

Memorial Guidelines and Information

We recognise the importance of memorials as they are a lasting symbol of remembrance and they reflect individuality. We have certain regulations in our cemeteries, which will be expanded upon in this leaflet. The spirit of these regulations are to give people choice and to ensure that the memorials are safe and will not be a danger to visitors and staff.

National Association of Memorial Masons

Members of the National Association of Memorial Masons are bound by strict codes of Ethics and Practice. If a dispute should arise, then they are also bound by the findings of a free and objective conciliation and arbitration Service.

All memorials must be fixed in the cemetery to the standard set by the NAMM Code of Ethics and Practice. This includes all foundations and fixings. A copy of the code is available for inspection at the cemetery office. Any memorial mason, who does not comply with these standards, will be prohibited from carrying out future work in the cemetery.

Inscriptions

We welcome personalisation of inscriptions, by using nicknames or colloquial terms such as Dad, as long as they are not offensive. An owner may request that an inscription be put on the memorial of a person who is not buried in the grave. This is permissible providing we are informed of where the person is buried or cremated, so our records are not conflicting.

Materials

We encourage creative memorials and the use of different types of materials, such as wood. Some restrictions, however, are necessary such as prohibiting the use of glass, whether as vases, jam jars or bottles. This is because the water can freeze, breaking the glass, which then becomes dangerous. We allow photo-plaques incorporated in the memorial. Plastic fencing is not allowed as it impedes maintenance and can be broken very easily, which may cause upset.

Do I wait before erecting a memorial?

Natural settlement of a grave will take place after a burial. The cemetery staff will add soil to the grave until settlement ceases. It is for this reason that we ask you to place only potted plants, or planted containers on the grave, so that our staff can move them easily to add soil as necessary. It is hard to say how long this will take, but we advise to leave at least six to twelve months before erecting a full memorial on a traditional section. This allows the grave to settle and will aid to the stability of the memorial. With a Lawn grave, the headstone can be placed sooner, as the memorial is fixed to stable ground, or in some cases, to a beam provided above ground.

Who can authorise work to a memorial

Where the registered grave owner is alive, they must sign a memorial permit application form.

A transfer of ownership is required:

if the registered owner is deceased, in the following circumstances:

- A new memorial is being erected
- A new memorial is replacing an existing memorial
- A new memorial is being added to an existing memorial (e.g. a book memorial to kerbs).

A transfer of ownership is *not* required:

if the registered owner is deceased, in the following circumstances:

- An additional inscription, to the memory of the graveowner, on an existing memorial. The permit application must be signed by the Executor or burial applicant.
- Renovation of an existing memorial - application must be signed by the Executor or burial applicant.

We encourage the transfer of ownership for many reasons:

- We are protecting the Rights of Grave Owners and their next of kin, ensuring that the correct person is entitled to exercise full burial rights, which includes the Right to erect a memorial. There is often space remaining for up to eight burials of cremated remains.
- Records are up to date, so we are able to inform the grave owner if a memorial becomes dangerous or is in need of repair.
- There is no separate permit fee for the right to erect a memorial, so the cost of transferring the grave is offset.
- The cemetery section can continue to provide a burial service within the statutory regulations.
- The owner of rights may extend the period of grant, holding up to a maximum of fifty years at any time.

If a transfer of ownership is required, the Legal Services Section at Regal House carry out the transfers of grave owners and provide help throughout the procedure - Telephone number 020 8891 1411 and ask for Legal Services.

Access to graves

Sometimes a grave may need to be reopened and, to be able to excavate the grave, nearby memorials may need to be moved. There are several reasons for moving nearby memorials they are:

- To gain access
- To protect the memorial from damage
- To protect cemetery operatives from potential health and safety risk.

To avoid delays to funerals, prior notice may not be given.

Responsible for the safety & maintenance

The responsibility and maintenance of the memorial is that of the grave owner. If a memorial becomes dangerous, we may take whatever action is deemed necessary to make it safe, which may mean removing it. If expenses are incurred, these may be reclaimed from the holder of the Rights to the grave.

