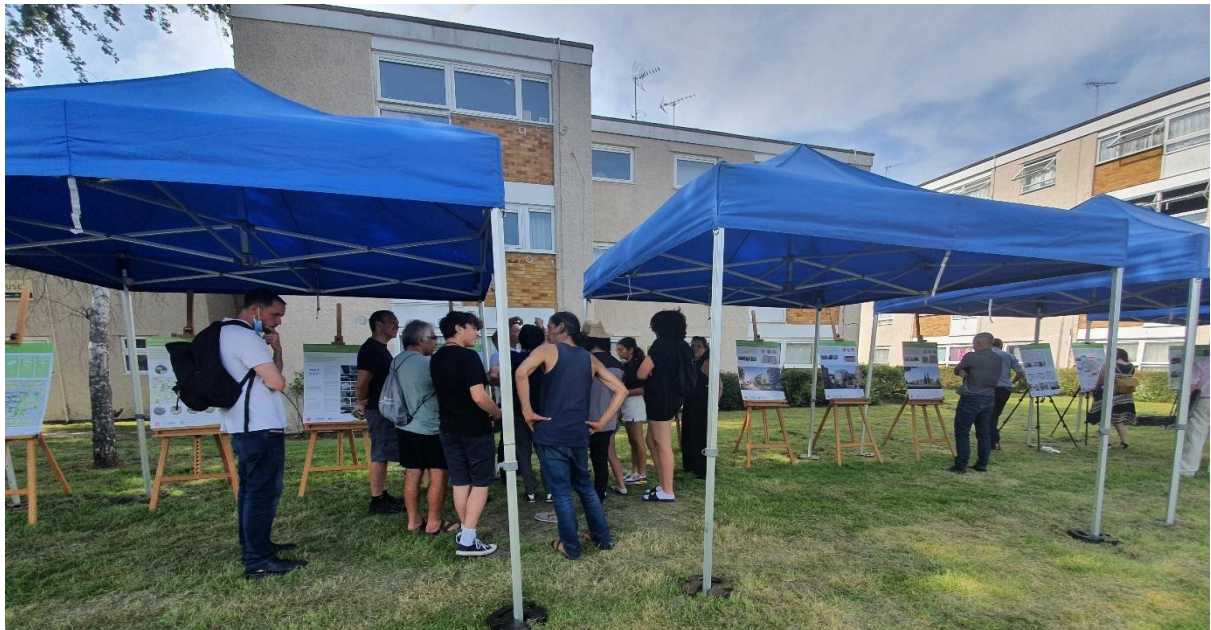
Attendee feedback was captured via feedback forms, copies of which are provided below. This covered a variety of topics across masterplan layout, landscaping, design, building typology and features as well as community uses for future community facilities. Feedback received is summarised in the Consultation Results section later in this chapter.

Capturing the views of younger people was an important factor for the design team. Therefore, a children's table was also set up for children to play and colour in at while parents and carers walked through the exhibition and for their views to be expressed to design team members. Their views are summarised in the Consultation Results section later in this chapter.



## Photos of the Exhibition Events





## Exhibition Boards

At the consultation events, the following exhibition boards were displayed for residents to learn about the proposals for the regeneration of Ham Close.

## The Future of Ham Close

Join the consultation

### Welcome

1

**Thank you** for attending this round of consultation on the future of Ham Close. We are here today to present you with our proposals for the regeneration of Ham Close. This is the first round of consultation since RHP and the London Borough of Richmond upon Thames selected Hill Group as a development partner.

During this round of consultation, you will have the opportunity to learn about our approach to important issues which will shape the future of Ham Close and the proposals moving forward.

We welcome your input, both now and throughout the coming months. We will be holding a number of further consultations and themed workshops in the autumn and we encourage you to join us.

If you would like to find out more about these workshops, information will be available on [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk) or, you can sign up to be kept updated either online, or in person on the feedback form.



Landlord



Developer & House builder



Masterplanning and Residential Architecture



Community Centre Architect



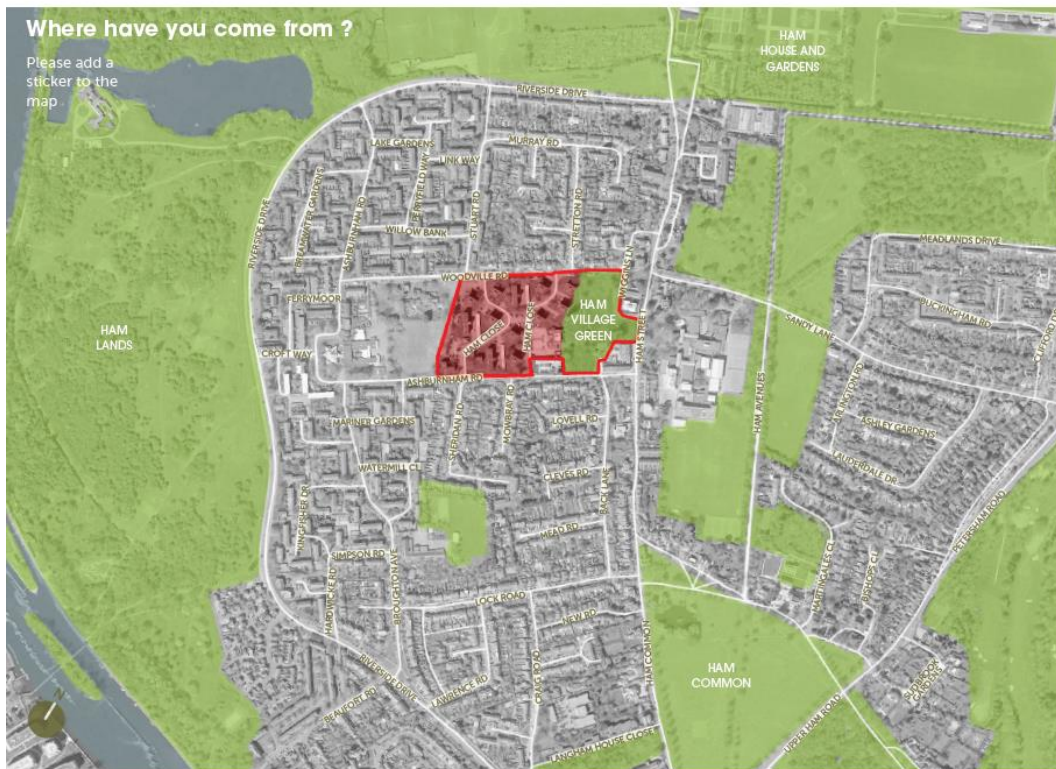
Planning Consultant



Landscape Architect

### Where have you come from ?

Please add a sticker to the map.



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)

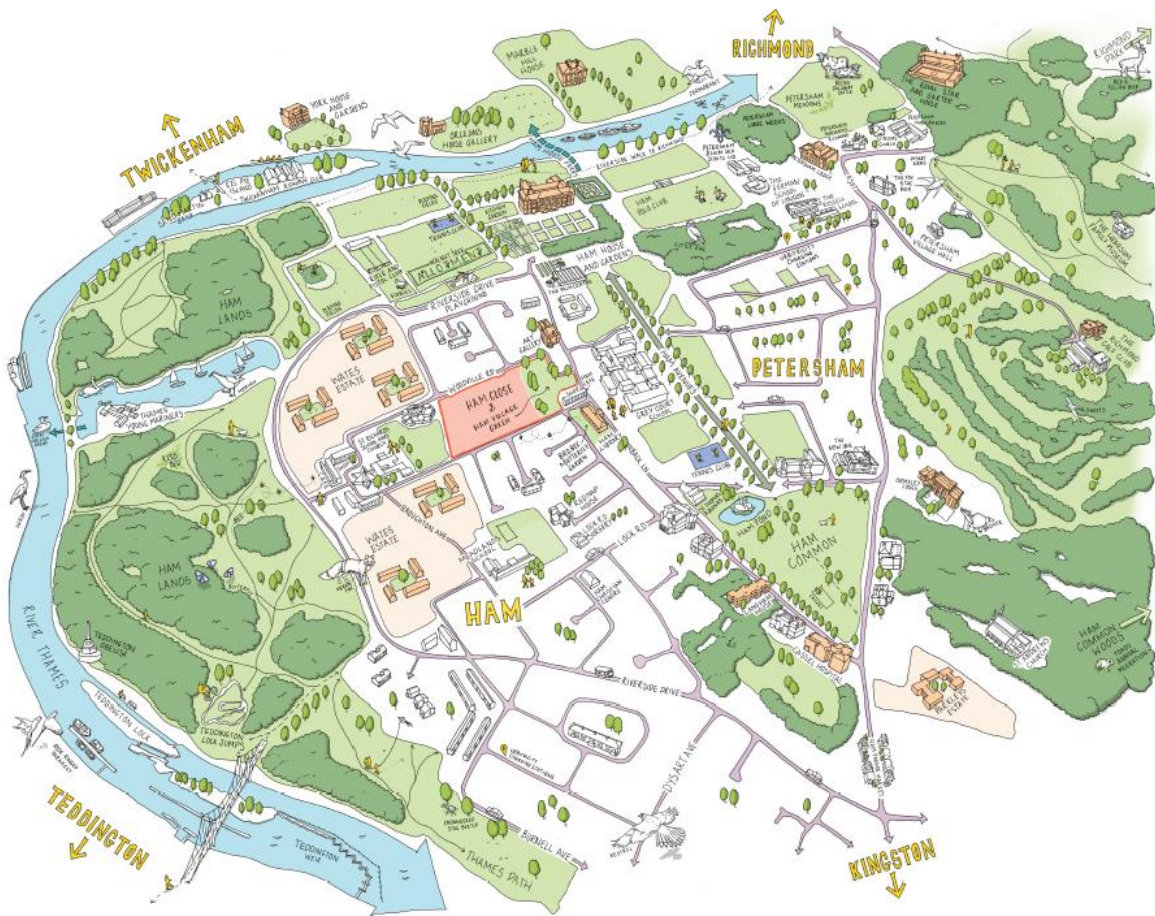


# The Future of Ham Close

## Essence of Ham

Our vision for Ham Close is to understand 'The Essence of Ham' and deliver exemplary architecture, exciting new landscaped spaces and accessible public realm spaces. Ham Close will be thoughtfully designed to complement and enhance the surrounding neighbourhood to benefit both current and future residents.

The regeneration will provide an outstanding legacy for Ham, a place that everyone can be proud of for decades to come. It will be a place for people to live and enjoy with sustainability and community at the heart of the proposals. A characterful environment that feels a part of Ham.



KEY  
 Feature buildings in Ham



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)



## The Future of Ham Close

3

### Design Considerations

The community consultation process in 2016 identified the 17 Key Masterplanning Design Principles that were important to the local residents and stakeholders in the regeneration of Ham Close. We will continue to develop the masterplan that delivers up to 452 apartments and houses along with a new community centre. All designed within a Ham inspired landscape setting that celebrates the existing village green.

#### 17 Key Masterplanning Design Principles



- 

1. Up to 452 apartments and houses
- 

2. High quality design that complements the surrounding neighbourhood
- 

3. Strong green links with new landscaping and public spaces
- 

4. Height variety with taller buildings towards the centre of Ham Close
- 

5. Parking solution that allows for plenty of green open spaces
- 

6. Actively engaging with Ham Close residents and the local community
- 

7. An open feel with gaps between buildings
- 

8. Rehousing residents within Ham Close
- 

9. Maintaining trees where possible and creating new habitats for wildlife
- 

10. Tenure blind affordable homes
- 

11. Bringing the village green into Ham Close
- 

12. Three potential phases
- 

13. New walking and cycling routes through Ham Close
- 

14. New community centre and MakerLabs workshop
- 

15. Landscaped gaps and play spaces between buildings
- 

16. A welcoming design with high quality architecture
- 

17. Start building at Ham Close (subject to planning approval)



hamcloseconsultation.co.uk



# The Future of Ham Close

4

## Design Considerations

<p><b>Up to 452 new homes</b></p>  <p>High quality new homes for existing and new households including those for families, first time buyers, or downsizers with approximately half of these being affordable homes. Around 300 parking spaces and additional cycle stores.</p>	<p><b>Improved public realm and landscaping</b></p>  <p>This will include areas for growing plants and vegetables to create a healthy community for people to live sustainably and enjoy the benefits of gardening and gardens.</p>	<p><b>Resident Involvement</b></p>  <p>A range of opportunities will be offered to allow local residents to influence the design proposals throughout the coming months.</p>	<p><b>New Community Centre &amp; MakerLabs Workshop</b></p>  <p>We will design a new community centre that the whole of Ham can be proud of. We will also build new facilities for the MakerLabs.</p>	<p><b>High Quality Energy Efficient Design</b></p>  <p>The new homes will be designed with sustainable technologies, providing a low carbon future-proofed living.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



hamcloseconsultation.co.uk



# The Future of Ham Close

5

A place that supports a sustainable lifestyle

The landscape proposals draw on the natural character of Ham Lands Nature Reserve and Ham Village Green, blending them with the formal geometric style of the gardens around Ham House. The landscape creates a healthy, community focused place to live sustainably, work, play and socialise. An open space at the centre of the development provides a direct connection to nature and Ham Village Green. Active streets are supported by community growing opportunities in courtyard spaces to promote healthy living for all.



Sustainable Urban Drainage

Wild Organic Character

Rich and Diverse Planting

Extension of Village Green

Retained Mature Trees



hamcloseconsultation.co.uk



## The Future of Ham Close

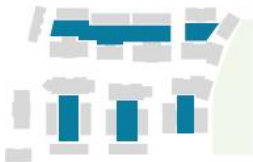
6

A place that encourages active and healthy lifestyles

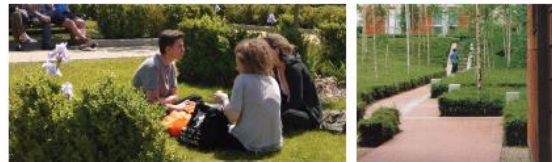
### Creating a place to live

- > Using art and soft landscape features to create a unique identity
- > Creating a distinctive place which is part of Ham
- > Enhancing biodiversity and building climate resilience
- > A variety of spaces - places to play, socialise and live
- > Retaining mature trees where possible

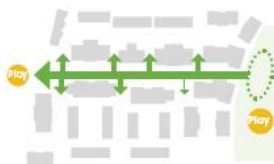
#### Courtyards



- > Formal planting referencing the gardens around Ham House and the Wates Estate, creating a series of landscaped garden rooms.
- > Intimate spaces to sit and relax in a communal garden.
- > Food growing opportunities to bring the community together.
- > Spaces for everyone to socialise and play.
- > Car free pedestrian space for residents.



