

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

May-26

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
01/05/2026	Telephone	Rachel	Contractor reporting Checkatrade Whatsapp messages regarding Changing Room refurbishment	Amenities	Informed contractor that closing date was 5th May and that the project was real
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01/05/2026	Telephone	Rachel	Contractor checking that tender document received as worried about attachments	Amenities	Reassured that email would be checked and attachments would be received with Clerk
07/05/2026	Telephone	Rachel	Resident contacting regarding pot removal at Cemetery	Amenities - Cemetery	Reminded resident of rules and regulations.
08/05/2026	Telephone	Rachel	Relative contacting regarding the installation of a slab on a existing grave in cemetery	Amenities - Cemetery	Emailed request to Clerk and Parish Councillors to get agreement for installation
08/05/2026	Email	Rachel	Request for flip chart for Mens Breakfast in hall	Hall	Referred them to talk to Bridget and Sean. Got flip chart out into meeting room
11/05/2026	Email	Ali	Reference request for previous play scheme employee	HR	Completed and returned 11/5/26
11/05/2026	Email	Ali	New resident along Maidstone Road regarding S/F closures/usage	Amenities	Provided details of future bookings
11/05/2026	Email	Ali	Resident regarding speeding in Howland Road	Highways	Raising with Highways WG
11/05/2026	Telephone	Ali	Parish Council asking to speak to someone regarding Marden NP	Planning	Passed to Cllr Turner
11/05/2026	Email	Ali	Copied in to email from MBC to Redrow regarding allotments	Allotments	Noted
12/05/2026	Email	Ali	Confirmation from DHA re attending 19/5/26 meeting	Full Council	Noted - added to agenda
13/05/2026	Email	Ali	Resident regarding play scheme dates	Amenities	Responded to say that we are currently looking at what dates would be available with staff
13/05/2026	Email	Ali	Highways - waiting for update from design team regarding dropped kerbs	Highways	Noted

13/05/2026	Email	Ali	MBC regarding S106 payments	Finance	Noted
15/05/2026	Email	Ali	Resident regarding defib pads	General	Waiting for invoice to be paid then company will send
17/05/2026	Email	Ali	Sharps requesting meter reading for photocopier	Office	Sent
18/05/2026	Email	Ali	Request to hire S/F	Open Spaces	Passed to Rachel to book
18/05/2026	Email	Ali	Funeral director regarding fees for interment	Cemetery	Provided costings for interment / non-resident
19/05/2026	Email	Ali	Resident asking about tonight's EFCM	Planning	Informed that it was regarding the Copper Lane development
19/05/2026	Telephone	Ali	Resident ringing about tonight's EFCM	Planning	Informed that it was regarding the Copper Lane development
19/05/2026	Email	Ali	Staplehurst PC regarding facebook and social media usage	Office	Passed to Rachel
19/05/2026	Face to Face	Ali	Report of abandoned motorbike on S/F drive	General	Reported to local police - visited and retrieved. Returned to owner
19/05/2026	Email	Ali	Residents informing that they would be in attendance tonight	Planning	Noted
20/05/2026	Email	Ali	Several emails received from residents objecting to Plain Road planning application	Planning	Noted
20/05/2026	Email	Ali	Request from Scouts to borrow litter picking equipment	General	Arranged to have caretaker bring to office for collection
21/05/2026	Face to Face	Rachel	Resident dropping off risk assessment for event on S/F	Amenities	Share with Ali and file
21/05/2026	Telephone	Rachel	Self employed groundsman chasing payment for Hall grounds maintenance invoice	Hall	Email Ali and Lisa to check if paid
22/05/2026	Telephone	Rachel	Resident raising concerns about parking restrictions on High Street. Cars parked for 24/7 and not getting a ticket.	Highways	Discuss with Ali. Enquire to whether parking attendants are visiting that area.
22/05/2026	Telephone	Rachel	Village Caretaker chasing up bin bags delivery	Office	Reported that they will be delivered shortly after issues with Amazon account
22/05/2026	Face to Face	Rachel	Marden Pre-School reporting problem with root protruding in grass after elderly person tripped	Hall	Advised Pre-School Manager to take photo and circulate amongst Trustees of Marden Memorial Hall for action
22/05/2026	Email	Ali	Confirmation of inflatable assault course hire for play scheme	Play Scheme	Noted

22/05/2026	Email	Ali	Confirmation from internal auditor to undertake the audit via emails/telephone	Finance	Noted
22/05/2026	Email	Ali	Resident thanking office for information regarding S/F usage	Amenities	Noted
25/05/2026	Email	Ali	Internal Auditor emailed with questions/documents required	Finance	Provided relevant information
26/05/2026	Email	Rachel	Resident emailed with booking form for child's birthday part on S/F	Amenities - S/F	Emailed resident with confirmation letter and risk assessment
26/05/2026	Telephone	Rachel	Resident enquiring about Marden Summer Playscheme	Amenities	Confirmed it was going ahead and that registration opens on Monday 1st June
26/05/2026	Telephone	Rachel	Another resident enquiring about Marden Summer Playscheme	Amenities	Confirmed it was going ahead and that registration opens on Monday 1st June
26/05/2026	Telephone	Rachel	Resident enquiring about reserving a plot at Marden Cemetery	Amenities - Cemetery	Informed resident that no reservations are allowed. However, gave information and emailed over the Marden Cemetery Rules & Regulations
26/05/2026	Email	Ali	Several emails asking about play scheme	Play Scheme	Registration opens 1st June
26/5//26	Email	Ali	Hort. Society regarding update to newsletter item	Newsletter	Check and update if relevant
26/05/2026	Email	Ali	cc'd into email to Cllr Black regarding overgrown vegetation in Maidstone Road	Highways	Noted
26/05/2026	Email	Ali	Scouts informing office of activities whilst play scheme are using Scout HQ	Play Scheme	Noted and will update manager
28/05/2026	Email	Ali	Funeral director to arrange interment of ashes	Cemetery	Passed to Rachel to contact grave digger
29/05/2026	Email	Ali	Residents reporting overflowing litter bins	MBC	Rachel contacted MBC to empty