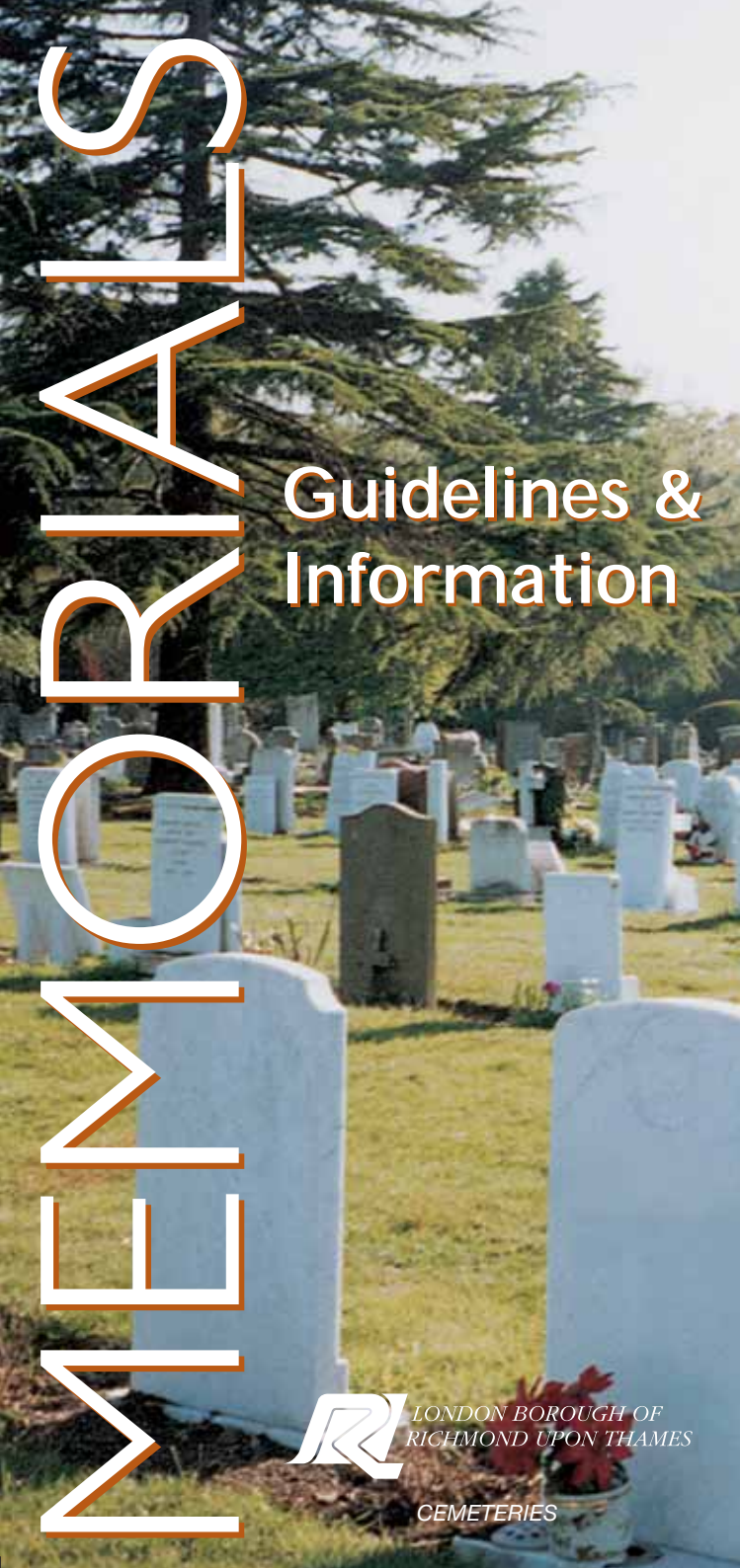
Insurance

It is always advisable to insure a memorial against accident damage and vandalism, making sure the cover takes effect immediately it is erected. Information regarding this is available from Memorial Masons or the National Association of Memorial Masons.

Memorial Permits

We have a memorial permit system, which requires a memorial application form to be completed. The form asks for details of the proposed work and inscriptions and, where necessary, the proposed method of fixing. These details are recorded on the computer's grave register, which can be helpful for those tracing family history in the future. Once we are satisfied that the proposed work is acceptable, we issue a permit to the Memorial Mason carrying out the work. This process also allows us to ensure that the grave owner's rights are protected and that no changes to the memorial are made without their permission.

A permit must be obtained, before a memorial is erected. The Memorial Mason obtains this by completing and returning a permit application form. This is available from the Cemeteries Office. We advise Memorial Masons to obtain a permit before starting work on a memorial, as we will not be responsible for any losses incurred for works to a memorial which were not approved.



