

Dundee Registrars Office Bereavement Guide

2011-12





Introduction

Introduction by Dundee City Registrar, Grant Law

When someone close to us dies it is a very stressful and bewildering experience trying to cope with the grief and sense of loss. It is also, unfortunately, a time when you have to make many decisions and consider practicalities such as registering the death, arranging a funeral and dealing with the estate. There is so much to consider, at a time when you feel least able to cope.

Dundee City Council has produced this Bereavement Guide to try and help guide you through this difficult time and assist you make informed decisions. It will explain the various steps involved in dealing with the practicalities of bereavement and direct you to agencies which will be able to offer assistance at this sad time.

The guide will firstly explain how to register a death or stillbirth and what documentation you will be given.

It will then explain how to arrange a funeral and what your options are. It will also give you contact details for undertakers in the local area.

It will explain what state benefits may be available to the surviving family and what assistance is available with funeral costs.

The guide also contains advice on your rights and responsibilities related to Dundee City Council housing and the Council Tax.

Finally the Guide offers advice on how to deal with essential repairs to family property which may have fallen into a state of disrepair and explains the Council garden maintenance scheme.



This guide has been produced with contributions from many Dundee City Council Departments and Government agencies. I would like to thank the following contacts, without whose help this guide would not have been possible:

Registrars Office, Dundee City Council
Housing Department, Dundee City Council
Environmental Health and Trading Standards
Department, Dundee City Council
Finance Department, Dundee City Council
The National Association of Funeral Directors
Department for Work and Pensions, Dundee
Job Centre Plus, Arbroath
Leisure and Communities Department,
Dundee City Council



Registering a Death

Dundee Registrars Office, 89 Commercial Street, Dundee DD1 2AF
Telephone: **01382 435222**
E-mail: registrars@dundeecity.gov.uk
Website: www.dundeecity.gov.uk/supportservs/registrar
Opening hours: Monday - Friday 08:45 - 16:45

How and where do I register a death?



The first event that you will have to deal with is registering the death.

You will be given a Medical Certificate of Cause of Death (Form 11) by the doctor. This is required by the Registrar to register the death. It is helpful to also take the deceased's birth, marriage or civil partnership certificates with you when you go to register the death.

A death should normally be registered within 8 days of the date of death. However, there may be exceptions, for example, when the Procurator Fiscal is involved. In Scotland you may register a death at any Registrar's Office, regardless of whereabouts the person lived or died. Any death occurring in Scotland however, cannot be registered outwith Scotland.

The Registrars Office in Dundee is based at 89 Commercial Street, in the City centre. A map is available on page 19.

Who can register a death?

- The primary responsibility for registering the death rests with any relative, including the spouse or civil partner or a relative by marriage or civil partnership.

If this is not possible, the following persons may register the death.

- Any person present at the death
- The executor or legal representative
- The occupier of the premises where the death took place (e.g. a nursing home)

or if there are none of the above

- Any other person possessing the information needed for registration



What information will I need to supply?

The Registrar will ask you for the following information:

About the Deceased

- Forename(s) and surname of the deceased.
- Maiden name, if the deceased had been married.
- Date and country of birth.
- Occupation.
- Forename(s), surname and occupation of spouse, where the deceased was married or widowed or,
- Forename(s), surname and occupation of civil partner, where the deceased was in a civil partnership or was a surviving civil partner.
- Usual home address.
- Whether the deceased was in receipt of a pension or benefits from public fund.

Additional information you will be asked:

- Was the deceased in receipt of an occupational pension from government funds. This will include occupations such as civil servants, NHS staff, armed forces personnel and war widows.
- The deceased's NHS number taken from their medical card, if available.

What documents will the Registrar give me?

Once the death has been registered the Registrar will give you the following certificates:

- Undertaker's Certificate (Form 14). To allow you to arrange the funeral.
- Form 334/SI for applying for or adjusting Social Security Benefits (e.g. pension) or for National Insurance purposes.
- An abbreviated death certificate (issued free of charge)
- Extracts of the death (death certificates) which you will need to deal with insurance policies, bank accounts, mortgage, shares etc. A fee is payable for each extract that you take.

The Registrar in Dundee will also inform the voters' roll and the deceased's name will automatically be removed from the list of voters. Notification will also be sent to the Dundee City Council Department which deals with Council Tax, Council Tax Benefit and Housing Benefit. If the deceased was a Council tenant, notification will also be passed to Dundee City Council Housing Department.





Registering a Stillbirth

What is a stillbirth?

