

Subject: Re: Dilmore Lane, Fernhill Heath
Date: Friday, 8 May 2026 at 14:28:46 British Summer Time
From: Sarah Hartley-Hill
To: Megan Farmer, Aimee Rowan
CC: Clare Shinner, Customer Services - TW North Midlands
Attachments: Outlook-tol4ergo.png, Outlook-kbtp1xeb.png

Good afternoon Megan,

Further to our conversation yesterday, I just wanted to confirm the position in response to your query below.

You are correct that we have obtained the necessary initial permission. However, following this approval, we are required to submit a further application in order to complete the works, as these will take place within a public area. It is this additional permission that we are currently awaiting, and we anticipate this being received prior to 1st June 2026, after which we will be in a position to formally instruct the required works.

Once this has been confirmed, we will share further information, including arranging a meeting on site with the contractor to walk through the scope of works and the proposed programme. We would also be happy to provide this information in a letter format should you wish to share it more widely than those directly impacted.

To confirm, I am on leave from next week however I have included [@Aimee Rowan](#) as mentioned who will be able to support in my absence should there be a further update prior to my return to the office.

Please do let me know if you have any questions in the meantime.

Kind regards,

Sarah

At Taylor Wimpey we encourage a flexible and agile working environment, so while it suits me to email out of typical working hours, please be assured that I do not expect a response or action outside of your own working hours.

**Sarah Hartley-Hill | Customer Director | Taylor Wimpey North Midlands
2, Trinity Court, Broadlands, Wolverhampton, WV10 6UH.**

e: sarah.hartley-hill@taylorwimpey.com

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**Taylor
Wimpey**

From: Megan Farmer <meganfarmer991@yahoo.co.uk>
Sent: Thursday, May 7, 2026 11:09 AM
To: Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com>
Cc: Clare Shinner <clerk@northclainesparishcouncil.gov.uk>; Customer Services - TW North Midlands <MCusSer-1@taylorwimpey.com>
Subject: Re: Dilmore Lane, Fernhill Heath

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Hello Sarah,

Thank you for your email and keeping me updated with the progress. There seems to have been a misunderstanding about permission, as was assured this end that everything had already been given and we were just awaiting a start date from yourselves. However, from what you have said, it looks as if once you have the necessary paperwork to hand around June 1st, we shall hopefully see the long awaited path work beginning before the end of July.

The suggestion of meeting face to face to share the full schedule of plans would be extremely welcome. It would be good to be able to share with the community afterwards that Taylor Wimpey had both listened to our real concerns and visited the site to meet with us. Please do let me have some dates when you are available and have the plans.

Kind regards

Meg
Sent from my iPad

On 6 May 2026, at 18:22, Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com> wrote:

Good afternoon Megan,

I hope you are well.

I wanted to provide you with a further update regarding the footpath works, as I appreciate you are keen to understand when these are likely to commence.

We met with the Clerk at the Council last week, and we are currently

awaiting the necessary approval. This process has an estimated lead in time of around four weeks, with approval anticipated around 1st June. Subject to this, works are expected to commence shortly afterwards, typically within a few weeks.

In the meantime, we are finalising the detailed programme of works. As soon as this has been approved by the Clerk, we will contact you to share the full schedule, along with details of the appointed contractor. If you would find it helpful, we would also be happy to arrange a site meeting to talk through the plans in person. We will, of course, aim to provide as much information as possible in advance to help alleviate any concerns you or other residents may have.

Please do not hesitate to get in touch if you have any questions in the meantime.

Kind regards,

Sarah

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**Sarah Hartley-Hill | Customer Director | Taylor Wimpey North Midlands
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e: sarah.hartley-hill@taylorwimpey.com

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<Outlook-v0ngimoh.png>

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From: Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com>

Sent: Wednesday, April 15, 2026 4:22 PM

To: Megan Farmer <meganfarmer991@yahoo.co.uk>

Cc: Clare Shinner <clerk@northclainesparishcouncil.gov.uk>; Customer Services - TW North Midlands <MCusSer-1@taylorwimpey.com>

Subject: Re: Dilmore Lane, Fernhill Heath

Good afternoon Megan,

Not a problem at all. As soon as I have a further update, I will let you know.

In the meantime, if there is anything further I can assist with, please do not hesitate to contact me.

While I appreciate this has taken some time to reach resolution, I am pleased that the outcome is a positive one and that the works are now being completed.

Kind regards

Sarah

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**Sarah Hartley-Hill | Customer Director | Taylor Wimpey North Midlands
2, Trinity Court, Broadlands, Wolverhampton, WV10 6UH.**

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From: Megan Farmer <meganfarmer991@yahoo.co.uk>

Sent: Wednesday, April 15, 2026 2:48 PM

To: Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com>

Cc: Clare Shinner <clerk@northclainesparishcouncil.gov.uk>

Subject: Re: Dilmore Lane, Fernhill Heath

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Dear Sarah,

Thank you so much for getting your reply to me before the meeting on Monday. That was much appreciated and It was encouraging to know that things are progressing. At our meeting it was confirmed that Highways had agreed to everything back in February and that was then further confirmed by Wychavon, who approved the planning in March. All we are waiting for now everything is in place is the actual commencement date!

I shall look forward very much to hearing from you when the start date will be and that will then hopefully end the 7.5 years of waiting for the job being done!

