

LOG OF CORRESPONDENCE AND HOW DEALT WITH?*Details not logged if emails forwarded to Cllrs/added to agendas**No names/contact details should be added here***Oct-25**

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
02/10/2025	Email	Ali	Resident reporting faint / non-existent SYL in Albion Road	Highways	Visit site and report to Highways
02/10/2025	Email	Ali	cc'd into email from resident (to Borough/ County Cllrs) asking for update about lift at Station	Public Transport	Noted as Borough Cllrs had responded
02/10/2025	Email	Ali	Reference request for Play Scheme staff member	HR	Completed
02/10/2025	Email	Ali	MBC Tree Officer provided details of new TPO in the parish	Amenities	Added to MPC TPO list
03/10/2025	Face to Face	Ali	Hall hirer requesting key for weekend booking	Hall	Provided key as Lisa was not in office.
03/10/2025	Telephone/Email	Ali	Resident reporting alleged breach of planning	Planning	Take to Planning Committee confidential 7/10/25
03/10/2025	Telephone	Ali	Photocopying company trying to sell/rent photocopiers	Office	Currently in contract with KCC - would review dates and respond for quotes if nearing end of contract.
06/10/2025	Email	Ali	2024/25 IA confirming receipt of completed AGAR	Finance	Noted
06/10/2025	Telephone	Ali	Resident reporting overhanging trees at playing field	Amenities	Spoke with Rachel - raise when checking trees with tree surgeon/groundsman
06/10/2025	Email	Ali	Stonemasons - additional inscription	Cemetery	Returned completed form with invoice and location of plot
07/10/2025	Telephone	Ali	Resident reporting street lights out in Chantry Road	Highways	Will report online
08/10/2025	Email	Ali	MBC Electoral Roll update	Office	Passed to Lisa to update document
09/10/2025	Email	Ali	Redloft contacting regarding parking for Tuesday's meeting	Full Council	Details given along with confirmation of meeting address
09/10/2025	Email	Ali	Peninsula regarding personnel items	HR	Noted
09/10/2025	Email	Ali	Resident reporting blocked PROW	Highways	Cllr Summersgill reporting
10/10/2025	Telephone	Rachel	Funeral Director enquiring about size of plot	Amenities - Cemetery	Deputy Clerk took message and requested they call back on Monday for the Clerk's return to office.

13/10/2025	Email	Ali	Resident found earpod - left in office letterbox	Office	Kept in office
13/10/2025	Email	Ali	Resident of Rookery Path reporting shopping trolley in Chestnuts area	General	Passed info to caretaker
13/10/2025	Telephone	Rachel	Resident enquiring about request of tree work at the corner Marden Playing Field	Amenities - Open Space	Spoke to Alison who is discussing with Caretaker
13/10/2025	Email	Ali	Enquiry about Charles Booth Charity	General	Passed to last known Chairman for info
13/10/2025	Telephone	Ali	Update on personnel meeting	HR	Noted on file
13/10/2025	Email	Ali	KCC Member Grant - request for update	Amenities	Responded that waiting for xmas lights licence from KCC
13/10/2025	Email	Ali	Grant provider for solar panels requesting update	Amenities	Responded that we have now received the draft licence and hopefully work can commence in the next few months - waiting a response.
14/10/2025	Telephone	Rachel	Resident called to ask about ear bud handed in the office	General	Rachel popped in a envelope and Ali will be in the office when they collect
14/10/2025	Email	Ali	Staplehurst PC with a list of their assets	Office	Circulated to Marden and Cranbrook PCs
15/10/2025	Email	Ali	MBC - updated tree planting agreement	Office	Printed ready for Chairman to sign
15/10/2025	Email	Ali	Other PC requesting contact details of contract mowing company	Office	Provided MPC details
15/10/2025	Email	Ali	Castle Water providing details of sub-meters	Office	Noted
15/10/2025	Email	Ali	Kent Highways liaison officer providing details of how to report issue with zebra crossing lights	Highways	Reported (Ref 906509)
16/10/2025	Email	Ali	Stonemason for plot information and rules / regulations	Cemetery	Provided details
16/10/2025	Email	Ali	Kent Highways asking if DYL still missing in Albion Road	Highways	Confirmed there is a section missing between Stanley Road and The Wickets
16/10/2025	Email	Ali	Kent Highways asking for details of what is wrong with zebra crossing lights	Highways	Sent information that the light nearest the station is one majority of the time with only a slight flicker compared to other side

