



Statement of Community Involvement

Land at Imberhorne Farm, East Grinstead

Prepared for Rangeford Villages

August 2026

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Executive summary

RangeFord Villages (RangeFord) has undertaken a programme of community engagement regarding its proposals to deliver up to 134 high-quality homes for older people on land at Imberhorne Farm, East Grinstead.

Residents and other key local stakeholders were provided with a range of opportunities to learn more about the proposals and submit feedback. Throughout the consultation process, a dedicated project email address and freephone information line were available for interested parties to ask questions, request further information and provide comments on the emerging proposals.

Additionally, two community drop-in sessions were held on **Tuesday 23rd June 2026** from **3:30pm – 6:30pm** and **Thursday 23rd July** from **4pm – 7pm** at **East Court Mansion**. For those unable to attend, the same materials were displayed online as part of a virtual consultation on the project website, <https://imberhorne.your-feedback.co.uk/> which was launched ahead of the event, and had a portal where visitors could submit their views by completing an online feedback form.

The drop-in events and website were promoted via a community flyer, which also included details on how residents could request paper copies of the plans along with a feedback form and return postage if they were unable to access the internet. This was to ensure everyone was able to comment who wished to do so.

Respondents were asked to submit their comments by **Sunday 2nd August** (which was extended beyond our initial consultation deadline, at the request of neighbouring properties). During the consultation period, we received a total of **73** responses. It included **12** forms submitted via the project website and **one** paper form completed by a visitor at the drop-in event. There were also **40** email responses and **20** letters sent in the post.

The consultation process evolved throughout in response to concerns raised by immediate neighbours, particularly regarding the effectiveness of the original mailing and notification arrangements and their view that some directly affected residents had not been adequately informed.

The overall feedback received was primarily focused on the potential impact of the proposals on local infrastructure, particularly traffic and highway capacity on Imberhorne Lane. Other recurring themes included the need to protect neighbouring amenity, questions over demand for additional retirement accommodation, and ensuring the development delivers wider community benefits through improved pedestrian links and open space.

There was some support for the proposals, including support in principle for the provision of appropriate accommodation for older people. Respondents also expressed interest in using facilities such as the café and welcomed the potential for local residents to use the grounds for recreation.

In addition, Rangeford entered into an extensive dialogue with the immediate residents of Otterbourne Place and Bluebell Close. These principally related to the height, scale and massing of the proposed buildings, particularly Block D and E, and the potential for overlooking, loss of privacy, reduced daylight and visual impact on neighbouring homes. The residents also requested additional technical information and raised concerns about the adequacy of the consultation and notification process. In response to these concerns Rangeford organised a further consultation on **23rd July**, extended the consultation deadline by a further **4 weeks**, and sent two additional letters via **Royal Mail 1st Class Recorded Delivery** to ensure the immediate neighbours were firmly aware of the **revised consultation deadline** and **2nd drop-in session**.

1. Introduction

- 1.1 Rangeford is bringing forward plans to develop land at Imberhorne Farm, East Grinstead.
- 1.2 From the outset, Rangeford has been committed to consulting local stakeholders with regards to its proposals. They have included locally elected councillors and residents living near the site.
- 1.3 This document has been produced to provide a clear and concise chronological account of the community engagement undertaken by the applicant in respect of its proposals, including how the consultation process evolved in response to engagement with local residents and the feedback received.
- 1.4 All feedback received is accounted for and represented within this document.

2. Background

2.1 Proposal site

2.1.1 Rangeford Villages is bringing forward plans for a new retirement community on land at Imberhorne Farm, East Grinstead.

2.1.2 Outline planning permission has already been granted to develop the site with a wider vision for 550 homes along with a retirement village.

2.1.3 As the principle of delivering specialist accommodation for older people, supported by shared facilities, has already been established, Rangeford is now seeking to progress a detailed design and deliver 134 high-quality homes for older people alongside a range of communal facilities and on-site care services.

2.1.4 The scheme is designed to support residents to live independently for as long as possible, with tailored wellbeing and care services provided by our on-site CQC-registered Rangeford Care team.



The proposal site, outlined in red

2.2 Proposals

2.2.1 The proposed scheme aims to deliver up to 134 high-quality homes for older people on land at Imberhorne Farm, East Grinstead, including:

- High-quality later living homes for people aged over 60, offering a mix of apartments, bungalows and courtyard-style homes
- High-quality facilities, many of which are publicly accessible, including a café and restaurant, Revive Spa, gym, swimming pool, exercise studio, activity room, outdoor cinema, boules court and village green
- 24-hour on-site care, delivered by Rangeford's CQC-registered care team
- On-site kitchen, laundry and staff facilities
- Landscaped gardens, walking routes, kitchen garden, raised beds, and shared green spaces to promote wellbeing and connection with nature
- Dedicated access will be provided from a new roundabout in Imberhorne Lane, with new pedestrian connection points in place to link this site to the wider development and existing public right of way networks
- Parking for owners, staff and visitors, secure cycle storage, delivery bays and communal transport service
- The scheme will generate local employment, with a range of full- and part-time roles in care, hospitality, and maintenance

2.2.2 Overall, Rangeford aim to create a vibrant, sociable environment tailored to owners' wellbeing, whilst creating an amenity rich place for the wider public to enjoy.

3. Community engagement

3.1 Engagement with statutory bodies

- 3.1.1 Before the proposals were shared with the community, appropriate steps were taken to discuss the proposals with statutory bodies and other experts. The detail of this is included within the planning statement.

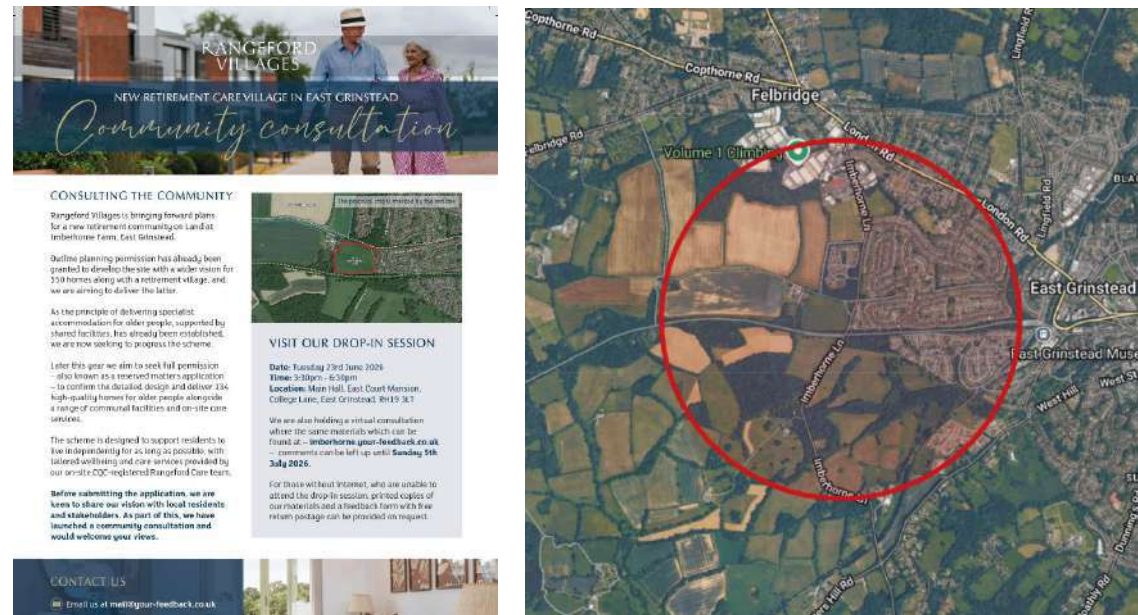
3.2 Stakeholder engagement

- 3.2.1 Rangeford felt it was important to engage proactively with key stakeholders regarding its proposals. As a result, the project team reached out to local politicians and council officers shortly before the wider community consultation began. This ensured they had early sight of the proposals ahead of residents raising any queries or comments with them about the scheme.
- 3.2.2 The project team has maintained ongoing engagement with local stakeholders throughout the development of the proposals. This has included a meeting with the Town Council on Tuesday 28 April 2026, alongside continued engagement with Councillor Rex Whitaker. This engagement has provided opportunities to discuss the proposals, share information and maintain an ongoing dialogue with local representatives.

3.3 Wider community engagement

- 3.3.1 After contacting key stakeholders, Rangeford launched its wider community consultation on **Friday 12th June 2026**.

3.3.2 To commence the process, a community flyer was circulated in the area surrounding the proposal site. It outlined the vision for the land and encouraged residents to visit the project website. It also included the freephone information line number and project email address, and instructions on how to order printed copies of the consultation materials for those without internet access.



Example of the flyer and consultation radius

3.3.3 The community flyer contained the following:

- Background to the site
- An overview of the proposals
- Details regarding the community consultation and drop in session
- Details of the project team's freephone information line and email address

3.3.4 Following reports that some immediate neighbours had not received their original notifications, a further flyer was hand delivered to properties in Otterbourne Place and Bluebell Close the day before the drop-in session, serving as a reminder of both the event and the ongoing online consultation.

3.3.5 Rangeford acknowledges that procedural concerns have been raised by some residents regarding the original notification arrangements. However, the additional hand-delivered notification, the subsequent extension of the consultation period and the organisation of a second drop-in session, as documented further within this Statement, provided additional opportunities for affected residents to engage with the proposals and submit feedback. These measures helped to mitigate any potential disadvantage arising from the timing or effectiveness of the original notification.

3.3.6 A copy of the flyer can be found in the Appendices.

3.4 Virtual consultation

3.4.1 A virtual consultation regarding the proposals was hosted on the project website. This allowed the local community and other key stakeholders to explore the proposals in detail and respond to them with their views, comments, and suggestions.

3.4.2 The online consultation was open for comments on the project's website between **Friday 12th June 2026** and **Sunday 2nd August 2026**.

3.4.3 The online consultation was extended by a further **four weeks** in response to concerns raised by neighbouring residents regarding the timing and effectiveness of the original notification arrangements. This provided a substantial additional period for residents and other interested parties to review the proposals, seek further information and submit feedback, ensuring that those who considered they had received late notification were not disadvantaged in their ability to participate in the consultation.

3.4.4 The website was hosted at <https://imberhorne.your-feedback.co.uk> and remains live.

3.4.5 The information displayed on the website is included within the appendices.



3.5 Community drop-in session 1

3.5.1 A drop-in session was held on **Tuesday 23rd June 2026** from **3:30pm to 6:30pm** at **East Court Mansion**. It provided the opportunity for residents and local stakeholders to find out more about the development proposals, meet the project team, and leave feedback, either at the event, or by taking a feedback form and posting it back free of charge.

3.5.2 The event was attended by approximately 30 members of the public. Regarding the feedback resulting from the drop-in session, this has been evaluated by the project team, and all comments have been recorded in the Community Engagement feedback analysis in Section 4. Meanwhile, the materials exhibited at the event, and on the project website, are contained within the Appendices for reference.

3.6 Community drop-in session 2

- 3.6.1 Following feedback from immediate neighbours regarding the notification arrangements for the first drop-in session, including concerns that some residents had not received the original consultation materials, the consultation period was extended by a further **four weeks**.
- 3.6.2 Although Rangeford had previously indicated that it did not intend to hold a further consultation event, this position was reconsidered in response to repeated requests from residents. A second drop-in session was therefore arranged and held at **East Court Mansion on Thursday 23 July 2026**, between **4.00pm** and **7.00pm**.
- 3.6.3 To provide additional assurance that those living closest to the site were properly notified, a further letter was issued on **Thursday 16th July** by **Royal Mail** using a **First Class tracked delivery service**, to the below **162 addresses**.



Example of the letter and consultation radius

3.6.4 The event was well attended, with approximately 35 members of the public in attendance. Regarding the feedback resulting from the drop-in session, this has been evaluated by the project team, and all comments have been recorded in the Community Engagement feedback analysis in Section 4. Meanwhile, the materials exhibited at the event, and on the project website, are contained within the Appendices for reference.



Pictures taken across the two public drop-in sessions

3.7 Immediate Neighbour Dialogue

3.7.1 Rangeford maintained an extensive dialogue with residents in Otterbourne Place and Bluebell Close throughout the consultation period. The correspondence principally related to the height, scale and massing of Blocks D and E, their relationship with neighbouring properties, potential overlooking and loss of privacy, levels and topography, and the consultation arrangements.

3.7.2 In response to the matters raised by neighbouring residents, Rangeford:

- Extended the consultation period to provide additional time for comments;
- Arranged a second drop-in event on 23 July;
- Issued further notification letters to immediate neighbours;

- Amended the proposals so that Block E was reduced from 2.5 storeys to two storeys, meaning all proposed buildings facing Otterbourne Place and Bluebell Close are now limited to two storeys;
- Strengthened the proposed boundary planting and screening; and
- Provided further information on the proposed height and levels of Blocks D and E at the second consultation event.

3.7.3 The reduction of Block E was expressly welcomed by neighbouring residents, although some continued to raise concerns regarding the overall height, scale and massing of the buildings and their relationship with existing homes.

3.7.4 As part of the ongoing dialogue, Rangeford offered to undertake additional survey work to provide further levels and line-of-sight information. Although a neighbouring resident later confirmed they would facilitate access, the project team subsequently concluded that sufficient topographical information was already available and that the additional survey would not materially assist the design or assessment of the proposals. It was therefore not progressed prior to submission.

3.7.5 Should Mid Sussex District Council consider further survey information necessary, Rangeford would be happy to undertake the appropriate additional work.

3.7.6 Rangeford's design team considered whether a formal daylight, sunlight and overshadowing assessment was required in respect of Block E and its relationship with neighbouring properties in Otterbourne Place and Bluebell Close. Given the intervening distance between Block E and the nearest residential receptors, the design team's professional judgement was that such an assessment was not required to inform the design or to demonstrate compliance with relevant guidance.

- 3.7.7 Notwithstanding this, the design team undertook an iterative architectural review of Block E in direct response to concerns raised by neighbouring residents regarding height, scale, massing and potential overlooking. This review informed the reduction of Block E from 2.5 storeys to two storeys, as set out at paragraph 3.7.2, together with the strengthening of boundary planting and screening.
- 3.7.8 Rangeford considers that these design changes represent a proportionate and evidenced response to the amenity concerns raised, informed by the design team's assessment of the relationship between the proposed buildings and neighbouring properties.

3.8 Dedicated project email address

- 3.8.1 A dedicated project email address – mail@your-feedback.co.uk – was established to receive feedback and respond to queries during and after the consultation period. In total, 40 emails were received through the dedicated inbox and directly by members of the project team.

3.9 Freephone 0800 comment facility

- 3.9.1 During and after the consultation, access to a freephone telephone information line – **0800 099 6712** – was offered to those who wished to find out more about the proposals, or register comments via the telephone.

4. Feedback analysis

4.1 Feedback

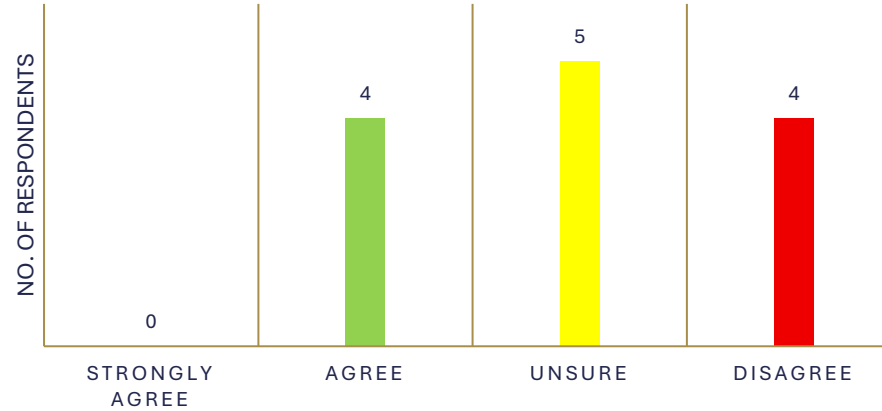
- 4.1.1 The community consultation generated **73** items of feedback. It included **12** forms submitted via the project website and **one** paper form completed by a visitor at the drop-in event. There were also **40** email responses and **20** letters sent using our Freepost service. The project team has carefully reviewed the data and the broad themes have been accounted for in the tables and graphs that follow.
- 4.1.2 Throughout the consultation, Rangeford entered into a detailed and protracted dialogue with a number of immediate neighbours. The correspondence was extensive and, in a number of instances, repetitive, with the same or similar matters raised on multiple occasions.
- 4.1.3 For clarity and proportionality, the principal issues arising from this correspondence have therefore been summarised below under a series of key themes. However, in order to fully understand the extent and nature of the concerns raised, the complete record of the 40 emails and associated feedback has been included within the appendices and should be read in conjunction with this Statement.
- 4.1.4 This approach ensures that the SCI provides a clear and concise summary of the main issues, while also retaining a full and transparent record of the detailed representations received.

Theme	Key points raised
Consultation process	Some nearby residents raised concerns about the original notification arrangements and requested additional opportunities to engage. Concerns were also raised regarding Rangeford's subsequent decision not to proceed with additional survey and line-of-sight work that had previously been discussed with neighbouring residents. The additional consultation event was acknowledged and the opportunity for further engagement was appreciated.
Building height, scale and massing	Concerns were raised about the height, scale and massing of Blocks D and E and their relationship with existing homes. The subsequent reduction of Block E from 2.5 storeys to two storeys was welcomed.
Layout and design	Residents asked that the layout and design respond sensitively to neighbouring properties and the character of the surrounding area.
Privacy and overlooking	Concerns were raised about potential overlooking and loss of privacy for neighbouring homes and gardens.
Daylight, outlook and visual impact	Some residents raised concerns about potential effects on daylight, sunlight, outlook and the visual relationship between the development and existing homes.
Technical information	Requests were made for further information on levels, heights, separation distances, sections, sightlines and the relationship between the proposed buildings and nearby homes.
Landscaping and screening	Additional planting and boundary screening were welcomed, with some residents seeking clarity on its effectiveness and long-term maintenance.
Access and movement	Comments were made regarding highway safety, traffic calming and pedestrian and cycle connections.
Land contamination	Questions were raised about the site's former landfill use and the proposed approach to remediation and monitoring.
Need and local infrastructure	Some respondents questioned the need for further specialist accommodation and raised concerns about the capacity of local infrastructure, including traffic and utilities.

4.1.5 In addition to the feedback received from the immediate neighbours, we also received **12** feedback forms via the online portal, and **1** feedback form completed by a visitor at the drop-in session.

4.1.6 The first question on the feedback form was:

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?



The written responses received in regards to this question are catalogued in the table that follows.

Comment	Frequency of being raised
Churchill have not yet fully occupied the site they built three years ago in park road, probably due to the terms and conditions of the purchase rights	1
There are plenty of existing similar facilities already	1
There are 'new' retirement flats within 800m of my house that remain unsold since completed approximately 10 years ago	1
Similar developments have 'excessive' annual service charges not affordable by significant number of pensioners	1
One facility was finished over 10 years ago and still remains half empty	1
There are other similar sites locally struggling to sell vacant units at the moment	1
Total lack of suitable infrastructure for site	1

No issue with the plan, however you have always failed to address the traffic and local infrastructure issues	1
We have Charters Village, and not sure whether there is a need for another development	1
Our property directly adjoins / faces the land identified for the proposed Care Village / Use Class C2 retirement living element of the wider Land West of Imberhorne Lane development	1
Serious concerns about the proposed development, particularly Block E	1
Very concerned that Otterbourne Place has not been properly identified or assessed as a sensitive neighbouring residential location	1
Understand that outline planning permission has already established the principle of a Care Village / Use Class C2 development on this part of the wider site. However, that does not resolve the detailed planning issues	1
The reserved matters application must still properly address layout, scale, appearance, landscaping, access, levels, building heights, window positions, separation distances and the impact on neighbouring residential amenity	1
The relationship between Block E and our house and garden must be assessed specifically, not treated as a general or secondary issue	1
The location of Block E may affect afternoon and evening light, outlook, openness and privacy	1
Do not accept that describing Block E as “two and a half storeys” is sufficient or reassuring	1
If there is accommodation within the roof space, then in practical residential-amenity terms this appears to be three levels of accommodation	1
The consultation material does not appear to provide enough information for directly affected neighbours to understand the true height, scale and impact of Block E	1
A full daylight, sunlight and overshadowing assessment should be carried out for affected properties in Otterbourne Place	1
The application should include an overlooking and privacy assessment showing sightlines from all relevant windows and external areas facing towards Otterbourne Place	1
The visual dominance and loss of outlook must be properly assessed	1
The assessment should consider what we will actually see from our house and garden, not just how the development appears from public viewpoints	1

A three-dimensional model is exactly the sort of material needed to understand the relationship between Block E and existing properties	1
Ask that Rangeford confirms what studies have already been carried out in relation to existing homes and Otterbourne Place	1
Confirmation sought as to whether assessments have been carried out on the following: Daylight and sunlight; Overshadowing; Overlooking and privacy; Visual impact; Verified views from existing property and Otterbourne Place; Sections through Block E and existing property; Existing and proposed levels comparison; Finished floor level analysis; Ridge and eaves height analysis	1
Remain concerned about the change in description and character of the proposal. Earlier public material referred to a Care Village, whereas later material has also referred to a care home or retirement living scheme	1
The final reserved matters application must make clear whether this is genuinely a village-style arrangement or whether it is in substance a large institutional retirement / care development. That distinction is highly relevant to scale, massing, activity, servicing, traffic, overlooking and residential amenity	1
The consultation timetable appears unclear	1
Do not object in principle to appropriate accommodation for older people. However, I strongly object to any detailed design that would result in unacceptable loss of daylight, sunlight, privacy, outlook or residential amenity	1
Calls for full elevations, sections, finished floor levels, ridge heights, eaves heights and window-position drawings for Block E	1
Calls for Otterbourne Place and existing property to be treated as sensitive neighbouring residential receptors	1
Calls for verified views and three-dimensional material showing the relationship between Block E and existing property	1
Calls for assessment on the cumulative impact of the existing very tall southern trees and the proposed Block E to the west	1
Ask that this response is retained and taken into account before any reserved matters application is submitted, and that it is included within any statement of community involvement or consultation summary provided to Mid Sussex District Council	1
Concerns have already been raised repeatedly with Mid Sussex District Council in connection with the wider planning history	1

The concerns have consistently included loss of daylight and sunlight, privacy and overlooking, scale, height, massing, layout, site levels, proximity to existing homes, residential amenity impact, and the lack of meaningful information about the likely form of the proposed Care Village / Use Class C2 development	1
Our property is already affected by very tall, long-established trees along the southern boundary, reportedly around 100 feet high, which already restrict light. The proposed Block E would introduce a substantial new building to the west of our property	1
If Block E contains accommodation at ground, first and roof levels, then habitable-room windows, roof-space windows, balconies, terraces or communal areas could overlook our property and garden	1
Understand from the Council's partial disclosure under Environmental Information Regulations request R333701 that model pictures and a three-dimensional model have already formed part of the pre-application process	1

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

As this question invited residents and other important stakeholders to comment on the specific proposals, the responses were not grouped into categories as with the previous question. However, the project team paid close attention to the replies, and all the issues raised, and their frequency, is shown in the table below:

Comment	Frequency of being raised
Clarity sought as to what the communal facilities will be	1
Unsure until detailed plans are produced	1
Would be interested depending on what is available	1
It would be great for locals to be able to use the grounds for recreation to benefit the wider area	1
We wouldn't to be honest the important thing is that in your plans you don't impact the surroundings of existing neighbouring properties	1

From your proposed plans you are going to do this when considering Otterbourne Place opposite, proposals are indicating roof heights , number of stories to be in our window lines	1
Less local people will use the area than they do already for dog walking and recreation and exercise in the countryside	1
Café and chats	1
Clarity sought regarding road access to the site and whether it is from Imberhorne Lane, going past Imberhorne Farm then onto the site	1
There does not appear to be a clear map of how cars will enter your proposed site	1
Clarity sought as to whether there will be a car park on site for residents and for visitors to residents	1
The SEW water system cannot cope currently with the resident requirements of East Grinstead	1
Clarity sought as to what will be done to ensure the water system is not impacted by the development	1
Would like to know how you intend to ensure traffic is managed correctly, especially as you are putting in a major junction with a side road less than 5 meters away	1
As locals within close walking distance of the scheme, we may wish to use some of the facilities eg café depending on availability and cost	1
Our property directly adjoins / faces the land identified for the proposed Care Village / Use Class C2 retirement living element of the wider Land West of Imberhorne Lane development	1
Serious concerns about the proposed development, particularly Block E	1
Very concerned that Otterbourne Place has not been properly identified or assessed as a sensitive neighbouring residential location	1
Understand that outline planning permission has already established the principle of a Care Village / Use Class C2 development on this part of the wider site. However, that does not resolve the detailed planning issues	1
The reserved matters application must still properly address layout, scale, appearance, landscaping, access, levels, building heights, window positions, separation distances and the impact on neighbouring residential amenity	1
The relationship between Block E and our house and garden must be assessed specifically, not treated as a general or secondary issue	1

The location of Block E may affect afternoon and evening light, outlook, openness and privacy	1
Do not accept that describing Block E as “two and a half storeys” is sufficient or reassuring	1
If there is accommodation within the roof space, then in practical residential-amenity terms this appears to be three levels of accommodation	1
The consultation material does not appear to provide enough information for directly affected neighbours to understand the true height, scale and impact of Block E	1
A full daylight, sunlight and overshadowing assessment should be carried out for affected properties in Otterbourne Place	1
The application should include an overlooking and privacy assessment showing sightlines from all relevant windows and external areas facing towards Otterbourne Place	1
The visual dominance and loss of outlook must be properly assessed	1
The assessment should consider what we will actually see from our house and garden, not just how the development appears from public viewpoints	1
A three-dimensional model is exactly the sort of material needed to understand the relationship between Block E and existing properties	1
Ask that Rangeford confirms what studies have already been carried out in relation to existing homes and Otterbourne Place	1
Confirmation sought as to whether assessments have been carried out on the following: Daylight and sunlight; Overshadowing; Overlooking and privacy; Visual impact; Verified views from existing property and Otterbourne Place; Sections through Block E and existing property; Existing and proposed levels comparison; Finished floor level analysis; Ridge and eaves height analysis	1
Remain concerned about the change in description and character of the proposal. Earlier public material referred to a Care Village, whereas later material has also referred to a care home or retirement living scheme	1
The final reserved matters application must make clear whether this is genuinely a village-style arrangement or whether it is in substance a large institutional retirement / care development. That distinction is highly relevant to scale, massing, activity, servicing, traffic, overlooking and residential amenity	1
The consultation timetable appears unclear	1
Do not object in principle to appropriate accommodation for older people. However, I strongly object to any detailed design that would result in unacceptable loss of daylight, sunlight, privacy, outlook or residential amenity	1

Calls for full elevations, sections, finished floor levels, ridge heights, eaves heights and window-position drawings for Block E	1
Calls for Otterbourne Place and existing property to be treated as sensitive neighbouring residential receptors	1
Calls for verified views and three-dimensional material showing the relationship between Block E and existing property	1
Calls for assessment on the cumulative impact of the existing very tall southern trees and the proposed Block E to the west	1
Ask that this response is retained and taken into account before any reserved matters application is submitted, and that it is included within any statement of community involvement or consultation summary provided to Mid Sussex District Council	1
Concerns have already been raised repeatedly with Mid Sussex District Council in connection with the wider planning history	1
The concerns have consistently included loss of daylight and sunlight, privacy and overlooking, scale, height, massing, layout, site levels, proximity to existing homes, residential amenity impact, and the lack of meaningful information about the likely form of the proposed Care Village / Use Class C2 development	1
Our property is already affected by very tall, long-established trees along the southern boundary, reportedly around 100 feet high, which already restrict light. The proposed Block E would introduce a substantial new building to the west of our property	1
If Block E contains accommodation at ground, first and roof levels, then habitable-room windows, roof-space windows, balconies, terraces or communal areas could overlook our property and garden	1
Understand from the Council's partial disclosure under Environmental Information Regulations request R333701 that model pictures and a three-dimensional model have already formed part of the pre-application process	1

Q3: Is there anything further you'd like to say about our proposals?

