FAIR OAK & HORTON HEATH PARISH COUNCIL
2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL (023) 8069 2403
enquiries@fairoak-pc.gov.uk www.fairoak-pc.gov.uk
@fairoakandhortonheathparishcouncil fairoakandhortonheath

SUMMONS

29 April 2025

Dear Member

You are hereby summoned to attend a meeting of the FULL COUNCIL held on **Tuesday, 6 May 2025 at 6.00 pm** at the Parish Office, 2 Knowle Park Lane, Fair Oak.

Melanie Stephens

Melanie Stephens, Parish Clerk

PUBLIC INFORMATION: Members of the public are welcome to attend this meeting. The seating capacity of our Conference Room for members of the public is limited under fire regulations to 22.

PUBLIC PARTICIPATION: Members of the public may speak in accordance with the Council's public participation scheme: (a) on items under the Council's remit which are not on the public agenda; and/or (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to attend the meeting or speak in accordance with the Council's public participation scheme, should contact the Clerk by emailing clerk@fairoak-pc.gov.uk no later than 12.00 noon on Friday, 2 May 2025.

AGENDA

PART I – PUBLIC SESSION

APOLOGIES

1. **DECLARATIONS OF INTEREST**

   To receive declarations of interest and dispensation requests.

2. **PUBLIC PARTICIPATION**

   To receive any public participation in accordance with the Council's public participation scheme.

3. **SUPPLEMENTARY BUDGET REQUEST – PLAY STRATEGY**

   To agree to the payment of £1,350 from the Community Engagement Projects EMR to support the development of the Play Strategy.

4. **EXCLUSIVE RIGHTS OF BURIAL CONCESSION REQUEST (REPORT A, PAGES 3-21)**

   To consider the fee waiver for the exclusive rights of burial, in response to a Stage 1 Corporate Complaint.

PART II – PRIVATE SESSION

Members are reminded that reports and information relating to this session are not for publication and should be treated as strictly confidential.

5. EXCLUSION OF THE PUBLIC AND THE PRESS

RECOMMENDED:

That, under Section 1(2) of the Public Bodies Admissions to Meetings Act 1960, the public and the Press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information which would be prejudicial to the public interest by reason of its confidential nature.

6. APPOINTMENT OF EXECUTIVE OFFICER & INTERIM STAFFING ARRANGEMENTS (VERBAL REPORT)

To receive the recommendations of the Finance & Staffing Committee regarding the appointment of the Executive Officer and the interim staffing arrangements.

7. OVERTIME PAYMENT (VERBAL REPORT)

To consider an overtime payment for a staff member.

To: Councillors	H Douglas (Chair)	G Stupple
S Anderson	K Forfar	B Tennent
P Barrett	T Higby	**Officers:**
C Bird	M Marsh	J Cahill (Finance Officer)
S Broomfield	G Meech	M Stephens (Clerk)
W Chivuchi	D Scott	
N Couldrey (Vice-Chair)	M Smith	

A

EXCLUSIVE RIGHTS OF BURIAL CONCESSION REQUEST

1. RECOMMENDATIONS

It is recommended that Full Council:

1.1. Notes the position regarding Plot 518 and supports the action of assisting the family member with completing a Statutory Declaration, leading to the transfer of Exclusive Rights upon payment of £200.

1.2. Considers the request to approve a waiver or part-waiver of the £1,040 fee for Plot 517 in light of the grievance raised and the historical handling of the grave.

1.3. Approves that, should a waiver or part-waiver be agreed for Plot 517, the Exclusive Rights are then transferred to the next of kin (and siblings if applicable), ensuring proper ownership moving forward.

1.4. Delegates authority to the Deputy Executive Officer to complete all necessary administrative arrangements to give effect to these decisions.

