

DORCHESTER TOWN COUNCIL
CEMETERIES & BURIALS POLICY
Approved November 2025

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1. DORCHESTER'S CEMETERIES

1.1 Introduction:

This policy ensures that the town council executes its responsibilities regarding cemetery management as set out in the Local Authorities' Cemeteries Order 1977.

1.2 A brief history of Dorchester's cemeteries:

In 1852 Dorchester's Board of Health published a report declaring the graveyards attached to the churches full, which paved the way for new cemeteries to be created and on 3rd July 1854 an Order of the Privy Council decreed "[Burials] to be discontinued from and after the first January, one thousand eight hundred and fifty-five, in the churches and churchyards of All Saints, the Holy Trinity, and St Peter" and, in respect of Fordington, "To be discontinued forthwith in the church of St George, and in such part of the churchyard thereof as is within five yards of the church, or of any dwelling-house, and one body only to be buried in each grave".

The first proper cemetery to be created was at Weymouth Avenue, on 4 acres 3 roods 30¾ perches of land acquired from the Duchy of Cornwall by the Burial Board of the Parishes of The Holy Trinity, St Peter, and All Saints in 1856 at a cost of £515 0s 2d. The cemetery was subsequently extended by the purchase for £400 of an additional 2 acres 2 roods of land at the northern and southern extremities of the cemetery to give the shape of the cemetery with which we are familiar today.

Pressure for burials in Fordington (which was not at the time part of Dorchester) was increased following a number of deaths arising from an outbreak of cholera in 1854. This resulted from an enforced intake in August of 700 convicts from the Millbank Prison in London, where cholera was rife, to the Barracks in Dorchester, which were unusually empty because most of the military had been mobilised to take part in the Crimean War. Two women in Holloway Row were contracted to do the laundry for the prisoners and it is believed that this is how the disease was first introduced into Fordington. The Mill Street area was severely overcrowded (ironically because it was the only area of land in Fordington not owned by the Duchy of Cornwall, which refused to release any of its land for development) and the cholera spread rapidly in the appallingly insanitary conditions which existed in the area.

At least 30 people died of the disease in September 1854 alone, and all of them are likely to have been buried in St George's churchyard, adding further to the pressure on burial space there which had already been recognised. In 1866 the Duchy of Cornwall gave 2 roods 38 perches of land (formerly part of the Farthinghold Tenement) to the Fordington Burial Board for use as an extension of the churchyard and this is the area which we now know as 'Old Ground'. The 'New Ground', 1 acre 8 perches of land, was purchased by the Burial Board in 1885 for £587 to complete the Cemetery as we know it today. Part of the cemetery occupies a site which had been used for burials in Roman times.

In the early 1990s the Dorchester Joint Burial Committee (which succeeded the independent Boards for Dorchester and Fordington in 1927) had formally closed Fordington Cemetery and realised that Dorchester Cemetery was approaching capacity. It therefore entered into negotiations with the Duchy of Cornwall which resulted in the provision of land at Poundbury and approval of the design which we see today. The site is 4.7 acres in extent and the Council has a 999- year lease of it, for which we have paid £25,000. Dorchester is grateful to the Duchy of Cornwall for its assistance in meeting the Town's burial needs.

The Dorchester Joint Burial Committee voluntarily wound up on 30 June 2011, having transferred all its responsibilities and assets to Dorchester Town Council.

2. CURRENT BURIAL OPTIONS IN DORCHESTER

The section below sets out the options for interments in the town's three cemeteries. In all cases, it is your decision as to whether you arrange a religious or secular service at a separate venue, to have a graveside service or to have no service at all.

Please note that although Exclusive Rights of Burial for a grave or ashes plot can be purchased at any time in Poundbury Cemetery, the plot will be allocated 'next in line' at the time of burial – see section 6. Fordington Cemetery and Dorchester Cemetery are closed cemeteries and only have ashes plots available.