As this question was an invitation for residents and other interested parties to cover any points not already raised, these responses were not grouped into categories. However, the project team paid close attention to the replies, and all the issues raised. The data is shown in the table that follows:

Comment	Frequency of being raised
Clarity sought as to whether the facilities will have parking	1
Clarity sought as to whether the authorities have been contacted about transport	1
A bus stop would be needed nearby	1
Like to see more about the transport option that would be available to this village and whether it is just parking or whether there will be bus links	1
As long as there are not constraints on the ownership, it is a good idea	1
Go somewhere else	1
Ask that the pedestrian access to the Worth Way be improved for locals and the care home residents as it is currently a precarious slope and large steps down the side of the bridge	1
Crossing the bridge and a dirt track along to get onto the Worth Way which gets very muddy in the rain and won't be good for more elderly residents	1
Service charges need to be affordable and not a hinderance to future sale	1
The land was a waste landfill, previous plans have restricted the use if any to low level non residential use, what has changed?	1
East Grinstead is well known for its traffic problems	1
550 homes plus retirement village could potentially put 1500 cars on Imberhorne Lane which will gridlock the road passed the school into Felbridge, in the other direction there's a single track bridge and small country lanes	1

Would like to hear robust answers rather than its not our problem responses we have had to date	1
Slightly concerned about the development being built on a field which Imberhorne Farm only used for grazing	1
Apparently the field was deemed unsuitable for produce as it was previously the site of the amenity tip	1
Ask that the three-dimensional model and any model pictures or equivalent visual material are made available to directly affected residents, because this material is critical to understanding the height, massing, proximity, overlooking and light impact of Block E in relation to Otterbourne Place	1

4.2 Response to comments

- 4.2.1 All comments received during the community consultation have been reviewed by the project team and, where appropriate, have informed the evolution of the proposals and the approach to further engagement.
- 4.2.2 Rangeford provided a range of opportunities for local residents and stakeholders to engage with the proposals, including an online consultation website, two in-person drop-in sessions, a dedicated project email address, freephone information line and Freepost response service.
- 4.2.3 A particularly detailed and protracted dialogue took place with a number of immediate neighbours in Otterbourne Place and Bluebell Close. In response to concerns regarding the original notification arrangements, Rangeford issued further notifications, extended the consultation period by four weeks and, following repeated requests from residents, reconsidered its earlier position and arranged a second drop-in session on 23 July.
- 4.2.4 The additional drop-in session provided residents with a further opportunity to review the proposals, meet members of the project team and ask detailed questions. The decision to hold the additional event was acknowledged positively in correspondence from neighbouring residents, including appreciation for the opportunity to discuss the updated proposals and seek further information.
- 4.2.5 During the second drop-in session, residents were provided with further sections, views, and distance information to answer a direct request and give adequate information for neighbours to provide comments at this stage in the process.

- 4.2.6 The correspondence with immediate neighbours was extensive, with the same or similar matters raised on multiple occasions. In total, 40 emails were received through the dedicated project inbox and directly by members of the project team. Given the volume and detail of this correspondence, the full email record and associated feedback has been included within the appendices and should be read alongside this Statement in order to provide a complete record of the matters raised.
- 4.2.7 The consultation also resulted in substantive changes to the proposals. Block E, directly opposite neighbouring properties, was reduced from 2.5 storeys to two storeys, meaning that all proposed buildings facing homes in Otterbourne Place and Bluebell Close are now limited to two storeys. Further boundary planting and screening was also incorporated. The reduction in height was expressly welcomed by neighbouring residents, although concerns regarding the overall height, scale, massing and relationship with existing homes remained.
- 4.2.8 Rangeford also discussed additional survey, levels and line-of-sight work with neighbouring residents. While further survey work was initially proposed, the project team subsequently concluded that it would not materially assist the design or assessment of the proposals and decided not to undertake it prior to submission. Rangeford acknowledges that this change of position was frustrating for some residents. However, by this stage the volume and scope of correspondence and requests for further information had become increasingly extensive, and the project team considered that sufficient information was available to progress the application.
- 4.2.9 Should Mid Sussex District Council advise during its consideration of the application that additional survey, levels or line-of-sight information is required to assess the proposals, Rangeford would be happy to undertake the appropriate further work.

- 4.2.10 Rangeford recognises that some immediate neighbours continue to raise procedural concerns regarding the consultation and have challenged aspects of its chronology and conduct. These matters have been documented in detail within this Statement and the accompanying appendices. Rangeford has sought to provide a fair, transparent and proportionate account of the consultation, including both the concerns raised and the actions taken in response.
- 4.2.11 Overall, the consultation resulted in additional engagement, an extended consultation period, further notification of immediate neighbours and amendments to the emerging proposals. All feedback received has been considered by the project team and, where appropriate, is addressed further within the Design and Access Statement, Planning Statement and relevant technical reports. This Statement of Community Involvement should therefore be read alongside those documents and its appendices as part of the complete consultation record.

5. Appendices

- Copy of the 1st exhibition boards
- Copy of the 2nd exhibition boards
- Copy of the community flyer
- Copies of the letters sent to residents
- Redacted feedback forms, letters and emails



Welcome

OUR VISION FOR A RETIREMENT CARE VILLAGE ON LAND AT IMBERHORNE FARM, EAST GRINSTEAD

CONSULTING THE COMMUNITY

Rangeford Villages is bringing forward plans for a new, integrated retirement community on Land at Imberhorne Farm, East Grinstead.

Outline planning permission has already been granted to develop the site with a wider vision for 550 homes along with a retirement village.

As the principle of delivering specialist accommodation for older people, supported by shared facilities, has already been established, we are now seeking to progress this scheme.

In the coming months, we aim to seek full permission, also known as 'reserved matters', to confirm the detailed design and deliver 134 high-quality homes for older people alongside a range of communal facilities, most of which will be accessible to the public, and on-site care services.

The scheme is designed to support residents to live independently for as long as possible, with tailored wellbeing and care services provided by our on-site CQC-registered Rangeford Care team.

Before submitting our application, we are launching a community consultation to share our detailed proposals and invite feedback from local residents and stakeholders.

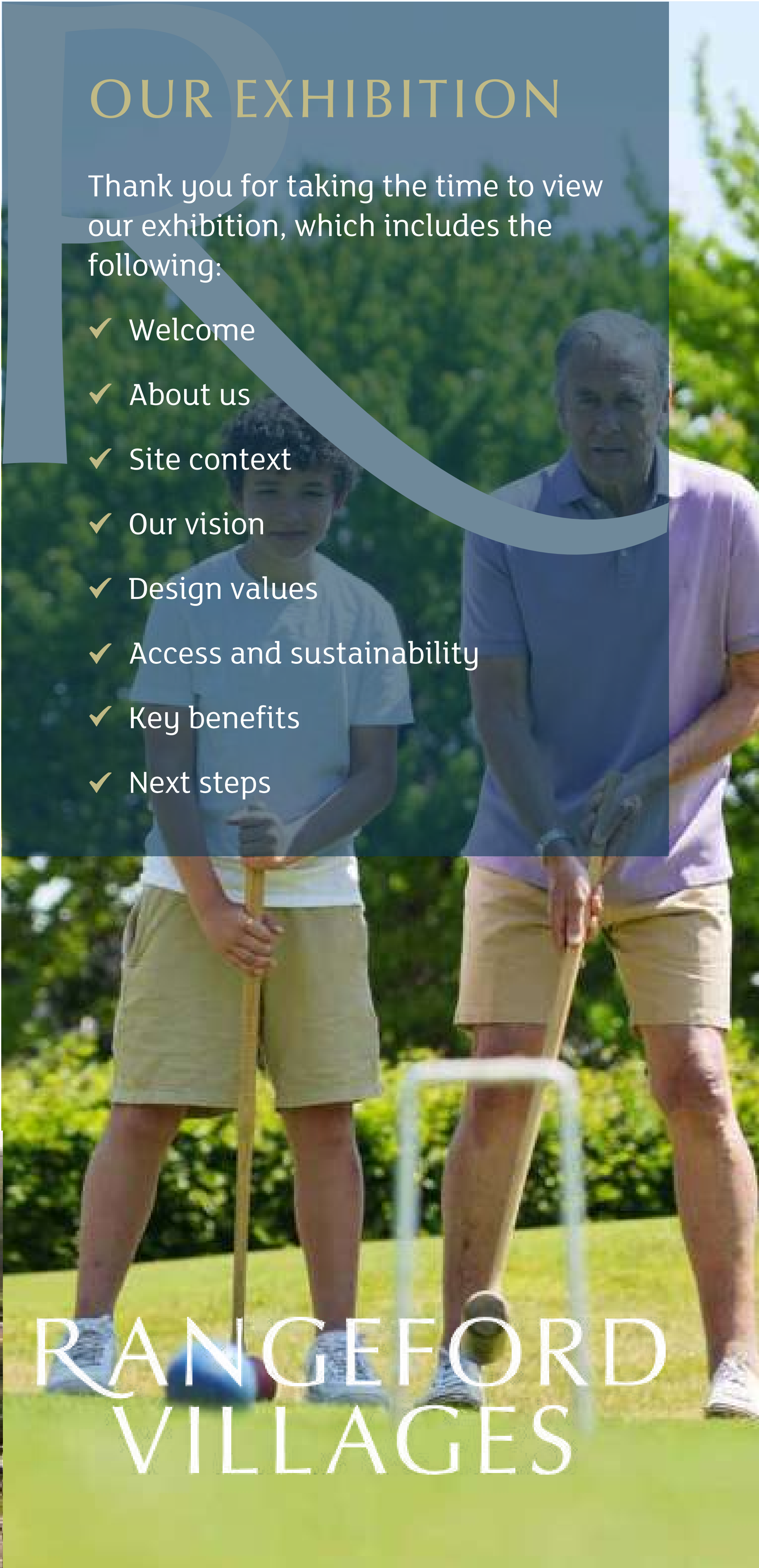


CGI of our proposed retirement village

OUR EXHIBITION

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- ✓ Welcome
- ✓ About us
- ✓ Site context
- ✓ Our vision
- ✓ Design values
- ✓ Access and sustainability
- ✓ Key benefits
- ✓ Next steps



RANGEFORD VILLAGES

R

BEAUTIFULLY CRAFTED, INSPIRING LIVING SPACES

About us



ABOUT
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An award-winning developer and operator of later-living communities exclusively for the over 60s, Rangeford Villages provides aspirational accommodation and specialist care for older people.

Rangeford creates innovative and contemporary places for residents to live life to the full, offering a wide range of leisure activities, services, support and care, which includes shared facilities and a 24 hour care presence from an in-house care and support team.

Rangeford creates exciting and dynamic environments for those entering the third phase of life, after the children have left home, when there is more time for living and enjoying life.

WHAT MAKES US DIFFERENT?

Rangeford Villages’ mission is to create beautiful places for owners to enjoy later life, in safe, secure and homely surroundings. Unlike traditional retirement developments, Rangeford Villages are designed around active, independent living.

What sets Rangeford apart is its focus on lifestyle, choice and community. Residents have the freedom to live independently in their own homes, while enjoying the reassurance of support being available should they ever need it.

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We’re very happy to have made the move. The apartment fits our needs perfectly — spacious, comfortable and well placed, with a second bedroom for visiting family and a guest suite for extra visitors.

We go to lots of events, mingle with other owners and take part in many activities — we even went to yoga yesterday!

The staff are delightful, helpful and keen to make sure we’re enjoying ourselves. With shopping trips, garden visits, theatres and restaurants, it’s a very pleasant life.

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Edward and Adrienne - Residents at Siddington Park

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At the event, he said: “The Ideal Home Show provides a perfect platform for us to present our vision for modern retirement living. It’s not about downsizing — it’s about elevating the living experience and designing homes that inspire and delight.

“Working with Rangeford Villages, we’ve created spaces that reflect the dynamic and varied lifestyles of today’s retirees while embracing luxury and individuality.”



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A host of wellbeing services, personalised consultations, amenities and activities



VILLAGE SERVICES

Supporting Village Team and concierge available 24/7



GARDENS

Expertly designed and maintained gardens and communal areas



ENVIRONMENT

Designed and operated with a clear consideration of energy use and sustainability



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Dedicated village support teams exclusively for our owners

OUR AWARDS



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It’s very reassuring to know that there is on-site care here, should I need it in the future, it gives me great peace of mind and my family too.

I also lead a far more active lifestyle here and take part in regular exercise and Yoga classes. There’s always something going on, and you can be as involved as you want to be.

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Mary Hook - One of our residents

INDEPENDENT LIVING, FIRST CLASS CARE

Site context

1. Pedestrian link to SANG
2. Footpath (3km)
3. Wildlife pond
4. Native tree planting
5. Scrub planting
6. Wildflower meadow
7. Timber benches
8. Potential lookout tower
9. Post and rail fence to SANG boundary
10. Potential location for SANG car park (1 location to be selected)



ABOUT THE SITE

Our proposal site forms part of a wider development area on the edge of East Grinstead, where outline planning permission has already been granted. The wider site is expected to deliver around 550 new homes and associated infrastructure improvements, alongside a retirement community of approximately 134 homes.

Rangeford Villages acquired an interest in the southeast corner of the wider Imberhorne Farm development earlier this year. Our vision is to deliver the retirement community on this land, where the principle of development has already been established and approved.

We are now preparing a reserved matters application for the site, located west of Imberhorne Lane and accessed via a new roundabout, which is due to be constructed by Vistry. Approval of the application will enable the retirement village, and its associated benefits, to be delivered.

The wider masterplan for our development, with our proposal site marked in pink



Our proposal site, west of Imberhorne Lane, is marked by the red line

BEAUTIFULLY CRAFTED, INSPIRING LIVING SPACES

Our vision

BUILDING ON OUR EXPERTISE

At Rangeford Villages, we have a proven track record, having already delivered five market-leading retirement communities nationally.

Regarding the proposal site on Land at Imberhome Farm, East Grinstead, careful thought has gone into the design and layout.

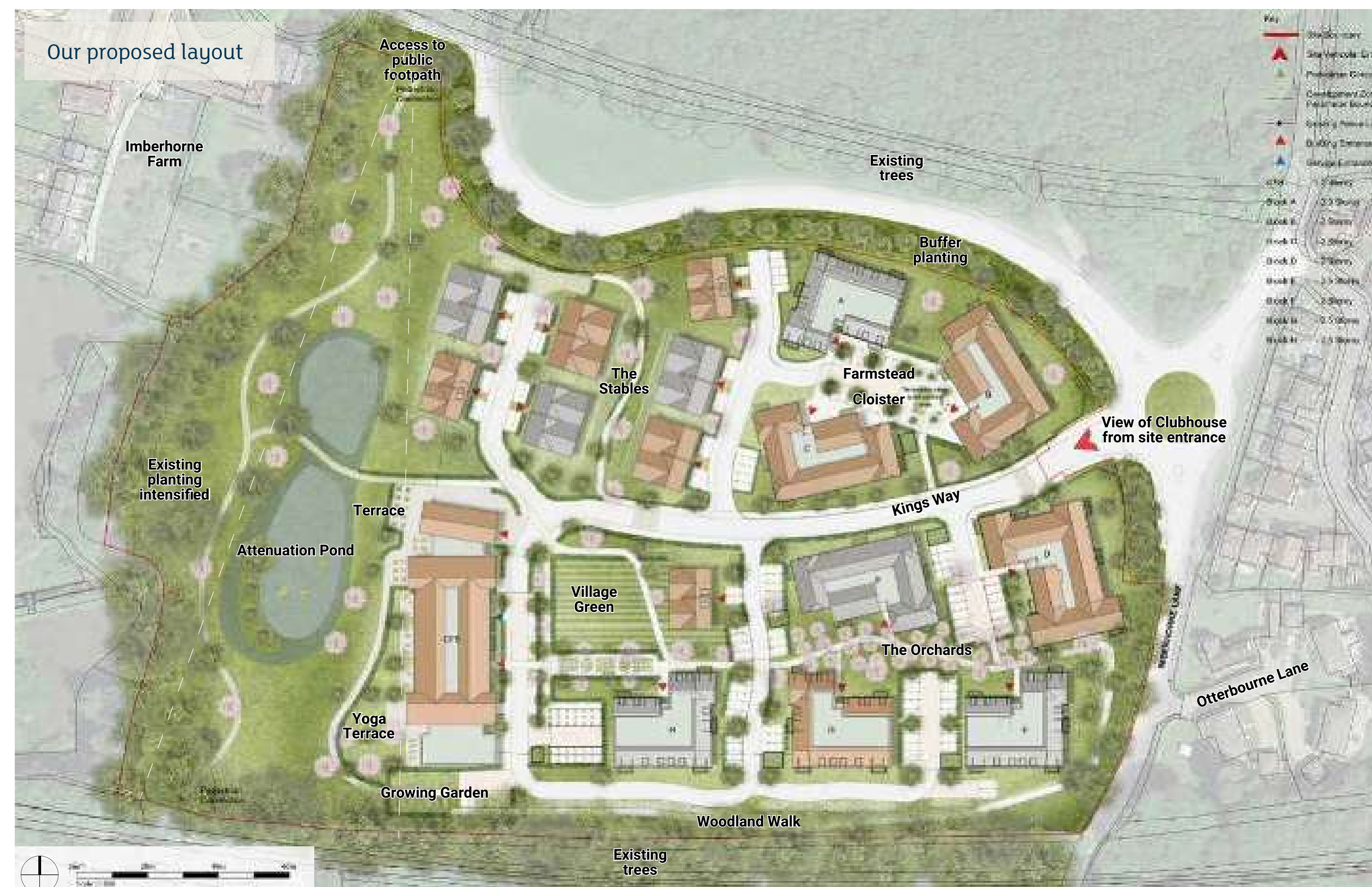
The development will provide 134 homes designed to support independent, active later living, with flexible care available on-site as and when required.

The community will include a wide range of shared facilities - such as a café, Revive Spa including gym, pool and hairdresser, activity rooms, outdoor cinema and landscaped gardens featuring an exercise trail. The aim is to create a vibrant, sociable environment tailored to owners' wellbeing, whilst creating an amenity rich place for the wider public to enjoy.

All homes and communal spaces will be thoughtfully designed to meet the needs of older people, offering modern, accessible living that promotes dignity, independence, and peace of mind.

Care will be delivered by Rangeford's CQC-registered team, offering 24-hour support and personalised care plans when they are required.

The development will reflect the rural character of its surroundings, with a sensitive, low-rise design and a landscape-led approach that retains and enhances existing natural features.



Our scheme features a Village Green, shown above and below, with precedent images shown to the right



OUR PROPOSALS AT A GLANCE



134 high-quality later living homes for people aged over 60, offering a mix of apartments, bungalows and courtyard-style homes



High-quality facilities, many of which are publicly accessible, including a café and restaurant, Revive Spa, gym, swimming pool, exercise studio, activity room, outdoor cinema, boules court and village green



24-hour on-site care, delivered by Rangeford's CQC-registered care team



On-site kitchen, laundry and staff facilities



Landscaped gardens, walking routes, kitchen garden, raised beds, and shared green spaces to promote wellbeing and connection with nature



Dedicated access will be provided from a new roundabout in Imberhome Lane, with new pedestrian connection points in place to link this site to the wider development and existing public right of way networks



Parking for owners, staff and visitors, secure cycle storage, delivery bays and communal transport service

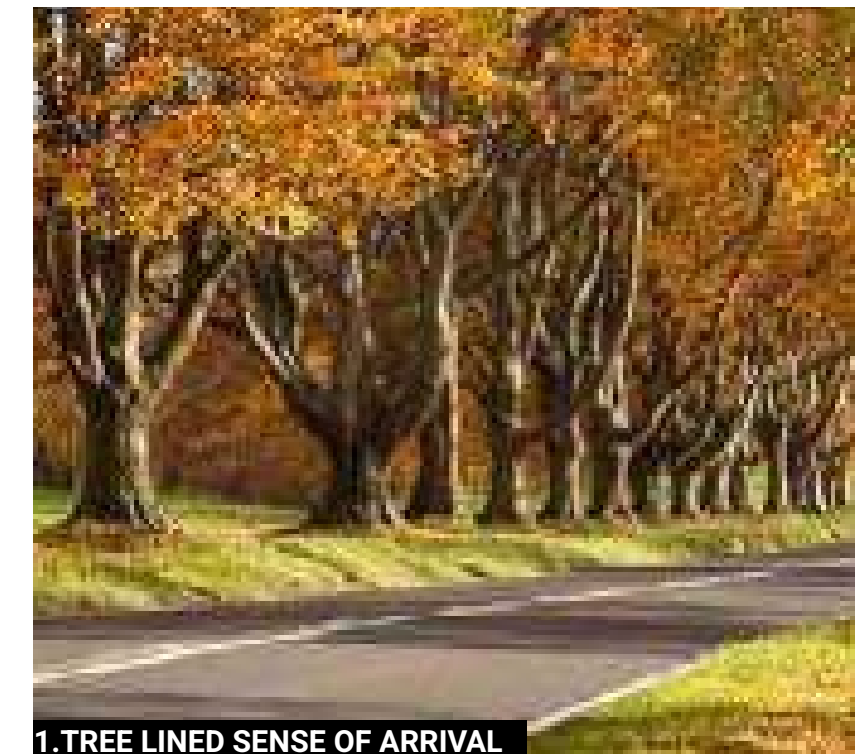
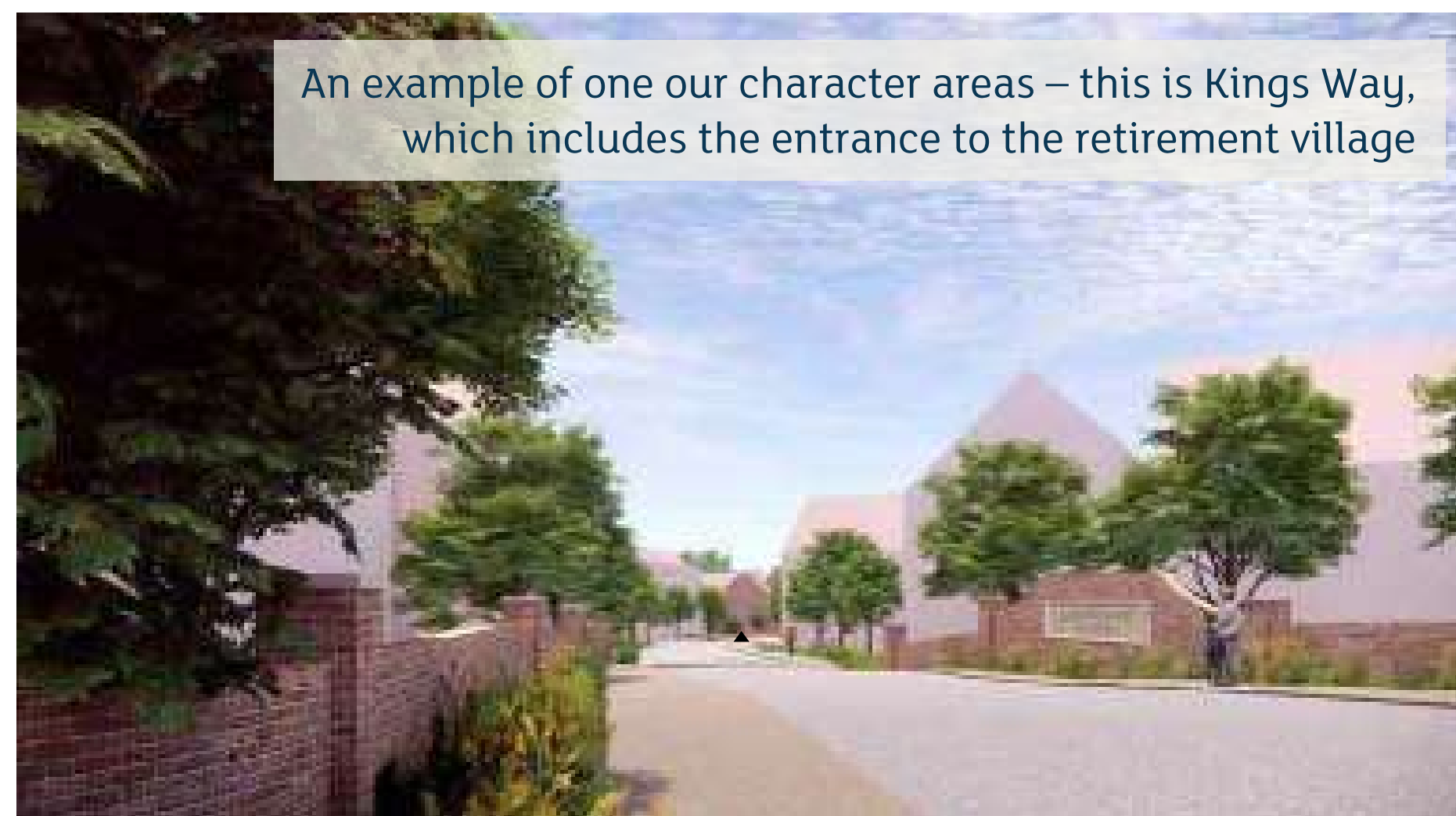


The scheme will generate local employment, with a range of full- and part-time roles in care, hospitality, and maintenance



DELIVERING A MODERN, LANDSCAPE-LED RETIREMENT COMMUNITY

Design values



CHARACTER AREAS

The masterplan is shaped by a series of distinct character areas, each designed to offer a unique sense of place while contributing to a cohesive village identity. Together, these character areas help to create variety and a strong connection to the site's rural context.

