

LOG OF CORRESPONDENCE AND HOW DEALT WITH?*No names/contact details should be added here***FEBRUARY****2026**

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
02/02/2026	Email	Ali	Onecom to discuss landline issues	Office	Asked to ring on mobile
02/02/2026	Telephone	Ali	Onecom to discuss landline issue	Office	Will send engineer and replacement phones
02/02/2026	Email	Ali	Responses for Welcome Pack contact updates	Office	Several received
02/02/2026	Email	Ali	Resident asking about signing passports	General	Passed link to .gov website as to who can sign
03/02/2026	Email	Ali	Rugby Taggers with dates S/F used in January	Finance	Sent invoice
03/02/2026	Email	Ali	Confirmation of Rugby Taggers invoice paid	Finance	Noted
03/02/2026	Email	Ali	S/F hirer providing insurance details	Amenities	Noted
03/02/2026	Email	Ali	HMRC - confirmation of salary submission	Finance	Noted
03/02/2026	Email	Ali	Community Protection Team advice re reporting of bonfires	General	Noted - pass details to resident
06/02/2026	Email	Ali	Onecom regarding upgrade to phone system	Office	Noted - waiting for new phones to be delivered
06/02/2025	Telephone	Ali	Resident enquiring about MiB planters	General	Passed to Anne
06/02/2026	Email	Ali	Kent Highways re HIP	Highways	ER looking into updated priority list and will response asap - arrange a meeting following this
06/02/2026	Email	Ali	Welcome Pack updates	Office	Noted
09/02/2026	Email	Ali	Resident regarding a piece of play equipment	Amenities	Passed to Rachel to speak to Chris
09/02/2026	Answerphone	Ali	UK Power Solutions - ownership of Plantation Lane	General	Provided land registry title deed reference (KCC).
09/02/2026	Email	Ali	Redrow - member of staff dealing with transfer has left - waiting to find new contact details	Allotments	Passed info to MBC S106/Planning. Report to Full Council
09/02/2026	Email	Ali	Confirmation of Staplehurst School meeting	General	Noted - Ali attended
10/02/2026	Email	Ali	MBC will make contact with Redrow for allotment update	Allotments	Noted
10/02/2026	Email	Ali	Resident regarding extending yellow lines in Albion Road	Highways	Informed would be added to the HIP priority list.
10/02/2026	Email	Ali	cc'd into email from Borough Councillor regarding parking attendants visits to Marden	General	Noted
10/02/2026	Email	Ali	Borough Cllr provided MBC Asset Transfer policy	General	Circulated to Asset Transfer Working Group

10/02/2026	Email	Ali	Confirmation from MBC re car park meeting on 4/3/26	Highways	Circulated to Highways Working Group
13/02/2026	Face to Face	Rachel	Resident visiting the office enquiring about removal of TV	General	Signposted resident to the British Heart Foundation website for free collection
13/02/2026	Telephone	Ali	Hall fire alarm company regarding upgrad	Hall	Passed to Trustees
13/02/2026	Telephone	Ali	Resident regarding land ownership	General	Advised to contact Land Registry
13/02/2026	Telephone	Ali	Next of Kin regarding transfer of ERB	Cemetery	Provided details
16/02/2026	Email	Ali	Onecom regarding engineers visit	Office	Wait for confirmation of visit
16/02/2026	Email	Ali	Next of Kin regarding burial	Cemetery	Wait for paperwork from funeral directors
17/02/2026	Email	Ali	Sharps - photocopier meter readings	Office	Submitted
17/02/2026	Email	Ali	Volunteers confirming helping with newsletter deliveries	Newsletters	Noted
17/02/2026	Email	Ali	Request for information re memorial application	Cemetery	Provided information
19/02/2026	Email	Ali	Pitney Bowes - ink order for franking machine	Office	Not required as still have one to use
19/02/2026	Email	Ali	Volunteers confirming collection/delivery of newsletters	Newsletters	Noted / delivered
20/02/2026	Face to Face	Ali	Onecom engineer to set up new phone system	Office	Phones now back working
20/02/2026	Face to Face	Lisa	Hall CCTV annual maintenance	Office	
20/02/2026	Email	Ali	Resident re gypsy and traveller call for sites	Planning	Public consultation due in June 2026
20/02/2026	Email	Ali	Architect confirming building regs submitted and fee due to be paid	Amenities	Put invoice to Amenities Committee for payment
20/02/2026	Email	Ali	MBC Neighbourhood Plan confirming stat. consultee list	Planning	Noted for Reg 14 consultation
23/02/2026	Email	Ali	Flowchart received from Mulberry regarding procurement	Finance	Noted
23/02/2026	Email	Ali	MBC - reporting that a holding email had been received back from Redrow re allotments	Allotments	Noted
24/02/2026	Email	Ali	Insurers regarding hiring of open space and litter picking	Office	Noted
24/02/2026	Telephone	Rachel	Resident requesting amount of homes in Chainhurst	General	Returned call after looking at the Newsletter deliveries for the area. Recommended 200.
25/02/2026	Email	Ali	Horticultural company asking if we can suggest someone who may be interested in a workshop	Office	Passed details of Horticultural Society

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