A stillborn child is legally defined as a child born after the 24th week of pregnancy, who did not, at any time after being born, breathe or show any other signs of life.

How do I register a stillbirth?

A doctor or midwife will give you a medical certificate of stillbirth (Form 6). You will need to take this form to the Registrar to register the stillbirth.

A stillbirth should be registered within 21 days. In Scotland you may register a stillbirth at any Registrar's office, regardless of whereabouts you live or where the stillbirth occurred.

The Registrars Office in Dundee is based at 89 Commercial Street, in the City centre. A map is available on page 19.

Who can register a Stillbirth?

The primary responsibility for registering the stillbirth rests with the parents. Where the parents are married to each other, either the father or mother may register the stillbirth. When the parents are not married to each other, the mother is the primary informant. If the father's name is to appear on the entry however, he should attend with the mother. If the parents are having problems attending the Registrar's office due to illness etc. they should contact the Registrar for advice.

Can I record a name for my child?

Yes, you can record name(s) and a surname in the stillbirth entry if you wish. There is, however, no obligation to provide a name for the purposes of the registration.

What documents will the Registrar give me?

Once the stillbirth has been registered the Registrar will give you the following certificates:

- Certificate of Registration of Stillbirth (Form 8), to allow you to arrange the funeral.
- One extract of the stillbirth, free of charge. A fee is payable for each additional certificate that you ask for.



Arranging The Funeral

By Lindsay Martin, Public Relations Officer, National Association of Funeral Directors



Funerals can be expensive. So remember to check where the money for the funeral will come from before making any arrangements. The deceased may have a pre-paid funeral plan. However, if the deceased does not have sufficient money in their estate to cover the cost of the funeral, the person who organises the funeral will have to pay. If you are getting certain social security benefits you may be able to get a payment from the Social Fund to help pay for the funeral (please telephone **0845 6088763** for advice).



case of a sudden death, contact the Procurator Fiscal instead (Form E1).

Other services

The funeral director will contact the minister, priest or other person who is to take the service, they will place intimations in the newspaper, order flowers, book a hotel for the reception, order limousines, supply Order of Service sheets, and pay gratuities (e.g. a donation to the church) and fees to the organist and church officer, on your behalf.

Charges

The funeral director will also give you a written estimate.

The estimate will be in two parts:

1. The funeral director's charges
2. Disbursements, that is, all direct charges paid on your behalf, e.g. cremation fees, doctor's fees, purchase of lair, interment fees, etc.

The funeral director will also give you advice on payments from the Social Fund should this be required (Form SF200).

Below is a list of members of the Dundee branch of the NAFD:

James Ashton & Son Ltd
1a Cardean Street
Dundee DD4 6PS
01382 452110
Email: enquiries@jamesashton.co.uk

James Smeaton & Son Ltd
24 Victoria Street
Dundee DD4 6EB
01382 461320

James Ashton & Son Ltd
188 High Street
Lochee
Dundee DD2 3DN
01382 623333
Email: enquiries@jamesashton.co.uk

Co-operative Funeral Care
140 Arbroath Road
Dundee DD4 7PU
01382 204400

J & J Gray
22-30 Perth Road
Dundee DD1 4LN
01382 225991

Edward McHugh
132-136 Hilltown
Dundee DD3 7BJ
01382 224834

Selwood Funeral Directors
21 High Street
Monifieth DD5 4AA
01382 535177
Email: selwoodcarnoustie@hotmail.co.uk

Sturrock, Comb & Davidson
34a Forfar Road
Dundee DD4 7AY
01382 462159
Email: kay@dundeefunerals.co.uk

Comb & Davidson
135 South Road
Dundee DD2 3EP
01382 611506
Email: kay@dundeefunerals.co.uk

R. Sturrock & Sons
150a Lochee Road
Dundee DD2 2LD
01382 667745
Email: ian@dundeefunerals.co.uk

James L. Wallace
55a Strathmartine Road
Dundee DD3 7RX
01382 825726

Robert Samson Ltd
175 King Street
Broughty Ferry
Dundee DD5 2AX
01382 477124
Email: robertsamsonltd@btconnect.com



Dealing With A Burial

By John Pratt, Dundee City Council Assistant Parks Operations Manager

General

The Leisure and Communities Department of Dundee City Council administer and operate the cemeteries within the city.

The Burial Administration Department is located within the Local History Department, Central Library, Wellgate Centre, Dundee.

Types of Lairs

There are two types of lairs available:

Traditional lawn lairs, either full sized or half sized for cremated remains.

Woodland: Where the lair areas are currently maintained as a flower meadow. A tree planting programme is in place to create the woodland effect. These are only available at Birkhill cemetery.