These comprise:

- ✓ Kings Way
- ✓ Woodland Park
- ✓ Village Green
- ✓ Farmstead Cloister
- ✓ The Orchards
- ✓ The Stables



Our preliminary designs, which took their inspiration from the local area



OUR DESIGN VALUES

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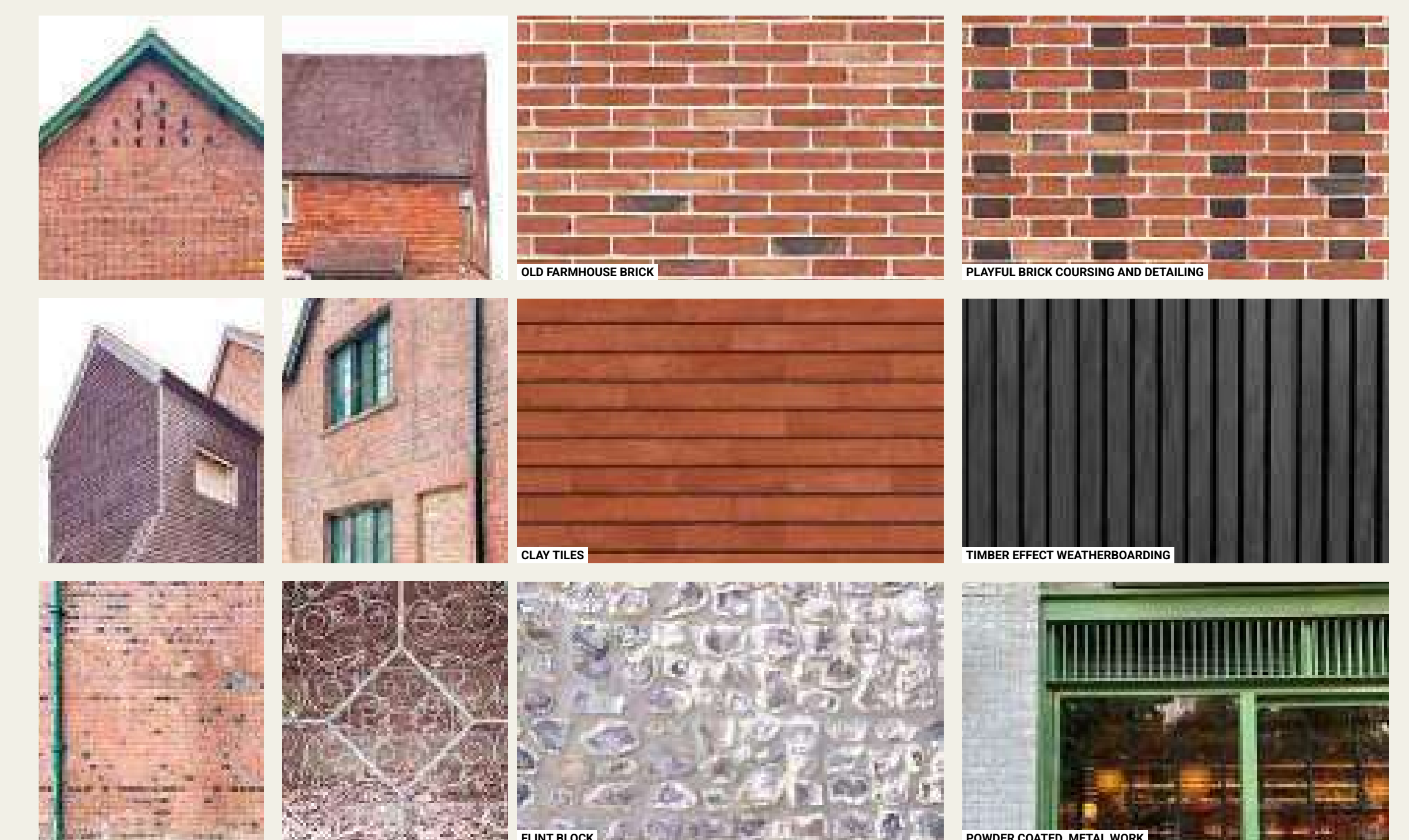
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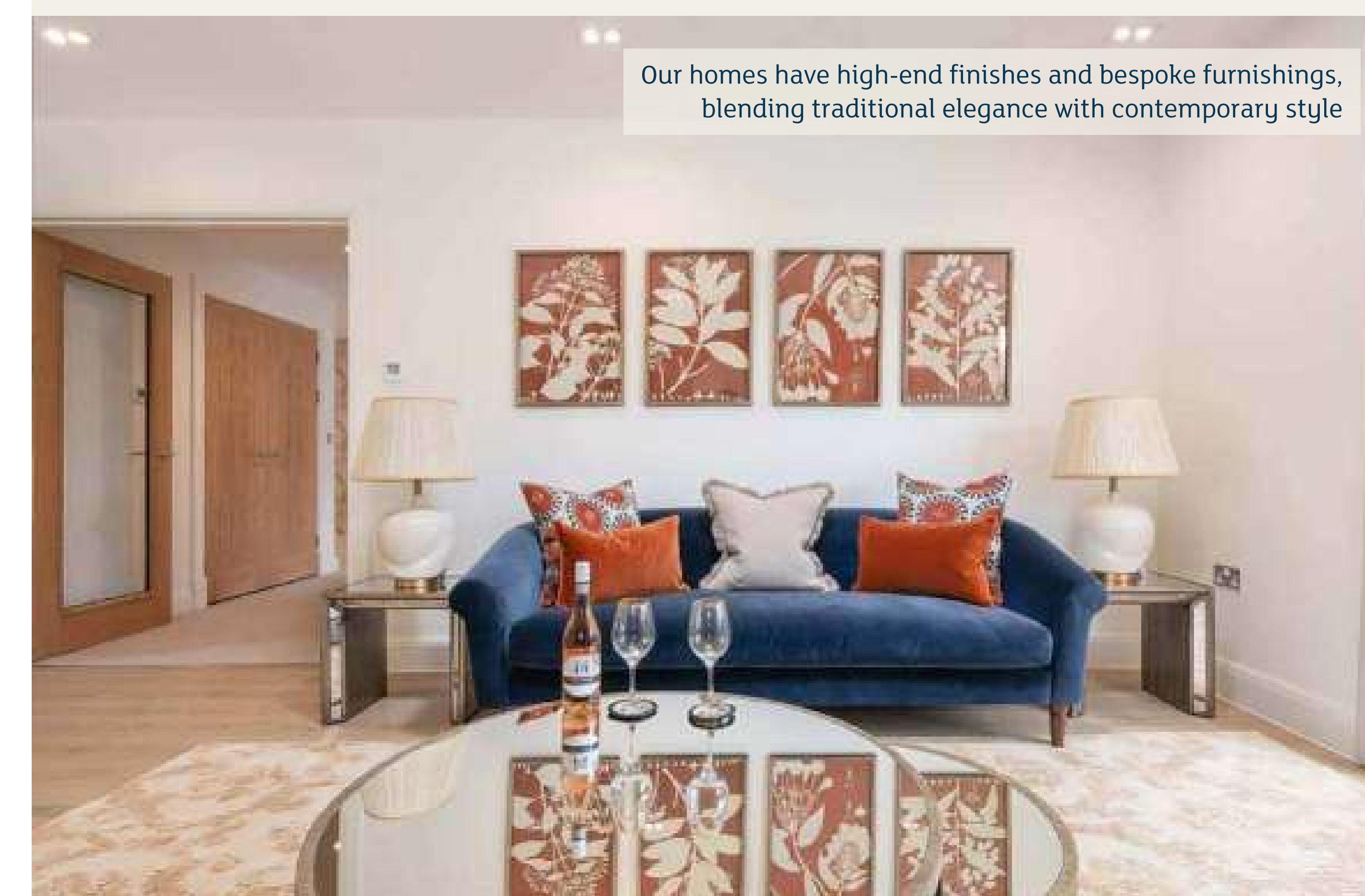
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Our homes have high-end finishes and bespoke furnishings, blending traditional elegance with contemporary style



BEAUTIFULLY CRAFTED, INSPIRING LIVING SPACES

Access & Sustainability

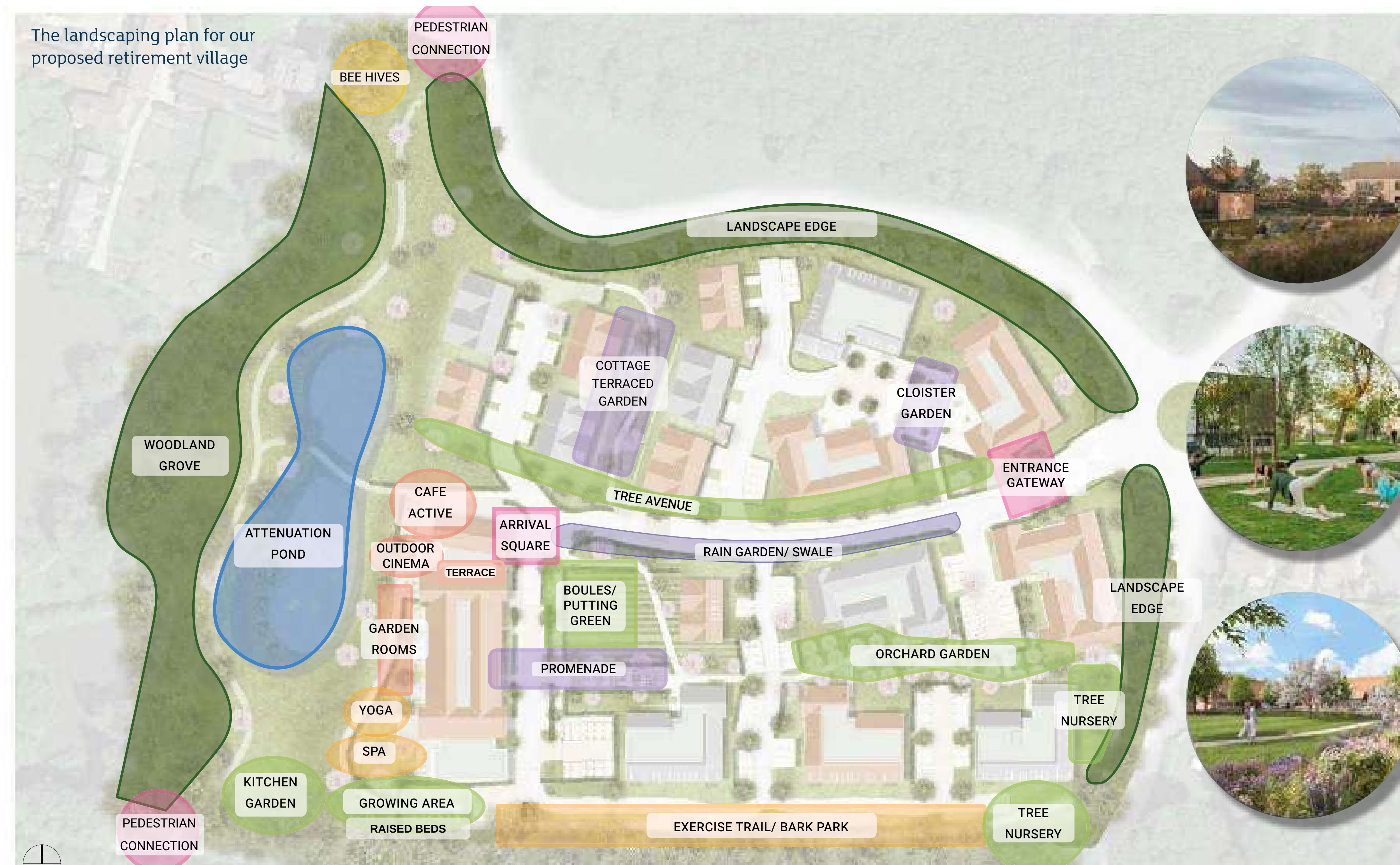
OUR GREEN VISION

We recognise this is a rural setting and we have taken great care to ensure our landscape-led approach is respectful, sympathetic, and enhances the character of the surrounding area.

Our proposals have been designed with a strong focus on the environment and ecology, retaining and enhancing existing natural features while introducing new habitats and planting to enrich the setting.

Following the granting of outline approval for the site, the landscape strategy includes:

- Retention of existing trees and hedgerows wherever possible
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- Distinct landscape styles reflecting each character area
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- Sustainable drainage features, including a scenic pond
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Our six 'character areas' include Woodland Park which features greenery trails and a pond to provide sustainable drainage



DELIVERING A SUSTAINABLE SCHEME

Sustainability is a key part of the vision, ensuring our development is future-proofed, energy-efficient, and environmentally responsible.

- A landscape-led approach
- Delivering a biodiversity net gain of at least 10%
- Energy-efficient construction methods and heating systems
- Promoting greener travel and public transport
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- Delivering a scheme that provides a green, pleasant, and sustainable place to live

BENEFITS OF THE SCHEME

Key benefits



Delivers **much-needed specialist accommodation** for older people in line with local housing needs



Frees up larger family homes by enabling older residents to right-size locally



Making **best use of a site** already approved for development as a retirement village



Creates a **peaceful, landscaped setting** that enhances biodiversity



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We value the community's input. Please submit your feedback by **Sunday 2nd August 2026**.



Please scan
QR code
to visit our
site

CONTACT US

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☎ **0800 099 6712** – leave a message and our project team will call you back

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Setting Standards for
Retirement Communities

RANGEFORD VILLAGES



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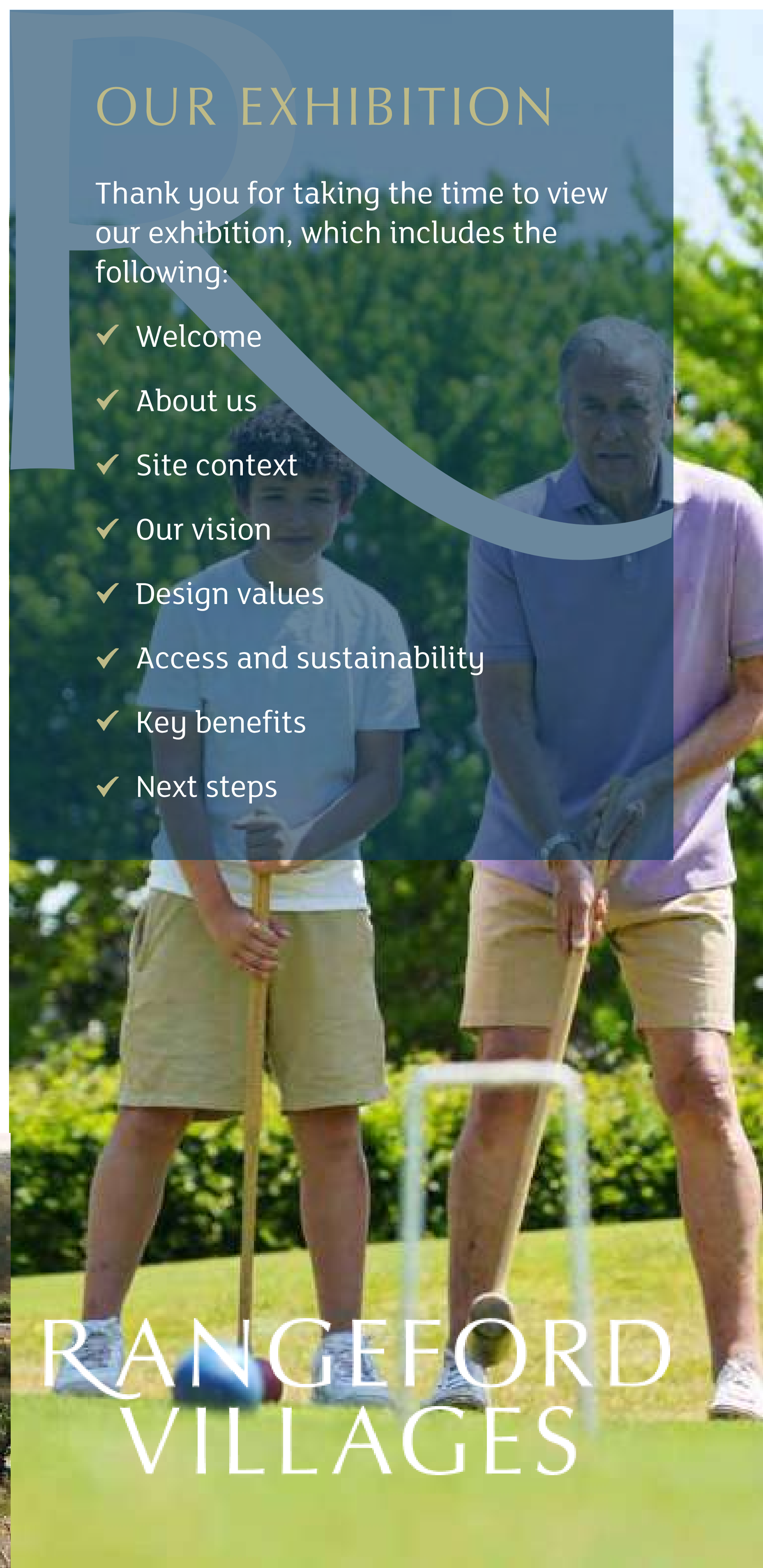
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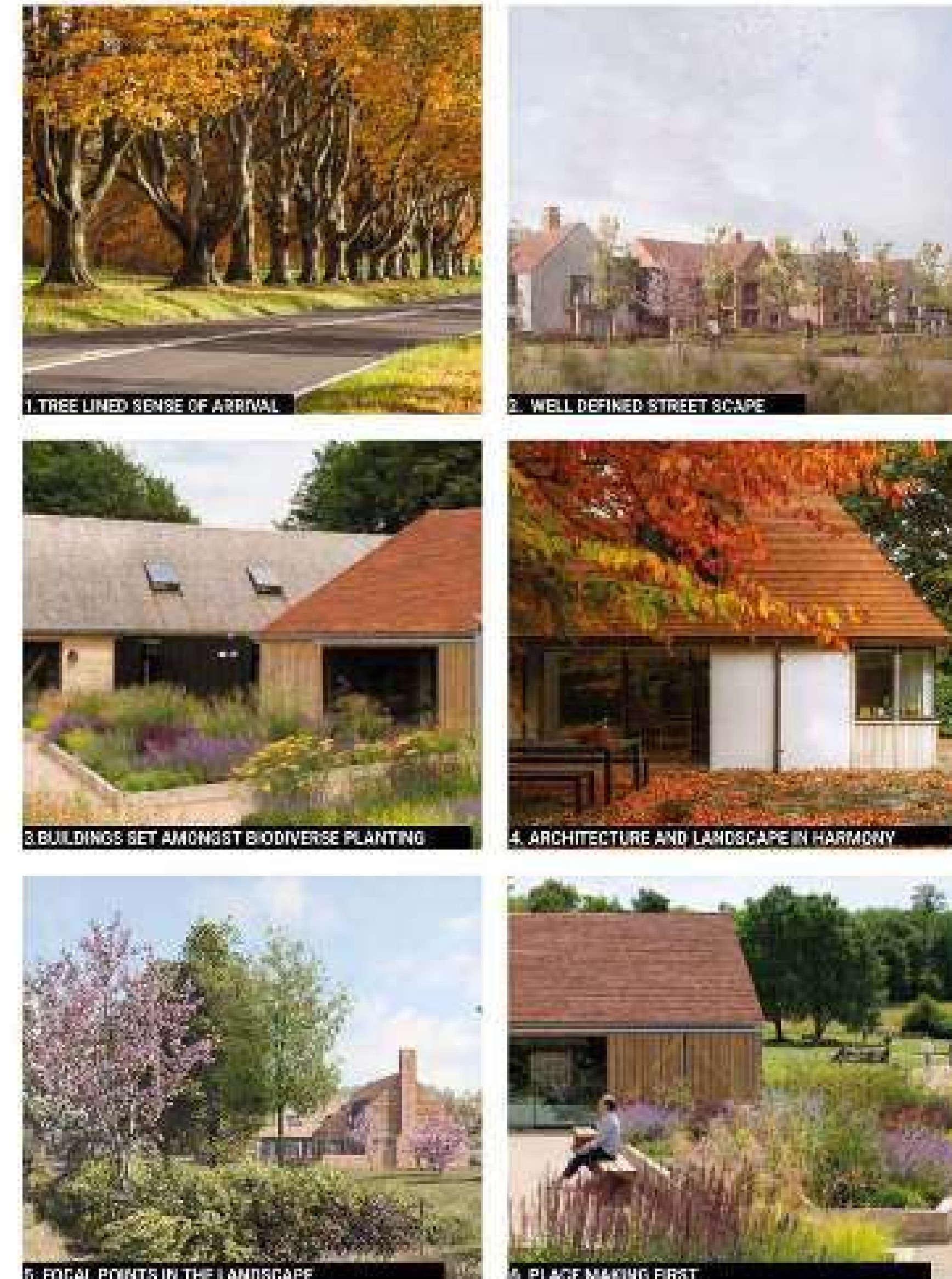
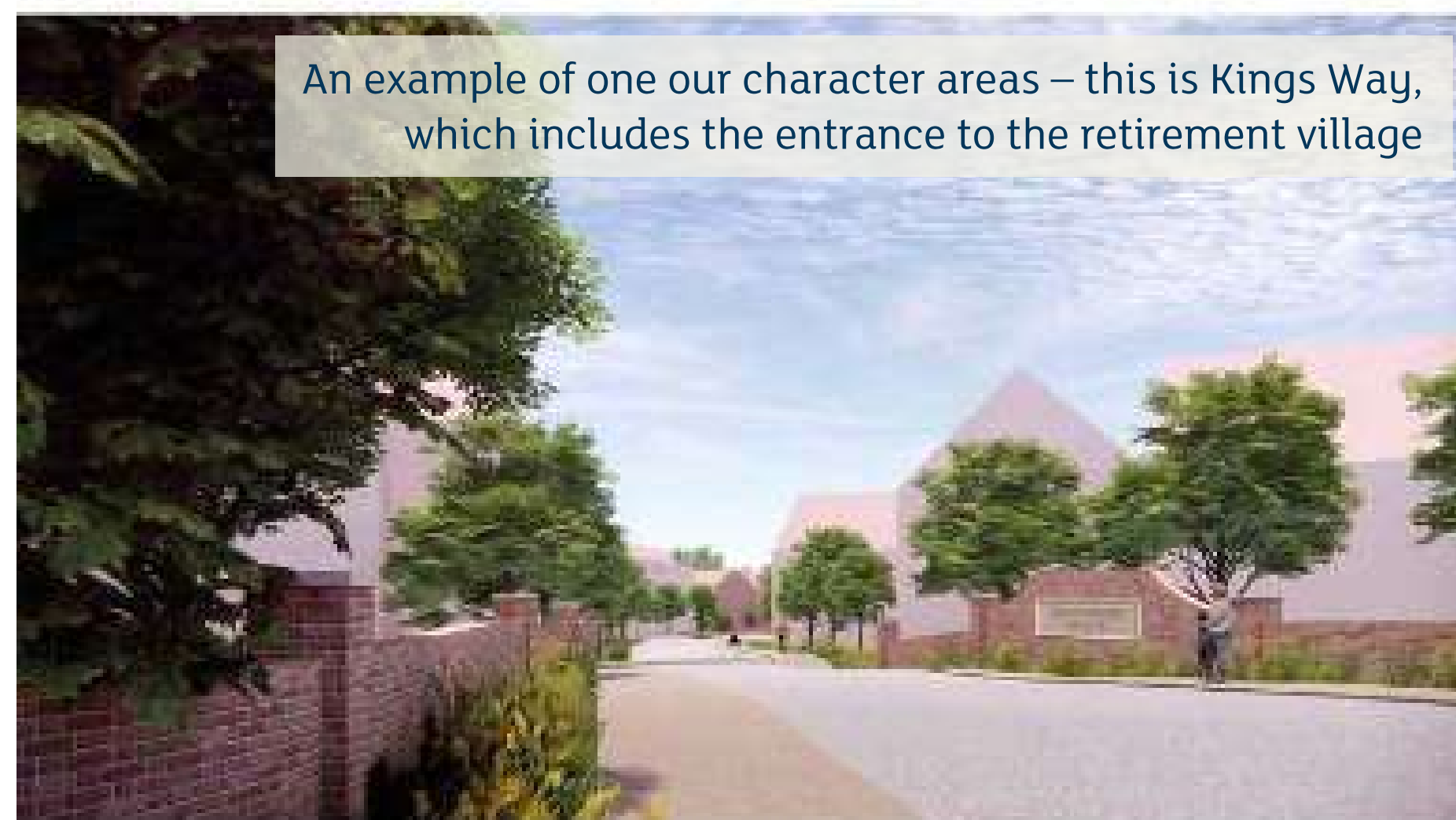
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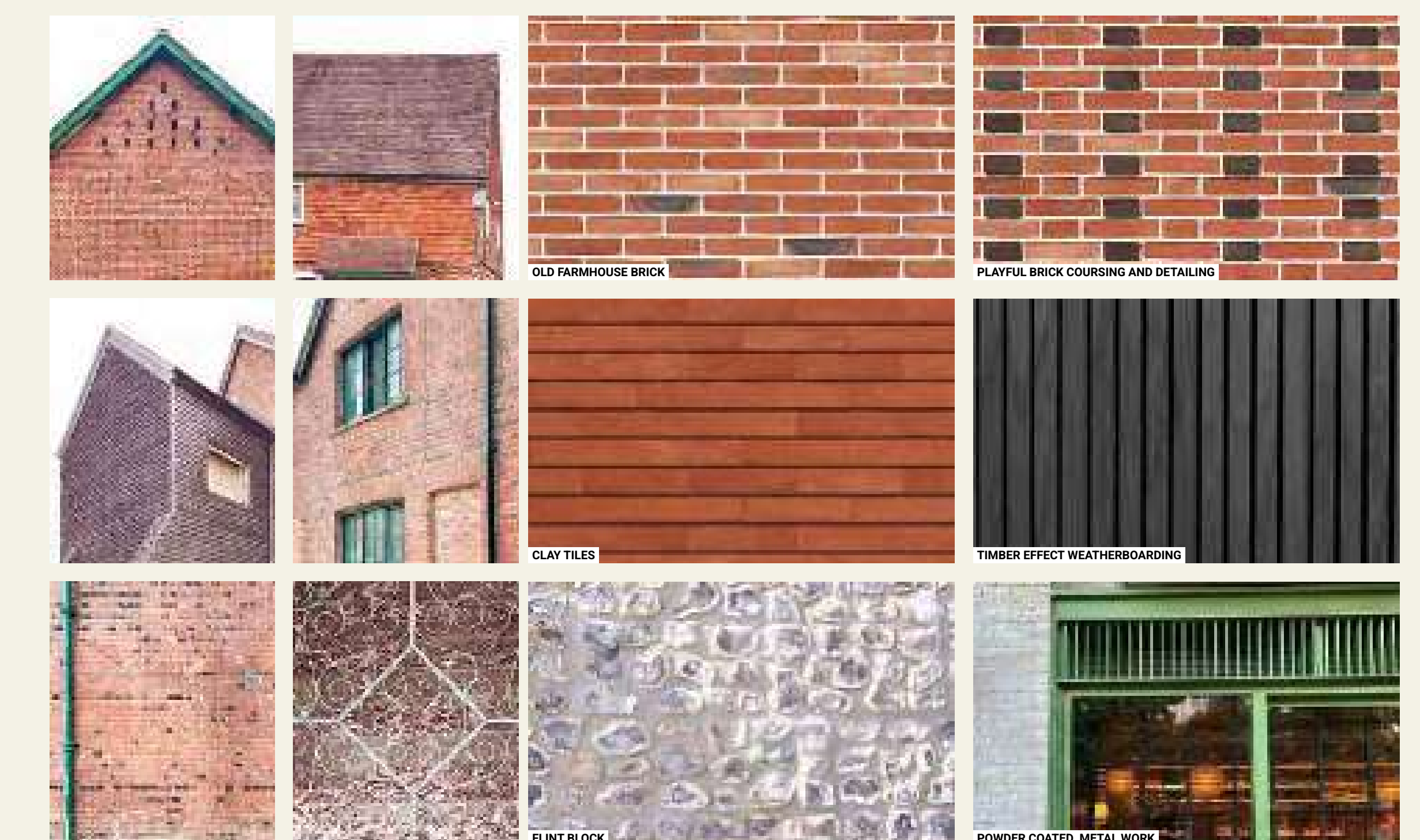