If a grave is not purchased, then it is considered a 'common grave' and it is the council that decides who is interred in the plot.

The addresses of the three cemeteries are as follows:

- Poundbury Cemetery, Poundbury Road, Dorchester DT1 2PW
- Dorchester Cemetery, Weymouth Avenue, Dorchester DT1 2EN
- Fordington Cemetery, King's Road, Dorchester DT1 1LB

2.1 POUNDBURY CEMETERY

2.1.1 Interments. Poundbury Cemetery offers a range of choices for full burial (coffins).

- **Traditional Area.** Part of the cemetery will be reserved for traditional interments where families will be able, with consent, to have erected the full range of memorials, including headstones, kerb sets and free-standing vases. As a matter of course, all new graves are dug to 'double depth' so that they can eventually accommodate two coffins (one on top of the other) and then ashes caskets on top. All grave plots in the traditional area will be available for exclusive rights of burial for 50 years to be purchased.

- **Lawn Area.** Another part of the cemetery will be maintained as a lawn area where only headstones (which can have an integral flower vase) will be permitted, again with consent. At present there are no new lawn plots available.
- **Muslim Burials.** A small area of the cemetery has been reserved for burials to be carried out in accordance with the rites of the Muslim faith.
- **Children's Area.** Part of the cemetery close to the entrance is reserved for the burial of children with both consecrated and unconsecrated plots. The graves in the children's area are smaller and any memorials erected (for which consent is required) will also be smaller than in the rest of the cemetery. You will only be able to have a memorial erected if you have purchased exclusive rights of burial for 50 years. However, both the cost of this exclusive right of burial and the cost of interment can be reclaimed by the council from the government's Children's Funeral Fund – although this does not currently cover the cost of a memorial.
- **Green Burials.** The south-western corner of the cemetery will be reserved for environmentally friendly burials where no memorials will be permitted and the area will be maintained as a wildflower meadow. See **section 9** of this policy for the council's requirements for green burials.

2.1.2 Cremated Remains. Poundbury Cemetery also includes options for disposing of cremated remains.

- **Ashes Plots.** An area of the cemetery, which is unconsecrated, has been divided into small plots for burying caskets of ashes. You will not have to purchase exclusive rights of burial in respect of an ashes plot, but you will only be able to have a memorial erected if you have purchased the plot and obtain prior consent.
- **Ashes Chamber.** Beneath the central building is a chamber into which cremated remains can be placed. This chamber is unconsecrated.
- **Green Burials.** There is also the option for ashes to be buried in the green burial area. However, no memorials will be permitted in the area as it is maintained as a wildflower meadow.

2.2 FORDINGTON CEMETERY

Fordington Cemetery is a 'closed cemetery' and no new full (coffin) interments can take place here, apart from in a previously used/purchased plot. The only new plots available are ashes plots in the Garden of Remembrance.

2.3 DORCHESTER (WEYMOUTH AVENUE) CEMETERY

Dorchester Cemetery (commonly known as Weymouth Avenue Cemetery) is a 'closed cemetery' and no new full (coffin) interments can take place here, apart from in a previously used/purchased plot.

The only new plots available are ashes plots. In addition, ashes can be scattered in the Garden of Remembrance.

- 2.4 **Capacity of Graves and Ashes Plots.** Unless otherwise specified, a private grave will normally accommodate two adult interments (coffins) and an ashes plot can accommodate two ashes caskets. However, this capacity cannot be guaranteed as ground conditions vary from time to time and from place to place in a cemetery.

Please note that when a grave is re-opened for another interment to take place, the soil from this grave may be placed on the adjacent graves. The inconvenience caused to people visiting these graves is unavoidable but temporary. Staff will place a soil box on the nearby graves to protect them and to protect memorials.

3. **FUNERAL ARRANGEMENTS.**

It is for those arranging the interment to decide whether to arrange a religious or secular (non-religious) service at a separate venue, to have a graveside service or to have no service at all.

