

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
01/07/2025	Email	Ali	Report of overhanging trees at playing field	Amenities - Open Space	Sent to Rachel for contacting tree surgeon
01/07/2025	Email	Ali	Parent requesting print out of registration form	Amenities - Play Scheme	Printed off for collection
01/07/2025	Email	Ali	Resident reporting village gateway sign	Highways	Reported previously - resident happy to chase
01/07/2025	Face to Face	Ali/Rachel	Scout representative in the office inserting newsletter flyers	Newsletters	
01/07/2025	Face to Face	Ali/Rachel	Police visit - updated on ASB	Police	
01/07/2025	Email	Ali	KALC regarding training for CiLCA (General Power of Competence)	Office	Waiting to hear back if I need to complete this.
01/07/2025	Telephone	Ali	Contact from Peninsula regarding their new payroll software	HR	Current MPC use Sage - told them would send information across to keep on file if needed in future
01/07/2025	Email	Ali	Resident reporting damage to play equipment	Amenities - Open Space	Passed to Rachel to raise with contractor.
01/07/2025	Email	Ali	Email from SLCC confirming no need to complete additional CiLCA training	Office	Passed details to KALC
01/07/2025	Email	Ali	Play Scheme staff member regarding completing payroll/NoK forms	HR	Noted
03/07/2025	Email	Ali	CCTV company requesting access on 9/7 to changing rooms for annual maintenance	Amenities - Playing Field	Asked to move to Thursday 10/7 for key to be made available.
03/07/2025	email	Ali	MP PA couldn't open link to website	Office	Resent and asked to let office know if still a problem.
03/07/2025	Email	Ali	Request to hire Southons Field for child's party	Amenities - Open Space	Sent booking form to complete
03/07/2025	Email	Ali	Play Scheme manager regarding staffing	Amenities - Play Scheme	Noted
03/07/2025	Email	Ali	MBC - update to electoral role	Office	Passed to Lisa for updating document
03/07/2025	Face to Face	Ali	Newsletter collection	Newsletters	
04/07/2025	Face to Face	Ali	Newsletter collection	Newsletters	
04/07/2025	Email	Ali	Request to hire Southons Field for child's party	Amenities - Open Space	Sent booking form to complete
11/07/2025	Website	Rachel	Southons Field Hire - Bouncy Castle Enquiry	Amenities - Open Space	Responded by email including S/F terms and conditions
11/07/2025	Telephone	Rachel	Playscheme Registration Check	Amenities - Play Scheme	Checked to see if child on the list and confirmed

14/07/2025	Email	Ali	Scouts regarding borrowing of keys	Amenities - Play Scheme	Arranged for picking up ready for next week
14/07/2025	Telephone	Ali	Resident asking for assistance regarding parking	Highways	Contacted local police and KCC (extension to SYL)
14/07/2025	Email	Ali	Request for interment of ashes	Amenities - Cemetery	Provided rules and regulations
14/07/2025	Email	Ali	Request from solar panel company to advertise	Office	Passed details of Parish Magazine
14/07/2025	Email	Ali	Report of no hand soap in toilets	Amenities - Toilets	Asked Rachel to order for Chris to replace
15/07/2025	Email	Ali	CloudyIT to install Sharp photocopier software	Office	Returned call 16/7/25 - still problems
15/07/2025	Email	Ali	Parish Online	Office	Submitted quote - passed to Rachel
16/07/2025	Email	Ali	Yalding PC asking for solar panel companies	Office	Passed details of who quoted for MPC
18/07/2025	Email	Ali	Stone masons asking for grave location	Amenities - Cemetery	Wrong cemetery - provided details for Goudhurst PC
21/07/2025	Email	Ali	Play Scheme emails x 5	Amenities - Play Scheme	Parents/Staff with queries - dealt with
21/07/2025	Telephone	Ali	Utility company for Memorial Hall	Hall	provided email for hall
21/07/2025	Telephone	Ali	Business Stream regarding account	Finance	Phoned back 22/7/25
21/07/2025	Telephone	Ali	S/F hirer for tomorrow's booking requesting closure for two hours whilst setting up	Amenities - Open Space	Agreed for School Yr 6 leavers party
22/07/2025	Messenger/Email	Ali	Resident experienced vehicle damage following an event on Sunday	General	Not covered by MPC insurance - report to Police
22/07/2025	Email	Ali	Beaver Group leader asking to move snooker tables as have a group meeting tonight	Amenities - Play Scheme	Moved all tables to another room
22/07/2025	Face to Face	Ali	Resident reporting vehicle	General	Reported to MBC
22/07/2025	Email	Ali	MBC requesting Cil report for 2024/25	Finance	Submitted
23/07/2025	Email	Ali	Play Scheme parents regarding private Facebook account x 6	Amenities - Play Scheme	Provided new link
23/07/2025	Email	Ali	Grave digger confirming preparation of plot date	Amenities - Cemetery	Noted - inform next of kin ok to go ahead
23/07/2025	Email	Ali	Play Scheme parents requesting additional days x 2	Amenities - Play Scheme	Sent to Jen to check register (Jen to confirm with parents)
23/07/2025	Email	Ali	Play Scheme parent offering donation from Sainsburys	Amenities - Play Scheme	Thanked and provided list
24/07/2025	Email	Ali	Primary Academy Principal to arrange meeting to discuss building work/play scheme 2026	General	Arranged 22/9/25