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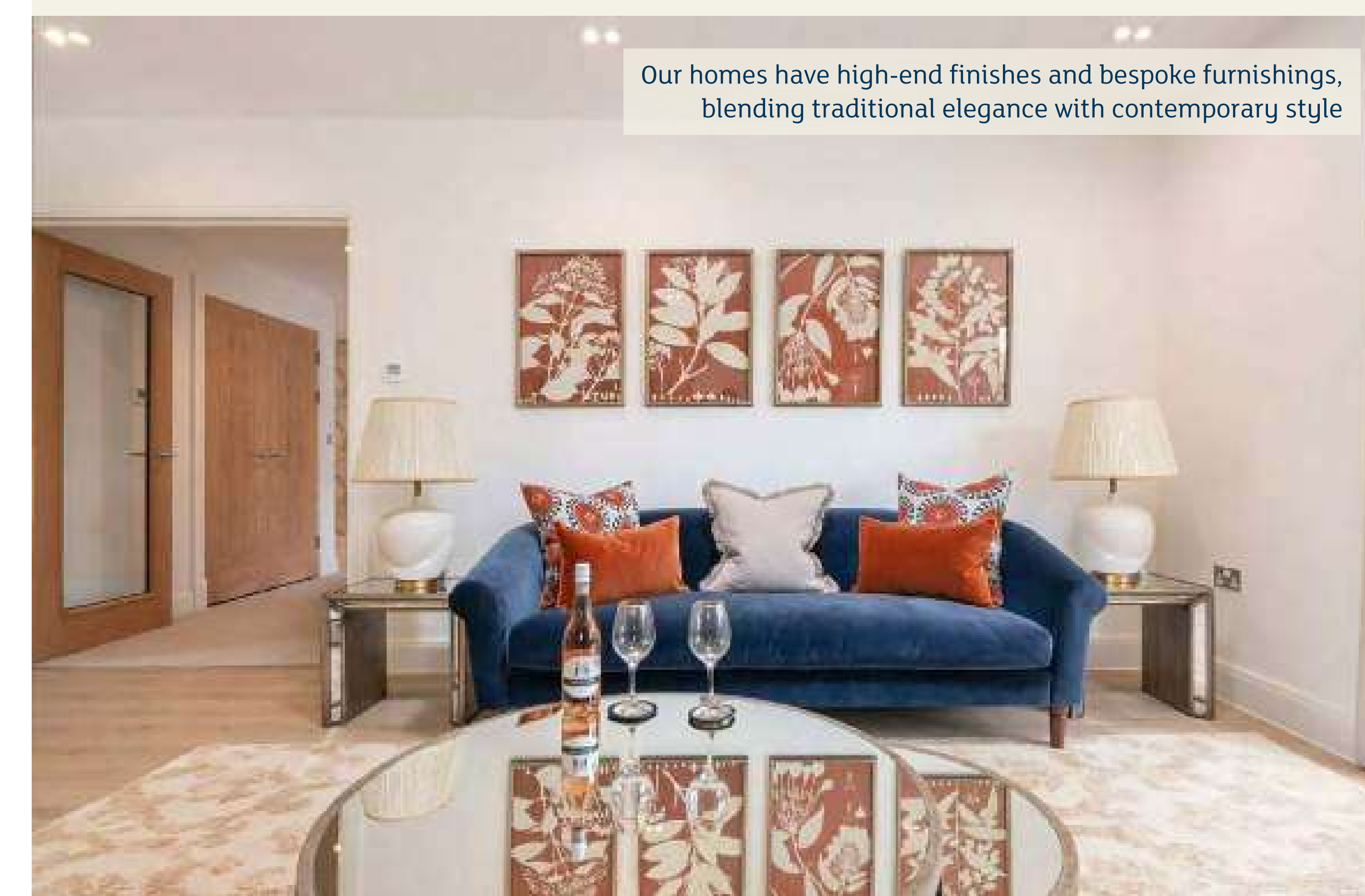
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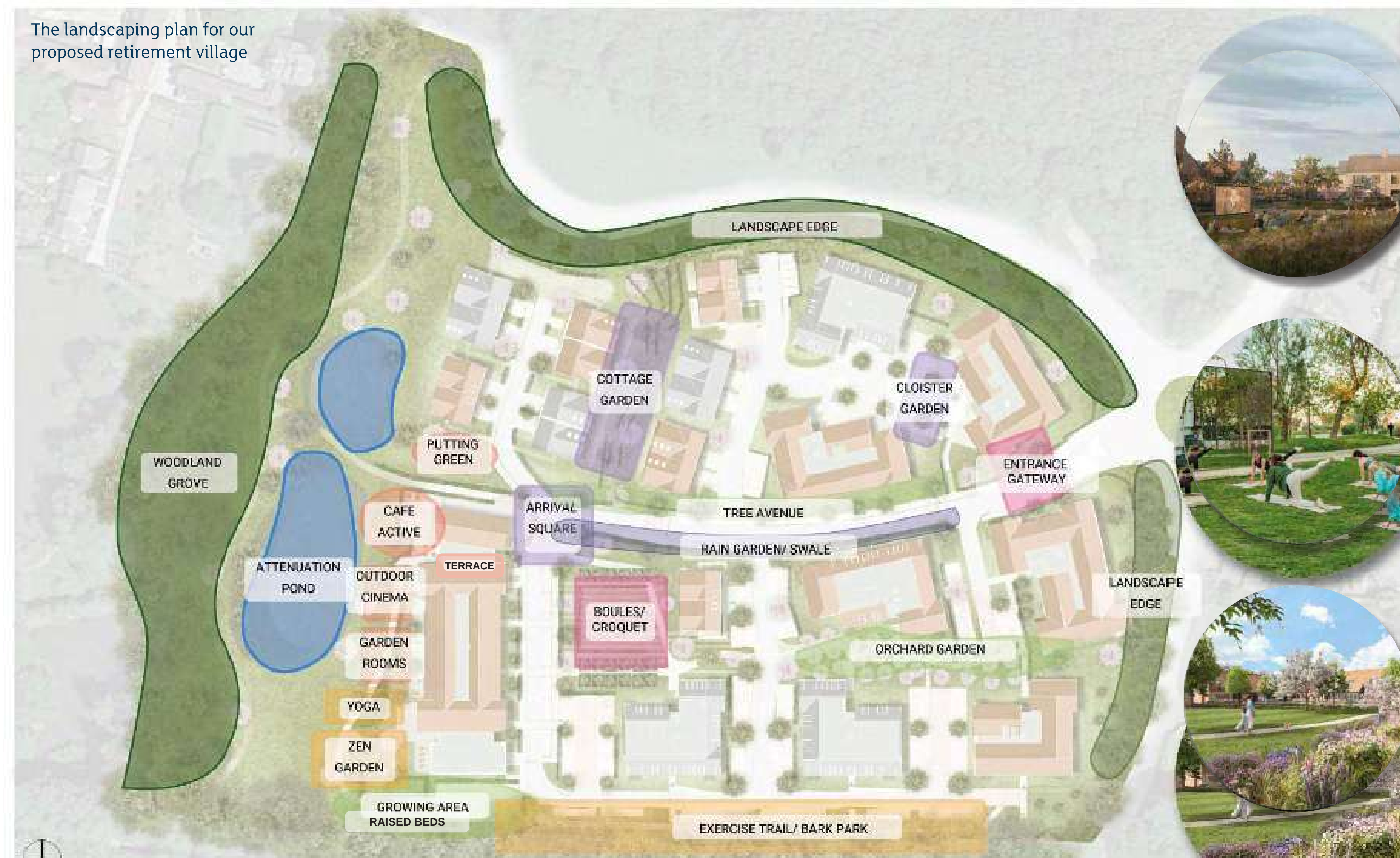
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The Village Plan



The Wooded Setting

1"=20' 0" 1"=40' 0" 1"=60' 0" 1"=80' 0" 1"=100' 0"



Building E

Building D

Building B

LONG SECTION - Imberhorne Lane

Section 5
Scale 1:500

Section 1



Section 2



Section 3



Section 4

CROSS SECTIONS - Imberhorne Lane

Scale 1:500



KEY PLAN

Scale 1:1,000

R

A BUILDING AT THE HEART OF THE COMUNITY

The Village Centre



FLOOR PLAN - Central Facilities Building

Scale 1:100

BENEFITS OF THE SCHEME

Key benefits



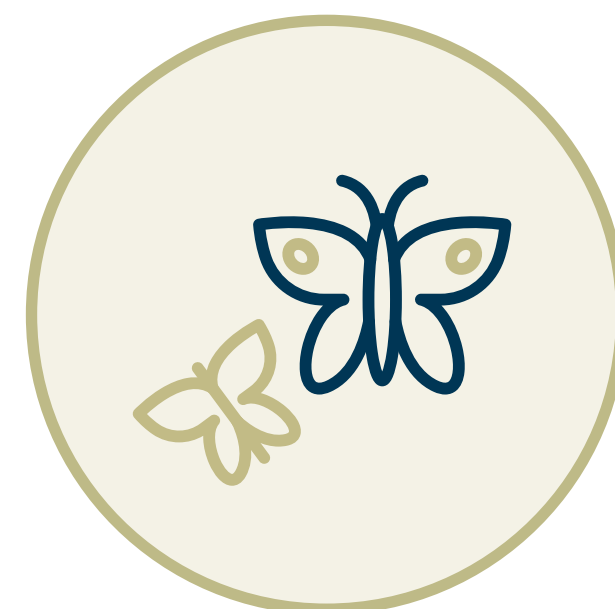
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✉ Email us at mail@your-feedback.co.uk

☎ **0800 099 6712** – leave a message and our project team will call you back

🌐 Visit our project website at imberhorne.your-feedback.co.uk
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Setting Standards for
Retirement Communities

RANGEFORD VILLAGES

RANGEFORD VILLAGES

NEW RETIREMENT CARE VILLAGE IN EAST GRINSTEAD

Community consultation

CONSULTING THE COMMUNITY

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Outline planning permission has already been granted to develop the site with a wider vision for 550 homes along with a retirement village, and we are aiming to deliver the latter.

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Later this year we aim to seek full permission – also known as a reserved matters application – to confirm the detailed design and deliver 134 high-quality homes for older people alongside a range of communal facilities and on-site care services.

The scheme is designed to support residents to live independently for as long as possible, with tailored wellbeing and care services provided by our on-site CQC-registered Rangeford Care team.

Before submitting the application, we are keen to share our vision with local residents and stakeholders. As part of this, we have launched a community consultation and would welcome your views.



VISIT OUR DROP-IN SESSION

Date: Tuesday 23rd June 2026

Time: 3:30pm - 6:30pm

Location: Main Hall, East Court Mansion,
College Lane, East Grinstead, RH19 3LT

We are also holding a virtual consultation where the same materials which can be found at – imberhorne.your-feedback.co.uk – comments can be left up until **Sunday 5th July 2026**.

For those without internet, who are unable to attend the drop-in session, printed copies of our materials and a feedback form with free return postage can be provided on request.

CONTACT US

Email us at mail@your-feedback.co.uk

0800 099 6712 – leave a message and our project team will call you back

Visit imberhorne.your-feedback.co.uk





KEY BENEFITS



Delivers much-needed specialist accommodation for older people in line with local housing needs



Frees up larger family homes by enabling older residents to right-size locally



Making best use of a site already approved for development as a retirement village



A peaceful, landscaped setting, enhancing biodiversity



Provides on-site care and wellbeing services, helping to ease pressure on local NHS and social care provision



Supports local employment, with a range of new full- and part-time roles in care, hospitality, and maintenance



A sustainable scheme with energy-efficient construction and heating systems



High-quality facilities ranging from a café to outdoor cinema and a boules green to activity rooms

Scan QR code to visit our project site



RANGEFORD VILLAGES

Dear Neighbour,

Land at Imberhorne Farm, East Grinstead

We are writing to provide an update on Rangeford Villages' consultation on proposals for a new Integrated Retirement Community on land at Imberhorne Farm, East Grinstead.

The proposals seek to deliver 134 high-quality homes for older people, alongside communal facilities and on-site care services. Outline planning permission has already been granted for the wider site, including a retirement village, and Rangeford Villages is now preparing more detailed proposals for this part of the site.

Following feedback from residents and local stakeholders, we have decided to **extend the consultation period until Sunday 2 August 2026**. This will provide additional time for neighbouring residents to review the proposals and share their views before the plans are finalised.

You can view the consultation materials and complete the feedback form online at:

<https://imberhorne.your-feedback.co.uk>

Alternatively, if you would like to contact the project team directly, you can do so by:

Email: mail@your-feedback.co.uk

Telephone: 0800 099 6712 - please leave a message and a member of the project team will call you back.

We would be grateful to receive any comments by **Sunday 2 August 2026**.

Thank you for taking the time to consider the proposals.

Yours faithfully,

Rangeford Villages

RANGEFORD VILLAGES

Dear Resident,

Request for Access to Your Property

We are writing on behalf of Rangeford Villages regarding our proposals for a new Integrated Retirement Community on land at Imberhorne Farm, East Grinstead.

As part of the ongoing design process, our specialist land surveyors need to undertake a brief survey of a small number of neighbouring properties to record existing building heights, ground levels and boundary features. This information will help ensure that the proposals are accurately informed by the surrounding area.

We would be grateful if you would allow our surveyors access to your property on **Thursday 16 July**.

The survey is expected to take no longer than **20–30 minutes** and is entirely non-intrusive. The surveyors will simply take a series of external measurements and observations. No internal measurements are required, no works will be undertaken, and your property will not be altered in any way.

If Thursday 16 July is convenient, we would be pleased to arrange a suitable time with you. Alternatively, if another time that day would be more convenient, we will do our best to accommodate this.

Should you have any questions, or wish to arrange access, please contact Miles on:

Telephone: 07738 741639

Email: miles.willshire@fairthorn.co.uk

Thank you in advance for your assistance and cooperation. We appreciate your time and hope you will be able to assist us with this important piece of survey work.

Yours faithfully,

Chris Jackson

Senior Land Manager

Rangeford Villages

RANGEFORD VILLAGES

Dear Neighbour,

Land at Imberhorne Farm, East Grinstead – Invitation to drop-in session

We are writing to provide an update on Rangeford Villages' consultation on proposals for a new Integrated Retirement Community on land at Imberhorne Farm, East Grinstead.

The proposals seek to deliver 134 high-quality homes for older people, alongside communal facilities and on-site care services. Outline planning permission has already been granted for the wider site, including a retirement village, and Rangeford Villages is now preparing more detailed proposals for this part of the site.

Following requests from neighbouring properties, we have decided to hold a further community drop-in session. This will provide an opportunity for neighbours to view our revised proposals, speak with members of the project team and ask any questions.

The details are as follows:

Date: **Thursday 23 July 2026**

Time: **4:00pm – 7:00pm**

Location: **Main Hall, East Court Mansion, College Lane, East Grinstead, RH19 3LT**

You can also view the consultation materials and complete the feedback form online at:

<https://imberhorne.your-feedback.co.uk/>

Alternatively, if you would like to contact the project team directly, you can do so by:

Email: mail@your-feedback.co.uk

Post: Freepost FAIRTHORN CONSULTANCY (no stamp is required)

Telephone: **0800 099 6712** - please leave a message and a member of the project team will call you back.

We would be grateful to receive any comments by **Sunday 2 August 2026**.

Thank you for taking the time to consider the proposals.

Yours faithfully,

The Project Team

On behalf of Rangeford Villages

Dear Mr Nankivell,

I am writing to you directly as Chief Executive Officer of Rangeford Villages because serious concerns about the Kingscote Place / Imberhorne Farm consultation have still not been addressed, despite repeated written requests.

This is not simply a disagreement about the merits of a planning proposal. It is now a serious concern about the way Rangeford is conducting the consultation with the residents most directly affected by the proposed development.

I am sending this correspondence by email and also by Special Delivery to Rangeford's Holborn office, marked for your attention, because the consultation deadline is currently Sunday 2 August 2026 and this matter cannot wait to be placed into a general feedback or complaints process taking weeks to respond.

I am also copying this correspondence to Mid Sussex District Council, East Grinstead Town Council and relevant councillors because the issues raised concern not only Rangeford's internal handling of the matter, but also the fairness, accuracy and reliability of the consultation process that may later be presented to the planning authority.

The central issue is straightforward. Rangeford has described this as a consultation stage, but there has not been any meaningful consultation with the residents most directly affected by the proposals, particularly those in Otterbourne Place and Bluebell Close.

At the consultation event on 23 June 2026, Rangeford told residents that approximately 2,000 properties had been consulted. However, the event was very poorly attended. We counted around 10 members of the public. Rangeford has since referred to approximately 30 members of the public. Even on Rangeford's own figure, that is an extremely small attendance for a consultation said to involve around 2,000 notified properties.

More importantly, the residents in the most sensitive area, closest to the proposed blocks, had not received proper advance notice. Nobody in Otterbourne Place or Bluebell Close appeared to have received a timely invitation. The issue was only picked up because I contacted Rangeford before the event to say that residents in our area had not received invitations. A Town Council Facebook post was not an adequate substitute for direct notice to affected residents. I only became aware of it because a friend sent me a screenshot.

At the event, Jackson said in front of a number of residents and Rangeford representatives that he was unhappy with the mailshot and would not be paying for it. In those circumstances, Rangeford cannot reasonably treat the event as evidence of meaningful consultation with the residents most directly affected.

Despite that, Rangeford has now said that there will be no further consultation event and that it needs to "move beyond the consultation points now". That is deeply concerning. From our perspective, the consultation has barely begun in any meaningful sense, because the people most affected were not properly reached, the event was poorly attended, and the key technical information requested at the event has still not been provided.

At the 23 June event, residents repeatedly asked for the information needed to understand the impact of the proposal. We were repeatedly told that information would be provided "in due

course". Three weeks later, we still have not received meaningful technical information addressing the key issues.

Those issues include:

1. the move from up to 2 storeys to 2.5 storeys / three levels of accommodation;
2. the planning and design basis for that change;
3. whether the proposal can be dealt with as reserved matters under the existing outline permission, or whether it requires a non-material amendment under section 96A, a section 73 application, or a fresh planning application;
4. levels and topography;
5. overlooking and loss of privacy;
6. visual impact, scale and massing;
7. the relationship between the proposed blocks and existing homes in Otterbourne Place and Bluebell Close.

The Design and Access Statement and Scale-Vision document, both referred to in the Planning Permission document dated 13 February 2025, show this part of the site as up to 2 storeys. Rangeford's current consultation material now shows buildings of up to 2.5 storeys. At the event, we were told that 2.5 storeys means three levels of accommodation.

That is not a minor distinction for residents. Three levels of accommodation close to existing homes creates a materially different relationship in terms of overlooking, privacy, apparent height, outlook and visual dominance.

There is also a serious concern about topography. At the 23 June event, we were told that Rangeford already had the relevant levels / topographical information for the homes adjacent to the site and that this had informed the design approach now being consulted on, including the proposed 2.5-storey / three-level arrangement.

However, on 13 July 2026, Miles wrote to say that Rangeford's surveyors now wish to gather further technical information from my property and ■ property in order to respond to our technical questions. He stated that this information is not needed for the planning application, but only to respond to our questions.

Those two positions are difficult to reconcile.

1. If Rangeford already had the relevant topographical information and used it to inform the current design, it needs to explain why further garden-level information is now required before it can answer residents' questions.
2. If Rangeford did not have sufficient information, then residents need to understand how the current design, including the proposed 2.5-storey / three-level accommodation arrangement, was properly assessed before being put out to consultation.

Either way, this is a serious procedural concern. It goes directly to whether residents have been asked to comment on a properly informed design, or on a layout whose relationship with existing homes has not yet been adequately assessed.

