

LOG OF CORRESPONDENCE AND HOW DEALT WITH?*No names/contact details should be added here***LOG OF CRRESPONDENCE AND HOW DEALT WITH?**

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Outcome
JANUARY 2024				
15/01/2024	Telephone	Ali	overgrown hedge in Maidstone Road	Reported to Kent Highways
22/01/2024	Telephone	Ali	cleaning issue at public conv.	liaised with contract cleaner
22/01/2024	Telephone	Ali	enforcement problem - previously raised anonymously	Spoke with Borough Cllr and raised under Confidential Matters at Planning Committee meeting
29/01/2024	Telephone	Ali	Dead dog on verge (Collier Street parish)	Reported to Police
19/01/2024	Telephone	Ali	enforcement problem - same as 22/1/24	Sent details to Borough Cllr
FEBRUARY 2024				
15/02/2024	Telephone	Ali	Interment of ashes query	Arranged date and gave details
28/02/2024	Telephone	Ali	resident reporting trees being dug up	reported to caretaker/cllrs
28/02/2024	Telephone	Ali	resident reporting loud neighbours	provided details for environmental health at MBC
29/02/2024	Telephone	Ali	Grave digger for tomorrow's funeral	confirmed location
MARCH 2024				
05/03/2024	Telephone	Ali	resident volunteering for litter pick	added to list
06/03/2024	Telephone	Ali	Golding Homes re The Allens storage	met on site and reported to Cllrs
13/03/2024	Telephone	Ali	Play equipment company arranging delivery of equipment	passed on details of contractor for delivery
20/03/2024	Telephone	Ali	Van leasing company to check all ok	Reporting no issues
21/03/2024	Email	Ali	Request from Marden Russet Runners to borrow litterpicking equipment for 2nd June 10k event	Provided equipment (stating litter pickers would need to be covered by RR insurers) - returned 4/6/24
25/03/2024	Telephone	Ali	Business requesting details to stop parking outside and across drive	Passed details to MBC, KCC and Police and reported to Cllrs
25/03/2024	Email	Ali	Solicitors making a claim	Wrong authority - should be KCC
APRIL 2024				
09/04/2024	Telephone	Ali	Resident reporting broken drain cover	Reported to Kent Highways
10/04/2024	Telephone	Ali	Funeral Director to arrange ashes	Arranged date and gave details
15/04/2024	Telephone	Ali	NoK to discuss options for interment of ashes	Provided details over phone and sent via email

24/04/2024	Telephone	Ali	NoK to discuss options for interment of ashes	Provided details over phone and sent via email
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MAY 2024

02/05/2024	Telephone	Ali	Stonemason asking for plot number	Details given
02/05/2024	Telephone	Ali	NoK to discuss options for interment of ashes	Provided details over phone and sent via email
10/05/2024	Telephone	Ali	Resident providing information re D-Day	Passed details to History Group
23/05/2024	Telephone	Ali	NoK to discuss options for interment of ashes	Provided details over phone and sent via post
23/05/2024	Telephone	Ali	BT to discuss telephone contract	Ringling back
30/05/2024	Telephone	Ali	NoK concerned over memorial stones being laid down	Gave reasons and NoK would contact stone mason

JUNE 2024

June	Telephone/ Email/F2F	Ali/Rachel/Lisa	Requests for play scheme forms/ places / information	Provided information/forms etc
03/06/2024	F2F	Ali	Question about planning agenda	Provided information / details of meeting
03/06/2024	Email	Ali	Request for information of ownership of a property	Informed that MPC is unable to give out confidential contact details but suggested putting a note through property letterbox for owners to respond.
03/06/2024	Email	Ali	From Funeral Directors with request for info on an existing grave space	Provided information
04/06/2024	F2F	Rachel	Attendance at planning meeting	Provided details to Ali
05/06/2024	Email	Ali	Request from Speed Watch co-ordinator for details of equipment	Provided information 5/6/24
06/06/2024	Email	Ali	Details regarding food/energy grant	Passed to Church/Pre-School and Cllrs to provide to Community Forum meeting
06/06/2024	Email	Ali	Information received from Stonemason regarding memorial	Noted - await date for installation
10/06/2024	Telephone	Ali	Overgrown area at Meades Close (owned by MBC) - rat problem	Contacted Borough Cllrs for details of person at MBC to deal with this
10/06/2024	Email	Ali	Request from primary school to use Southons Field	Requested more details re dates/times/event
10/06/2024	Email	Ali	Overgrown hedge at Napoleon Drive	Contacted contractor to undertake work if no birds nesting

