

PETER MUSGRAVE
Funeral Directors
& Monumental Masons

Leytonstone

WE ARE HERE TO HELP



www.hlhawes.co.uk

BUY WITH CONFIDENCE – Trading Standards Approved



Buy with Confidence is an approved trader scheme which has been set up to assist residents to find reputable local businesses. The scheme is run by a partnership of local Trading Standards services, including the unitary authorities of Essex County Council.

Our business is audited by Trading Standards to ensure that we comply with consumer protection legislation and monitored regularly from feedback submitted by our clients.

More information can be found on the buy with confidence website –

www.buywithconfidence.gov.uk/sitepages/bwchome.aspx

History of H L Hawes & Son Ltd

The first recorded funeral conducted by H L Hawes & Son Ltd was in 1847.

At that time Henry Lawrence Hawes was a coal merchant in the East End, and as so often happened to men owning premises and transport at that time, he was called upon to arrange and conduct funerals, when necessary.

Life in those days was tough, and as 55% of babies born died before their third birthday, it is of little surprise that the first recorded funeral was that of a child.

The first known address for this business was in the Mile End new town.

It is known that Henry Hawes had three sons and that two of them eventually set up their own funeral businesses in other parts of the East End.

Records show that when the split came in the 1880's, Henry moved to Ilford with his son, also called Henry, and so became established H L Hawes & Son Ltd, as it is still known today.



Today, 168 years on, we have a funeral office at:

H L Hawes & Son Ltd
106 Tanners Lane
Barkingside, Essex IG6 1QE
Tel: 020 8550 4047

H L Hawes & Son Ltd
153 Station Road
Chingford, London E4 6AG
Tel: 020 8559 3235

H L Hawes & Son Ltd
4 Market Square
Waltham Abbey, Essex EN9 1DL
Tel: 01992 711892

In May 2009 we took over the established business of:

Peter Musgrave Funeral Directors
883 High Road
Leytonstone, London E11 1HR
Tel: 020 8532 9600

Meet the Team

The major strength of H L Hawes & Son Ltd is its employees. As you will see below, many of our staff have been with us for a good number of years, in fact, they aggregate more than 150 years' service with our Company.

This level of staff retention allows us to provide a professional caring service to returning families who will have met our staff on previous occasions.

Our company puts a great emphasis on staff training, we have three members who hold the Diploma in Funeral Directing, a qualified embalmer, and all our funeral personnel have successfully completed Health & Safety courses, and many have received First Aid training.

Also, H L Hawes & Son Ltd Funeral Directors can be easily identified as you will usually see the same personnel on each service we conduct and our funeral vehicles with the HLH registration plate.

Directors

H L Hawes & Son Ltd has three directors:

Mr. Michael Griffiths,

Mr. Steven Griffiths,

Managing Director, Mr Alun Tucker Dip FD., F.SAIF.

Managing Director - Alun Tucker, Dip FD., F.SAIF

With over forty years' experience in the funeral profession Alun is responsible for the day-to-day running of the company.

He is Former Chairman of the Independent Funeral Directors College which exists to ensure that funeral staff is trained to the highest standard.

Alun is a Fellow, Past President, Former Chief Executive and Former Executive Chairman of The National Society of Allied and Independent Funeral Directors (SAIF), the trade association for Independent Funeral Directors.

Our Team:

Managing Director

Alun Tucker Dip. FD., F.SAIF (July 1996)

Company Secretary

Robert Andrews MA, ACIB, FCIE (Sept 2001)

General Manager

Karl Partridge Dip. FD MBIE (July 1998)

Funeral Services Manager

Richard Hampton (Feb 1999)

Administration Manager / Masonry

Tania Stone (Dec 1996)

Funeral Conductors

Marc Wright (Jan 2004)

William Gill (Jan 2006)

Dennis Gillett (June 1989)

Funeral Assistants

Brett Mann (Oct 2007)

John Straker (2007)

Funeral Arrangers

Pauline Richardson – Chingford (June 1988)

Inga Tizzard – Chingford / Barkingside (Mar 2008)

Theresa Crane – Peter Musgrave F.D's, Leytonstone (Oct 2000)

Linda Graham – Peter Musgrave F.D's, Leytonstone (Mar 2001)

H L Hawes & Son Ltd, Waltham Abbey office

Stephanie Butler Dip. FD - (July 2007)

THE SERVICE WE PROVIDE

H L Hawes & Son Ltd Funeral Directors are committed to the continuous improvement of the standard of service we provide.

