

CEMETERY PROCEDURES

PINE HILL CEMETERY CITY OF KENTWOOD, MICHIGAN

1. Cemetery related phone numbers:

- Primary number for cemetery business 698-9610
- Unlisted number at Pine Hill Cemetery 532-7915
- Pager number for non-business hours 351-0571

2. All calls from the public should be directed and handled at the main office.

- Answer any questions regarding the cemetery.
- Forward selected questions to the cemetery sexton.
- Arrange appointments for families to view and select a grave.

3. Funeral Homes should first call the main office for notification of a burial.

- This call will go to the switchboard number unless the notification occurs during non-business hours. In this event calls go to the pager number.
- Specifics such as the name of the deceased, the grave to be used, the time of the interment and vault information should be obtained at this time.
- Funeral Homes will have the cemetery and pager number to communicate other information to the cemetery sexton after the initial notification has been made.

3. Paperwork procedures.

- All paperwork and processing of bills and payments should be handled at the main office. The cemetery sexton can receive payments for a grave at the cemetery, but all other paperwork must be completed at the main office.
- A *Grave Purchase Record* will be produced and sent to the owner by the main office.
- A *Grave Purchase Record Transfer* must be completed whenever ownership of a grave changes. If ownership passes from parent to child no fee will be charged, but in all other cases a fee will be charged. This *Grave Purchase Record Transfer* must be completed in the event that the owners listed on the *Grave Purchase Record* die.
- A *Burial Authorization Permit* must be provided to us before an interment when an owner authorizes the burial of a non-family member in a grave they own.

4. Billing and payment information.

- If families are making payment directly to the City they can pay at the main office or the cemetery if they are already there. Payment must be received before the work is completed and a receipt will be given to the family immediately.
- In other cases we will bill the funeral home or foundation company when we receive the work order. The work can be completed before payment is received.