

# Barrells †

The Funeral Directors Limited



*Caring, dignified and respectful*

# When tomorrow starts without me

When tomorrow starts without me  
and I'm not here to see  
If the sun should rise and find your eyes  
all filled with tears for me.

I wish so much you wouldn't cry  
the way you did today  
While thinking of the many things  
we did not get to say.

I know how much you love me  
as much as I love you...  
And each time that you think of me,  
I know you will miss me too.

So when tomorrow starts without me  
don't think we're far apart...  
For every time you think of me,  
I'm right here in your heart.

**David M Romano**

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# About Us

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Barrells Funeral Directors was established in 1963 and still operates today as a privately run, family owned funeral directing business.

We have two offices in Hampshire - 'Lawnswood', our head office in the centre of Portsmouth, located in the former vicarage of St Mary's Church, and a branch office in Waterlooville. Our caring and friendly staff are fully trained to offer you support and guidance.

*"Over the years we have embraced new technology and modern funeral practices, but we have never lost sight of our main role, which is to provide a dignified farewell to a loved one.*

*We achieve this because we are fortunate to have dedicated and loyal staff who are committed to providing the highest standard of customer care."*

**Simon Thetford**

## Our promise to you

Our aim is to deliver the best service possible to our customers. To this end, we have created a tranquil and comfortable environment where our Funeral Directors and support staff will welcome you.

Through the years we have built our proud reputation on the dedication and professionalism of our staff, the excellent facilities at our premises, (which include 11 Chapels of Rest) and on our large fleet of pristine vehicles.

We can arrange funerals to take place anywhere in the United Kingdom and can also assist with Repatriation where necessary.

Whatever your requirements, our staff are available to answer any questions you may have and assist you in arranging the most suitable funeral for your loved one.



# Your initial contact with us

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When your family suffers a bereavement it can be quite daunting. There are so many things to take care of, often when you feel least able to cope. Our friendly and experienced staff are here to guide you through this difficult time.

Following your initial contact with us, we will ask for preliminary details concerning the person who has passed away.

If the person died at home, or in a hospice or care home, following confirmation of the death by a professional, we will arrange to collect your loved one and convey them to our Chapel of Rest. However, if the Coroner is involved or the death occurred in Hospital this may not happen until the necessary documentation has been issued.

All deaths occurring in England and Wales must be registered within 5 days of the death unless the Coroner's involvement prevents this. As almost all Register Offices operate an appointment system, we can provide you with the telephone number or make the appointment for you if you prefer (see Page 13.)



At a time convenient to you, our Funeral Director will arrange to meet you to discuss the funeral arrangements. This can take place at your home or at either of our premises. We are committed to making the process of arranging the funeral as stress free as possible and will guide you through the formalities and legal requirements. We will also inform you of the choices available to you.

Arranging a funeral should not be rushed, so we encourage you to take your time. Once you have made your decisions you can rest assured knowing we will carry out your wishes in a discreet and professional manner.

We are able to cater for all religious and non-religious services and our staff will respect and comply with any cultural or ceremonial wishes you may have. If no specific instructions have been left regarding the wishes of the deceased, we can advise you accordingly.

When all the arrangements have been finalised we will provide you with a written estimate. We will ask you for part payment prior to the funeral taking place.

For your reassurance and to ensure continuity, the Funeral Director who makes the arrangements with you will also conduct the funeral and offer help and support to you and your family.





## Our Chapels of Rest

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We appreciate that you may find a visit to our Chapel of Rest emotional, upsetting or even stressful. The memory of your visit may stay with you for many years so we do our utmost to ensure it is a positive experience. Our aim is to help you feel comforted, knowing that your loved one is at peace and has been taken care of with dignity and respect.

We are able to provide quality, handmade gowns, many exclusively designed for us. Or if you prefer, you can choose to dress your loved one in their own clothes.

Each of our 11 Chapels of Rest are totally private and tastefully furnished in a comfortable and peaceful style with 7 being air-conditioned. Because they are private, you are welcome to visit as often as you wish, but we do ask that you make an appointment to ensure the privacy of others and yourself.