We aim to provide a service that meets the individual needs of our clients' from all different cultures, religions and non-religious beliefs by guiding them through the arrangements, procedures and legal requirements.

Our long tradition of caring and concern clearly illustrates our genuine understanding of our clients' and their needs. We treat them as we would like to be treated ourselves and this is why generations of families have put their trust in us.

We have a clear pricing policy and a full written estimate of funeral directors charges, disbursement fees and other service charges, together with confirmation of the arrangements are provided before the funeral.

In addition to our services we offer a **Limited Service Funeral** which is an affordable and dignified funeral, carried out with care and consideration, and conducted in accordance to the guidelines as set out in our Funeral Services Prices List booklet.

OTHER SERVICES WE OFFER

For information on all our services such as;

Chapel of Rest, Coffins, Caskets, Ashes Urns, Minister / Officiant, Newspaper announcements, Vehicles, Horse-drawn, Music, Flowers, Donations, Order of Service sheets, Memorial Book of Condolence, Memorial Portraits, etc. can be found in - **Our Services & Product Ranges Booklet**.

Cemetery/Crematorium

We will contact the cemetery or crematorium of your choice to book a date and time for your ceremony.

THE FUNERAL

The funeral service may take place in a church or other place of religion, but the majority are conducted at a cemetery or crematorium. You do not have to have a minister of religion to conduct the funeral service at a cemetery or crematorium. Any member of the family can do it or we can arrange for an experienced person to conduct a non-religious ceremony for you.

PAYMENT POLICY

Once the funeral arrangements have been completed you will be given a written confirmation of the arrangements together with an estimate of both our charges and the disbursements payable to various other authorities (such as a cemetery or crematorium, minister, florist etc.).

At this time you will be asked to pay the disbursements. *(Many other Funeral Directors have operated this practice for some time and it is with regret that we find it necessary to adopt this policy.)*

We require this payment to be made at least 48 hours prior to the date of the funeral. This can be by cash, cheque, credit or debit card. Please note that Payment by credit card may incur a 2% handling charge.

An account for our charges and any agreed amendments will be forwarded seven days after the funeral.

Full Payment Prior to Funeral – Discounts

A **discount of £35.00** is given on the **Limited Service Funeral**.

For **all other funerals**, a **discount of £75.00** is deducted from our Professional Charges.

FUNERAL PRE-PAID FUNERAL PLANS

The Hawes Funeral Plan - No Longer Sold

All Plans Sold will be honoured; as agreed.

Although H L Hawes & Son Ltd no longer sell The Hawes Funeral Plan, we would like to reassure clients who have purchased a Hawes Funeral Plan, that our agreement stands to honour the plan and carry out the funeral.

If you have any questions or concerns about your Hawes Funeral Plan, please do not hesitate to contact us.

Golden Charter Funeral Plan

In association with **Golden Charter**, the largest UK's independent funeral plan provider, H L Hawes & Son Funeral Directors offer '**The Independent Way**' personalised plan.

We are confident the bespoke plan is the best value of other UK funeral plans available, whatever your age, as it offers you complete peace of mind by fixing the price of your funeral at today's prices, with no hidden costs.

When you take out a funeral plan, you have the reassurance that your money is protected. You select how you wish to pay for your plan and your money is paid into the Golden Charter Trust which is a separate entity, run by an independent Board of Trustees, whose sole purpose is to manage the Trust's funds. This arrangement is to ensure that whatever happens to Golden Charter - the company - future payments; the funeral plan is secure and guaranteed.

Your money grows and, when the time comes, H L Hawes & Son Ltd will receive the payment, including any growth, and will use this money to provide the agreed services to your family and in accordance to your wishes.

No matter how much costs have risen in the intervening period, your loved ones will not be asked for a penny more for the guaranteed funeral director's services included within your plan.

There are some costs that we are obliged to pay on your behalf. These are known as disbursements and include charges such as cemetery, crematorium, doctors', and clergy or officiate, newspapers and memorials. The amount of this expenditure is not within our control and may require a further payment at the time of need.