4. **BURIAL TIMES:**

Service should only take place at the graveside at the following times:

- **Summer burials** (1st March – 31st October): Services should only take place Monday-Thursday no later than 2.30pm (3.00pm for ashes) and no later than 1.30pm on Fridays (ashes no later than 2.00pm).
- **Winter burials** (from 1st November – 28th February): Services should take place at Graveside no later than 2.00pm Monday – Thursday (Ashes 2.30pm) and 1.30pm on Fridays (Ashes 2.00pm).

Ashes interments can be backfilled by the funeral director, if requested, after these hours or on a weekend. In such cases, the council will prepare an ashes plot prior to the weekend and the funeral director or family can then backfill.

The council does not excavate any graves for interments or ashes on weekends or Bank Holidays.

Each Christmas, the council will inform funeral directors of the date of the last available burial before the holiday season and the first available burial date in January.

5. **MEMORIALS – PERMISSIONS, MATERIALS & DIMENSIONS**

Memorials are only permitted on graves where the Exclusive Right of Burial has been purchased (see section 6). There are some exceptions with common (unpurchased) graves.

Those applying for permission to install a memorial on a grave must have permission from the Exclusive Right of Burial owner.

All memorials erected have to be provided by properly qualified people who are fully insured for carrying out the work.

The Council's consent is required for the erection of all memorials and fees are payable – the application form can be found on the council's website. All unauthorised memorials in whatever form will be removed.

All memorials **must** be made of a solid stone (such as granite, marble, slate or limestone) or a reconstituted stone. The only exception are the brass kerbstone plaques allowed at Poundbury cemetery. All applications for consent to install a memorial must state the materials used.

The use of fencing, glass and plastic ornaments is not permitted in the council's cemeteries due to the possible damage to them and for the safety of visitors and maintenance personnel. Unauthorised benches are also not permitted and will be removed.

The Town Council does not take any responsibility for loss, damage or theft to memorials. It is advisable to insure a memorial against accidental damage and vandalism.

5.1 **Poundbury Cemetery - memorials:**

- **Traditional Area.** Headstones, kerb sets, flat stones and free-standing flower vases will be permitted in this area but only if the grave has been purchased. Memorials in the Traditional area must not exceed 122cms high and 90cms wide. Kerb sets are only permitted in the Traditional Area at Poundbury and must not exceed 207cms long x 90cms wide.
- **Lawn Area.** Memorials will only be permitted in the lawn area on graves which have been purchased. Only headstones (which can incorporate integral flower receptacles) will be permitted in this area. Memorials in the Lawn areas must not exceed 122cms high and 90cms wide. No kerb sets are permitted in the Lawn Area.
- **Muslim Area:** Memorials in the Muslim area must not exceed 122cms high and 90cms wide. For religious reasons, we will permit above-ground interments within appropriate Kerb sets are permitted in the Muslim Area at Poundbury Cemetery and must not exceed 207cms long x 90cms wide.
- **Children's Section:** Subject to the Council's consent and payment of the appropriate fees, headstones, kerb sets, flat stones and free-standing flower vases will be permitted in this area. However, no memorial will be permitted which exceeds 60 centimetres by 60 centimetres (122 centimetres kerb length).

Memorials will only be permitted in the children's area on graves which have been purchased.

- **Ashes Area:** Memorials must not exceed 60 centimetres by 60 centimetres.
- **Bronze plaques at Poundbury Cemetery.** Most of the kerbs around the roads and paths in the cemetery have recesses in them for bronze plaques of a uniform size and similar design. The Council will need to approve the wording to be used and a fee will be payable. These can be used as memorials to people who have been buried in the green burial area (where no memorials are permitted) or to people whose remains have been placed in the Chamber. They can also be used as memorials to people whose remains are not even interred in the cemetery. All unauthorised memorials in whatever form will be removed. The facility which is offered at Poundbury Cemetery for the installation of metal memorial plaques in the kerbstones is unique in Dorchester. The plaques are typically supplied by Brass Founders (Sheffield) Limited. The plaques are a uniform size of 15cms by 10cms and are sand-cast in non-ferrous metal with raised Roman uppercase lettering (available in three sizes) with a raised border and patinated back drop.

