

Caroline Tranter
The Planning Inspectorate
Temple Quay House
2 The Square
Bristol
BS1 6PN

Rowan
Pinewood Park
Southampton
SO19 6AL

8 November 2023

Appeal Reference: APP/W1715/W/23/3324730
Relating to: Hilltop, Pinewood Park, Southampton SO19 6AL

Dear Caroline,

We refer to the neighbours' collective response dated 8th November, 2023 to which we are also signed parties.

This is an additional response as the immediate neighbours to the subject property and aims to briefly summarise with bullet points, the impact that the recent developments at Hilltop have had on our lives and the concerns of future impact, whilst also highlighting a few inaccuracies in their appeal statement.

We understand all our previous representations (re LDC/20/88428, Planning Application F/22/93935 and LDC/23/94708) have or will be forwarded to the Planning Inspectorate. We ask you to seriously consider all previous representations as we feel they are still relevant.

As previously, we object in the strongest terms to this application, not just for the impact on our family's life but also the unsuitability of the location. With our best friends' son being a dependent adult with autism, we are wholly supporting of inclusion within a community, but **Hilltop is not in a community and furthermore is separated from everything by being hemmed in immediately by the busy A27 and surrounding woodland.** The seclusion was why we chose to live here after all.

Location (general)

- The **nearest bus stops** are at Tesco Bursledon (0.9m), Hinkler Road (0.6m), Hedge End (1.5m) or Thornhill Park Road (1m) and all require walking along the very busy A27 for at least ½ mile. **This we would suggest is not safe or sensible for the residents.**
- The **nearest shops** are a Tesco Bursledon (0.9m and the other side of the very busy Windover Roundabout), Hedge End (1.5m), Thornhill Park (1.8m) or a small convenience store on Hinkler Road (0.6m). Once again all of these require walking alongside the very busy A27 for at least ½ mile, which is unlikely.
- Hilltop is the first property into Pinewood park and as such immediately adjacent to the A27. Cars pulling off of the A27 will do so at some speed, due to the nature of the A27 and therefore the immediate area outside of Hilltop would be **unsafe for residents, AND** cars parked there (which they have been since Rymacare started trading – see photos in the residents' appeal) will be **dangerous to drivers entering Pinewood Park** due to the "blind" turn when entering from the east.

- Hilltop is positioned in Pinewood Park, a residential road that in turn leads into Dumbleton Close, with the nearest other properties being ¼ mile either way along the A27. These roads have 9 and 14 properties respectively, all of which are single family dwellings, meaning that **Hilltop becomes the only property of 23 that is not a SFD** and therefore out of character for the location.

Location (specific to our property)

- Hilltop is immediately adjacent to our property, with the annex (previously a garage, converted for family use only) being 0.5m from our patio and 4.5m from the rear of our house.
- The properties are separated by a driveway, over which we have a **permanent vehicular right of access** to our rear garden.
- Hilltop bedroom windows **directly** overlook our property, affecting our privacy, particularly when in our kitchen, lounge or garden/patio

Impact on us, as neighbours

As stated, our property is immediately adjacent to Hilltop. We are "neighbours", but not once in over 12 months since Rymacare has been at Hilltop, have we had a visit, chat, call or any form of communication with the owners, directors* or staff. Hardly being part of the community. It's a business in a wholly residential area.

* please see comment below under noise

Noise.

- We live in a residential area. We chose to live here because it was so. We have a lovely rear garden and patios that we like to spend time on, and this has been impacted by the noise coming from Hilltop. On a couple of occasions our son has raced downstairs and outside believing that someone was being violently attacked in Dumbleton Copse. This was upsetting for him and us as parents to see him that way in his own home, a place that should be his haven. The windows and doors nearest to us are open most of the day and there is a small patio between our houses, meaning that the noise is invasive and upsetting to hear. It affected our summer and that was with just one or two residents. What will this be like if there are more and in particular if the annex is used, with it being so much closer.
- On one occasion, when a resident had been breathing through a harmonica for 30 minutes plus for the 5th or 6th time that day (and previous days), we both decided to visit Hilltop and explain that being on their patio, it was really invasive, so much so that we couldn't hear each other speak. We had a discussion on the doorstep, wherein we explained the situation, the effect that it was having on us and our family and asked if there was anything they could do (perhaps moving the resident to the far side of the property when he was using the Harmonica). The members of staff said there was nothing they could do as that was what was needed to calm the resident down and then said that they'd advise the director of our visit and he'd probably have a chat about it. We left happy that we'd raised our concerns and started a dialogue. A few hours later, another neighbour (the wrong person despite

