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Our Ref: SDC 181225

**18 December 2025**

**RHP Customers**

Ham Close  
Richmond  
TW10

**Digital copy**

Dear RHP Customers,

Before we close the office after another busy year working on the regeneration of Ham Close, we wanted to write and thank you for your help over the last twelve months.

Whether it was your cooperation during the introduction of parking management, welcoming property guardians as they settled in at Ham Close or your helpful feedback during the allocation of the new homes, we appreciate your support.

Alongside working with our partner Hill to minimise disruption to you, another priority has been to set the rent and service charges you'll pay if you've been allocated a new home to rent in phase 1, as well as defining how we'll preserve your existing rights in your new tenancy.

This work is now complete, and tenants allocated a new home to rent in phase 1 will be written to in January to confirm their individual rent, service charge and tenancy details.

The Ham Close office at 141 Hornby House will be closed on Tuesday 23 December and will reopen on 6 January 2026. The Regeneration Team will be available to meet with you on site to answer any questions you have once you've received your letter or for anything else related to the regeneration of Ham Close.

With the first homes in phase 1 expected to complete in spring 2026, we'll follow up the rent and tenancy letter with another letter in March with more details on the arrangements for viewings, offers, tenancy sign-ups and moving dates subject to confirmation from Hill of their handover programme.

For homeowners who have exchanged on an option property in phase 1 or have reserved but not yet exchanged, we'll be writing to you in January 2026 with more details on the arrangements for completing on the purchase and moving into your new home subject to confirmation from Hill of their handover programme.



As always, please contact the Regeneration Team if you have any questions. You can visit us in person at 141 Hornby House TW10 7NU on Tuesdays from 9am to 5pm, email [development@rhp.org.uk](mailto:development@rhp.org.uk), or call 0800 032 2433.

Finally, Hill's site operations will pause from 1pm on Tuesday 23 December, with normal operating hours resuming on Monday 5 January from 8am. Their freephone number (0800 032 6760) will remain available throughout the holiday period for residents who need to report an emergency.

However you celebrate this time of year, we hope you have an enjoyable festive period.

Kind regards

A handwritten signature in black ink, appearing to read "SC".

Simon Cavanagh

**Regeneration Manager**