5.2 **Dorchester (Weymouth Avenue) and Fordington cemeteries - memorials:**

- **Memorials** must not exceed 122cms high by 90cms wide. Kerb sets must not exceed 180cms long by 90cms wide.
- **Wall-mounted tablets:** A tablet measuring 25cms by 20cms can be mounted in the North Chapel of Dorchester Cemetery or on the wall in Dorchester Cemetery.
- **Ashes Areas** (not including Fordington Garden of Remembrance): Memorials must not exceed 60cms by 60cms.
- **Garden of Remembrance at Fordington Cemetery:** Only a flat stone not exceeding 30cms by 30cms which must not project above ground level is permitted.

6. **EXCLUSIVE RIGHTS OF BURIALS**

6.1 **Grave Ownership and Transferring Ownership of Exclusive Rights of Burial.**

When purchasing a grave at one of the council's cemeteries, you will also purchase the Exclusive Rights of Burial. This will be on a leasehold basis, for an initial period of 50 years. At the end of this time, you may extend the right in twenty-five year intervals, for which further fees are payable, up to a legal maximum of 100 years in total.

Purchasing the Exclusive Rights of Burial means that the permission of the owner of the Rights is required before the grave can be reopened for additional burials or a memorial installed.

The owner must provide permission for any memorial to be placed onto that grave and they are responsible for the upkeep of the plot.

After the rights have lapsed the grave ownership reverts to Dorchester Town Council and it may reuse or resell any unused grave.

6.2 Can two people own these Rights?

Yes, more than one person can have ownership of an Exclusive Right of Burial and having more than one person named on the deed can help if one of them is unavailable or dies. However, if there is more than one person named on the deed then all of them will need to agree to any further interments, memorials or additional inscriptions.

6.3 What if the Deed to the Rights goes missing?

If you are the registered owner of the Rights, the council will send you an official letter to confirm this. If you are entitled to be the owner through inheritance, the council will guide you through the correct transfer procedure and then issue a letter stating your position.

6.4 What happens if the owner of these rights dies?

If the owner of the Exclusive Rights dies, it is assumed that they give permission to have themselves interred in their grave. After this time the Rights become part of their estate and may be left in a will to someone else. If the Rights are not specifically mentioned in the will, they will form part of the 'residue' of the will, usually willed as 'and all my other worldly goods' at the end of the will. Whoever inherits the Rights will need to contact the council and arrange a transfer of ownership before the grave can be opened again. As paperwork can go missing it is best to do this as soon as possible after inheriting the Rights, a small fee will apply.

6.5 Transfer of grave ownership.

Without a living grave owner, the council is unable to conduct further burials in the grave space or make any changes to memorials. If the grave owner is deceased, we can organise for a transfer of ownership to take place.

Depending on circumstances, the route of transfer differs. Once the council has received the necessary information, you will be sent the appropriate form to complete. This form will be required to be completed by you in front of a Magistrate – this can be arranged with Weymouth & Dorchester Magistrates' Court (also known as the Weymouth Combined Court) which is at The Law Courts, Westway Road, Weymouth DT4 8BS.

Alternatively, a local solicitor may be able to witness the declaration for a fee.

Owner(s) can transfer ownership jointly or solely to another person(s) whilst they are alive. The current owner(s) need to sign a Deed of Assignment form that would allow these rights to be transferred. If the grave is no longer required and is unused, it can be surrendered to Dorchester Town Council. You can do this by completing a deed of surrender. Any refund will be based on how much was paid at the time of purchase.