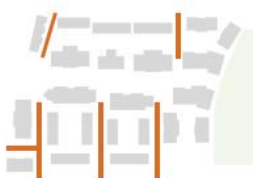
#### Green Link



- > Referencing the natural character of Ham Village Green and the river setting to form a natural green link through the heart of Ham Close.
- > Drawing the influence of Ham Village Green further into Ham Close.
- > Artwork used to create a unique identity for the community.
- > Spaces for everyone to socialise and play.
- > Car free pedestrian and cycle friendly space for residents and the public.



#### Healthy Streets



- > Green pedestrian friendly streets, promoting healthy North - South connections through Ham Close. Cars will not have access to the green link
- > People centred streets encouraging doorstep play, cycling and walking.
- > Generous tree cover spilling over from the green centre.
- > Mature trees retained at key locations reinforcing the sense of place.



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)





## The Future of Ham Close

7

A place that supports community

**Giving greater prominence** to the Community Centre within our masterplan proposals will enable the community to shape an important piece of civic architecture for Ham.

We will work with the community and the wider stakeholders to design a community centre that the whole of Richmond can be proud of.



- Community facilities  
Location 1
- Community facilities  
Location 2
- Community facilities  
Location 3

From feedback received during previous consultations held in Autumn 2016, the highest levels of support was given to Location 1 for the placement of the Community Facilities.

### Why Location 1?

- > A stand alone Community Centre that will be a lasting piece of civic architecture for Ham.
- > Fantastic connections to Ham Village Green with all the associated benefits that could come with this.
- > A roof terrace with flexible space that connects with the surrounding Ham Green.
- > The Community Centre can be built in Phase 1, providing an early community benefit and ensuring continual use of the current community centre throughout construction.
- > Located away from the proposed homes to limit exposure to noise.



9. Main circulation through building
8. Cally's memorial terrace
7. Sensory support room, Art room and meeting rooms
6. Music rooms
5. ICT facilities
4. Changing facilities and storage
3. New Sports Hall
2. Public toilet facilities
1. Entrance to the Community Centre, with community lounge, reception and kitchen

Example Floorplans



Reflecting Ham Heritage in our material selection



Artist impression of what the Community Centre massing could look like



hamcloseconsultation.co.uk



# The Future of Ham Close

## A place that supports community

Drawing our **inspiration from the heritage of Ham** will be our guiding principle when considering the internal and external materiality of the Community Centre. Our current proposals are just the starting point for the journey we are embarking on with all of the relevant stakeholders.

The Community Centre will offer flexible spaces based on the needs of the current users and the wider community. We would further encourage the community to engage with us in the preference and/or need for specific functions within the community centre that they feel would be most beneficial and utilised. There is an aspiration for some shared spaces to be made available for community use.

We would also like you to engage with us in the selection of the external materials used for the community centre so we ensure that the centre is reflective of Ham and its rich heritage.

### Example Floorplans



Third Floor Plan and accessible terrace



Second Floor Plan



First Floor Plan



Ground Floor Plan



Site Plan



The New Generation (TNG) Youth And Community Centre  
Lewisham, RCKA Architects



Sands End Community Centre, Fulham, Mae Architects



Sports Hall in protective timber battons, Serbia, Jovan Mitrovic



How the Community Centre could look



hamcloseconsultation.co.uk

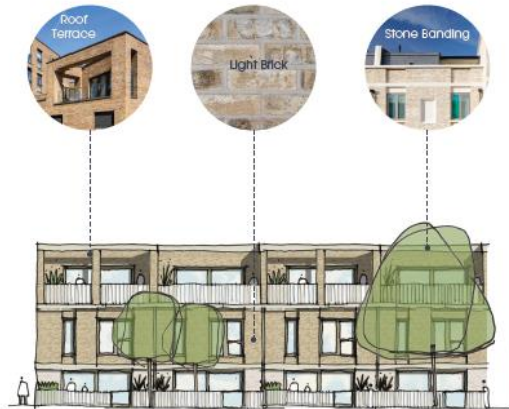


# The Future of Ham Close

9

## Architectural Vision

The **Courtyard** character area takes inspiration from the landscaped communal courtyards from the neighbouring Wates Estate. The buildings reference the three storey houses on Woodville Road and the contemporary window proportions with horizontal and vertical white banding from the nearby Shelley Court, Parkleys.



Woodville Road



Shelley Court, Parkleys



Wates Estate



hamcloseconsultation.co.uk



# The Future of Ham Close

10

## Architectural Vision

The Green Link character area consists of buildings designed within a green landscaped setting. All of the green link buildings have balconies and views out onto the central landscaped green. The buildings take inspiration from Parkleys and Langham House and have large, naturally well lit circulation spaces.



Parkleys Span Housing



Parkleys



Langham House Close



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)



## The Future of Ham Close

11

### Architectural Vision

The Lanes are pedestrian friendly streets that lead into the central green link. The transition from the outer houses to the central apartment blocks are defined through a variety of materials and the stepping of building forms which draw inspiration from Broughton Avenue, Wiggins Lane and houses along Ham Street.



Broughton Avenue



Wiggins Lane



Ham Street



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)



# The Future of Ham Close

12

## Architectural Vision

The Ham Village Green character area takes inspiration from grand houses fronting onto open green spaces as seen in many houses across Ham. The buildings are designed as a gateway to frame the green link by using grand window proportions, bay and dormer windows and a strong material selection, inspired by Ham House.



Ham Common Forbes House Ham House



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)



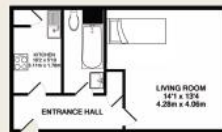
## The Future of Ham Close

13

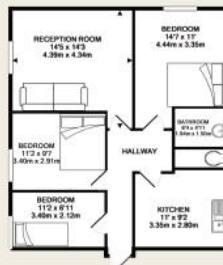
### Modern Living for Everyone

#### Examples of existing homes at Ham Close

- > The existing homes at Ham Close are no longer fit for purpose and are not wheelchair friendly, with no lifts.
- > Existing homes currently have no outdoor private amenity spaces and are under sized in comparison to current space standards.
- > New homes will be brighter, better insulated and larger. All will have private balconies and well designed layouts.



Existing 1 Bed 1 Person Bedsits  
31.87m<sup>2</sup>



Existing 3 Bed 5 Person Apartment  
72.74m<sup>2</sup>



Exterior photograph



Interior photographs of 1 bed 1 person bedsit



#### Quotes from Existing Residents

*"My home has damp and if the re-development goes ahead I won't have this awful problem."*

*"The estate is old and my flat suffers from black mould a lot."*

*"We are very overcrowded (4 people living in a tiny studio flat) so we are desperate for the redevelopment to go ahead A.S.A.P."*

#### Examples of Future Homes

Natural Well Lit Rooms

Large Bathrooms

Dedicated Working From Home Spaces

Balconies For All Apartments

Usable Storage

Dual Aspect Apartment

Adaptable Layouts



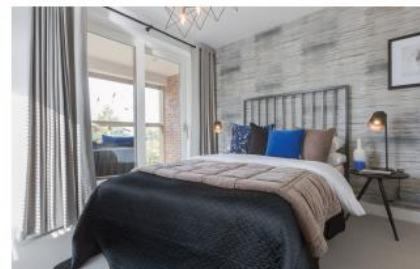
1 Bed 2 Person Apartment  
Minimum of 50m<sup>2</sup> + 5m<sup>2</sup> balcony



2 Bed 4 Person Apartment  
Minimum of 70m<sup>2</sup> + 7m<sup>2</sup> balcony



3 Bed 5 Person Apartment  
Minimum of 86m<sup>2</sup> + 8m<sup>2</sup> balcony



hamcloseconsultation.co.uk



# The Future of Ham Close

## Sustainability

The proposal at Ham Close aims to be exemplar in many aspects, especially the approach we take to how we capture energy to heat and provide hot water for the new homes. Our sustainability ambitions are much more than just energy usage, we are using the One Planet Living Framework to further develop our proposals in consultation with the community of Ham.



The ten One Planet Living principles:

- Health and happiness
- Equity and local economy
- Culture and community
- Land and nature
- Sustainable water
- Local and sustainable food
- Travel and transport
- Materials and products
- Zero carbon energy
- Zero waste



hamcloseconsultation.co.uk





# The Future of Ham Close

15

## Benefits for the whole community

<p><b>1</b></p> <p>Exemplary new homes for existing and new residents.</p> 		<p><b>2</b></p> <p>Create green corridors and new habitats for wildlife including green roofs for ground nesting bees and birds.</p> 	
	<p><b>3</b></p> <p>Provide high quality landscaping and public realm.</p>	<p><b>4</b></p> <p>New community centre. Enhance existing commercial and business opportunities.</p> 	
<p><b>5</b></p> <p>A commitment to local employment, labour and suppliers. Opportunity for training and apprenticeships.</p> 		<p><b>6</b></p> <p>Artist and creative space: Public art in partnership with the community.</p>	<p><b>7</b></p> <p>Supporting local community and providing new facilities for MakerLabs.</p> <p><b>RML</b></p>
	<p><b>8</b></p> <p>The delivery of better affordable homes for existing residents of Ham Close and much needed additional new affordable homes.</p>		<p><b>9</b></p> <p>New walking and cycling routes through Ham Close.</p> 
<p><b>10</b></p> <p>Children's play areas.</p> 		<p><b>11</b></p> <p>Creating a sustainable and an accessible place for residents and wildlife.</p> 	



hamcloseconsultation.co.uk



# The Future of Ham Close

16

Thank you for joining us today

## Your feedback

We want to understand what is important to both current residents and the local Ham Community and ensure you play a key role in shaping the design process. Our ambition is to involve as many local residents, community groups, businesses and elected representatives as possible and provide a range of opportunities to get involved.

We encourage you to share your thoughts with us and complete the feedback questionnaires, where you can also register to receive updates throughout the planning process and beyond. If you have any queries today please do get in touch with the team.

## Next steps for the design

- > We will review and consider any views and ideas expressed by you today as part of continuing to develop the scheme design proposals.
- > Develop the architecture to create variation inspired by Ham.
- > Work with Ham Close residents to understand preferences for apartment plans.
- > Establish One Planet Living key principles with existing residents and the community.
- > Work with the community on the design of the Community Centre and MakerLabs.
- > Work with transport specialists on the parking strategy.
- > Environmental Impact Assessment (EIA) scoping/ screening.
- > Develop landscape proposals and public art with the community.
- > More surveys and research will be undertaken including: Transport, trees, ecology, energy and sustainability.

## Next Steps Engagement



## Please keep talking to us!

### Next Consultation Opportunity

Date  
Saturday 11th September 2021

Location  
Ham Fair at Ham Common



### GET IN TOUCH

Telephone: 0203 929 0523  
Website: [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)  
Email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)



### Your Feedback

Thank you for coming today, we welcome your views and ideas for our proposals at Ham Close.

Please spend a few minutes completing our questionnaire and leave it in the feedback box provided.



[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)



Feedback Form



We will review and consider all views and ideas expressed by you today as part of continuing to develop the design proposals. We look forward to asking you about further topics which will include, but not be limited to: Sustainability, transport, parking, public art and architecture.

- 1. Have you previously been involved with the Ham Close consultation between 2015 - 2020?  Yes  No
- 2. Are you a resident of Ham?  Yes  No
  - If Yes, are you a resident of Ham Close?  Yes  No
  - If Yes, Are you a Tenant or a Leaseholder of RHP?  Yes  No
  - If No, are you a Private Tenant? (If yes, go to Q5)  Yes  No
  - If No, is your Landlord the London Borough of Richmond upon Thames?  Yes  No
  - If No, Where are you resident? \_\_\_\_\_

**RHP TENANTS AND LEASEHOLDERS RESIDENT AT HAM CLOSE**

---

- 3. How would you see yourself using the semi-private communal spaces? *(Tick all that apply)*
  - Food growing  Gardening  Children's play  Picnicking  Quiet space to sit
  - Sports activity  Place to work  Other: \_\_\_\_\_
- 4. Would you like a dedicated space for working from home within: *(Please tick one)*
  - Bedrooms  Living spaces  No preference

**LANDSCAPED SPACES**

---

- 5. How would you use the outdoor public spaces? *(Tick all that apply)*
  - Outdoor gym  Play space  Seating areas  Covered spaces  Fitness trail
  - Performance space  Other: \_\_\_\_\_
- 6. What features can you suggest to help welcome in and support nature and wildlife at Ham Close?

## HOMES

---

7. Are there any buildings, places or spaces in Ham that are special to you and should be referenced when we design the buildings and public spaces at Ham Close?

8. We would like to use locally inspired sustainable materials. What brick colours would you like to see used on the buildings? *(Tick all that apply)*

Red    Yellow    Buff    Dark tones    Grey    White    No preference

Other: \_\_\_\_\_

9. What features would you like to see on building elevations? *(Tick all that apply)*

Different window proportions    Brick detailing    Vertical emphasis    Horizontal emphasis

Cast stone roundel    No preference    Other: \_\_\_\_\_

## COMMUNITY CENTRE

---

10. We are keen to provide public access to some spaces within the community centre. How would you see yourself using such a space? *(Tick all that apply)*

Community Meeting Space    Sport activities/group activities (for example meditation)

Cinema club    Socialising    Learning new things    Making things    Practicing a hobby

Other: \_\_\_\_\_

11. What locally inspired sustainable materials do you think the community centre should be built from? *(Tick all that apply)*