24/07/2025	Telephone	Rachel	Parent reporting an issue with an email address so as to receive Playscheme updates	Amenities - Play Scheme	Emailed Clerk and Admin Assistant to confirm email address
24/07/2025	Email	Rachel	Resident reporting abandoned vehicle requesting information on how to report	General	Replied to email with link to MBC website on reporting an abandoned vehicle
25/07/2025	Telephone	Ali	Resident asking about cutting hedging back in Maidstone Road	General	Sent query to Kent Highways
25/07/2025	Telephone	Ali	Staplehurst PC	General	Thanked for clerking meeting / discussed devolution etc and consider meeting in September
25/07/2025	Email	Ali	Play Scheme queries x 3	Amenities - Play Scheme	responded
25/07/2025	Email	Ali	Southern Water - change of contact requesting information of previous correspondence	Highways	Sent previous two letters
25/07/2025	Telephone	Ali	Reported catapults in Copper Lane - been reported to Police	General	Noted
25/07/2025	Email	Ali	Play Scheme parent regarding pick up of goods from Sainsburys	Amenities - Play Scheme	Arranged pick up at 1pm
25/07/2025	Email	Ali	Play Scheme queries x 3	Amenities - Play Scheme	Responded
28/07/2025	Telephone	Rachel	Printing company asking about the Parish Council needs to offer their services	General	Asked them to email their offer of services and forwarded that onto the Clerk
28/07/2025	Email	Ali	Bill received from Business Stream - still a high figure for payment	Amenities - Public Conv.	Rang - put account on hold whilst looking into it
28/07/2025	Email	Ali	Scout Group asking how play scheme was going	Amenities - Play Scheme	Responded
28/07/2025	Email	Ali	Play Schem queries x 2	Amenities - Play Scheme	Responded
29/07/2025	Email	Ali	Kent Highways confirming receipt of HIP and providing details of new personnel	Highways	Noted
29/07/2025	Email	Ali	Scout Group re invoicing for use of Scout HQ	Finance	Provided details of what has been paid in the past
29/07/2025	Telephone	Ali	Resident asking to meet to discuss interment of ashes	Amenities - Cemetery	Arranged for 9am 31/7/25
30/07/2025	Email	Ali	Confirmation that grass will be mowed at S/F and P/F on 31/7/25	Amenities - Open Space	Noted
30/07/2025	Email	Ali	Resident - rocking horse is sweaking	Amenities - Playing Field	Passed to Rachel to add to caretaker's list
30/07/2025	Email	Ali	Play Scheme query re party x 2	Amenities - Play Scheme	Responded and provided details of how to pay

31/07/2025	Email	Ali	Football club asking for details of all-weather / floodlit pitch	Amenities - Open Space	Responded - No all-weather and/or floodlit pitch in Marden
31/07/2025	Telephone	Ali	MBC re Highwood Green S106 application	Planning	Noted - waiting for document to be signed