

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

<b>Date:</b>	<b>Contacted via</b>	<b>Who took call/emails?</b>	<b>Brief details of issue raised</b>	<b>Council/Committee</b>	<b>Outcome</b>
03/03/2025	Email	Ali	Russet Runners regarding June booking	Amenities - Open Space	Provided required information
03/03/2025	Email	Ali	Plastic Free Campaign with questions re litter pick	Amenities - Spring Clean	Responded with answers
03/03/2025	Email	Ali	Litter pick volunteer	Amenities - Spring Clean	Passed to Lisa
03/03/2025	Email	Ali	Metal detecting contact asking for response regarding meeting	Amenities - Cemetery	Passed to Cllr Newton
03/03/2025	Email	Ali	Plastic Free Campaign asking further questions	Amenities - Spring Clean	Replied - will be back in touch nearer the time once we know numbers
03/03/2025	Email	Ali	Other PCs asking about environmental issues	Office	Provide info from MPC as to what we have been doing/available on website
03/03/2025	Email	Ali	Email enquiry regarding parish groundsperson role	HR	Emailed application form and job description
04/03/2025	Face to Face	Lisa	Resident regarding litter pick	Amenities - Spring Clean	Noted
04/03/2025	Email	Ali	MBC regarding VE day celebrations	Amenities - Events	Passed to Rachel to respond
04/03/2025	Email	Ali	Email enquiry regarding parish groundsperson role	HR	Emailed application form and job description
05/03/2025	Email	Ali	Resident enquiring about water leak at Church Green	General	Responded to say that this has been reported
06/03/2025	Email	Ali	Other PC asking about play equipment maintenance	Office	Responded with details of company MPC uses.
06/03/2025	Facebook	Ali	Reports for fouling on footpath between West End and Chantry Road	General	Reported to MBC
07/03/2025	Email	Ali	Resident raising concerns over farm shop	General	Unable to give any information of new owner/future use
07/03/2025	Email	Ali	Company asking to have information on MPC website regarding flooding	General	Passed to Comms S/G for advice
07/03/2025	Email	Ali	Resident reporting that draft Full Council minutes had not uploaded to the website properly	Office	Reviewed and amended
10/03/2025	Email	Rachel	Resident regarding changing date on SF booking	Office	Replied by email with response
10/03/2025	Email	Ali	2 responses to invite to Ian's retirement do	General	Noted
11/03/2025	Telephone	Ali	FD regarding 20/3 funeral	Amenities - Cemetery	Name of grave digger received

11/03/2025	Email	Ali	Other PCs requesting info on land sales	Office	Responded
11/03/2025	Email	Ali	FD regarding a funeral	Amenities - Cemetery	providing information and await form/date
12/03/2025	Email	Ali	Russet Runners regarding June booking	Amenities - Open Space	Additional parking found in Pattenden Lane - noted
13/03/2025	Email	Rachel	Response from Grave Digger regarding interment		
13/03/2025	Email	Ali	Plastic Free campaign - confirming poster	General	Requested email address added
13/03/2025	Email	Ali	Russet Runners regarding refuse disposal	Amenities - Open Space	Advised to obtain own commercial bins for event
13/03/2025	Email	Ali	Generic email from Tree surgeon company	General	Keep on file
13/03/2025	Email	Ali	Scout Group asking if bollards could be installed on grass verge next to their fencing as getting damaged	General	Would pass to MBC
13/03/2025	Email	Ali	Staplehurst PC asking where to find MNP	Planning	Send link to our website
13/03/2025	Email	Ali	Landscape Officer/ MBC Planning re tree application	Planning	Need to submit a TPO application
14/03/2025	Email	Ali	Grave digger regarding 20/3 funeral and Ian's retirement	Amenities - Cemetery	Noted
14/03/2025	Email	Ali	Other PC regarding Beacon lighting	Office	Provided details of what MPC are proposing
14/03/2025	Email	Ali	APM Speaker asking to meet prior to meeting to set up	Office	Meeting 8/4/25 at 4.30pm
14/03/2025	Telephone	Rachel	Funeral Directors booking a burial and requesting forms	Amenities - Cemetery	Emailed forms with rules and regulations. Information required.
14/03/2025	Email	Rachel	Resident giving dates of interment	Amenities - Cemetery	Email to grave digger with dates.
17/03/2025	Email	Ali	Internal Auditor requesting end of year documents	Finance	Noted - will send after close of year accounts
17/03/2025	Email	Ali	MBC - not continuing with waste disposal from 31/3/25	General	Obtaining quotes from other companies
17/03/2025	Email	Ali	KALC with S137 amounts for 2025/26	Finance	Not relevant to Marden
17/03/2025	Telephone	Ali	Resident raising concerns of unauthorised work being undertaken	Planning	Sent to Borough Cllr for reporting to enforcement
17/03/2025	Email	Rachel	Contact regarding the date and time for an interment	Amenities - Cemetery	Email confirmation of date and time
17/03/2025	Email	Rachel	Resident emailed regarding the measuring of Playing Field for football goals	Amenities - Playing Field	Emailed contact given to request date for site meeting