10/06/2024	Telephone	Ali	Query regarding burial plot	Provided information and to liaise via Funeral Director
10/06/2024	Telephone	Ali	2 x Complaints that residents had not been notified of air raid siren being sounded	Reported to History Group
10/06/2024	Email	Ali	Request from History Group to insert flyer into next newsletter	Sent to AB/KT and Deputy Clerk to information
10/06/2024	Email	Ali	Confirmation from school	Details received and provided to Cllrs - agreed and booking form sent
11/06/2024	Telephone & Email	Ali	Funeral Directors to book a funeral	Confirmed date - awaiting paperwork
11/06/2024	Email	Ali	Funeral Directors to discuss interment of ashes	Provided details via email
17/06/2024	Email	Ali	Family member with query about a headstone	Provided details via email
17/06/2024	F2F	Ali	Cemetery query	Provide information verbally
17/06/2024	Email	Ali	Details on arranging meetings	Scheduled with Cllrs and entered into diary
17/06/2024	Email	Ali	Request from Kent Highways for Purchase Order for Patt.Lane design works	Sent PO with details
17/06/2024	Email	Ali	Stone mason request regarding headstone	Confirmed location and provided details.
17/06/2024	Email	Ali	Parish Council contacted regarding Derek Stebbing, planning inspector for neighbourhood plan	Provided background on our experience - had no issues with how the examination was undertaken.
18/06/2024	Email	Ali	Request from Bowls Club to use car park for coach in parking	Passed to MBC for decision
19/06/2024	Email	Ali	Liaised with local police regarding village surgery	Several emails to confirm location, time etc
19/06/2024	Email	Ali	Request from Scouts to use Southons Field 26/6/24	Permission given - provided details regarding times of locking up etc
19/06/2024	Email	Ali	Staplehurst PC requesting advice on HR policies	Providing information and guided him to our website where MPC policies can be viewed
20/06/2024	Email	Ali	Request to hire S/F for children's party	Provisionally booked in but asked about bouncy castle/portaloos - passed to Amenities to discuss
20/06/2024	Email	Ali	Statement received from Ecosan - original invoice not received	Emailed Ecosan for confirmation of correct email address - arrange payment
20/06/2024	Email	Ali	Paperwork received from Next of Kin for interment of ashes	Diarised - await confirmation of time to arrange for plot to be prepared

20/06/2024	Email	Ali	Paperwork received from FD for interment of ashes	Noted - await confirmation of date
21/06/2024	Telephone	Ali	Spoke with gravedigger regarding burial on 1/7/24	Sent plan of cemetery and photo of location.
21/06/2024	F2F	Ali	Parent to pay play scheme/complete form	Took card payment
21/06/2024	F2F	Ali	Resident reported alleged Giant Hogweed	Reported to Kent Highways

JULY 2024

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
July	Telephone/ Email/F2F	Ali/Rachel/Lisa	Requests for play scheme forms/ places / information	Amenities - Play Scheme	Provided information/forms etc
02/07/2024	Emails	Ali	Reviewed emails received whilst on leave	General - Office	Dealt with by Rachel/Lisa
02/07/2024	Email	Ali	Resident reporting damaged street sign	General - MBC	Looked up details on Kent Gazetteer - not maintained at public expense so should be reported to management company
02/07/2024	Telephone	Ali	Company asking about printing and photocopying	General - Office	Informed in contract but to contact us in 2025
02/07/2024	Telephone	Ali	Resident interested in co-option	Council	Answered questions and hoping to apply
02/07/2024	F2F	Ali	Resident enquiring about internment of ashes	Amenities - Cemetery	Provided information and rules & Regulations - await form/date
02/07/2024	Email	Ali	MBC request for annual CIL report for 2023/2024	Finance/Planning	Completed and returned
04/07/2024	Email	Ali	Parish Council contacted regarding parking issues	General	Responded (mainly regarding Mem. Hall)
04/07/2024	Telephone	Ali	Utility company - re telephone contract	General - office	Took details and would call again next week once have information
04/07/2024	Email	Ali	Resident requesting tree work on trees overhanging property	Amenities	Informed that tree audit had been undertaken and would add to list of works if not included - provided copy of tree policy