Most of our Chapels overlook the beautiful and tranquil gardens which you are welcome to use after your visit.



We have a large, modern, fully equipped mortuary and preparation facilities, where our trained technicians will carry out all necessary hygienic steps to ensure a pleasant chapel visit. If you wish to assist/view the preparations, or if there are any cultural or religious reason for this to be carried out by someone else, we are more than happy to accommodate this.

Although we have two professionally qualified embalmers, we do not embalm as a matter of course, so if you wish to discuss the benefits of this procedure, please ask your Funeral Director.



*“For many years now the funeral has become a time to celebrate the life of a loved one and not just a way in which to mourn a death. We understand the importance of this and we can help you to create a funeral as unique and special as the individual.”*

**Simon Thetford**





# Our Fleet

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We know that your loved one's final journey is very important to you and so we have a pristine fleet of vehicles available to you. Our hearse and limousines are specially built, manufactured to the highest quality, well maintained and polished to perfection. Our chauffeur bearers are immaculately dressed, dignified and respectful.

Whatever your needs are, with regards to transport on the day of the funeral, we can provide a range of options to meet your requirements.

- Traditional Hearse
- Limousines

If you are looking for a bespoke method of transportation, we will gladly arrange this for you.

- Horse Drawn Hearse
- Motorcycle Hearse
- HGV etc...



# Our Services

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Our role as Funeral Director is to assist you in arranging a truly dignified and personalised farewell to your loved one. We understand how important it is that the funeral be tailored to reflect their personality and so we offer additional services which will enable you to do this.

- Natural Burials (Woodland and eco-friendly)
- Range of coffin and casket designs
- Floral Tributes
- Bagpiper/Harpist/Choir/Soloist
- Personalised attendance cards
- Hymn sheets
- Recording of service (Audio and visual)
- Horse drawn carriage
- Motorcycle Hearse
- Alternative transportation of coffin
- Union Flag/White Ensign
- Burial of Ashes
- Scatter of Ashes at sea (no Naval connection required)
- Symbolic dove release
- Pre-Payment Funeral Plans (see page 17)
- Repatriation
- Catering advice and venue booking
- Information on Counselling Services and support organisations



If you are looking for something specialised, we will endeavour to source this for you.



## Order of Service Booklet

If you wish, we can produce a personalised Order of Service for the mourners attending the funeral. In addition to the traditional order of service details, we can incorporate photographs, readings or favourite poetry, for example, making the content as individual as your loved one. These thoughtful touches make the booklet a lovely keepsake. You may order additional copies to send to family or friends who are unable to attend the funeral.



## Hymn Sheets

A hymn sheet can be printed by us free of charge for all services. One or two hymns are ample for the time allocated. A list of popular hymns can be found on page 16.

## Donations to Charity

We will gladly accept donations made in lieu of floral tributes for your chosen charity. Each donor will receive an acknowledgement letter sent by us on your behalf. Finally, when the collection period closes, we will list their names and send it to you for your information.

All donations received will be forwarded to the charity of your choice after approximately 6 weeks, either by hand or recorded delivery.

## Obituary Notices

If you would like to place an obituary notice and/or an expression of thanks for sympathy in a local or national newspaper, please advise your Funeral Director who will arrange this on your behalf. Please provide the following information:

- Name of Newspaper(s)
- The day and date on which you wish the notice(s) to appear
- The wording which you wish to be placed
- There are a number of options with regards to illustrations and poetry which may be included in 'The News' Portsmouth. Please ask and we will be happy to assist you with this.

## Pallbearers

We understand there may be family members who wish to carry the coffin. In the interests of health and safety the correct training must take place at least 24 hours prior to the funeral. We ask that you liaise with your Funeral Director who will be pleased to make the necessary arrangements. Please note, all pallbearers must sign a disclaimer stating that they have received training and understand that Barrells Funeral Directors will not be held responsible for any injury or problem that may occur.



# Things to Do after a Bereavement

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We have put together this list to assist you in completing a range of tasks that should be done once a loved one has passed away.

