

LEROY
FUNERALS

...PUT YOUR TRUST IN US

LEROY
FUNERALS

HELPFUL
INFORMATION



leroyfunerals.co.uk

Established in 1950 by Mr. Stanley Le-Roy Priaux in Buller Road, Cowick Street & Queens Road, Exeter.

Martin Wreford purchased the business in 1974.

Andrew (his eldest son) joined the company in 1980, followed by Martin's wife Dianne and youngest son Nicholas in 1984.

Andrew & Nicholas Wreford now run the business after the retirement of their parents Martin & Dianne.

The current head office was opened at 10 Alphington Road, Exeter in 1986.

The business then expanded into Crediton at 94/95 High Street in 2002.

The third office was recently added at 298 Topsham Road (Near Exeter & Devon Crematorium), to serve East of Exeter, Topsham, Exmouth & beyond.

We are a family business with dedicated staff, our approach is friendly, courteous and professional, with the aim of providing an efficient caring service.

Although our offices are in Exeter & Crediton, we also arrange Funerals anywhere else in the country.

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WHAT TO DO?

What needs to be done when someone dies...

There are 3 things you must do in the first few days after someone dies.

1. Get a Medical Certificate of Cause of Death.

From the Doctor or at the hospital, as you will need this to register the death.

2. Register the Death.

You need to do this to be able to arrange the Funeral.

3. Arrange the Funeral.

Your chosen Funeral Director will help you with this.

...at Home?

Please contact their Doctor first, who will then confirm that death has taken place and if the Doctor is able, they will issue the Medical Certificate of Cause of Death.

You will then be able to request us to remove your loved one to our Chapel of Rest. This can be arranged at any time of the day or night by telephone.

If the Doctor is unable to issue a Medical Certificate of Cause of Death they will contact the Coroner.

See page 6 for further details.

...in a Nursing Home or Care Home?

Although professional nursing staff are normally in attendance at all times within the Home, a Doctor will be required to confirm the death before we can remove the deceased. On most occasions, the Duty Officer would on behalf of the family, arrange for us to remove the deceased to our Chapel of Rest.

We are fully aware of the need to be discreet and respectful at all times when removing the deceased, and we will endeavour to be there within an hour of receiving a call in the locality.

...in a Hospital?

The medical staff will take care of immediate arrangements and have the deceased taken to the hospital mortuary. The family would then be requested to attend the Hospital Bereavement Office to collect the necessary forms and personal effects.

A green circular graphic containing text.

We are here to
help you through
one of life's most
difficult times.
Call us
01392 255535

See page 6
for further details.

When to Register a Death

The death must be notified within 5 days and registered within 14 days, by a near relative or Executor.

Who can Register a Death

You can register the death if you are:

- A close relative
- Someone present at the death
- An Administrator from the Hospital
- The person making arrangements with the Funeral Directors

What do you need to do?

You will need to take the following:

- The Medical Certificate of Cause of Death (signed by a Doctor).

If available:

- The Birth Certificate, Marriage or Civil Partnership Certificate.

You will also need to tell the Registrar:

- The person's full name at the time of death
- Any names previously used, (eg. maiden name)
- The person's date and place of birth
- Their last address and occupation
- The full name, date of birth and occupation of their Spouse or Civil Partner (late or surviving)
- If they were receiving a State Pension or any other benefits

The Registrar will guide you through the relevant procedure as required.

Registrar's address & phone number.

Please phone to make an appointment. You can go to any Registry Office but it is best to use the one in the area where the person died - otherwise the process can take longer.

Exeter Registration Office

Civic Centre, Paris Street,
Exeter, EX1 1JN.

Teignbridge Registration Office

Old Forde House, Brunel Road,
Newton Abbot, TQ12 4XX.

Tavistock Registration Office

West Devon Borough Council Offices,
Kilworthy Park, Tavistock, PL19 0BZ.

Mid Devon Registration Office

The Great House, 1 St. Peters Street,
Tiverton, EX16 6NE.

Exmouth Registration Office

Town Hall, St. Andrews Road,
Exmouth, EX8 1AW.

Okehampton Registration Office

Town Hall Offices, Fore Street,
Okehampton, EX20 1AA.