2. BACKGROUND

Following a complaint received from the family regarding the monolithing of the headstone of Plot 517 it was discovered by officers that:

PLOT 517 – [FATHER]

2.1. Plot 517 is a public grave for which Exclusive Rights of Burial (EROB) were never purchased. Had the Exclusive Rights been purchased at the time of burial the cost would have been £25.00 Historically, headstones were allowed to be placed on graves without purchasing the EROB.

2.2. Earlier this year, the headstone on Plot 517 failed a topple test during routine safety inspections. To mitigate safety risks, the headstone was subsequently monolithed (lowered and secured).

2.3. Notices were attached to the grave to advise of the failed test, but records indicated that the family had read the signage but did not contact the Council.

2.4. Historically, the headstone had been temporarily secured (banded) by the Parish Ranger. Following the monolithing process, the deceased's daughter submitted a complaint regarding the actions taken.

2.5. The complaint was managed as a Stage 1 complaint as per the Council's Corporate Complaint Procedure.

PLOT 518 - MOTHER

2.6. The Exclusive Right of Burial (EOB) for Plot 518 remains un-transferred to the deceased's next of kin/children. In 2020, the daughter of the deceased was informed via correspondence that a transfer of rights was necessary. However, there is no evidence of a will, probate, or letter of administration for the deceased (plot 518). To proceed, the deceased daughter must provide a Statutory Declaration signed by a Commissioner for Oaths, Solicitor, or Magistrate to confirm her relationship to the deceased. Once the completed Statutory Declaration is received, the Exclusive

Rights can be transferred to the deceased's daughter (and her siblings if applicable) for a fee of £200, as the deceased passed away outside the parish boundary.

2.7. Once the Exclusive Rights are transferred, the family will be able to submit a Memorial Application. The current cost for a standard memorial application is £200.00, with additional charges for extra vases.

2.8. The cost to purchase the Exclusive Right of Burial in 2020 was £ 198.50.

2.9. The family have indicated financial hardship and require external support to address the outstanding matter of their parents burial plots.

3. LEGAL IMPLICATIONS

3.1. To erect or maintain a memorial, individuals must first obtain Exclusive Rights of Burial, which grant them the necessary legal authority. Without these rights, management control over public graves and memorials remains with the Council.

3.2. A Statutory Declaration confirming next-of-kin status is legally valid for transferring Exclusive Rights without requiring probate.

3.3. In addressing the unsafe memorial, the Council acted appropriately and in compliance with Health and Safety legislation by securing it through monolithing.at Plot 518.

4. FINANCIAL IMPLICATIONS

4.1. The transfer of Exclusive Rights for Plot 518 incurs a fee of £200, with an additional £200 required to submit a Memorial Application, excluding charges for additional items like vases.

4.2. For Plot 517, the current cost to purchase Exclusive Rights as a non-resident stands at £1,040. If the Council considers granting a waiver or partial waiver of the £1,040 fee for Plot 517, it would involve a direct financial concession and necessitate careful evaluation of the precedent it may set for future cases.

4.3. There is no cost to have the memorial reinstated.

5. CONCLUSION

5.1. While careful consideration should be given to the potential implications of establishing a precedent for future complaints or fee waiver requests, it may be appropriate in this instance to view the action as a gesture of goodwill. This is due to the significant cost associated with purchasing the Exclusive Rights for a burial that occurred 37 years ago and has remained as a Public Grave and the additional costs of commissioning a solicitor to sign the Statutory Declaration and the transfer of Exclusive rights for Plot 518.

5.2. The complaint reached Stage 1 and has not progressed any further, with the family deciding to progress with fixing the headstone at plot 517.

Appendices

- Complaint correspondence and Complaint Response (redacted)
- Copy of Current Fees

From: [redacted]

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning

Thank you for your email.

Myself and my family are very appreciative of you trying to support us with this issue.
Any help at all would be very much appreciated.
The cost of having my fathers headstone dug out, re-set and having to now have the lettering re-guilded has been estimated at £850.00 alone, so as I have said, any help at all would be much appreciated to say the least.