For further information or brochure please contact us (details on back page) or visit:
www.yourfuneraldirectors.co.uk

WHAT TO DO WHEN A DEATH OCCURS

When a death occurs many people are unsure who to contact and when.

Most deaths take place in one of three places, either at home, in hospital or a nursing home. The procedures involved differ slightly and will now be explained.

At Home:

When someone dies at home, the first contact should be the family doctor who will normally call at the house and, if satisfied as to the cause of death, will issue the death certificate. In some cases you may be asked to call at the surgery to collect the certificate. You will need this certificate to register the death.

In many instances the religion of the deceased will require that immediate contact is made with their minister.

After the doctor has attended, you should contact us at any time of day or night.

Prior to attending at the house we will request the following information

- Your name, address and telephone number and your relationship to the person who has died
- The name and religion of the deceased and the address where death has occurred
- The name of the family doctor and has he/she been notified
- Is it your desire for the deceased to stay at home or be removed to our chapel of rest?
- Have you decided on burial or cremation?

If you wish for the deceased to be removed into our care, we will then arrange a suitable time to call at your home.

In Hospital or a Nursing Home:

When a person dies in a hospital or nursing home, you will normally be dealing with the sister, staff nurse in charge or the care home manager. They will have made the necessary arrangements for the doctor to issue the death certificate and will advise you from where, and when, it will be available.

If you have decided that the funeral is to be a cremation, you should make the hospital or nursing home aware of this. Additional papers have to be prepared by the doctors and advising them at this stage will save possible delays later.

You should then contact us. We will ask you for information regarding yourself, the deceased and the place of death. We will bring the deceased into our care as soon as it is possible to do so.

At this stage we can also arrange a suitable time for you to call at one of our offices or arrange for someone to visit you at home to make all the arrangements.

HM Coroner

In some cases a death may be reported to the Coroner.

There are many reasons why this can happen; for example, an unexpected death, a road accident or it may simply be that a doctor has not attended the deceased within 14 days prior to death.

This should not give cause for concern and will not necessarily delay the funeral.

The Coroner will decide whether to hold a post-mortem examination to establish the cause of death.

The Coroner's Officer will keep the next of kin informed about what to do.

You should still contact us and we will fully explain the procedures involved.

REGISTERING THE DEATH

MAKING ARRANGEMENTS FOR BURIAL OR CREMATION

You do not have to wait until the death has been registered before contacting us about arrangements for the funeral.

When should you register?

By law, all deaths in England and Wales must normally be registered within five days of the death occurring.

In practice however the death should be registered prior to the funeral, and cremation is not allowed to proceed until the death is registered.

Who can register a death?

The duty to provide the information to the Registrar lies with a relative of the deceased.

Should a relative be unavailable, other persons can give the information, in which case we will be pleased to advise you.

Where should you register?

In England and Wales deaths are normally registered at the Registrar's office for the District in which death occurred.

However a death occurring in Essex may be registered at any Registrar's office within the county. The same applies in Hertfordshire.

Many Registrar offices have an appointments system so you should call them first to check.

Registrars details can be found on the inside back cover.

What information does the Registrar require?

The Registrar will ask you for the following information:

- The full names and address of the deceased, occupation, date and place of birth
- Name of widow or widower or, if married more than once, the names of former wives or husbands. The date of birth of a surviving spouse will also be required
- The deceased's father's full name and occupation, their mother's full name and maiden surname
- The name and address of the deceased's doctor
- Your own address, as the person giving the above information

What documents are required?

The Registrar will require the following documents:

- The Medical Certificate of Cause of Death (death certificate)
- The deceased's Birth and, if applicable, Marriage Certificate(s)
- The deceased's National Health Service card
- Any book or document relating to any pension or allowance which the deceased received from public funds

It may be that some of these are not available.

As long as you can advise the Registrar of the information or tell them where it can be obtained, e.g. District where birth or marriage took place, then this should suffice.

Do not rush off and obtain copy documents. First check with the Registrar as copies can be expensive.

What documents are issued by the Registrar?