Guidelines & Information

BRILLIANT

Fixings and erecting memorials

When a Memorial Mason is carrying out work in the cemetery, they must have the relevant permit in their possession. When the work is completed, the mason must give the permit to a member of cemetery staff. If a landing is being delivered separately, the provider should have a copy of the original permit, from the Memorial Mason. Memorials may be erected during Monday - Friday when the cemetery is open. If a Memorial Mason by his actions causes any disruption to a funeral, they will be prohibited from carrying out future works in the cemetery. The cemetery office is happy to provide details of times of funerals.

- The grave identification reference must be cut clearly in one-inch letters at the foot of each headstone or memorial. A trade name can only be cut on to the memorial with the expressed permission of the owner, however telephone numbers are not permitted. If a trade name is going to be cut into the memorial, this must be stated clearly on the permit application form.
- Under no circumstances may any Memorial Mason or person posing as a memorial Mason tout for business in the cemetery. If any person is found doing this, they will not be permitted to carry out work in our cemeteries.

**The Cemetery Office
East Sheen Cemetery
Sheen Road, RICHMOND
Surrey TW10 5BJ**

**Phone: 020 8876 4511
Fax: 020 8878 8118**

**e-mail
cemeteries@richmond.gov.uk**

The following restrictions apply to the following sections:

Lawn Sections

The dimensions of a headstone on a lawn section, which cannot be exceeded, are 3ft high (including base) x 2ft wide x 1ft deep (914mm x 610mm x 305mm). All headstones must be on a suitable bearer and be fixed with the NAMM ground anchor system. It should be explained to grave owners, that no planting is permitted in the lawn area and adequate flower containers may need to be incorporated in the memorial.

In Richmond Cemetery, on lawn section number 16, a concrete beam has been provided above ground level. All headstones must be permanently doweled to the concrete beam using a NAMM approved anchor or a minimum of 2 solid stainless steel dowels. The length and width of the dowels will depend on the overall dimensions of the memorial, which must not exceed 3ft in height, 2ft in width and 1ft deep (914mm x 610mm x 305mm). Where a base has been bored to accommodate flower containers, drainage must be provided. Drilling through the concrete beam or cutting a groove into the underside of the base can create drainage. All headstones must be fixed to meet with the standards set out in the NAMM's Code of Working Practice.

Traditional Sections

The dimensions of a full memorial on a traditional section, which cannot be exceeded, are 5ft high x 2ft 6ins wide x 6ft 6ins long (1524mm x 762mm x 1980mm).

All foundations and fixing methods are to be those currently recommended by NAMM. Solid landings are preferred and only in special circumstances will frame landings be permitted. If a frame landing is permitted, it should be explained to the client that problems might be experienced from self-sown tree seedlings, and it is also more difficult to remove and replace the memorial in the future.

Grave owners do not have to have a full memorial on the traditional section, they may have a headstone only and plant the grave space, or have the grave space turfed over.

Children's Sections

The dimension of a full memorial on the children's section, which cannot be exceeded, is 2ft high x 18ins wide x 3ft long (610mm x 457mm x 914mm).

Grave owners do not have to have a full memorial on the children's section, they may have a headstone only and plant the grave space, or have the grave space turfed over.

Garden of Rest *Richmond Cemetery*

The only memorial allowed in this Garden of Rest is a rubbed Westmorland slate tablet, with the dimensions of 10ins wide x 7ins long (254mm x 178mm). The memorial shall be placed centrally on each grave space. The top of the tablet should be flush with ground level.

There is a second option for burial in the Garden of Rest at Richmond, and also at Teddington Cemetery. This comprises a Black Granite sloping wedge memorial with gilded lettering. The burial of cremated remains takes place in front of the memorial, which has to be ordered through the cemeteries department.

Family Cremated Remains Plots

This option permits a small garden area. If a memorial is purchased, the dimension of a full memorial on these sections, which cannot be exceeded, is 18ins height x 2ft width x 2ft length (457mm x 610mm x 610mm).

Columbarium *Hampton Cemetery*

These are self-contained units marked by a polished Red Balmoral Granite hexagonal plaque. The large memorial plaque acts as a lid with bolts securing it in place. The smaller plaque sits between the two fixing bolts and is cemented in place.

If you require any further information or have a particular design of memorial you would like to discuss further, please contact the cemeteries office.

If you would like a copy of this leaflet in Large Print, Braille, on audio tape, or in a community language, please contact the Cemeteries Office on 020 8876 4511