East Devon Registration Office

East Devon Business Centre,
Heathpark Way, Heathpark,
Honiton, EX14 1SF.

A green circular graphic containing white text that reads: 'Please call the Registrar 0845 155 1002 to make an appointment.'

The 'Tell us once' Service

In most areas of England and Wales, the 'Tell us once' service allows you to report a death to several Government Departments, Agencies and the Local Authority in one contact. The Registrar will take you through the 'Tell us once' service and explain how it works.

If you wish this can be completed at a later date on-line using the reference number given by the Registrar.

Find out more about 'Tell us once' at: www.gov.uk/tell-us-once

A green circular graphic containing white text that reads: 'Call 'Tell us once' Freephone 0800 085 7308 who will advise you further.'

When will the Coroner be involved?

Her Majesty's Coroners are Judicial Officers (usually Solicitors or Doctors) who are independent of Local or Central Government.

They will establish the cause of death when a Doctor is unable to issue a death certificate which may be due to either of the following:

- The Doctor had not seen the person within 14 days
- Death occurred during an operation
- Death was sudden and unexplained
- An accident or under suspicious circumstances

It is usually necessary for the Coroner to order a Post Mortem examination to establish accurately the cause of death.

If the Coroner is satisfied that death was due to natural causes, the correct documentation will be issued to register the death. This will normally be posted direct to the appropriate Registrar.

If however, the Coroner does not feel a Post Mortem examination is necessary, a Certificate will be issued so that registration can take place in the normal way.

We will advise you when a day and time for the service can be confirmed should this be the case.

WILL THERE BE AN INQUEST?

If the Coroner decides to hold an Inquest

A Coroner must hold an inquest if the cause of death is still unknown, or if the person:

- Possibly died a violent or unnatural death
- Died in prison or police custody

You will not be able to register the death until the Inquest has been concluded. The Coroner will send a form to the Registrars or an Interim Death Certificate may be issued prior to the conclusion of the inquest.

We will advise you of the likely time this might take to complete the procedure.

*Do not stand at my grave and weep
I am not there. I do not sleep.
I am a thousand winds that blow.
I am the diamond glints on snow.
I am the sunlight on ripened grain.
I am the gentle autumn's rain.
When you awaken in the morning's hush,
I am the swift uplifting rush
Of quiet birds in circled flight.
I am the soft stars that shine at night.
Do not stand at my grave and cry;
I am not there. I did not die.*

Mary Frye

...put your trust in us

Funeral Services have changed over the years and although traditional services are still popular, more and more people are choosing to personalise their own Service.

We strongly believe that families should be given the opportunity to choose exactly how they want to celebrate the life of a loved one.

This may be through a poem, favourite piece of music, a picture coffin or even a Motorcycle Hearse to take the deceased on their last journey.

Pay your last respects in our private Chapels of Rest. Please phone first to arrange a convenient time to visit.

Normal office hours:
Monday-Friday
8.30am-5.00pm



ARRANGING THE SERVICE

LEROY
FUNERALS

We will help you decide...

- Burial or Cremation
- Where the Service will be held
- Hearses & Limousines for the day of the Funeral
- The choice of Coffin or Casket
- How to word a newspaper notice
- Religious Funerals
- Non Religious or Civil Funerals
- Choice of music & poetry
- Flowers & Donations
- Hymn Sheets
- Order of Service
- Catering

These are only a few of the details to be considered and we will be pleased to help and advise.

There are no set rules as to how a Service can be organised. We work with you to help you choose a unique service.

Talk to your Funeral Director who will be delighted to help.

Traditional or Bespoke Funeral Vehicles

Our chauffeur driven Limousines seat 7 people comfortably. It is usual for the Principal Mourners to travel in this vehicle.

We can arrange for additional Limousines if required.

We are delighted to supply alternative Funeral Vehicles such as Horse-drawn or Motorcycle. Please discuss your requirements as we are here to help.

Helpful information

Please advise the Funeral Director if the Limousines are going to a different address after the Funeral.

Where possible please keep a parking space directly outside the house for the Funeral Vehicles. It is also helpful for all vehicles to be facing the same way.

