

LOG OF CORRESPONDENCE AND HOW DEALT WITH?

No names/contact details should be added here

Sep-26

Date:	Contacted via	Who took call/emails?	Brief details of issue raised	Council/Committee	Outcome
01/09/2026	Email	Ali	HR with updated contract and employee handbook	HR	Updated relevant documents
01/09/2026	Email	Ali	Marden In Bloom requesting to share scarecrow map	General	Shared on Facebook - added to weekly e-newsletter
01/09/2026	Email	Ali	E-Watch newsletter (Tuesday 1/9)	General	Added to Facebook/e-newsletter
01/09/2026	Email	Ali	Newsletter piece from Bowls Club	Newsletter	Passed to Cllr Boswell
01/09/2026	Face to Face	Ali	Cam-Tech to replace battery on office alarm	Office	
01/09/2026	Face to Face	Ali	Pest Control regarding hall	Hall	
01/09/2026	Telephone	Ali	contractor regarding locking up times for S/F and toilets	General	Confirmed earlier now in September
02/09/2026	Email	Ali	Reference for Deputy Clerk	HR	Noted / Filed
02/09/2026	Email	Ali	Revd Nicky confirming Remembrance Service date	General	Noted
02/09/2026	Email	Ali	New Deputy Clerk arranging time to pop in	Office	Arranged for Thursday 3/9/26
02/09/2026	Email	Ali	Kent Highways regarding xmas lights application	Christmas	Replied with information
03/09/2026	Email	Ali	MBC Electoral Roll update	Office	Passed to Lisa

04/09/2026 Email Ali Funeral Director Cemetery Noted
confirming payment

Received between 5/9/26 and 13/9/26 - responded on my return from leave (14/9/26)

14/09/2026	Email	Ali	Reference for Deputy Clerk	HR	Noted/Filed
14/09/2026	Email	Ali	Resident asking about a missing cat	General	Picked up whilst on leave and passed to Cllr Boswell
14/09/2026	Email	Ali	Funeral Director to arrange a burial	Cemetery	Responded initially by Cllr Rabot. Forms/rules/invoice sent 14/9/26
14/09/2026	Email	Ali	Resident re Chicken Farm appeal	Planning	Passed to Planning Committee Cllrs
14/09/2026	Email	Ali	Resident asking about allotments	General	Responded - will add to list
14/09/2026	Telephone	Cllr Boswell	Energy company	Hall	Passed to Trustees
14/09/2026	Face to Face	Cllr Boswell	Request for craft stall	Christmas	Contact MPC next week
14/09/2026	Telephone	Cllr Boswell	Resident raising query on DYL in Albion Road	Highways	Raise with Highways Working Group
14/09/2026	Telephone	Cllr Tippen	Resident regarding parking on Albion Road	Highways	Informed DYL on HIP - consultation due to take place shortly
14/09/2026	Telephone	Cllr Tippen	Request for craft stall	Christmas	Will phone back following Christmas meeting
14/09/2026	Email	Ali	MBC re car park closure request	General	Asked for more details