Yours faithfully

[redacted] and family

From: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>
Sent: 28 April 2025 14:25
To: [redacted]
Cc: Clerk <clerk@fairoak-pc.gov.uk>
Subject: Fw: Fair Oak cemetry complaint about grave mutilation

Dear Mrs [redacted]

I apologise for the delayed response to your request for information.

I am writing to provide an update regarding the burial plots of your late mother (Plot 518) and late father (Plot 517). Due to the complexity of the issues involved and the implicated costs to your family, I would like to present this matter to the Full Council at their Special Council Meeting on 6 May. The Council will consider potential concessions regarding purchase of Exclusive Rights required for your late father's grave and the transfer of Exclusive Rights for your late Mum's grave, so you may progress with adding a memorial.

As this is a formal process, I will keep you informed of any developments and the outcome of the meeting. In the meantime, I appreciate your patience as we work to resolve the situation.

If you have any questions or need further clarification before the meeting, please don't hesitate to get in touch.

In the interim please find attached letter from Linda regarding the transfer of exclusive rights for your Mum's grave, the form for the memorial and the current fees for your reference.

Best Wishes,

Michelle Leadbitter-Allen

Deputy Executive Officer
Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**
Ext:**1005**

My working days are Monday-Thursday
I am in the office to discuss burials, internments and memorials on Mondays & Wednesdays
www.fairoak-pc.gov.uk

Newsletter Signup

[redacted]
Sent: Tuesday, April 22, 2025 11:52
To: Clerk <clerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning

Following on from my previous email, the stonemason that is dealing with my Fathers headstone has told me that I need to ask for a form that he has to sign when the work is complete. Can you please send me the form or attach it so that I can print it off.

Kind regards

[redacted] and family

[redacted]
Sent: 14 April 2025 12:34
To: Clerk <clerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

Good morning

Thank you for your response.

Apologies for delay in acknowledging email, however I have now applied for a loan to help get this situation rectified.

I have also been in contact with the local vicar who has agreed to help with our wishes around blessing of our fathers final resting place once corrective work have taken place.

I am in contact with stonemason to sort out putting headstone back to original condition/place etc.

Can I ask if you can give me some guidelines as to what I need to do/forms needed to be completed etc to get to the stage where we can pick a headstone for our Mum.

Any help would be much appreciated.

[redacted]

Sent from Outlook for Android

From: Clerk <clerk@fairoak-pc.gov.uk>
Sent: Thursday, March 13, 2025 2:38:01 PM
To: [redacted]
Subject: Re: Fair Oak cemetry complaint about grave mutilation

Dear [redacted]

Please find attached response for your consideration.

Kind Regards

Melanie Stephens BA Hons
Parish Clerk

Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**
www.fairoak-pc.gov.uk

From: Clerk <clerk@fairoak-pc.gov.uk>

Sent: Tuesday, March 11, 2025 08:50
To: [redacted] mutilation

Dear Mrs [redacted]

Thank you for your email.

I need to discuss the contents with my colleagues before responding fully.

I will aim to get a full response to you within five working days if not sooner.

Kind Regards

Melanie Stephens BA Hons
Parish Clerk

Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**
www.fairoak-pc.gov.uk

Newsletter Signup

From: [redacted]
Sent: Monday, March 10, 2025 19:00
To: Clerk <clerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To whom it may concern

I am in receipt of your email and whilst I still have questions and queries about the way that this has been handled, I am more shocked and disheartened that anyone could think that this appalling act is acceptable on any emotional or moral level.
We aren't talking about a fence boundary disagreement between a homeowner and the

local council this is my father's grave his final resting place. He was blessed there by the vicar and it's been dug into and his headstone buried, we are mortified.

You cannot imagine the upset and devastation that this has caused myself and family.

