



Welcome to the first Treswithian Downs Funeral Directors newsletter

We thought we would start a newsletter to give you updates on the site and to advise you of new protocols and other general information.

We want feedback on how we can improve our services to you and your team. From praise to criticism.

Newsletter contents

- Staff changes
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- Christmas carol evening

Staff changes

Changes in staff at Treswithian Downs.

We would like to take this opportunity to announce that we have a new acting Manager Jason Taylor. Jason took over this role on Thursday 27th April.

Jason has had extensive managerial experience and has recently gained valuable experience working for a local Funeral Directors. Zoë Burlton was also promoted to acting Assistant Manager.

Both are extremely professional and are keen to deliver the best possible help to Funeral directors and their staff to deliver the best possible care to the bereaved and their families.

We are here to help you and your team !!

Telephone 01209 611835 - **Email** info@treswithiandownscrem.co.uk

Wildflower Scatter Area

We are currently designing a new scatter garden which will be based around a wildflower meadow, The area should be completed by the end of this summer. This tranquil and secluded space will make the process of scattering a loved one so much more memorable.



Site repairs and improvements

In 2017 we are having improvements to the site. This will include re-painting the interior of the chapel and all of the sites exterior woodwork and the also the flower canopy. We are also having all of the sites doors and fittings replaced or repaired. So no more getting stuck in the toilet !

Funeral Directors Information

Before the end of Summer 2017 we would like to hold a Forum to give you the chance to discuss any concerns or issues you have and to go over any of our new protocols. But below are a few updates that we would like to share with you.

Candles in the Chapel

A short while ago the previous manager stopped the use of real candles from the chapel. We would now like to change this to the use of contained candles. i.e. candles that are surrounded by glass or metal. Certain religions use candles in their funeral services and it would be disrespectful to stop them completely. If you are unsure then please ask a member of staff.

Donations box protocol

Just a reminder that we have a new donation box procedure. If you do not supply your own collection box and wish to use ours then we require 48 hour's notice. We can also not allow you to use any item from the crematorium as a collection box. If you are unsure on any of the protocol then please call or email and we can let you know.

Wesley Music

Wesley Music will endeavour to supply any items of music required for a funeral service, provided they are currently commercially available and a request has been made at least 48 hours (ideally 72 hours) before the service. As you all already know, we have the Wesley Media system fitted in our chapel. This allows access to a huge library of recorded music; you can view which pieces of music we currently hold in our library through the following link (please note – this library is updated daily with additional music we order) You can order music via:

<http://www.wesleymedia.co.uk> or you can telephone them on:

01536 314914 Please provide as much detail as possible to ensure that the family receive the exact piece of music that they require.

In addition to the music, Wesley Media also provide us with audio visual recordings such as Webcasts, DVD & CD's (a minimum of 48 hours' notice also required). This can provide an excellent service for families unable to attend the Crematorium on the day.

If the need arises the crematorium staff can order the music for your service from Wesley but we advise that this is done by you or your staff.

Funeral directors and Staff tours

We have always had an open door policy but we would like to extend this and offer tours to Funeral Directors, arrangers and operatives. Knowing how we work at Treswithian will help your staff answer questions from the public and aid them in a better relationship between us all. If you would like to arrange a tour please call Jason 01209 611835 or email for more information.

Cremator exam pass - Jason

Congratulations to Jason for passing his cremator exam on June 29th.



Grounds Award for Henry

The award is richly deserved as Henry works tirelessly and the site has clearly benefitted from his efforts. Well done Henry

Zoe horizons course

Zoë has been attending westerleighs Horizons course which is designed to teach them the fundamental skills they will need and to turn them into a highly valued Crematorium manager.

Christmas Carol Concert 2017

We know Christmas 2017 is a long way away but we wanted to let you know the date of our concert.

The Carol concert will be Thursday 7th December

Please add this date to you Diary.

Over the past few years you have all helped out with the concert in some way If you would like to help out for 2017 please let Zoe or Jason know.

Many Thanks



Opening Times

Office Monday - Friday
9.00am - 5.00pm
Gardens &
Book of Remembrance
April - September 9am - 6pm

October - March
9am - 5pm

Weekends &
Bank Holidays
(Grounds) 10am - 4.30pm



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Feedback Welcome

If you have any comments or suggestion on the service you receive, We always welcome feed. We want to anticipate people's needs and be open minded about which services we should provide. People's expectations are always changing and we must strive to keep up with, if not ahead of their demands.