6.6 **Transfer of grave ownership when the owner is deceased.**

Without a living grave owner, the council is unable to conduct further burials in the grave space or make any changes to memorials. If the grave owner is deceased, the council can organise for a transfer to take place. Depending on circumstances the route of transfer differs, as follows:

- **Grant of probate with will.** If the deceased grave owner made a valid will that requires a Grant of Probate, ownership will be transferred to the executor(s). The hologram original of Grant of Probate will need to be seen to proceed. If the deceased grave owner made a valid will that was not of sufficient value for a Grant of Probate, ownership will be transferred to the executor(s) of the will. However, this will only occur after signing a Statutory Declaration that the council will provide. The executor(s) are then responsible for identifying who should be the rightful owner of the grave and can complete a Deed of Assent. This will transfer ownership to another person(s).
- **Letters of administration with no will.** If there is no valid will, ownership of the grave can be transferred to a personal representative of the deceased detailed on the letters of administration. The representative of the deceased will need to identify the rightful owner and can then complete a Deed of Assent. This will transfer ownership to another person(s).
- **No will.** If there is no will and no letters of administration, the transfer of ownership then falls to the next of kin of the deceased. The council will need to establish who the direct next of kin is/are so that a Statutory Declaration can be drawn up indicating who has the legal rights to ownership. This document would need to be signed in the presence of a Magistrate or Commissioner of Oaths. Some next of kin (for example, when there are many siblings) may not wish to become owners of the grave and can renounce their rights at this stage. Should you have any questions relating to the ownership of a grave or the transfer of ownership, please contact the council.

With regard to a transfer, please note:

- the council will need to see original probate, letters of administration and will documents to make a transfer;
- the council cannot transfer any graves where ownership is not clear.

6.7 What are Monumental Rights?

All memorials are the sole responsibility of the Grant of Exclusive Right purchaser. The Town Council will periodically inspect the cemetery to determine the condition of memorials. Any memorial classified as unsafe will be reported to the purchaser in order for them to arrange repair, with permission to be sought from us for the works to be carried out. In the interim, the memorial will either be supported or laid down to avoid any possible accident or injury. This will be made safe without prior notification. Permission must be sought for the erection of a memorial, or to add an inscription. Only the Exclusive Right purchaser may apply for this.

6.8 What if I inherit the Rights to a grave that I do not wish to maintain?

You may surrender the Rights to the Council at any time. Simply put this in writing and return the deed(s) to us if you have them. If the grave is in Poundbury Cemetery and is empty we will be able to refund the original purchase price less an administration cost.

6.9 Change of address.

As owner of the Rights to a grave you are responsible for informing the Council of any change of address. If a problem occurs with the grave or the monument and we cannot contact you, the council reserves the right to take whatever action is necessary to rectify the problem.

7. FEES

The council will set fees each year for the following (all fees will be published on the Council's website) although additional fees will be charged for non-standard size graves:

Interments

- a) An infant under 2 years or stillborn - **no fee.**
- b) A person aged 2 years or older
- c) A casket of ashes

Scattering Of Ashes

- a) In a previously used plot or in the Poundbury Pavilion chamber
- b) In the Garden of Remembrance

Exclusive Rights of Burial in Earthen Graves

For an exclusive right for 50 years, including Memorial Rights in an earthen grave:

- a) Full-sized plot
- b) End of term renewal for 25 years

- c) Ashes plots and infant under 2 years
- d) End of term renewal for 25 years

Additional fees for Interment, Scattering and Exclusive Rights will be charged for:

- Non-residents – Double fees will be charged to non-residents. Residence is defined as living in Dorchester or Winterborne Herringston within previous ten years or previously resident for at least twenty-five years.
- Non-standard grave sizes – additional fee to be agreed with the Funeral Director.

Monuments, gravestones, tablets and monumental inscriptions – fees will be set for the following:

- Right to erect or place a headstone, footstone, tablet, flat stone, plaque or monument in any other form at any site not subject to Exclusive Right of Burial.
- Additional inscription on a gravestone or other memorial (for each deceased).