Timber/Bricks    Tiles/Concrete/Metal    Other: \_\_\_\_\_

12. See board 7. What do you think of the artist impression of what the community centre could look like?

13. Do you have any other comments?

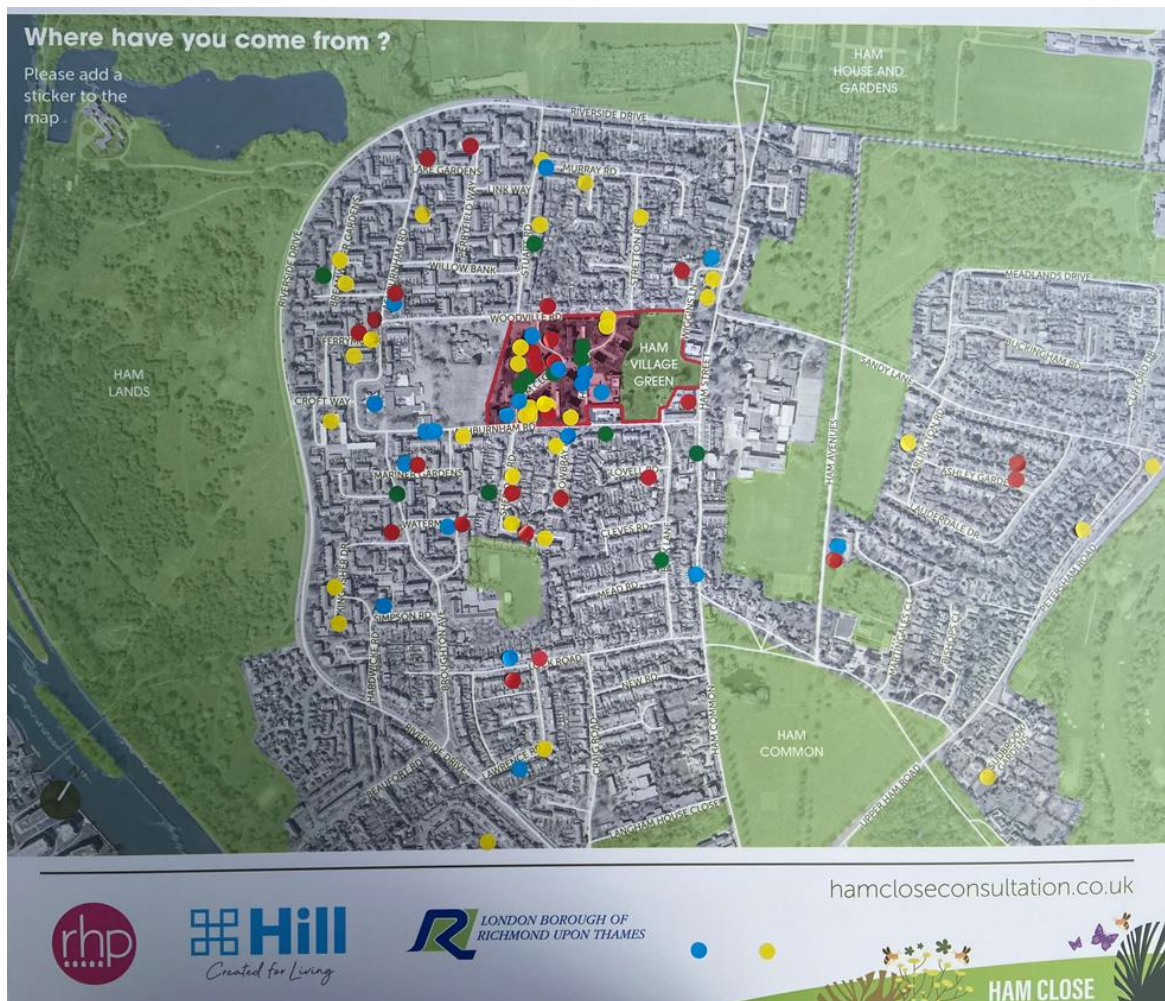
## Consultation Results

This section of the report outlines the feedback received through engagement with residents at the consultation events held in July 2021 and via feedback forms returned either physically or digitally completed via the [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk) website.

### Overview

- Attendees at in-person events (23rd & 24th July 2021) – 166 (83 per day)
- Feedback Forms Received - 96 (85-physical forms, 11- via online feedback)
- Feedback Received from Ham Close Residents – 32
- Feedback from RHP Customers – 31
- Feedback from wider Ham Residents – 91
- Feedback from those previously involved in the consultation process – 52

### Map of Ham Close consultation respondents at in-person events



## RHP Customers at Ham Close

32 residents of Ham Close answered questions 3 and 4, 31 one of them are customers of RHP.

### 3. How would you see yourself using the semi-private communal spaces? (Ham Close residents only)

- 23 - Quiet place to sit
- 15 - Picnicking
- 8 - Gardening
- 8 - Children's play
- 7 - Sports activity
- 7 - Food growing
- 5 - Place to work
- 1 - Other stating peaceful retirement

### 4. Would you like a dedicated space for working from home within (Ham Close residents only):

- 10 - Living spaces
- 3 - Bedrooms
- 12 - No preference

### 5. How would you use the outdoor public spaces?

- 54 - Seating areas
- 31 - Fitness trail
- 31 - Play space
- 30 - Outdoor gym
- 24 - Covered space
- 11 - Performance Space

There were 18 people who used the 'Other' option, the most prominent suggestions were around walking through the area, with a small number mentioning a swimming pool and a café.

### 6. What features can you suggest to help welcome in and support nature and wildlife at Ham Close?

There were approximately 40 different comments in this section. Main themes were around planting trees and wildflowers and spaces to encourage bees. Bees were mentioned on four occasions in the responses, all related to the encouragement of having them in the area. There were nine mentions of planting though there was not a constant theme as to what should be planted.

Diverse planting, ribbon planting, natural flower and tree planting were all mentioned. There were six mentions of trees, specifically around planting and preserving what is already there. There were also six mentions of wildflowers, though no specific types of flowers were mentioned. All the mentions were with regards to areas or gardens to grow wildflowers, however there was one suggestion about giving residents wildflower seeds each year. Hedges and Hedgerows had two mentions, as did bird boxes.

7. Are there any buildings, places or spaces in Ham that are special to you and should be referenced when we design the buildings and public spaces at Ham Close?

There were a number of suggestions, the most common being Ham House with nine mentions and Wates Estate with five and Woodville Road also receiving five, however all five mentions of Woodville Road came in the same comment section. The Parkleys received three mentions, which was on par with Ham Common. Ham village, Ham St., Manor Farm all had two mentions whilst Langham House, Ashburnham Road, The Ham Tap Pub, Ham Parade and Ham Lands all had one. There has been a general feeling throughout the responses, not only to this question, that those who fed back want to see links to the area. There were also other ideas attached to this question, for example some residents saw it as a chance to express what they would like to see architecturally. Below is a word cloud of some of the prominent ideas and thoughts they had.



Word Cloud for participants' responses to question 7.

8. We would like to use locally inspired sustainable materials. What brick colours would you like to see used on the buildings?

- 39 - Red
- 20 - Yellow
- 20 - Buff
- 19 - White
- 14 - Grey
- 14 - Dark tones
  
- 13- N/A
- 13- No Preference

- 13- Other

**9. What features would you like to see on building elevations?**

- 42 - Brick detailing
- 31 - Different window proportions
- 17 - Horizontal emphasis
- 13 - Cast stone roundel
- 13 - Vertical emphasis
- 12- Other

**10. We are keen to provide public access to some spaces within the community centre. How would you see yourself using such a space?**

- 49 - Community meeting space
- 45 - Sport/Group activities
- 37 - Socialising
- 38 - Learning new things
- 36 - Practising a hobby
- 33 - Cinema club
- 33 - Making things
- 12- Other
- 10- N/A

**11. What locally inspired sustainable materials do you think the community centre should be built from?**

- 56 - Timber/Bricks
- 18 - Tiles/Concrete/Metal
- 4 - Glass
- 2- No Preference

**12. Artist's Impression of Community Centre**

Given the subjective nature of the questions, feedback was assessed and categorised into overall positive, negative or neutral. Neutral is defined as either a suggestion, a practical question, or a comment that weighs the positives and negatives equally.

- 29 - positive comments
- 28 - negative comments
- 12 - neutral comments



The word cloud below has taken all the adjectives used to describe the artist’s impression of the community centre. As you can see from the graphic, the word good is prominent, and it was throughout respondents’ comments used on 12 occasions to describe the look of the building. In terms of concern for residents, ten described the impression as out of scale, out of keeping or not fitting with the aesthetics of Ham as an area. Linking to this, 12 people commented on it being too big, large or high. Four people thought that the impression looked contemporary or modern and three thought it was impressive. Generally, as can be seen from the figures above, there was a split down the middle in terms of the impression.



Word Cloud for the adjectives used in participants’ responses for question 12.

### 13. Additional Comments

Given the subjective nature of the questions, feedback was assessed and categorised into overall positive, negative or neutral. Neutral is defined as either a suggestion, a practical question, or a comment that weighs the positives and negatives equally.

- 11 - positive comments
- 24 - negative comments
- 18 - neutral comments

This is where residents who had any concerns raised them. One of the issues raised was around infrastructure and pressure on local services - seven participants raised these issues. Six people thought that there would be too many people in the area. There were 11 separate mentions of parking with all of those, except one, seeking to ensure there will be enough parking. The other comment was in regard to ensuring there was enough cycle parking provision. There were nine separate comments regarding the increased amount of traffic that will be brought to the area. As you can see from the word cloud below the comments were wide ranging, the most prominent seem to be local impact and traffic.



Word Cloud for participants' responses to question 13.

## Children's Feedback – Taken at the play/colouring table

Below are the key points that children who attended the consultation said they would like to see:

- Balcony
- Swing slide
- Garden
- Trampoline
- Monkey bars
- Shed toys – big doll house – tree house
- Growing on balconies – no ivy because of spiders – jasmine
- More public art and painting

## August 2021 Consultation and Engagement

In August, the key events that took place in relation to the project were:

Date	Event
5 <sup>th</sup> August	Online meeting with Resident Engagement Panel
10 <sup>th</sup> August	Workshop at Ham Youth Centre with Achieving for Children and TAG
11 <sup>th</sup> August	Online meeting with Stakeholder Reference Group
24 <sup>th</sup> August	Attendance at Ham & Petersham Neighbourhood SOS Garden Party
26 <sup>th</sup> August	Online meeting with Resident Engagement Panel

### Ham & Petersham Magazine Update

In the August edition of the Ham & Petersham Magazine the project provided a 2 page general update on the Ham Close regeneration project including the July consultation events, notice of our intention to be present at the Ham Fair which took place the following month as well as provided details of the [hamcloseconsultation.co.uk](https://hamcloseconsultation.co.uk) website and contact details for the consultation team.

The Ham & Petersham Magazine is distributed door-to-door throughout Ham and Petersham.

A copy of the 2 pages provided in the Ham & Petersham Magazine are provided below.

# THE FUTURE OF HAM CLOSE

## THE STORY SO FAR

RHP has worked in close consultation with our customers at Ham Close and the wider Ham community over several years on the vision for the future of Ham Close. This includes ambitious plans to deliver new homes, community facilities and amenities to benefit both our customers living in Ham Close and their neighbours.

In June, RHP chose Hill as our Developer partner. Hill is a family-owned and operated housebuilder that creates a range of exemplary new homes across London and the South-East. We were impressed that they were named Medium Housebuilder of the Year at the Housebuilder Awards 2020 and Housebuilder of the Year at the 2020 WhatHouse? Awards.

## OVERVIEW OF PROPOSALS FOR HAM CLOSE

The regeneration of Ham Close will create a place for RHP customers to continue to living and enjoying their community with sustainability at the heart of the proposals: a characterful environment that feels part of Ham.

Proposals include:



Up to 452 high-quality new homes, with approximately 50% to be affordable.



Improved living space and quality of life for RHP customers currently living at Ham Close.



A new community centre, re-providing facilities for Achieving For Children and TAG Youth Club, with an opportunity to facilitate some further public access.



A new home for the Richmond MakerLabs.



Architecture inspired by Ham, including Parkeys and Wates Estates and formal settings around Ham Common and Ham House.



Improved green spaces, a new green link in Ham Close, new tree planting and retained mature trees.



New habitats for wildlife including ground-nesting bees and birds.



Resident allotments.



New public children's play areas.



Opportunities for new public community art.



Approximately 300 car parking spaces with the majority underground.



New bicycle storage facilities for Ham Close.





## RHP & HILL LAUNCH PUBLIC CONSULTATION

RHP and Hill kicked off the latest round of consultation with two in-person events at Ham Close over Friday 23 and Saturday 24 July. Members of the design team were on hand to talk to our customers and members of the local community and answer any questions.

A consultation website has been launched. We invite you to leave your feedback at [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)



## CONSULTATION NEXT STEPS

If you couldn't make the last round of consultation events, don't worry: there will be plenty of opportunities to engage and stay updated.

We look forward to meeting many more people from the local community as we hold workshops with our RHP customers and residents at Ham Close, as well as further meetings with interested local community groups.

Following this, we plan to hold another round of in-person consultation events in November, to discuss our revised design proposals for Ham Close, reflecting on the feedback received to date. Details provided in this article!

The consultation website [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk) will be regularly updated with content and details of further public events and how we'll continue to engage with the local community.

If you know someone who doesn't have access to the internet and would like to be involved, the consultation team can post consultation materials directly to them. Just get in touch using the contact details below.

## OUR UPCOMING CONSULTATION EVENTS

COME AND JOIN US AT HAM FAIR!

Saturday 11 September 2021

11.00am until 4.30pm

Ham Common

We'll be available to talk through the proposals and answer any questions you may have.

COME AND MEET THE DESIGN TEAM IN PERSON

St Richard's C of E Church, Ashburnham Road,  
Richmond, TW10 7NL

Friday 19 November 1pm - 6pm

Saturday 20 November 10am - 3pm.

## CONTACT US

Telephone: 0203 929 0523

Email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)



# HAM CLOSE

## Workshop at Ham Youth Centre with Achieving for Children and TAG

Following the initial conversations in July 2021 with Achieving for Children and TAG, and with Covid restrictions easing further into the summer of 2021, WR-AP architects carried out a workshop at the current Ham Youth Club with the leadership of both organisations.

By visiting the current Ham Youth Club, a greater understanding of the activities carried out and the practicalities of those activities could be gained to help inform the future design of the community facilities to accommodate the work of Achieving for Children and TAG.

## Attendance at Ham & Petersham Neighbourhood SOS Garden Party



Members of the team for the Ham Close regeneration project representing Hill Residential and RHP attended the Ham & Petersham SOS Garden Party held on 24<sup>th</sup> August. Taking copies of the consultation boards displayed at the July 2021 consultation events, it was an opportunity to meet and discuss the regeneration of Ham Close with local residents who might not have been able to attend the events held in July.

## September 2021 Consultation & Engagement

In September, the key events that took place in relation to the project were:

Date	Event
11 <sup>th</sup> September	Stand at Ham Fair
23 <sup>rd</sup> September	Online meeting with Resident Engagement Panel
24 <sup>th</sup> September	Workshop with Achieving for Children and TAG young people

### Ham Fair

The project team attended the Ham Fair on September 11<sup>th</sup>. This is an annual event organised by the Ham and Petersham Association and Amenities Group. The Ham Fair was held on the Ham Common with a variety of stalls, entertainment provided by local schools and other groups, food and drink, a play zone for children and much more. 2021 was the first year since Covid restrictions were lifted that the team were able to attend the fair.

Hill Residential, alongside RHP, decided that presence at the Fair would be a good place to chat to wider Ham and Petersham residents and hear their thoughts on the regeneration of Ham Close.

This was held as a drop-in session where a selection of the exhibition boards from the consultation events in July 2021 were on display as visual aids to assist in conversations with residents. Printed copies of the full exhibition boards were available for those residents who requested them.