Fair Oak cemetery has always held a special place in our hearts since my young nephew was buried there, this was the reason my parents choose this cemetery as their final resting place.
This has now gone.
We haven't been able to visit my parents' graves since this deeply upsetting incident.
We cannot face the awful sight that is now there.

How can we ever put this right?

My wonderful parents had no money or estate to leave us, that is why we haven't been able to place a headstone on our mother's grave yet.
Not every family has money.
We have been saving, but now this has happened!

When I received the letter about the right of burial for plot 58 that you have attached, I rang and was told that as there were three children myself and two siblings, we would need to instruct a solicitor. It was during Covid, I wasn't able to work because of this and had just lost my mother. I had no money to complete this at that time.

Again, I ask how can we put this right?

Can we instruct a stonemason to help us?

Will the lettering on the stone will have to be re-guilded due to it being buried?

Will a vicar bless the ground again?

So many questions to sort on my own. My sister has just lost her husband and I am my brothers carer.

I hope that no other family has to go through this as its truly heartbreaking.

Answers to my questions would be much appreciated.

[redacted] (and family)

Sent from Outlook for Android

From: Clerk <clerk@fairoak-pc.gov.uk>
Sent: Monday, March 3, 2025 5:28:29 PM
To: [redacted] mutilation

Dear [redacted]

Please find attached response letter to your formal complaint.

Kind Regards

Melanie Stephens BA Hons
Parish Clerk

Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**
www.fairoak-pc.gov.uk

From: [redacted]
Sent: Friday, February 28, 2025 13:59
To: Clerk <clerk@fairoak-pc.gov.uk>
Cc: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Melanie

Thank you for your email and for keeping me in the loop with what is happening at this time.
I will await your response early next week.
Also, just to make you aware that my surname is [redacted]

Kind regards

[redacted] (and family)

Sent from Outlook for Android

From: Clerk <clerk@fairoak-pc.gov.uk>
Sent: Friday, February 28, 2025 11:15:24 AM
To: [redacted]

Cc: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

Dear [redacted]

My colleague Michelle has been working on the initial investigation of your complaint and has passed this to me for further investigation and final review.

I have a couple of outstanding questions for the wider team before a full response can be made.

As such, I will aim to get this response out to you by early next week. This is to ensure that a full and thorough investigation has been completed.

Kind Regards

Melanie Stephens BA Hons
Parish Clerk

Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**
www.fairoak-pc.gov.uk

From: [redacted]
Sent: Monday, February 17, 2025 10:23
To: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>
Cc: Linda Greenslade <Linda.Greenslade@fairoak-pc.gov.uk>; Clerk <clerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Michelle

Thank you for your response to my email.

I will await the findings of your investigation and look foward to hearing about the outcome by 27th February.

Yours sincerly

[redacted] (and family)

Sent from Outlook for Android

From: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>
Sent: Monday, February 17, 2025 9:59:01 AM
To: [redacted]
Cc: Linda Greenslade <Linda.Greenslade@fairoak-pc.gov.uk>; Clerk <clerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

Dear [redacted]

Thank You for your email. As per our Complaints Policy, we will investigate this and get back to you by 27th February.

Please do not hesitate to contact me if you have any further questions.

Best Regards,

Michelle Leadbitter-Allen
Deputy Clerk
Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**

My working days are Monday-Thursday
www.fairoak-pc.gov.uk

[redacted] [redacted]

Sent: Sunday, February 16, 2025 18:45

To: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>

Cc: Linda Greenslade <Linda.Greenslade@fairoak-pc.gov.uk>; Clerk <clerk@fairoak-pc.gov.uk>

Subject: Re: Fair Oak cemetry complaint about grave mutilation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To Michelle

Thank you for your reply to my email.
I have read the Councils complaint procedure in full.

I would like to add the following points and questions to my previous email.