08/07/2024	Email	Ali	Parish Council contacted regarding Neighbourhood Plans	Planning - MNP	Provided information
08/07/2024	Email	Ali	Newsletter deliveries	Council - Newsletter	corresponded with volunteers for collection
08/07/2024	Telephone	Ali	Kent County Supplies - introducing new accounts manager for photocopier	General - office	Details taken
08/07/2024	Email	Ali	Primary School - use of S/F	Amenities - Open space	answered some questions and provided details of access
09/07/2024	Email	Ali	Staplehurst PC - requesting support for KALC training on HR	General - office	Agreed and also asked for appraisal training
09/07/2024	F2F	Ali	Church Office regarding information on grave digger	Amenities - Cemetery	Gave details of phone/email
09/07/2024	F2F	Ali	Newsletter delivery volunteers collecting newsletters	Council - Newsletter	
09/07/2024	Telephone	Ali	Local business asking to advertise in newsletter	General	Said not in MPC newsletter but advertising available in church magazine - gave contact details
09/07/2024	F2F	Ali	NoK to pick up ERB certificate	Amenities - Cemetery	Provided paperwork
09/07/2024	Email	Ali	Scout Leader confirming play scheme schedule	Amenities - Play Scheme	Liaised regarding access/equipment store etc
10/07/2024	Email	Ali	Hall enquiry	General	Provided hall email address for bookings
10/07/2024	Email	Ali	Interment enquiry	Amenities - Cemetery	Would respond tomorrow as not in office
11/07/2024	Telephone	Ali	Query regarding use of Children's Centre	General	Passed Lottie Parfitt-Reid's email to find out details
11/07/2024	Email	Ali	Scout group member regarding Scout HQ keys	Amenities - Play Scheme	diarised when dropping off
12/07/2024	Telephone	Ali	Query regarding headstone	Amenities - Cemetery	Provided details - awaiting application form
15/07/2024	Telephone	Ali	Resident asking about sharps box collection	General - MBC	Tried to book on line for the resident but would not allow a date to be selected - provided switchboard number to book

15/07/2024	Telephone	Ali	Parent asking if availability for play scheme	Amenities - Play Scheme	Took details and would send over a form
15/07/2024	Telephone	Ali	NoK rang about ERB	Amenities - Cemetery	Burial took place 20+ years ago and not sent an ERB at the time - checked database ERB paid for so would arrange a certificate to be signed
15/07/2024	Email	Ali	Resident contacted with concerns over the use of the spinning bowl at Playing Field	Amenities - Open space	Issue to be raised with Cllrs at Amenities Committee
15/07/2024	Telephone	Ali	MBC Enforcement re alleged breaches	Planning - Enforcement	Report to Planning Committee at next meeting
15/07/2024	Email	Ali	Information received from Voltalia re possible grants (Toilets/Changing rooms	Amenities/Finance	Need to speak with Kate/Anne regarding completion of form (closing date November 2024)
15/07/2024	Emails	Ali	Play scheme parents/staff	Amenities - Play Scheme	Employee forms completed and filed / information provided to parents re play scheme (location, packed lunch etc)
16/07/2024	Email	Ali	School - details for unlocking S/F bollard	Amenities - Open space	Provided information
16/07/2024	Email	Ali	Contractor re fingerpost repair	Council - Highways	Passed to Cllr Turner regarding time frame
16/07/2024	F2F	Ali	Resident re planning	Planning	Discussed issue
18/07/2024	Email	Ali	MBC Meeting re Neighbourhood Plan	Planning - MNP	Passed link to interested cllrs
18/07/2024	Email	Ali	Bowls Club regarding using car park for coach	General	Informed would drop off and pick up - parking not required. Contacted MBC to inform
18/07/2024	Email	Ali	Yalding PC - Document Retention Policy question	General - Office	Provided information of where MPC obtained the template for their policy
18/07/2024	Email	Ali	Scouts re access to Scout HQ - collection of keys etc	Amenities - Play Scheme	Keys to be dropped of 19/7/24
19/07/2024	Telephone	Ali	Resident requesting hedge cutting on PC land (overhanging driveway)	Amenities - Open space	Would report to caretaker / advised resident that we were still in bird nesting season.

