

For information only. Parts of this correspondence will have changed since its issue.

Dear Funeral arrangers/directors.

Please find our latest update below. We were expecting an update very soon on changes to legislation. As soon as we get these, I will share the relevant information with you.

Withdrawal of offer of free memorial services

Please be advised that we are withdrawing the offer of free memorial services for families affected by the imposed restrictions of persons permitted to attend funerals.

We understand that this was a softener to your families, but it was introduced for families who already had expectations to hold funerals without imposed limits prior to guidance on public events being issued. We thank families and funeral arrangers for assisting with reducing these numbers.

We will honour these services for any service held between Monday 23 March and Friday 27 March AND for services booked prior to the close of business today. Please do not inform new clients of this offer.

Fees

We are getting enquiries as to reduced fees for cremation services. Our operational costs remain the same and therefore we are not intending to reduce fees. We remain in the bottom 15% of crematoria in the UK based on cremation fees and have kept annual increases minimal (where at all) for the last four years. The option for early services at a reduced rate still applies. May I ask that you do not encourage clients to call the office on this matter.

New telephone numbers

We will soon distribute two new telephone numbers for funeral arranger/director use only. Once these lines are in place, I will issue the numbers.

Supply of urns/caskets

We will no longer accept urns or caskets for cremated remains. We will provide our normal boxes for your operatives to collect.

Changes to how we receive cremation papers.

We are now ready to go ahead and receive cremation forms digitally. We are doing this to minimise funeral operative contact with staff and to reduce the delay often caused in receiving paperwork at the office. Our staff are also, where possible working from home and this will assist greatly.

From Wednesday 1 April we will no longer accept paper copies of the notice of cremation and forms 1 through 9 with the exception of the green certificate which still needs to be scanned and must be given to the attendant at the crematorium on the day*.

You may scan all paperwork to us as soon as it is completed. In separate packages (e.g. notice, green cert and form 1 and forms 4&5 separately) or in full.

When sending papers can we please ask that, where they are scanned together, you put them in the following order

Notice of cremation
Green Cert (if applicable)

Form 1 (or relevant)
Form 4 (or form 6)
Form 5* (if applicable)

We will issue a new email address for this process this week. For now, please continue to send scans to Abbie

You can find digital copies (to fill in on your computer) of all of our paperwork at www.putneyvale.org and click on the 'resources for funeral directors' link on the right of the page and then scroll down for the documents.

If you have any issues with this new process, we can offer you guidance. We are sorry to roll this out so quickly and we understand the pressures you are obviously under right now, however; I believe that this will reduce time and manpower for your company in the long run.

Please remember that hard copies of the green will need to be brought to the crematorium/to burials and handed to the attendant at the funeral*.

*We will adapt this based on any change in legislation.

I thank you for your continued support in this challenging, difficult and emotional time.

Take care, stay safe.

Kelvin.