## Workshop with Achieving for Children and TAG young people

To get a broader understanding of what young people would like to see in the proposals we decided to hold a workshop with Achieving for Children and TAG young people. As part of the wider Ham Close Regeneration the new Community Centre has the opportunity to become a new civic beacon for the wider community in Ham. Therefore, it was important to engage with the existing users of the building to see what they would like to see provided and what new facilities they would like to see incorporated into the proposals. Consultation boards were used to present the ideas for the community uses, and questions were asked allowing the young people to







## Feedback Received

There were a range of creative ideas and feedback proposed by the children and young people of Ham Close at the event, and the feedback was taken in the form of post-it notes, onto an A3 questions sheet after they had been shown the consultation boards outlining what we plan to do with their new community centre. Those questions and answers are outlined below:

1. **In terms of making the development sustainable, what would you like to see more of?**
  - No answers
  
2. **Can you think of ways we can better use these spaces or any other activities that can be done in them?**
  - “In the new building we could have a bigger kitchen”
  - “Therapy room. Cooking class”
  - “Art club. Music”
  - “Inside the youth centre please add a swing and a music room”
  - “To add the cool stuff that you have right now”
  - “I like the gaming room and the art room”
  - “I really love the gaming room. I also really like cooking in the kitchen”
  - “I feel really passionate about sewing so for another club it would be great!”
  - “I love the gaming room because it's really decorated and pretty”
  
3. **What facilities/activities would you like to see in the Activity Hall?**
  - “A really big gaming room with PC's. Have a pool”

- “I like to game / play basketball / art”
- “Football. Table tennis”
- “Basketball. Skateboarding. Dance”
- “Art club. Music. Parkour”
- “Netball area. Football”
- “Football. Netball. Table tennis”
- “Boxing”
- “Parkour. Pool. Table tennis. Badminton. Basketball”
- “Swimming pool, Tennis, Aqua Park, Big gaming room!”

**4. What features, that you like in other buildings, would you like to see in the new Community Centre?**

- “Glass”
- “Loads of windows”
- “Nice brick work. Lots of colourful glass”

## October 2021 Consultation & Engagement

In October, the key events that took place in relation to the project were:

Date	Event
2 <sup>nd</sup> October	Workshop “Ham Close – How should it look and feel to you” with Ham Close Residents, Resident Engagement Panel and Ham Close Residents’ Association
12 <sup>th</sup> October	Online meeting with Stakeholder Reference Group
18 <sup>th</sup> October	Community Centre Consultation event arranged by London Borough of Richmond upon Thames. RHP and Hill Residential in attendance
19 <sup>th</sup> October	Online Ham & Petersham Neighbourhood Forum meeting – open to general public

### **Workshop “Ham Close – How should it look and feel to you” with Ham Close Residents, Resident Engagement Panel and Ham Close Residents’ Association**

Residents of Ham Close were invited to attend a one-day workshop on Saturday 2<sup>nd</sup> October. The workshop consisted of two sections which invited resident feedback on landscape and the design of the buildings.

The Agenda of the workshop included:

1. Introductions (5 mins)
2. Public Consultation Feedback (5 mins)

3. Masterplan Design Update (5 mins)
4. Landscape (Workshop Group A) (up to 1 hour)
  - a. Character areas
  - b. Play spaces
  - c. Nature & Wildlife
  - d. Streetscape
5. Design of Buildings (Workshop Group B) (up to 1 hour)
  - a. Example Apartment Floorplans
  - b. Balconies
  - c. Communal Areas and Entrances
  - d. Safety & Security
  6. Next Steps and Conclusion (5 mins)

The images show the format of the workshop and the feedback given by residents who used post-it notes to make notes as well as coloured dots to indicate precedent imagery that they liked (green dots) and disliked (red dots).

### Pictures from Resident Workshop

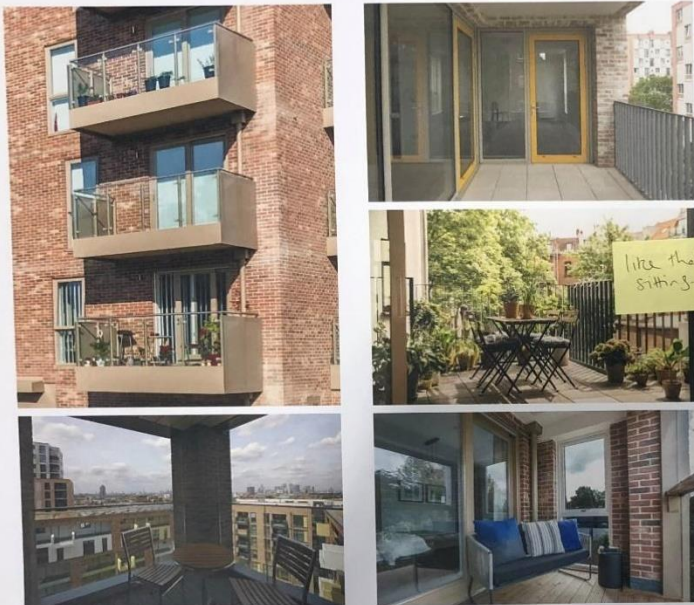






# Apartments and Balconies

## Balcony Ideas



### Feedback and Ideas



## Apartments

Living Area



Kitchen



Bedroom



Bathroom



# Communal Spaces

What do you like/dislike about the existing buildings?

What do you think could be better?

The adjacent images show examples of communal spaces.

What do you like or dislike about these?

uniform entrances across tenor

Entrances



Light into stairwells



Secure bicycle storage



Secure refuse/recycling store



Communal Stairs



# Safety and Security

## Secured By Design

### Masterplanning Key Principles:

- > Well lit vehicular and pedestrian routes designed to ensure that they are visually open, direct and will be well used.
- > Entrances locations in prominent landscaped spaces with clear access and overlooked.
- > Defensible planting to building frontages to provide a buffer between private and public spaces.

### Building Design Key Principles:

- > Communal entrances to have entry locking systems.
- > Mail facilities located within entrance of block with individual lockers.
- > Within the block secure individual entrance doors with door viewers.
- > Access control to communal storage spaces such as cycle and refuse stores.

Defensible Planting



Post Boxes



## Feedback and Ideas

A large empty rectangular area for feedback and ideas, containing a single yellow sticky note with handwritten text: "Video entry phones?"



# 3 Bed 5 Person Apartment

Existing 3 Bed 5 Person Apartment  
Hatch / Hawkins



Existing 3 Bed 5 Person Apartment  
Benson / Bowes Lyon / Bentinck / Cavendish / Field / Secrett / Newmann / Leyland



Proposed Example 3 Bed 5 Person Apartment - Type 2  
Separate Kitchen Option



Open Plan Option



# 3 Bed 5 Person Apartment

Existing 3 Bed 5 Person Apartment  
Hatch / Hawkins



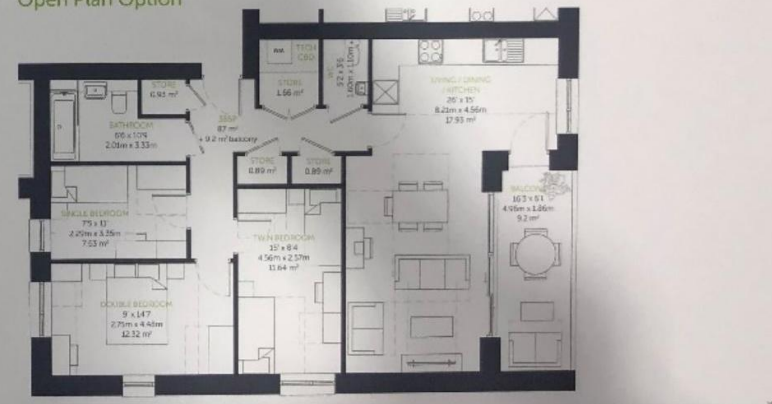
Existing 3 Bed 5 Person Apartment  
Benson / Bowes Lyon / Bentinck / Cavendish / Field / Secrett / Newmann / Leyland



Proposed Example 3 Bed 5 Person Apartment - Type 2  
Separate Kitchen Option



Open Plan Option

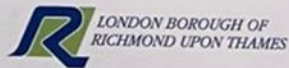


of Ham Close

# The Future of Ham Close

Landscape Masterplan

5



hamcloseconsultation.co.uk

## Ham & Petersham Neighbourhood Forum Meeting

An online meeting of the Ham & Petersham Neighbourhood Forum was held on Tuesday 19<sup>th</sup> October to which RHP, Hill Residential, LBRuT officers and Ham Close design team members were invited to present on the regeneration of Ham Close.

The meeting was open to all members of the local community to attend. Following the presentation of the proposals for Ham Close, there was a Question-and-Answer session. The following comments arose during the session.

- Community Centre – A large part of the meeting was spent discussing this element of the project with comments on a variety of queries including materiality, size and management/broadening uses for the community while ensuring duplication did not take place. It was put that the materials chosen come from too wide a context of Ham as opposed to the immediate street scene around the proposed site. Management would be taken into account either through ongoing technical work or through engagement with LBRuT who would own the building and their leaseholders.
- Population increase in Ham – Concerns about the effect on existing transport infrastructure and social infrastructure particularly doctor’s surgeries and school places
- Social Value Fund – The social value fund linked to the project was explained as a support for local initiatives/projects and clarified that it was in addition to existing funding being put forward by way of CIL and S106 payments. As a long term initiative across the life of the project, ideas were being sought from across the local community including community groups, businesses and residents of Ham & Petersham. Hill Residential also clarified their commitment to apprenticeships and a local employment strategy as part of the project
- Future management of the site – Assurances were given by RHP that they are completely focused on the provision of quality future homes with the management of those homes being key to their success.

## Response to Feedback

Throughout the consultation process outlined in this Chapter, the design team have received a great deal of information and feedback through a variety of mediums which have been considered across three primary elements of the project.

1. The Masterplan and Homes at Ham Close
2. Landscaping at Ham Close
3. The Community Centre and Richmond Maker Labs

The feedback provided has been used as part of the iterative design process across each of the three elements outlined above to bring forward updated plans which reflect the views of residents at Ham Close and in the wider Ham & Petersham community.

## The Masterplan and Homes at Ham Close

One of the key topics which was raised in the consultation responses and in several community meetings is density. In the word cloud linked to Q13 of the July 2021 consultation feedback form, words and phrases which are prominent and linked to this are “density,” “area,” and “impact.”

This was very clearly heard by the architect team at BPTW who made several design amendments to the masterplan. This led to not only sensitive heights being reduced at the scheme, particularly around the edges but also increased space between buildings of between 1.3m and 4.1m by making the buildings themselves slimmer and including more variety in building shapes. This opens up the development even more than in the previous masterplan, especially south of the Linear Park. Furthermore, boundary treatments have been used such as low railings and hedges which do not enclose spaces.

In addition, while responding to another element of feedback, BPTW has used the response to further assist in responding to the above issue of “impact” from “density”.

Residents clearly gave favour for architectural inspiration to be taken from Ham House, Wates Estate, Ham Street and Parkleys, as demonstrated by the word cloud in response to the July 2021 consultation feedback form Q7 which the architecture team at BPTW has done as evidenced in their elevation studies.

While doing so, they have also used the elevation and shapes of the building to ensure that there is regular punctuation between the buildings, again opening up the development and reducing the sense of being an “impact.”

On the issue of brick choices across the development, these will reflect the most popular choices from the responses to Q8 of the July 2021 consultation feedback form:

- Red Brick (Most Popular)
- Buff Brick
- White Brick
- Local Richmond Stock Blend

Similarly, in regard to the features on building elevations, as the development will have a number of character areas, this provides the opportunity for a range of features to be adopted. The most popular choices from responses to feedback form Q9 will be used and are outlined below:

- Brick detailing (Most popular)
- Different window proportions
- Horizontal emphasis

Throughout general consultation with current Ham Close residents, through the REP meetings and at the Workshop “Ham Close – How should it look and feel to you” several important design factors and features of the new homes emerged.

It was important to current Ham Close residents that the new homes allowed as much natural light and ventilation in as possible, and that natural ventilation could be provided for bathrooms and kitchens via opening windows wherever possible. This is clearly demonstrated in the REP minutes and through the results of the Ham Close Residents’ Association Survey.

To respond to these important factors, BPTW have blocks shaped to maximise the number of dual-aspect apartments and this allows for plenty of natural and cross ventilation as well as maximise light into homes, with all windows in the apartments being openable. They have also included bathroom and kitchen windows in flat layouts where possible and where the layout is not compromised.

Another aspect of importance which can be seen in the REP meeting minutes to existing Ham Close residents is the choice of separated kitchens as well as open plan living space. Therefore, where possible BPTW has designed the apartment floorplans to include a variety of layouts and will either have separate kitchen / dining spaces or have open plan kitchen / living arrangements. Residents also expressed interest in the inclusion of balconies, and BPTW has ensured that all residents will have outdoor private amenity space or balconies.

Lastly residents have expressed comments regarding whether this development will impact the “village feel of Ham”, concern with the heights and also being “out of keeping with village ambience of Ham”. BPTW addressed these points by firstly reducing heights of buildings in sensitive areas such as the eastern boundary by Ham Village Green, behind Ham Clinic and the western boundary by St Richards C of E School, in order to reduce the impact of heights. Secondly, there is a gradual transition of heights between central apartment blocks and houses along the boundaries of the site. Also, a number of mixed housing styles have been incorporated to try and maintain the “village feel” of Ham Close, and lastly the Linear Park has been incorporated to link the existing Ham Village Green into the new Ham Close.

## Landscaping at Ham Close

This theme of the consultation was the area where there was a great deal of cross over between responses particularly around flower rich planted areas and multifunctional spaces to include seating, play and food growing. The landscaping design features are included as a result of the responses to the feedback forms and through the preferences shown at the Workshop “Ham Close – How should it look and feel to you.”

Seating and Play spaces featured highly in the response to the July 2021 feedback form Q5 as the 1<sup>st</sup> and 3<sup>rd</sup> most popular answers. Therefore, a variety of seating opportunities have been designed into the landscape spaces in both public and semi-private spaces to accommodate individuals and groups, as well as formal play spaces with similar equipment to that of the existing play spaces on Ham Village Green. Furthermore, it has been highlighted that a fitness trail would be a nice publicly available space, and so an Explore/Trail path has been incorporated and these walkways meander through planting areas which allow children to connect with nature.

RHP customers particularly noted multifunctional spaces with quiet places to sit or work and areas for play and picnicking. A variety of seating areas, including tables are proposed throughout the semi-private spaces alongside lawn areas for less formal gathering/socialising. Growing spaces are included to allow residents to take ownership and grow food or use for gardening.

Private amenity spaces are provided for ground floor units with particular mention of boundary treatments. These are proposed as a low railing and hedge to increase connections with both public and semi-private space but also allow for passive surveillance. This also reduces the risk of the development seeming closed off and dense as outlined earlier in the Masterplan and Homes at Ham Close section. In the majority of cases these spaces face onto the Linear Park or semi-private courtyard spaces.