17/10/2025	Email	Ali	Resident asking about timings with new SYL in Goudhurst Road (9.30 to 10) should be 10.30 to 11)	Highways	Responded that Kent Highways have been informed
17/10/2025	Telephone	Ali	Pitney Bowes asking if MPC needs to order more ink for franking machine	Office	Still have one in reserve so not needed at present
17/10/2025	Email	Ali	TWBC Clerks Xmas lunch invite	General	Unable to attend - passed details to Rachel
17/10/2025	Email	Ali	Sharps requesting photocopier meter reading	Office	Sent 20/10/25
17/10/2025	Email	Ali	Goudhurst Road resident thanking for response	Highways	Noted
20/10/2025	Email	Ali	Business asking to advertise in newsletter / notice boards	General	Provided details of Church Magazine as MPC doesn't have business adverts
20/10/2025	Email	Ali	CCLA - change password	Office	Logged on and changed
20/10/2025	Email	Ali	Play Inspections to confirm inspections to take place this year	Amenities	Responded to book in
20/10/2025	Email	Ali	Horsmonden PC asking about village surveys	General	Provided info that Marden held one earlier this year and done in-house
20/10/2025	Email	Ali	MBC confirming delivery of sandbags to hall	Highways	Noted
20/10/2025	Face to Face	Ali	Resident raised concerns of vehicle parking	General	Will report to PCSO
21/10/2025	Email	Ali	Booking in PAT testing for MPC electrical equipment	General	Waiting for confirmation of date from electrician
21/10/2025	Email	Ali	Confirmation of PAT testing date (4/11/25 @ 1pm)	General	Noted in diary
21/10/2025	Telephone	Ali	Company regarding an outstanding invoice	Finance	Not received previously so will arrange for payment
21/10/2025	Email	Ali	Kent Highways responding to request of receiving licence for xmas lights (Grant)	Highways	Not until end of November - ask Rachel to chase mid November as will need licence before lights installed
21/10/2025	Email	Ali	Pear Technology regarding details on how to have cemetery database on shared drive	Office	Passed to Cloudy IT
21/10/2025	Email	Ali	Confirmation from RBL for poppy wreath order	General	Noted

23/10/2025	Email	Ali	Grant funder confirming carry over of grant for solar panel - required to log onto system to report update	Finance	Provided information for grant funder database
23/10/2025	Email	Ali	Confirmation from Russet Runners for date of 2026 10k	Open Space	Noted in diary
23/10/2025	Telephone	Ali	Resident regarding Lucks Way appeal	Planning	Provided details of process
23/10/2025	Email	Ali	Question as to who is the RBL representative in Marden	General	Responded - not sure there is one in Marden - guided them to the RBL website of branch members.
24/10/2025	Telephone	Rachel	Telephone enquiry regarding printers in the office	General	Caller will call again on Monday to speak to Clerk
24/10/2025	Telephone	Rachel	Anonymous caller regarding Copper Lane where a new building has come in. Wanted me to report to MBC	Planning	Will discuss with Ali on her return on Monday
27/10/2025	Email	Ali	Resident asking for church email	General	Passed Revd Nicky's contact details
27/10/2025	Email	Ali	Resident requesting information on land ownership	General	Referred to land registry website
27/10/2025	Telephone	Rachel	Onecom - proposals for mobile phone usage	Office	Passed to Ali - declined offer
27/10/2025	Email	Ali	Photocopying company trying to sell/rent photocopiers	General	Would review current contract and respond for quotes if required
27/10/2025	Email	Ali	KCC Member Grant - confirmation of solar panel grant can still be used	General	Noted
27/10/2025	Email	Ali	Resident asking about the Green Charter	General	Provided information
27/10/2025	Email	Ali	Confirmation of grant funding for xmas lights	Finance	Noted
27/10/2025	Email	Ali	Resident asking about Greensand Ridge proposals by MBC	Planning	Take to next Planning meeting
27/10/2025	Email	Ali	Response from email enquiring about history of Charles Booth charity	General	Passed to previous Chairman of CBC
28/10/2025	Email	Ali	Leigh Academy asking for background of dropped kerbs	Highways	Provided details

28/10/2025	Email	Ali	Leigh Academy with details of contacts for Kent Highways (dropped kerb)	Highways	Passed to Kent Highways
30/10/2025	Email	Ali	Resident reporting an alleged enforcement breach	Planning	Take to next Planning meeting
30/10/2025	Email	Ali	MBC Solicitor regarding licence for solar panel application	Office	confirmation of email sent (waiting for agreement that grants are still available)
30/10/2025	Email	Ali	Volitalia confirming solar panel grant can still be used	Office	Noted
30/10/2025	Email	Ali	Resident asking about how council tax is calculated	General	Given details of Borough and County Cllrs to send his queries to
30/10/2025	Face to Face	Rachel	Resident collecting lost ear pod	Office	
30/10/2025	Email	Ali	Resident asking about filling grit bins on developments	Highways	As Kent Highways have said not their responsibility pointed resident to management company.
30/10/2025	Email	Ali	Kent Highways will be having at Teams meeting with LAT regarding dropped kerbs	Highways	Noted
31/10/2025	Email	Ali	Responses from volunteers for newsletter delivery	Newsletter	Noted