



From: Kate Chapman [REDACTED]
Sent: 07 July 2026 12:18
To: Simon Davis <Simon.Davis@arun.gov.uk>
Cc: Nathan Turner [REDACTED] Madeleine Cozens [REDACTED]
Subject: Land at West Barn, Old Dairy Lane, Norton - AL/20/26/PL

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Hi Simon

Further to the third party comments referencing the DHL lorry which accessed the site in error, please find attached an email from DHL confirming this.

Kind regards

Kate Chapman

Associate
Gillings Planning



Please note that my working days are Monday (9am-4.30pm), Tuesday (9am-5pm) and Wednesday (9am-4pm). If you require an urgent response outside of these days and hours, please contact our Offices, on [REDACTED].



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Madeleine Cozens

From: [REDACTED]
Sent: 28 May 2026 10:18
To: Madeleine Cozens
Subject: Shipment ID: [REDACTED]

Good morning Andrew,

I am writing regarding your query relating to the shipment sent under waybill [REDACTED]. On behalf of DHL, please accept our sincere apologies for any inconvenience caused.

Please be assured that your case has been escalated as a formal complaint, and we take matters of this nature very seriously.

Having reviewed your case, I can only sincerely apologise that we attempted delivery to the incorrect address. Regrettably, the incorrect delivery address was supplied to us by the shipper.

I understand that our courier requested for a neighbour's vehicle to be moved in order to gain access to the property. I also understand that the courier drove over the edge of the neighbour's shingle driveway, and for this we are truly sorry. The courier should have marked the location as inaccessible and cancelled the delivery attempt for that day.

Please be assured that this matter will be fed back to the management team at our Southampton depot and dealt with internally. Thank you for bringing this to our attention.

If you require any further assistance, please feel free to contact us on [REDACTED] and we will be happy to assist.

Did we give ★ ★ ★ ★ ★ service today? Your feedback is really appreciated, click [here](#) to let us know how we did.



Kind Regards,

[REDACTED]
Claims Advisor

[Contact us via
email, chat or
phone](#)