The issue is also not limited to garden levels. Rangeford needs to understand the actual outlook, overlooking and privacy relationship from the affected homes themselves, including upstairs rooms,

bedrooms and bathrooms. The potential impact is not limited to my property and [REDACTED] property. It also affects other homes in Otterbourne Place and Bluebell Close.

There is a wider issue of corporate responsibility here.

RangeFord is promoting a substantial retirement village close to existing homes. The consultation process should therefore be careful, transparent and responsive, particularly where the residents most affected are raising specific concerns about height, topography, overlooking, privacy and the accuracy of the information being relied on.

In my view, the present process gives rise to three serious corporate responsibility concerns.

First, there has been deficient community engagement. The residents most directly affected by the proposal were not properly reached, the mailshot failure was acknowledged at the event, attendance was extremely limited, and RangeFord is now resisting a further consultation event.

Second, there is a risk of disproportionate visual impact. The current proposal appears to place 2.5-storey / three-level accommodation blocks in a sensitive relationship with existing homes, despite the relevant planning material showing this part of the site as up to 2 storeys. This creates obvious concerns about apparent height, overlooking, privacy, massing and visual dominance.

Third, there is a risk of misleading or inaccurate submissions if RangeFord later presents this consultation as evidence that affected residents were properly consulted, or if it relies on design assumptions about levels, topography and neighbouring homes that have not been properly explained or tested.

That risk is not theoretical. The process so far appears to have involved:

1. a failed or seriously defective mailshot;
2. very limited attendance at the event;
3. no further consultation event despite the failure to reach the affected residents properly;
4. repeated statements that information would be provided "in due course";
5. three weeks passing without meaningful technical information being supplied;
6. RangeFord saying it now needs to "move beyond the consultation points";
7. a late request for further survey access after residents questioned the basis of the design;
8. repeated failure to provide clear written answers to substantive questions.

That is not meaningful consultation. It is a process in which residents are being asked to respond to a developing proposal without the information needed to understand it.

RangeFord must not later present this consultation as having properly and meaningfully engaged the residents most directly affected when, in our experience, that has not happened.

We have also asked for your contact details so that we could write to you directly. Those details have still not been provided. I am therefore sending this correspondence to the email address I understand to be your direct RangeFord address, and I am also sending it by Special Delivery to RangeFord's Holborn office for your attention.

I am asking you to intervene personally and urgently.

In particular, I ask that Rangeford now:

1. acknowledges that the consultation has not meaningfully reached the residents most directly affected in Otterbourne Place and Bluebell Close;
2. agrees to a further properly notified consultation event for those residents;
3. provides the outstanding technical information promptly, including information on levels, topography, building heights, finished floor levels, overlooking, privacy, scale, massing and visual impact;
4. confirms that residents will be given a reasonable period to comment after that information has been supplied;
5. explains clearly how the proposal moved from up to 2 storeys to 2.5 storeys / three levels of accommodation in this part of the site;
6. explains what planning route Rangeford considers applies if the proposal departs from the up-to-2-storey material referred to in the planning documents;
7. explains the apparent inconsistency between Rangeford saying the relevant topographical information had already informed the current design and then saying further levels information is required to answer residents' questions;
8. ensures that future responses are provided in writing and answer the substantive questions raised.

For personal reasons, I have limited availability from 24 July onwards. Given that the consultation is currently due to close on 2 August, this makes the timing even more pressing. Any further consultation event or further technical information must therefore be provided in a way that gives affected residents a proper and reasonable opportunity to attend, consider the information and respond. It would not be acceptable for Rangeford to arrange a further event or release key information at a time that prevents meaningful participation before the deadline.

I am therefore asking for a substantive response by return, and in any event within the next few working days, so that residents are not left with a consultation that closes before the key information has been provided and properly understood.

If Rangeford does not provide a prompt and substantive response, I will have no alternative but to place this correspondence and the wider chronology before any further appropriate parties, including elected representatives and any relevant public bodies. That will be necessary because Rangeford must not later present this consultation as having properly and meaningfully engaged the residents most directly affected when, in our experience, that has not happened.

I remain willing to engage constructively, but Rangeford cannot reasonably treat this consultation as complete while the residents most directly affected have not been properly consulted, have not received the information repeatedly requested, and have not been given clear written answers to the procedural and technical concerns raised.

Yours sincerely,

Hi Miles,

Thank you for your email.

No, I cannot confirm that surveyor access is OK on the basis of what you have said.

Your reply still does not answer the main questions we have raised, and it does not explain what further technical information is actually required, why it is required now, or how it would be used.

At the 23 June event, we were told that Rangeford already had the relevant levels / topographical information for the homes adjacent to the site and that this had informed the design approach now being consulted on, including the proposed 2.5-storey / three-level arrangement.

That is why your request now raises a serious concern.

Please explain clearly:

1. what specific level / topographical information is now said to be missing;
2. why that information was not already covered by the topographical information referred to at the 23 June event;
3. whether Rangeford did or did not have sufficient level / topographical information when it prepared the layout now being consulted on;
4. if that information was not available, how the current layout and 2.5-storey / three-level arrangement were arrived at;
5. why this is being requested three weeks after the consultation event rather than before the event and before residents were asked to comment;
6. why the request is limited to my property and ■ property, when the issue affects the wider relationship between the proposed blocks and homes in Otterbourne Place and Bluebell Close;
7. exactly what the surveyors would measure, where they would need to go, how long they would be present, and whether the results would be shared with us.

You say this is not needed for the planning application and is only to respond to our questions. That does not resolve the issue. Our questions arise because Rangeford is consulting on a design that appears to rely on levels, topography and the relationship with existing homes. If the relevant information was already available and used, please explain why further garden-level information is now needed. If it was not available, then residents need to understand how the current design was properly assessed before consultation.

There is also a separate point. The issue is not just garden levels. Rangeford needs to understand the actual outlook, overlooking and privacy relationship from affected homes, including upstairs rooms, bedrooms and bathrooms. That applies not only to my property and ■ property, but also to other affected homes in Otterbourne Place and Bluebell Close.

I therefore see no value in agreeing to surveyor access on Thursday unless and until Rangeford has first answered the points above in writing. In any event, any access would need to be by prior appointment, with the relevant householder present, and with a clear explanation in advance of what is being measured and how the information will be used.

Please also respond to the wider questions in our previous email, including the missing technical information, the consultation timetable, and the 2-storey / 2.5-storey / three-level accommodation issue.

Finally, please provide the full contact details for Rangeford's Chief Executive Officer, including the appropriate email and postal address for formal correspondence. We want to write to the Chief Executive Officer both to raise the serious procedural concerns about this consultation and to explain that, despite repeatedly asking for key information in writing, we are still not receiving clear written answers to the substantive questions raised.

Kind regards,

Hi Miles,

I saw that you tried to call earlier, but I was at the dentist. I have tried calling back but reached voicemail.

I am heading off shortly to see my mother in her nursing home and will be back this afternoon.

As it is now around three weeks since the consultation event, and we are still waiting for responses to the main points raised, it would be helpful if you could set out the position by email when you are able to do so. We are also trying to keep residents in Otterbourne Place and Bluebell Close informed, so a written response would be helpful for that reason as well.

If there is something urgent that you wanted to discuss, please could you summarise it by email first. We can then consider it properly.

Kind regards,

Hi Miles,

Thank you for your email.

We appreciate that Rangeford may now wish to bring this exchange to a close. However, the principal concerns we have raised remain unresolved.

Our first concern is whether the consultation will provide a fair and meaningful opportunity for residents, particularly those living in the sensitive area, including us, closest to the proposed 2.5-storey blocks, to understand and comment on what is actually being proposed.

The event mailshot was clearly very problematic. At the event, Chris Jackson said he was unhappy with the mailshot and would not be paying for it. The attendance was plainly very limited. We counted around 10 members of the public, whereas you now refer to approximately 30. Even on Rangeford's figure, that remains a very small attendance for a consultation said to involve around 2,000 notified properties.

Important technical information is still outstanding. If that information is not complete and provided promptly, residents will not have sufficient time to examine it, understand its implications and submit properly informed comments before the consultation process concludes.

Please therefore confirm:

1. exactly when the missing technical information will be provided;
2. whether residents will be given a reasonable period after receiving that information in which to assess it and submit further comments;
3. how Rangeford considers the consultation can be fair and meaningful if significant information is supplied only shortly before the process is brought to an end.

Our second central concern is how Rangeford arrived at the proposal for buildings of up to 2.5 storeys, meaning three levels of accommodation, when the Design and Access Statement and Scale-Vision document, both referred to in the Planning Permission document dated 13 February 2025, show this part of the site as up to 2 storeys.

Please explain:

1. the planning and design basis upon which Rangeford concluded that buildings of up to 2.5 storeys could properly be proposed in this area;
2. whether Rangeford considers that buildings of up to 2.5 storeys can be approved as reserved matters within the existing outline permission, notwithstanding the Building Heights Parameter Plan showing buildings of up to 2 storeys in this area; or whether Rangeford considers that this would require a non-material amendment under section 96A, a section 73 application to vary the relevant condition, or a fresh planning application. Please also explain the planning basis for that conclusion;
3. how the site's topography was taken into account when deciding where buildings of up to 2.5 storeys should be placed, given that their apparent height and impact will be increased where they are positioned on higher ground close to existing homes.

You have also said that surveyors wish to access our properties to capture ground levels. At the 23 June event, we were told that Rangeford already had the relevant levels / topographical information for the homes adjacent to the site and that this had informed the design approach now being

consulted on. Please therefore explain what information is now said to be missing, why it was not already covered, and how it would be used.

In any event, this issue cannot sensibly be addressed only by surveying our two properties. The concern relates to the wider relationship between the proposed 2.5-storey blocks and the sensitive area closest to them, including Otterbourne Place and Bluebell Close. If further level information is genuinely needed, it should address that wider relationship and not just our individual properties.

At the event, Chris Jackson also said that he would visit our homes to understand the relationship between the proposed development and the rooms most directly affected. That remains relevant because the concern is not abstract. A third accommodation level could have direct views towards west-facing bedrooms and bathrooms, so the privacy and overlooking impact needs to be understood from the affected properties, not just from plans.

We would also ask Rangeford to consider whether lower buildings should be placed closest to existing homes, with any taller buildings moved further west and onto lower ground. However, the immediate priority is for Rangeford to explain clearly how the present building-height proposal was reached and to provide the outstanding technical information in sufficient time for residents to consider it properly.

Please also provide the full contact details for Rangeford's Chief Executive Officer, including the appropriate email and postal address for formal correspondence.

These are not peripheral matters. They go directly to whether the consultation has been fair and meaningful and whether residents have been given a proper opportunity to understand and respond to the development that would affect them most directly.

Kind regards,

Dear Miles,

Thank you again for confirming that the consultation deadline has been extended to Sunday 2 August and that the website has been updated.

However, since your email of 1 July, in which you said “Please allow us time to respond to these points”, we have not yet received any substantive response to the main issues raised in our detailed email. We have only received confirmation about the extended deadline, the website update, and the further mailing.

Given that residents are now being asked to comment by 2 August, we do need answers to the outstanding points as soon as possible.

We have now met with Councillor Dick Sweatman, Vice-Chair of the Mid Sussex Planning Committee, to discuss the consultation process and the 2-storey / 2.5-storey issue. Dick said he would speak to Steven King about the apparent move from the approved “up to 2 storey” parameter to 2.5 storeys / three accommodation levels, and also about our concern that the consultation has not been sufficient. He also said he would speak to Councillor Rex Whittaker, our ward councillor for Imberhorne. Dick also said us to let him know the attendee number once Rangeford provides it. He attended the event briefly himself and did not see a high attendance.

The planning-control point is important. We understand that planning permissions can sometimes be amended, but residents need to understand how the Council and Rangeford are treating a proposal for 2.5 storeys / three accommodation levels in an area shown on the approved parameter plan as “up to 2 storey”. In particular, is this being treated as reserved matters within the existing permission, a non-material amendment under Section 96A, a Section 73 application to vary or remove a condition, or something requiring a fresh planning application?

We appreciate that Dick will raise the Council’s position with Steven King, but Rangeford also needs to explain its own planning basis for consulting on 2.5 storeys / three accommodation levels in that part of the site, particularly given the approved Building Heights Parameter Plan in the April 2024 Design and Access Statement.

Please could Rangeford now respond to the following outstanding points as soon as possible:

1. the confirmed number of public attendees at the 23 June consultation event, excluding Rangeford attendees;
2. whether Rangeford will hold a further consultation event before the Sunday 2 August deadline, given the failed initial mailshot, the low attendance at the 23 June event, and the fact that the recent letter extending the deadline contains no mention of any further event;
3. if Rangeford does not intend to hold a further event, the reason for that decision;
4. when the missing technical information will be provided, including information on levels, finished floor levels, ridge/eaves heights, separation distances, cross-sections, window and balcony positions, overlooking/sightlines, daylight/sunlight, outlook, visual dominance, and the 3D model or images from it;
5. how long residents will have to comment after receiving that further information;
6. how Block E as 2.5 storeys / three levels of accommodation is said to comply with the approved “up to 2 storey” parameter shown in the April 2024 Design and Access Statement;

7. whether Rangeford will reconsider the layout so that lower buildings are placed closest to existing homes, with taller blocks moved further west and downhill;
8. the full name of the Mid Sussex officer involved in the pre-application discussions, as Chris Jackson said he would provide it; and
9. whether Chris Jackson will still meet us at our homes, as he indicated at the event, and if so when.

Please could you also provide a postal address for consultation comments. A number of residents in Bluebell Close have said that they received the 2 August letter but do not use technology to reply electronically. The letter gives the website, email address and telephone number, but does not appear to give a postal address for written comments. We said we would ask for one.

Please could you respond by the end of this week, at least on the immediate points: the attendee numbers, the postal address for written comments, whether there will be a further consultation event, and whether Chris Jackson will still meet us at our homes?

If some of the more detailed technical or planning points need longer, please could you confirm when Rangeford expects to respond to those?

If we do not hear back from you this week, we will call on Monday.

Thank you for your continuing support as the main liaison point.

Kind regards,

Hi Miles,

Thank you for confirming that the Royal Mail letter will be sent to Otterbourne Place and Bluebell Close, and that it will also extend a little further up Imberhorne Lane.

We have also now seen that the consultation website has been updated to show the revised deadline of Sunday 2 August. Thank you for arranging that.

At this stage, we do not need to see the redacted emails, and we would not want to put you to the additional work of redacting third-party personal information.

Please could you let us know once the Royal Mail letters have been sent? We would also be grateful if the letter clearly confirms the revised consultation deadline of Sunday 2 August, explains how comments can be submitted, and confirms that comments received before that date will be considered as part of the consultation.

We will await the further response to the detailed points raised in our earlier email.

Kind regards,

Hi Miles,

Thank you for confirming this.

We appreciate the consultation deadline being extended to Sunday 2 August, and the confirmation that the website will be updated later today and that a letter will be sent to neighbours via Royal Mail later this week.

Please could you confirm the area covered by the Royal Mail letter? In particular, please could you confirm that it will be sent to all residents in Otterbourne Place and Bluebell Close?

Please could you also confirm whether the letter is being sent more widely to the same consultation area that should have received the original mailshot, or whether it is being limited to a smaller group of neighbours?

We will await the further response to the detailed points raised in our email.

Kind regards,

Hi Miles,

Thank you for confirming that Rangeford will respond.

We appreciate that the detailed points may take some time, but please could you confirm the revised consultation deadline as a matter of urgency, as we were told at the event that the deadline would be moved from 5 July to a date in August.

A number of neighbours in Bluebell Close have also pointed out that, because 5 July is a Sunday, the last normal working day before the currently stated deadline is Friday 3 July.

The consultation website still states that comments should be returned by midnight on Sunday 5 July 2026, so we need written confirmation of the revised date as soon as possible.

Kind regards,

Dear Miles,

I am writing to follow up on the Rangeford/Kingscote Place consultation event at East Court on 23 June.

It is now more than a week since the event, and we are disappointed that we have not yet received any substantive follow-up. At the event, a number of important points were left to be confirmed “in due course”, but we have not yet been given firm answers, dates, documents, or confirmation of the next steps.

The most urgent issue is the consultation deadline. During the meeting at the event, Rangeford told us that the consultation deadline would be moved from 5 July to a date in August. However, we have not yet received written confirmation of the revised August date, and the consultation website still states that comments should be returned by midnight on Sunday 5 July 2026. Our neighbours in Otterbourne Place and Bluebell Close have also raised this concern since I informed them what was said.

Please could you confirm back to us in writing, as a matter of urgency, the revised August consultation deadline and when the website and consultation material will be updated to show that date? This is particularly important given the problems with the mailshot, the lack of proper notice to directly affected residents in Otterbourne Place and Bluebell Close, and the absence of the technical information needed to comment properly.

We also need confirmation of whether there will be a further consultation event and a proper further mailshot. At the event, Rangeford accepted that the original mailshot had not worked properly. Chris Jackson also said he was not even going to pay the subcontractor for it. A last-minute flyer delivered less than a day before the event was not meaningful consultation for residents who were directly affected and had no realistic time to attend, prepare, or change existing commitments.

As you know, the main planning issue remains the Building Heights Parameter Plan. The approved material for DM/23/2699 shows the care community area as “up to 2 storey (approximately 11m ridge height)”, but the current Rangeford consultation material shows Block E as 2.5 storeys. At the event, we were told that 2.5 storeys means 3 full levels of apartment accommodation with windows and balconies. That is a major issue for residents directly facing the site. We still need a clear written explanation of how 2.5-storey blocks, and in particular Block E, can comply with an approved “up to 2 storey” parameter.

If Rangeford’s position is that the 2.5-storey approach was discussed or supported during pre-application discussions, then directly affected residents should now be shown the relevant written advice, drawings, minutes, officer comments and planning basis, especially where it appears to conflict with the approved “up to 2 storey” parameter. Pre-application discussions do not replace proper consultation or the reserved matters process.

At the meeting, we were also told that Rangeford did not yet have all the technical details available. Directly affected residents cannot comment properly without enough information to understand the relationship between the proposed blocks and existing homes. In particular, we need confirmation of when the following information will be provided:

1. levels and heights, including finished floor levels, existing and proposed site levels, ridge heights and eaves heights;

2. separation and relationship to existing homes, including distances and cross-sections through Block E, Imberhorne Lane, Otterbourne Place and Bluebell Close;
3. privacy and overlooking information, including window positions, balcony positions, overlooking angles and sightlines;
4. daylight, sunlight, outlook and visual-dominance information;
5. the topographical survey information referred to at the event, and the 3D model or images from it.

We have also now had more time to study the heavily redacted material received from Mid Sussex District Council through our Environmental Information Regulations/Freedom of Information request, reference R333701. This included redacted pre-application material dated 4 November 2025 and later disclosed correspondence. Hopefully, now the land has been purchased by Rangeford, and the commercial sensitivity has therefore reduced, we will soon receive an unredacted or less redacted version as a result of our complaint to the Information Commissioner's Office (ICO). Although much of the material is redacted, the document does contain useful points that support the residential-amenity concerns being raised by residents in Otterbourne Place and Bluebell Close:

1. It says the Council's Design Guide Supplementary Planning Document is an important material planning consideration, and that its design principles are expected to be followed in the reserved matters application. This is relevant because the Design Guide includes residential amenity, privacy, daylight/sunlight and layout/design principles.
2. The Council's Architect/Urban Designer said that, "to prevent major changes in the layout at a later stage," further details should be provided, calculations should be accurately reflected in the layout, and design matters should be resolved before finalising the layout. This supports our concern that layout, levels, calculations and design details were meant to be resolved properly before the scheme becomes fixed. It also undermines any suggestion that Rangeford can simply say "this is the layout" and push residents to wait until reserved matters.
3. The Council's Architect/Urban Designer commented on layout and massing, including that the final layout and massing should support the creation of proper streets/spaces and that buildings should be located strategically. This does not mention neighbours directly, but it supports the point that layout and massing are live design matters, not fixed developer preferences.
4. The comments specifically say to identify key views and explain how the development will appear from longer distances and from the existing road. This supports our visual-impact and overbearing-impact concerns, especially from Imberhorne Lane, Otterbourne Place and Bluebell Close.
5. The disclosed emails show that the applicants had provided separation distances, Stantec's cut-and-fill coloured level plan, and model pictures. Steven King also later said the Council had the 3D model in the office. This supports our concern that the technical material needed to judge neighbour impact already exists, or at least existed, but has not been shown to residents.
6. Steven King's January letter says the Council would be happy to comment on any further iteration of the scheme and that this would help "iron out any remaining issues" before the reserved matters application. This is relevant because it confirms the scheme was still capable of being changed before submission.

Those 6 points matter because they show that layout, massing, key views, separation distances, levels, model pictures and the 3D model are not side issues. They are central to the proper assessment of the proposal. They are also exactly the matters residents need to understand in order

to comment properly on privacy, overlooking, daylight and sunlight, outlook, visual dominance, finished floor levels, window and balcony positions, and the siting of taller apartment blocks closest to existing homes.

We therefore also ask Rangeford to reconsider the layout so that the lower buildings, including single-storey buildings and bungalows, are placed at the eastern Imberhorne Lane end closest to existing homes, with the taller blocks moved further west and downhill towards the attenuation pond. We do not consider visual presentation from the entrance roundabout or the main Vistry housing area to be a good reason for placing the much taller apartment accommodation closest to existing homes if that worsens privacy, overlooking, light, outlook and visual-dominance impacts for residents in Otterbourne Place and Bluebell Close.

At the event, Chris Jackson also said he would confirm the number of attendees at the consultation event and provide the surname of the Mid Sussex officer named "Steve" who had been involved in the pre-application discussions. We have not yet received that information.

Chris also indicated that he would be willing to meet with us at our homes to understand the relationship between the proposed development and our properties. Please could you confirm whether those meetings will still take place, and if so when?

In summary, please could Rangeford now confirm:

1. the revised August consultation deadline;
2. when the consultation website and material will be updated to show the revised deadline;
3. whether there will be another consultation event given the failed mailshot and resulting poor attendance;
4. whether there will be a proper further mailshot to Otterbourne Place, Bluebell Close and other directly affected residents;
5. when the missing technical information outlined above will be provided;
6. how long residents will have to comment after receiving that information;
7. how Block E as 2.5 storeys complies with the approved "up to 2 storey" parameter;
8. whether Rangeford will reconsider the layout so that lower buildings are placed closest to existing homes and taller blocks are moved further west and downhill;
9. the number of attendees at the 23 June consultation event, as we only counted 10, excluding Rangeford attendees;
10. the full name of the Mid Sussex officer involved in the pre-application discussions, as Chris Jackson said he would provide it. We understood him to say that this was a subordinate of Steven King and that his first name was also Steve, but that he could not remember his surname;
11. whether Chris Jackson will still meet us at our homes, and when.

Please could you let me know by return email that you are following up on this? If I do not hear back from you today, I'll call tomorrow as I'm away from home this afternoon.

Thank you for your continuing support as the main liaison point.

Kind regards,

Dear Miles (and Steven and Planning Info),

Ahead of today's meeting at East Court, I want to put one specific planning-control point in writing so that it can be addressed by the architect and project team.

I have now spent this entire morning reviewing all the public documents on the Mid Sussex planning portal for DM/23/2699.

The attached Design and Access Statement Building Heights extract, pages 24 and 25, shows the care community area in the light-blue category on page 25. The legend for that light-blue category clearly states: "Up to 2 storey (approximately 11m ridge height)".

The same plan also appears in the separate Scale-Vision document, also dated 22 May 2024, and shows the care community area in the same light-blue category.

The attached current Rangeford consultation layout shows Block E as 2.5 storeys, not 2 storeys.

On that basis, Block E does not comply with the overarching Building Heights Parameter Plan for DM/23/2699. The same issue also appears to affect Blocks A, G and H, which suggests a wider compliance issue across the care community area.

Had any 2.5-storey buildings been shown for the Care Village in the Design and Access Statement - April 2024 or the Scale-Vision document at the outline stage, I believe residents in Otterbourne Place, Bluebell Close and more widely would have objected strongly before permission was granted.

This is not a minor wording point. The Building Heights Parameter Plan sets the maximum building-height framework for the planning permission. A 2.5-storey building is plainly more than a 2-storey building in terms of floors of accommodation and would be totally out of keeping with the area and the adjacent properties in Otterbourne Place and Bluebell Close.

Please could you ensure that the architect and project team are ready to address this point at today's meeting?

In particular, please confirm:

1. How a 2.5-storey Block E could possibly comply with a parameter shown as up to 2 storey (approximately 11m ridge height);
2. Whether Block E includes any roof-space accommodation;
3. Whether Block E is therefore effectively three levels of accommodation in practical residential-amenity terms;
4. The proposed finished floor levels for each accommodation level within Block E.

This is a key point, because Block E is on the very eastern edge of the proposed care community area and directly faces existing homes at Otterbourne Place and Bluebell Close across Imberhorne Lane.

For the reasons already discussed and communicated, this directly affects privacy, overlooking, scale, massing, visual dominance and residential amenity. Any upper-floor or roof-space accommodation in Block E could create overlooking towards existing homes and gardens at Otterbourne Place and Bluebell Close, especially the privacy of our west-facing bedrooms and bathrooms.

