



Llanelli Joint Burial Authority

Service standards

Mision Statement:

“To provide quality, sustainable and innovative facilities.

To be responsive to the needs of the individual”.

Grounds Maintenance Service Standards

We aim to maintain the cemetery to a standard that provides a place of comfort, tranquillity and reflection for all those who visit.

We therefore seek to achieve the maintenance standards listed below.

If you believe that these standards are not being met, please let us know by contacting us personally at the cemetery office or by telephone on 01554 773710 or by email llanelli.cemetery@llanelli-rural.gov.uk

Maintenance will depend on weather conditions and the funeral diary.

Grassed Areas

Grass cutting and strimming are carried out approximately every 2 weeks.

Grass cutting is only carried out during the growing seasons, normally from the start of April until the end of October.

Main burial areas will be cut to amenity standards. Gardens of Remembrance and driveway will be maintained to lawn standards.

Periods of extreme wet weather will prolong the cutting process, the cutting frequency will be extended.

Where spring bulbs have been planted in grass areas, the grass immediately surrounding the bulbs will be cut only when the bulbs have finished flowering and have died back sufficiently to ensure the bulbs will flower the following year.

Seasonal flower beds will be re planted twice a year.

Flower beds will be weeded every two weeks.

Litter picking weekly and/or as required.

Litter bins will be emptied once a week.

Leaf clearance will commence at the end of October.

Drains and gulley's as required, checked more frequently in autumn.

Funeral tributes will be cleared from graves once spent.

Christmas wreaths and associated items will be removed from the grounds commencing after February 1st.

Any unauthorised planting or memorialisation will be removed by cemetery employees.

Shrubs, trees and hedgerows will be pruned and cut back in accordance with their seasonal requirements observing nesting times for birds.

Graves will be checked monthly and topped up as required, especially after periods of heavy rainfall.

If you have a grave that urgently requires topping up please let us know by contacting the cemetery office personally or by telephone on 01554 773710 or by email:

llanelli.cemetery@llanelli-rural.gov.uk

Correspondence:

We aim to reply to all correspondence (post, email or fax) within 7 working days.

Reporting Problems

We are committed to delivering a high quality service. However, sometimes we may get it wrong. We are determined to act on complaints and, wherever possible, improve our services as a result. By telling us where we've gone wrong, you can help us to put things right and make our services better for everyone.

If you are unhappy with any of the services that we provide, please let us know.

Complaints

If you are unhappy with our response, please contact the Cemetery Manager directly at Llanelli District Cemetery, Tel 01554 773710

If you continue to be dissatisfied, a series of stages escalating the issue to the Members of the Burial Authority can be initiated.

Please contact the cemetery office for a copy of our complaints procedure.