Please decide who is travelling in which car and with whom, before the cortege is ready to leave.

Exeter Crematorium
Sat-Nav EX2 6EU

If there are several private cars following the Funeral Vehicles, then please ensure the last driver knows the way.





ARRANGING THE SERVICE

We will help you plan the Funeral in relaxed and comfortable surroundings.

Choosing a coffin is often one of the hardest aspects of arranging a Funeral.

We have a wide selection of coffins to choose from, with showrooms at all of our 3 offices.

We offer an extensive range of traditional & increasingly popular Willow or Eco coffins in many colours and finishes, also printed designs that can truly reflect the personality of your loved one.

There are also many other items on display in our selection rooms for you to choose from.

We care about the environment. Where possible we supply sustainably produced & sourced products. We also support Fairtrade.

If you have a specific idea or request, please ask, we are delighted to help with your wishes.



*May the road rise up to meet you.
May the wind be always at your back.
May the sun shine warm upon your face;
the rains fall soft upon your fields
and until we meet again,
may your God hold you in the palm of His hand.*

Traditional Gaelic Blessing



Flowers & Tributes

Flowers at a Funeral are a simple and beautiful way to create a personal tribute and might include bouquets, wreaths and sprays, through to coffin displays and specialist designs.

After a cremation service flowers can either be taken to the Hospice or Nursing Home.

Whatever you feel would be an appropriate tribute can be created for you.



Please arrange for your floral tributes to be delivered to our Funeral Premises on the morning of the Funeral.



ARRANGING THE SERVICE

Catering for relatives & friends of the family

There are many exciting venues available for a gathering, from exclusive hotels to pubs or marquees. We can also suggest many alternatives with a theme if required such as Exeter Chiefs Rugby Stadium or Exeter City Football Club or possibly a local National Trust property.



We can provide a catering service or suggest a suitable venue to entertain guests after the Service.



We can organise press announcements

We can help you to compile wording for press announcements for both local and National newspapers if required.

Should you wish, after the Funeral we can also place an acknowledgement to thank relatives & friends for their kind donations & support.

Donations

You may wish that only family flowers are sent to the Funeral and that donations are sent to the Charity of your choice.

We collect donations on your behalf and provide a list of donors and the total amount given. We then ask the Charity to acknowledge receipt of this sum directly to the Next of Kin or Executor. We normally allow 4 to 6 weeks for collection of donations.

Online donations
may be made via
our website using
JustGiving™

leroyfunerals.co.uk

ARRANGING THE SERVICE

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Service Sheets

Many families like to have the hymns and order of service printed. This would show the name of the deceased, possibly a short text and other details you would like included. We can arrange the printing of these, in consultation with the Officiating Minister. Please let us know as soon as possible if you require this service.

Thank-you cards

If you wish to thank various family and friends in writing for flowers, donations etc, after the Funeral, we can supply thank-you cards.

A service sheet is a befitting keepsake for family members to take home after the Service.

To Sabina

*Your kindness was appreciated very much.
Thank you for your support, advice
& kindness during the arrangements for
my late Uncle Arthur. It was appreciated
by all the family.*

From, Marilyn Pedrick & Janet.

For professional 24 hour help & support: 01392 255535

Thank You

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Traditional Funeral Services

There are many forms a Funeral Service can take, we will guide and assist you throughout and make all necessary arrangements on your behalf.

We have helped many families from all denominations during their time of bereavement.

Please do not hesitate to contact us if you require further help or information.

*“They shall grow not old, as we that are left grow old.
Age shall not weary them, nor the years condemn.
At the going down of the sun and in the morning
We will remember them”.*

Laurence Robert Binyon 1869 - 1943

We respect the wishes of the family and accommodate any specific requests they may have.



