

FREQUENTLY ASKED QUESTIONS

Why has my memorial failed the safety testing?

All cemetery operators are required by law to ensure the place we choose to lay our loved ones to rest is a safe and accessible area for all visitors to the site. There are several reasons that the memorial can fail a safety test ranging from the age of the memorial through to failed fittings. Our team at Mintlyn or your stonemason will be able to assist you further.

My memorial headstone hasn't been installed for long – what should I do?

Many of the stonemasons that currently operate in our cemeteries will provide a 10-year fitting guarantee, if your memorial is under 10 years old it might be possible that your stonemason can assist you under the terms of the guarantee.

Why am I being asked to make arrangements for its repair?

The 1977 Local Authority Cemetery Order places a requirement for the grave owner to maintain a memorial placed on the grave, therefore as the registered grave owner the responsibility falls to you.

Is there any way for me to insure my memorial against future issues?

Yes, there are several insurance providers that will cover memorial headstones in cemeteries, with many policies covering damage, subsidence, and refixing. Unfortunately, if you haven't currently got insurance a new policy will not cover this instance of work.

Who can I contact to repair my headstone?

The following stonemasons have current validation to work in our cemeteries – we do not recommend and always advise that you conduct your own due diligence before asking a stonemason to carry out work for you.

- H Brett & Son – 01953 881501
- M B Howell – 01328 864438
- A F Holman – 01553 772842
- Richard King – 01406 363657
- Memorial Makeovers – 01480 700840

You can of course source your own stonemason; please can you ask them to contact the cemetery team based at Mintlyn for guidance about working in borough council cemeteries.

Can I carry out the repair myself?

No, all memorial headstones must be fixed and fitted by accredited fixers to British Standard 8415, and they must hold public liability insurance for their work.

WARNING: Memorial headstones are extremely heavy and have the potential to injure or kill an individual that does not know how to safely handle them.

What if I decide not to get the repair done?

We hope that you will arrange for the headstone to be repaired. If the memorial remains unsafe, it is likely that we will arrange for it to be laid down on the grave space to eliminate the risk of it falling on a visitor to the cemetery.