- Contact the deceased's solicitor regarding the Will. It is important to ascertain the contents of the Will as it may contain instructions regarding the funeral arrangements
  - Contact the deceased's employer or professional association together with the Inland Revenue
  - Inform Local Government; cancel housing/tax benefits/Social Services
  - Social Security: cancel any direct payments into Bank accounts etc.
  - Contact Banks/Building Societies/credit card companies etc. (joint accounts require change of name.)
  - Car Insurance: you are not legally insured to drive if the Policy is in the deceased's name
  - DVLA to return driving licence, cancel or return car tax, change car registration documents
  - Contact pension providers, investment and life insurance companies, and mortgage providers
  - Premium Bonds are not transferable; the Post Office will provide you with a form to submit to the Bonds and Stock Office
  - Inform utility companies if accounts are held in deceased's name and TV/internet companies
  - Re-direct post via the Royal Mail (a small charge is made for this service)
  - Return Passport to the UK Identity and Passport Service
  - Notify clubs, trade unions, associations, seasonal memberships for cancellation and possible refunds
  - If the property is unoccupied: check it is secure and in cold weather, leave some form of heating on to prevent burst pipes. It might also be advisable to let a neighbour have a key to remove any build up of freepost.
- If there is no Will, you may wish to apply to the Probate Registry for Letters of Administration - you can do this yourself or appoint a Solicitor to help you.



## Registering the Death

All deaths occurring in England and Wales must be registered within 5 days of the death unless the Coroner's involvement prevents this. The death must be registered in the district where the death occurred.

If you are unable to attend where the death occurred then you may make a declaration of death at any Register Office in England and Wales. The declaration will be sent to the correct Register Office and the death certificates, together with the authority allowing us to proceed, will be sent to you by post. However, this method of registration relies heavily on the postal service and others which may result in a delay to the arrangements.

In certain circumstances, the death may be referred to the Coroner, either by the Doctor or the Registrar of Deaths. The Coroner will decide whether to carry out a post-mortem or to hold an inquest or he may decide that no action be taken if he/she is satisfied as to the cause of death. Almost all Register Offices operate an appointment system.

For deaths within the City of Portsmouth:



City of Portsmouth  
Milldam House  
Burnaby Road  
Portsmouth  
PO1 3AF

Telephone 023 9275 6597  
023 9282 9041

For deaths within the County of Hampshire:



County of Hampshire  
Hampshire Registration Service  
Telephone 030 0555 1392



# Our Fees

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Whatever your financial circumstances we guarantee to provide a dignified funeral. We offer a funeral service that is second to none and pride ourselves on our professionalism and attention to detail. All our staff are impeccably dressed as befits the occasion, our premises are private, comfortable and beautifully decorated and our large fleet of limousines is in pristine condition.

However, this high standard is not reflected in our fees as we offer a competitively priced service. If you obtain a written quotation from a local funeral director we are confident we can match it.

The cost of a funeral is divided into two parts: fees due to us for the services we personally provide and fees due to third parties, called disbursements, which we pay on your behalf.

Included in our fees are

- Professional Services, administration etc.,
- Removal to our Chapel
- Private Chapel of Rest  
(to include all necessary preparation and dressing)
- Veneered Coffin complete with fixtures and gown
- Mercedes Hearse
- Funeral Director
- Uniformed Pallbearers

To this you must add the cost of disbursements.  
As an example:

Crematorium Fee / Cemetery Fee  
Minister / Celebrant Fee  
Doctors' Fees re Cremation Forms





Naturally additional expenses may be incurred should you choose to arrange a burial or a service in Church. Please feel free to ask for a quote or talk to us over the telephone to allay any concerns you may have regarding funeral fees. You really are under no obligation and you are welcome to view our facilities before making your decision.

You may wish to personalise the funeral by including optional extras such as Obituary Notices, Order of Service Sheets or other items shown on our Funeral Services page 10.