In Memory of Charles John Haydon

ALTERNATIVE SERVICES



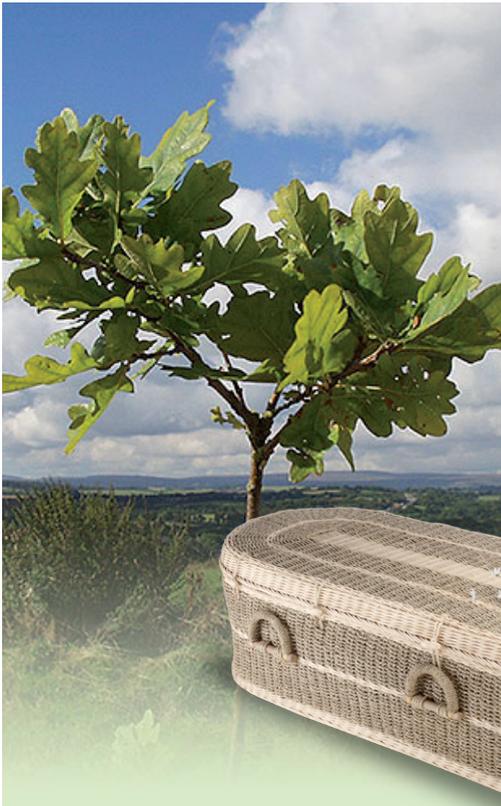
Green Burials

We are dedicated to helping you arrange a truly personal celebration of the life that has passed.

All beliefs and denominations are welcome at Woodland Burials.

We have a very good working relationship with Humanists and Civil Celebrants.

We work with you to achieve the type of Service required.



We respect the wishes of the family and accommodate any specific requests they may have.

Care of the deceased

We care for the deceased in a hygienic and respectful manner. If required we can embalm should a longer delay be required prior to the Funeral Service. (Your Funeral Director will advise).

Removal of Jewellery

We will remove all jewellery unless we are instructed otherwise.

Health & Safety

Whenever possible we prefer to shoulder the coffin into Church or Crematorium.

Some families wish to provide their own bearers, this is certainly an option.

Please note: We cannot accept any responsibility for injury or mishap while the coffin is in their care, so to cover this, we require a disclaimer to be signed by the bearers.

*To Everyone at LeRoys,
Thank you so much for everything you did
to help us through this most difficult time.
You are an absolute credit to your profession.*

Matt B and Family.

KEEPSAKES, CASKETS & URNS



The final resting place after cremation...

Ashes can be scattered within the Garden of Remembrance at the Crematorium, or Buried in your local Churchyard or Cemetery.

You may wish to scatter them somewhere special to you or your loved one.

The choice is yours, there is no need to rush into a decision as we will look after the ashes until you are ready.

We have the most extensive range of Keepsakes, Urns & Caskets available locally so please discuss your requirements with us.

If a Memorial Stone is required then we can arrange for a Monumental Mason to contact you.

The Mason will advise you of costs, timescales & the various rules & regulations involved.



Our Funeral costs include the following:

- Dignified collection of your loved one to our Chapel of Rest.
- Experienced Funeral Director to discuss the planning of the Funeral arrangements.
- Preparation & submission of statutory documentation to the relevant authorities.
- Preparation & submission of confirmation letters to the family & Officiating Minister (where applicable) all incidental expenses, telephone calls etc.
- Personal 24 hour telephone help & support.
- Handling of statutory arrangements with Clergy, Cemetery or Crematorium, Doctors, etc.
- Advising & placing notices in Local or National newspapers. (Not inclusive of newspaper costs).
- Your personal choice of coffin.
- Assistance ordering flowers, receiving & care of tributes.
- Supplying memorial attendance books at the Funeral if requested.
- Provision of a Hearse.
- Funeral Director & necessary bearers at the Service.
- Arranging the printing of service sheets when required.
- Presentation folder for floral tribute cards & supplying thank-you cards.
- Arranging for catering at home or elsewhere.
- To receive, administer & forward donations where applicable.

Personal
24 hour
telephone help
& support line:
01392 255535

Funeral Service Disbursements

These are 3rd party costs involved which may be for the Crematorium, Cemetery or Church fees, the Minister, Doctor's fees, Newspaper notices, Flowers etc.

These items may be paid by us on your behalf and will be listed under the heading 'Fees and Disbursements' on the estimate & final account.

Please note: We require payment for the fixed disbursements when arranging the funeral service.