Please note that where the deceased is aged under 18, the cost of both Exclusive Right of Burial and the cost of interment can be reclaimed by the council from the government's Children's Funeral Fund – although this does not currently cover the cost of any memorial.

8. MEMORIAL SAFETY POLICY (adopted March 2024)

- 8.1 The Town Council has a responsibility under the Local Authorities Cemeteries Order 1977 and health and safety legislation to take all reasonably practicable measures to maintain safety within the cemeteries for which it is responsible.
- 8.2 A significant source of potential danger within burial grounds arises from unstable memorials.
- 8.3 The council's powers to incur expenditure on the maintenance of memorials (which are privately owned structures) are constrained by the Local Authorities Cemeteries Order 1977 which contains conflicting provisions. Article 3 says that a burial authority cannot take "any action in relation to any ... memorial, other than action which is necessary to remove a danger which arises by reason of the condition of ... the memorial itself". However, Article 16(1) says "A burial authority may put and keep in order any ... memorial in a cemetery".
- 8.4 This Policy sets out the Council's approach to ensuring, so far as is reasonably possible, the safety of the memorials within its cemeteries. In particular, it seeks to balance the risk presented by unstable memorials with the distress caused to the bereaved by the levelling of memorials.

- 8.5 In this Policy ‘memorial’ includes vaults, tombstones, headstones and all other forms of memorial placed on graves.
- 8.6 In addition to the requirements of this policy, the Council will take into account the guidance contained in Institute of Cemetery & Crematorium Management’s document on *Management of Memorials*.
- 8.7 **Information:** Prior to embarking on a general testing programme the Council will give notice of its intention by way of notices within the cemeteries or by posts on social media.
- 8.9 **Survey:** The Council staff will, after receiving appropriate training, undertake a comprehensive inspection of the memorials in all the cemeteries no less frequently than once every five years. However, these periodic inspections may identify memorials that need to be monitored more frequently by Council staff.
- 8.10 All those engaged in testing are aware of the provisions of British Standard 8415 which requires a memorial to remain upright when a force of 25kg is applied (by hand) to its apex.
- 8.11 The results of the memorial surveys will be stored by the council and updates on the survey programme reported to the relevant council committee on an annual basis.
- 8.12 **Taking action:** On the basis of the survey the Council will consider the most appropriate means of reducing the risk presented by unstable memorials.
- 8.13 In some instances it will be necessary to lay the memorial flat to remove an immediate danger and this will be undertaken by an accredited monument mason or, in the case of smaller memorials, by council staff. However, this will not always be the most appropriate treatment. Where possible the Council will take other action to stabilise the memorial consistent with the powers contained in the Local Authorities Cemeteries Order 1977, either by repacking the area around its base or by providing appropriate external support, possibly with a warning notice affixed. This will afford the opportunity for the owners of the memorial to become aware of the matter if it has not been possible to notify them direct and to arrange their own remedial works.
- 8.14 Where it is possible to identify the owner of a right of burial the Council will notify that person if a memorial fails the test and will display lists of memorials which have failed the test in the cemetery and will also place individual notices on or near memorials which fail the test giving the Council’s contact details and the period for making contact.

- 8.15 In some instances a memorial which moves may not be sufficiently unstable to pose a danger to visitors or staff. If this is the case the condition of the memorial will be monitored annually and appropriate action taken in the future if the level of risk posed requires it.