A written estimate will be given to you following our meeting to discuss the funeral arrangements. At this time we will ask you to pay a sum of money to cover the cost of disbursements. If you are eligible for a payment from the DWP Funeral Fund, please ask your funeral director for a form known as the SF200. Please note, all claims must be sent to the DWP prior to the funeral taking place. For further information go to **[www.direct.gov.uk](http://www.direct.gov.uk)**.

The final account will be sent to you or your Solicitor after the funeral has taken place. We ask that the account be settled within 6 weeks. You may pay by cheque, cash, debit or credit card.

# Popular Hymns

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1. Abide With Me
2. All Things Bright And Beautiful
3. Amazing Grace
4. Dear Lord and Father of Mankind
5. Eternal Father
6. Guide Me, O Thou, Great Redeemer
7. God Be In My Head
8. Great Is Thy Faithfulness
9. How Great Thou Art
10. In Heavenly Love Abiding
11. Immortal, Invisible God Only Wise
12. I Vow To Thee My Country
13. Jerusalem
14. Lord of All Hopefulness
15. Love Divine, All Loves Excelling
16. Lead Us Heavenly Father, Lead Us
17. Morning Has Broken
18. Make Me A Channel Of Your Peace
19. Now Thank We All Our God
20. Now The Day Is Over
21. O Love That Wilt Not Let Me Go
22. Onward Christian Soldiers
23. Praise My Soul The King of Heaven
24. Rock Of Ages
25. The Old Rugged Cross
26. The Day Thou Gavest
27. The Lord Is My Shepherd
28. Thine Be Thy Glory
29. The King Of Love My Shepherd Is
30. What A Friend We Have In Jesus



# Pre-Payment Plans

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Choosing to arrange and pay for your own funeral in advance may be something you have never considered. Increasingly however, many people are taking this step and are using it in a positive way, to help their families at what will no doubt be a difficult time in the future.

No-one likes to think of their family having to make emotional and financial decisions at a time when they are most distressed. A pre-payment funeral plan allows you to leave instructions on all aspects of your eventual funeral, relieving your family of any uncertainty about what your wishes may be.

We know from experience that many families and friends are comforted by knowing that the wishes of their loved one have been honoured and that such a thoughtful decision was taken to ease their burden.

A pre-payment funeral plan can help in other ways too. For example, if you have no immediate family or your relatives live in a different part of the country, you can be sure that your wishes are known. For some, just knowing that proper provisions have been made regarding the financial aspect of the funeral, gives peace of mind.

Purchasing a funeral pre-payment plan can eliminate some of the worries you may have by:

- Guaranteeing the cost of the funeral regardless of when it may take place (excluding disbursements paid on your behalf over which we have no control).
- Personalising your funeral under the professional guidance of your Funeral Director.
- Allowing you to purchase a plan without any restrictions as to your age or state of health
- Investing your payment securely with an independent Trust Fund.

We believe in the importance of allowing you to select a plan to suit your needs, tailor-made to your personal requirements and financial circumstances. For this reason we offer flexible options on our plans which allow you to personalise your funeral arrangements.

If you would like to obtain further information or advice on this subject, with no obligation to proceed, please contact us on 023 9282 4831 and ask to speak to one of our Funeral Directors. We can help alleviate some of the stress at a difficult time, giving you and your family peace of mind.



# Do you need a Grant of Probate?

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When a person dies, someone has to deal with their estate by collecting in all the money, paying any debts and distributing the estate to those entitled to it. The term 'Probate' often means the issuing of a legal document to one or more people authorising them to do this.

The Probate Registry issues the document which is called a 'Grant of Representation'. There are three types of Grant:

- Probate issued to one or more of the executors (e.g. people named in the Will to deal with the estate)
- Letters of Administration issued when there is a Will but no executor has been named, or when the executors are unable to apply or do not wish to be involved in dealing with the Estate.
- Letters of Administration issued when the deceased has not made a Will or the Will is not valid.

## What is its purpose?

A Grant is a document issued by the Court which enables the person/s named to deal with assets and belongings of the deceased. It allows money in banks and building societies to be collected, property to be sold or transferred and debtors to be paid.

