

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
01/11/2024	Email	Ali	Volunteer newsletter delivery x 4	Council
01/11/2024	Email	Ali	Planning Inspectorate details	Planning
04/11/2024	Email	Ali	Internal Auditor quotes	Finance
04/11/2024	Email	Ali	MBC - Electoral Roll update	Office
04/11/2024	Email	Ali	Volunteer newsletter delivery x 4	Council
05/11/2024	Face to Face	Ali	Resident - re school planning application	Planning
05/11/2024	Email	Ali	Southern Water re works at playing field	Amenities - Open Space
05/11/2024	Email	Ali	Epic Engineering - installation of railings	Hall
05/11/2024	Email	Ali	Resident - asking about cast iron sign at Plain Road	Council
05/11/2024	Face to Face	Ali	Collection of newsletters	Council
06/11/2024	Email	Ali	Funeral Directors re payment for burial	Amenities - Cemetery
06/11/2024	Email	Ali	Hall booking request	Hall
06/11/2024	Email	Ali	NALC/SLCC confirmation of NI increases	Finance
06/11/2024	Email	Ali	Internal Auditor quotes	Finance
07/11/2024	Telephone	Ali	KCC (solar panel grant application) asking for additional information	Finance
07/11/2024	Email	Ali	MBC - overflowing litter bin at Chainhurst to be emptied (reported by Clerk)	Amenities
07/11/2024	Email	Ali	Hall booking request	Hall
07/11/2024	Face to Face	Ali	Hirer collecting key	Hall
08/11/2024	Email	Ali	Solicitors re land transfer quote	Council
08/11/2024	Face to Face	Ali	Electrician - PAT Testing Office and hall equipment	General/Hall

08/11/2024	Email	Ali	Request for Christmas fair stall	Christmas
08/11/2024	Telephone	Ali	Mobile phone company re hall mobile contract	Hall
08/11/2024	Email	Ali	Other PC asking about road surfacing/white lining	General
08/11/2024	Telephone	Ali	Health Assured (part of Peninsula) asking if wish to purchase additional services	HR
08/11/2024	Email	Ali	Kent Highways re Goudhurst Road design: will send as soon as received	Highways
08/11/2024	Email	Ali	Redrow - still waiting for S106 transfer from MBC / no further forward on car parking area	Allotments
08/11/2024	Email	Ali	Confirmation on hearing from Planning Inspectorate	Planning
08/11/2024	Face to Face	Ali	Hirer dropping off booking form	Hall
08/11/2024	Email	Ali	Solicitors with quotes for land transfer	Council
11/11/2024	Email	Ali	Resident re overflowing litter bin - Church Green	General
11/11/2024	Telephone	Ali	Cemetery caretaker regarding soil left of adjoining graves	Amenities - Cemetery
12/11/2024	Telephone	Lisa	Electrician querying PAT testing list	Office/Hall
12/11/2024	Telephone	Lisa	Church Magazine regarding Christmas posters	Amenities - Christmas
13/11/2024	Email	Ali	Phishing email received from Kate	Office
13/11/2024	Email	Ali	Adult Social Care regarding a new publication on Kent Adult Care and Support Guide 2025	Office
14/11/2024	Email	Ali	From Cllr Summersgill - UMIDB membership does not need to be on Rol form	Office

14/11/2024	Email	Ali/Rachel	SLCC Xmas social event	Office
15/11/2024	Email	Ali	Noticeboard company with art work for playing field notice board	Amenities - Open Space
15/11/2024	Email	Ali	Primary school to book S/F for leavers party 22/7/25	Amenities - Open Space
15/11/2024	Face to Face	Ali	Delivery of BBQ	Amenities - Christmas
15/11/2024	Email	Ali	Kent Highways following chase email on Albion Road DYL update	Highways
15/11/2024	Email	Ali	Internal Auditor with update on quote provided	Finance
15/11/2024	Email	Ali	Electrician re PAT testing list	Office/ Hall
18/11/2024	Email	Ali	Maidstone Mayor with statement for LCAS press release	Office
18/11/2024	Email	Ali	Internal Auditor - unable to add Marden to list	Finance
18/11/2024	Email	Ali	Southern Water asking for location details of playing field/ND drain	General
18/11/2024	Telephone	Ali	Funeral Directors re interment	Amenities - Cemetery
18/11/2024	Email	Ali	Notcieboard company with updated art work	Amenities - Open Space
18/11/2024	Email	Ali	Redrow - date of Redrow board meeting to discuss allotments/car parking	Allotments
18/11/2024	Email	Ali	KALC - slides from Clerks Conference	Office
18/11/2024	Email	Ali	Resident concerned about a parked vehicle	General
18/11/2024	Telephone	Ali	Query regarding interment plot at Church	Office
18/11/2024	Email	Ali	Resident enquiring about co-option	Council
19/11/2024	Telephone	Ali	Church Magazine requesting pdf versions of posters	General
19/11/2024	Email	Ali	Family member asking for transfer of ERB	Amenities - Cemetery
19/11/2024	Telephone	Ali	Request for pre-school telephone number	General
19/11/2024	Face to Face	Ali	Stall holder to complete form and pay	Amenities - Christmas