The first point that I would like to raise is that on the notice that was attached to my father's headstone it clearly states that it was inspected on 31st Oct 23 and following the inspection the headstone was temporarily laid down. This is completely false. At no point in time, ever, has the headstone been laid down. We visited the grave at Christmas 25 to lay wreaths and the headstone was still standing.
I have attached a photo of the notice for your reference. It clearly states as I have previously said that the headstone would be laid down.
Why wasn't this done?
Why wasn't it laid down as stated?
I believe that the reason it wasn't laid down was because the headstone was fixed firmly to its plinth stone and foundations.
Without any doubt it could not be laid down without extreme force to snap it off its foundations or by using a crowbar type tool.
We tried to move the stone, and it did not move at all.
Also, it states on the notice that the memorial has been identified as
"in a safe and sound condition" ?
With this in mind, and the fact that the headstone was unable to be laid down, surely this shows that it was not in such a bad state of disrepair to warrant the brutal act of mutilation that has taken place.

I would also like to know where the matching plinth stone with the floral holder insert that the headstone was attached to is? Surely this isn't buried underground as well !

How much damage has now been done to my father's memorial stone because of this! it is truly devastating.

I couldn't attend work the end of last week as I have been SO upset, and both my brother and sister are unable to visit their father's grave as they are devastated.

Lastly, I would like to know if photos were taken before and after this terrible act. And has the work been inspected? If so by who and when?

I will look forward to your reply to my questions and the points that I have raised.

[redacted] (and family)

Sent from Outlook for Android

From: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>
Sent: Thursday, February 13, 2025 4:23:13 PM
To: [redacted]pc.gov.uk>; Clerk <clerk@fairoak-pc.gov.uk>
Subject: Re: Fair Oak cemetry complaint about grave mutilation

Dear [redacted]

Many thanks for your email, I received earlier today.

I will now review your formal complaint under Stage 1 of the Council's complaints procedure, a copy of which I attach for your information.

In accordance with this procedure, I will aim to get a formal response to you within 10 working days.

Should you have any questions or concerns in the meantime, please do not hesitate to contact me.

Best Regards,

Michelle Leadbitter-Allen

Deputy Clerk
Fair Oak & Horton Heath Parish Council
Tel: **023 8069 2403**

My working days are Monday-Thursday
www.fairoak-pc.gov.uk

From: [redacted]
Sent: Wednesday, February 12, 2025 21:24
To: Deputy Clerk <deputyclerk@fairoak-pc.gov.uk>

Subject: Fw: Fair Oak cemetry complaint about grave mutilation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Sent from Outlook for

Dear Linda

I rang in today and spoke to Michelle and I believe that you are the person that I need to address this email to.

I visited my father and mother's graves in Fair Oak Cemetry today with my Daughter and I am still in total shock and disbelief at what we saw.
My Fathers headstone has been totally mutilated beyond recognition.
It has been removed from its foundations and moved forward by a few feet onto my father's burial plot and then dug into the ground.
At least a third of the headstone is now underground.
The bottom script on the headstone is underground and cannot be read along with the flower holder that was attached to the bottom plinth of the stone.
The headstone is now much shorter as it has been buried into the ground and the plot looks ridiculously shorter in comparison to the line of headstones of which my father's was originally part of.

I cannot put into words how upsetting this was to see.

The grave looks hideous.

Whilst I understand that safety is important the way that this has been dealt with is shameful and totally insensitive to say the least.
How can this level of disgusting mutilation to a loved one's resting place be acceptable in anyone's eyes?
Would any member of Fair Oak parish council be happy if this was their family?
Surely laying the headstone down so that we could contact a stone mason if needed would have been the kinder, more sensitive, morally right approach.

If an act of vandalism caused this much damage in the cemetery it would be classed as a criminal act, how dare anyone employed by Fair Oak parish council deface and mutilate our fathers final resting place in this manner.

I am upset and disgusted beyond words.

The thought of my Sister and brother and all our families seeing their father and grandfathers grave in this state is devastating.

