

**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> |
|--------------|----------------------|------------------------------|--|--------------------------|
| 03/02/2025   | Telephone            | Ali                          | Next of Kin confirming change of grave number                      | Amenities - Cemetery     |
| 03/02/2025   | Email                | Ali                          | Solar company with new quote                                       | Full Council             |
| 03/02/2025   | Telephone            | Ali                          | Resident re works at Pattenden Lane                                | Highways                 |
| 03/02/2025   | Email                | Ali                          | MBC re co-option   | Council                  |
| 03/02/2025   | Email                | Ali                          | Resident regarding EFCM meeting - wishes to attend                 | Planning                 |
| 04/02/2025   | Email                | Ali                          | Funeral Directors regarding payment                                | Amenities - Cemetery     |
| 04/02/2025   | Email                | Ali                          | Business requesting information on disabled parking bays           | Highways                 |
| 05/02/2025   | Email                | Ali                          | Details received regarding Listed Places of Worship Grant Scheme   | Other                    |
| 06/02/2025   | Email                | Ali                          | MBC regarding litter picking thank you event                       | Other                    |
| 06/02/2025   | Email                | Ali                          | Other PC regarding electricity provider for street lights          | Office                   |
| 06/02/2025   | Email                | Ali                          | Next of Kin confirming change of grave number                      | Amenities - Cemetery     |
| 07/02/2025   | Email                | Ali                          | Rude Mech. Public Liability insurance received                     | Amenities - Open Space   |
| 10/02/2025   | Email                | Ali                          | Confirmation that MPC can access details regarding library defib   | Other                    |
| 10/02/2025   | Telephone            | Ali                          | Caretaker reporting issue with grave from Friday                   | Amenities - Cemetery     |
| 10/02/2025   | Email                | Ali                          | Request for funding hall hire                                      | Finance                  |
| 11/02/2025   | Telephone            | Ali                          | Call from Community Payback  | Office                   |
| 11/02/2025   | Telephone            | Rachel                       | Call back to Community Payment Team                                | Office                   |
| 13/02/2025   | Telephone            | Ali                          | Church Office regarding contacting details for Housing Association | Office                   |

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|------------|--------------|--------|--|----------------------------|
| 13/02/2025 | Telephone    | Ali    | Caretaker reporting continuing issue with grave from Friday                                | Amenities - Cemetery       |
| 13/02/2024 | Letter       | Ali    | From Santander - asking to call regarding account closure                                  | Finance                    |
| 13/02/2025 | Email        | Rachel | Reply from Staplehurst Monarchs Youth FC Secretary regarding marking out the Playing Field |                            |
| 13/02/2025 | Telephone    | Ali    | Company plying fuel cards  | General                    |
| 13/02/2025 | Face to Face | Ali    | Resident raising concerns about dogs in Park Road (previously reported)                    | General                    |
| 14/02/2025 | Email        | Rachel | Resident responding to letter regarding signage and wall at Southons Field entrance        | Amenities - Southons Field |
| 14/02/2025 | Telephone    | Rachel | Call from Breakthrough Communications asking for feedback on recent mail out               | Communications             |
| 14/02/2025 | Telephone    | Rachel | Enquiry call regarding Groundsperson job vacancy asking about ball park figure for pay     | HR                         |
| 14/02/2025 | Email        | Rachel | Email query regarding Marden Memorial Hall booking   | Marden Memorial Hall       |
| 14/02/2025 | Email        | Ali    | Enquiry email regarding Groundsperson role   | HR                         |
| 14/02/2025 | Email        | Ali    | Enquiry email regarding Groundsperson role   | HR                         |
| 17/02/2025 | Answerphone  | Ali    | Enquiry call regarding Groundsperson role  | HR                         |
| 17/02/2025 | Answerphone  | Ali    | Enquiry call regarding Groundsperson role  | HR                         |
| 17/02/2025 | Answerphone  | Ali    | Funeral Directors regarding new burial   | HR                         |
| 17/02/2025 | Telephone    | Ali    | Enquiry call regarding Groundsperson role  | HR                         |
| 17/02/2025 | Telephone    | Ali    | Enquiry call regarding Groundsperson role  | HR                         |
| 17/02/2025 | Email        | Ali    | Enquiry call regarding Groundsperson role  | HR                         |

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|------------|--------------|----------------|--|----------------------|
| 17/02/2025 | Email        | Ali            | Application form received  | HR                   |
| 17/02/2025 | Telephone    | Ali            | Regarding headstone application  | Amenities - Cemetery |
| 17/02/2025 | Face to Face | Ian/Ali/Rachel | Wrong location - required Village Club   | Office               |
| 18/02/2025 | Telephone    | Ali            | Funeral Directors enquiring a new burial/reserved plots                                    | Amenities - Cemetery |
| 18/02/2025 | Email        | Ali            | Smarden Flood Warden regarding a planning application tonight - attendance                 | Planning             |
| 18/02/2025 | Telephone    | Ali            | Peninsula regarding employment checks  | HR                   |
| 20/02/2025 | Telephone    | Rachel         | Relative confirming date of father's funeral and that funeral directors have been in touch | Amenities - Cemetery |
| 24/02/2025 | Telephone    | Rachel         | Resident inquiring plot location for cremated remains of father                            | Amenities - Cemetery |
| 24/02/2025 | Email        | Ali            | 19/2/25 - applicant withdrawing interest in PG role  | HR                   |
| 24/02/2025 | Email        | Ali            | 20/2/25 - email from Smarden PC regarding Waste Treatment Plant application                | Planning             |
| 24/02/2025 | Email        | Ali            | 20/2/25 - from MBC regarding issues with submitting comments on planning portal            | Planning             |
| 24/02/2025 | Email        | Ali            | 20/2/25 - Further email from next of kin regarding headstone                               | Amenities - Cemetery |
| 24/02/2025 | Email        | Ali            | 20/2/25 - KALC requesting Chairman's email address   | Office               |
| 24/02/2025 | Telephone    | Ali            | 20/2/25 - provided details of logon for Library Defib registration                         | Office               |
| 24/02/2025 | Email        | Ali            | Request for groundsperson's application form   | HR                   |
| 24/02/2025 | Email        | Ali            | MBC confirming precept payment at beginning of April 2025                                  | Finance              |