As a secondary but important point, the precise position and proximity of Block E also matter. Even if the ridge height is said to remain within the approximately 11m height referred to in the Building Heights Parameter Plan, the siting of Block E in relation to Otterbourne Place and Bluebell Close could still affect outlook and afternoon and evening light from the west. This is particularly important for properties on this side of Imberhorne Lane because there are already very tall, long-established trees in the gardens and along Worth Way which significantly affect light on our southern boundary. Any new built form on the western side of Imberhorne Lane therefore needs to be considered carefully in cumulative residential-amenity terms.

Steven and Planning Info, please treat this email and its attachments as a formal request for this correspondence to be added to the planning portal records for DM/23/2699 and DM/26/0131, and also to any other current or future planning reference which is relevant to the care community, reserved matters, or discharge of conditions position for this part of the Land West of Imberhorne Lane development.

I am copying this email to Julie Galvin because this issue directly concerns the approved planning framework, the reserved matters position for the care community, and the earlier difficulty I have had obtaining clear information through the Environmental Information Regulations process. In the end, I only received a heavily redacted 43-page disclosure document, also attached to this email, which was of no practical use to me because no meaningful information remained unredacted.

I am also copying the Mayor's Secretary at East Grinstead Town Council, Councillor Rex Whittaker, Councillor Dick Sweatman, my Otterbourne Place neighbours, and the other copied recipients so that everyone has the same written record before today's meeting.

Once we have covered this specific planning-control point, we can continue with the rest of the topics already touched on, including:

1. Rescheduling another event and extending the 5 July deadline to allow residents who did not receive proper notification of today's event, including Otterbourne Place and Bluebell Close residents, to attend and raise their questions. A mail drop the afternoon beforehand, as happened yesterday, is no use as most people I have spoken to have reported back that such notice is insufficient for them to change their plans and attend today;
2. The need for a proper levels and cross-section drawing through the proposed blocks and nearest homes, showing the distance between the new blocks and existing homes, the proposed finished accommodation floor levels, ridge heights, eaves heights, overlooking angles, facing windows and sightline angles;
3. Whether the proposed blocks are in keeping with the existing area;
4. Whether a three-dimensional model exists and when residents can see it;
5. The landfill, contaminated land and gas-risk position for this part of the site, including what methane monitoring, gas-protection measures, remediation strategy, risk assessment and long-term responsibility arrangements are proposed, particularly given the history of vents, sulphurous smells and methane testing in the area.

Kind regards,

Thanks very much for your honesty and ongoing assistance Miles. It is much appreciated. As you know I'm out this evening, but I'll have a look through page 24 of the DESIGN & ACCESS STATEMENT - APRIL 2024 and any other relevant pages tomorrow morning. We look forward to meeting you tomorrow afternoon. Kind regards,

Hi Miles, Here is the Freedom of Information Response I got from Mid-Sussex. The disclosure is 43 pages of redacted material which tells us nothing. Regards,

Hi Miles,

Thank you for your reply.

I do not accept that the dialogue today demonstrates that Otterbourne Place residents have been properly engaged and corresponded with.

The position is the opposite. I am extremely upset that, despite months of correspondence with Mid Sussex District Council, an Environmental Information Regulations request, an internal review, and a complaint to the Information Commissioner's Office, Otterbourne Place residents appear not to have been directly notified about this consultation event at all. I only became aware of Tuesday's event because another resident sent me a Facebook post. Had that not happened, we could have missed the opportunity to attend altogether.

That is why this is not simply a question of whether I have received replies today. The concern is that directly affected residents appear to have been left out of the consultation process until we discovered the event by chance.

I note what you say about possibly needing separate meetings with relevant technical team members. If all the technical points cannot be addressed properly on Tuesday, then I expect those further meetings to be arranged within the extended consultation period and before any formal planning application is submitted.

█ has indicated that 3:30pm on Tuesday would be tight for him, and that 4:30pm would be better. Please therefore reserve 4:30pm to 5:30pm on Tuesday for me and the other Otterbourne Place residents who are able to attend. If that exact time is not possible, please confirm the nearest available time after 4:30pm.

Please also confirm the following:

1. Who from the project team will be present on Tuesday;
2. Which of the technical materials will be available on Tuesday;
3. Which technical matters cannot be answered on Tuesday and will require separate meetings;
4. When those separate technical meetings will take place;
5. What extended consultation deadline is now being proposed.

For clarity, the technical material and issues that need to be addressed include the three-dimensional model, model pictures, elevations, sections, existing and proposed levels, finished floor levels, ridge heights, eaves heights, window positions, separation distances, overlooking and privacy assessment, daylight, sunlight and overshadowing assessment, and whether Block E is effectively three levels of accommodation because of roof-space accommodation.

I also want to make clear that relying on the Council's later statutory consultation is not an adequate answer to the current issue. This pre-application consultation should allow directly affected residents to understand the likely impact before the application is finalised and submitted. If the technical information is not provided until after submission, then the opportunity to influence the proposal before submission will have been significantly reduced.

I therefore repeat my request that the consultation deadline is extended sufficiently to allow Otterbourne Place residents to receive, review and respond to the relevant technical information after Tuesday's meeting and after any further technical meetings.

Please confirm the Tuesday meeting time and the proposed extended consultation deadline.

Best wishes,

Hi Miles,

Thank you for your reply.

Please reserve 3:30 pm to 4:30 pm on Tuesday for me and the other Otterbourne Place residents who are able to attend.

I do not want this to be treated simply as an ordinary drop-in discussion, because there is a very significant amount that needs to be addressed. The key issue is the specific impact of Block E on  and the other properties in Otterbourne Place.

For the meeting to be meaningful, we need to go through the relevant technical material, including:

1. The three-dimensional model and any model pictures;
2. Elevations;
3. Sections;
4. Existing and proposed levels;
5. Finished floor levels;
6. Ridge heights and eaves heights;
7. Window positions;
8. Separation distances;
9. Overlooking and privacy assessment;
10. Daylight, sunlight and overshadowing assessment;
11. Whether Block E is effectively three levels of accommodation because of roof-space accommodation;
12. Why Bluebell Close appears to have been identified as sensitive, while Otterbourne Place appears not to have been treated in the same way.

I note what you say about the flyer and the mailing company, but that is not the main issue. The main issue is that the Otterbourne Place residents appear to be among the closest and most directly affected residents, yet we did not receive direct notification and only became aware of the event by chance through a Facebook post sent by another resident.

I also note your statement that you are happy to extend the consultation deadline. Please confirm what extended deadline you are proposing. The deadline should allow enough time after Tuesday's meeting for us to consider the technical material properly and provide a further informed response. If the technical material listed above is not available at the meeting, then the consultation deadline should be extended until after that material has been provided and Otterbourne Place residents have had a fair opportunity to consider it.

Please confirm that 3:30 pm to 4:30 pm on Tuesday is reserved for us, and please confirm who will attend from the project team who can answer the detailed planning, design and technical questions.

I am copying this to everyone now because it is essential that all relevant parties understand the position. The communications around this consultation have been very poor and fragmented, and directly affected residents at Otterbourne Place need a clear, shared record of what is being asked, what has been missed, and what now needs to be addressed.

Best wishes,

Hi Miles,

I am following up because you suggested that we meet on Tuesday to go through my concerns in turn, but I have not yet received a confirmed time slot, despite my replying at 10:17am this morning.

I would very much like to attend as would others in Otterbourne Place on Tuesday next week and discuss the specific impact of Block E on [redacted] and the other properties in Otterbourne Place, including the three-dimensional model, elevations, sections, levels, heights, windows, overlooking, daylight and sunlight.

I am copying Steven King and Planning Info at Mid Sussex District Council, together with the Mayor's Secretary, Mims Davies, Rex Whittaker, Councillor Dick Sweatman and my immediate Otterbourne Place neighbours, because this has now become a much wider consultation concern, not simply a meeting-arrangement issue.

From the plan provided, [redacted] and my immediate neighbours in our small close of four houses appear to be among the closest existing residential properties to the proposed multi-storey Block E. Despite that, we appear not to have been directly notified about the consultation event. I only became aware of Tuesday's event because another resident sent me a Facebook post. Had that not happened, we could have missed the opportunity to attend altogether.

This is extremely concerning. Steven King previously assured me that we would have an opportunity to put our case forward. However, despite the long correspondence history, the Environmental Information Regulations request, the internal review, and the Information Commissioner's Office complaint, Otterbourne Place appears not to have been treated as a sensitive neighbouring residential location. By contrast, Bluebell Close appears to have been identified as sensitive.

I understand from my neighbour, [redacted], that you have indicated that Otterbourne Place residents should have received an invite because close to 2,000 properties were notified. If that is correct, please explain why none of the residents in Otterbourne Place appear to have received an invitation, who was responsible for the notification list, what criteria were used, and whether Otterbourne Place was included or omitted from that list.

I also ask you to confirm whether an invitation was actually sent to Otterbourne Place, when it was sent, by what method, and to which addresses. If Otterbourne Place was not included, please explain why some of the closest and most directly affected residents were omitted.

I am also concerned that the proposal material appears to refer to Otterbourne Place as "Otterbourne Lane". That error reinforces my concern that Otterbourne Place has not been properly understood or assessed, despite being directly affected by Block E.

I also ask for confirmation of what consultation material, notices, invitations, plans, briefings or other information have been shared with residents in Bluebell Close or other nearby areas, so that Otterbourne Place residents can understand whether we have been given the same information as other affected residents.

So far as I can see from the relevant planning portals, my correspondence appears to be the only recent public/neighbour correspondence on these issues. That makes it even more concerning that Otterbourne Place residents were not directly notified, despite the fact that we appear to be among the residents most directly affected by Block E.

I am extremely angry and frankly disgusted that the closest affected residents appear to have been left in the dark. We feel badly let down by the process. I, and my neighbours in Otterbourne Place will formally object to any reserved matters application unless the impact

on [Xxx] and the other Otterbourne Place properties has been fully assessed and evidenced, including distance, height, massing, ridge heights, eaves heights, finished floor levels, existing and proposed levels, sections, overlooking, privacy, daylight, sunlight, overshadowing, and whether Block E is effectively three levels of accommodation because of roof-space accommodation.

This concern is made worse by the history of my Environmental Information Regulations request. I originally sent my request on 5th February 2026. The request was extended, then much of the response was withheld or heavily redacted. I was not given the full material needed to understand the impact of the proposed Care Village/retirement living scheme on my property. That is why it is essential that the three-dimensional model, model pictures, elevations, sections, levels and relevant assessments are now made available to directly affected residents before any reserved matters application is submitted.

Please could you confirm a firm meeting time for Tuesday as soon as possible, and also confirm that the relevant technical material will be available at that meeting to discuss fully. If this cannot be confirmed, I respectfully ask that the 5th July consultation deadline is extended so that the missing consultation steps concerning Otterbourne Place can be completed, and so that directly affected residents have a fair opportunity to review the relevant material and respond properly.

Best wishes,

Hi Miles,

Thank you for your prompt reply and for confirming that the consultation deadline is 5th July.

Yes, I would be willing to meet on Tuesday and go through the points in turn.

As directly affected neighbours at [REDACTED], Otterbourne Place, our main concern is the relationship between our property and Block E, which appears to be directly to the west of us across Imberhorne Lane.

For the meeting to be useful, I would be grateful if you could ensure that someone is available who can discuss the detailed design and technical material, including:

1. The position, height, scale and massing of Block E;
2. Whether Block E is properly described as “two and a half storeys” or whether it is effectively three levels of accommodation including roof-space accommodation;
3. The ridge heights, eaves heights, finished floor levels, roof-space layout and window positions;
4. The separation distance and relationship between Block E and [REDACTED] / Otterbourne Place;
5. Any overlooking, privacy, daylight, sunlight and overshadowing assessment already carried out;
6. The cumulative light impact of the very tall, long-established trees along our southern boundary together with the proposed Block E to the west;
7. The three-dimensional model, model pictures, verified views, sections or other visual material showing Block E in relation to [REDACTED] / Otterbourne Place; and
8. Why Bluebell Close appears to have been identified as a sensitive residential neighbour, whereas Otterbourne Place does not appear to have been treated in the same way.

The three-dimensional model point is particularly important to us, because it should show the true relationship between Block E and our property, including height, massing, proximity, overlooking, loss of outlook and potential loss of daylight / sunlight.

Please could you confirm what time on Tuesday would be best to meet, and whether the relevant plans, elevations, sections and three-dimensional material will be available to view.
Best wishes,

Dear Rangeford Villages Consultation Team,

Rangeford Villages Imberhorne Farm consultation – Otterbourne Place / [redacted] response

Please treat this email as my full written consultation response regarding the proposed Rangeford Villages retirement community at Imberhorne Farm, East Grinstead.

I have also submitted comments through the online feedback form. I am sending this full response by email as well so that there is a complete dated record of my comments.

I particularly ask that the three-dimensional model, model pictures, verified views, sections and any equivalent visual or spatial material are made available to directly affected residents. This is critical because Block E appears to be directly west of [redacted] Otterbourne Place, and the three-dimensional material should show the likely height, massing, proximity, site-level relationship, overlooking, loss of outlook and daylight / sunlight impact.

[redacted] My wife and I live at [redacted], Otterbourne Place, Imberhorne Lane, East Grinstead. Our property directly adjoins / faces the land identified for the proposed Care Village / Use Class C2 retirement living element of the wider Land West of Imberhorne Lane development.

We have serious concerns about the proposed development, particularly Block E, which appears from the consultation material to be located directly to the west of our property, across Imberhorne Lane. I have reviewed the consultation material now available and remain very concerned that Otterbourne Place has not been properly identified or assessed as a sensitive neighbouring residential location.

These concerns are not new. They have already been raised repeatedly with Mid Sussex District Council in connection with the wider planning history, including planning references DM/23/2699, DM/26/0131 and DM/26/1154, and through Environmental Information Regulations request R333701. The concerns have consistently included loss of daylight and sunlight, privacy and overlooking, scale, height, massing, layout, site levels, proximity to existing homes, residential amenity impact, and the lack of meaningful information about the likely form of the proposed Care Village / Use Class C2 development.

I understand that outline planning permission has already established the principle of a Care Village / Use Class C2 development on this part of the wider site. However, that does not resolve the detailed planning issues. The reserved matters application must still properly address layout, scale, appearance, landscaping, access, levels, building heights, window positions, separation distances and the impact on neighbouring residential amenity.

I am particularly concerned that the consultation material appears to refer to Bluebell Close as a sensitive residential neighbour, while Otterbourne Place does not appear to have been given the same or greater level of attention. From the plan now available, Block E appears to sit directly opposite and west of our property. On that basis, Otterbourne Place, including [redacted], should be treated as a highly sensitive residential neighbour.

My specific concerns are as follows:

First, Block E appears to be directly opposite our property. Its location to the west of [redacted] is particularly important because it may affect afternoon and evening light, outlook, openness and

privacy. The relationship between Block E and our house and garden must be assessed specifically, not treated as a general or secondary issue.

Second, I do not accept that describing Block E as “two and a half storeys” is sufficient or reassuring. If there is accommodation within the roof space, then in practical residential-amenity terms this appears to be three levels of accommodation. The planning assessment should not rely on a benign label such as “two and a half storeys”. What matters is the actual built form, including finished floor levels, ridge heights, eaves heights, roof-space accommodation, dormers, roof lights, balconies, terraces, habitable-room windows and overlooking angles.

Third, full elevations and sections are required. The consultation material does not appear to provide enough information for directly affected neighbours to understand the true height, scale and impact of Block E. We need to see clear elevations, sections through Block E and [REDACTED], existing and proposed site levels, finished floor levels, ridge and eaves heights, roof-space layout, window positions and separation distances.

Fourth, the daylight and sunlight impact on [REDACTED] and Otterbourne Place must be assessed specifically. Our property is already affected by very tall, long-established trees along the southern boundary, reportedly around 100 feet high, which already restrict light. The proposed Block E would introduce a substantial new building to the west of our property. The cumulative effect of the existing very tall southern trees and the proposed western building must be assessed. It would not be sufficient to consider Block E in isolation or to rely only on generic separation distances.

Fifth, a full daylight, sunlight and overshadowing assessment should be carried out for [REDACTED] and other affected properties in Otterbourne Place. That assessment should consider existing conditions, the very tall trees to the south, the proposed height and massing of Block E, and the loss of afternoon and evening light from the west. It should include the effect on both the house and the garden.

Sixth, privacy and overlooking must be assessed in detail. If Block E contains accommodation at ground, first and roof levels, then habitable-room windows, roof-space windows, balconies, terraces or communal areas could overlook our property and garden. The application should include an overlooking and privacy assessment showing sightlines from all relevant windows and external areas facing towards Otterbourne Place and [REDACTED]

Seventh, the visual dominance and loss of outlook must be properly assessed. A large retirement living block opposite our property may have a significant overbearing effect, particularly when combined with existing mature tree constraints and the topography of the area. The assessment should consider what we will actually see from our house and garden, not just how the development appears from public viewpoints.

Eighth, verified views and three-dimensional material are needed. I understand from the Council’s partial disclosure under Environmental Information Regulations request R333701 that model pictures and a three-dimensional model have already formed part of the pre-application process. A three-dimensional model is exactly the sort of material needed to understand the relationship between Block E and [REDACTED]. Please confirm whether the three-dimensional model or equivalent visual material will be made available to directly affected residents and whether it shows [REDACTED] / Otterbourne Place in relation to Block E.

Ninth, I ask that Rangeford confirms what studies have already been carried out in relation to [REDACTED] and Otterbourne Place. In particular, please confirm whether any of the following have been undertaken:

1. Daylight and sunlight assessment;
2. Overshadowing assessment;
3. Overlooking and privacy assessment;
4. Visual impact assessment;
5. Verified views from [REDACTED] and Otterbourne Place;
6. Sections through Block E and [REDACTED];
7. Existing and proposed levels comparison;
8. Finished floor level analysis;
9. Ridge and eaves height analysis;
10. Three-dimensional model review showing Block E in relation to Otterbourne Place.

Tenth, I ask that Rangeford explains why Bluebell Close appears to have been identified as a sensitive residential neighbour while Otterbourne Place appears not to have been treated in the same way. Given the location of Block E directly west of our property, this omission is very concerning.

Eleventh, I remain concerned about the change in description and character of the proposal. Earlier public material referred to a Care Village, whereas later material has also referred to a care home or retirement living scheme. The current proposal appears to be a substantial development of 134 homes with communal facilities and on-site care services. The final reserved matters application must make clear whether this is genuinely a village-style arrangement or whether it is in substance a large institutional retirement / care development. That distinction is highly relevant to scale, massing, activity, servicing, traffic, overlooking and residential amenity.

Twelfth, the consultation timetable appears unclear. I have seen references to different feedback dates, including a date before the public exhibition. Please clarify the correct deadline for responses and confirm that comments from directly affected neighbours will still be considered after the exhibition.

In summary, I do not object in principle to appropriate accommodation for older people. However, I strongly object to any detailed design that would result in unacceptable loss of daylight, sunlight, privacy, outlook or residential amenity to [REDACTED] and Otterbourne Place.

Before any reserved matters application is submitted, I ask Rangeford to:

1. Treat Otterbourne Place and [REDACTED] as sensitive neighbouring residential receptors;
2. Provide full elevations, sections, finished floor levels, ridge heights, eaves heights and window-position drawings for Block E;
3. Provide verified views and three-dimensional material showing the relationship between Block E and [REDACTED];
4. Provide a daylight, sunlight and overshadowing assessment specific to [REDACTED] and Otterbourne Place;
5. Provide an overlooking and privacy assessment specific to [REDACTED] and Otterbourne Place;
6. Assess the cumulative impact of the existing very tall southern trees and the proposed Block E to the west;
7. Explain whether Block E is properly described as “two and a half storeys” or whether it is effectively three levels of accommodation;
8. Confirm what pre-application studies and model-based assessments have already been carried out;

9. Explain why Otterbourne Place has not been expressly identified in the consultation material as a sensitive residential neighbour;
10. Offer a direct meeting or site-specific discussion with us before the reserved matters application is submitted.

Please treat this as a formal consultation response from a directly affected neighbouring property.

I also ask that this response is retained and taken into account before any reserved matters application is submitted, and that it is included within any statement of community involvement or consultation summary provided to Mid Sussex District Council.

Kind regards,

Dear 

We are writing to you following Rangeford's recent drop-in event for the proposed Kingscote Place / Imberhorne Farm development.

Chris Jackson, the Senior Land Manager for the development at Rangeford, has told residents that you were involved as Architect/Urban Designer at Mid Sussex DC in relation to design guidance, including the proposed roof pitches. He referred to this in the context of pre-application meetings and the Design Review Panel.

Residents in the adjacent houses are concerned that the established style, scale and character of the existing houses in Otterbourne Place and Bluebell Close appear not to have been properly taken into account when design advice was given to Rangeford. These are the homes directly opposite the proposed Blocks D and E and are the properties most affected by the height, roof form, scale, bulk and massing of those blocks.

The concern is not simply whether the proposed roof pitch complies with a general design guide. The concern is whether the design advice properly considered the actual local context immediately opposite the site. The existing homes in Otterbourne Place and Bluebell Close are conventional two-storey residential houses, with a ridge height of around 7.4 metres. By contrast, Rangeford confirmed at the drop-in event that Blocks D and E would have a total ridge height of 10.4 metres. That is a 3 metre increase in ridge height compared to the existing adjacent houses.

Rangeford also suggested to residents that Mid Sussex DC's design advice was supportive of that approach, including the ridge height and the proposed roof form. If that is correct, we would like to understand why design advice from the Council supported apartment blocks of that height and mass immediately opposite existing two-storey houses of significantly lower ridge height.

Please could you explain why the adjacent existing homes in Otterbourne Place and Bluebell Close do not appear to have been reflected in the design approach advised to Rangeford?

In particular, please could you confirm:

1. whether you personally considered the style, scale, roof form, ridge height and character of the existing homes in Otterbourne Place and Bluebell Close before giving design advice to Rangeford;
2. whether Rangeford was specifically advised to design Blocks D and E so that they responded to those existing homes directly opposite the site;
3. whether you were aware that the existing houses opposite have a ridge height understood to be around 7.4 metres, compared with Rangeford's confirmed 10.4 metre ridge height for Blocks D and E;
4. whether any written design advice, pre-application note or Design Review Panel comment explains how the existing homes in Otterbourne Place and Bluebell Close were taken into account;
5. whether you still consider the proposed design, roof form and 10.4 metre ridge height of Blocks D and E to be appropriate in that immediate residential context.

Residents were previously told in Rangeford's own proposal literature that the scheme would follow "*a sensitive, low-rise and landscape-led approach*". We do not understand how apartment blocks with a ridge height 3 metres higher than the existing homes directly opposite can properly be regarded as sensitive, low-rise or in keeping with that immediate setting.

We would be grateful for a clear written response before the planning application is submitted, so that residents can understand whether the immediate neighbouring properties were properly considered at the design-advice stage.

Please could you acknowledge receipt of this email by return and let us know when we can expect a substantive written response?

Kind regards,

Hi Chris,

Thank you for your reply and for confirming the name of [redacted], Architect/Urban Designer at Mid Sussex DC.

I note your comments about the pre-application meetings, Design Review Panel and roof pitches. For clarity, the continuing residents' concern is not limited to roof-pitch compliance. The issue remains the total ridge height that you confirmed at the event, together with the roof form, scale, bulk and massing of Blocks D and E, and their relationship with the existing homes opposite.

We will take up the roof-pitch and design-guidance issue directly with [redacted], because it is clear to residents that the established style and character of the existing houses in Otterbourne Place and Bluebell Close have not been properly reflected in the design approach for Blocks D and E. We would like to understand why those existing homes, which are directly opposite and most affected by the proposal, do not appear to have been given proper weight when design guidance or advice was provided to Rangeford.

On the topographical survey / line-of-sight work, this is the first time a drone survey has been mentioned. My understanding from the earlier correspondence and discussion was that Rangeford required access to rear gardens in order to obtain the necessary additional levels and line-of-sight information. I had agreed in principle to that access being arranged.

I do not object in principle to either a drone survey or physical access to my rear garden, if that is required. However, I would like to be present when the work is carried out. I am not available on 10, 11 or 12 August, so please could this be arranged for 13 or 14 August?

Please could you also confirm why physical garden access is no longer expected to be required, and whether the proposed drone approach will provide all of the levels, sightlines and line-of-sight information needed to assess the relationship between Blocks D and E and the existing homes opposite? The purpose should be to clarify levels and sightlines in relation to the revised proposals, so that affected residents can understand that relationship before any planning application is submitted.

Please could you also confirm the proposed date and time window in advance, the survey company / drone operator, what information or images will be captured, and how the resulting plans / views will be shared with me and the affected neighbours?

I cannot give consent on behalf of [redacted], Otterbourne Place or [redacted] Bluebell Close, so Rangeford or its surveyors will need to liaise directly with those households if their properties or gardens are to be included.

The properties you mentioned do not cover the wider affected group. The residents who have raised concerns with us include Otterbourne Place residents and the Bluebell Close properties directly facing the proposed development, including [redacted] Bluebell Close. The day after the drop-in event, we discussed the topographical survey with a number of those residents on the understanding that Rangeford might need access to gardens. If Rangeford now considers that a drone survey will provide the necessary levels and sightlines, I suggest that Rangeford writes directly to those affected households explaining the proposed drone survey, what it is intended to capture, when it will take place, and how the resulting information will be shared.

Finally, please could you confirm that any comments made after residents receive the additional plans / views will be considered before the planning application is submitted, rather than simply logged after the current consultation date has passed?

Kind regards,

Hi Chris,

I am writing to chase my email below of 23 July following the drop-in event at East Court.

I would be grateful if you could please come back to me on the two outstanding points, given that Rangeford's consultation closes on 2 August.