20/11/2024	Email	Ali	Via Hall email from Trustee re tree works in Tilden Lane	Planning
20/11/2024	Email	Ali	SLCC News bulletin and training info	Office
21/11/2024	Email	Ali	KALC - details of Highways Stewards	Office
25/11/2024	Telephone	Ali	Memorial Hall door issues	Hall
25/11/2024	Face to Face	Ali	Hirer needing key	Hall
25/11/2024	Email	Ali	Funeral Director - confirmation of invoice	Amenities - Cemetery
25/11/2024	Face to Face	Ali	Person asking directions to library	General
25/11/2024	Post	Ali	Letter from Santander regarding closing account	Finance
25/11/2024	Face to Face	Rachel	Delivery of goal posts	Amenities - Open Space
26/11/2024	Answerphone	Ali	Scam phone calls x 2	
26/11/2024	Answerphone	Ali	Internal Auditor - return call	Finance
26/11/2024	Answerphone	Ali	Hall utilities	Hall
26/11/2024	Email	Rachel	Marden Library requesting risk assessment for Christmas tree	Amenities - Christmas
27/11/2024	Email	Ali	Russet Runners rep asking to visit office to discuss 10k in June	Amenities - Open Space
27/11/2024	Telephone	Ali	Funeral directors with new burial request	Amenities - Cemetery
28/11/2024	Face to Face	Ali	Resident asking if anyone would be interested in a dolls house	General
28/11/2024	Telephone	Ali	Wrong number - caller needed church	General
28/11/2024	Face to Face	Ali	Russet Runners rep to look at Southons Field plan	Amenities - Open Space
28/11/2024	Email	Ali	Grant application regarding solar panels - request for invoice	Amenities - Public Conv.
28/11/2024	Answerphone	Ali	Resident enquiring about "Just Missing Out" Scheme	General

28/11/2024	Answerphone	Ali	EDF - hall account	Hall
28/11/2024	Email	Ali	Pitney Bowes re new ink supply for franking machine	Office
29/11/2024	Email	Ali	Funeral Directors sending paperwork over for burial (3/12/24)	Amenities - Cemetery
29/11/2024	Email	Ali	Funeral Directors - receipt of payment	Finance
29/11/2024	Answerphone	Ali	Grave digger asking for clarification of plot number for burial 3/12/24	Amenities - Cemetery
29/11/2024	Answerphone	Ali	Resident having issues with applying for "Pensioner Just Missing Out" scheme.	General

Outcome
Confirmed receipt of newsletters and collection from office
Passed to Cllr Adam
Added to spreadsheet for Full Council meeting
Passed to Lisa to update
Arranged collection of newsletters
Took details and waiting for further info from MBC re additional information
Take to Full council for update
Confirmed
provided information - waiting for contractor to remove for repair.
Noted
Sent to booking clerk
Amend draft budget to take to next Finance meeting.
Added to spreadsheet for Full Council meeting
provided information - waiting for confirmation.
Noted
Sent to booking clerk
Provided key
Provided additional information
Put out all electrical items and updated list to work from

Passed to Lisa to respond
Provided details
Provided details of who hall used for tarmacking/white lining
Advised would discuss if HR situation changed
Noted - report to Full Council
Noted - report to Amenities
Passed to Cllr Adam
Passed to Lisa
Put to December Full Council meeting
Reported to MBC - Asked for a larger bin (possibly available May 2025)
Emailed funeral directors to contact grave digger
Passed to Ali
Spoke to Ali - would send on her return to office
Emailed Cloudy IT - response circulated to Cllrs.
Asked for one box - office will distribute to village organisations.
Noted

Noted
Passed to Rachel to confirm correct notice board and signage
Added to diary and sent booking form
WFH
Waiting for final design on Goudhurst Road before submitting TRO
Added to spreadsheet
Provided details
Added
Noted
Visited to obtain What3Words and photograph drain
Sent details - awaiting for completed form to be returned
Confirmed artwork correct
Sent to Rachel for Amenities update
Noted
Passed details to local police
Provided telephone number for Church Office
Provided application form and link to website information
Sent
Confirmation of family/NoK required
Provided
Passed to Lisa

Raise with Borough Cllr Summersgill
Noted
Noted
Emailed Trustees
Given key
Noted
Provided info - although library closed on Mondays
Phoned 26/11/24 - require scanned copies of signatories ID - sent 26/11/24
Delivered to office as unable to get lorry onto field
Deleted
Spoke to arrange IA
Noted
Passed to Ali to write and sent back to Libraries
Visiting on 28/11/24
Required further information regarding last known address of deceased
Given details of church office
Passed details
Provided details of field measurements and location of vehicles/toilets etc
Sent invoice with relevant details (emailed MS to chase MBC re licence)
Obtained email address and forwarded information (any problems would phone back as unsure about using internet)

Passed to Facilities Administrator
Noted
Noted
Noted - confirmed receipt
Rang back and left a message (also sent email) - details of plot and offered map of cemetery if required
Emailed KCC asking them to contact resident - copied in LP