If a Coroner's post-mortem is not being held, the registrar will give you:

- A certificate for burial or cremation (known as the 'green form'). This form gives permission for the body to be buried or to apply for the body to be cremated and must be given to the Funeral Director
- A cream certificate of the certified copy of the entry in the Register of Deaths. This form is required for the will, pension claims, insurance policy(s), bank(s), building society(s) and premium bonds etc.
- A white certificate of registration of death (form BD8). This is issued for social security purposes if the person was on a state pension or benefits (read the information on the back, complete and return it, if it applies)
- A booklet called 'What to do after a death' with advice on wills, funerals and financial help
- A booklet called 'Helping to stop unwanted direct mail to the deceased' produced by The Bereavement Register
- *If a post-mortem is needed, the Coroner will issue any documents you need as quickly as possible afterwards*

Certificate of the certified copy of the entry in the Register of Deaths

It is advisable to know the number of copies required prior to registration as copies requested after that time are available but at an increased cost.

Any copies required for personal purposes should be similarly requested at this stage.

For full details on registering a death please visit:

www.direct.gov.uk



USEFUL ADDRESSES - REGISTRARS

London Borough of Redbridge

Queen Victoria House
794 Cranbrook Road
Barkingside, Essex IG6 1JS
Tel: 020 8708 7160/7162

London Borough of Waltham Forest

106 Grove Road
Walthamstow, London E17 9BY
Tel: 020 8496 3000

London Borough of Barking & Dagenham

Woodland House, Rainham Road North
Dagenham, Essex RM10 7ER
Tel: 020 8270 4744

London Borough of Havering

The Langtons
Billet Lane
Hornchurch, Essex RM11 1XL
Tel: 01708 433481

London Borough of Newham

207 Plashet Grove
East Ham, London E6 1BT
Tel: 020 8430 3616

Epping Forest District Council

St. John's Road
Epping, Essex CM16 5DN
Tel: 01992 572789

**Please ring the Registrar's office before attending to make an appointment.
More addresses available upon request.**

CREMATORIA & CEMETERIES

In Redbridge:

Forest Park Cemetery & Crematorium
Forest Road
Hainault, Essex IG6 3HP
Tel: 020 8501 2236

Roding Lane Cemetery
Roding Lane North
Woodford Bridge
Essex

Barkingside Cemetery
Garden of Rest
Longwood Gardens
Barkingside
Ilford
Essex IG5 0ET
Tel: 020 8501 2236

In Newham:

City of London Cemetery & Crematorium
Aldersbrook Road
Manor Park
London E12 5DQ
Tel: 020 8530 2151

East London Cemetery
230a Grange Road
Plaistow, London E13 0HB
Tel: 020 7476 5109

Manor Park Cemetery & Crematorium
Sebert Road
Forest Gate, London E7 0NP
Tel: 020 8534 1486

In Waltham Forest:

Chingford Mount Cemetery
121 Old Church Road
Chingford, London E4 6ST
Tel: 020 8524 5030

St. Patrick's Cemetery
(Roman Catholic)
Langthorne Road,
Leytonstone
London E11 4HL

Tel: 020 8539 2451

In Barking & Dagenham:
Chadwell Heath Cemetery
Whalebone Lane North
Chadwell Heath, Essex

Rippleside Cemetery
Ripple Road Barking Essex
Barking, Essex IG11 9PF
Tel: 020 8270 4740

In Havering:

South Essex Crematorium
Ockenden Road
Corbets Tey, **Upminster**
Essex RM14 2UY
Tel: 01708 434433

In Epping Forest:

Epping Forest Burial Park
Kiln Lane, **North Weald**
Epping, Essex CM16 6AD
Tel: 01992 523863



PETER MUSGRAVE FUNERAL DIRECTORS

**(Owned by H L Hawes & Son Ltd (est. 1847)
of Barkingside IG6 1QE)**

*(Registered No: 00357568 (England & Wales)
VAT No: 597166981)*

Peter Musgrave Funeral Directors
883 High Road
Leytonstone
London E11 1HR

Tel: 020 8532 9600

(Monday to Friday 9.30am – 4.30pm)

www.petermusgravefd.co.uk

Registered address:

H L Hawes & Son Ltd
106 Tanners Lane
Barkingside
Essex IG6 1QE

Tel: 020 8550 4047

(Monday to Friday 8.00am – 5.30pm & Saturday 9.00am – 12.30pm)

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