First, please could you send me the name of the Council Design Officer who you said had referred to East Grinstead design guidance in relation to the "steeper roof pitches".

Second, please could you confirm the arrangements for completing the topographical work / line-of-sight information, now that I have confirmed I am happy for the necessary access to be arranged.

Kind regards,

Hi Miles,

Thank you for confirming receipt.

I have been away since the day after the drop-in event, so I do not know which residents have or have not responded, or precisely what each household has chosen to say.

My understanding from speaking to residents after the event was that a number remained concerned about the same central issue: the actual height, roof form, scale, bulk and massing of Blocks D and E, despite the welcome reduction to a maximum of two storeys closest to Imberhorne Lane.

I would be grateful if Rangeford and the project team could ensure that all responses received from separate households are recorded and considered as separate household responses as part of the consultation process.

Kind regards,

Hi Chris,

Thank you for your email earlier today and for your time at the drop-in event this afternoon. I appreciated the time you spent going through the updated plans and answering questions about Blocks D and E.

As discussed, I will inform local residents of the key points you confirmed, including the height figures for Blocks D and E and the proposed planting / screening. I will explain that you confirmed a first floor height of 3.1 metres, an eaves height of 6.2 metres and a total ridge height of 10.4 metres, and that you said I could quote you on those height figures.

I will also explain that Rangeford is proposing substantial additional boundary screening, including mature planting / hawthorn or similar, with eventual screening up to a height of 14 feet, and that you said I could tell residents about that proposed screening.

The reduction to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation closest to Imberhorne Lane, is welcome. However, the residents who attended the event, and those subsequently informed this evening, remain concerned that Blocks D and E are still significantly higher and bulkier than the existing two-storey homes opposite. They also remain concerned that apartment buildings with a total ridge height of 10.4 metres are difficult to reconcile with Rangeford's own description of a "sensitive, low-rise design and landscape led approach". You also said that Block E is 1.5 metres lower than Imberhorne Lane and Block D is 1.8 metres lower than Imberhorne Lane. You said that, if the topographical survey is completed, Rangeford could provide clearer line-of-sight information from existing homes towards the proposed buildings. As discussed, I confirm that I am happy for the necessary access to be arranged so that this topographical work can be completed.

You also said you would let me have the name of the Council Design Officer who you said had referred you to East Grinstead design guidance in relation to the "steeper roof pitches". Please could you send me that name as promised?

Finally, as discussed, I attach two old aerial images showing the former landfill site, taken from the 1959 RAF aerial photography. They show most of the southern half of the plot as landfill, extending to just across the road from us. The actual entrance was just over the road from our nearest neighbour in Otterbourne Place. The relevant link to how to find them is below:

[Aerial Photograph EXplorer](#)

Kind regards,

Hi Miles, Chris,

Thank you. I have just seen the updated consultation website. The confirmation that there will be no 2.5-storey or three-level residential accommodation closest to Imberhorne Lane, and that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, is very welcome.

I also appreciate that you will not be able to respond further before the drop-in session and I am about to go out anyway.

I think the remaining point for this afternoon is to understand what “two storeys” now means in terms of actual physical scale, levels and relationship with the existing houses. Some residents have obtained broad local estimates of the height of existing homes on the east side of Imberhorne Lane, which suggest that the existing two-storey dwellings are materially below an 11-metre ridge height. That is why we want to understand the actual ridge heights, eaves heights, finished floor levels, elevations, etc. for the revised buildings nearest Bluebell Close and Otterbourne Place.

That information would show the relationship between your proposed scheme and the existing dwellings fronting Imberhorne Lane, as referred to in Chris’s email of 16 July, including levels and topography, overlooking and loss of privacy, and visual impact, scale and massing.

We look forward to seeing you later.

Kind regards,

Hi Chris,

Thank you. That is helpful.

We will check the consultation website again before the drop-in session.

Kind regards,

Hi Chris,

A quick practical point ahead of the 4pm to 7pm drop-in event.

Your 11:29 email of 16 July said that details of the confirmed amendments would be available to view on 23 July both in person at the drop-in session and online on the consultation website.

As of this morning, the only material I can see on the consultation website is still the original PDF, which has not changed. A number of residents have also contacted me to say that they cannot see any updated material online, and some have said they will not be able to attend the event in person. Please can you confirm when the updated material will be placed online, and whether it will be the same material as is being shown at the drop-in event today.

This is important because residents who cannot attend in person need a fair opportunity to review the updated plans and supporting information before the 2 August consultation deadline.

Kind regards,

Hi Miles,

Thank you for confirming receipt of the further forms.

Just to avoid any misunderstanding, as I mentioned to Chris in my email of 16 July in the email string below, I have updated nearby residents in Bluebell Close and Otterbourne Place so that they are aware of the four confirmed amendments set out in Chris's 11:29 email of 16 July.

Those residents who had already completed or posted FREEPOST responses were seeking confirmation on those same central points, particularly the removal of the second floor from Block E and confirmation that all proposed apartment buildings adjacent to Imberhorne Lane will now be two storeys.

Having received Chris's written confirmation, I also made residents aware that, if they had not already sent a FREEPOST response, they did not need to do so on those already-confirmed points before the 23 July event. I therefore doubt that you will receive many more before the event, although I do not know how long FREEPOST mail takes to come through the system.

I have not suggested that residents should not attend the 23 July event. The purpose of residents attending, including ourselves, is now to check the updated plans and supporting information.

As I also mentioned to Chris in my email of 16 July, there may still be some detailed concern, particularly for some residents in Bluebell Close, about how the strengthened hedging, filled gaps, reinforced thinner sections and additional tree planting will be maintained in the long term.

Although that is not a major issue for me personally, it may still come up from some residents at the 23 July event.

One other repeated point has now also been raised by a number of residents. The confirmation that the relevant apartment buildings will now be two storeys has been welcomed, but residents remain concerned that "two storeys" does not by itself explain the actual scale of the revised buildings below an 11-metre ridge height, including how far below that height they will be and what the relationship will be between the proposed scheme and the existing dwellings fronting Imberhorne Lane. I have told residents that, as per Chris's email, plans and information will be made available on 23 July to cover levels and topography, overlooking and loss of privacy, and visual impact, scale and massing. However, I do think there are likely to be questions about the actual height, scale, levels and relationship of the revised buildings nearest Bluebell Close and Otterbourne Place.

I have also told residents that, if they have further comments after seeing the material on 23 July, they can still use the FREEPOST facility before the consultation deadline.

Kind regards,

Dear Chris,

Thank you for your further email and for the clear summary.

I welcome Rangeford's confirmation that it is now committed to removing the second floor from Block E, resulting in all proposed apartment buildings adjacent to Imberhorne Lane being two storeys in height.

That is a significant and constructive response to the main concern raised by residents in Bluebell Close and Otterbourne Place, namely the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

I also welcome the further confirmation regarding additional native hedgerow planting, filling existing gaps, reinforcing thinner sections, additional tree planting, improved footpath connections, and further refinement of materials to reflect the East Grinstead vernacular.

For completeness, there may still be some detailed concern, particularly for some residents in Bluebell Close, about how the strengthened hedging, filled gaps, reinforced thinner sections and additional tree planting will be maintained in the long term. Although it is not a major issue for me, that may still come up from some residents at the 23 July event.

You may also receive a number of FREEPOST responses from nearby residents over the next few days. Many of those responses are likely to focus on the same points now covered by the four confirmed amendments set out in the bullet points in your 11:29 email below. I mention this simply so there is no misunderstanding: those residents were seeking confirmation of those matters, and your 11:29 email appears to provide positive confirmation on that central concern.

I will also update nearby residents in Bluebell Close and Otterbourne Place so that they are aware of the four confirmed amendments set out in your 11:29 email before the 23 July event.

Subject to seeing the updated plans and supporting information on 23 July, this appears to be a very positive step. We look forward to seeing you there.

Thanks again to you and Mr Nankivell for your attention to this matter.

Kind regards,

Dear Mr Nankivell and Mr Jackson,

Further to my earlier emails, I want to make one further point very clear.

I spent a couple of hours this morning revisiting some of my closest neighbours in Bluebell Close and Otterbourne Place. I cannot speak for everyone, but the main concern raised with me was consistent: residents are concerned about the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

That concern is specifically about the apartment buildings adjacent to Imberhorne Lane and nearest to homes in Bluebell Close and Otterbourne Place.

At present, Rangeford appears to be saying that it is exploring the possibility of changes. What residents are looking for is confirmation. They want to know what Rangeford is actually prepared to commit to, and what will be carried through into any planning application submitted to Mid Sussex District Council.

In practical terms, Rangeford could remove a great deal of concern, pushback and uncertainty by confirming three things clearly:

1. all apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, with no 2.5-storey / three-level residential accommodation in that location;
2. the eastern boundary will be properly strengthened with hedging and tree screening, with gaps filled, thinner sections reinforced, and Rangeford responsible for maintaining that screening in the long term;
3. the design and materials of the buildings closest to existing homes will be refined so that they blend properly with the character and appearance of the nearby residential area.

That is also why the proposed survey is not the main issue for residents at this stage. A survey may assist Rangeford with drawings or sections, but it does not answer the central question of whether Rangeford is prepared to make those commitments. Residents are asking for confirmation of the proposal itself, not simply further technical work around a proposal that may still include three levels of accommodation in the location of greatest concern.

If Rangeford is prepared to commit to the points above, that should be stated clearly in the follow-up Mr Nankivell said would be forthcoming later this week, and reflected in the material presented at the 23 July drop-in session.

Kind regards,

Dear Mr Nankivell and Mr Jackson,

I am writing following Mr Jackson's marked-up response sent at 20:16 this evening, and to clarify the relationship between that survey correspondence and the substantive follow-up that Mr Nankivell said would be forthcoming later this week.

My email to Mr Nankivell sent at 09:21 this morning raised serious concerns about the process and procedure of the consultation itself. Those concerns go well beyond the proposed survey and include the failed notification of affected residents, the limited attendance at the 23 June event, the lack of meaningful engagement with the residents most directly affected, the outstanding technical information, the 2-storey / 2.5-storey / three-level accommodation issue, the planning route, and the apparent inconsistency regarding the topographical information said to have informed the current design.

Mr Jackson's response deals mainly with the proposed survey. It does not answer those wider procedural concerns.

Mr Nankivell's email to me stated:

"I will discuss this with our Land and Planning team and ensure a follow up is forthcoming later this week."

We are therefore still expecting a substantive response to the issues and procedural concerns raised in my email to Mr Nankivell sent at 09:21 this morning. I do not regard Mr Jackson's comments on the proposed survey as that substantive follow-up.

As to the survey itself, we are not prepared to agree to access for Thursday 16 July.

The request has been made at very short notice. Mr Jackson's marked-up response was sent at 20:16 this evening and asks for confirmation by midday tomorrow. In any event, [REDACTED] and I would both wish to be present if any survey access to our properties is eventually agreed, and any other affected householders should plainly have the same opportunity before any survey of their property is undertaken. We would also first need to understand the full scope of the survey, exactly what would be measured, how the information would be used, whether the resulting drawings, sections and views would be shared with us before submission, and how the same exercise would deal with the wider relationship with affected homes in Otterbourne Place and Bluebell Close.

This should not be treated as a refusal to engage. It is a refusal to agree to a short-notice survey before the wider procedural concerns have been answered and before Mr Nankivell has provided the substantive follow-up he has undertaken to provide.

I also note Mr Jackson's explanation that Rangeford considers it already has the data required for the planning application and that the additional survey information is not even required for the planning application. That reinforces the point that the survey is a separate exercise and should not be allowed to distract from the substantive consultation issues raised with Mr Nankivell.

We are willing to reconsider the position after Mr Nankivell's substantive response has been received and after residents have had the opportunity to consider the drawings and supporting information at the proposed 23 July session. If a survey is still considered useful at that stage, it can be discussed properly and arranged at a mutually convenient time, with the relevant householders present.

Kind regards,

Hi Chris,

Thank you for your email and for the update.

It is encouraging to see that Rangeford is now proposing a second drop-in session, extending invitations to neighbours in Bluebell Close and indicating that it is exploring amendments to the proposals, including the possible removal of the second floor from Block E so that the apartment buildings adjacent to Imberhorne Lane would become two storeys in height. We welcome the fact that residents' comments appear to have prompted a reconsideration of the proposals. However, until the associated drawings and supporting technical information are available, it is not yet possible to assess whether those changes adequately address the concerns that have been raised. You may not yet have had the opportunity to see it, but this morning I wrote to Howard Nankivell setting out what I believe are serious procedural concerns regarding the consultation process. He replied promptly:

"I will discuss this with our Land and Planning team and ensure a follow up is forthcoming later this week."

In those circumstances, I think it is appropriate to await Mr Nankivell's substantive response on the issues and procedural concerns raised before making any decision regarding the proposed survey. One of the principal issues raised with Mr Nankivell concerns the topographical information upon which the current design has been developed. At the consultation event on 23 June, we understood that Rangeford already had the relevant levels / topographical information for the homes adjacent to the site and that this had informed the design now being consulted upon, including the original 2.5-storey / three-level arrangement.

Your email now explains that the current information is derived from Ordnance Survey data, aerial photography and other available sources, and that a physical survey would allow neighbouring properties and boundaries to be incorporated more accurately into the 3D architectural model. That differs from what we understood at the consultation event and naturally raises the questions already put to Mr Nankivell:

- if the relevant topographical information had already informed the current design, what additional information is now considered necessary;
- why that information was not obtained before the consultation commenced;
- how the original design, including the proposed 2.5-storey / three-level accommodation, was developed if the information now being sought was not available at that time.

While your explanation of the proposed survey is more detailed than we have previously received, it has been arranged with less than two days' notice and before:

- Mr Nankivell has provided the substantive response he has undertaken to provide;
- the associated drawings have been made available;
- residents have had the opportunity to attend the further drop-in session on 23 July.

We therefore do not consider it appropriate to make any decision regarding survey access at this stage.

Should survey access subsequently be agreed, [REDACTED] and I would wish to be present throughout. We would also expect to understand precisely what is being measured, how the information will be used, and to see the updated drawings, sections and any other material produced from that work before the planning application is submitted.

There is also a wider point. The relationship between the proposed development and neighbouring homes extends beyond [REDACTED], [REDACTED] property, [REDACTED] Bluebell Close. We therefore hope that any revised assessment and drawings will properly consider the relationship with all of the neighbouring properties most directly affected in both Otterbourne Place and Bluebell Close.

We appreciate the invitation to the further drop-in session on 23 July and hope to attend. We also appreciate the additional information contained in your email. However, we believe it is sensible first to receive Mr Nankivell's substantive response later this week before deciding how best to proceed regarding the survey and the other outstanding matters.

Hi Chris,

Thank you for your reply.

I have only just seen your email as I have been travelling this afternoon.

I am disappointed that Rangeford has now decided that no further topographical survey work will be undertaken before submission of the planning application.

As you know from our discussions at the 23 July drop-in event, the main reason we were interested in the additional topographical and line-of-sight information was not simply to obtain more drawings. It was to understand the actual relationship between Blocks D and E and the existing homes opposite, including levels, sightlines, overlooking, visual impact, scale and massing.

At the event, you confirmed that Blocks D and E would have a first-floor height of 3.1 metres, an eaves height of 6.2 metres and a total ridge height of 10.4 metres. You also explained that Block E is approximately 1.5 metres lower than Imberhorne Lane and Block D is approximately 1.8 metres lower than Imberhorne Lane.

The reason residents were interested in the additional survey work was to understand how those confirmed heights would actually appear in relation to the existing homes most affected. The existing houses in Otterbourne Place and Bluebell Close have a ridge height understood to be around 7.4 metres and an estimated first-floor height of around 2.7 metres.

The consultation boards and website material are useful, but they do not provide the same information as the additional levels and line-of-sight information that we understood you would produce. The outstanding concern remains how the confirmed height, scale and massing of Blocks D and E will relate to the existing homes directly opposite.

Please could you explain why Rangeford has now decided not to undertake the additional topographical work or drone survey before submission, given that this information had previously been identified as your way of helping residents understand the relationship between the revised proposals and existing properties?

I have also written separately to [REDACTED] at Mid Sussex DC regarding the design advice issue, particularly whether the established character, scale and form of the existing homes in Otterbourne Place and Bluebell Close were properly considered when advice was provided on the design approach.

I have already informed local residents that Rangeford intended to undertake a drone survey to help clarify levels, sightlines and the relationship between the proposed buildings and the existing homes. This information was based on your previous indication that this additional work would now be undertaken.

I am now away in Portugal and therefore cannot personally update all of those residents regarding this change in approach.

As Rangeford has now decided that the previously indicated survey work will no longer proceed before submission, please could you confirm how Rangeford intends to update the affected residents directly, particularly those who were expecting further information on levels, sightlines and the relationship between the proposed buildings and their homes?

Kind regards,



Dear Howard,

Thank you for your response. I have considered it carefully. Unfortunately, its description of Rangeford's engagement does not accurately reflect the documented chronology or the circumstances in which the second event, design changes and further technical work were secured.

You state that Rangeford "engaged fully" with residents throughout the consultation and refer to the number of emails exchanged, two consultation events, the extended deadline, additional letters and the Freepost service. Simply counting those activities does not show that Rangeford engaged fully or willingly. Many of our emails were necessary because directly affected residents had initially been missed, important questions remained unanswered, promised actions had not occurred, and Rangeford had expressly attempted to bring further consultation to an end.

The first event on 23 June was not properly notified to many of the residents in the most sensitive area. We discovered it only because somebody happened to see an East Grinstead Town Council Facebook post and sent us a screenshot. Chris Jackson subsequently confirmed that additional invitations had been hand-delivered, but this was done only on the afternoon immediately before the event, far too late for many residents to alter existing plans.

During the breakout discussion at that event, attended by Doug Jones, Chris Jackson and Simon Atkins, together with five residents, Chris acknowledged that the original mailshot had failed and stated that Rangeford would not be paying for it. We counted approximately ten members of the public at the event, whereas Rangeford has repeatedly referred to approximately thirty. Attendance forms were available at the exit, and Rangeford should therefore be able to explain the basis of its figure and confirm the number of recorded members of the public without disclosing anyone's personal information.

At the event, residents were presented with buildings described as 2.5 storeys but containing three levels of accommodation. We drew attention to the approved Building Heights Parameter Plan showing this part of the site as up to two storeys and to the Design and Access Statement material upon which the hybrid permission had been granted. We were told that two pre-application meetings with the Council had indicated that the proposed approach was acceptable. Residents were understandably dismayed that such a material departure from the previously presented two-storey approach appeared to have been developed before the public consultation had even begun.

Chris also stated that he would visit our property to understand the likely outlook, levels, light, scale and massing from the homes most directly affected. That commitment was witnessed by everyone in the breakout room. I referred to it repeatedly in subsequent emails, but the visit never occurred, and Rangeford never disputed that it had been promised.

You also omit the highly significant email sent by Miles Willshire on 8 July, which stated:

“While we appreciate your concerns on this, we really do need to move beyond the consultation points now, and we will not be undertaking any further consultation events. Please can we focus the team’s attention on the matters that specifically relate to you and your property.”

That is not evidence of full engagement throughout. It is an express attempt to close down further consultation and narrow what had become a wider concern among affected residents to matters relating only to my property. The second event and the later design changes followed continued representations, the circulation of information to residents and my escalation to you. They were not part of an uninterrupted and willingly conducted process of full engagement.

I acknowledge that the consultation deadline was extended to 2 August following the concerns raised about the failed notification process. I also expressly recognise and welcome the important substantive change made following residents’ representations: Block E was reduced from 2.5 storeys, comprising three levels of accommodation, to two storeys, with the result that all the proposed buildings facing the homes in Otterbourne Place and Bluebell Close are now limited to two storeys. That was a significant and necessary improvement, and it should be recorded fairly.

However, that design change does not erase the way in which it was secured, resolve the remaining concerns about the buildings’ overall height, scale, massing and relationship with neighbouring homes, or justify presenting the consultation as one in which Rangeford engaged fully throughout. The second event and the substantive design changes were agreed only after Rangeford had already stated that there would be no further event and that it needed to move beyond consultation.

Even after agreeing to the second event, Rangeford did not place the revised plans and sections on its website until approximately 11:28 on 23 July, just a few hours before the event began. Residents therefore had virtually no meaningful opportunity to examine that material in advance.

At the second event, Chris made telephone calls to verify the relevant building figures and then confirmed in front of a group of residents that Blocks D and E would have a first-floor level of 3.1 metres, an eaves height of 6.2 metres and a ridge height of 10.4 metres. In mitigation to these heights he also stated that Block E was approximately 1.5 metres below Imberhorne Lane and Block D approximately 1.8 metres below it.

I specifically asked Chris whether I could communicate those figures to residents of Otterbourne Place and Bluebell Close. He expressly said that I could. I did so, and I repeatedly recorded that fact in subsequent emails copied to him. He never disputed the figures, his authority for me to communicate them, or my account of what was said.

Chris also explained that the proposed further topographical work would provide the type of information residents had been seeking, including line-of-sight information and a mocked-up view showing the relationship from the first floor of an affected property towards the development. This was not simply an informal suggestion invented by residents after the event.

On Thursday 30 July, Chris then put the proposed work in writing. He identified the week commencing 10 August, proposed a drone flyover, referred to specific neighbouring properties, indicated that access would take approximately twenty minutes per property, and said that the resulting plans and views would be issued as quickly as possible. He also confirmed that further comments would be considered notwithstanding the consultation deadline.

At 15:36 the following afternoon, the final working day before the Sunday deadline, Chris reversed that position and announced that no further topographical survey would be undertaken before submission. Your email of 3 August now expressly endorses that reversal.

Your response does not explain who made the original decision to abandon the work, when that decision was made, what new information arose between 30 and 31 July, or why residents were told on Thursday that practical arrangements were being made when the work was to be withdrawn the following afternoon.

Your statement that Rangeford had made no “direct arrangements” with neighbouring properties does not address what happened. Chris was making the arrangements through me and had asked me to assist with access and communication. I had kept him copied into the correspondence with residents, and he had expressly authorised me to communicate information on Rangeford’s behalf. It is therefore difficult to understand how Rangeford can now attempt to distance itself from the resulting resident communications or suggest that correcting the position with those residents is solely my responsibility.

Residents did not independently invent the survey, the proposed dates, the drone flyover, the properties to be included, the intended views or the opportunity to provide further comments. Those matters came directly from Chris and were subsequently confirmed by him in writing.

You also state that the project team concluded that the additional work would not materially assist residents or the design process and that the scale and relationship with neighbouring properties had already been assessed as appropriate. That assertion raises further questions. It remains unclear who conducted that assessment, what evidence was used, whether it considered views from the affected homes and first-floor windows, and how it addressed the actual difference between the approximately 7.4-metre ridge heights of the existing houses and the 10.4-metre height confirmed by Chris for Blocks D and E.

General separation distances do not resolve those questions. The actual relationship depends upon finished levels, building height, roof form, window positions, screening, line of sight and what residents will see from their homes and gardens.

For clarity, the questions left unanswered by your response are:

1. Who made the decision announced by Chris on 31 July to withdraw the survey and visual work confirmed in writing the previous day?
2. When was that decision made, and what changed between Chris's email of 30 July and his reversal on 31 July?
3. Why were residents told that access arrangements, drone work, plans and views were being organised if Rangeford had concluded that the work was unnecessary?
4. What assessment supports your statement that the scale and relationship with surrounding properties have already been found appropriate, and who carried it out?
5. Does the 10.4-metre ridge height confirmed by Chris for Blocks D and E remain Rangeford's current proposal?
6. How will the Statement of Community Involvement record the 8 July refusal of any further event, the later reversal of that position, the design change from 2.5 storeys to two storeys, the survey and visual information promised to residents, and its withdrawal immediately before the consultation deadline?

You state that Rangeford will submit a Statement of Community Involvement recording its account of the consultation. I will now prepare a fully evidenced Residents' Statement on Community Involvement and Consultation Conduct, setting out the complete chronology. It will include the initial notification failures, Rangeford's stated intention to end further consultation, the important design amendment made following residents' representations, the information and survey work promised to residents, and the abrupt withdrawal of that work immediately before the consultation deadline.

That residents' record will be supported by appropriately redacted correspondence and will be submitted to Mid Sussex District Council as part of the statutory planning process. I am also considering making it publicly accessible so that residents, elected representatives, Rangeford's owners and investors, prospective customers and other interested parties can examine the documented record and reach their own conclusions. Wider corporate escalation, including to Rangeford's ownership and investment structure, and appropriate media or public communication are also being considered.

You have stated that further correspondence will be managed through the project team while you are kept informed. Any further correspondence concerning Rangeford's handling, conduct and governance of this consultation will continue to be addressed to you and copied to the relevant residents, Council planning officers and elected representatives. Whether you choose to read it personally or delegate its handling is a matter for you.

I have copied the elected representatives because the matters raised here concern the integrity, transparency and governance of the consultation process, rather than asking anyone to prejudge the eventual planning application. Residents are entitled to expect their elected representatives to take an active interest where the documentary record shows notification failures, contradictory commitments and significant last-minute reversals. I trust that they will examine the chronology carefully and consider what action is appropriate within their respective roles.

You have made Rangeford's position clear. I am equally making clear that we do not accept the selective account contained in your email and will ensure that the complete documentary chronology, including the positive design amendment as well as the procedural failures and reversals, is preserved and placed before those with a legitimate interest in Rangeford's conduct and the proposed development.

