

LOG OF CORRESPONDENCE AND HOW DEALT WITH?

No names/contact details should be added here

JANUARY

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
02/01/2025	Telephone	Ali	Funeral Director to book funeral	Amenities - Cemetery	Added to diary 21/1/25 - sent relevant information
02/01/2025	Telephone	Ali	Resident asking to visit office	Office	Arranged for 2/1/25 at 3.30pm
02/01/2025	Email	Ali	Workplace Pensions - re-enrolment date	Office	Diarised to respond by March 2025
03/01/2025	Email	Ali	Christmas lights company to arrange a meeting	Amenities - Christmas	Email returned suggesting date when Rachel has returned from leave
04/01/2025	Email	Ali	Church magazine requesting report for February edition	Office	Will send prior to closing date of 10/1/25
weekend	Social media/email	Kate/Ali	Reports of flooding	Highways	KT messaged flood wardens regarding flooded area/signage
06/01/2025	Email	Ali	Resident reporting overflowing manhole cover at Maynards footpath	Highways	KT reported to Southern Water 5/1/25
06/01/2025	Email	Ali	Co-option form received	Office	to be placed on Full Council agenda
06/01/2025	Telephone	Ali	Highways Engineer regarding flood signage/meeting	Highways	Liaise with flood wardens
06/01/2025	Letter	Ali	Letter backing up concerns raised by resident on dogs	Office	Liaising with Police

07/01/2025	Email	Ali	Police - wishing to view CCTV at playing field	Office	Will view and report back
07/01/2025	Email	Ali	Funeral Director emailing paperwork for funeral on 20/1	Amenities - Cemetery	Put on file
07/01/2025	Email	Ali	IA requesting further information	Finance	Scanned invoices etc and sent back
07/01/2025	Email	Ali	Resident with concerns over an empty property	General	Sent details to local police
08/01/2025	Email	Ali	Peninsular - with slides from yesterday's training	HR	Filed
08/01/2025	Telephone	Ali	Funeral Director confirming paperwork sent for funeral on 21/1	Amenities - Cemetery	Noted
08/01/2025	Email	Ali	South Eastern rep confirming email and will come back with date for meeting	Highways	Noted
09/01/2025	Telephone/Email (several)	Ali	Cloudy IT having remote access to emails to amend Cllr Goda's name	Office	N/A
09/01/2025	Email	Ali	Land owner notifying that contact has been made with MPC's solicitor over land transfer	Office	Noted
09/01/2025	Telephone	Ali	Pitney Bowes - ink purchase	Office	Still ok - told to ring back in April to order new supply
09/01/2025	Email	Ali	Funeral Director (20/1) confirming payment made	Finance	Confirmed with bank - receipt sent

10/01/2025	Telephone	Ali	Resident regarding school application and MPC attendance at MBC Committee	Planning	Would email on Wednesday to let her know the outcome of MPC's decision
10/01/2025	Face to Face	Ali	Printer with office sign and business cards	Office	N/A
10/01/2025	Email	Ali	Tree Surgeon regarding tree application	Planning	TS contacting MBC regarding TPOs
10/01/2025	Email	Ali	CCTV company to view system and provide new quote	Office	Arranged visit for 14/1/25 at 8.30am
13/01/2025	Email	Ali	Confirmation of permission to use photos uploaded to Facebook by Weald of Kent Bellringers	Office/General	Photos of Marden Church (possibly for MNP)
13/01/2025	Face to Face	Ali	Resident regarding school application and MPC attendance at MBC Committee	Planning	Explained process and they would liaise with neighbour regarding attendance on 16/1/25
13/01/2025	Answerphone	Ali	Resident requesting call back	Office	Repond 17/1/25
14/01/2025	Email	Ali	Other PC regarding grass mowing contracts	Amenities - Open Space	Provided details of MPC contractor
14/01/2025	Email	Ali	cc'd into email to County Cllr regarding speeding in Pattenden Lane	Highways	Noted
14/01/2025	Email	Ali	cc'd into email regarding Defib use	General	Emailed resident asking for update

15/01/2025	Email	Ali	Resident reporting dog fouling along Stanley Road	General	Reported to MBC via website and emailed
16/01/2025	Email	Ali	Email received from MBC regarding tree application being approved.	Planning	Contacted tree surgeon to contact MBC as TPO not included
16/01/2025	Email	Ali	Other PC regarding street light maintenance	General	Responded - MPC do not own any street lights
16/01/2025	Telephone	Ali	Other PC regarding IT support	Office	Provided details of MPC IT support
16/01/2025	Email	Ali	Funeral Directors regarding a burial in February	Amenities - Cemetery	Noted - await further information
17/01/2025	Telephone	Ali	Public Conv. Cleaner reporting excrement on floor of men's toilet (also happening at Horsmonden and Staplehurst)	Amenities - Public Conv.	Emailed Community Warden Team to see what can be done / asked cleaner to report to me when happening again
17/01/2025	Email	Ali	Funeral Directors confirming February date of burial	Amenities - Cemetery	Noted - await documentation
17/01/2025	Email	Ali	Update received regarding defib checks	General	Noted
17/01/2025	Email	Ali	Resident regarding seagulls at S/F	Amenities - Open Space	Speak with caretakers
17/01/2025	Face to Face	Ali	Resident regarding blocked footways	Highways	Noted - and will report to relevant agency

