

LOG OF CORRESPONDENCE AND HOW DEALT WITH?

No names/contact details should be added here

JANUARY 2026

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
02/01/2026	Email	Ali	Young Farmers confirmation Christmas tree collection	General	Noted and advertised on e-newsletter
06/01/2026	Email	Ali	Business asking to advertise in noticeboards	General	Advised that no business adverts can be in noticeboards but gave her church magazine details
06/01/2026	Email	Ali	Kent Highways visited Goudhurst Road regarding SYL/timings	Highways	Noted
06/01/2026	Email	Ali	copied in to newsletter reports from organisations	Newsletter	Noted
07/01/2026	Email	Ali	copied in to newsletter reports from organisations	Newsletter	Noted
07/01/2026	Email	Ali	copied in regarding report on raised drain cover	Highways	Noted
08/01/2026	Email	Ali	copied in regarding report on raised drain cover	Highways	Noted
08/01/2026	Email	Ali	Kent Highways confirming Albion Road DYL have been completed	Highways	Noted

09/01/2026	Email	Ali	copied in regarding report on raised drain cover	Highways	Noted
09/01/2026	Email	Ali	Flood alert received	Highways	Kate shared on social media
09/01/2026	Telephone	Ali	Business asking to advertise in newsletter	Newsletter	Gave Church magazine details
09/01/2026	Email	Ali	Cloudy IT re malware alert	Office	Cloudy IT contacted and resolved
12/01/2026	Email	Ali	Fingerpost contractor unable to quote for Plain Road sign - will provide other contacts to send spec to	Highways	Noted - waiting for contact details
12/01/2026	Email	Ali	Request received - does MPC need any assistance with grounds maintenance	General	Noted - keep on file
12/01/2026	Email	Ali	Info re Rookery Path transfer	Office	Noted - wait instructions from solicitors
12/01/2026	Email	Ali	Stonemasons - insurance certificate received	Cemetery	Filed
12/01/2026	Telephone	Ali	Answerphone - Flood alert received	Highways	(3 on answerphone over the weekend)
12/01/2026	Telephone	Ali	Answerphone - Business Stream - wanting to speak to MPC	Office	Will return call (another large bill!!)
12/01/2026	Telephone	Ali	Answerphone - hall utility company	Hall	Pass to Trustees
13/01/2026	Telephone	Ali	Resident regarding water issues	General	Would find out collection point for water

13/01/2026	Telephone	Ali	SEHT available for Marden residents for water collection	General	Noted - telephoned above resident
13-15/1/26	Telephone/Emails	Ali	Several residents asking where to collect water	General	Sent to Staplehurst water station
13/01/2026	Email	Ali	Cloudy IT re printer not working	Office	Would speak to Cloudy once back in office
14/01/2026	Email	Ali	Primary School regarding Katie Lam's visit	General	Provided timings
15/01/2026	Email	Ali	Notification of Goudhurst Road closure 2/2/26	Highways	Passed to Primary Academy and Pre-School regarding closure - to be placed on social media/e-newsletter nearer the time
16/01/2026	Telephone	Ali	Resident regarding buying a cemetery plot	Cemetery	Provided details that plots are no longer reserved but if (was) a Marden resident would be no problem with burials.
16/01/2026	Telephone	Ali	Resident regarding highways issues	Highways	To be called back
16/01/2026	Email	Ali	Resident reporting diesel on road	Highways	Reported to Kent Highways Ref 925468
16/01/2026	Face to Face	Ali	Resident asking for contact of M@C stall	General	Obtained her email to pass on
16/01/2026	Email	Ali	Resident reporting that Kent Highways had treated the diesel	Highways	noted
19/01/2026	Email	Ali	Southons Field user requesting storage	General	Not available at the current time
19/01/2026	Email	Ali	Primary School regarding Katie Lam's visit	General	Confirmation of timings

19/01/2026	Email	Ali	Resident asking about allotments	General	Added to list
19/01/2026	Emails & Telephone	Ali	Onecom	Office	Regarding telephone landline
20/01/2026	Email	Ali	Tree surgeon confirming works completed at Playing Field	Amenities	Noted
20/01/2026	Email	Ali	John Haddow regarding Health and Wellbeing list	Office	Updated
20/01/2026	Email	Ali	Confirmation of VAT refund form	Finance	Noted
20/01/2026	Email	Ali	Doves Funerals - memorial request	Cemetery	Completed and returned
21/01/2026	Email	Ali	Resident asking where to find original planning decision for The Parsonage development	Planning	Provided application reference and link to MBC planning portal
21/01/2026	Emails & Telephone	Ali	Onecom	Office	Regarding telephone landline
21/01/2026	Email	Ali	Resident requesting MPC's assistance regarding a blocked culvert	Highways	Reported to Kent Highways and provided County Cllr Black's contact details.
22/01/2026	Email	Ali	Received from a member of U3A regarding the village hall	General	Wrong Marden!
22/01/2026	Emails & Telephone	Ali	Onecom	Office	Regarding telephone landline
22/01/2026	Email	Ali	SouthEastern requesting photos of London bound platform (silt build up)	Public Transport	Emailed Richard asking to take photos (sent 23/1/26)
23/01/2026	Email	Ali	Kent Highways - update on completion of SYL	Highways	On list to do asap but weather permitted

23/01/2026	Email	Ali	copied in regarding report on raised drain cover	Highways	Noted
23/01/2026	Email	Ali	Request to update Marden CIO information	Website	Completed
26/01/2026	Email	Ali	copied in regarding report on raised drain cover	Highways	Noted
26/01/2025	Email	Rachel	Resident Reporting litter bins not being emptied on open space	Amenities - Open Space	Reported to MBC to empty who responded that the bins will be emptied today
26/01/2026	Telephone	Ali	Resident regarding bonfires	General	Passed to MBC for information
27/01/2026	Email	Ali	Arranged with Police / Church next date for Police surgery at Village Café	General	13th March / added to newsletter
27/01/2026	Email	Ali	Confirmation from KALC re award nomination	General	Noted
27/01/2026	Email	Ali	Copied in regarding blocked culvert	Highways	Correspondence between resident and County Cllr.
27/01/2026	Email	Ali	Company asking to advertise in newsletter	Newsletter	No business advertising in MPC newsletter - passed church magazine details
27/01/2026	Email	Ali	Copied in to email from MBC regarding utility issues at Stilebridge site	General	Noted
29/01/2026	Telephone	Rachel	Resident reporting fires and black smoke	General	Will raise with Community Protection Team
29/01/2026	Email	Ali	Action for Hedgehogs information	Environmental	Passed to Cllr Boswell for Env. Meeting

29/01/2026	Email	Ali	Company advertising electrical services	General	Keep on file
29/01/2026	Email	Ali	Request to add to allotment list	Allotments	Kept on allotment file
29/01/2026	Email	Ali	Royal Lifesaving Society reported a broken lifebout at The Parsonage	General	Reported to HML
30/01/2026	Email	Ali	HML confirming placement of order to replace lifebouy	General	Noted
30/01/2026	Email	Ali	MBC confirming receipt of precept application	Finance	Noted
30/01/2026	Email	Ali	Responses to requests for update information for Welcome Pack	Office	Several received over the weekend