

# CUCKFIELD PARISH COUNCIL

Queen's Hall, High Street, Cuckfield, RH17 5EL



## **Item 13: Formalised Communication Proceed between Cuckfield Preschool and Cuckfield Parish Council for Reporting Issues**

Over the past 6 months there has been an increase in the number of calls received at the Parish Council office reporting issues experienced at the Village Hall. The issues range from the simple e.g. a new light bulb is required, to repairing damage to a door lock, to the extreme of the recent vandalism experienced at the hall and the issues that have arisen as a result.

In order to formalise the reporting of these issues an incident log has been created which will be maintained by the Clerk. It has been requested that all issues are communicated to the Clerk via email rather than phone calls to the office, in order to keep track of all items; when they are raised, prioritised and completed.

In the event of an urgent issue, the Preschool should call the office during the opening hours of 10am and 3pm. If the issue arises outside the core office hours, the Preschool should call the emergency mobile number to report the item.

Through the implementation of this process, it is hoped that it will be easier to keep track of issues as they arise and ensure they are resolved in a timely manner.