9. GREEN BURIALS

- 9.1 The area of Poundbury Cemetery in which only green burials (interments and ashes) will be carried out has been sown with wildflowers. When interments take place in this area, the turf over a grave may be carefully lifted when the grave is dug and replaced after the interment has taken place or the plot seeded with a wildflower mix. In addition, each spring more wildflower seeds will be sown on the graves where interments have taken place. Trees and shrubs are not allowed on individual graves.
- 9.2 **Memorials.** Individual graves will not be identifiable and no memorials or unauthorised planting of trees and shrubs will be allowed within the green burial area. However, there are options for memorial plaques to commemorate the deceased in the main part of the cemetery by arrangement with the council. As with all interments the location of the grave is recorded on the site plan and in accordance with statutory requirements. Even though the ground will not be marked in any way, the council shall still be able to locate graves.
- 9.3 It is important that families do not attempt to mark or tend individual graves once an interment has taken place, and any funeral flowers or plants will be removed. The grave will be left unmarked apart from an initial slight mounding and the turf which was removed before the grave was dug will be carefully put back where possible. The site of each grave will be allocated by the council in accordance with its 'next in line' policy.
- 9.4 **Rules regarding Coffins.** Burial, including ashes, may only take place in the green burial area of Poundbury Cemetery in a biodegradable coffin, casket or shroud - any other type of container must be agreed by the Council. Standard coffins used by funeral directors are acceptable provided that the supplier is able to confirm in writing that they are made from timber originating from managed tree forests. Metal lined or metal coffins or caskets will **not** be accepted on this section. To protect the environment embalmed bodies will not be accepted unless there is accompanying certification to confirm that the embalming was carried out on medical health grounds.
- 9.5 **Funeral Arrangements.** Graves in the green burial area of Poundbury Cemetery are not reserved for any specific religions and the dead of varying faiths will be buried in the same area. It is your decision as to whether you arrange a religious or secular service at a separate venue, to have a graveside service or to have no service at all.

APPENDIX A

CHARTER FOR THE BEREAVED

The Council has adopted a Charter for the Bereaved which identifies the following rights:

1. It is your right to have a burial organised and conducted in a dignified and orderly manner, supported by competent, professional, and caring cemetery staff.
2. It is your right to inspect statutory cemetery records.
3. It is your right to purchase a private grave for a period not exceeding 50 years. (This “Right of Burial” is a grave for one or more burials, and upon which you can place a memorial. To this purchase cost, a burial fee is also payable.)
4. It is your right to choose to be buried in an unpurchased grave. (You cannot reserve space for further burials in this type of grave, nor do you have any right to place a memorial. Further unrelated burials will occur in the future, the grave being “re-cycled”. For each burial, a fee is payable.)
5. It is your right to place a memorial within the constraints of regulations in force or to leave the grave unmarked.
6. It is your right and responsibility to maintain a memorial upon a grave during the period of grave rights granted to you. The memorial cannot be disturbed or moved during this period without your express permission unless it poses a safety hazard. The safe erection and maintenance of the memorial is your responsibility.
7. It is your right to use any memorial mason of your choice, provided they are not prohibited by the Council.
8. It is your right to be offered an individual grave for a baby or infant.
9. It is your right to be able to purchase an adult grave for the burial of a baby or infant, with sufficient depth remaining to allow adult burials.
10. It is your right to choose the form and location of the burial service.
11. It is your right to choose the type and design of coffin, within the constraints of availability, regulations, and safe materials.
12. It is your right to receive a prompt response to any form of communication with the Council.
13. It is your right to be given a table of cemetery fees upon request.
14. It is your right to receive a service that recognises your needs, without unfairness or discrimination e.g., religious belief, ethnic needs, disability, etc.
15. It is your right to organise a funeral without the use of a funeral director.

16. It is your right to expect a reasonable standard of grounds maintenance. Where standards fail to satisfy this commitment, you have the right to complain.
17. It is your right to be given a list of regulations used by the Council.
18. It is your right to be given a written explanation of the reason why a regulation has been used to restrict or otherwise influence your rights.
19. It is your right to receive a quality service provided by trained and experienced staff. Where service standards fail, you have a right to question the level of expertise shown and to receive assurances regarding the ability of those involved.
20. It is your right to be given an inspection of the cemetery at any reasonable time.

END