My mother is buried in the plot next to my father's grave and Fair Oak parish council have my contact details as I dealt with her burial only four years ago.
My number hasn't changed, and my parents obviously have the same surname, contact could of and should have been made.
The grave is always well tended to and there were flowers and Christmas wreaths in place indicating that this was a much loved and cared for plot.

I have attached photos for you to see and look forward to contact from whoever I need to speak with about this deeply upsetting situation.

Yours sincerely

[redacted] (and family)

[redacted]

[redacted]

Emailed: 3 March 2025

Dear [redacted]

Following the email sent by the Deputy Clerk dated 13 February 2025, regarding your complaint relating to your Father's grave, I can confirm that I have completed my internal investigation Under stage 1 of the Council's complaints procedure.

For ease, I have set out my response to reflect each of the issues you have raised with us.

1) **The Notice stated that the headstone had been flat, but it had not been laid flat.**

You enquired about the notice on your father's grave stating that his headstone was "in a safe and sound condition" when it was buried. The term "in a safe and sound condition" refers specifically to the condition of the headstone itself, not the headstone/plinth foundation. Your father's headstone, while in good condition, was no longer attached to the foundation. Therefore, it was deemed unsafe and as a consequence, was 'monolithed as per the Council's procedure.

The Council decided not to bury stones deemed unsafe, until after Christmas, recognising this as a special time for families visiting their loved ones.

To provide context, a topple test to determine the safety of your Father's memorial was conducted by one of our female grounds operatives on 31 October 2023, following notices placed in the cemetery informing grave owners and visitors of the Council's plans to carry out Topple Testing (see Appendix 1). The headstone failed the topple test in October 2023, despite the temporary fixings (road pin and banding) installed by the Park Ranger after an inspection in November 2016, which initially identified it as unstable (see Appendix 2).

All graves that failed their topple testing were classified as either Category One, indicating an immediate danger, or Category Two, needing attention but not an immediate danger. Notices were issued to owners, asking them to contact the Parish Council to discuss options (see Appendix 3). As the headstone was in good condition and not considered an immediate danger due to the temporary fixings, it was classified as Category Two and not laid flat (see Appendix 4).

The Council has decided to cease performing temporary fixings and to follow the Institute of Cemetery and Cremation Management (ICCM) recommendations to resolve all topple test failures permanently.

2) **Has the matching plinth with flower holder insert, attached to the headstone been buried and how much damaged would be caused?**

   As the plinth and flower holder were attached to the headstone, it has been buried with a third of the stone underground to maintain stability, as described in the yellow notice. This process will not damage the stone (see Appendix 5).

3) **Were photos taken before and after this terrible act. And has the work been inspected? If so by who and when?**

   I can confirm that photos were taken before and after the monolith conversation. This was undertaken by a member of our Grounds Operative team on 19 February 2025 (see Appendix 6 a and b).

4) **My mother is buried in the plot next to my father's grave and Fair Oak parish council have my contact details as I dealt with her burial only four years ago.**

   At the time of the inspection in 2023, the Council's Admin Officer reviewed 46 historic records to identify any contacts for the public graves deemed unsafe, including plot number 517. Unfortunately, no contacts were found.

   In 1988, [redacted] purchased plot [redacted] and was subsequently interred on 1 December 2020. A standard letter was sent on 15 December 2020 to you, at [redacted] regarding the transfer of exclusive rights to this grave following your mother's interment. As no response was received, the deceased's contact details remained on file as the owner, and not yours. (see Appendix 7)

   Three notices were placed on burial [redacted] to inform about the unsafe memorial: one in November 2023, another in May 2024 (as the original had gone missing), and the final one in November 2024.

   We are very sympathetic to how this situation has upset you and your family. However, the Council's primary concern must always be the health and safety of visitors to the cemetery.

   It is unfortunate that, despite the notices placed at your father's grave, we cannot find any record of you or any member of your family contacting the Parish Council to discuss options. Therefore, we have had to carry out our procedure as per our Memorial Inspection Procedure (attached at Appendix 8).