Burial Lairs are available for:

- Baby Garden (infants up to two years) at Balgay and Birkhill Cemeteries
- Muslim burial ground at Birkhill Cemetery
- Jewish burial ground at Eastern Cemetery
- Cremated remains interments at all cemeteries

Purchasing of Lairs

You can personally purchase The Exclusive Rights of Burial (at present only for a pending funeral) from the Burial Administration Office. At present there is a choice of two cemeteries with available Lairs, they being Birkhill and Barnhill cemeteries. An exclusive right of burial Title Deed will be issued with each purchase and should be retained by the Proprietor. The ownership of the Title Deed should be transferred when the Proprietor is deceased or a new Proprietor has been designated. This is the sole responsibility of the Proprietor.



There is also the opportunity to purchase lairs for the interment of cremated remains at Birkhill, Balgay and Barnhill cemeteries.

Charter For The Bereaved

The department has been using the Charter for The Bereaved as a benchmark for the previous five years; this is a UK wide recognised cemetery quality system. Copies of the Charter can be obtained from our Burial Admin. Office. Pre-arranged visits to our cemeteries can be arranged if required.

Genealogy

Genealogy information can be obtained and charged at nominal fee. It would be advised to book an appointment.

For further information on the services provided contact the Burial Administration Office on **01382 431536**, e-mail: parks.burial@dundeecity.gov.uk or visit www.dundeecity.gov.uk

Dealing with Council Tax, Council Tax Benefit & Housing Benefit



By Ian Gillanders, Head of Accounts & Benefits, Finance Department, Dundee City Council

The Revenues Division within Dundee City Council's Finance Department deals with all matters relating to Council Tax, Council Tax Benefit and Housing Benefit.

Although the Registrar's office notifies the Revenues Division of a death, it is beneficial if the surviving partner, relative, executor or solicitor contact the Revenues Division with details of the death and who is dealing with the estate of the deceased.

Revenues staff will, in all cases, need to contact the person(s) dealing with the estate of the deceased to obtain information to allow adjustments to be made to the Council Tax

account and where applicable Council Tax Benefit/Housing Benefit.

In the case of Council Tax, it is possible that there may be a reduction in the amount of Council Tax payable. In some cases, an exemption from paying Council Tax can be considered.

In respect of Council Tax Benefit and/or Housing Benefit there will be a change to the amount of benefit in payment.

To contact the Revenues Division you can visit one of the offices shown below during opening hours:

Enquiry Office

6/7 City Square, Dundee

Opening Hours: 9 am to 4.30 pm (Monday, Tuesday, Thursday and Friday)
10 am to 4.30 pm (Wednesday)

West Housing Area Office

3 Sinclair Street, Lochee, Dundee

Opening Hours: 9 am to 4.30 pm (Monday, Wednesday, Thursday and Friday)
10 am to 4.30 pm (Tuesday)

East Housing Area Office

169 Pitkerro Road, Dundee

Opening Hours: 9 am to 4.30 pm (Monday, Wednesday, Thursday and Friday)
10 am to 4.30 pm (Tuesday)

or phone us on: **(01382) 431205**

or you can write to: Dundee City Council, Revenues Division,
PO Box 216, Dundee, DD1 3YJ

or by email at: revenues.division@dundeecity.gov.uk



If the Deceased was a Council Housing Tenant

By Beryl Soutar, Communications Officer, Housing Department, Dundee City Council

IF THE TENANT LIVED ALONE

Who should I notify?

We will need to know about the tenant's death as soon as possible. This needs to be done in writing, either in person at one of the District Offices or by letter. You can let us know by telephone, but we will need you to follow this up in writing. In any case we will need to see (and keep a photocopy of) the Death Certificate unless we have already written to you telling you that we know that someone has died as mentioned above.

We will want details of the next of kin, the address of the person dealing with the deceased tenant's affairs and the date the keys will be handed in.

What is the process for ending the tenancy?

We always terminate tenancies on the Monday following the date of death of the tenant. If the tenant was receiving Housing Benefit, that will also stop on the Monday following the tenant's death.

The person responsible for dealing with the tenant's affairs will still have another fourteen days (free of rent charge) to clear and clean the house and hand in the keys. If for any reason it is going to take longer than that to do everything that needs to be done, and hand in the keys, we will charge an amount equal to the weekly rent of the property (plus VAT) for each week until the keys are handed in.

What should I do before ending the tenancy?