With best wishes,

Meg

Sent from my iPad

On 9 Apr 2026, at 15:40, Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com> wrote:

Good afternoon Megan,

Apologies for the delay in my response. I have unfortunately been out of the office in meetings for much of the week and have only recently had the opportunity to catch up.

Thank you for taking the time to follow this up. I can confirm that Taylor Wimpey has instructed our contractor to complete the required works to the footpath you have referred to. The contractor has now submitted an application to the local authority for the necessary road space to allow the works to be carried out.

I understand that they are currently awaiting confirmation of a suitable date; however, please be assured that this matter is progressing. I am hopeful that a further update will be available within the next 28 days, if not before, which I will be happy to share with you.

I hope this provides some clarity you were hoping for, please let me know if I can support with anything further in the meantime.

Kind regards

Sarah

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Sarah Hartley-Hill | Customer Director | Taylor Wimpey North Midlands

2, Trinity Court, Broadlands, Wolverhampton, WV10 6UH.

e: sarah.hartley-hill@taylorwimpey.com

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From: Megan Farmer <meganfarmer991@yahoo.co.uk>
Sent: Wednesday, April 8, 2026 4:22 PM
To: Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com>
Cc: Clare Shinner <clerk@northclainesparishcouncil.gov.uk>
Subject: Re: Dilmore Lane, Fernhill Heath

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Dear Sarah,

Apologies for getting in touch again so soon, but we have our parish

council meeting next Monday night and I would like to update everyone as to any progress in getting the pavement work done. I am also very aware that we shall be having some local people attending who have been continually raising concerns about the missing pavement. To add to the concern, there are now signs that one of the new housing estates is actually starting work which is going to increase both the traffic and risks to life in Dilmore Lane.

I appreciate that you are not personally responsible for this ongoing issue, but understandably, patience is wearing a little thin after 7 years of waiting. I do hope you are able to give me some good and positive news to share at the meeting. I look forward to your response.

Kind regards,

Meg

Sent from my iPad

On 24 Mar 2026, at 12:59, Megan Farmer
<meganfarmer991@yahoo.co.uk> wrote:

Dear Sarah,

As we are now nearly in April, I am hoping that you are now able to give me some definite timescales for the work to be done on the pavement in Dilmore Lane. I have tried to reassure residents that Taylor Wimpey are arranging for it to be done and were appointing a contractor, but unfortunately, after 7 years, quite understandingly their patience is wearing very thin.

Our biggest concern is that work is expected to begin very soon on 2 new developments and the risks of an accident happening with people sliding off the mud onto the road and being hit by large Lorry's and builders vehicles is increasing. That situation could sadly result in the death of a child or adult. We very much hope that the issue with the incomplete pavement will be resolved within the next few weeks.

I look forward to your response.

Kind regards

Meg.

Sent from my iPad

On 2 Mar 2026, at 17:09, Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com> wrote:

Dear Meg,

Thank you very much for your email and for taking the time to set out the parish council's concerns so clearly. I also appreciate you sharing the photographs, which do help to illustrate the current challenges for pedestrians using this section of Dilmore Lane. Please accept my apologies for the delay in responding last week, as I was out of the office for the majority of it.

I fully understand why the existing conditions are causing such concern, particularly during periods of poor weather and for more vulnerable users such as children, those with prams, and elderly residents. I am very sorry to hear about the recent fall and the difficulties residents are experiencing.

As previously advised, we are progressing the necessary steps to appoint a contractor to deliver this missing section of footpath, and I would like to reassure you that this remains a priority for us. Once the contractor appointment process is complete and the associated approvals are in place, we will be in a position to confirm a more detailed programme and anticipated start date. I will ensure this information is shared with you as soon as it is available.

In the meantime, thank you for offering to provide further photographs. Should any additional information be helpful, I will of course let you know.

Thank you again for raising these matters and for your continued engagement on behalf of the local community. Please do not hesitate to contact me directly should you have any further concerns or queries ahead of my being able to confirm the programme of works.

Kind regards,

Sarah

**Sarah Hartley-Hill | Customer Director
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From: Megan Farmer
<meganfarmer991@yahoo.co.uk>
Sent: Thursday, February 19, 2026
6:02 PM
To: Sarah Hartley-Hill <Sarah.Hartley-Hill@taylorwimpey.com>
Cc: North Claines PC
<clerk@northclainesparishcouncil.gov.uk>
Subject: Dilmore Lane, Fernhill Heath

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Hello Sarah,

Clare has kindly copied me into the emails regarding this outstanding missing piece of footpath in Dilmore Lane, Fernhill Heath. I am chairman of the parish council and live very close to this area of concern. It was certainly very reassuring to hear that you will be appointing contractors to complete this work within the next 12 weeks.

I thought it might be helpful for you to see the area we are talking about and hope you can appreciate our concerns. As this point it can only be described as single car width, and you can see what a wet, slippery and muddy raised narrow tract there is for people to be able to walk on to avoid the risk of being hit by traffic. Unfortunately in bad weather it becomes too dangerous to navigate, especially for people with prams and children. We have already had an elderly resident fall off this winter and of course numerous complaints.

Further building works will be starting down this lane late spring, so feel it imperative that a proper pathway is put in as a matter of urgency, as there could be a real risk to life with all the extra traffic that there will be. We look forward to having a starting date from you within the next couple of weeks. Please let me know if you would find any other photos helpful.

Kind regards

Meg Farmer

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<IMG_1130.jpg>

Sent from my iPad

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