Playable opportunities feature through the Linear Park for a range of age groups, with some fixed equipment and play trails linking together individual spaces and allowing interaction with surrounding planting. Children in particular noted garden space, swing/slide and a tree house which are all considered in the choice of equipment.

Nature and Wildlife featured across many of the responses including examples such as increased tree planting, bird boxes, native flowers and trees as well as being a bee friendly space. As part of the improvement of biodiversity approach and encouraging wildlife, the aim has been to provide for as many comments as possible. Such improvements include: over 120 new trees proposed in the scheme, richly planted swales, biodiverse roofs and native planting, bird and bat boxes and bee-friendly plant species.

## The Community Centre and Richmond Maker Labs

### The Community Centre

The proposals for the community centre were shown a great deal of interest in the responses to the feedback forms and as part of a variety of discussions including the Workshop with Achieving for Children (AFC) and TAG young people.

While the primary purpose of the community centre is to replace the current Ham Youth Club so that AFC and TAG can continue their work, it was very clear from the outset that if there were an opportunity to provide spaces which could be utilised by the wider local community, this would be welcomed.

In terms of responding to the needs and requirements of AFC and TAG as organisations, the Community Centre Architects WR-AP have addressed the following requests: More easily accessible storage space for specialist equipment, more communal spaces for indoor games inc. table tennis, football, and a specialist kitchen space for use by AFC and TAG. WR-AP have responded to these issues by providing the requested easily accessible equipment storage by providing it directly from the main activity hall. They have also provided a large, flexible community lounge which can be used by both AFC, TAG and open for hire by the wider community. Lastly the kitchen will be fitted out for accessibility use with adjustable worktops and slide and hide ovens.

It was very clear from the workshop that the young people favoured the facilities provided by the gaming/IT room with it being the most discussed point. The proposals put forward ensure that this is retained in the new community centre.

However, this also provided an opportunity to widen the use at the community centre for the local community which responded positively to the idea of a cinema club at the community centre in response to July 2021 feedback form Q10. This can be achieved in the IT room which can double up as a cinema room.

While the cinema club option was popular in response to July 2021 feedback form Q10, the most popular answer to that question was community meeting space. This was also raised in the Ham & Petersham Neighbourhood Forum meeting in October 2021. This feedback has been responded to through the provision of a community lounge and 2 meeting rooms for use by AFC and TAG but also will be available for hire by the wider Ham and Petersham community.

While there was great interest in the activities and uses of the community centre, there was also great interest in the form, height, massing and materiality of the building.

In response to July 2021 feedback form Q11 which asked about materiality, the clear majority was for sustainable brick and timber to be used which has been responded to very clearly in the revised proposals through using architectural masonry (which requires less mortar) as well as utilising timber panels - thus reducing the overall carbon footprint of the building compared to the previous design. However, architects at WR-AP also considered resident responses to July 2021 feedback form Q7 regarding architectural inspiration for the revised design through the inclusion of the loggia features which are taken as inspiration from Ham House, by far the most favoured building in the feedback.

Furthermore, WR-AP responded positively to the main feedback from residents on the size of the community centre which some had stated the scale was too “large” or “high” as evidenced by the word cloud for the responses to July 2021 feedback form Q12. The height has been reduced from 4 storeys to 3 storeys and the overall bulk and mass of the building has been reduced by incorporating outdoor terraces on the second floor. Floor to ceiling heights have also been reduced to further shorten heights. The revised design for the community centre has also been set back away from Ham Village Green at ground floor, creating a buffer zone which includes a loggia walkway as mentioned previously.

### **Richmond Maker Labs**

Given the specific nature of re-providing the Richmond Maker Labs, there was less public interest in the design of this building with the architects at WR-AP working closely with the leadership team of the Richmond Maker Labs on their needs. However, as Ham United Group (HUG) also use the building, their response to the consultation was particularly relevant, especially on the issue of where the replacement building should be located and the facilities it had.

WR-AP ensured that they responded to the historic context of the site, notably the barn buildings which used to be situated on Manor Farm. This informed the form and massing of the Maker Labs, notably the pitched roof and positioning of windows on gable ends. The timber cladding is, again, a reference to traditional building techniques.

In addition, WR-AP responded to requirements of the Richmond Maker Labs with the following:

- 2 efficiently planned workshops, with one workshop to be used for computer work and meetings, and another for woodworking and metalwork
- A secure area of outdoor space provision for Richmond Maker Labs for an exterior bench and a shed for Friends of Ham Lands
- Plenty of wall space in the workshops to allow for storage, as well as a dedicated storage room



- Skylights and windows to bring natural light into the workshops
- Provision of a lift to allow for increased accessibility and for equipment
- An IT cupboard as requested by Richmond Maker Labs
- A kitchen area and WC as requested by Richmond Maker Labs
- One blue badge parking space outdoors for users of the Richmond Maker Labs

In response to feedback received, WR-AP made the subsequent architectural amendments:

- With regards to materiality, a silver timber was proposed in response to feedback from both Richmond Maker Labs and community groups and residents
- A two-storey building was proposed to accommodate the needs of the users and allow for the most efficiently planned internal spaces
- With regards to the location selected for the new building, the response from HUG, which stated a positive view to having the building sited in its current proposed location backing onto the school playing field, was considered and acted upon

## February 2022 Engagement

In February, the key events that took place in relation to the project were:

### Consultation Flyer

In order to notify members of the public about the latest in-person consultation events, an exhibition flyer was prepared and distributed to Ham Close residents and the wider community.

The flyer is shown here and provided some background to the consultation, in the form of images showcasing consultation and engagement undertaken throughout 2021, as well as the details for the next set of events. The flyer also included details of the consultation website and contact details for the consultation team through a dedicated email address and telephone number. Ham Close residents received a copy of the leaflet as part of the general delivery and again via a second hand-delivery by RHP officers.

Date	Event
25th February	Young Peoples' Consultation
25th February	Updated engagement boards and feedback form uploaded to website
25th & 26th February	Ham Close Public Consultation events held at St. Richard's Church

# HAM CLOSE ENGAGEMENT EVENT INVITATION



## HAM CLOSE UPDATE

Since July 2021 RHP and Hill Residential have continued the consultation and engagement started in 2015 with local residents on the proposals to regenerate Ham Close.

We have had a great many responses to our consultation and are grateful to everyone for taking the time to engage with us.

We are now ready to show how that engagement and your views have been taken into account in designing the proposals for Ham Close.

Please find details of how you can view the revised proposals and engage further with us overleaf.

## CONSULTATION AND ENGAGEMENT THROUGHOUT 2021



Public Consultation Event, July 2021



Ham Close Resident Workshop, October 2021



Ham Fair, September 2021



Ham Youth Centre Engagement Event, September 2021



# HAM CLOSE - COME AND SEE OUR UPDATED PROPOSALS!

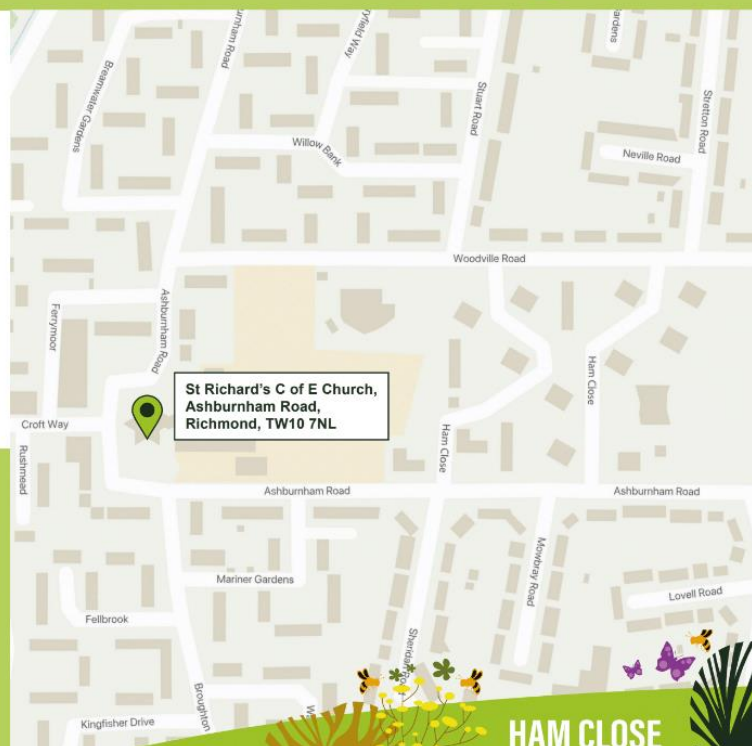


We hope that you can join us to learn how your input and views have helped us shape the future of Ham Close and would like to invite you to attend, in-person:

- **Friday 25th February, 2pm - 6pm and Saturday 26th February, 10am - 3pm**
- Come and meet the design team in person at St Richard's C of E Church, Ashburnham Road, Richmond, TW10 7NL

Or digitally:

- Digital information boards will also be hosted on [www.hamcloseconsultation.co.uk](http://www.hamcloseconsultation.co.uk) from Friday 25th February 2022



## CONTACT DETAILS

If you have any questions about our proposals, please do get in touch at:

Telephone: 0203 929 0523

Email: [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)

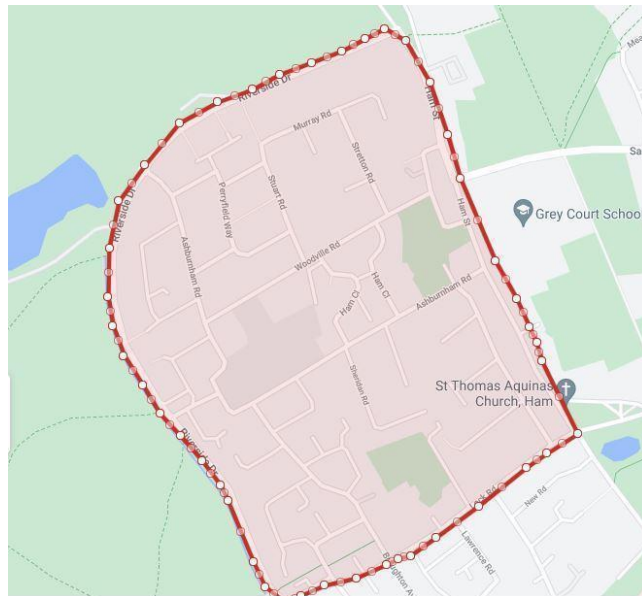
Website: [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)

HAM CLOSE



## Advertisement of the consultation events

To make sure local residents and stakeholders were given notice of the exhibition, the flyer was sent out to 1748 homes in and around the area surrounding Ham Close. The map below shows the delivery area of the flyer.



In addition to this leaflet, awareness was raised via the following means:

- Stakeholder email invitations were issued to all those who had previously registered their interest
- Invitation emails were issued to locally elected officials including the local MP Sarah Olney and ward Councillors
- The event was promoted via RHP's [hamclose.co.uk](http://hamclose.co.uk) website and social media channels
- Community Group and Local Business invitations were issued to the following groups:
  - Ham Library
  - Perfect Smile Dentist
  - SW London Clinical Commissioning Group
  - NHS Hounslow and Richmond Community Healthcare
  - Ham United Group
  - Ham & Petersham Neighbourhood Forum
  - Ham and Petersham Association
  - Ham & Petersham Neighbourhood SOS
  - Woodville Centre
  - Richmond Maker Labs
  - St.Richard's Church
  - Greycourt School
  - St Richard's CE Primary School
  - Meadlands Primary School
  - Friends of Ham Village Green
  - Ham Close Residents' Association

- Mervyn Smith
- Ham House and Gardens
- Ham Riverside Land Ltd.
- Hansel and Pretzel
- Ham Girl Guides
- Ham Scout Group
- Petersham & Ham Sea Scouts
- Ham and Petersham Magazine
- Ham & Petersham Rifle & Pistol Club
- Richmond Baseball Club
- Ham Polo Club
- The Children's Garden
- The Richmond Society

## Ham Close February Engagement Events

The February community engagement events took place on:

- Friday 25th February from 2pm to 6pm
- Saturday 26th February from 10am to 3pm

These engagement events were held at St Richard's C of E Church on Ashburnham Road. This location was chosen because of its high profile and well-known location as a community hub for the residents of Ham and very accessible for Ham Close residents.

Members of the design team, RHP and TPAS were all present at the event. RHP, Hill Residential and design team members were present to walk members of the public through the exhibition boards, which are included below, discuss the proposals and answer their questions, with TPAS available for further engagement with Ham Close residents.

Attendee feedback was captured via feedback forms, which is included below. This covered a variety of topics across the revised masterplan, architectural design proposals, landscaping, community facilities, and sustainability.

## Young Peoples' Engagement

Capturing the views of younger people was an important factor for the design team. Therefore, a youth centre visit to the public engagement was arranged in advance of the event in order to guarantee the input of young people. Many toys and activities were provided for young person's accompanying relatives to the event.

Photos of the engagement events





## Exhibition boards

At the engagement events, the following exhibition boards were displayed for residents to learn about the revised proposals for the regeneration of Ham Close.

## The Future of Ham Close

1

Welcome

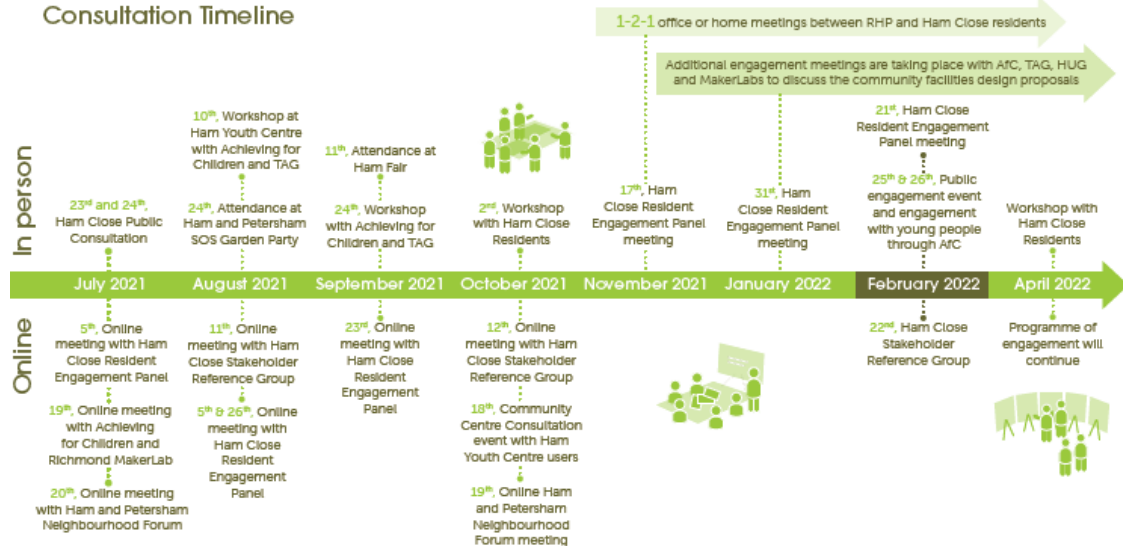
hamcloseconsultation.co.uk

**Thank you** for attending this latest round of engagement on the future of Ham Close. RHP and Hill Residential have been developing the regeneration proposals in consultation with Ham Close residents and their Resident Engagement Panel (REP), the local community and London Borough of Richmond upon Thames. These proposals will deliver 452 new homes (replacing the existing 192 homes), a Community Centre, a new Richmond MakerLabs facility, landscape and play amenities to the area.

