

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
02/12/2024	Telephone	Ali	Funeral Director regarding additional information	Amenities - Cemetery	Asked to email across
02/12/2024	Email	Ali	Funeral Director emailed additional information	Amenities - Cemetery	Noted
02/12/2024	Face to Face	Ali	Stall holder confirming booking for 7/12	Amenities - Christmas	Confirmed booking
02/12/2024	Email	Ali	Resident asking for leaves to be cleared from pavements	General	Passed to MBC
02/12/2024	Face to Face	Ali	Ecosan for hall	Hall	provided key to hall
03/12/2024	Telephone	Ali	EDF confirming visit to hall	Hall	Confirmed
03/12/2024	Email	Ali	MBC - revised electoral roll	Office	Printed
03/12/2024	Email	Ali	MBC - notification that info is still awaiting from legal regarding licence	Amenities - Public Conveniences	Noted
04/12/2024	Email	Ali	MBC - waste disposal	Hall	information regarding collection
04/12/2024	Email	Ali	Paul/Adrian re Square app download	Finance	provided details
05/12/2024	Email	Ali	Kent Highways - cast iron signage information regarding highways work	Highways	Passed to Kate/contractor
05/12/2024	Email	Ali	Adrian - IAG agenda	General	Passed to Rachel to put on social media/e-newsletter
05/12/2024	Emails	Ali/Rachel	Marden at Christmas - change of venue	Amenities - Christmas	Details regarding change from The Allens to Village Club 7/12/24
05/12/2024	Face to Face	Ali	EDF engineer - hall meter	Hall	To update meter - sent to pre-school for entry
05/12/2024	Face to Face	Ali	Tesco delivery	Amenities - Christmas	delivery for M@C
05/12/2024	Email	Ali	Architect re information - changing rooms	Full Council	Take to full council for Cllrs decision on way forward
05/12/2024	Answerphone	Ali	Resident asking about the Marden Charity	General	Passed to Kate
05/12/2024	Email	Ali	Theatre company asking for details of village events and grants available	General	Provided as much detail as I had available
05/12/2024	Email	Ali	Stonemason with headstone application	Amenities - Cemetery	Completed form / invoice and returned
06/12/2024	Email	Ali	MBC Neighbourhood Plan team requesting annual update on parishes NP position	Neighbourhood Plan	Completed and returned
09/12/2024	Email	Ali	Resident reporting flooding under Pattenden Lane bridge	Highways	Reported to Highways (Kate sent email to Lottie)
09/12/2024	Email	Ali	Request for hall booking	Hall	Sent to Facilities Administrator
09/12/2024	Telephone	Ali	Utility company for hall account	Hall	Taken details to discuss with trustees
10/12/2024	Email	Ali	Hirer of S/F confirming booking in July 2025	Amenities - Open Space	Confirmed in diary and form received
10/12/2024	Email	Ali	Kent County Supplies regarding photocopier charges (over charged)	Office	Awaiting a new invoice

10/12/2024	Telephone	Ali	Funeral Directors to arrange a burial	Amenities - Cemetery	Provided relevant forms and information
11/12/2024	Email	Ali	Kent Highways regarding Pattenden Lane flooding	Highways	Reported that still a problem
11/12/2024	Email	Ali	Kent Highways regarding Pattenden Lane flooding	Highways	Highways would arrange to clear gulleys
12/12/2024	Email	Ali	Reference required for previous member of staff	HR	Response given
16/12/2024	Email	Ali	Resident requesting attendance at Planning meeting	Planning	Confirmed
16/12/2024	Email	Ali	CS resident asking for details of burial plot	Amenities - Cemetery	Requested details of CS address
16/12/2024	Email	Ali	PWCAC - request for funding in 2025/26	Finance	Add to April 2025 meeting
16/12/2024	Telephone	Ali	Caller requesting to speak to someone at Marden Village Hall re VAT rebate	General	Not Marden hall - tried to ring back - no response
16/12/2024	Face to Face	Ali	Asking how to access pre-school	General	Given directions
17/12/2024	Telephone	Ali	Internal Auditor with details of info to send for interim audit	Finance	Details gathered and emailed across
17/12/2024	Telephone	Ali	Grave owner regarding memorial safety	Amenities - Cemetery	Provided info (friend's parent so will speak direct)
18/12/2024	Email	Ali	New burial request details	Amenities - Cemetery	Passed to Rachel
19/12/2024	Email	Rachel	Further questions for new burial	Amenities - Cemetery	Responded
19/12/2024	Telephone	Ali	Funeral Directors regarding burial	Amenities - Cemetery	Awaiting further information
19/12/2024	Letter	Ali	Santander regarding account closure	Finance	Phoned for details - need further ID
19/12/2024	Telephone	Ali	NoK re memorial	Amenities - Cemetery	Provided details of permit
19/12/2024	Email	Rachel	Funeral Directors re burial	Amenities - Cemetery	Provided interment form and rules & regs
20/12/2024	Telephone	Ali	Message from parent regarding FC letters	Amenities - Christmas	Left a message on parent's mobile for more details as all letters had been replied to

Staff annual leave 21/12/24 to 1/1/25 but the following emails etc were received:

	Email	Ali	Funeral Directors	Amenities - Cemetery	booking funeral 20/1/25 - contact to be made on 2/1/25
	Answerphone	Ali	Resident	Office	Return call on 2/1/25
	Email	Ali	Internal Auditor requesting more information	Finance	Sent what is held on laptop - invoices to be scanned 2/1/25
	Email	Ali	Cloudy IT	Office	Cllr info passed over
	Email	Ali	Resident - non receipt of Santa letter	Amenities - Christmas	Santa delivered new letter
	Email	Ali	Resident re vacancy	Office	Thought it was a paid role - if interested in Cllr (volunteer) role to contact office
	Email	Ali	Grant application - additional info required	Office	Would provide on 2/1/25
	Answerphone	Ali	Funeral Directors	Amenities - Cemetery	Return call on 2/1/25