I have completed my review and am satisfied that the actions undertaken by the Council were in accordance with procedure. The necessary steps to inform and make contact were followed, and measures to eliminate health and safety risks were taken.

I appreciate that this matter has caused your family distress, and for that, I apologise.

If you are not satisfied with the handling of your complaint, you may escalate it to Stage 2 of our Complaint Procedure (attached for your information) by contacting the Chairman of the Council, Helen Douglas, at helen.douglas@fairoak-pc.gov.uk.

Yours sincerely

Mel Stephens

Melanie Stephens, Parish Clerk
Email: clerk@fairoak-pc.gov.uk

Enc:

- Appendix 1: Notice to Carry Out Topple Test – 31st October
- Appendix 2: Inspection Report 2016
- Appendix 3: Notice Confirming Test Complete and requiring attention
- Appendix 4: Initial Inspection Process
- Appendix 5: Yellow Notice supplied by Mrs Brick
- Appendix 6: Photos relating to monolith conversion
- Appendix 7: Copy of 'Transfer of Exclusive Rights' letter
- Appendix 8: Memorial Inspection Procedure

FAIR OAK & HORTON HEATH PARISH COUNCIL
2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL
(023) 8069 2403 enquiries@fairoak-pc.gov.uk
www.fairoak-pc.gov.uk @fairoakandhortonheathparishcouncil

BURIAL AUTHORITY FOR THE PARISH OF FAIR OAK AND HORTON HEATH

TABLE OF CHARGES FROM 1 APRIL 2025 TO 31 MARCH 2026

The fees indicated below exclude all charges for labour, grave digging and the Minister's fee. These fees contribute towards the upkeep of the Cemetery and for regular inspections of the memorials. Those being interred who come from outside of the Parish pay higher fees as they are not contributing to the Parish Council precept which pays for the upkeep of the Cemetery.

INTERMENTS

For the interment of ;		Resident	Non-Resident
1	The body of a child who was stillborn or after 24 weeks of pregnancy or whose age at the time of death did not exceed 18 years.	**FREE**	**FREE**
2	The body of a person whose age at the time of death exceeded 18 years in a traditional style/shape coffin	**£350**	**£700**
3	The body of a person whose age at the time of death exceeded 18 years in an American style sized coffin for **new graves only (not re-openings or pre-purchased graves)**	**£500**	**£1000**
4	Cremated remains.	**£250**	**£500**

EXCLUSIVE RIGHTS OF BURIAL for a 30-year period.
The period may be extended, at the appropriate fee at the expiry.

1	In an adult grave (traditional style/shape coffin)	**£520**	**£1040**
2	In a new adult grave (American style sized coffin)	**£950**	**£1900**
2	In a Child grave *	**£250**	**£500**
4	In a cremation plot	**£300**	**£600**

*where the child is under 18 years of age in most cases this fee, and the memorial application fee, are both payable from the Children's Funeral Fund and not directly by parents.

HEADSTONES, VASES, TABLETS AND MEMORIAL INSCRIPTONS

Headstones	**£200**	**£400**
Vases	**£150**	**£300**
Additional inscriptions	**FREE**	**FREE**
Transfer of Exclusive Right of Burial	**£100**	**£200**

A small vase or urn may be used instead of a headstone. These may only be placed at the head of the grave where the headstone would normally be sited.

Note : Non Resident - these charges apply where the person interred was not, at the time of death, a resident within the Parish of Fair Oak and Horton Heath. Persons residing outside the Parish at the time of death, in sheltered, care or nursing homes and hospitals are accepted, if within 24 months prior to their removal thereto, they were residents within the Parish of Fair Oak and Horton Heath.

All fees to be paid by bank transfer, details as follows:-
HSBC Bank Sort Code 40-20-10 Account Number 51403745.
No other form of payment will be accepted.