

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
01/04/2025	Email	Ali	External Auditor - details of EOY AGAR	Finance
01/04/2025	Email	Ali	Franking Machine company regarding purchase of ink	Office
01/04/2025	Telephone	Ali	Open reach with information to move telephone	Office
01/04/2025	Email	Ali	FD regarding burial 16/4/25 - details of timings etc	Amenities - Cemetery
01/04/2025	Email	Ali	Vicar regarding payment for grave digger	Office
01/04/2025	Email	Ali	Scouts asking for use of Southons Field 4/4/25	Amenities - Open Space
02/04/2025	Email	Ali	Scouts asking about reinstallation of barrier at car park	General
03/04/2025	Email	Ali	Resident of Appledown Grange with questions regarding open space area	General
03/04/2025	Email	Ali	Other PC with questions regarding beacon lighting	General
03/04/2025	Telephone	Ali	Resident regarding concerns of caravan at Cranham Square	General
04/04/2025	Telephone	Rachel	Resident reporting anti social behaviour near Cranham Square	General
04/04/2025	Telephone	Lisa	Resident reporting caravan and anti social behaviour at Cranham Square	General
04/04/2025	Email	Ali	Interviewee confirming attendance on 10/4/25	HR

04/04/2025	Email	Ali	Stonemasons requesting updated fees	Amenities - Cemetery
04/04/2025	Email	Ali	Interviewee confirming attendance on 10/4/25	HR
04/04/2025	Telephone	Lisa	Interviewee withdrawn from interviews	HR
04/04/2025	Email	Ali	FD with paperwork for 16/4 funeral	Amenities - Cemetery
07/04/2025	Email	Ali	Resident regarding parking in Goudhurst Road	Highways
07/04/2025	Email	Ali	Bowls Club regarding parking at Southons Field 23/8	Amenities - Open Space
07/04/2025	Telephone	Ali	Resident rung with concerns of activities in Copper Lane	General
07/04/2025	Telephone	Ali	Company with quote for soil waste removal	Amenities - Cemetery
08/04/2025	Telephone	Rachel	Elderly resident called regarding blocked drains	General
08/04/2025	Email	Ali	Resident asking to install flag to state "concealed entrance" at residential driveway	General
08/04/2025	Telephone	Ali	Resident with concerns on caravan at Cranham Square / Maynards	General
08/04/2025	Telephone	Ali	Cloudy IT to update HMRC installation / Lisa's laptop	Office
09/04/2025	Email	Ali	Confirmation from contractor starting to mow S/F and P/F from 10/4/25	Amenities - Open Space
09/04/2025	Email	Ali	Revd Nicky apologising for missing the APM	Office
10/04/2025	Email	Ali	Recycling company confirming change of bin to lockable	Amenities - Cemetery

10/04/2025	Telephone	Ali	Telephone call asking about groundsperson role	HR
14/04/2025	Telephone	Ali	Resident regarding concerns with Copper Lane site	Planning
14/04/2025	Email	Ali	Funeral Directors with memorial application	Amenities - Cemetery
14/04/2025	Telephone	Ali	Telephone call asking about groundsperson role	HR
14/04/2025	Email	Ali	Hirer of S/F regarding usage in March	Finance
14/04/2025	Face to Face	Ali	CCTV company requesting keys for changing rooms	General
14/04/2025	Email	Ali	Other PCs regarding payment of precept	General
14/04/2024	Email	Ali	Resident requesting positioning flower pots on footway outside property	Highways
14/04/2025	Email	Ali	Resident asking when skip was due to be removed	Amenities - Open Space
14/04/2025	Email	Ali	Recycling company confirming lockable bin would be changed on 15/4/25	Amenities - Cemetery
15/04/2025	Email	Ali	Funeral Directors with memorial application	Amenities - Cemetery
15/04/2024	Email	Ali	Recycling company - new bin has been delivered	Amenities - Cemetery
15/04/2025	Telephone	Ali	Santander complaints department	Finance
15/04/2025	Telephone	Ali	Resident - dead fox on road outside property	General
15/04/2025	Face to Face	Ali	Resident requesting co-option form	General
15/04/2025	Email	Ali	Clerk asking about signing of DPLs / DofO	Office
15/04/2025	Email	Ali	MBC Elections - County Council election details	General

22/04/2025	Telephone	Lisa	Resident reporting issue with reinstatement of road at Church Green	Highways
24/04/2025	Email	Ali	Financial Software - update installation	Office
24/04/2025	Email	Ali	Kent Highways re Church Green road	Highways
24/04/2025	Face to Face	Ali	New member of staff to have an introduction meeting before starting on 1/5/25	HR
24/04/2025	Telephone	Ali	Public Conv. Cleaning reporting issues with men's cistern	Amenities - Public Conv.
25/04/2025	Telephone	Ali	Resident asking about mowing at cemetery	Amenities - Cemetery
25/04/2025	Email	Ali	Resident reporting PROW footbridge	KCC - PROW
29/04/2025	Email	Ali	Staplehurst PC - requesting job reference	Hall
29/04/2025	Email	Ali	Resident concerns of litter/noise	General
29/04/2025	Telephone	Ali	Next of Kin regarding memorial sizes	Amenities - Cemetery
29/04/2025	Email	Ali	Update re PROW - work scheduled	KCC - PROW
29/04/2025	Email	Ali	Stonemasons requesting updated fees	Amenities - Cemetery

Outcome
Noted
Not required - still have some to use
Noted - will send email with details
Noted
Told to drop to the office and I would pass on
Noted - let Ian know regarding locking
Provide details to Rachel to add to Amenities agenda
Passed to Management Company
Provided details of what MPC do
Passed to Community Protection Team - told resident to phone 101 / Crimestoppers
Gave information about reporting to Kent Police on 101
Gave information about reporting to Kent Police on 101
Noted

Provided 2025 fees
Noted
Noted
Filed
Passed details of TRO consultation
Pencilled in diary - Bowls Club to confirm
Passed to MBC
Passed to Rachel
Gave contact number for South East Water
Told to contact MBC as not sure if planning permission was required
Passed to Community Protection Team - told resident to phone 101 / Crimestoppers
Updated installation / remote access to look at Lisa's laptop
KT placed on social media
Noted
From 16/4/25

Closing date passed - took details in case we readvertise
Passed to CR
Printed / signed and returned
Closing date passed - took details in case we readvertise
Submit invoice
Passed keys - updated on current situation: submit report to Amenities meeting
All Tunbridge Wells borough not Maidstone.
Passed details of Lottie as unsure who would be responsible in Kent Highways
Checked with Rachel's email to see if made contact with company - Lisa telephoned to book in for 25/4/25 collection
Noted and let Chris know
Printed / signed and returned
Noted
Report to Full Council
Provided details of MBC website
Printed off and provided form.
Provided details
Advertised on notice boards

Passed to Ali - reported to Kent Highways 24/4/25
Need Cloudy IT to install (done 25/4/25)
Planning to visit to inspect
Provided Employee's Handbook and other personnel information - meeting Ali/Chris at 8am on 1/5/25
Reported to Chris - repaired 25/4/25
New member of staff starting on 1/5/25 so hopefully it will start to be mowed w/c 5/5/25
Reported - ref 250425374
Passed to Hall as relevant to hall contractor
Passed to MBC Community Protection and Medway Housing
Provided information
Passed information to resident
Sent new list of cemetery fees