We will expect you to do the following, and leave the house in good condition for the next tenant:

- Clear out all furniture, floor coverings and rubbish. Please note that if you are unable to clear the house yourself, you can request a "special collection." There will be a charge for this service.
- Get the electricity and gas meters read. Turn off the water at the stopcock.

- Close the windows and lock the outside doors before handing all keys into the District Office.
- Tell the Post Office where mail should be sent.

What about settling the rent?

Rent which is due (including arrears) will need to be paid out of any money left by the deceased tenant.

IF THE TENANT LIVED WITH SOMEONE

Who will be able to take over the tenancy?

Some people have a legal right to apply to take over the tenancy after a death (this is referred to as a "succession"). Any applicants must be over sixteen years of age, and the property must have been the applicant's only or principal home for at least six months at the time of the tenant's death and may include:

- anyone who has a joint tenancy with the deceased tenant.
- the husband, wife, partner or civil partner of the deceased tenant.
- another family member.
- any person who is designated as a "carer" for the tenant and was living with the tenant at the time of their death.

There is only a legal right to pass on the tenancy in this way twice. This means that if there have been previous "successions", the tenancy may need to be terminated.

Even if there have been previous successions to the tenancy or where there is no-one who has a legal right to the tenancy we may still consider passing on the tenancy. Your District Office will tell you about the circumstances when this may be allowed.

If there is more than one person who could qualify for a succession, then we would expect the people involved to come to an agreement about who should succeed to the tenancy. If they are unable to decide, we will decide for them.

What about Housing Benefit?

You should contact Housing Benefits staff to let them know:

- That the current tenant has died, and
- That you have applied or about to apply to take over the tenancy.

This could be particularly important if there is a later dispute about the date from which the new tenant qualifies for benefit. Contact details on page 11.

What is the process for taking over the tenancy?

Contact the housing office if you want to take over the tenancy after a death. If this is agreed, you will be asked to sign a new tenancy agreement. If you want to claim housing benefit you will need to fill in a form for this too. You will then be the tenant in your own right.

What if the house is sheltered or disabled adapted?

There are some special rules that apply to "successions" in these circumstances. These can be complex. Please ask a member of staff at one of the District Offices for advice if this applies to you.

What if I want to move after taking over the tenancy?

Some people may want or need to move after the death of someone they have been living with. If you take over the tenancy, housing staff can talk to you about the possibility of a transfer. They will also give you advice on other options that may be available.

What should I do with unwanted furniture?

If there are useable household items to be disposed of, talk to staff at the housing office. They may be able to tell you about furniture aid schemes which will be willing to collect items free of charge.

What happens if the deceased tenant has put in a "Right to Buy" application?

If the tenant had applied to buy their home you will need to tell the Council House Sales Team about their death. Their telephone number is **01382 434848**. They will tell you what will happen to the right to buy in view of the death.

What happens if I'm not happy with the decision made on my application?

If you are unhappy about the decision we make when we consider your application to take over the tenancy, or about how we have dealt with you in general, you can appeal our decision using the Housing Department's appeals process, or you can complain using the corporate complaints process. Please ask staff at your District Office for information and assistance.

I still have more questions. What should I do?

You can get a fuller explanation of what you need to do from staff based at the District Housing Offices below. Dundee Registrar's Office also notifies us when a Dundee City Council tenant has died. When we receive notification, we will write to you, or visit you asking whether or not the tenancy is to be transferred to somebody else.

East District Housing Office

169 Pitkerro Road, Dundee DD4 8ES
Telephone: 01382 307401

West District Housing Office

3 Sinclair Street, Dundee DD2 2DA
Telephone: 01382 307301

Special Collections

Please telephone Waste Management to arrange for a price and time for uplifting unwanted household goods.

Telephone: **01382 432750**

Bereavement Benefits

By Ann Ness, Bereavement Benefit Manager,
Arbroath Benefit Delivery Centre

jobcentreplus



Jobcentre Plus
Arbroath BDC
Cultins Road
Edinburgh
EH91 5AA

At our benefit delivery centre in Arbroath, we process bereavement benefits for the whole of Scotland, and the North West and East of England regions. Below is a breakdown of benefits available to bereaved people of working age and their qualifying conditions.

Bereavement Benefit

Bereavement benefit is made up of three benefits. A Bereavement Payment is a one-off tax-free payment of £2000. This payment is designed to assist with immediate needs following the death of a partner. Customers may also be able to claim either Bereavement Allowance, a weekly benefit which can be paid for up to 52 weeks, or Widowed Parent's Allowance for those with dependant children.

Customers can only get these benefits if their husband, wife or civil partner paid National Insurance contributions. A customer's own contributions are not taken into account.

