

**Mendenhall Cemeteries Association  
Policy and Procedures**

**Grave-site Repairs – Pre-Settled**

**Background:** The scope of this policy pertains to pre-settled grave-site repairs. Additionally, only major repairs are at issue, as minor repairs are routinely handled by MCA. It is the responsibility of the MCA curator to classify repairs as major or minor. Major grave-site repairs have been and continue to be costly to MCA, both in terms of labor and materials. Therefore, MCA will seek to recover this costs through billing the associated burial service provider.

**Procedures:**

1. MCA will notify all burial service providers of this policy and associated documents: Letter of Understanding.
2. MCA will notify the burial service provider of needed repairs and send follow-up email with pictures as required.
3. Grave-site repairs must be made within five(5) business days of notification and to the MCA Curator satisfaction.
4. If grave-site is not repaired within time-frame, MCA will make necessary repairs and bill the burial service provider accordingly.

**Summary:**

The Mendenhall Cemetery is a sacred place. MCA expects and demands that all service providers treat it as such and deliver top-quality work and professionalism to our plot owners and families. Grave-site appearance, especially, immediately after a burial is key to our mission of uniformity and perpetual care.  
Billing for grave-site repairs will help MCA deliver on our promises.

Effective Date: 7/20/2021