14/09/2026	Email	Ali	Funeral Directors regarding funeral next week	Cemetery	Provided information
14/09/2026	Face to Face	Ali	Resident requesting craft stall	Christmas	Pass to Lisa
14/09/2026	Email	Ali	Funeral Directors - change of date for next week's funeral	Cemetery	Noted
14/09/2026	Email	Ali	Confirmation of attendance at Christmas meeting from PTA	Christmas	Noted
15/09/2026	Email	Ali	Kent Highways with contact for Bus Stop Team	Highways	Noted
15/09/2026	Telephone	Ali	Ex-resident asking for confirmation of ashes plot in future	Cemetery	Confirmed that as previous Marden resident interment would be permitted
16/09/2026	Email	Ali	CCTV company arranged to visit for annual maintenance	General	To be confirmed as key needs to be collected
16/09/2026	Email	Ali	Kent Highways regarding xmas lights application	Christmas	Responded with further information
16/09/2026	Email	Ali	Grant funder asking when work on solar panels would be completed	General	Responded - hopefully by end of November
16/09/2026	Email	Ali	Kent Highways asking for purchase order for xmas light permit	Christmas	Provided purchase order
16/09/2026	Email	Ali	Response from insurers regarding what is required from Craft stall holders	Christmas	Reported to Christmas Sub-Group and stall holder policy amended - to be taken to Amenities Committee 22/9
16/09/2026	Email	Ali	Redrow asking if MPC had reviewed details previously sent	Allotments	Responded that a meeting was being held to discuss commuted sum
17/09/2026	Email	Ali	Cloudy IT regarding setting up laptop for Deputy Clerk / Admin Assistant	Office	Arranged for Monday 21/9
17/09/2026	Email	Ali	Request for craft stall	Christmas	Raised at Christmas meeting - put in touch with PTA
17/09/2026	Email	Ali	Parent arranging collection of t-shirt left at Play Scheme	Play Scheme	Arranged to drop off
17/09/2026	Email	Ali	Funeral Directors confirming funeral flowers will be moved at cemetery	Cemetery	Noted
17/09/2026	Email	Ali	Parent arranging collection of keyring left at Play Scheme	Play Scheme	Collecting next week
17/09/2026	Face to Face	Ali	Resident collecting information regarding cemetery interments	Cemetery	Provided information

17/09/2026	Email	Ali	Resident reporting broken swing at Admiral Way Play Area	General	Passed information to Management Company
17/09/2026	Email	Ali	Gentleman from Somerset asking for a contact	General	Wrong Marden!
18/09/2026	Email	Ali	Funeral Directors with paperwork for 24/9 funeral	Cemetery	Noted
18/09/2026	Email	Ali	Management Company reporting that swing will be repaired	General	Noted - let resident know
18/09/2026	Email	Ali	Non-resident (previously having lived in Marden) enquiring any future interments	Cemetery	Informed that as a previous resident would be able to be interred in Cemetery (fee doubled)
21/06/2026	Email	Ali	Vicar asking if the MPC logo on the e-newsletter could be moved to show the church	General	Would see if it can be moved
21/06/2026	Email	Ali	Stonemasons asking for plot location to clean grave	Cemetery	Provided details
21/06/2026	Telephone	Ali	Cloudy IT to set up new Deputy Clerk on laptop	Office	Passed to Sue
21/06/2026	Email	Ali	KALC - adding Sue to log in details	Office	Noted
21/06/2026	Email	Ali	Amended quote (MPC details added) for solar panels	Public Conv.	Confirmed and sent agreement
21/06/2026	Face to Face	Ali	Resident reporting tree stolen from Cascade Close	General	Reported to Kent Police/HML and placed on social media
21/06/2026	Email	Ali	Several emails regarding tree (above)	General	Noted
21/06/2026	Telephone	Ali	Calls regarding tree (above)	General	Noted
21/06/2026	Email	Ali	Cloudy IT confirming updates to Lisa's laptop	Office	Noted
21/06/2026	Email	Ali	HML confirming contractors will be out to remove tree	General	Noted
21/06/2026	Email	Ali	PTA asking for availability of memorial hall for meeting	Hall	Passed to Lisa
21/06/2026	Email	Ali	Involve asking about community transport	General	Asked Church/Medical Centre for any info
21/06/2026	Email	Ali	Resident asking about Repair Cafes in Marden	General	Suggested possible location of pavilion once refurbished or to contact one of the halls.
22/06/2026	Email	Ali	Further details received regarding tree at Cascade Close	General	Noted / passed info to Police
22/06/2026	Email	Ali	Funeral Directors regarding payment for burial	Cemetery	Confirmed receipt
22/06/2026	Email	Ali	Funeral Directors regarding floral tributes	Cemetery	Noted - flowers removed

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