

LOG OF CORRESPONDENCE AND HOW DEALT WITH?*No names/contact details should be added here*

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
01/05/2025	Face to Face	Ali	New member of staff	HR	Met in office with caretaker - show around
01/05/2025	Email	Ali	Resident regarding speeding in Goudhurst Road - what can be done	Highways	Raised issue with Kent Highways
01/05/2025	Email	Ali	Kent Highways in response to above	Highways	Put to Cllrs to add to HIP
01/05/2025	Face to Face	Ali	Resident regarding water leak at Church Green	General	Provided details of what the MPC is aware of
01/05/2025	Telephone	Ali	Resident tripped on a raised drain cover in High Street	Highways	Reported to Kent Highways Ref: 876231
01/05/2025	Telephone	Ali	Company asking for bank details following an invoice	Finance	MPC had not sent an invoice nor had been aware of company. No details were given.
01/05/2025	Face to Face	Ali	Stall holder for Christmas	Amenities - Christmas	Pass details to Lisa
01/05/2025	Telephone	Ali	mowing contractor confirming receipt of dates of events at S/F and P/F	Amenities - Open Space	Noted - to contact if mows are required between visits (fortnightly)
02/05/2025	Telephone	Ali	Funeral Directors to arrange a burial	Amenities - Cemetery	Send interment form, fees and rules - date tbc
06/05/2025	Telephone	Ali	Delivery of container to cemetery	Amenities - Cemetery	Lisa attended to direct to correct position
06/05/2025	Email	Ali	Next of kin asking if CCTV at cemetery as damage to headstone	Amenities - Cemetery	No CCTV
06/05/2025	Email	Ali	Resident asking for hedging to be cut at end of car park	General	Passed to MBC
06/05/2025	Email	Ali	KALC providing details of procurement	Finance	Add to Financial Reg papers for Full Council meeting
07/05/2024	Email	Ali	MBC - electoral roll update	General	Passed to Lisa
08/05/2025	Email	Ali	Russet Runners confirming delivery of letters to residents	General	Noted
12/05/2025	Telephone	Ali	Resident of Paddock Wood asking about burial at Marden Cemetery	Amenities - Cemetery	Provided details of criteria (not a resident of Marden)
12/05/2025	Face to Face	Ali	Resident enquiring about co-option	General	Said all vacancies had been filled - would advertise if any occurred in the future.
13/05/2025	Telephone	Rachel	Scout Group requiring information about car park boundary	General	Provided details to Ali who responded
13/05/2025	Telephone	Rachel	Resident called to personally speak with Ali about plot in Cemetery	Amenities - Cemetery	Referred call to Ali

13/05/2025	Telephone	Ali	Resident - complaining about grass cuttings on headstones	Amenities - Cemetery	Passed on to Neil
13/05/2025	Telephone	Ali	Resident arranging appointment to pay for interment of ashes	Amenities - Cemetery	Arranged to visit 13/5/25 @ 2pm
13/05/2025	Telephone	Ali	Scout Group regarding insurance cover for play scheme	Amenities - Play Scheme	Noted to inform MPC insurers
13/05/2025	Email	Ali	Resident reporting "illegal" motorbikes on land	General	Passed to Police/Community Protection Team
13/05/2025	Email	Ali	Funeral Directors sending memorial application	Amenities - Cemetery	Completed and returned
13/05/2025	Face to Face	Ali	Resident visited office to pay for interment of ashes	Amenities - Cemetery	Paid via card machine
13/05/2025	Email	Ali	Internal Auditor requesting copies of Nov/Feb invoices	Finance	Scanned and sent over
15/05/2025	Email	Ali	B.Cllr Couch cc'd MPC regarding email on dropped kerbs/footways	Highways	Provided details of HIP and asked for other roads to be considered
15/05/2025	Email	Ali	Rams Hill - details of mower repairs	General	Ready for next week
16/05/2025	Email	Ali	Play Scheme staff with address/email details	Amenities - Play Scheme	Filed to send contract letter next month
16/05/2025	Email	Ali	Email to confirm inflatable booked for play scheme	Amenities - Play Scheme	Noted
16/05/2025	Email	Ali	Gravedigger confirming preparing plot on 10/6	Amenities - Cemetery	Noted
19/05/2025	Email	Ali	MBC Planning - details on how to respond to applications on portal	Planning	Noted
19/05/2025	Telephone	Rachel	Resident reporting unsafe signage for diversion at Summerhill Road closure	General	Referred to Kent Highways
19/05/2025	Telephone	Rachel	Resident called for contact for a stonemason	Amenities - Cemetery	Left message for Ali
21/05/2025	Email	Ali	County Cllr Black - taken up issue of fingerposts with KCC Officers	Highways	Noted
21/05/2025	Email	Ali	Resident reporting sheep being kept in neighbours garden	General	Emailed Community Protection Team
21/05/2025	Email	Ali	Motor Show arranging visit to office for signing of forms etc	Amenities - Open Space	Arranged for 22/5/25
22/05/2025	Email	Ali	Community Protection Team in response to sheep concerns	General	Passed information to resident
22/05/2025	Face to Face	Ali	Motor Show to sign papers	Amenities - Open Space	Passed Risk Assessment