**Consultation has been on-going since 2015** (7 years ago) to set the masterplan principles for Ham Close. Since July 2021 we have continued to develop the masterplan through a variety of consultation and engagement. We have received a great deal of feedback both in person and via our website/ email address. We would like to thank everybody who has actively contributed to shaping the future of Ham Close.

We are pleased to present you with our updated proposals for the regeneration of Ham Close. We hope you will find this exhibition useful and informative. The design team are on hand to answer any queries you may have. Please also feel welcome to contact us after this weekend's event using our email address [info@hamcloseconsultation.co.uk](mailto:info@hamcloseconsultation.co.uk)

### Consultation Timeline



 Masterplanning and Residential Architecture	 Community Centre and MakerLabs Architect	 Landscape Architect	 Planning Consultant	 Transport Planning
 Landlord	 Developer	 Partner		

# The Future of Ham Close

2

Thank you for your feedback

hamcloseconsultation.co.uk

We have reviewed all feedback received to date and have taken on board your comments. We have listened and in response made a number of changes to improve the proposals at Ham Close and included your preferred architectural features.



## Masterplan and Future Homes

YOU SAID

WE DID

Some residents of Ham Close identified the following to be top priorities:

"Lots of natural light and natural ventilation"  
 "Having the choice of separate kitchens and open layouts" and  
 "Inclusion of balconies".



Concerns about impacting the "Village feel of Ham", "height" and being "Out of keeping with village ambience of Ham".



- We maximised the number of **dual-aspect apartments** to let in plenty of natural light, cross ventilation and natural ventilation with all windows being openable

- We have designed the floorplans to include a **variety of apartment layouts**. Apartments have either an open plan kitchen/living/dining arrangement or a separate kitchen/dining space

- All residents will have a **garden, patio, terrace or balcony**.

[Please see board 5](#)

- We **reduced heights** of buildings in sensitive areas, including the eastern boundary by Ham Village Green, behind Ham Clinic and the western boundary by St Richard's C of E School

- We have created a **gradual transition** of height between the central apartment buildings and houses along the boundary of the site

- We incorporated a **mixture of housing styles**

- Retained a **Linear Park** to link the existing Ham Village Green into Ham Close.

[Please see board 4](#)

The masterplan is "Too Dense".



When asked which special places in Ham to take inspiration from, the highest voted locations were:

- Ham House
- Wates Estate
- Parkleys
- and Ham Street.

The following brick colours were voted the most popular by you:

- Red brick
- Yellow Buff brick
- White brick.

- We made the **buildings slimmer** increasing space between buildings

- We **varied building shapes** to further increase the distances between buildings

- We used **boundary treatments** including low railings and hedges to secure but not enclose communal gardens

[Please see board 4](#)

We have taken time to **understand the essence of Ham** and have created a variety of architectural characters and styles, which all draw inspiration from local buildings.

[Please see boards 6 to 10](#)

- We have created a material palette that is **representative** of your most popular brick colours and brick colours found within the surrounding area

- This includes **Red brick, Buff brick, White brick and the local Richmond stock blend**.

[Please see boards 6 to 10](#)





## The Future of Ham Close

3

Thank you for your feedback

hamcloseconsultation.co.uk

### Community Centre

#### YOU SAID

#### WE DID

AfC and TAG asked for:

- More easily accessible storage space for specialist equipment
- More communal space for indoor games inc football and table tennis
- A specialist kitchen space for use by AfC and TAG.

- Provided storage space from the main activity hall for more **easily accessible equipment storage**

- Provided a **flexible, large community lounge** which can be used both by AfC and TAG

- Provided a **kitchen** which can be fitted out for accessible use with adjustable worktops as well as slide and hide ovens.

[Please see board 13](#)

Local residents said they wanted:

- Flexible space for use by the wider Ham and Petersham community
- Cinema Club
- The ability to access the more specialist rooms including art room and music studio.

- Included a **community lounge and 2 meetings rooms** which could be hired out to other local community groups and residents of the wider Ham and Petersham community. The gaming room can double up as a cinema room

- Included **art room and music studio** which can be open for hire to the local community.

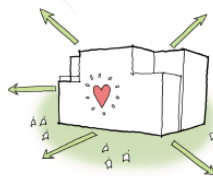
[Please see board 13](#)

"Use sustainable brick and timber".

We will use architectural masonry which requires less mortar as well as use timber panels thus **reducing the overall carbon footprint** of the building compared to the previous design.

[Please see board 13](#)

"The Community Centre is too big" is a comment we received from a number of people.



- We have listened and have **reduced the height of the building** from four storeys to three and reduced the overall bulk and mass of the building by having 2 x outdoors terraces on the second floor. Floor to ceiling heights of each floor have also been reduced without compromising their use

- The building has been **set back away** from Ham Village Green at the ground floor, creating a buffer zone with inclusion of a Loggia walkway.

[Please see board 13](#)

Ham Youth Centre users asked to retain the gaming/IT facilities and have space for additional sports including indoor skateboarding and parkour.

- We've included the **gaming/IT facilities** in our proposals

- Provided **flexible space** in the new activity hall which can be adapted for indoor skateboarding and parkour.

[Please see board 13](#)

### Landscaping Proposals

#### YOU SAID

#### WE DID

When asked for further suggestions about improving nature and wildlife, you said:

- Trees/ Increased tree planting
- Wild growing area
- Water feature/Large pond
- Bee friendly
- Bird boxes
- Native flowers and trees.



As part of our approach to improving biodiversity and encouraging wildlife we have included:

- Over **120 new trees** in the proposal

- Richly planted swales, biodiverse roofs, and native planting to **maximise biodiversity**

- **Bird boxes and bat boxes**

- **Bee friendly** plant species

This has led to a biodiversity net gain of **at least 10%+**.

[Please see boards 11 & 12](#)

For the publicly available green spaces at Ham Close the following were voted most important to include:

- Seating areas
- Fitness trail
- Play space.

We have provided a variety of green and open spaces which include the following:

- Variety of **seating opportunities**

- **Formal and informal play spaces** with equipment that compliments the existing play spaces on Ham Village Green

- **Explorer/Trail path** - walkways through planting allowing children to connect with nature.

[Please see boards 11 & 12](#)

For the semi-communal areas, the following features were voted the most important to Ham Close residents:

- Quiet place to sit
- Picnicking
- Gardening
- Children's play.

- We incorporated a **variety of seating** areas throughout the semi-private landscape spaces alongside growing areas and informal play spaces for children

- As part of the wider design for green spaces at Ham Close, we have included a **formal lawn** for picnicking or small community events.

[Please see boards 11 & 12](#)



HAM CLOSE

# The Future of Ham Close

4

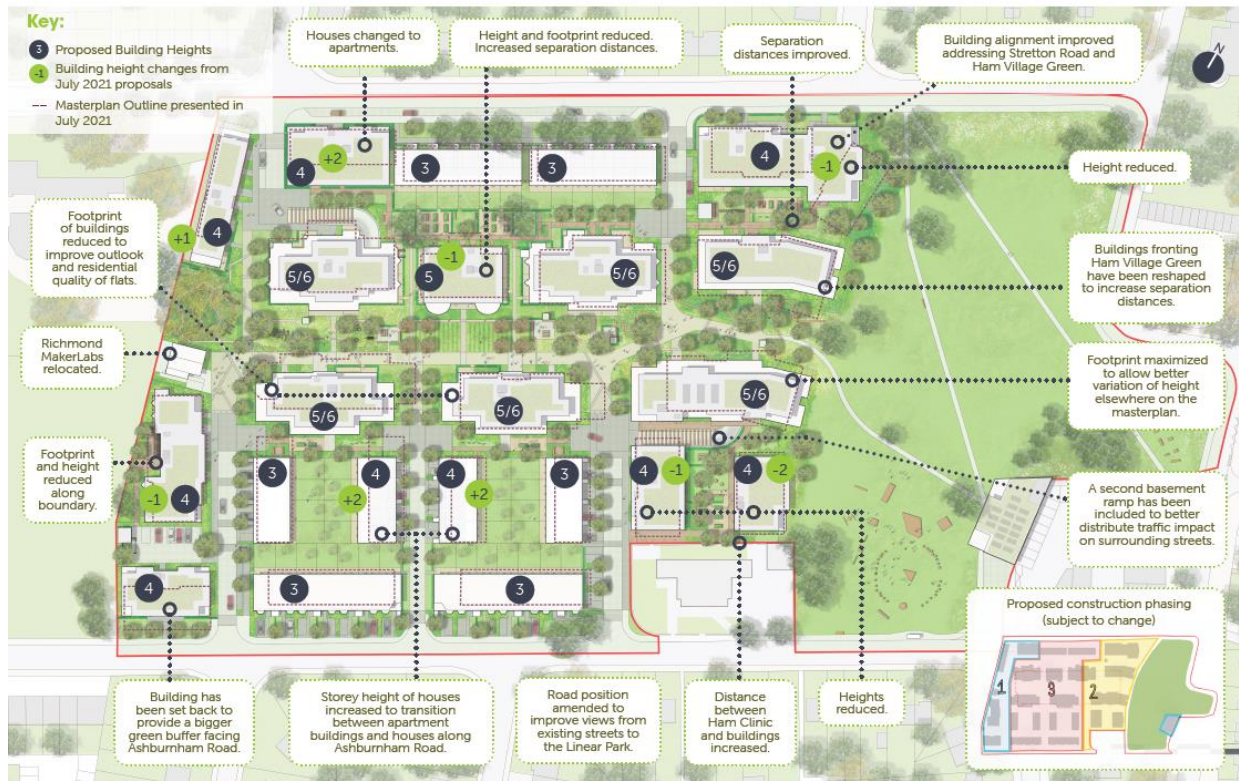
## The Masterplan

hamcloseconsultation.co.uk

The masterplan for the regeneration of Ham Close has been amended to reflect the input of Ham Close residents, the local community and planning officers at the London Borough of Richmond upon Thames. Below are some of the key changes that have been made following the consultation.

Below is a summary of the proposed homes by number of bedrooms which will result in an increase in the population at Ham Close of approximately 550 persons:

Size	Flats	Houses	Total
Studio	4	0	4
1 Bed	220	0	220
2 Bed	165	0	165
3 Bed	21	0	21
4 Bed	0	34	34
5 Bed	0	8	8
<b>Total</b>	<b>410</b>	<b>42</b>	<b>452</b>



Illustrative sketch from Ashburnham Road



Illustrative sketch from Ham Village Green



Illustrative sketch from Sheridan Road



HAM CLOSE

## The Future of Ham Close

5

Improved Living for Ham Close Residents

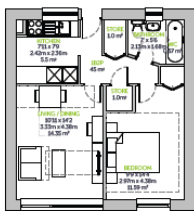
hamcloseconsultation.co.uk

The regeneration of Ham Close will re-provide the 143 x existing affordable tenanted homes, provide 78 x new affordable homes (comprising affordable rent, London living rent and shared-ownership) and 231 x new homes for market sale. All apartment buildings will be built tenure neutral, meaning they will all have the same high quality design principles.

### Existing homes at Ham Close

Existing 1 Bed 2 Person Apartment

Clarke / Greig / Hornby

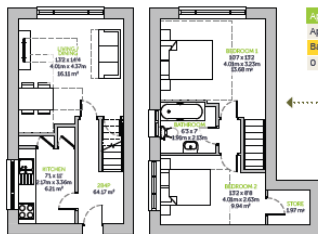


Apartment Area  
Approx. 45 m<sup>2</sup>  
Balcony/Terrace  
0 m<sup>2</sup>

Existing homes are undersized against current standards. All apartments will be larger in overall size than they currently are. New apartments will have improved natural lighting, by designing in as many dual-aspect homes as possible.

Existing 2 Bed 4 Person Apartment

Benson / Bowes Lyon / Bentinck / Cavendish / Field / Secrett / Newmann  
Leyland / Edwards



Apartment Area  
Approx. 64 m<sup>2</sup>  
Balcony/Terrace  
0 m<sup>2</sup>

Ham Close has no accessible homes. 10% of homes in the new masterplan will have floorplans designed to be wheelchair accessible or adaptable.

Existing 3 Bed 5 Person Apartment

Hatch / Hawkins



Apartment Area  
Approx. 72.7 m<sup>2</sup>  
Balcony/Terrace  
0 m<sup>2</sup>

There is no private outdoor amenity space at present. All new homes proposed will have their own private balconies/terrace or a patio.

### New homes at Ham Close

Proposed Example 1 Bed 2 Person Apartment  
Open Plan



Apartment Area  
80 m<sup>2</sup> minimum  
Balcony/Terrace  
5 m<sup>2</sup> minimum

Where dual-aspect can not be achieved, inset balconies provide cross ventilation.

Proposed Example 2 Bed 4 Person Apartment  
Separate Kitchen/Dining Option



Apartment Area  
70 m<sup>2</sup> minimum  
Balcony/Terrace  
7 m<sup>2</sup> minimum

Option 2: Remove kitchen wall to create open kitchen /living/ dining.

Proposed Example 3 Bed 5 Person Apartment  
Separate Kitchen Option



Apartment Area  
86 m<sup>2</sup> minimum  
Balcony/Terrace  
8 m<sup>2</sup> minimum

Option 2: Remove kitchen wall to create open kitchen /living/ dining.



There are no lifts at Ham Close which is causing accessibility problems for a number of residents.



Our proposals include a lift within each building, allowing for wheelchair accessibility and prams etc.



Existing apartment have reported issues of mould and condensation.



New homes will be better insulated to the latest standards and will be energy efficient.



Currently no allocated bike storage at Ham Close.



Secure bike storage and post boxes will be provided at the ground floor of each apartment building (Bikes will have a secure fob access).



HAM CLOSE

# The Future of Ham Close

6

Architectural Character - Village Green

hamcloseconsultation.co.uk

The Ham Village Green character area takes inspiration from grand houses fronting onto open green spaces as seen across Ham. The buildings are designed with this in mind and complement the Linear Park by using grand window proportions, bay windows and a strong material selection, inspired by Ham House.