Bereavement Payment

In order to receive a bereavement payment customers must be

- Under state pension age, **or**
- Over State Pension age, and the deceased husband, wife or civil partner was not entitled to a State Pension based on their own contributions when they died.

Bereavement Allowance

In order to receive bereavement allowance customers must

- Be 45 or over when their husband, wife or civil partner dies
- Not be bringing up children, and
- Be under State Pension Age.

Widowed Parent's Allowance

In order to receive Widowed Parent's Allowance, customers must be under State Pension age and either

- Entitled to Child Benefit, **or**
- Was living with their husband, wife or civil partner immediately before they died, and expecting their child (including as a result of IVF).

To claim bereavement benefits a claim form BB1 should be completed. Please call **(0845) 6088602** and one of our experienced bereavement benefit telephone officers will be pleased to help you. Alternatively visit www.directgov.uk/benefits for more information on the complete range of benefits Jobcentre Plus provides.

Help with Funeral Costs from the Social Fund

A funeral payment from the Social Fund may be appropriate if the person responsible for the funeral is on a low income.

In order to qualify for help a customer or partner must be in receipt of either Income Support, Jobseekers Allowance/Employment Support Allowance (both income - based), Working Tax Credit with a disability or severe disability element, Child Tax Credit at a rate higher than the family element, Pension Credit, Housing Benefit or Council Tax Benefit.

The payment will include necessary burial or cremation fees, certain other specified expenses and up to £700 for any other funeral expenses, such as the funeral director's fees, the coffin or flowers. Any money immediately available from the deceased's estate, contributions received, lump sums from insurance policies and the like are taken into account and deducted from any amount allowable. However, the customer's savings are not taken into account.

Form SF200 is used to claim a Funeral Payment and the number to call for advice or information is 0845 6088649. The address of the Birmingham office is:

Jobcentre Plus,
Perry Barr Benefit Delivery Centre,
St Stephen's Street,
Birmingham B99 1AG

The Pension Service



By Fiona Evans,
Partnership Manager

The death of your spouse or partner can make a big difference to your income and this can be an additional pressure at a difficult time.

The Pension, Disability and Carers Service is part of the Department for Work and Pensions. We understand that you may be worried about money and we want to make sure that you are not missing out on any benefits or allowances from the Government that you may be entitled to.

If you have any questions please contact the appropriate number below:

Pension Credit/State Pension
0845 60 60 265
0800 169 0133 (textphone)

Attendance Allowance/Disability Living
08457 123456

Allowance **0800 24 33 55** (textphone)

Carers Allowance
0845 60 84 321
0845 60 45 312 (textphone)

We also provide a home visiting service for our vulnerable customers. If you are having difficulty obtaining the advice about benefits that you seek or require assistance to complete application forms please contact the number below:
01382 313440.

More information is available on our website:

www.direct.gov.uk



Dealing with Property

Your legal rights in relation to possessions, property and children are explained in detail in the government booklet “**What to do after a**

death in Scotland.” This is available free of charge from the Registrar when you attend to register a death.

Dundee City Council Garden Maintenance Service

By Eddie Niven, Garden Maintenance Officer, Dundee Contract Services



Maintaining your garden may cause problems following the death of a partner, particularly if the surviving partner is elderly or infirm.

Contract Services provide a basic Garden Maintenance service to maintain and look after clients' gardens within either council or private housing properties throughout the Dundee City boundary.

Qualifying criteria for Garden Maintenance

Over 75 years of age require no disability but only free if in receipt of - Housing Benefit, Council Tax Benefit or Income Support / Pension Credit [Guarantee Credit].

Under 75 years of age and have a chronic severe disability condition which physically or mentally prevents you from maintaining your garden on a permanent basis then you must be able to provide proof of this. This is free if receipt of Housing Benefit, Council Tax Benefit or Income Support / Pension Credit [Guarantee Credit].

There is also a fee paying service for those not entitled to benefits, but still require a service. For



further details about the service please contact Contract Services Dept.

Clients are advised the intention of the service is to provide basic maintenance for those who cannot manage their garden, i.e. grass cutting, hedge pruning.

It is not intended to operate at the same level as a private gardener service.

If the deceased was a client of the garden maintenance service, you should notify them as soon as is practical.

For further information about the Garden Maintenance Service please contact:

Mr E Niven,
Garden Maintenance Officer,
Contract Services,
353 Clepington Road,
Dundee, DD3 8PL

Telephone: **01382 434770**
Email: eddie.niven@dundeecity.gov.uk

Dundee Trusted Trader Scheme

By Ken Daly
Trading Standards Manager
Dundee City Council

When you are already trying to cope with bereavement due to the loss of a loved one it can be a daunting task arranging for repairs to be done to family property. You want to be able to contact a trader you can trust.