I trust this clarifies my position.

Kind regards,

Dear Mr Nankivell,

I am writing to you again as Chief Executive Officer because Rangeford's position changed very significantly at 15:36 on Friday 31 July, leaving only the final part of the last working day before the consultation closes on Sunday 2 August.

This is not simply a disagreement about the merits of the proposal. It is again a serious concern about the way Rangeford is conducting the consultation with the residents most directly affected by the proposed development.

I previously wrote to you on 14 July raising serious concerns about consultation process, missing technical information, levels, topography, overlooking, privacy, visual impact, scale and massing. I also raised the risk that Rangeford might later present this consultation as evidence that affected residents had been properly and meaningfully consulted, when in our experience that was not the case.

Chris Jackson then responded on your behalf on 16 July. In that response, he stated that plans and information would be made available to address levels and topography, overlooking and loss of privacy, and visual impact, scale and massing.

Since then, the additional topographical / line-of-sight work has been repeatedly linked to helping residents understand the actual relationship between Blocks D and E and the existing homes opposite.

At the 23 July drop-in event, Chris confirmed that I could notify residents that Blocks D and E would have a first-floor height of 3.1 metres, an eaves height of 6.2 metres and a total ridge height of 10.4 metres. He also explained that Block E is approximately 1.5 metres lower than Imberhorne Lane and Block D is approximately 1.8 metres lower than Imberhorne Lane.

The obvious resident concern is how those confirmed heights, levels, roof forms and massing will actually appear in relation to the existing homes opposite, which have a ridge height understood to be around 7.4 metres and an estimated first-floor height of around 2.7 metres.

Chris also said at the event that, if the topographical survey was completed, Rangeford could provide clearer line-of-sight information from existing homes towards the proposed buildings. I confirmed at the event and immediately after in writing that I was happy for the necessary access to be arranged so that this topographical work could be completed.

On 30 July at 13:05, Chris then wrote that the additional data could be obtained by drone flyover during the week commencing 10 August, that this should take around 20 minutes per property, and that the resulting plans / views would be issued as quickly as possible. He also stated that any further comments received as a result of the additional plans / views would be taken into consideration.

Just a day later at 15:36 on Friday 31 July, however, Chris wrote that “no further topographical survey work will be undertaken prior to submission of the planning application”. That is a major change in position. It is also very difficult to reconcile with the earlier correspondence, the 23 July discussion, and the explanation given to residents.

I am now abroad and cannot personally go back round to the affected residents to explain this change. In any event, this is Rangeford’s change of position, not mine. Residents were told about the expected drone survey because that was the position indicated by Rangeford.

This raises the same type of due-process and corporate responsibility concern that I raised with you on 14 July. The issue is not simply whether Rangeford can technically submit a planning application. The issue is whether Rangeford can fairly say that it has properly and meaningfully engaged with the residents most directly affected when key information that was previously indicated as helpful to understanding the proposal is now being withdrawn just before submission.

It also raises a reputational concern for Rangeford. Rangeford is promoting a substantial retirement village close to existing homes and has described the scheme as having “a sensitive, low-rise design and landscape-led approach”. Residents are entitled to expect a careful, transparent and consistent consultation process, particularly where the concern is the actual relationship between large apartment blocks and existing two-storey homes directly opposite.

The consultation boards and website material do not answer the point in the same way as the additional levels, topographical and line-of-sight information that residents understood would be produced. The boards show the proposal from Rangeford’s presentation perspective. They do not give residents the clearer line-of-sight information from existing homes which Chris said the completed topographical work could provide.

Please could you personally review this matter and confirm:

why Rangeford's position changed between Chris's email of 30 July and his email of 31 July;

who made the decision on 31 July that no further topographical survey work would be undertaken before submission;

whether Rangeford now intends to submit the planning application without producing the additional levels, line-of-sight and views information which Chris said on 30 July would be issued as quickly as possible;

how Rangeford intends to update the affected residents who were expecting further survey / line-of-sight information, and who were told that any further comments received as a result of the additional plans / views would be taken into consideration;

how Rangeford intends to ensure that affected residents are not prejudiced by this very late change in position, given that the additional topographical / line-of-sight information had previously been indicated as forthcoming;

how Rangeford intends to ensure that the Design and Access Statement and Statement of Community Involvement accurately record that the additional topographical / line-of-sight work was discussed with residents but then withdrawn before submission.

If Rangeford does not provide a clear response, I will need to ensure that this correspondence and the full chronology are placed on the record when the application is submitted.

I remain willing to engage constructively, but I do not consider it acceptable for Rangeford to withdraw this work at the very end of the consultation period and then rely on the consultation as if residents had been given all the information that Rangeford itself had previously indicated would help clarify the relationship between the proposal and neighbouring homes.

I am therefore asking you to intervene personally and urgently before Rangeford finalises and submits the planning application.

Kind regards,

Following the 23rd July drop-in event , I would firstly like to thank Rangeford for confirming that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5 storey or three-level residential accommodation in that location.

However, as raised during the drop-in event, I remain concerned that the revised apartment buildings may still be excessive in actual height, roof form, scale, bulk and massing when compared with the existing two-storey homes in Otterbourne Place and Bluebell Close.

It was confirmed at the 23rd July drop-in event that Blocks D and E would have a first floor height of 3.1 metres, an eaves height of 6.2 metres and a total ridge height of 10.4 metres. The existing houses opposite are understood to have a ridge height of around 7.4 metres, so the proposed ridge height remains substantially higher than the existing two-storey homes, before allowing for any ground-level difference.

I am aware that Rangeford says local topography should be taken into account, and that Block E is 1.5 metres lower than Imberhorne Lane and Block D is 1.8 metres lower than Imberhorne Lane. I also note the proposed additional boundary screening. However, those points do not remove the concern about the actual height, bulk and massing of the apartment buildings themselves.

Rangeford's own published consultation material says that the development will have a "sensitive, low-rise design and landscape led approach". I do not consider that apartment buildings with a ridge height of 10.4 metres, close to existing two-storey homes with a ridge height of around 7.4 metres, can be regarded as sufficiently sensitive, low-rise or in keeping with the surrounding area.

I therefore ask Rangeford to reconsider the height, roof form, scale and massing of Blocks D and E, and to make further changes before any planning application is submitted.

Regards

Please can this be fixed before the deadline of the 2nd August?

If this is not possible, please can you feed back that when this project was initially scoped the local community was promised a foot and cycle path would run around the boundary of the retirement village, providing a direct connection between the Worth Way and the current bridleway / the new housing development. Please can you confirm that this will form part of your design.

Please can I also encourage you to make sure the access road has good visibility and that Imberhorn Lane has traffic calming put in place as otherwise the driving residents will be at risk of accidents.

Many thanks

Hi Miles,

I hope you're well.

Further to the below emails sent by my neighbours of Otterbourne Place (xx and xx), I would also like it formally registered that I share the same concerns and questions and would like some clarity on the points that have been raised.

Additionally, I have spoken with numerous residents of Bluebell Close who shared that they have not received any notification of the public consultation. It is very concerning and disappointing that they have not been informed as well as ourselves.

I look forward to hearing from you.

Miles

I was in the process of submitting feedback to your project website **imberhorne.your-feedback.co.uk** with my concerns after having finally seen YOUR VISION FOR A RETIREMENT CARE VILLAGE ON LAND AT IMBERHORNE FARM, EAST GRINSTEAD but have now seen my neighbour [REDACTED] email to you below and the concerns and questions he has raised over the months.

It is not worth me reiterating what [REDACTED] has already stated and submitted, but I would like it formally registered that I share the same concerns and would like answers on the points he raises.

I am unable to make 3.30pm on Tuesday but can now make from 4pm so I trust this can be accommodated.

By the way, I have just spoken to a friend in Sheffield Street, which is just north and adjacent to the proposed Care Village and they haven't received any notification of a public consultation either and were totally unaware. This makes me wonder who has indeed been advised and when.

Thank you for responding Miles.

None of the residents of Otterbourne Place received an invitation so we must not have been included in the 2,000 properties. I have spent the last few hours trying to find any information.

I have just spoken to a neighbour and understand that Bluebell Close appears to have been identified as a sensitive residential neighbour, whereas Otterbourne Place has not been treated in the same way. Indeed, your proposed layout below even shows Otterbourne Place as Otterbourne Lane - so much for the careful thought that has gone into the design and layout.

My diary is full until next Thursday but will nonetheless try and see what can be done so that I can attend on Tuesday as this proposal would have a significant impact.

I am a resident of Otterbourne Place, East Grinstead which is directly to the east of the proposed site and I have just been sent this notification below by a neighbour.

Why hasn't this and other information been sent to me directly by Rangeford Villages. I would have known nothing about the "PUBLIC" exhibition!

I find this absolutely abhorrent.

Dear Rangeford Villages

Thank you for posting a notice through our front door this afternoon.

As long time residents of Imberhorne Lane my wife and I are interested in your proposals.

We would have attended your drop-in session at East Court on the 23rd June but will be on holiday at that time.

We would be grateful therefore if you could provide us with printed copies of your material and a feedback form for us to look at.

Kind Regards,

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

✓ We live at:

House number/name:

Road:

✓ we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

However, ✓ we remain concerned that the revised apartment buildings may still be excessive in actual height, roof form, scale, bulk and massing when compared with the existing two-storey homes in Bluebell Close and Otterbourne Place.

At the 23 July drop-in event, Chris Jackson confirmed that Blocks D and E would have a first floor height of 3.1 metres, an eaves height of 6.2 metres and a total ridge height of 10.4 metres. The existing houses opposite are understood to be around 7.4 metres to ridge height, so the proposed ridge height remains substantially higher than the existing two-storey homes before allowing for any ground-level difference.

✓ we note that Rangeford says local topography should be taken into account, and that Block E is 1.5 metres lower than Imberhorne Lane and Block D is 1.8 metres lower than Imberhorne Lane. I / we also note the proposed additional boundary screening. However, those points do not remove the concern about the actual height, bulk and massing of the apartment buildings themselves.

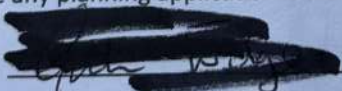
Rangeford's own published consultation material says that the development will have a "sensitive, low-rise design and landscape led approach." I / we do not consider that apartment buildings with a ridge height of 10.4 metres, close to existing two-storey homes, can yet be regarded as sufficiently sensitive, low-rise or in keeping with the surrounding residential area.

✓ we therefore ask Rangeford to reconsider the height, roof form, scale and massing of Blocks D and E, and to make further changes before any planning application is submitted.

Signed:

Name(s) in BLOCK CAPITALS:

Date:





25/7/26

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

✓/ We live at:

House number/name: 

Road:

BLUEBELL CLOSE

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Signed:



Name(s) in BLOCK CAPITALS:



Date:

25/7/26

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / we live at:

House number/name:

~~Bluebell Close~~ Bluebell Close

Road:

I / we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

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Signed:

~~[Signature]~~

Name(s) in BLOCK CAPITALS:

~~[Name]~~

Date:

24/7/26

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

 bluebell close

Road:

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Signed:



Name(s) in BLOCK CAPITALS:



Date:

24. 7. 2026

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

BLUEBELL CLOSE, EAST GRINSTEAD

I / we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

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Signed:

Name(s) in BLOCK CAPITALS:

Date:

24 JULY 2026

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

☒ We live at:

House number/name: [REDACTED]

Road: IMBERHORNE LANE

☒ we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

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☒ we therefore ask Rangeford to reconsider the height, roof form, scale and massing of Blocks D and E, and to make further changes before any planning application is submitted.

Signed: [REDACTED]

Name(s) in BLOCK CAPITALS: [REDACTED]

Date: 24/07/2026

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

OTTERBOURNE PLACE

✎/ we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

However, ✎/ we remain concerned that the revised apartment buildings may still be excessive in actual height, roof form, scale, bulk and massing when compared with the existing two-storey homes in Bluebell Close and Otterbourne Place.

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Signed:

Name(s) in BLOCK CAPITALS:

Date:

24.07.24

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name: 

Road: BWEN CRUSE

I / we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

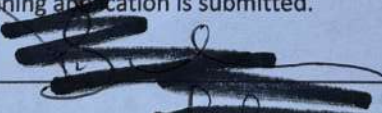
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Signed: 

Name(s) in BLOCK CAPITALS: 

Date: 24.7.26

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

✓ We live at:

House number/name: 

Road: BLUEBELL CLOSE

✓ We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

✓ We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

✓ We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

✓ We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

✓ We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

✓ We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

✓ We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

✓ We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed: 

Name(s) in BLOCK CAPITALS: 

Date: 15/7/26

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

✓ We live at:

House number/name: 

Road:

BLUEBELL CLOSE

RH19 1RS

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Signed: 

Name(s) in BLOCK CAPITALS: 

Date:

15. 7. 2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name: 

Road:

OTTERBOURNE PLACE OFF IMBERHORNE LANE

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I / We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

I / We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:



Name(s) in BLOCK CAPITALS:



Date:

20/07/2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

I / We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

I / We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

I / We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

I / We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:

Name(s) in BLOCK CAPITALS:

Date:

17 July 2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / ~~We~~ live at:

House number/name: 

Road:

BLUEBELL CLOSE, EAST GRINSTEAD

I / ~~We~~ are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

I / ~~We~~ object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

I / ~~We~~ understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / ~~We~~ welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

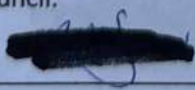
I / ~~We~~ therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / ~~We~~ also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / ~~We~~ further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / ~~We~~ ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:



Name(s) in BLOCK CAPITALS:



Date:

15 JULY 2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

~~XXXXXXXXXX~~
OTTERBOURNE PLACE

I / We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

I / We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

I / We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

I / We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:

Name(s) in BLOCK CAPITALS:

Date:

~~XXXXXXXXXX~~
~~XXXXXXXXXX~~
15/07/2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

I / We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

I / We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

I / We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

I / We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:

Name(s) in BLOCK CAPITALS:

Date:

15/07/2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

OTTERBOURNE PLACE

I / We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

I / We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

I / We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

I / We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:

Name(s) in BLOCK CAPITALS:

Date:

15.7.26

FURTHER RESPONSE TO RANGEFORD CONSULTATION - FOLLOWING 23 JULY UPDATE

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

☒ We live at:

House number/name:

Road: BLUEBELL CLOSE

☒ we welcome Rangeford's confirmation that the apartment buildings closest to Imberhorne Lane will now be limited to a maximum of two storeys, with no 2.5-storey or three-level residential accommodation in that location.

However, ☒ we remain concerned that the revised apartment buildings may still be excessive in actual height, roof form, scale, bulk and massing when compared with the existing two-storey homes in Bluebell Close and Otterbourne Place.

At the 23 July drop-in event, Chris Jackson confirmed that Blocks D and E would have a first floor height of 3.1 metres, an eaves height of 6.2 metres and a total ridge height of 10.4 metres. The existing houses opposite are understood to be around 7.4 metres to ridge height, so the proposed ridge height remains substantially higher than the existing two-storey homes before allowing for any ground-level difference.

☒ we note that Rangeford says local topography should be taken into account, and that Block E is 1.5 metres lower than Imberhorne Lane and Block D is 1.8 metres lower than Imberhorne Lane. I / we also note the proposed additional boundary screening. However, those points do not remove the concern about the actual height, bulk and massing of the apartment buildings themselves.

Rangeford's own published consultation material says that the development will have a "sensitive, low-rise design and landscape led approach." ☒ we do not consider that apartment buildings with a ridge height of 10.4 metres, close to existing two-storey homes, can yet be regarded as sufficiently sensitive, low-rise or in keeping with the surrounding residential area.

I / we therefore ask Rangeford to reconsider the height, roof form, scale and massing of Blocks D and E, and to make further changes before any planning application is submitted.

Signed: 

Name(s) in BLOCK CAPITALS:  & 

Date: 26th July 2026

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

~~4~~/ We live at:

House number/name:

 BLUEBELL CLOSE

Road:



~~4~~/ We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

~~4~~/ We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

~~4~~/ We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

~~4~~/ We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

~~4~~/ We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

~~4~~/ We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

~~4~~/ We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

~~4~~/ We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:



Name(s) in BLOCK CAPITALS:



Date:

17/8/26.

RESPONSE TO RANGEFORD CONSULTATION

~~Kingscote Place~~ / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name: 

Road:

BLUEBELL CLOSE

I / We are writing in response to Rangeford's consultation on the proposed retirement village at ~~Kingscote Place~~ / Imberhorne Farm / Land West of Imberhorne Lane.

I / We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area. *As well as the disturbance of ancient land*

I / We understand that Rangeford is now exploring possible amendments, including changes that could reduce the blocks with three storeys of accommodation to two storeys.

I / We welcome the fact that Rangeford appears to be reconsidering this part of the proposal. However, this must become a firm commitment, not merely something being explored.

I / We therefore ask Rangeford to confirm that all proposed apartment buildings adjacent to Imberhorne Lane will be limited to a maximum of two storeys, and that there will be no 2.5-storey / three-level residential accommodation adjacent to Imberhorne Lane.

I / We also ask Rangeford to confirm that the eastern boundary facing Otterbourne Place and Bluebell Close will be strengthened with additional native hedgerow planting, that gaps and thin sections in the boundary screening will be filled and reinforced, and that additional tree planting will be provided to screen east-facing windows and reduce overlooking towards existing homes.

I / We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

I / We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:



Name(s) in BLOCK CAPITALS:



Date:

23.7.26

RESPONSE TO RANGEFORD CONSULTATION

Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane

To: Rangeford / Fairthorn Consultancy

FREEPOST FAIRTHORN CONSULTANCY

I / We live at:

House number/name:

Road:

BLUEBELL CLOSE

// We are writing in response to Rangeford's consultation on the proposed retirement village at Kingscote Place / Imberhorne Farm / Land West of Imberhorne Lane.

// We object to the previously shown proposal for 2.5-storey / three-level apartment accommodation adjacent to Imberhorne Lane and close to existing homes in Otterbourne Place and Bluebell Close.

The concern is not only the overall building height. It is also the impact of three levels of accommodation, including upper-level windows and balconies, on privacy, overlooking, outlook, visual impact and the residential character of the area.

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// We further ask Rangeford to confirm that it will be responsible for properly maintaining the hedging, trees and boundary screening in the long term, and that the design and materials of the buildings closest to existing homes will be refined so that they better reflect the character and appearance of the nearby residential area.

// We ask Rangeford to ensure that these commitments are clearly reflected in any planning application submitted to Mid Sussex District Council.

Signed:

Name(s) in BLOCK CAPITALS:

Date:

15/07/2026.

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Fri 12/06/26 12:26 PM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

[REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Unsure

Comments:

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

Please clarify what the communal facilities will be

Q3: Is there anything further you'd like to say about our proposals?

Comments:

Will the facilities have parking. Have you contacted authorities with regard to transport. Is a bus stop would be needed nearby

Data handling agreement: on

Date: June 12, 2026

Time: 12:26 pm

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Fri 12/06/26 12:26 PM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address:

Postcode:

Phone:

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Agree

Comments:

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

Unsure until detailed plans are produced

Q3: Is there anything further you'd like to say about our proposals?

Comments:

I'd like to see more about the transport option that would be available to this village - is it just parking or are you inserting bus links to town etc?

Data handling agreement: on

Date: June 12, 2026

Time: 12:26 pm

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Sat 13/06/26 8:41 AM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Unsure

Comments:

Churchill have not yet fully occupied the site they built three years ago in park road. Probably due to the terms and conditions of the purchase rights

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

I would be interested depending on what is available

Q3: Is there anything further you'd like to say about our proposals?

Comments:

As long as you don't put constraints on the ownership it is a good idea

Data handling agreement: on

Date: June 13, 2026

Time: 8:41 am

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/#feedback>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Sun 14/06/26 11:55 AM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]
[REDACTED]
[REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Disagree

Comments:

There are plenty of existing similar facilities already. One for example was finished over 10 years ago and still remains half empty

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

Q3: Is there anything further you'd like to say about our proposals?

Comments:

Go somewhere else

Data handling agreement: on

Date: June 14, 2026

Time: 11:55 am

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/#feedback>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Thu 18/06/26 11:27 AM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Unsure

Comments:

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

It would be great for locals to be able to use the grounds for recreation to benefit the wider area

Q3: Is there anything further you'd like to say about our proposals?

Comments:

I would ask that the pedestrian access to the Worth Way be improved for locals and the care home residents. currently it is a precarious slope and large steps down the side of the bridge or crossing the bridge and a dirt track along to get onto the worth way which gets very muddy in the rain and won't be good for more elderly residents

Data handling agreement: on

Date: June 18, 2026

Time: 11:27 am

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Fri 19/06/26 10:20 AM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name [REDACTED]

Surname [REDACTED]

Email [REDACTED]

Address: [REDACTED]

Postcode [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Disagree

Comments:

There are 'new' retirement flats within 800m of my house that remain unsold since completed approximately 10 years ago. Similar developments have 'excessive' annual service charges not affordable by significant number of pensioners

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

No

Q3: Is there anything further you'd like to say about our proposals?

Comments:

As per previous service charges need to be affordable and not a hinderance to future sale

Data handling agreement: on

Date: June 19, 2026

Time: 10:20 am

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/#feedback>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Mon 22/06/26 2:30 PM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

[REDACTED]

[REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Unsure

Comments:

There are other similar sites locally struggling to sell vacant units at the moment

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

We wouldn't to be honest the important thing is that in your plans you don't impact the surroundings of existing neighbouring properties and from your proposed plans you are going to do this when considering Otterbourne Place opposite , proposals are indicating roof heights , number of stories to be in our window lines.

Q3: Is there anything further you'd like to say about our proposals?

Comments:

The land was a waste landfill ,previous plans have restricted the use if any to low level non residential use, what has changed?

Data handling agreement: on

Date: June 22, 2026

Time: 2:30 pm

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Sun 05/07/26 1:08 PM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name [REDACTED]

Surname [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

Postcode [REDACTED]

Phone [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Disagree

Comments:

Total lack off suitable infrastructure for site

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

I think less local people will use the area than the do already for dog walking and recreation and exercise in the countryside

Q3: Is there anything further you'd like to say about our proposals?

Comments:

East Grinstead is well known for its traffic problems, so 550 home's plus retirement village could potentially put 1500 cars on Imberhorne Lane which will gridlock the road pass the school into Felbridge or if the go in the other direction there's a single track bridge and small country lanes

Data handling agreement: on

Date: July 5, 2026

Time: 1:08 pm

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>
Date Thu 23/07/26 8:59 AM
To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address:

Postcode:

Phone:

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Agree

Comments:

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

Cafe and chats

Q3: Is there anything further you'd like to say about our proposals?

Comments:

Data handling agreement: on

Date: July 23, 2026

Time: 8:59 am

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Mon 27/07/26 12:29 PM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Agree

Comments:

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

I live in Imberhorne Lane and would like to know about road access to your site. Is it from Imberhorne Lane, going past Imberhorne Farm then on to the site. There does not appear to be a clear map of how cars will enter your proposed site. In addition, is there a plan for a car park on your site for residents and for visitors to residents.

Q3: Is there anything further you'd like to say about our proposals?

Comments:

Data handling agreement: on

Date: July 27, 2026

Time: 12:29 pm

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/>

Someone has submitted feedback

From Rangeford Villages <noreply@your-feedback.co.uk>

Date Thu 09/07/26 7:58 AM

To mail@your-feedback.co.uk <mail@your-feedback.co.uk>

First name: [REDACTED]

Surname: [REDACTED]

Email: [REDACTED]

Address: [REDACTED]

Postcode: [REDACTED]

Phone: [REDACTED]

Age confirmation: on

Q1: Do you feel there is a need for more specialist care in the East Grinstead area?

Answer: Agree

Comments:

No issue with the plan, however you have always failed to address the traffic and local infrastructure issues

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

I would like to know how you intend to ensure traffic is managed correctly, especially as you are putting in a major junction with a side road less than 5 meters away, also the SEW water system cannot cope currently with the resident requirements of East Grinstead, what are you doing to ensure it is not impacted by your development

Q3: Is there anything further you'd like to say about our proposals?

Comments:

I would like to hear robust answers rather than its not our problem responses we have had to date

Data handling agreement: on

Date: July 9, 2026

Time: 7:58 am

Page URL: <https://imberhorne.your-feedback.co.uk/have-your-say/#feedback>

Q1: Do you feel there is a need for more specialist accommodation in the East Grinstead area?

☐ Strongly agree ☐ Agree ☒ Unsure ☐ Disagree

Comments:

We have Charters Village, we are not sure whether there is a need for another development.

Q2: We are passionate about creating communities that connect with their surroundings. Some of our facilities will be open for local residents to use. How would you like to engage with the scheme and its amenities?

Comments:

As locals within close walking distance of the scheme we may wish to use some of the facilities, eg the cafe, depending on availability, cost, etc.

Q3: Is there anything further you'd like to say about our proposals?

Comments:

We are slightly concerned about the development being built on a field which Imberhorne Farm only used for grazing. Apparently it was deemed unsuitable for produce as it was previously the site of the amenity tip.

Thank you for your feedback

Data Protection

We hold all personal data in accordance with the General Data Protection Regulation (GDPR) (EU) 2016/679 and your personal data will not be transferred outside of the European Economic Area. You can see our full Privacy Statement, Data Protection Policy, Data Retention Policy and all other related information by visiting <https://fairthorn.co.uk/privacy-policy/> or leave a message for our team on 0800 099 6712.