



Results from consultation feedback questionnaire December 2016

We listened to your comments from the consultation questionnaire, which was sent out in December 2016 to 100 families who have experienced our cemetery service. We can tell you that 83% were satisfied or very satisfied with the overall standard of the cemetery service.

We have also taken into account some of your concerns:-

- The cemetery fees & charges are reviewed annually and are compared with other Surrey authorities to ensure a consistent approach
- The memorial choice for a cremated remains plot has expanded to permit a sloping tablet. The dimensions are restricted to 18" square to allow adequate space between each plot.
- We will endeavour to improve the clearance of grass cuttings from the pathways and memorials through closer monitoring of our grounds maintenance contract

Grass cutting during wet weather conditions

During the growing season the grass is normally cut fortnightly using both strimmers and mowers. The grass is not collected but is blown off the pathways following each cut. Please note during wet weather some of the cut grass will end up on the memorial stones. However, we will endeavour, where possible, to make every effort to minimize the problem.

Dogs

Cemetery visitors may take their dog into the cemetery as long as the dog is kept on a lead at all times and any dog mess must be cleared up straightaway. Dogs are not to be exercised in the cemetery grounds.

Excessive memorabilia being placed on graves and cremated remains plots

It has been noticed that excessive memorabilia and planting is taking place. Please consider other families who visit and the contractors who need to cut the grass. We would also like to remind families that fencing and chippings are not permitted and a memorial permit application is required for all permanent memorials.

Ground conditions

Please be aware because of the ground conditions especially during the winter months and wet weather, new graves may suffer from subsidence, every effort will be made to re-instate them as soon as possible.

Additional information relating to specific cemeteries can be found on the cemetery noticeboards

Alternatively, please contact Customer Services on 01372 474474 or email cemeteries@elmbridge.gov.uk