Help with the cost of a Funeral

You can apply for a Funeral Payment if you have difficulty paying for the funeral. (Please contact the Jobcentre Plus and ask for form SF200). Any payment is only a contribution, and will *not* cover all the costs of a Funeral account.

Our 'Simple Funeral Service' (as approved by the Office of Fair Trading) is specifically designed for this eventuality.

Please note: The person who signs our agreement, will accept full responsibility for the Funeral account and must cover the shortfall in the Social Fund Payment.

If family members, relatives or friends wish to share the cost, then we respectfully ask that the person arranging the funeral collects all funds due to us and makes a single payment.

A green circular callout box containing text that provides additional information about where to go for help with funeral costs.

Please contact the Jobcentre Plus and ask for form SF200 should you require help with costs.



UK & BEYOND...

Distance Funerals

We are frequently asked to arrange Funerals to and from other parts of the country. This presents no particular difficulties as we have very close links through our professional associations. We can take care of all the arrangements including transportation and will provide an estimate of the cost.

If a death occurs on holiday abroad then the cost of repatriation may be covered by travel insurance.

Please notify the Insurance Company or Travel Agent as soon as possible.

To and from abroad

We are experienced in arranging Funerals to and from other countries. We will take care of all the documentation and regulations that have to be attended to, and advise you of the likely time scale before the funeral can be finalised.

Dear Paul,

I would like to thank you for your kind help and support in arranging my late mother's funeral. The flowers were beautiful, everything went smoothly and there was even sunshine!

Louise J.

PLANNING AHEAD



Funeral Plans can give you peace of mind...

Cover your Funeral costs and take care of your loved ones with a pre-paid Funeral Plan from Golden Charter.

We offer a range of Funeral Plans that deliver peace of mind for you and your family. Our Funeral Plans offer easy and accessible funding options that are flexible to your financial situation.

When it comes to Funeral planning, paying in advance means you get the service you want, and your family are relieved of much of the financial strain that bereavement can so often bring.

After more than 20 years in operation, Golden Charter is the UK's largest and fastest growing independent Funeral Plan provider.



We offer a range of Funeral Plans that deliver peace of mind for you & your family.

Insurance policies

Insurance Companies should be notified as soon as possible of the death of an insured person. You should check that all policies are still in force.

For any claim on a life policy, the Insurance Company will require the policy itself and a copy of the Registrar's Death Certificate. It is best to telephone the Insurance Company for instructions.

Motor insurance

Insurance cover on a vehicle owned and insured by the deceased ceases immediately at the time of death. Please note, no one should drive the vehicle until the Insurance Company has been notified and new cover has been arranged.

The vehicle registration documents should be returned to:
DVLA, Swansea,
SA99 1AT.

Dear Andrew,

May I take this opportunity to record my thanks to your staff and to you in particular, for your help and support through this most difficult of times.

Yours sincerely,

Mike.

Company & private pensions

If the deceased was in receipt of a company or private pension you should notify the company concerned as soon as possible. They will probably require a copy of the Registrar's Death Certificate.

Probate & letters of administration

The Executor is responsible for the distribution of the estate. (i.e. everything they owned).

If there is no Will, the Administrator (usually the Next of Kin), will deal with the estate.

We strongly advise the Executor or Administrator to instruct a Probate Solicitor to help with the distribution of the estate.

If you decide to take this on yourself then please contact the Probate Registry as soon as possible, who will provide the necessary forms.

Exeter Probate Registry
1st Floor
Exeter Crown & Country Court
Southernhay Gardens
Exeter, EX1 1UH
Tel: 01392 415370

A green circular callout box containing text.

We strongly advise the Executor or Administrator to instruct a Probate Solicitor.