18/01/2025	Telephone	Ali	Funeral Directors regarding timings for today's funeral	Amenities -Cemetery	Noted
18/01/2025	Email	Ali	Confirming grave digger for February funeral	Amenities - Cemetery	Noted
20/01/2025	Telephone	Ali	Marden Society regarding Copper Lane application	Planning	Provided planning reference to view appeal decision on website
20/01/2025	Telephone	Ali	ICO for survey	General	Would ring back as going into meeting
20/01/2025	Email	Ali	Resident with concerns over seagulls at S/F	Amenities - Open Space	Would speak to employees not to feed
21/01/2025	Email	Ali	Landscape company offering services	Amenities	Would keep on file
21/01/2025	Email	Ali	Funeral Director change of grave digger for February funeral	Amenities - Cemetery	Noted - would make contact
21/01/2025	Email	Ali	Parent - duke of edinburgh award volunteering	General	Provided details of litter picking
22/01/2025	Email	Ali	Details of NDHAs held with MBC	Planning	Noted for MNP
22/01/2025	Email	Ali	Tree Surgeon offering services	Amenities	Would keep on file
22/01/2025	Email	Ali	Download of Diary of an RFO document	Office/Finance	Filed
23/01/2025	Email	Ali	Conservation Officer asking for confirmation of a site	Planning	Responded 24/1/25
24/01/2025	Email	Ali	Kent Highways - considering location of SID in Pattenden Lane	Highways	completed form and returned

24/01/2025	Email	Ali	Southern Water confirming receipt of letter sent earlier in the week	Highways	Noted
24/01/2025	Email	Ali	Neighbouring PC asking for details of payroll provider	Office	Details sent
27/01/2025	Email	Ali	Funeral Director sending forms for February funeral	Amenities - Cemetery	Noted
27/01/2025	Email	Ali	Resident asking about cast iron sign/gateway	Highways	Provided information
27/01/2025	Email	Ali	Kent Highways with details of refurbishment of fingerpost	Highways	Can no longer use cast iron - waiting to hear back on materials
27/01/2025	Email	Ali	Kent Resilience Forum asking where MPC is with their plan	Emerg. Plan	Said would get back in touch once a meeting had been arranged
28/01/2025	Email	Ali	Local Police regarding incident at toilets (17/1/25)	Amenities	Report to 101
28/01/2025	Email	Ali	Resident reporting abandoned vehicle	General	Gave link to MBC website
28/01/2025	Telephone	Ali	Resident asking about grave location	Amenities - Cemetery	Provided information
28/01/2025	Face to Face	Ali	Resident viewed grave locations	Amenities - Cemetery	Above enquiry
29/01/2025	Email	Ali	Query regarding allotment waiting list	Amenities	Need to find out who to contact to be put on list
29/01/2025	Answerphone	Ali	Volunteer for litter picking	Amenities - Litter pick	Passed to Lisa to add to list

29/01/2025	Email	Ali	Request to hire S/F	Amenities - Open Space	Passed to Rachel
30/01/2025	Telephone	Ali	Grave digger (7/2/25) to arrange to meet on 4/2/25 to view location	Amenities - Cemetery	Send plan and in diary for 4/2/25 (new to Marden Cemetery)
30/01/2025	Email	Ali	Community Protection Team regarding dog fouling in Stanley Road	General	Would visit to put up signage etc
30/01/2025	Face to Face	Ali	Resident asking about solar panel (Patt. Lane) application	Planning	provided details of location and MPC meeting on 4/2/25
30/01/2025	Email	Ali	Bowls Club regarding access to S/F	Amenities	Noted
31/01/2025	Email	Ali	MBC - re litter picking equipment	Amenities	Noted
31/01/2025	Telephone	Ali	Resident asking for permission to park at hall for school pickup	Memorial Hall	Noted
31/01/2025	Telephone	Rachel	Next of Kin confirming change of grave number	Amenities - Cemetery	Passed to Ali
31/01/2025	Telephone	Ali	Utility Broker re p/con electricity account	Amenities - Public Conv.	Will send email with quotes
31/01/2025	Telephone	Ali	Marden Russet Runners re S/F booking	Amenities - Open Space	Queried location of toilets/emergency vehicles. Would meet in next few weeks. MRR will write to residents of S/F drive