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| 25/02/2025 | Email        | Ali    | Prospective applicant asking about annual salary/overtime                      | HR                       |
| 25/02/2025 | Telephone    | Ali    | Bethersden PC Chairman requesting email address                                | Office                   |
| 25/02/2025 | Telephone    | Ali    | Queried ownership of John's Barbers  | General                  |
| 25/02/2025 | Email        | Ali    | Kent Highways - amended to Purchase Order as cost slightly less for Patt. Lane | Finance                  |
| 25/02/2025 | Email        | Ali    | Request for volunteer work at Play Scheme                                      | Amenities - Play Scheme  |
| 25/02/2025 | Telephone    | Ali    | Resident - lost necklace   | General                  |
| 27/02/2025 | Email        | Ali    | Request to purchase burial plot  | Amenities - Cemetery     |
| 27/02/2025 | Email        | Ali    | Miscellaneous - re newsletter delivery volunteers                              | Newsletter               |
| 28/02/2025 | Telephone    | Rachel | Call received about a burial at Marden Cemetery                                | Amenities - Cemetery     |
| 28/02/2025 | Telephone    | Rachel | Called received from energy company for Ali                                    | General                  |
| 28/02/2025 | Face to Face | Rachel | Resident reporting water leak outside butchers and garage                      | General                  |
| 28/02/2025 | Email        | Ali    | Litter pick volunteer  | Amenities - Spring Clean |
| 28/02/2025 | Email        | Ali    | Litter pick volunteer  | Amenities - Spring Clean |
| 28/02/2025 | Email        | Ali    | Local resident asking for police details                                       | General                  |

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| <b>Outcome</b>  |
| Noted<br>Requires new cert x 2  |
| Noted - take to FC 11/2/25  |
| Noted<br>Emailed Cllrs re start date  |
| Add to FC 11/2/25   |
| Noted and will inform<br>Chairman   |
| Noted   |
| Passed to MBC/KCC   |
| Passed to Revd Harvey   |
| Permission given to use my<br>email for circulation   |
| MPC does not own street<br>lights   |
| Noted<br>Requires new certificate   |
| Put on file   |
| Noted   |
| Reported to Funeral Directors   |
| Speaking with Revd Harvey<br>before putting before Council                                    |
| Passed to Rachel  |
| Took information of incident<br>in car park. No reports from<br>residents. No further action. |
| Provided telephone number   |

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| Reported to Funeral Directors as a matter of urgency  |
| Rung - nothing on database as to why there is an issue - would look into this and come back |
| Reply back to resident to with a question regarding contact with new contact.               |
| Not required - have an account with local petrol station                                    |
| Will forward to Police again to see what is being done                                      |
| Forwarded to Cllrs for comment.   |
| Delayed feedback until after next Comms meeting.  |
| Messaged Chair, Vice Chair and Clerk  |
| Referred query to Marden Memorial Hall email copying in resident and Clerk                  |
| Sent JD/Application form  |
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| Sent JD/Application form  |
| Provided details for interment  |
| Sent JD/Application form  |
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| Noted - put on file until<br>31/3/25  |
| Will respond once viewed the<br>details   |
| Ian directed to VC  |
| Sent interment form/rules<br>and regs - passed to Cem Sub-<br>Group regarding fees      |
| Noted - emailed other PCs   |
| Received via email  |
| Confirmed date  |
| Found plot number and<br>emailed resident map of<br>location                            |
| Noted   |
| Forwarded to Planning<br>Committee  |
| MBC looking into issues   |
| Passed to Cemetery Sub-<br>Group  |
| Passed details to KALC  |
| Logged on with new<br>password (in case of<br>checking in absence of<br>current person) |
| sent via email  |
| Noted   |

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| Responded with annual salary - any overtime paid via TOIL                                     |
| Provided  |
| Told to put note through the door as no contact for owners                                    |
| Resubmitted PO  |
| Passed to manager   |
| Took telephone number in case handed in   |
| Informed not able to purchase until interment arranged  |
| Noted   |
| Took details and emailed resident with Rules and Regulations                                  |
| Took message and passed on details to Ali via email   |
| Informed them that I would investigate further and check that it had been reported            |
| Passed details to Lisa  |
| Passed details to Lisa  |
| Said to contact 101 but if resident gives permission I can forward the email to local police. |