



ROCHFORD DISTRICT COUNCIL

CEMETERIES AND BURIALS

The Council strives to maintain a high standard in the management of its cemeteries, and we would like to know if you are satisfied with the service we provide and whether there are any improvements we can make.

To simplify the fee structure we are considering incorporating registration and excavation fees into a single interment charge. A standard fee for the erection of memorials and headstones irrespective of size is also proposed. Your views are welcomed on these changes and any other issue you would like to raise.

Sufficient capacity remains within the Council's main cemetery in Hall Road for the immediate future but longer term provision is an issue that the Council will be looking at as a separate exercise as part of the local plan review process. This will be subject to consultation and examination in due course.

To enable us to determine how we are meeting your expectations we would appreciate you spending a few minutes to complete this questionnaire. Your response is important to us and is helpful in considering how we may improve the quality of service to you.

I have also taken the opportunity of enclosing a pamphlet with some additional information on the cemetery service and contact details you may find useful.

Head of Legal Services

QUESTIONNAIRE

1. Is the service timely and responsive?

YES NO

2. Are staff helpful and courteous in dealing with funeral arrangements and enquires?

YES NO

3. Are queries dealt with efficiently and effectively?

YES NO

4. Are you satisfied with the service you receive?

YES NO

If the response is no to any of the above questions please explain the reason for your dissatisfaction and any suggestions you feel may help to improve the service.

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5. Would you support the above suggestions to simplify the fees ?

YES NO

6. Approximately how many times in the last 6 months have you undertaken burials in the District Council's cemeteries?

7. Have you any comments you would like to make regarding the Service?

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Name of Firm

Thank you for taking the time to complete this questionnaire.

Please return to: -

**LEGAL SERVICES DIVISION
ROCHFORD DISTRICT COUNCIL
COUNCIL OFFICES
SOUTH STREET
ROCHFORD
ESSEX SS4 1BW**