19/07/2024	Email	Ali	Play scheme parents/staff	Amenities - Play Scheme	Details obtained and information entered onto spreadsheet
19/07/2024	Email	Ali	Cloudy IT - re Microsoft issue	General - Office	Not affecting Cloudy IT but informed to be aware
22/07/2024	Email	Rachel	Metal Detecting at Cemetery	Amenities - Open space	To be discussed at Amenities Committee Meeting but to be decided at next Amenities Committee Meeting in August. Example policies given to Cllrs
22/07/2024	Email	Ali	Residents interested in Environmental Sub-Group	Amenities - Environmental	Passed details (with permission from resident) to Cllr Boswell to make contact
22/07/2024	Email	Ali	Play scheme parents regarding private Facebook page	Amenities - Play Scheme	Passed details (with permission from parents) to Jen for joining to the private Facebook page)
22/07/2024	Telephone	Ali	Representative from Clancy Group (Southern Water) asking for contact details	Council - Highways	Provided email address to send correspondence
22/07/2024	Email	Ali	From Nottinghamshire County Council regarding play scheme staff member's DBS	HR	Providing confirmation of ID for DBS to be undertaken
22/07/2024	Telephone	Ali	From play scheme leader - table tennis table broken	Amenities - Play Scheme	Arranged for small table to be ordered from Argos with next day collection
23/07/2024	Email	Ali	From another PC - war memorial cleaning	General	Responded - MPC not responsible for war memorials
23/07/2024	Email	Ali	Quote received for hall	General	Passed to Hall Trustees
23/07/2024	Telephone	Ali	Family member regarding unsafe memorial	Amenities - Cemetery	Passed details to Rachel to make contact
23/07/2024	Email	Ali	Play scheme parents regarding private Facebook page	Amenities - Play Scheme	Passed details (with permission from parents) to Jen for joining to the private Facebook page)
29/07/2024	Email	Rachel	Resident (next of kin) contacted with regard to unsafe memorial at Marden Cemetery	Amenities - Cemetery	Replied via email and noted action.

30/07/2024	Telephone	Ali	Utility company - hall	Hall	Referred to Trustees
30/07/2024	Telephone	Ali	Hall Trustee - bookings	Hall	Referred to Trustees
30/07/2024	Telephone	Ali	Hall tenant	Hall	Referred to Trustees
30/07/2024	Email	Ali	Liaise with NoK regarding interment of ashes on 17/8/24	Amenities - Cemetery	Provided details to gravedigger

AUGUST 2024

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
01/08/2024	Email	Ali	Parents re play scheme party	Amenities - Play Scheme	informed of times
02/08/2024	Email	Ali	Police contacted re date for meet/greet and details of office alarm system	General - office	Provided dates of when Clerk in office regarding alarm system
02/08/2024	Email	Ali	Cllrs made contact re emails not working	General - office	Liaised with Cloudy IT
05/08/2024	Email	Ali	MBC - Neighbourhood Plan Team cancelled meeting	Planning - MNP	Informed relevant Cllrs regarding cancellation and new proposed dates
05/08/2024	Telephone	Rachel/Ali	Hall booking issue	Hall	Ali dealt with
05/08/2024	Telephone	Ali	Cemetery grave plot information	Amenities - Cemetery	Provided plot number and location
06/08/2024	Telephone	Ali	Hall utility company x 2	Hall	To refer to Trustees
06/08/2024	F2F	Rachel/Ali	Resident brought in counter clickers (!) for MPC use	General - office	Thanked and stored in office
12/08/2024	Email	Ali	Email/Address provided for Katie Lam MP	General - office	Updated email system (sent letter)
12/08/2024	Email	Ali	Staplehurst PC re HR training	HR	Circulated to HR Cllrs
12/08/2024	Email	Ali	Request for information regarding interment of ashes	Amenities - Cemetery	Provided details along with a copy of the rules and regulations
12/08/2024	Email	Ali	Nettlestead PC requesting information regarding archiving documents	General - office	Provided details of what MPC does
12/08/2024	Telephone	Rachel	Family of deceased rang regarding ERB and memorial stone	Amenities - Cemetery	Ali to write to next of kin with information
12/08/2024	Telephone	Ali	Play equipment supplier	Amenities - Open Space	Company to email Lisa with details to keep on file
12/08/2024	Email	Ali	MBC Planning - appeal papers received	Planning	Put before Planning Committee 20/8/24