## Is a Grant needed in all cases?

No. Certain organisations may release monies held if the amount is small. Also where a joint Bank or building society account is held, production of a Death Certificate may be sufficient for the monies to be transferred to the joint holder. Where a property is held in joint names and is passed by survivorship to the other joint owner, it may not be necessary to obtain a Grant.

However, if the above circumstances do not apply or if the organisation concerned informs you that a Grant is required, please contact the Probate Registry for further information.



Winchester District Probate  
Registry  
4th Floor Cromwell House  
Andover Road  
Winchester  
SO23 7EW  
Telephone 01962 897029

Staff at Probate Registries can offer procedural guidance on how to obtain a Grant but they cannot provide legal advice.

Note: Form PA2

**'How to Obtain Probate - A guide for the applicant without a Solicitor'** - forms part of the package provided to applicants when applying for probate from the above address. It is also available on the Court Service internet site. The website address is [www.courtservice.gov.uk](http://www.courtservice.gov.uk). Click on Forms and Guidance and you will find Wills and Probate towards the end of the list.

## Useful Telephone Numbers

Probate and Inheritance Tax Helpline 030 0123 1072  
Portsmouth Citizens Advice Office 034 4411 1306

# Terms and Conditions

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## Professional Services

These include all arrangements in connection with the funeral, assistance and advice in matters relating to the funeral, attendance and services of staff, attending to all documentation, care of the deceased and use of the Chapel of Rest, provision of motor hearse, funeral director and embalming of deceased if required.

## Payment of account

Barrells Funeral Directors Ltd operates a pricing policy in compliance with the Code of Practice of the Society of Allied and Independent Funeral Directors.

Our price list provides clients with a full and detailed explanation of our charges as required by the Code. In addition to our charges, disbursements must be paid to Doctors, Minister of Religion, Cemetery or Cremation fees and such like.

When the funeral plans are completed you will be given a written estimate of all the charges incurred for the services you have requested. Where the total estimated account is deemed excessive you may be asked to make an interim payment.

The account would normally be sent 7-10 days after the funeral. If wished, the account may be forwarded to your solicitor. We reserve the right to add interest on all outstanding accounts at 2% per month on accounts that remain unpaid after 60 days and any legal and court costs incurred due to non-payment.

If, because of your circumstances, you have to make a claim for assistance from the Department of Work and Pensions, please note that stringent rules apply as to the amount of help available. Please talk to us, in confidence, for guidance.

## Right to Cancel

(Arrangements made in the client's home only)

You have the right to cancel the contract if you wish. This right can be exercised by sending or taking a cancellation notice to the funeral director at any time within the period of 14 days starting on the day of the arrangement.

The right to cancel can be lost during the cancellation period if the service is provided in full before the 14 days elapses. Where applicable, payment may be required to be made in respect of any services carried out or disbursements paid, once the performance of the contract has begun and prior to the cancellation notice being received.

# Our Complaints Procedure

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We strive to offer the very best service for each and every one of our customers. In the unlikely event that you do have a complaint, please refer to the following complaints procedure.

Firstly, please contact the Funeral Director who has been looking after you. They should be familiar with your case and may be able to clear up any misunderstanding.

If you remain dissatisfied you may wish to raise a formal complaint. You can do this by clearly setting out all the facts in writing and sending this to your Funeral Director. Under the SAIF Code of Practice, the Funeral Director has a duty to acknowledge, investigate and respond in detail to your complaint as quickly as practically possible.



# Barrells †

The Funeral Directors Limited

## Head Office

'Lawnswood' 245 Fratton Road  
Portsmouth  
Hampshire PO1 5PA  
Telephone 023 9282 4831

## Branch Office

380 London Road  
Waterlooville  
Hampshire PO7 7TA  
Telephone 023 9226 9000

[www.barrells.co.uk](http://www.barrells.co.uk)

Our offices provide a 24 hour service, 365 days a year.  
If you wish to speak to a Funeral Director please call 023 9282 4831



Barrells Funeral Directors are a proud Member of the Society of Allied & Independent Funeral Directors