If you don't know of a reliable tradesperson, asking friends or relative for their opinion is a good first step. However, when this doesn't yield any results, the alternative is often looking through the phone book and the local paper. The problem is that anyone can pay for a professional looking advert to appear in these publications - genuine and rogue traders will be advertising side by side. Cowboy and rogue traders cause misery and disruption to hundreds of peoples lives every year.

The Dundee Trusted Trader Scheme helps remove the 'chance' factor when selecting a tradesperson. The Scheme works by publishing customer feedback, which is independently collated by Referenceline Ltd, so you'll know exactly what a firm's previous customers think of them - we publish the good and the bad comments!

As the Trusted Trader Scheme is administered by Dundee City Council's Environmental Health



and Trading Standards Department, you can be assured it will be run fairly and honestly. The scheme is a local business partnership aimed at increasing consumer confidence, promoting good practice within local small business, and helping protect citizens from doorstep crime. Scheme members offer a range of services from IT Support to Plumbers, so you no longer have to take a gamble when selecting a tradesperson.

For more information, please call Dundee Trading Standards on **01382 436260** or view our website at www.trustedtrader.info



Who else should you contact?

When someone dies you may have to contact a wide variety of organisations to inform them of the death. In many cases you'll need to close down accounts or cancel or change insurance

details, subscriptions, agreements, payments or direct debits. You may have to send some organisations a death certificate.

You can use the following as a checklist to see if you have contacted everyone you need:

- accountant
- bank/ building society
- benefits agency
- car registration documents
- child benefit office (within eight weeks)
- church or other place of worship
- clubs and social groups
- council tax office
- dentist
- driving licence
- doctors
- DVLA (to cancel car tax)
- employers
- hire purchase/ loan companies
- home help agency
- hospital clinics
- household insurance
- income tax office
- insurance providers
- internet provider
- landlord
- library
- local authority (re rental/ parking permit)
- life assurance
- local Co-operative Share Dividend Office
- mail for redirection
- mortgage provider
- motoring breakdown policy
- motoring insurance
- national insurance contributions office (self-employed)
- passport
- pension plans
- Premium Bond Office
- National Savings and Investments
- Probate Office
- professional bodies
- private healthcare provider
- relatives and friends
- solicitor
- TV licence
- telephone provider – landline and mobile
- utilities (gas, electricity, water, telephone)
- vehicle registration

Remember that if the deceased owned a vehicle then it is possible that there is no longer insurance cover for it to be driven. Many policies state that a vehicle may be driven by someone else with the owner's permission but as soon as the owner

dies any such permission may cease. It is best to contact the car insurance company before anyone drives the vehicle to make sure they are insured.

The Registrar of Births, Deaths and Marriages



Dundee Registrars Office
89 Commercial Street
Dundee DD1 2AF

Telephone: 01382 435222

E-mail: registrars@dundeecity.gov.uk

Opening hours: Monday - Friday 08:45 - 16:45



The Maltman Bereavement Lounge

36 Mains Road, Dundee DD3 7RE | 01382 810156



Plan your bereavement the way you want it. At this difficult time The Maltman is on hand to offer support and take care of all your catering requests, ensuring sensitivity at your time of need with packages to suit all budgets. The Maltman lounge offers comfortable surroundings where family and friends can pay their last respects to their loved ones. Please contact 01382 810156.

Making things a little easier

We understand funerals are difficult times. Make those necessary arrangements as easy as possible and let The Hilton Dundee take care of everything for you with our discreet and professional service for groups of 10 - 350 guests.

Select from our flexible menus from £8.50 per person.

Finger buffet menus from £11.50 per person.

Complimentary car parking for all guests.

For more information or to book

Call: 01382 229 271

Out of hours: 07966 894 420

visit: hilton.co.uk/dundee or

come and discuss your needs in person at:

Hilton Dundee, Earl Grey Place, Dundee DD1 4DE



Flowers for all occasions

T: 01382 205295 F: 01382 205296

36 Westport, Dundee, DD1 5ER

flowers@acanthusflorist.co.uk

www.acanthusflorist.co.uk



Announcing a bereavement

with **THE COURIER** & **THE EVENING TELEGRAPH**

There is never an easy way to announce a death, but an obituary probably remains one of the most traditional, dignified and respectful methods.