Rymacare having been at the next door property for nearly a year) received an email from Matt Leather. It was aggressive, full of false accusations and threatened police action if we, or any neighbours ever knocked their door again. A copy of the email is attached for your reference. To date, this has been the only contact any of the road has had with the applicant, Mr Leather, and it shows the total disregard and contempt he has for others.

- The commercial bins are positioned at the entrance to the driveway between the two properties. Rubbish is emptied into these bins at 6am, with the banging waking us (our bedroom is downstairs) and our children who sleep upstairs. With more residents, this is only going to get worse.

Light

- The external lights are left on 24/7. These shine into our kitchen, lounge and hallway, spilling into our bedroom and had affected our sleep.

Access

- We have a right of access to our rear garden over the driveway between the properties. We are concerned that our right of access will be compromised when there are more staff and therefore vehicles. We will shortly be buying a campervan and intend keeping it at the rear of the property. The first application referred to multiple parking spaces on the driveway and was retracted when the application was amended. Given the fact that contrary to previous applications, vehicles are now parked on the road instead of within the boundary of Hilltop, we are concerned that (like the occupation of the annex – see below) these statements will be ignored once planning is approved, particularly if use of the annex is approved (the driveway leads up to the annex). As highlighted above, ongoing communication with Mr Leather or his staff is likely to be problematic at best, but most likely impossible.

Impact on the local community and environment

- Contrary to the plans submitted for staff vehicles to be accommodated within the boundary of Hilltop, we are regularly seeing them parked on the pavement and road outside of Hilltop, even when there is space inside. This is whilst it appears there may be 1 or 2 residents. How much worse would this be if there were more residents and therefore more staff and cars, particularly at the time of shift changes.
- Commercial waste bins are positioned in sight of the road at the end of the driveway between Hilltop and Rowan. These are constantly overflowing and in fact yellow hazardous material bags have been seen laying to the side, both unsightly and unsafe if foxes, cats etc get into them. This is with 1-2 residents in situ, what is the impact going to be if they have 5-6 plus the relevant staff?
- Outside lights left on all the time. This is the only property in Pinewood Park with lighting after hours and therefore affects the character of the road.
- Domestic bins are left on the pavement all week, both unsightly and out of character with the rest of the road. The green bin has in fact been declined by the collection team on countless occasions, due to it's contents meaning that it has remained there, overflowing

until the next fortnightly collection.

Additional consideration

- In the most recent LDC application (LDC/23/94708) it stated that "The Annex has now been removed as residential and will now only be used as "Storage" for company equipment." **This has not been the case**
- **The annex has actually been let to a young lady since the 29th May**
- She leaves the annex daily, presumably for work, by car, returning later in the day.
- This is yet another example of the applicant **saying one thing to obtain an agreement and then doing whatever he pleases afterwards**. Can we therefore trust him to comply with anything else?

As an aside, is there a **safeguarding issue** here with a third party being on the premises, in an annex with windows overlooking Hilltop and a separate enclosed rear garden that has direct access to Hilltop via their own gate? Are the guardians of the residents aware of this person being there and their easy access?

To Summarise

To repeat the general neighbours comments, as immediate neighbours to Hilltop we find Rymacare's attempt at an Appeal deplorable, but not surprising.

Hilltop's location does mean that any adults living there are to all intent and purposes isolated.

Hilltop Care Home is approved for 5 residents, but we believe there has never been more than 2 or 3 adults living there at any one time and yet they want approval to increase it to 6. Why?

Could the relatively low numbers be a reflection on how loved ones of potential residents view the location of Hilltop.

We are convinced that any expansion of Hilltop would be detrimental to potential residents and neighbours alike and ask you to firmly reject this Appeal for all the explanations and reasons covered in this and previous representations.

Yours sincerely

Peter Small

Lorraine Small