Code of Practice Principles

As a condition of membership, Members of the National Association of Funeral Directors agree to comply with the principles and the details of this Code of Practice:

CODE OF PRACTICE PRINCIPLES

- 1.** To observe strictly the confidence of every client at all times.
- 2.** To observe at all times the basic rights of clients as consumers.
- 3.** To render good service at all times and make fair charges in respect of services rendered and for merchandise supplied.
- 4.** To ensure that advertising and marketing is always in good taste. No sensational, offensive or misleading advertising or marketing is permitted.
- 5.** To provide clients with full and fair information about services. To have readily available price lists covering The Simple Funeral Service, and itemised charges for all the constituent parts of the funeral director's services and all types of coffins and caskets available.
- 6.** To display the price lists referred to in (5) above in the public area of all funeral premises.
- 7.** To give a written estimate of all funeral director's charges and disbursements to be paid on a client's behalf, together with written confirmation of the funeral arrangements, in each and every case as soon as is practicable before the day of the Funeral. No contractual agreement will have been entered into until these documents have been accepted by the client.
- 8.** To provide clients with an itemised account in a form readily comparable with the estimate.

9. To refrain from soliciting funeral orders, or offering, or giving any reward for recommendation to persons or organisations such as Health Service establishments, Nursing Homes or Coroners' Offices, etc.

10. To display to the general public the logos of the National Association of Funeral Directors and the Funeral Arbitration Scheme, and to have copies of the Code of Practice and Funeral Arbitration Scheme leaflets on display and available.

11. To co-operate at all times with Trading Standards Offices, Citizens Advice Bureaux, consumer support groups and any other body or organisation representing clients in the resolution of complaints or disputes.

12. To partake in, and abide by, the decision of the Conciliation, Independent Arbitration and Disciplinary Committee procedures of the Association in the resolution of any complaints or disputes between a client and Funeral Directors).

13. When Funeral arrangements are made in a client's home or place of work, the Funeral Director shall make the client aware of their right to terminate such a contract with a cooling off period of seven days. During the cooling-off period the performance of the contract cannot commence without the specific authority of the client. The Funeral Director will make available during the arrangement suitable documentation advising the client of their rights.

The Code of Practice and adherence here to is monitored by the National Association of Funeral Directors.

Any correspondence should be addressed to:

**National Association of Funeral Directors,
618 Warwick Road, Solihull
West Midlands B91 1AA**

A green circular callout containing text.

We are also members of SAIF Independent Funeral Directors and abide by their code of practice.





CHECKLIST

Other people you may need to notify:

Legal/Financial

- Bank/Building Society
- Insurance companies
- Solicitor
- Credit card companies

Employment/Pension

- DWP (Department of Work & Pensions)
- Employer
- Social Security Office
- Trade Union
- Inland Revenue

You may find it helpful to tick the boxes for a record of who you have informed.

CHECKLIST



Domestic & Personal

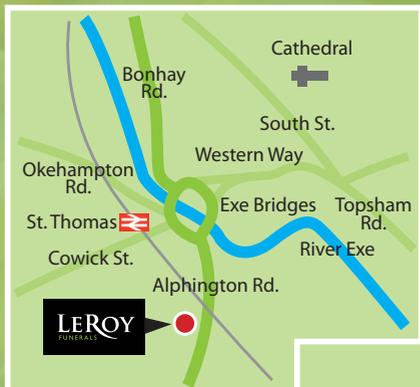
- TV Licensing
- Vehicle Licensing
- Gas/Electricity/Water
- Council Offices
- Newspaper/Milkman
- Cancel appointments
- Telephone Company
- Clubs/Associations
- Rental Companies
- Royal Mail Deliveries

Items that may need returning

- Pensions/Benefits books
- Passport
- Driving Licence
- National Insurance Card
- NHS Equipment on loan
- Library Cards/Season tickets

LEROY
FUNERALS

...PUT YOUR TRUST IN US



- Independent Family Funeral Directors
- 24 Hour Advice & Support
- Affordable Price Structures
- Home Visits Available
- New Jaguar XJ Hearse & Limousines



- Qualified Male & Female Funeral Directors
- Golden Charter Funeral Plans
- Dedicated Client Parking in all 3 offices
- Specialist Wheelchair Facilities
- Private Chapels of Rest



HEAD OFFICE

10 Alphington Road
Exeter, Devon, EX2 8HH
01392 255535

EXETER OFFICE

298 Topsham Road
Exeter, Devon, EX2 6HG
01392 211211

CREDITON OFFICE

94/95 High Street
CREDITON, Devon, EX17 3LB
01363 772326

Normal office hours: Monday-Friday 8.30am-5.00pm (Excluding Bank Holidays).