22/05/2025	Telephone	Ali	Community Protection Team telephoned - Marden now has a PSCO	General	Attendance to be arranged for a village café on a Friday
22/05/2025	Email	Ali	Russet Runners confirmation of invoice payment	Finance	Noted
22/05/2025	Email	Ali	Peninsula confirming receipt of MPC HR policies	HR	Noted
22/05/2025	Email	Ali	Golding Homes to arrange meeting for signing of CCTV licence agreement	General	Noted - 17/6/25 @ 2.00pm
22/05/2025	Email	Ali	KCC requesting use of space for a G&T mobile NHS bus	General	Responded - ? Memorial Hall
27/05/2025	Face to Face	Rachel	Resident visited office to enquire about their brother purchasing a plot at Marden Cemetery	Amenities - Cemetery	Gave resident two
29/05/2025	Email	Ali	Russet Runners - RA and insurance documents	Amenities - Open Space	Noted
29/05/2025	Email	Ali	KALC regarding new location for EFCM	General	Passed info to Cllr Tippen (attending with the Clerk)
29/05/2025	Email	Ali	Pear Technology - update to cemetery database	Amenities - Cemetery	Confirmed - to be uploaded to computer
29/05/2025	Email	Ali	Pitney Bowes confirming setting up of direct debit	Finance	Noted
29/05/2025	Email	Ali	Rugby Taggers - dates used S/F in May	Finance	Noted - invoice to be sent w/c 2/6
29/05/2025	Email	Ali	Network RaiU/South Eastern	Public Transport	Looking into issues raised at meeting
29/05/2025	Telephone	Ali	Resident with enforcement concerns	Planning	Reported to Borough Cllr Russell
29/05/2025	Telephone	Ali	Resident asking who to contact regarding ASB	Police	To report to 101
29/05/2025	Telephone	Ali	Resident with enforcement concerns	Planning	Noted and reported to Borough Cllr Russell
29/05/2025	Email	Ali	Resident reporting overgrown vegetation on PROW KM244	Highways	Reported to Kent Highways Ref: 250588875 - Resident asked for details of how to report - sent link
29/05/2025	Telephone	Ali	CCTV Company to arrange date for annual maintenance	General	Arranged for 30/5/25
29/05/2025	Email	Ali	Scout representative asking about play scheme admissions	Amenities - Play Scheme	sent to Play Scheme Sub-Group for comment
29/05/2025	Email	Ali	B.Cllr Russell confirming reported issues to MBC Enforcement	Planning	Noted
29/05/2025	Email	Ali	CCTV Company cancelling appointment	General	Noted - (engineer not available) will arrange a further date next week
30/05/2025	Email	Ali	Kent Highways confirming receipt of PROW KM244 issue	Highways	Noted

30/05/2025	Telephone	Ali	Scribe (Finance software) asking if MPC would be interested in changing to their system	Finance	Asked to phone back in September for quotes to see if it is comparable to Rialtas (which MPC currently use)
30/05/2025	Email	Ali	MBC - confirmation of TPO submission	Planning	Noted
30/05/2025	Email	Ali	Parent regarding child attending play scheme (outside of parish)	Amenities - Play Scheme	Provided criteria and if wished can add to waiting list for early July