12/08/2024	Telephone	Rachel	Query about unsafe memorial at Cemetery	Amenities - Cemetery	Rachel took address. Ali to write with further information.
13/08/2024	Telephone	Ali	Resident - details regarding website	General - office	Provided website address
13/08/2024	Telephone	Ali	Unknown company wishing to speak with Marden PC	General - office	Wrong Marden PC (needed Herefordshire)
13/08/2024	Telephone	Ali	Kingsford Solicitors - appointment for authorisation	Finance	Appointment made for 15/8/24 @ 4.30pm for signing (Ali to attend)
13/08/2024	Email	Ali	Resident contacted re clearance of PROW KM277	Highways - PROW	contacted PROW Team for clearance
13/08/2024	Email	Ali	Borough Cllrs - re meeting	General - office	liaising with BCllrs and Chairman re date for meeting
15/08/2024	Email	Ali	SW re works at playing field	Amenities - Open Space	Arranged to meet on site w/c 19/8/24
15/08/2024	Telephone	Ali	Resident - asking for details in foodbank & footpath at Windsor Meadow	General - office	Given Church office number and details of management company at WM
15/08/2024	Telephone	Ali	Pitney Bowes	General - office	Asking if we required further ink for franking machine - no as still have one in reserve
15/08/2024	Email	Ali	Mike S contacted with email details for hard copy of local plan	Planning	Made contact and waiting a response
19/08/2024	Answerphone	Ali	3 x messages regarding memorials	Amenities - Cemetery	Passed details to Rachel
19/08/2024	Answerphone	Ali	Tree surgeon regarding tree work quote	Amenities - Open Space	Passed details to Rachel
19/08/2024	Email	Ali	Resident concerned about the visibility of the pedestrian crossing at Church Green	Highways	Passed to Lottie P-R in the first instance to forward to relevant personnel at Kent Highways
19/08/2024	Email	Ali	Resident enquiring about Mira.	General - office	Informed that Mira has now retired but any concerns to let the Parish Office know and we will forward to Team Leader
19/08/2024	Telephone	Ali	Resident regarding a memorial	Amenities - Cemetery	Passed details to Rachel
20/08/2024	Email	Ali	Resident asking for details of a memorial in memory of sister	Amenities - General	Responded asking type of memorial, location and name/address of sister

20/08/2024	Email	Ali	Email from Lottie regarding pedestrian crossing	Highways	Has spoken to highways engineer who is due to visit site
21/08/2024	Email	Ali	Office alarm company wishing to visit for annual maintenance	Office - general	Arranged visit 22/8/24 @ 8.30am
22/08/2024	Telephone	Ali	NofK enquiring about ERB certificate	Amenities - Cemetery	Due to be sent out this week
22/08/2024	Telephone	Ali	Citreon dealer regarding new key for van	Office - general	Ali to telephone lease company for further details
30/08/2024	Telephone	Rachel	Funeral Director telephoned regarding an interment	Amenities - Cemetery	Asked to phone back Monday to speak with Ali
w/c 26/8/24	Email	Ali	Overgrown vegetation on KM277	Highways - PROW	Reported to Kent Highways
	Email	Ali	Email from van leasing company regarding new key for van	Office - general	Passed details to Lisa
	Email	Ali	Stonemason contacted regarding reinstallation of memorial	Amenities - Cemetery	Provided details for access etc
	Email	Ali	Resident contacted MPC regarding Southern Water parking at Marden Playing Field (working on the field)	Amenities - Open Space	Kate reported to Southern Water
	Email	Ali	Resident reporting damage to village gateway	Kent Highways	Reported to County Cllr Lottie Parfitt to send to Kent Highways
SEPTEMBER					
Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
02/09/2024	Telephone	Ali	Funeral directors regarding burial on 17th September	Amenities - Cemetery	provisionally booked in (new plot) - requested information regarding known last address in Marden - also contacted Revd. Harvey)
02/09/2024	Letter	Rachel (passed to Ali)	From resident regarding ramp at Cornflower Drive	General	Ali contacted management company - need to make good as private road (permission only given for footpath)
02/09/2024	Telephone	Ali	Resident of Albion Road - asking about Planning meeting attendance and Copper Lane Appeal	Planning	Provided details of meeting times
02/09/2024	Telephone	Ali	Revd Harvey regarding proposed funeral	Amenities - Cemetery	Waiting to hear back from family/Funeral Directors