To personalise a fitting tribute to your loved one, we offer a variety of styles.

Choose from simple standard lineage, display, or display including a suitable image which you can choose, from our library. If you'd prefer we can source something more personal for you.

Death intimations

We also now carry death intimations in The Evening Telegraph which will allow families to insert a picture of their dearly departed loved one.

If you would like any further information, please ask your Funeral Director for further details or telephone us on

01382 455666

Intimations may also be handed in to our counter at Albert Square, Dundee
(Monday to Friday, 8.30am - 5pm)

Funeral Teas

Memorial Gatherings

Humanist Services



Our experienced, professional staff recognise the importance of such events and can organise catering, musicians and anything else you may require – and on the day itself, will provide a sympathetic, discreet and efficient service for the bereaved during this difficult and emotional time.

Funeral Teas, Humanist Services and Memorial Gatherings can be both moving and uplifting events. Our three individually unique venues in Dundee have years of experience at hosting such events and can assist you with your arrangements, ensuring that they do not add to the stress of losing a loved one.

We offer a variety of menus and refreshments for you to choose from and are happy to accommodate any size of gathering. All our venues have ample parking.

To speak to one of our advisors please call any of our establishments

3 Unique Venues



Best Western Invercarse Hotel
371 Perth Road, Dundee DD2 1PG
Tel: 01382 669231
Email: invercarse@bestwestern.co.uk
www.bw-invercarsehotel.co.uk



Best Western Woodlands Hotel
13 Panmure Terrace, Broughty Ferry,
Dundee DD5 2QL
Tel: 01382 480033
Email: woodlands@bestwestern.co.uk
www.bw-woodlandshotel.co.uk



Birkhill Inn
124 Coupar Angus Road,
Dundee DD2 5PG
Tel: 01382 581297
Fax: 01382 580963
www.birkhill-inn.com

Mackenzie & Mackenzie

SOLICITORS

Assisting You with...

- Executries
- Wills
- Powers of Attorney
- Buying
- Selling
- Re-Mortgaging

24 Abercorn Street
Dundee
DD4 7FA

Telephone: 01382 455263

suzie_mackenzie@hotmail.com



Nine Maidens

Let our experienced and understanding staff look after your family and friends in warm comfortable surroundings

The Nine Maidens is available for all functions including funerals.

- Situated less than a mile from Dundee crematorium
- Large car park
- Outside beer garden
- Homemade funeral buffet at competitive prices
- Can accommodate up to 250 guests

Nine Maidens



NINE MAIDENS
Sidlaw view | Laird Street | Dundee | DD3 9QU
01382 858882



Established 1874

SOLICITORS • ESTATE AGENTS • NOTARIES PUBLIC

DUNDEE OFFICE

Address: 27 Bank Street
Dundee DD1 1RP
Telephone: 01382 322267
Fax: 01382 225000
E-mail: enquiries@bowmansolicitors.co.uk

FORFAR OFFICE

Address: 37 East High Street
Forfar DD8 2EL
Telephone: 01307 464088
Fax: 01307 468868
E-mail: forfar@bowmansolicitors.co.uk

there when you need us

- WILLS & EXECUTRIES
- TRUST ADMINISTRATION
- CONVEYANCING
- ESTATE AGENCY
- FAMILY MATTERS
- ALL LEGAL MATTERS

www.bowmansolicitors.co.uk





MIDDLETON MEMORIALS LTD.



**'A MEMORIAL
IS FOREVER'**

*Talk to one of our professional & caring staff
before you make the final decision*

- ◆ Granite Memorials
- ◆ Additional Inscriptions
- ◆ Stone Cleaning
- ◆ Renovation

We are a family business and are proud of our reputation of providing memorials of distinction.

We are very aware of just how difficult the whole process of choosing a memorial can be and our dedicated staff are there to help you through the whole process of choosing the monument and selecting the wording.

We try to make the experience as meaningful as possible, and to provide a memorial that reflects your wishes.



Arbroath
20A Keptie Street
Arbroath
DD11 3AF

T: 01241 873 700
F: 01241 873 700
E: middleton.a@talktalkbusiness.net

Dundee
Unit 2B Ainslie Street
Dundee
DD5 3RR

T: 01382 770 022
F: 01382 770 011
E: middleton.k@talktalkbusiness.net

Forfar
91 East High Street
Forfar
DD8 2EQ

T: 01307 462 019
F: 01307 462 019
E: middleton.f@talktalkbusiness.net

www.middletonmemorials.com

THE SNUG BAR

Public House • Function Room

Allow us to cater for all your after funeral gathering.