18/03/2025	Email	Ali	Peninsula - Risk Assessment Training 19/3/25	HR	Booked to attend (Virtually)
18/03/2025	Telephone	Ali	Resident with concerns of drug activity	Police	Sent details to local police
18/03/2025	Telephone	Ali	Request for job description and application form	HR	Collecting later today
18/03/2025	Email	Ali	Resident wish living accommodation issues	General	Passed details of MBC Housing
18/03/2025	Email	Ali	Request for job description and application form	HR	Emailed details
20/03/2025	Email	Ali	Resident regarding DoE volunteering	General	Provided details regarding litter pick
21/03/2025	Email	Ali	Resident regarding DoE volunteering	General	Provided information regarding volunteering
24/03/2025	Telephone	Rachel	Resident raising concerns of unauthorised work being undertaken	Planning	Sent to Borough Cllr for reporting to enforcement
24/03/2025	Email	Ali	Several emails regarding litter pick	Amenities - Litter Pick	Noted
24/03/2025	Email	Ali	Resident interested in junior play leader role	Amenities - Play Scheme	Passed name to Manager
24/03/2025	Email	Ali	Peninsula regarding HR document review	HR	Ali to provide details of employee handbook
24/03/2025	Email	Ali	MBC re litter pick equipment	Amenities - Litter Pick	Arrange collection 27/3/25
24/03/2025	Email	Ali	Request for defib funding from external parish	Full Council	Put on FC agenda for next financial year
25/03/2025	Telephone	Rachel	Architect called about planning application for Changing Rooms	Planning	Took message for Clerk but they will email as well.
27/03/2025	Face to Face	Rachel	Resident collecting litter pickers, vests and bin bags	Amenities - Litter Pick	Passed to resident and printed off Risk Assessment for signature.
27/03/2025	Email	Rachel	Resident to register details for litter pick	Amenities - Litter Pick	Added to list and replied with RA Information
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27/03/2025	Email	Rachel	Resident to register details for litter pick	Amenities - Litter Pick	Added to list and replied with RA Information
27/03/2025	Face to Face	Rachel	Resident wishing to register details for Litter Pick	Amenities - Litter Pick	Added to list and emailed RA Information
27/03/2025	Email	Ali	Resident reporting rubbish at rear of property	General	Report to Golding Homes / MBC
27/03/2025	Email	Ali	Several emails regarding litter pick	Amenities - Litter Pick	Added to list
31/03/2025	Email	Ali	Scouts agreeing use of building for play scheme	Amenities - Play Scheme	Noted - pass to Manager regarding set up
31/03/2025	Telephone	Ali	Request to arrange a time to discuss interment of ashes	Amenities - Cemetery	Arranged for 3pm 31/3/25

31/03/2025	Face to Face	Ali	Resident reporting culverts requiring clearing	Amenities - Litter Pick	Report to management company
31/03/2025	Email	Ali	Structural Engineer (solar panels) asking for additional information	Amenities - Public Conv.	Send quote and gave contact details of TLGE company
31/03/2025	Email	Ali	Request for job description and application form	HR	Emailed details
31/03/2025	Face to Face	Ali	Resident to complete form for interment of ashes	Amenities - Cemetery	Placed on file (interment not until August)
31/03/2025	Email	Ali	Several reports of fly tipping following litter pick	General	Reported to MBC
31/03/2025	Face to Face	Ali	Resident returning litter picking equipment	Amenities - Litter Pick	Received
31/03/2025	Email	Ali	MBC regarding collection of rubbish	Amenities - Litter Pick	Noted
31/03/2025	Telephone	Ali	CCTV Company - cancelled installation as confirmation not received regarding electricity and wrong equipment received	Amenities - Open Space	Emailed Golding Homes to confirm electricity supply
31/03/2025	Email	Ali	Resident regarding road closure at Hawkhurst and lorries in the village	Highways	Discussed at Full Council - responded