02/09/2024	F2F	Ali	Plumber collecting key for looking at urinal	Amenities - Public Conv.	Given key
02/09/2024	F2F	Ali	Plumber returned to inform MPC that two pieces of cistern required replacing	Amenities - Public Conv.	Told to hold onto key for undertaking relevant work.
03/09/2024	Telephone	Rachel	Public Conv. Cleaning contractor re ordering urinal blocks	Amenities - Public Conv.	Passed to Lisa to order
03/09/2024	F2F	Ali	Hall hirer requesting details of operating new blind/window system	Memorial Hall	Given instructions
03/09/2024	Telephone	Ali	Hall booking clerk requiring information	Memorial Hall	Given details
03/09/2024	Telephone	Ali	Hall utility broker	Memorial Hall	Told trustees have taken out another contract with different provider
03/09/2024	Telephone	Ali	Plumber - has ordered a torpedo valve for cistern (fitting tomorrow) - trying to find replacement part for electrical box (!)	Memorial Hall	Will return key tomorrow and keep in loop regarding other replacement part (complete new unit would be £500+)
03/09/2024	Telephone	Ali	Resident with a request to have a bouncy castle at S/Field	Amenities - Open Space	To email Rachel will details to obtain consent from Cllrs
03/09/2024	Telephone	Rachel	Tree surgeon to arrange site meeting	Amenities - Open Space	Arranged for Thursday
03/09/2024	Telephone	Ali	Funeral directors regarding burial on 17th September	Amenities - Cemetery	Provided email to send details of last known address in Marden of deceased. Sent copy of rules and Regs regarding Section 4.
03/09/2024	Telephone	Ali	Funeral directors regarding burial on 17th September	Amenities - Cemetery	Asking if can have caskets - No coffins only
04/09/2024	Email	Ali	Kent Highways Engineer asking for details of vehicle regarding damage to village gateway	Highways	Sent photo provided by resident of vehicle
04/09/2024	Email	Ali	Police contacted arranging police surgery on 4th October at Vestry Hall	General	Passed to Rachel to put on social media/e-newsletter
04/09/2024	Telephone	Ali	CCLA - regarding signing up for online banking	Finance	Waiting for further instructions
09/09/2024	Email	Ali	Resident enquiring about a second hand book library	General	Passed to Kate/Anne to raise at Community Forum
09/09/2024	Email	Ali	MBC (Car park) regarding unhealthy tree by stocks	General	MBC Tree Officers looking into this