Balconies representing stepping roof line      Symmetry in building frontage      Framing balconies creating bays front the village green



Ham House



Ham Common



Forbes House



Illustrative view from Ham Village Green



# The Future of Ham Close

Architectural Character - Linear Park

hamcloseconsultation.co.uk

The **Linear Park** character area consists of buildings designed within a green landscaped setting. The Linear Park is home to a collection of contemporary building types that take inspiration from the different building styles across Ham. At the centre is a white feature building inspired by houses at Ham Common.



Sudbrook Lodge    Langham House    Ham Common



Illustrative view from balcony down the Linear Park



# The Future of Ham Close

8

Architectural Character - Linear Park

hamcloseconsultation.co.uk



Illustrative view walking down the Linear Park to Ham Village Green



The Future of Ham Close

Architectural Character - Ashburnham and Woodville Road [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)

The proposed houses on **Woodville and Ashburnham Road** consist of two different character styles. Houses on Ashburnham Road have feature bay windows and inset entrances, whilst houses on Woodville Road have a feature vaulted roof and detailed brickwork.



Illustrative view from Ashburnham Road



# The Future of Ham Close

10

Architectural Character - Central Streets

hamcloseconsultation.co.uk

The **Central Streets** are pedestrian friendly streets that lead into the central Linear Park. The transition from the outer houses to the central apartment buildings are defined through an increase of height approaching the centre of the site. Architectural details take inspiration from Broughton Avenue, Wiggins Lane and houses along Ham Street.



Illustrative view down Central Mews Street





# The Future of Ham Close

Landscape Character of Ham Close

hamcloseconsultation.co.uk

The landscape proposals blend the naturalistic landscape of Ham Lands Nature Reserve and Ham Village Green, with more formal interventions as seen at Ham House and in the surrounding urban estates. Richly planted public and resident communal landscapes promote biodiversity gain, urban greening, and living streets:

- **Growing spaces** for residents
- Variety of **seating opportunities** with some intimate spaces and larger spaces for groups
- Spaces formed amongst hedgerows, clusters of herbaceous plants and shrubs
- **Bird and bat** boxes across the scheme targeting a variety of species
- Existing **trees retained** where possible to add maturity and shade
- Specimen and fruit trees add **seasonal interest**
- **Safe formal and informal play** spaces for young children close to homes.



- Publicly Accessible Open Space  
A new Linear Park linked to Ham Village Green
- Communal Courtyards  
Secure shared amenity space for residents
- Private Amenity Space  
Terraces and private gardens
- Streets  
Places for pedestrian access, cycling, servicing and limited parking

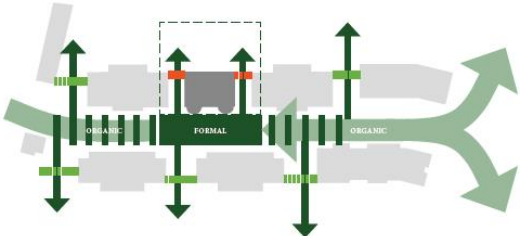


# The Future of Ham Close

Places for People and Nature

hamcloseconsultation.co.uk

A **New Linear Park** will run through the centre of Ham Close linking the streets and homes to Ham Village Green. The space blends the natural organic character of Ham Village Green, with more formalised landscape influenced by the architectural approach. The space is designed to provide a secure and safe area for children to play and socialise.



Play space with natural trails and fixed equipment      Formal Lawn      Seating pod      Pedestrian / Cycle Route      Naturalised edge to Village Green



Existing Pine tree      Wildflower grassland      Cherry Grove      Herbaceous border      Explorer play path      Localised swales for surface water storage      Retained Lombardy Poplars



Communal growing space      Variety of seating      Low key play space      Pocket formal gardens

**Communal Courtyard Gardens**  
Shared amenity space for residents. Access to communal courtyard gardens provided through low garden gates in key locations.



Existing tree retained      Informal lawn      Communal seating      Clearly defined entrances

# The Future of Ham Close

A New Community Centre for Ham and Petersham

hamcloseconsultation.co.uk

**Community Centre** - To transform the proposals for the Community Centre we have worked with various local community groups and stakeholders (including AfC and TAG), whilst also listening to Ham Close residents and public consultation response. The proposed building draws inspiration from the rich heritage of Ham whilst providing a modern-day design, retaining its own sense of character as a civic building.



Inspiration for loggia taken from Ham House



Ground Floor



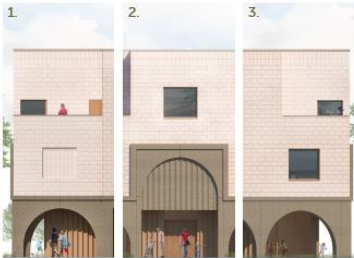
First Floor



Second Floor



Previous July 2021 artist impression of the Community Centre



Close up views of proposed loggia



Illustrative view of the Community Centre from Ham Village Green



The Future of Ham Close

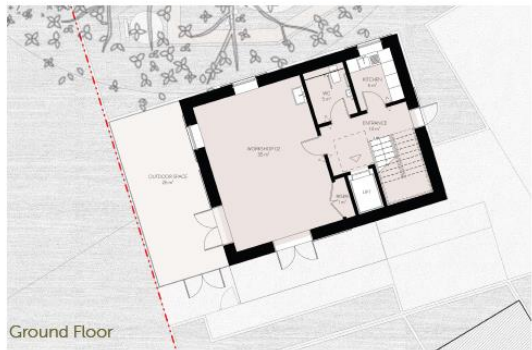
A new home for Richmond MakerLabs

hamcloseconsultation.co.uk

**MakerLabs** - As part of the regeneration of Ham Close we will provide a new modern home for the Richmond MakerLabs which will be larger, more functional and fit for purpose. During our consultation we discovered that it was important the MakerLabs had their own separate location with a variety of uses including both indoor and outdoor workshop space, as well as kitchen, toilet facilities and storage space which can be used by Makerlabs and Ham United Group.



The proposed location provides the best opportunity for the MakerLabs to carry on their work without interruption as it will be built during Phase 1. By locating the MakerLabs at the end of the Linear Park, this creates a community destination.



Ground Floor



Pedestrian and cycle access diagram



First Floor

Barn buildings which used to sit on Manor Farm at Ham Close



The proposals for the Richmond MakerLabs building are inspired by the rural history of the Ham Close area which used to house Manor Farm and its associated barn buildings. Furthermore, the use of a distinctive barn type building separates its style from the surrounding residential designs, highlighting it as a focal community building.

We have explored a number of colour options, including a black charred timber. We are proposing a natural silvered timber material as shown below.



North Elevation

East Elevation

South Elevation

West Elevation



# The Future of Ham Close

15

Sustainability, Energy and the Environment

hamcloseconsultation.co.uk

RHP, Hill Residential and the London Borough of Richmond upon Thames are committed to **sustainable development at Ham Close** which means more than just making the buildings sustainable. It also means creating a place with a healthy living lifestyle and this is done in all aspects of the scheme.

As part of the planning application we will detail our sustainability proposals / outcomes in full within a:

- Sustainability Statement
- Sustainable Energy Strategy
- A Whole Life-Cycle Carbon Assessment
- A Circular Economy Statement
- A 'Be Seen' Operational Energy Performance Monitoring Statement
- BREEAM Excellent Assessment for the community facilities
- An Environmental Impact Assessment undertaking the following assessments among others:
  1. Air quality and Climate change
  2. Health and Socio-economic impact
  3. Noise and Odour.

**Water use reduction**

- A minimum 40% water use reduction
- Rainwater harvesting fed to balconies for irrigation
- Landscaped sustainable drainage systems and blue roofs
- Ensuring efficient water consumption through monitoring stations and efficient sanitary ware systems.

**Culture and community**

- Flagship new Community Centre and MakerLabs facilities
- New Linear Park
- Formal and informal play through the site.

**Reuse and Recycle**

- Recycle through the Circular Economy with a minimum 95% diversion from landfill for construction, demolition and excavation waste
- At least 20% of all materials used on site will be recycled.

**Low carbon materials and products**

- A 'fabric first' approach
- Use of sustainable materials across the Community Centre and Richmond MakerLabs including timber
- Locally sourced materials.

**Zero Carbon Target**

- It is estimated that the proposals will achieve a total reduction in regulated CO2 emissions that is 66% over and above the target emissions rate in Approved Document Part L 2013 (building regulations). This means the proposals will comfortably exceed the emerging Part L 2021 requirements (which come into force in June 2022)
- The regeneration will achieve a zero-carbon target through a carbon-offset payment which offsets the shortfall in regulated CO2-emissions (payable to London Borough Richmond upon Thames).

**Renewable energy**

- Photovoltaic solar panels assist Air Source Heat Pump systems
- Modern construction creating buildings with a low heat demand reducing the need to use energy to heat homes
- Design measures to address and successfully mitigate for the risk of overheating.

**Local and sustainable food**

- Growing areas for residents to grow food and herbs locally.

**Equity and local economy**

- Employment of local people for construction workforce and apprenticeship opportunities.

**Ecology and Biodiversity**

- Over 120 new trees
- Biodiverse roofs
- Bird boxes, bat boxes and bug hotels
- Increase in native planting
- 10%+ Biodiversity Net Gain.

**Travel and transport**

- Inclusion of secure cycle storage for residents to encourage an increase in cycling at Ham Close
- EV charging points across all parking spaces
- Basement parking creating streets not dominated by cars.

**Health and happiness**

- Provision of new and enhanced green spaces and community facilities
- Improved spaces to socialise and opportunities for community group activities.



# The Future of Ham Close

16

## Getting Around Ham Close

hamcloseconsultation.co.uk

### Pedestrian Routes

The proposals for Ham Close concentrate on improved walking and cycling routes being created through Ham Close which link into the wider network of existing cycle paths and walking routes in Ham and Petersham.

Vehicles will be prohibited from the centre of Ham Close (Linear Park) except for emergency services and refuse vehicles.



**Key:**

- Primary Pedestrian Movement
- Secondary Pedestrian Movement
- Shared Surface with a separate pedestrian access, this will consist of a pedestrian vehicle free footway on one side of the road (by the building entrances) and a shared surface on the other side.
- Shared Surface - Mews Street
- ▶ Main Building Entrance
- ▶ Access to Houses
- Visitor Cycle Stands

### Private Transport

**Cycle**

795 long stay secure cycle parking spaces (fob accessed).

13 short stay cycle spaces provided for public use.

**Car Club**

2 car club spaces. A car club is a short-term rental services that allows access to locally parked cars, which can be paid for by the minute, hour or day.

**Parking Key:**

- ◆ Vehicle Movement
- Basement Entrance/Exit
- 230 Parking Spaces
- 30 On Plot Parking Spaces
- 14 M4(3) Wheelchair Parking Spaces
- 10 On Street Parking

284 Total Parking Spaces



**Private Transport**

284 parking spaces to replace the 228 car parking spaces currently at Ham Close.

EV chargers for all car parking spaces.

**Basement**

Having the majority of the parking spaces within a basement enables:

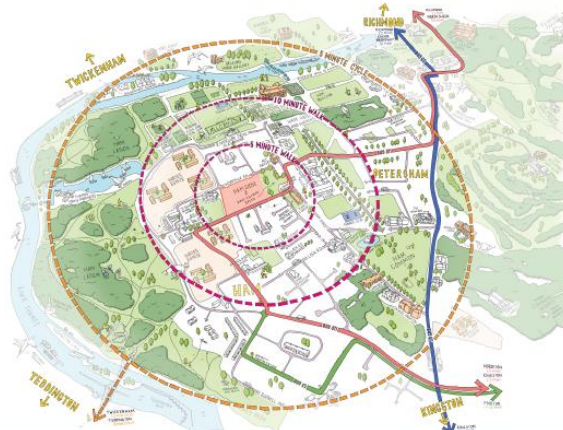
1. A greater amount of sustainable amenity space including a new large Linear Park.
2. Avoids the public realm being dominated by cars.
3. Prevents the energy centres and plant rooms from dominating ground floor frontages.
4. Maximises the number of homes that can be delivered at Ham Close which ensures the maximum amount of affordable housing is delivered.
5. Allows us to keep building heights no higher than 5/6 storeys.
6. Hill Residential and design team have a successful track record for the delivery of basement parking solutions.

### Public Transport

Ham is serviced by existing transport links into the wider area.

**Bus Services**

- Route 371 (Kingston to Richmond via Ham) 7 buses an hour at peak 2 mins walk
- Route K5 (Ham to Morden) 2 buses an hour at peak 13 mins walk
- Route 65 (Kingston to Ealing via Ham) 12 buses per hour at peak 15 mins walk This bus service is 24hr a day



**Rail Services**

Teddington National Rail 25 mins walk or 10 mins cycle

Richmond National Rail TFL Overground District line - Underground 14 mins cycle or 26 mins public transport

Kingston National Rail 12 mins cycle or 25 mins public transport



HAM CLOSE

# The Future of Ham Close

17

Benefits for the whole community

hamcloseconsultation.co.uk

- 1**
- 452 homes ranging from Studio apartments to 5 bed houses
  - Reproviding 143 affordable tenanted homes and 78 new affordable homes
  - c.50% affordable homes
  - 10% wheelchair accessible homes.



- 2**
- All homes benefit from spacious layouts with private outside spaces (balcony, patio or garden)
  - Latest fire safety measures including sprinkler systems installed within all apartments and communal areas
  - High performing energy efficient buildings for sustainable homes.



- 3**
- The revenue created from this regeneration will allow London Borough Richmond upon Thames to build a new **Multi-Use Games Area** at St Richard's C of E School.



- 4**
- This regeneration will allow the setting up of a **£2m social impact fund** (£250,000 a year for 8 years) for monies towards local projects.

- 5**
- Community gardening spaces running throughout the site
  - Healthy and active lifestyles promoted through the regeneration proposals
  - A new Linear Park and new childrens play space.



- 6**
- Supporting local community and providing new facilities for **MakerLabs** and **Ham Youth Centre**
- New safe spaces for existing community groups to meet.
- RML**



- 7**
- New highly sustainable **BREEAM Excellent** community facilities for Ham and Petersham
  - In addition, there will be a substantial **Community Infrastructure Levy payment** made to London Borough Richmond upon Thames to fund other new local community infrastructure.



- 8**
- Opportunities for new **public art** to be created by residents
  - Opportunities for community to engage with designing aspects of the new public realm
  - A number of **apprenticeships**, work experience and **employment** opportunities will be offered to local residents.

- 9**
- Enhancing **biodiversity and wildlife** through the creation of green corridors, and new habitats through planting, bug hotels and green roofs
  - Over **120** new trees planted
  - A minimum of **10%+** Biodiversity net gain.



