

Office visitors

The range of enquiries via the phones or visitors to the office varies hugely. Residents come in often starting a sentence with 'what's the council doing about...', or 'I am not sure I am in the right place, but...'. We not only sell the waste and garden bags, and provide information on enquiries relating to the council's own roles, this includes, cemeteries, open spaces, buildings, hall bookings, allotments, planning applications, tourism, walks, playgrounds, flooding, Market, streetlights, street furniture, and more. We deal with so many different enquiries, to give you a flavour of the diversity, we get reports of potholes, flytipping, graffiti, nuisance bonfires, highways and parking complaints, social housing enquiries and issues, over grown vegetation, residents fence boundary issues, bulky waste disposal enquiries, homeless people, mental health and suicide issues, drugs and alcohol (under the influence), vulnerable people support, food bank related enquiries, antisocial behaviour issues, nuisance drivers, medical enquiries, tourism enquiries of the wider area and not just Edenbridge like the one 'how do we get to Isley Wight (Isle of Wight)', Museum enquiries asking 'can you tell us about.....', consumer complaints and requests as to what are we doing about the high street and attracting new shops (such as one that sells big pants, and why have we got another barbers/hairdressers), lost keys and glasses, contact details for people or organisations, job vacancy enquiries, complaints about the town that the Council does not have any jurisdiction, and so the list goes on.

When other organisations say ask your council, they come to ETC, whilst frustrating it is a compliment that they know they come to us for help.

Below is a summary of the number of visitors to the Council office for past three weeks in August.

Date	Bags	Public /resident enquiries	Cllrs	Other - non ETC related business	Totals	
Monday 14/08/23		11	3		18	
Tuesday 15/08/23		10	2		17	
Wednesday 16/08/23		12	1	2	20	
Thursday 17/08/23		15	4	1	24	
Friday 18/08/23		12		2	15	
					94	
Monday 21/08/23		20	7	4	37	
Tuesday 22/08/23		16	2		22	
Wednesday 23/08/23		12	1	1	22	
Thursday 24/08/23		11	3	7	21	
Friday 25/08/23		15	1		20	
					122	
Monday 28/08/23	BH	BH	BH	BH	X	
Tuesday 29/08/23		15	5	2	4	26
Wednesday 30/08/23		16	2	2	4	24
Thursday 31/08/23		6		1	1	Incomplete at time of report
Friday 01/09/23						