09/09/2024	Email	Ali (via Kate)	Resident enquiring how to obtain information of parking areas outside property	General	Unable to assist with this
09/09/2024	Email	Ali	Enquiry from other PC regarding play area risk assessments	Amenities - Open Space	Provided information on how MPC operates (caretaker weekly and annual checks)
10/09/2024	Email	Ali	From County Cllr regarding keys to side gate at library	Office	Speaking with cabinet member
10/09/2024	Email	Ali	Enquiry from other PC regarding digitalising historic documents	Office	Provided details of what MPC have done in the past/is doing
10/09/2024	Telephone	Rachel	Further tree surgeons to arrange site meeting	Amenities - Open Space	Rachel arranged to meet over the coming week.
11/09/2024	Phone Message	Ali	Resident enquiring why they didn't receive a letter regarding Copper Lane appeal	Planning	Informed them that it was MBC's responsibility not MPC and gave them MBC's telephone number
12/09/2024	Email	Ali	Resident asking about a planning application and if can attend on Tuesday	Planning	Informed that the application was on the agenda for 17/9/24 and that MoPs could attend.
12/09/2024	Email	Ali	County Cllr querying position of damaged gateway on Thorn Road	Highways	Passed details received from Kent Highways
12/09/2024	Email	Ali	Received from Russet Runners to book Southons Field for 2025	Amenities - Open Space	Passed to Rachel to place on Amenities agenda.
16/09/2024	Email	Ali	Family requesting information regarding internment of ashes	Amenities - Cemetery	Provides rules and regulations and details on next steps
16/09/2024	Email	Ali	From Kent & Medway Resilience Forum asking MPC's position of a resilience/emergency plan	Full Council - Emerg. Planning	Responded saying that a meeting was being scheduled. Contacted EP Cllrs asking for available dates.
16/09/2024	Telephone	Ali	Member of staff	Office	Requesting annual leave date - agreed

16/09/2024	Telephone	Ali	Caretaker	Amenities - Open Space	Bollard missing from S/F - contacted Bowls Club asking to let MPC know when using the field / spoke with residents (builders had removed it when accessing field for work)
16/09/2024	Email	Ali	NoK requesting additional name on ERB	Amenities - Cemetery	A new certificate will be signed and returned.
17/09/2024	Email	Ali	Previous domain provider confirming all IT details have been moved to Cloudy IT	Office	Confirmed with Cloudy IT all ok and can be deleted from previous provider's server.
18/09/2024	Email	Ali	Request to book Southons Field for 2025	Amenities - Open Space	In diary and booking form to be sent.
19/09/2024	Email	Ali	Request for bin at end of footpath in Goudhurst Road to be emptied	General	Reported to MBC (public litter bin)
19/09/2024	Email	Ali	Request for ex-employee of play scheme asking for a reference	Office/HR	Clerk completed
19/09/2024	Email	Ali	Request for interment of ashes	Amenities - Cemetery	Sent requested dates to grave digger / provided relevant forms and fees etc
19/09/2024	Telephone	Ali	Vehicle leasing company	Office	Courtesy call - no action
23/09/2024	Email	Ali	Marden History Group requesting newsletter print dates/numbers	Newsletter	Provided information
23/09/2024	Email	Ali	Request for interment of ashes in existing plot	Amenities - Cemetery	provided information and relevant forms etc
23/09/2024	Email	Ali	Resident requesting Sandbags	General	Wrong Marden PC - directed them to Herefordshire PC
23/09/2024	Email	Ali	Resident requesting information re EFCM on 24/9/24	Full Council	Provided details
23/09/2024	F2F	Ali	Resident enquired about school application	Planning	Provided information of meeting on 24/9/24
24/09/2024	Telephone	Ali	Neighbouring parish for information regarding website accessibility	Office	Provided information of MPC's statement
24/09/2024	Telephone	Ali	Staff member requesting annual leave	Office	Booked in
24/09/2024	Telephone	Ali	Resident requesting details of tonight's EFCM meeting	Full Council	Information provided

25/09/2024	Email	Ali	Resident from Tuesday's meeting regarding access to planning inspectorate website	Planning	Put details on MBC website and provided info to put in e-newsletter
25/09/2024	Email	Ali	Confirmation received from next of kind for interment of ashes	Amenities - Cemetery	Recorded in diary and informed grave digger
26/09/2024	Email	Ali	Borough Cllr requesting MPC to share information regarding MBC Residents Survey	Office	Passed to Rachel to share
26/09/2024	Email	Ali	Received from Police Commissioner to share Policing Survey	Office	Passed to Rachel to share
26/09/2024	Email	Ali	MBC Leader's PA - requesting attending a MPC Full Council Meeting	Full Council	Provided dates of meetings
30/09/2024	Email	Ali	Confirmation from grave digger regarding interment of ashes	Amenities - Cemetery	Informed next of kin
30/09/2024	Email	Ali	Confirmation from Mayor's Office that Mayor will attend 12/11 meeting	Full Council	Noted