- 10**
- Promoting sustainable transport
- 795 secure cycle spaces
  - 13 public cycle spaces
  - New walking and cycling routes through Ham Close.



# The Future of Ham Close

18

Thank you for joining us

[hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)

We hope that you have found this latest round of engagement useful and we **thank you** for your time.

## Next steps for the project

- > We will continue engaging with Ham Close residents via workshops and Resident Engagement Panel meetings up to and beyond submission of the planning application.
- > The planning application for Ham Close will be made to the London Borough of Richmond upon Thames in spring 2022 following which the council will hold its statutory consultation with local residents and neighbouring homes.
- > We will continue to engage with officers at the London Borough of Richmond upon Thames and the Greater London Authority (and other statutory consultees) on the planning application during this time.
- > As part of the planning process, we will agree in detail a Construction Environmental Management Plan. This will outline how the construction will be managed to avoid, minimise and mitigate potential impacts on the environment within the surrounding area.

## Your feedback

We want to understand what is important to both Ham Close residents and the local Ham community.

We encourage you to share your thoughts with us and complete the feedback questionnaires, where you can also register to receive updates throughout the planning process and beyond. If you have any queries please do get in touch with the team.

## Next Steps Engagement



## Please keep talking to us!



### GET IN TOUCH

Website: [hamcloseconsultation.co.uk](http://hamcloseconsultation.co.uk)

Email: [Info@hamcloseconsultation.co.uk](mailto:Info@hamcloseconsultation.co.uk)



### YOUR FEEDBACK

Thank you for joining this latest round of engagement, we welcome your views and ideas for our proposals at Ham Close.

Please spend a few minutes completing our questionnaire.





Feedback form



- 1. Have you previously been involved with the Ham Close consultation between 2015 - 2021?  Yes  No
- 2. Are you a resident of Ham?  Yes  No
  - If Yes, are you a resident of Ham Close?  Yes  No
  - If Yes, are you a Tenant or a Leaseholder of RHP?  Yes  No

**THE MASTERPLAN - SEE BOARDS 2-4**

---

- 3. Do you agree that the revised masterplan has taken into account the feedback given during the previous round of consultation (July 2021 onwards)?  
 Yes  No

Any comments you may have:

**ARCHITECTURE PROPOSALS - SEE BOARDS 2-3 AND 5-10**

---

- 4. Do you agree that the updated apartment and house designs have taken into account feedback and preferences given in the previous round of consultation (July 2021 onwards)?  
 Yes  No

Any comments you may have:

**LANDSCAPING PROPOSALS - SEE BOARDS 2-3 AND BOARDS 11-12**

---

5. Do you agree that the landscaping proposals have taken into account feedback and preferences given in the previous round of consultation (July 2021 onwards)?

- Yes  No

Any comments you may have:

6. Do you agree that the landscaping proposals are an improvement upon the current outdoor spaces at Ham Close?

- Yes  No

Any comments you may have:

7. The proposals for Ham Close includes growing areas with the opportunity for a gardening club (which could also take part in gardening activities in the wider Ham area).

Would you be interested in joining such a club?  Yes  No

8. Public art is proposed as part of the Ham Close regeneration with inspiration taken from the existing public art in Ham and Petersham.

a. Do you agree with this approach?  Yes  No

b. What public art do you think the proposals should draw inspiration from?

**NEW COMMUNITY FACILITIES - SEE BOARDS 13-14**

---

9. Looking at the revised proposals for the community centre, do you agree we have taken into account feedback and preferences given in the previous round of consultation on design and future uses for the community centre?

Yes  No

Any comments you may have:

10. Looking at the designs for the new Richmond MakerLabs facility, do you agree that the proposed MakerLabs has been designed as a sustainable community facility that will benefit the wider Ham and Petersham community?

Yes  No

Any comments you may have:

11. The Richmond MakerLabs facility is a flexible/adaptable building that has the potential to increase its offer over time, for example for sustainable/making/design/repair initiatives. Do you agree with this proposal?

Yes  No

Any comments you may have.

**SUSTAINABILITY AT HAM CLOSE – SEE BOARD 15**

---

12. Looking at the sustainability measures being proposed at Ham Close, do you agree that they will help to create an all-round more sustainable Ham Close?

Yes  No

Any comments you may have:

**ADDITIONAL COMMENTS**

---

13. Do you have any other comments on the revised proposals for Ham Close?

Name

Address

Email

## Feedback received

This section of the report outlines the feedback received through engagement with residents at the engagement events held in February 2022 and via feedback forms returned either physically or digitally completed via the [hamcloseconsultation.co.uk](https://hamcloseconsultation.co.uk) website.

### Overview

- Attendees at in-person events (25th & 26th February 2022) – 247
- Feedback Forms Received - 58 (45-physical forms, 13- via online feedback)
- Feedback Received from Ham Close Residents – 8
- Feedback from RHP Customers – 6
- Feedback from wider Ham Residents – 51
- Feedback from those previously involved in the consultation process – 39

### Ham Close Residents

54 individuals answered Question 1, 51 of whom were residents of Ham and eight of whom were Ham Close residents.

1. **Have you previously been involved with the Ham Close consultation between 2015 – 2021?**
  - Yes - 39
  - No - 15
  - No Answer - 4
2. **Are you a resident of Ham?**
  - Yes - 51
  - No - 5
  - No Answer - 2
  - 2.1. **Are you a resident of Ham Close?**
    - Yes - 8
    - No - 42
    - No Answer - 8
  - 2.2. **Are you a Resident or Leaseholder of RHP?**
    - Yes - 6
    - No - 19
    - No Answer - 33

41 people answered question 3 below, seven of the 41 were residents of Ham Close.

3. **Do you agree that the revised masterplan has taken into account the feedback given during the previous round of consultation (July 2021 onwards)?**
  - Yes - 26
  - No - 14
  - No Answer - 17

- Yes and No - 1

The majority of those who chose to answer this question agreed that the revised masterplan had taken into account previous feedback, compared with July 2021 there was now only very limited concern about height (5 persons), density (6). That being said, numerous responders (7) also admitted that while they may still be a bit concerned about potential impact of the development, they acknowledged that progress has been made toward a more satisfactory development with the scheme looking better than before.

*37 individuals responded to question 4 below, including all eight Ham Close residents who gave feedback.*

**4. Do you agree that the updated apartment and house designs have taken into account feedback and preferences given in the previous round of consultation (July 2021 onwards)?**

- Yes - 23
- No - 13
- No Answer - 21
- Some - 1

Nearly double the number of respondents to this question felt that their feedback had been taken into account, compared to those who didn't. Three responders felt it worth mentioning that the scheme looks better overall than it did previously with 2 residents expressing satisfaction with the project as a whole.

*30 people answered question 5 below, seven of the 30 were Ham Close residents.*

**5. Do you agree that the landscaping proposals have taken into account feedback and preferences given in the previous round of consultation (July 2021 onwards)?**

- Yes - 21
- No - 8
- No Answer - 28
- Yes and No - 1

Of the 30 responders who answered this question, 21 felt that feedback regarding the landscape proposals had been taken into account. The question was met with queries from 6 responders regarding who was going to maintain the green space proposed in the scheme. Finally, 4 people feel that the scheme has been improved upon and that the landscaping plans look better.

*39 individuals answered the question below, including all 8 residents of Ham Close who responded to the questionnaire.*

**6. Do you agree that the landscaping proposals are an improvement upon the current outdoor spaces at Ham Close?**

- Yes - 24
- No - 14
- No Answer - 19
- Yes and No - 1

A majority of those who responded agree that the landscaping proposals are an improvement upon current provisions. Important to note is that 7 of the 8 Ham Close residents that sent feedback answered 'Yes' to this question.

**7. The proposals for Ham Close include growing areas with the opportunity for a gardening club (which could also take part in gardening activities in the wider Ham area). Would you be interested in joining such a club?**

- Yes - 11
- No - 30
- No Answer - 17

**8. Public art is proposed as part of the Ham Close regeneration with inspiration taken from the existing public art in Ham and Petersham. Do you agree with this approach?**

- Yes - 27
- No - 12
- No Answer - 19

**8.1. What public art do you think the proposals should draw inspiration from?**

- Anthony Gormley
- Mosaics on Fairlawn Avenue in Chiswick
- Ham House
- Local artists and students at local colleges
- Historical links in the area
- The South Bank, sculpture parks
- Soviet murals
- The mosaics near the library
- Some of the ceramic displays on the walls of some of those buildings already in place
- Sculptures
- Let residents decide - let local residents create some of it
- An artist should be commissioned - no more "arty" murals
- Art installations that cater for all age groups

*32 people replied to the question below, seven of the 32 were Ham Close residents.*

**9. Looking at the revised proposals for the community centre, do you agree we have taken into account feedback and preferences given in the previous round of consultation on design and future uses for the community centre?**

- Yes - 26
- No - 6
- No Answer - 26

The overwhelming majority of responses to this question yielded 'Yes' responses, indicating that feedback has indeed been taken on board regarding the design and plans for the community centre.

32 responses were recorded for the question below, seven of the 32 were Ham Close residents.

**10. Looking at the designs for the new Richmond Maker Labs facility, do you agree that the proposed Maker Labs has been designed as a sustainable community facility that will benefit the wider Ham and Petersham community?**

- Yes - 28
- No - 4
- No Answer - 26

The vast majority of those who responded agree that the proposed Maker Labs has been designed as a sustainable facility that will benefit the wider community, with 6 of those expressing this opinion residing in Ham Close. 5 respondents made additional comments that the Maker Labs facility will be a fantastic addition to and draw towards Ham Close.

There were 33 responses to the question below, five of the 33 were Ham Close residents.

**11. The Richmond Maker Labs facility is a flexible/adaptable building that has the potential to increase its offer over time, for example for sustainable/making/design/repair initiatives. Do you agree with this proposal?**

- Yes - 30
- No - 3
- No Answer - 25

Nearly every response indicated agreement with the Maker Labs facility initiative, with 1 Ham Close resident disagreeing and 2 non-Ham Close residents disagreeing. The additional comment section yielded concern from 2 individuals regarding overcrowding resulting from increased footfall, and 2 people mentioned they see no real benefit or even a net negative from the Maker Labs facility. 3 people expressed significant enthusiasm for the facility, with 1 of these people currently living in Ham Close.

35 responses were recorded for the question below, eight of the 35 were Ham Close residents.

**12. Looking at the sustainability measures being proposed at Ham Close, do you agree that they will help to create an all-round more sustainable Ham Close?**

- Yes - 23
- No - 12
- No Answer - 23

There were nearly twice as many 'Yes' responses than 'No' responses. 5 people said they have concerns over the sustainability of construction/materials used, 4 people remain sure that the area will be too crowded, 2 feel that there are not enough GPs and schools and 2 are not convinced the greenspace will be properly maintained. While 1 individual said they want more parking, 2 said they think there is too much parking being provided- and this will encourage driving over public transport use. Concerns were also raised by 1 person each over parking provisions, transport infrastructure and too few cycle/walking routes.



### **Do you have any other comments on the revised proposals for Ham Close?**

This open-ended question generated a wide variety of responses and a very significant amount of feedback. The biggest category of comments received was over the traffic/congestion in the area being ‘too high’, which would be ‘exacerbated’ by additional residents - 15 people mentioned their concern over this. 10 people said there would not be enough parking, 7 mentioned there would not be enough transport infrastructure locally, 8 said there was not enough social infrastructure (GPs, schools etc), 4 felt there would be too much strain on infrastructure and roads and 4 people included stated that they still do not like the design. No other concern was raised more than 3 times, but many other concerns including building height, safety concerns, damage to character of the region and lack of greenspace provisions were all mentioned 2-3 times each. Finally, 3 respondents said that they lack confidence in RHP, and 1 individual said that there had been great engagement and excellent communications for the project.

## **Conclusion**

This Statement of Community Involvement (SCI) demonstrates the extent of pre-submission engagement which has been undertaken by RHP, LBRuT and latterly Hill Residential in preparation for the submission of their application for the regeneration of Ham Close. The primary objective of the consultation and engagement process has been to ensure that residents of Ham Close have been consistently consulted and engaged with.

As the process changed from principle into concept and design, the consultation has worked to ensure that Ham Close residents, local residents, community groups, interested parties and elected representatives were made aware of the emerging proposals and had an opportunity to participate in shaping the plans for the regeneration of Ham Close.

The consultation process was started by RHP during December 2013 and January 2014 when RHP, LBRuT and The Prince’s Foundation carried out a consultation with local residents, stakeholders and RHP customers, to consider the future of Ham Close. Out of this came five key principles: Remaining in the community (any resident of Ham Close wishing to remain in the community should be able to do so), retain and enhance green space, create a heart to Ham Close and Ham- retain and support a village feel, better integrate Ham Close, improve community facilities. Those principles have remained the cornerstone of the development and throughout consultation.

The consultation has developed since then with regular newsletters, drop-in events, young people’s sessions, workshops and exhibitions taking place from 2015 – February 2022. Design and topic workshops were held in a portacabin in the Youth Centre carpark in 2016 and helped to form the initial proposals. These were followed by further consultation events in 2016-17, and a specific event on Communities Facilities in 2018. In 2020, RHP held an online meeting (due to COVID related restrictions) to provide residents an update on the project. Information was shared throughout the process on [hamclose.co.uk](http://hamclose.co.uk) operated by RHP/ LBRuT operated by RHP.

Hill Residential was selected as RHP's regeneration partner in June 2021 and started a series of consultation events from July 2021. Due to prevailing restrictions a digital first approach was taken and supplemented with outdoor events operated to socially distanced guidelines. In addition, the consultation was taken to third party events, like the Ham Fair, Achieving for Children and Ham & Petersham Neighbourhood SOS Garden Party, to reach different audiences. Further workshops were held in October 2021 prior to a pre-submission event taking place in February 2022. Consultation material was also maintained online at a dedicated consultation website [hamcloseconsultation.co.uk](https://hamcloseconsultation.co.uk).

Two main engagement forums have been in operation during the project, known as the Stakeholder Reference Group and the Resident Engagement Panel, providing feedback on the design of the masterplan and homes.

Furthermore, the designs have also benefitted from feedback received from pre-application meetings with LBRuT and the Design Review Panel.

Feedback received from all of these processes, combined with further technical work and assessment, has helped to shape the proposals which have been submitted within this planning application. Residents of Ham Close and neighbours have acknowledged in responses to the February 2022 consultation event that they felt their considerations were being taken into account on a number of key topics including masterplan, house and apartment design, landscaping and the community centre.

Overall, the consultation undertaken by RHP and Hill Residential represents a thorough process which meets and exceeds the policy requirements laid out in the NPPF and LBRuT's Statement of Community Involvement. Engagement will be maintained throughout the determination period and during any future construction process.