Wide selection of buffet menus available.

We will treat your gathering with the respect and dignity it deserves.

Please contact us for more details

with our sympathy

HOT & COLD
BUFFETS

~
ALES, WINES
& SPIRITS

~
FUNCTION SUITE
AVAILABLE

~
LARGE CAR PARK

~
LOCAL HOTELS

01382 226978

75 CHURCH STREET, DUNDEE DD3 7HP



Unlike many other competitors we prepare our food fresh on the premises and cook to order and we think that you'll notice a difference as a result.

Our menu has been developed to exacting standards to provide an interesting selection of meals to satisfy all tastes with each section delivering excellence in every dish.



a caring & friendly service for you and your guests

EatingInn

The Riverside Inn

The Riverside Inn

Riverside Drive
Dundee
DD2 1UH

Tel: 01382 566 864
RiversideInn.Dundee@belhavenpubs.net

Restaurant Opening Hours

Monday to Sunday 1000 - 2300

Food Service Times

Monday - Thursday & Sunday	1000-1200 (Breakfast Menu)
	1130-2130 (Regular Menu)
Friday & Saturday	1000-1200 (Breakfast Menu)
	1130-2200 (Regular Menu)

STURROCK COMB & DAVIDSON



Sturrock, Comb & Davidson is one of the few remaining family owned and run funeral companies serving the communities throughout the Dundee district. The business has been built up over five generations on a solid foundation of trust, recommendation, and a high quality of personal service provided. As a family owned and run business, great pride is taken, ensuring that the bereaved are afforded every care and attention. All our premises are furnished to the highest standards, each one offering the most modern facilities in very relaxed and comfortable surroundings. Within our modern premises we are able to provide a sensitive, dignified and effective service, for all beliefs, affording essential peace of mind to the bereaved. Operating primarily within our area, we also coordinate arrangements both nationally and internationally.

The traditional values of respect, courtesy and professionalism are central to our philosophy.

Dundee's oldest independent family owned funeral directors.

A truly independent, family owned and run funeral director offering guidance and care at one of life's most challenging moments.

24 hour telephone line

01382 462159

OFFICES AT:
34A Forfar Road, Dundee 01382 462159
150A Lochee Road, Dundee 01382 667745
135 South Road, Lochee Dundee 01382 611506

www.dundeefunerals.co.uk



<p><i>Robert Samson Ltd</i> FUNERAL DIRECTORS</p> <p>Serving the Community Since 1913</p> <p>SERVICE & REST ROOMS</p> <p>GOLDEN CHARTER Prepaid Funeral Plans</p> <p>MONUMENTAL WORK</p> <p>EMBALMERS</p> <p>ALL MAJOR CREDIT CARDS</p> <p>www.funerals-dundee.co.uk 24 HOUR SERVICE 01382 477124 175 King Street, Broughty Ferry, Dundee DD5 2AX</p>	<p><i>James L. Wallace</i> FUNERAL DIRECTORS</p> <p>A Caring & Personal Service From a Family Owned Independent Firm</p> <p>SERVICE & REST ROOMS</p> <p>GOLDEN CHARTER Prepaid Funeral Plans</p> <p>MONUMENTAL WORK</p> <p>EMBALMERS</p> <p>ALL MAJOR CREDIT CARDS</p> <p>24 HOUR SERVICE 01382 825726 55a Strathmartine Road, Dundee DD3 7RX</p>
--	--

THE Ellenbank Bar

Funeral Teas

Various hot and cold menus to suit your individual needs.

Our newly refurbished Function Suite is available, free of charge, for any occasion.

For further information contact **Grant or Fran...**



The Rosebud

At a sensitive time for family and friends experiencing a wide range of emotions, our fully trained, compassionate staff are here to help you at this difficult time.

We can offer help and advice to create suitable tributes to express your feelings.

Please contact Dilly & her team to discuss your requirements.

Home visits can be arranged if required.

209 Perth Road, Dundee
Tel / Fax: **01382 642336**

Floristry also for: Weddings • Birthdays • Anniversaries • Any Occasion

www.therosebud.co.uk • info@therosebud.co.uk
Creative Florists Aline, Dilly & Jane

Noted for quality flowers and design • Exceptional care taken with all our customers

128 Alexander Street, Dundee
Telephone 01382 224104



Dundee Registrars Office
89 Commercial Street
Dundee DD1 2AF

Telephone: **01382 435222**

E-mail: registrars@dundeecity.gov.uk

Website: www.dundeecity.gov.uk/supportservs/registrar

Opening hours: Monday - Friday 08:45 - 16:45